

**APPLICANT'S BUNDLE FOR**  
**COLCHESTER BOROUGH COUNCIL LICENSING COMMITTEE HEARING**  
**26<sup>TH</sup> FEBRUARY 2016**  
**IN RESPECT OF PAVILION RESTAURANT**

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## **Louise Bland**

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**From:** Rita Parkin <Rita.Parkin@colchester.gov.uk>  
**Sent:** 08 February 2016 15:10  
**To:** Louise Bland  
**Cc:** Sarah White; Rita Parkin; Samantha Riley  
**Subject:** RE: Pavilion Restuarant application for variation

Dear Louise

I confirm that there have been no complaints to the Environmental Protection Team or noise abatement notices served relating to the premises since October 2012.

Regards

*Rita*

Rita Parkin  
Environmental Protection Officer

Tel: 01206 282591 Mon-Tuesday & Weds am  
email: [rita.parkin@colchester.gov.uk](mailto:rita.parkin@colchester.gov.uk)

Tel: 01206 505860 Weds pm, Thurs & Fri  
email: [samantha.riley@colchester.gov.uk](mailto:samantha.riley@colchester.gov.uk)

Website [www.colchester.gov.uk](http://www.colchester.gov.uk)

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**From:** Louise Bland [<mailto:Louise.Bland@ellisonssolicitors.com>]  
**Sent:** 08 February 2016 13:13  
**To:** Rita Parkin  
**Subject:** Pavilion Restuarant application for variation

Dear Rita

Could I ask you to let me have disclosure of the records of complaints and any noise abatement notices etc relating to the premises during the period of my client's ownership (from 10 Oct 2012). Obviously I understand that you may have to redact any individuals personal details.

I look forward to hearing from you.

Kind regards  
**Louise Bland**  
**Partner, Solicitor**  
**Insurance Litigation Department**  
**Ellisons, Headgate Court, Head Street, Colchester, Essex, CO1 1NP**

Tel : +44 (0)1206 719603  
Mobile : 07940 732 028  
Secretary : +44 (0)1206 719679 Gloria Murray  
Fax : +44 (0)1206 546016

Email : [Louise.Bland@ellisonssolicitors.com](mailto:Louise.Bland@ellisonssolicitors.com)  
Web : [www.ellisonssolicitors.com](http://www.ellisonssolicitors.com)

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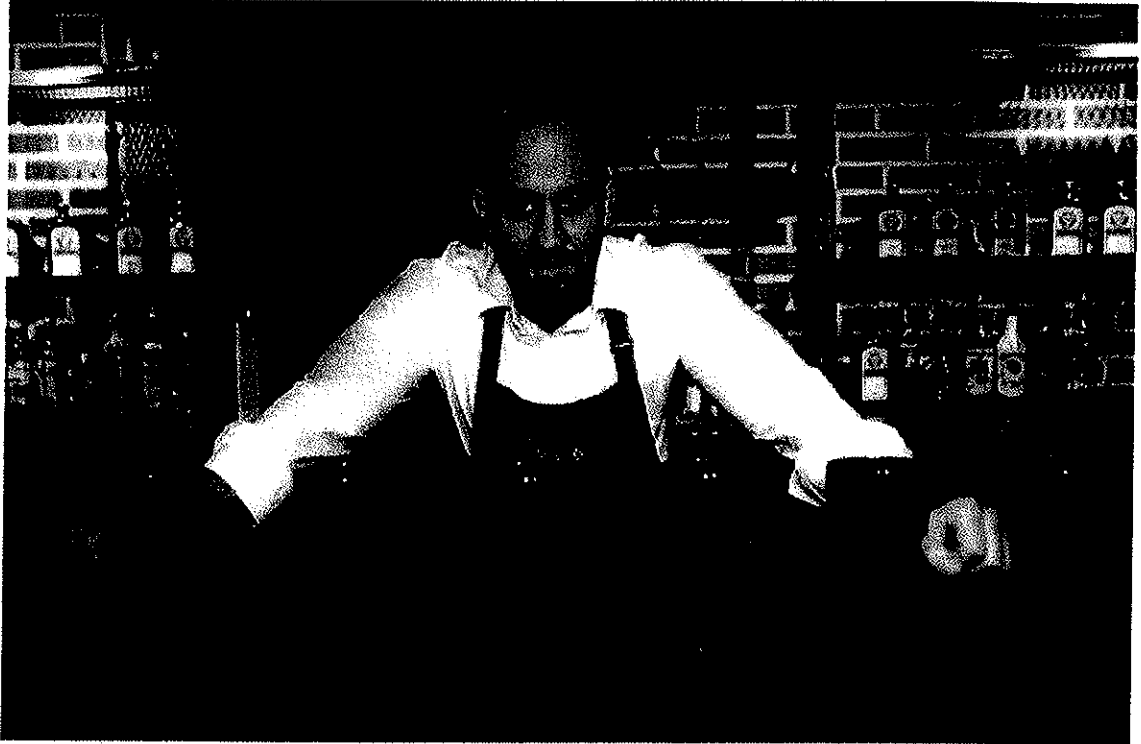
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# Qube and Colchester Council joined forces for three-month pilot of polycarbonate glasses



