



## **Operations & Management Plan – Sabine Roof Top @ NYX**

### **Licensable Conditions / Activities**

- Films
- Live Music
- Recorded Music
- Performance of Dance
- Late Night Refreshments
- Retail of Alcohol
- Private entertainment and events

### **Hours of trading**

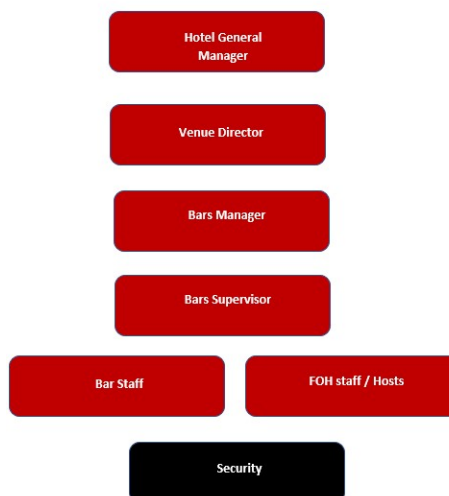
Sunday to Wednesday  
16.00 pm until 02.00am

Thursday to Saturday  
12.00pm until 03.00am

The supply of alcohol and Late-Night Refreshment shall be available 24 hours. 7 days a week to hotel guests and their bona fide guests.

All licensable activities shall be extended from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.

### **Management / Team structure**



### **Licensing conditions**

The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Metropolitan Police.

All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.

The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises.

All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.

A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

Copies shall be made available within 48 hours to the Police or Local Authority, upon request.

Signs must be displayed in the customer areas to advise that CCTV is in operation.

If the CCTV is inoperative or not installed and working to the satisfaction of the Police, then within 48 hours the Police shall be notified and an estimate given of the repair timescale. The premises shall comply with all reasonable requests from the Police.

The licensee will ensure that staff are trained, as appropriate, in respect of relevant Licensing Law; crime scene best practice and upon the sale of alcohol to drunks and to persons underage. Training shall be written into a programme, on-going review and will be made available for inspection by Police or other responsible authority, upon request.

An incident log shall be kept at the premises and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following: (a) all crimes reported to the venue (b) all ejections of patrons (c) any complaints received concerning crime and disorder (d) any incidents of disorder (e) all seizures of drugs or offensive weapons (f) any faults in the CCTV system. (g) any refusal of the sale of alcohol (h) any visit by a relevant authority or emergency service.

All sales of alcohol for consumption off the premises shall be in sealed containers only.

Patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall not be permitted to take drinks or glass containers with them.

No fumes, steam or odours shall be emitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.

No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.

No music noise emanating from the premises to be audible between 2300 hours and 0800 hours. This will also extend to the smoking areas outside to ensure noise is at a minimum.

A Challenge 21 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

Use of the top floor outdoor area shall be on a pre-booked basis only and details of the person booking shall be retained for a minimum of 28 days.

The premises licence holder shall risk assess the need for SIA security staff and take advice from police in the case of any local special event or specific concerns regarding trading. When the venue is open for licensable activities, the toilets are to be checked by staff at least every two (2) hours and these checks are to be documented on each visit.

The venue shall supply, and fit, suitable anti-theft devices, such as table/counter clips, in order that customers may secure their bags.

Notices shall be displayed within the premises warning customers about personal thefts; and to be vigilant.

Where the premises are open for licensable activities on Thursdays, Fridays and Saturdays from 22:00 hours, a minimum of two (2) SIA-accredited door supervisors or Security personnel shall be employed at the premises overseeing all F&B Outlets.

## **Emergency Procedures**

### **Objectives of the Fire Evacuation Guideline**

This guideline has been prepared to form a basis for fire evacuation procedures within the hotel and Sabine Roof Top Bar. This document is made premises specific by the responsible person for fire safety or their nominated person. Additional detail is given, to safely manage the evacuation of team members, guests and other visitors from the Sabine Roof Top Bar.

This Procedure will be reviewed at least every 6 months, to check its accuracy. Reviews outside this period should be undertaken as a result of real and planned evacuations where deficiencies are highlighted.

The Hotel Fire Team consists of:

- Manager on Duty
- Night Manager & Night Team
- Sabine Roof Top Bar Team and each Head of department on duty (or the most senior person from each department)
- Front Office Person / Shift Leader
- Maintenance Manager (if different to HoD)
- Concierge/Security Staff
- Assembly Point

### **Seek & Search Timings:**

The hotels seek and search timing is kept as short as possible. The hotel maximum seek and search time is currently 2 minutes.

Any deviation above these timings should be justified in writing below\* and written permission should be received from our Local Fire & Rescue Service and retained in the Fire Log Book.

### **Evacuation Process Hotel General**

- On activation of the fire alarm, the Fire Team will report to: The Fire Panel Located behind Reception

#### **Fire Alarm Activation**

- When the fire alarm is activated, the receptionist will prepare to call the Fire & Rescue Service. Reception/ night auditor will alert management with location. Repeat alert to confirm location.

