

POLICY**Bars and Venues**Ref No: **BaV-06**

*Glass & Crockery Collection /
Spillage & Broken Glass Policy*

April 2024

DOCUMENT CONTROL

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Note: Live document reviewed annually

Revision History

Date of next revision:

Revision Version	Previous Revision Date	Summary of Changes	Changes Marked
V01-JB	10Apr23	Reformatting	Update
V02-JB	30Apr24	Slight rewording throughout	Update

Introduction

All members of staff are expected to proactively collect glassware and crockery. Whether that be an assigned task or en-route to and from the bar.

The Union bars has retired the use of disposable plastic glassware and disposable cardboard pizza boxes (now takeaway only for the latter) we now operate glass-only in Phineas, The Institute and The Huntley. Mully's remains a plastic use bar, but these are reusable and so will cut down on glass breaks at Saturday karaoke for example.

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Glass/Bottle Collection

We wish to cut down on any chance of broken glass by maintaining due diligence and clearing all bottles, glassware, and jugs on a regular basis from the bar top, bar area, toilets, and communal areas such as stairwells and entrance ways.

Any unattended glassware/jugs should be questioned – ask the person nearest if it belongs to them. They should also be collected as soon as possible to avoid the risk of injuries or drink spiking.

When collecting bottles, please them carefully into the glass bins provided:

- Phineas, blue bin behind the bar.
- The Institute, blue bin behind the bar.
- Huntley/Mully's glass caddy or the black wheelie bins next to each bar.
- Take care to place them in the bins, rather than dropping them, to avoid any undue noise and risk of broken glass.

Bottle Bins

Bottle bins will be emptied on a regular basis.

- Phineas bottle bin to be left outside of the back bar area for the cleaners to remove.
- The Huntley/Mully's bins to be taken alongside the recycling and general waste to the waste collection area in the middle of Gower Court (Physics Yard).

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- The Gower Court (Physics Yard) waste collection area can act as an amplifier for abrasive sounds – when emptying the Huntley/Mully’s bins, please be aware of this.
- The Institute bin is to be taken alongside the recycling and general waste to the waste collection area at the end of the service road on level 2.

Broken Glass

Broken glass should be collected immediately to avoid it becoming a further hazard. Use the lobby brush and pan, or a dustpan and brush, located behind each bar.

Broken glass be collected with the glass bottles in the allocated glass bins.

Crockery Collection

At The Institute Bar & Kitchen, we serve pizzas. Each pizza is presented on a round board. These boards must be collected promptly after the customer has finished with them –

1. to allow for washing and reusing,
2. to create a nicer, cleaner-looking environment,
3. to deter pests.

Hazards Including Spillages

Whether on glass collection duty, or simply walking the floor, all staff must look out for any hazard that could constitute a risk to fellow staff or customers, including but not limited to spillages, broken glass, bottles, shattered reusable plastics, or glass on the floor. Should anymore come across any risks then they must both dry the spillage and place a wet floor sign to notify others or remove the offending items.

As soon as you notice a hazard, you must action it. Spillages mean slips, glass means cuts.

Spillages should be attended to immediately. Stop what you are doing and mop up the area, place a wet floor sign(s) as close as possible, if not over the top of the spillage both whilst you deal with the spillage and for the foreseeable until the location has dried. Wet floor signs can be found in local cleaning cupboards or behind the bars / in stock rooms.

Signage

Signage should be placed by exits to notify customers that they are not allowed to take any glassware, full or empty off the premises. Inclusive of The Institute, despite its terrace. Not one of our premises are off-licensed. All are on-license, meaning drinks purchased at the bars must be consumed within and not removed from the premises. Signage of this nature will also reduce the risk of spillages and breakages.

Upon Closing

The security supervisor, or upon delegation, a member of bar staff, should complete a full premises check after the bar has closed. This should include checking the exterior of each venue for glassware and bottles. Not only because they need to be cleaned or disposed of, but they can also be deemed a danger to security and or health.