Barman Zoltan Hajdu

Thursday 3 December 2015 / [News](#)

A TRIAL which saw a bar swap glasses for unbreakable cups has been hailed a success and has been extended.

Qube Bar, in Crouch Street, Colchester, ran a three-month pilot of polycarbonate glasses with [Colchester Council](#).

Now it hopes more town centre venues will get involved.

The cups are intended to protect customers from broken glass.

Qube will extend the trial until February and will roll it out to its sister venue Hudson Cellar in Head Street.



Shirin Nia, business development manager at the Elysium Group, which runs the bars, said: "It's such a good idea in terms of making the club environment safer for customers.

"We are really pleased with the results of the pilot.

"We haven't made a final decision yet but so far everything has gone really well and it's most likely that we will carry on with it.

"The staff are really pleased with it and it's easier for them to walk around picking up glasses rather than sweeping up broken glass.

"Hopefully other venues around town will do it. It just promotes a safer environment for the town centre.

"The more venues that do it, the safer it will be."



She said they have had positive feedback from customers and staff and the company has saved saved £600 by not having to replace smashed glasses.

Missoula, in Head Street, has been using the glasses for two and a half years.

The bar uses glass in the day when serving food, but switches to polycarbonate in the evening.

Manager James Longman said: "Our customers just expect it.

"It's a reduction in violent crime and broken glass on the floor."

Colchester District Commander Sharn Taylor said: "We are very pleased to hear the trial of the polycarbonate drinkware has been a success.

"The use of these products appears to have reduced the risk of injury caused by breakages and ultimately helps ensure the safety of those choosing to work in and visit Colchester.

"We would certainly welcome other venues using 'polycarbonate drinkware'."

#### **Share article**

Tim Young, councillor responsible for community safety, said: "I'm extremely impressed and encouraged by the results of the polycarbonate trial.

"The results of the pilot appear to indicate that, both from a public safety and commercial point of view, there are few, if any, disadvantages to using virtually unbreakable drinkware – only benefits. I hope this trial encourages many other bars and clubs in Colchester to consider using it."

# Colchester's Qube bar to introduce unbreakable drink containers



Bar to introduce unbreakable drink containers



Andrea Collitt, Chief Reporter / Monday 10 August 2015 / News

UNBREAKABLE drinks containers will be introduced at Colchester's Qube bar in a bid to keep customers safe.

The popular nightspot in Crouch Street is working with the Safer Colchester Partnership on the trial which starts today.

The polycarbonate glasses will be used for three months in Qube's upstairs club area.

They have successfully been used at Missoula bar in Colchester's Head Street for two years.

The Qube trial follows discussions between Safer Colchester Partnership, Pub Watch, Essex Police and BBP Marketing.

They will use the results to consider whether the drinkware could be used at more venues in Colchester.

Shirin Afzalnia, business development manager at Elysium Group, which Qube is part of, said: "Elysium Group is looking forward to being the first to work together with Safer Colchester Partnership to trial this new high-quality product at Qube.

"We hope it will help create a better and safer environment for our customers, leading the way for safer nightlife in Colchester."

Chief Inspector Richard Phillibrown, District Commander for Colchester, said: "I am extremely pleased to see the efforts being put in to create a safer environment in the town centre and fully support this scheme.

"Having personally dealt with people who have been injured by broken bottles and glasses accidentally or intentionally, I feel this is another step in the right direction for Colchester."

As the drink containers are shatter-proof, staff are also spared having to clear up any breakages and floors and furnishings are not damaged.

