

## **Security and Operations Plan**

### **1533 s 1100 e - “Tap Room”**

#### **A. Opening Procedures**

##### **Property check**

Before entering the establishment, do a property check to ensure everything is okay on the outside and if there's any damage from the night before. Clear any trash away from doors, windows, and the parking area.

##### **Internal check**

Check inside for anything that's out of place, such as broken chairs, missing items, or any duties not performed by your closing staff.

##### **Cleaning**

Clean throughout the bar, getting it ready for another evening of business. This includes dusting and cleaning chairs and tables, vacuuming and washing floors, wiping bar counters, and checking to see if the kitchen is clean and ready for a new shift.

##### **Inspect the taps**

Bar taps need to be kept in great working order – inspect taps for broken spouts, faulty lines, and bad kegs.

##### **Bar prep**

Bar staff should run through a list of bar prep duties, including setting out clean bar towels, cutting garnishes, and squeezing juice.

### **Check wine bottle dates**

Your bar staff should be dating open wine bottles – check to see if any are past their usability date and need to be removed

## **B. Closing Procedures**

### **Empty and lock**

At closing time, make sure all your customers have left the premises and that the doors are locked before your staff begins cleaning and you start cashing out for the day. Turn off lights not in use to save on energy costs.

### **Bar closing**

- Dating and storing perishable garnishes, cocktail ingredients, and other foods so they remain fresh.
- Dating open bottles that have been newly opened.
- Cleaning counters, bar equipment and tools, and rinsing drains.
- Wiping downspouts and taps.
- Loading and running the dishwasher with the last glasses of the night.
- Setting clean glass out to air dry.
- Cleaning bar mats.

### **Refill disposable items**

Having your night staff refill for the next day saves time for your opening staff. Refill all disposables such as napkins, straws, and stir sticks.

## **C. End of Day Cashing Out**

### **Balance registers**

Confirm the amount of cash on hand matches all your tabs for the night.

### **Distribute tips**

Distribute tips among all employees.

### **Secure money and receipts**

All banking shall be done during daylight hours. Tips, cash, cards left behind etc. shall all be stored in a safe located in the basement.

## **D. Keep Licenses and Permits Up To Date**

Confirm dates for all licenses / permits / expiration dates and add them to operations calendar.

## **E. Security / Preventing Theft / Safety**

- A robust security camera system / alarm system shall be installed covering all angles of the interior of the building as well as the exterior. Signs will also be placed throughout the interior and exterior of the property stating that “24-Hour Surveillance Recording and Monitoring” is in place.
- Front Door Security - A designated employee will sit at the front door check in station to confirm patrons ID's are valid, meet the legal age requirement, up to date and correct.
- Front Door Security shall also use a person counter system to regulate the max capacity of the space. Once max capacity is reached, Patrons shall be turned away. Max capacity signs shall be placed at the front door location visible to all.

- **Regulating intoxicated Patrons:** The employee doing license / door checkpoint duties shall evaluate each patron as they enter the premises. If they determine a patron is already intoxicated, they shall refuse the right to entry. In the event this patron begins to become angry / vocal - the SLC Police department shall be called after manager steps in to help remove the patron peacefully.

## **F. Signage**

- Adequate signage shall be placed on the interior and exterior of the building. Signage shall be as follows:
  - Hours of operation
  - Max Occupancy
  - "Non Smoking" Establishment
  - Right to refuse service
  - Security monitoring notification
  - Illuminated Exit / Emergency Exit signs
  - Restroom Signs
  - Legal Age requirement signs
  - Fire extinguisher signage
  - Other

## **G. Crimes & Injury**

- Building owners and operators shall both have insurance policies in place to cover theft, crime, violence, death, injury etc. Policies shall be in place and checked regularly. In the event of an injury, a dedicated insurance representative shall be in place with contact information in the manager's office.
- In the event of a crime on the property - The operator / manager shall be responsible for contacting the Salt Lake City Police department. The manager on site at this time shall be responsible for all communication, documentation, security footage, statements etc. If the crime is serious, the building operations shall close for a time period determined by the local Police Department.
- Install security cameras to monitor em

- employees behind the bar. With Glimpse, you can match the video footage with your POS system to instantly spot gaps between recorded sales and drinks passed over the counter. Learn more about Glimpse's video auditing technology.
- Hire employees based more on attitude and trust rather on their skills and experience.
- Have a pour policy in place for quality control and to ensure that your bartenders maintain accurate drink measurements according to recipe standards.
- Use your POS system to spot check employee tabs.
- Be clear about the consequences if losses and theft occur.

**H. "No Smoking" Establishment** - This establishment shall be smoke/tobacco free. Signage shall be placed near the entry point and exit point stating this.

## **Complaint-Response Community Relations Program**

### **1533 s 1100 e - “Tap Room”**

All complaints can be sent to the following email: [Info@D3CADEHomes.com](mailto:Info@D3CADEHomes.com)

#### **1. Purpose**

Having impacts on the local community from “Tap Room” operations can result in short and long-term problems in areas such as: regulatory compliance and community relations. Noise issues are an inherent part of the operations of bars / tap rooms and must be properly and proactively managed.

