

# Alcohol Management Plan

## Standon Calling 2026

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
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### INTRODUCTION

This plan aims to ensure that all of our licensed premises are operated responsibly, safely and within the parameters of the law, and provide an environment for the responsible and legal consumption of alcohol.

Standon Calling is committed to operating all licensed premises responsibly, safely and within the law. We support the four prime objectives of the Licensing Act 2003 and the Mandatory Licensing Condition – Selling Alcohol Responsibly (April 2010).

Further information and appendices from our bars and concessions provider, will be made available in later versions.

### MANAGEMENT STRUCTURE

The sale and supply of alcohol onsite is overseen by the Designated Premises Supervisor (DPS) and each bar will have a named bar manager who will be a personal licence holder. Their responsibilities are outlined in the Alcohol Letter of Agreement available on request. We will appoint a member of staff to carry out alcohol compliance checks which is an audit of the control of sales onsite.

## NAMES AND LOCATIONS OF BARS ONSITE

Bar no.	Bar name	Operated by	Location & Grid reference	Hours of operation MON - THURS	Hours of operation FRIDAYS & SATURDAYS	Hours of operation SUNDAYS	Bar size (m)	Products i.e. high volume / beer / cider
1	Bar 1		T18	TBC – 23:00	TBC – 02:00	TBC – 00:00	6x60m	
2	Bar 2		T17	TBC – 23:00	TBC – 02:00	TBC – 00:00	6x45m	
3	The People's Front Room		S18	TBC – 23:00	TBC – 02:00	TBC – 00:00	10x10m	
4	Beefy Melons		S17	TBC – 23:00	TBC – 02:00	TBC – 00:00		
5	General Admission (GA) Upgrade Lounge / Bar		T18	TBC – 23:00	TBC – 02:00	TBC – 00:00	6x12m	
6	Guest Area Bar		V19	TBC – 23:00	TBC – 02:00	TBC – 00:00	6x12m	
7	Artist / Promoter Bar		V17	TBC – 00:00	TBC – 02:00	TBC – 00:00	6x12m	
8	Boutique Bar*		S19	TBC – 00:00	TBC – 02:00	TBC – 00:00	10x15m	

\*Please note, Bar No. 8 – Boutique Bar – will be operating under a Temporary Event Notice / TEN licence.

All bars will be supported by a back of house area (BOH). The BOH areas will be used to store stock items and typical operating paraphernalia such as generators, CO2 gas cylinders, waste bins and cold storage vessels etc. The BOH areas are strictly out of bounds to the public and non-authorized One Circle staff. Where necessary, Heras fencing will be used to secure the BOH area and prohibition access signage will be displayed.

Please note this information is correct at the time of drafting but is likely to change before the event. In such circumstances we will update the AMP and version label for reference.

## SERVING SIZES AND CONTAINERS

Drinks will only be sold in approved measures as required by the Weights and Measures Act.

- Pints, half pints (or half pint multiples) and the rarely used third of a pint for draught beer, lager and cider
- Multiples of 25 millilitres or 35 millilitres for gin, rum, whisky and vodka except when they're served as part of a cocktail
- 125 millilitres or 175 millilitres for glasses of wine

Only officially stamped (bearing the crown or CE mark) measures, metering equipment or glasses will be used. For example, beer can be served using metered pumps or in stamped glasses.

Spirits will be measured through stamped optics or using stamped measures.

The tariff will always denote what quantities drinks are sold in and the ABV will be clearly displayed.

In the arena, the majority of sales will be from high volume bars, selling beer and cider (the largest volume products) in paper cups and/or PET Bottles. Wine and spirits and mixers will be sold in reuseable, recyclable plastic glasses.

No product will be sold any glass or glass container.

## **PROOF OF AGE / CHALLENGE 25**

We will be operating the Challenge 25 scheme at all events. The policy was developed by the Retail of Alcohol Standards Group (RASG), and is a nationally recognised scheme.

The accepted forms of ID are:

- A Passport (Not a photocopy)
- Driving Licence
- A Proof of Age Card bearing a PASS hologram
- A Ministry of Defence identity card
- A National identity card issued by an EU member state
- A UK Biometric Residence Permit (issued by UKV1)

If fake ID is produced, or ID is being misused, then the Bar Manager will use their discretion and may supervise the seizure. A bailment form will be completed. Our legal duty is to prevent the sale, not to seize the ID, however we consider it best practice to remove the fake ID / misused ID from circulation. This will be handed by the Bar Manager to the Licensing Office who will then liaise with the police.

If a server suspects that an adult is buying alcohol to pass onto a minor the following course of action is taken:

- They question the person politely as to the destination of the purchase, ask to see the other consumers and check their ID. Where this is not achieved they will restrict the sale to the amount of adults present with valid ID
- They will explain to them that they commit a criminal offence if they purchase the product with the intention of giving it to a person underage and tell them that if they are found to have supplied alcohol product to an underage person they could be evicted from the premises and reported to the Police.
- This is logged with the bar manager and bar security.

This process is included in all briefings.

## **HEALTH & SAFETY**

The bars and concessions provider through the tender process will commit to providing adequate control of health and safety risks arising from the bar (alcohol sales) activities. The process will ensure they recognise that they have responsibility for the bars and for the coordination of the activities of our staff and related service providers on site. The Alcohol Management Plan and supporting statutory documents will be issued to all relevant authorities and interested parties for their perusal and comment.

## **INSURANCES**

The bars and concessions provider will ensure that at all times during the event, Public and Employers Liability Insurance is maintained at an amount of £10,000,000 for any one occurrence.