Tim Young, cabinet member for licensing, said: "Safer Colchester Partnership is pleased to be working with Qube and Pub Watch on this drinkware trial.

"With the product's potential to deliver so many benefits for staff, customers and the businesses that use them, we are keen to see the reactions and results in Colchester.

This is just one of the many ways we are working to support Colchester's safe and vibrant environment."

Craig Gill, Missoula general manager, said: "Having used polycarbonate drinking vessels here for a few years the benefits are clear to see.

"They have been absolutely great, both financially and more importantly for the cleanliness of the venue and safety of our customers and staff, reducing the risk of injury when glasses are accidentally dropped."



# Pilot of plastic glasses in Colchester bar deemed a success

03 December, 2015 - 18:48



Trial of plastic glassware in Colchester bar hailed a success.

**A trial of unbreakable plastic glasses in a Colchester bar has been hailed a success.**

The Safer Colchester Partnership teamed up with Qube Bar in Crouch Street in August to test a range of polycarbonate glasses over a three-month pilot period.

It is hoped the shatter-proof material not only removes the risk of injury caused by shards when glasses are dropped and broken, but it also has high-insulation properties which keeps drinks cooler for longer.

Both staff and customers have given positive feedback during the trial, with a majority of drinkers saying they preferred the new material to standard glasses while bar workers said they had no breakages to clear away.

Elysium Group, which owns Qube, has also reported cost savings of almost £600 as they have not had to replace glasses or repair flooring and furniture.

As a result of the success of the first phase of the pilot in Qube the owners have agreed to prolong the trial until February, in order to cover the busy Christmas and New Year periods.

The Elysium Group is also planning to extend the pilot to their new club in Colchester, Hudson Cellar, which recently opened in Head Street.

Shirin Nia, business development manager at the Elysium Group, said: "We are really pleased with the results of the pilot.

"We are now extending the use of virtually unbreakable drinkware to some of our other venues, to reinforce its positive impact on our client's safety and Colchester's nightlife as a whole."

Tim Young, Colchester borough councillor for community safety and licensing, said: "I'm extremely impressed and encouraged by the results of the polycarbonate trial.

"The Safer Colchester Partnership and the Elysium Group are to be congratulated for helping to make a night out in Colchester a safer and more enjoyable experience for customers and staff alike.

"The results of the pilot appear to indicate that, both from a public safety and commercial point of view, there are few, if any, disadvantages to using virtually unbreakable drinkware – only benefits. I hope this trial encourages many other bars and clubs in Colchester to consider using it."

# Polycarbonate Drinking Vessels Pilot

An exciting new partnership initiative for polycarbonate drinking vessels in Colchester



Qube Bar Colchester is working with Safer Colchester Partnership to test the business, customer and staff benefits of using virtually unbreakable drink-ware.

From Friday 7 August 2015, customers enjoying Qube's upstairs club area on Crouch Street can experience the new, high quality all white drink-ware range. Possessing a range of benefits not found in traditional glass vessels or other plastic alternatives, the trial is planned for at least three months to hear the experiences of everyone handling it.

Manufactured from a shatter-proof material, the vessels help create a better environment for staff and customers by removing risk of damage to floors and furnishing, as well as injury from breakages. Staff can safely stack and clear away more containers and will need to spend less time attending to spillages.

The polycarbonate drink-ware range is suitable for all alcoholic and non-alcoholic drinks sold on site. With a comparable weight to glassware, customers will enjoy a similar experience, but with the added benefit of drinks staying cool for longer thanks to the material's insulated property.

Product testing and its use elsewhere, including on a widespread basis in some other UK towns, has shown that along with removing the cost of replacing broken glasses, the drink-ware has added benefits for businesses of remaining blemish-free for up to 500 washes, and being recyclable at end of life. By contributing to a safer premises environment there is also the potential for reduced insurance premiums.

The trial follows discussions between Safer Colchester Partnership, Pub Watch, Essex Police and BBP Marketing. Both Qube and the other organisations involved will use the results of the trial to consider whether this drink-ware could be used elsewhere in Colchester.



Dear Ms Nia,

On behalf of Colchester Civic Society I would like to congratulate you for taking the initiative in trialling the use of polycarbonate glasses in your bars. Hopefully other bars and clubs will follow your lead in making Colchester a safer place.