The purpose of this Community Complaint Response Plan is to establish standard procedures to be followed in actively handling and managing Noise issues and complaints. The plan establishes resources and procedures for collecting data pertinent to complaints and defines methods for responding to complaints. The plan is divided into four main sections. Section 2 deals with the complaint processing and procedure of receiving the complaint and handling the complainant. Section 3 outlines procedures for implementation of any corrective actions. Section 4 includes notifications, record keeping and reporting procedures for documentation regarding Noise management and complaints.

#### **2. Compliant Processing**

When a complaint is received, it should be routed to the email for the General Manager or designee. These people are the only site personnel authorized to receive the complaint except in the event both are gone and unable to be reached.

The General Manager or designee should then discuss the complaint issue with the complainant. The site-specific list of discussion points referenced should be used as a guide during this conversation.

##### **a. Noise Complaints**

- At the time the complaint is received, the Facility General Manager or designee should complete the Noise Complaint Call form, paying special attention to recording the specific time and location of the detected noise issue. When answering a complaint call:
  - o Get caller’s name address and telephone number.
  - o Don't Argue With The Complainant.
  - o Be sympathetic to the Person's Situation tell them you are sorry for their inconvenience.
  - o Let Them Air Their Frustrations.
  - o Ask questions pertaining to the noise complaint.

When did you hear the noise?

How loud was the noise?

When did you first begin hearing the noise?

o Ask if the neighbor wishes a follow-up check/communication with the General Manager or designee.

- Tell the complainant what your course of action is to help with the problem.
- Tell the complainant that you will follow-up to make sure the problem has been resolved.
- The Site Manager or designee should:
  - o Visit the location of the complaint

Record the relevant data on Noise Complaint Call Log Form.

- Make follow-up call(s) to the complainant as required. The follow-up call should include, at a minimum:
  - o The Manager's Findings Concerning The Complaint.
  - o The Source Of The Noise ,if determined.
  - o The duration of the noise
  - o Any Corrective Measures If Noise Complaints are from the property.
- File the Noise Complaint Call Log Form in an accessible electronic file folder.

#### **b. Other Complaints**

Other complaints will be received and handled similar to an Noise complaint but more specific to the style of complaint received.

#### **4. Corrective Actions**

To prevent further complaints, the facility should:

- Compare present Noise complaints received to past Noise complaints. Determine any correlation between the complaints. For example, do the complaints come at a specific time of day or when a specific operation is taking place on the site?
- Review list of common on-site sources for the cause of the Noise complaint.
- Identify corrective measures for all potential Noise sources.

When the Manager or designee returns to the site:

- Speak to the supervisors if necessary (if source may be from their area).

- Document all findings as well as a record of your communication with the neighbor.
- Complete the Noise Complaint Log Form and internal incident report
- Report back to the neighbors if so requested.

Complaints are recorded upon receipt using the Noise Complaint Call Log Form.

#### **4. Record Keeping**

The complaint is investigated by the Manager, or designated company representative, as soon as possible after receipt.

The Manager is responsible for notifying the building owner of the issue.

The Manager is responsible for completing a Notification Report email to management.

The purpose of the investigation by the Manager is to substantiate the complaint in order for “BarCade” to identify the specific source/cause and take the appropriate steps to rectify the situation.

The complaint, including details of location, time of day, nature of the complaint and any on-site operating circumstances are documented on the Complaint Report form.

Subject to the investigation of the complaint and any potential on-site operating conditions associated with the complaint, corrective actions are taken by the Manager, as appropriate. Results of the investigation, corrective actions taken, or reasons for no action are documented by completing the Noise Complaint Log Form and an internal incident report kept on file by “Bar Cade”.

A direct response from “Bar Cade” regarding the complaint investigation, findings and corrective actions is provided to the complainant within 24 hours, if requested.

#### **Provision 1**

In addition to above, the manager is available to meet with neighbors upon request Monday - Friday to resolve any neighborhood complaints regarding operations on the business.

#### **Provision 2**

The exterior wall assembly will limit noise levels to less than 50 dBA between the hours of 9 PM and 7 AM and less than 55 dBA between 7 AM and 9 PM on weekdays and Saturdays; less than 50 dBA between 9 PM and 9 AM and 55 dBA between 9 AM and 9 PM on Sundays and Holidays.



**Provision 3**

Live entertainment shall only be located within an enclosed building subject to the forgoing sounds limit.

**Provision 4**

Amplified sound in any exterior portion of the premises to be prohibited.

**Provision 5**

The location for smoking tobacco outdoors will be chosen with respect to residential neighbors and located towards the front of the structure on the commercial strip of 1100 East.

**Provision 6**

Any trash strewn on the premises will be collected and deposited in a trash receptacle by six o'clock (6:00) A.M. the following day, including any smoking and parking lot areas;

**Provision 7**

Portable trash receptacles on the premises will be emptied daily and automated receptacles be emptied at least weekly. Automated receptacles shall be located only within the City approved trash storage areas.

**Parking Management Plan.**

Ample street parking on 1100 East will provide sufficient parking for the venue and it will be discouraged to use the adjacent residential street for overflow commercial parking. A sign will be posted on the building encouraging all patrons to utilize street parking on 1100 E. If the parking related to the venue causes major traffic/congestion issues the owner will explore additional options for alternate off-site parking options.