## **ONSITE ORGANISATION**

The bars and concessions provider has overall responsibility for bar operations. The Event Director will ensure the necessary resource is in place and critique the operation to ensure compliance with the Alcohol Management Plan and any contractual obligations. The Event Director will liaise with Standon Calling staff from time to time and be on hand to support the team.

The Bars Security Manager is responsible for the management of security matters and for strategic decision making with regard to security deployment in respect of the bar operations. The Bars Security Manager will liaise with the Event Manager, and ECR as required.

The Bar Managers are responsible for the day-to-day supervision of the Bar Staff and effective management of bar operations. The Bar Managers will hold a Personal Licence and report to the relevant Area Manager.

SIA Security Operatives will be deployed on the bars and be in place during bar opening hours. All security operatives will hold a SIA Door Supervisors Licence, carry a two-way radio and be easily identifiable. Their security duties will include but not restricted to:

- Public safety and crowd control
- Protection of property
- Protection of staff
- Protection of company income
- Maintain public order within the demised areas
- Enforcement of the Alcohol Management Plan as appropriate
- Enforcement of Weights and Measures requirements
- Support the bar staff in preventing 'underage' drinking
- Monitor for proxy sales
- Respond effectively to any given emergency
- Liaison with Festival Security

## **RECRUITMENT AND TRAINING**

The bars and concessions provider is responsible for training and supporting its managers and staff, so they can carry out their duties detailed within the Alcohol Management Plan. In advance of the festival opening, all servers of alcohol will be suitably inducted, vetted for 'Right to Work', and have attended a site-specific briefing which is ratified by a personal licence holder. Training records will be kept at the Head Office and filed for 3 years.

## **EVENT BRIEFINGS**

Several festival specific staff briefing sessions pertaining to the Alcohol Management Plan will take place prior to the festival opens:

### **Management Briefing**

Takes place on prior to opening at in the Bars Compound, conducted by the bars and concessions provider. In addition to alcohol sales, the briefing will include but not restricted to:

- Timings: doors/show time/interval/exit
- Bar operations and methodology
- Licensing
- Stock management and tariffs

- Event update – outstanding works
- Pre-open health and safety inspection
- Confirmation of duty staff and emergency procedures
- Radio communication plan
- Security plan
- Commercial plan
- Staffing and welfare plan
- Closedown plan

### **Staff Induction/briefings**

Take place in interval sessions when the staff check into their bars for their shifts, conducted by the Bar Manager. Staff will sign to evidence that the briefing has taken place. These briefings will include:

- Licensing Act 2003 objectives and statutory requirements
- Penalties for non-compliance
- Premise Licence conditions
- Personal Licence Holders
- Permitted times for alcohol sales
- Servers of alcohol legal responsibilities
- Signs of drunkenness/dealing with drunken customers
- ABV-strengths of drinks
- Product Knowledge - giving festival goers advice and information about our products
- Tariff, weights and measures
- Access to free tap water
- ID & Age verification
- What does a 25-year-old look like?
- Dealing with Fake ID
- Proxy sales – identification and reporting
- Proxy sales controls – e.g. maximum number of drinks per customer,
- Refusal log completion / documenting incidents
- Asking for help / reporting an incident
- Till management
- Wristband scheme
- Staff welfare
- Emergency procedures
- Health and safety; housekeeping, manual handling, operating equipment
- First aid
- Violence / Threatening behaviour
- Confirmation of the learning

Task specific training will take place on the bar and be delivered by the Bar Manager.

### **BARS CHECK LIST**

Prior to the festival opening - and using the Bars opening and close-down procedures - Area Managers are to ensure that all aspects of the bar infrastructure are built to the correct specification, the necessary alcohol management signs are prominently displayed, staff have been suitable briefed and all supporting alcohol management forms are in place and being administered as appropriate. The Area Manager will be responsible for notifying the Event

Manager every festival day of the bars readiness for 'open'.

## **SIGNAGE**

The signs listed below will be displayed on every bar so they can be clearly seen:

- Premises Licence

*To be displayed on all bars. Legal requirement.*

- Price List and ABV

*Customer facing - Price lists and ABV for all of the products on sale clearly on display at all times. Cocktails do not require ABV's.*

- Challenge 25

*Signs need to be displayed, customer and staff facing, demonstrating that we are operating this scheme.*

- No Smoking signs

*Customer facing for any internal bars – These should be in colour and in the prescribed design and frequency. They must be clearly on view on the interior and approach to your bar.*

- Signs of intoxication

*Staff facing only.*

- No Entry – Authorised Staff Only

*Displayed in the BOH area.*

## **COMMUNICATION**

A dedicated Central Communications Centre will be established (Alpha Control). Alpha Control will act as a staff helpline for matters such as maintenance (defective equipment), the co-ordination of operational cash management /bars security, emergency reporting, liaison with the festival ELT or any given occurring problem.

Alpha Control is to receive and transmit radio calls to and from the workforce for co-ordination purposes, and to ensure any occurring problem or outstanding business requirement has been duly delegated and subsequently completed or escalated within a timely fashion.

Alpha Control will maintain an Incident Logbook. The purpose of the logbook is to provide a formal record of the day's events and key decisions made. The Event Manager and Security Manager are to review the Incident Logbook every event day.

### **Emergency Liaison**

In the event of an emergency, Alpha Control will be contacted immediately. It will then be Alpha Control's responsibility to summons the necessary response via the Event Control.