Elisabeth Baines,  
Chair,  
Colchester Civic Society



**01206 751555**

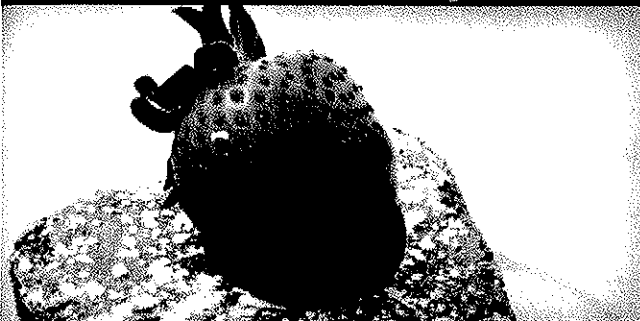
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## About Mimosa

Designed by award winning Julian Taylor Design Associates, Mimosa is the Elysium group's fifth venue. Having fostered a team of talented and creative individuals, we are always looking for new development opportunities to expand our exciting portfolio. By constantly assessing market trends and listening to customer demands we aim to deliver the most unique concepts for our bars, restaurants and clubs.

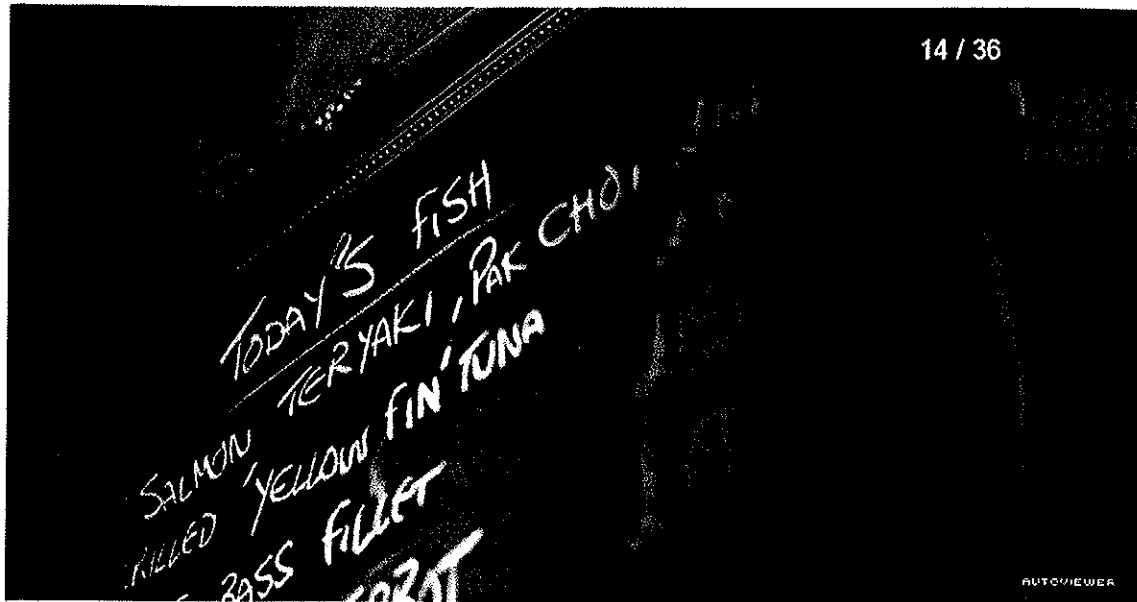
Inspiration for Mimosa has come from travelling the world, looking at the most successful venues where a high value is placed on customer service and food quality and we look forward to maintaining our standards of excellence and pioneering in the hospitality industry.

Open from breakfast until late seven days a week, this magnificent 8,000 sq ft venue is located in the heart of Colchester's Business Park. Boasting ample car parking space and with prime access to the A12, this sophisticated haven is set to become an iconic regional destination for both business and pleasure.

Whether you're just in for breakfast on the way to the office, hosting a business meeting over lunch, or joining friends and colleagues for casual drinks and a late bite, there's an array of seating, eating and drinking options to suit your mood regardless of the time of day.