#### **Situation**

- The Front Office shift leader will prepare to issue out the Fire Coordinators Checklist, the Emergency Box (Appendix 1), radios and fire book to the Duty Manager (Fire Co-ordinator) and show them where the alarm has been activated on the fire alarm panel. The shift leader will then ensure the Emergency guest report (in-house guest list) has commenced and this is given to the Fire Coordinator. The Fire Co-ordinator and fire team must wear luminous jackets to be easily identifiable.
- On hearing the alert over the walkie talkies a locator will go immediately to the location to ascertain the situation if nothing found then the panel can be reset.

#### **Situation.**

- On Full Evacuation of Fire Alarm When the fire alarm is activated, the receptionist will prepare to call the Fire & Rescue Service. Reception/ night auditor will alert management through Walkie Talkies with location. Repeat alert to confirm location.
- Dial (9) 999
  - Ask for the Fire & Rescue Service
  - On answer, state the following:
- We have a fire situation at NYX Hotel and ( specific Location in the hotel )
- Wait for them to repeat the message, then hang up.

- The Front Office shift leader will issue out the Fire Coordinators Checklist, the Emergency Box, radios and fire book to the Duty Manager (Fire Co-ordinator) and show them where the alarm has been activated on the fire alarm panel. The shift leader will then ensure the Emergency guest report (in-house guest list) has commenced and this is given to the Fire Coordinator. The Fire Co-ordinator and fire team must wear luminous jackets so as to be easily identifiable
- The Fire Co-ordinator will send two people from the Fire Team to the area. This party must take a radio to remain in contact. Team members must not put themselves at any risk of personal injury.
- The Fire Co-ordinator will then assign tasks to the rest of the Fire Team, to ensure public areas are evacuated and clear. Using the external tannoy system, or megaphone, verbal announcements are to be made by the Fire Coordinator.
- The Fire Co-ordinator will have ascertained from the two-person search party the cause of the alarm and would then be able to take the decision to evacuate out of the building.
- The Fire Co-ordinator will instruct members of the Fire Team and send them to the assembly point with the in-house guest list register and contractor's sign in book. When instructed by the Fire Co-ordinator (in the event of a fire situation being confirmed) they will then complete the roll call of the hotel guests, team members and other visitors and check the roll call taken by each Department.
- Guests or staff reported as missing from the roll call or disabled guests requiring assistance must be reported by the Fire Co-ordinator to the Fire & Rescue Service, with their suspected location.
- Staff in the Fire Team that has been given tasks as part of the evacuation must return to Fire Panel behind reception after completion. The Fire Co-ordinator will instruct them on what to do. Fire Team staff outside the building must not return into the building.
- The Fire Co-ordinator will aid the Fire & Rescue Service. The Fire Co-ordinator should retain the Fire Book and the Site Business Continuity Plan.
- The Fire Co-ordinator via roll call personnel must keep guests informed of events and progress with regular announcements on the tannoy system or megaphone.
- Do not permit re-entry to the building by staff or guests until the Fire & Rescue Service have given the all clear.
- When the building is declared safe by the Fire & Rescue Service, the Fire Co-ordinator should assist guests back to their rooms and if appropriate offer complimentary tea and coffee (depending on evacuation timescale).
- Ensure that the evacuation is detailed in the Fire Book.

### **Sabine Roof Top Bar**

- Time Evacuations 12pm – 3.am
- The most senior team member should attend the Fire Panel at reception to form part of the fire team.
- The 2nd in charge should pull down and lock the shutters in the bars and lock off cash all registers.
- Other staff should clear the bar of guests and direct them to the fire assembly point via the nearest fire exit.
- When the bar is clear, all staff should leave and proceed to the staff fire assembly point via the nearest fire exit where the roll call for the department will take place by the 2nd in charge, reporting results to the Fire Co-ordinator.

- **DO NOT STOP TO COLLECT PERSONAL BELONGINGS**
- **ASSIST MEMBERS OF THE PUBLIC**
- **DO NOT TAKE PERSONAL RISKS**
- **DO NOT USE LIFTS**
- **DO NOT RE-ENTER BUILDING UNTIL DIRECTED TO DO SO BY THE FIRE & RESCUE SERVICE**
- **KEEP CALM**
- **UNDER NO CIRCUMSTANCES IS SMOKING PERMITTED DURING A FIRE EVACUATION OR ATTENDANCE AT THE FIRE ASSEMBLY POINT**

### **Nature of Food & Beverage / Concept**

Food and Beverage concept under review/creation, however, will be inline with our Sabine Roof Top bar at St Pauls.

### **DAY PART OVERVIEW**



## FOOD OFFER

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Our food offer is available for our destination drinkers from 12:00 on the weekends and 16:00 on the weekdays

Dishes are bar snacks, a mix of finger food and cutlery plates that use good quality ingredients to pack flavour in a small bite

Our food uses inspiration from the seasons and changes twice yearly