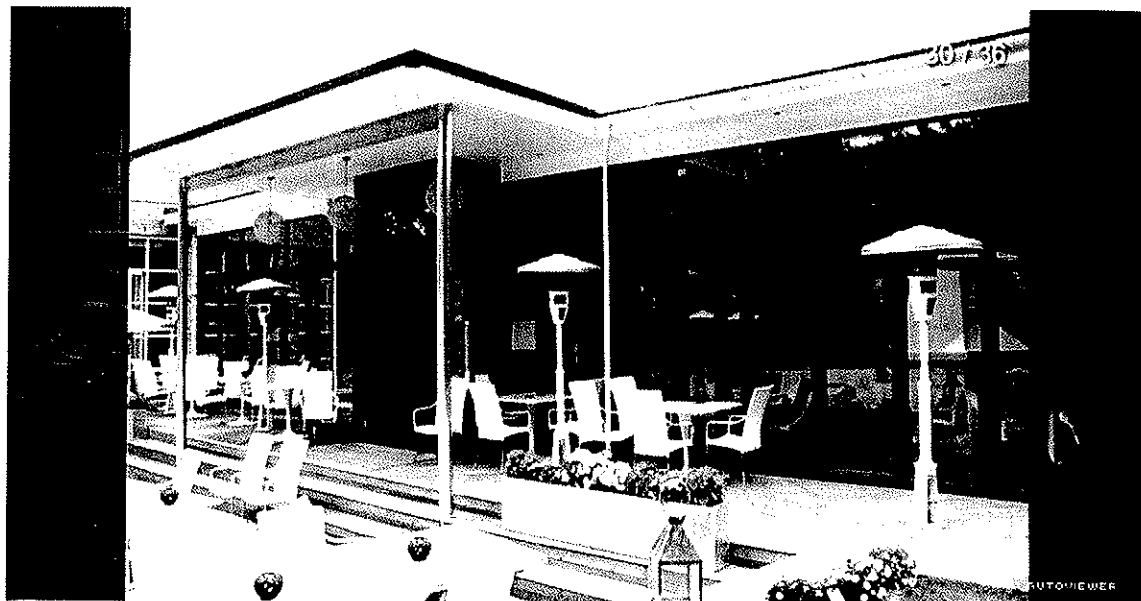
Part of the  
Elysium Group



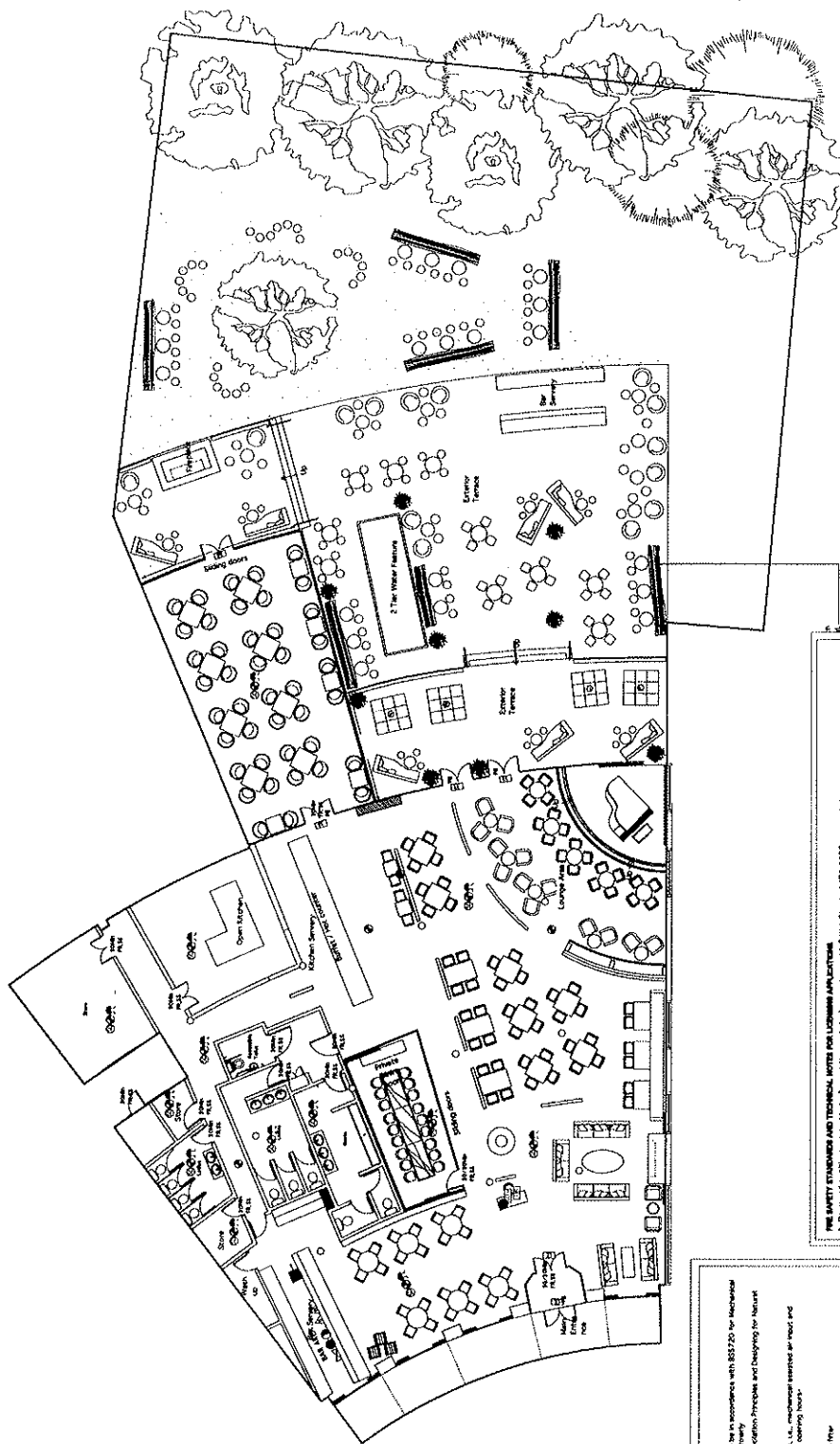








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## Breakfast Menu

Served from:

7.30 am to 11.45 am Monday to Friday  
10.30 am to 11.45 am Saturday and Sunday

2 slices of toast, white or wholemeal, with butter	£1.95
Freshly baked croissant	£2.25
Tiptree preserve pot	£0.35

Porridge with banana & honey	£3.95
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Smoked salmon & scrambled eggs	£8.95
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<b>On 2 slices of toast:</b>	£4.95
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Scrambled eggs  
Two fried eggs  
Two poached eggs

### **Add additional:**

Mushrooms	£1.50
Baked Beans	£1.50
Bacon (2 rashers)	£1.50
Sausage	£1.50
Tomato	£1.50
Hash browns (2 pieces)	£1.50

### **Baps**

Bacon bap with 3 rashers	£4.50
Sausage bap with 2 sausages	£4.50
Breakfast bap, fried egg, 2 bacon rashers and 1 sausage	£5.95

### **On toasted English muffin:**

Eggs Florentine – poached eggs, spinach & hollandaise sauce	£7.50
Eggs Benedict – poached eggs, ham & hollandaise sauce	£7.50
Eggs Royale – poached eggs, smoked salmon & hollandaise sauce	£8.95

<b>Full English breakfast</b>	£11.95
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Includes: 2 sausages, 2 bacon rashers, 2 hash browns, baked beans & tomato  
Add 2 eggs of your choice, with 1 slice of buttered toast

All our menus come with a full allergen breakdown, kindly ask your server for more information  
For groups of 10 or more guests a discretionary service charge of 12.5% will be added to your bill



## Nibbles

Artisan bread board plus a choice of any 3 bowls:

Selection of black and green marinated olives  
Marinated baby sun blushed tomatoes  
Peppadew baby sweet peppers filled with cream cheese  
Red pepper houmous  
Feta cheese  
Tzatziki – Greek yoghurt with cucumber, mint and garlic  
Smoked mackerel and chive pâté  
Mini mozzarella balls with pesto

All at £3.50

£9.95

## Starters

**Vegetarian soup of the day (V)**

£4.95

**Caesar salad**

Smoked crispy bacon with crumbled feta cheese

£5.95

**Heritage tomato and shallot salad (V)**

Avocado crème fraîche with chilli battered halloumi and chick peas

£5.45

**Brancaster rope grown mussels (GF)**

Steamed in a white wine, garlic cream sauce with parsley

£6.45

**Sticky pork ribs (GF)**

Cooked in our own special pepper and orange sauce

£5.95

**Posh cheese on toast with Crab salad**

Toasted onion bread with Red Leicester rarebit, roasted fennel and tomato puree

£6.95

**Salmon tartare, spicy lemon**

Beetroot puree, honey, soy and sesame dressing, crispy sushi

£7.45

**Pan fried scallops**

Spiced pork belly, carrot puree carrot crisps, citrus and vanilla dressing

£8.45

## Mains

**Deep fried yeast battered cod & chips**

Served with triple cooked chips, mushy peas, lemon & tartar sauce

£13.95

**Fillet of line caught seabass**

Crushed new potatoes, smoked bacon and roasted shallot cream sauce with confit fennel and chive batons

£16.95

**Grilled Dover Sole**

Lemon butter with Lilliput capers, crayfish tails and raisins served with "Pont Neuf" hand cut chips

£22.00

**Poached gnocchi with wild mushrooms (V)**

Cream sauce with spinach and roasted butternut squash, parmesan shavings and a side Caesar salad

£14.95

**Corn-fed chicken breast with confit boudin**

Pomme puree, crispy smoked bacon, sweetcorn puree and parsnip crisps with sage scented jus

£15.95

**Slow roasted belly of pork**

Dauphinoise potatoes, roasted root vegetables, quince and orange puree and pork popcorn

£16.45

**Mint and honey crusted rump of lamb**

Braised red cabbage, sweet potato chips, aubergine fritters, rosemary jus

£18.95

**Mimosa steak burger**

Our burgers are all made in house with 28 day aged chuck steak

Caramelised onion relish, mayonnaise and baby gem leaves served with French fries and coleslaw

£10.95

Add - Cheese, bacon or mushroom  
BBQ pulled pork

£1.00  
£2.00

## About our dry aged steaks

At Mimosa we dry-age all our own Grass Fed beef for a minimum of 28 days, in a temperature controlled, environment.

We use Himalayan Salt in our ageing cabinet during the hanging process which removes the excess moisture from the meat, bringing out the full concentration of flavour giving our steaks that authentic rich taste with a soft buttery texture that comes with properly hung aged steaks. All our cuts are cooked to your taste on our lava grill which seals in the flavour.

The age of the meat can be seen on the date labels on each joint in the display cabinet.

## Large Cuts

These are all cut in-house and priced per 100 grams. They are generally large steaks and will vary in size and are ideal if you're hungry or would like to share for two. Please ask your server for available steaks and prices.

**"Tomahawk"**

Bone in prime Rib

£6.00 / 100g

**"T- Bone"**

Best of both prime sirloin with the fillet attached

£7.00 / 100g

**"Porterhouse"**

King of the T-bones larger in size ideal for sharing

£8.00 / 100g

**"Chateaubriand"**

Cut from the head of the fillet, grilled then roasted

£11.00 / 100g

## Steaks

300 / 400 gms Rump steak

£21.95 / 26.95

250 / 300 gms Sirloin steak

£21.95 / 27.95

250 / 300 gms Rib eye steak

£21.95 / 27.95

200 / 250 gms Fillet steak

£23.95 / 28.95

All our steaks come with either triple cooked chips or French fries

## Sauces

Béarnaise  
Peppercorn  
Peppercorn with stilton  
Café de Paris steak butter

£1.95

## Extras

4 king prawn skewer  
2 fried eggs  
75g pan fried foie gras

£5.95

£2.45

£6.95

## Side dishes

Mixed chopped salad  
Caesar salad  
Heritage tomato and shallot salad  
Slow roasted garlic mushrooms  
Grilled cherry vine tomatoes  
Tenderstem broccoli  
Roasted root vegetables  
Honey and lemon sweet and sour carrots  
Dauphinoise potatoes  
Mashed potatoes  
Sweet potato fries

£2.95

Mimosa offers a range of menus and packages suitable for all occasions. If you have an event or a special occasion that you are planning please ask a member of staff for further details or visit our website [www.mimosa-colchester.co.uk](http://www.mimosa-colchester.co.uk)

For groups of 10 or more guests a discretionary service charge of 12.5% will be added to your bill.

Regrettably we cannot guarantee that any of our menu items are free from nuts

(GF) – Gluten free, (V) Suitable for vegetarian



## White

	175ml	250ml	Bottle
1. <b>Arpeggio Catarratto, Settesoli</b> - Italy Lightly aromatic and floral	£4.75	£6.75	£18.95
2. <b>Sauvignon Blanc, La Paz</b> - Chile Aromatic nose of gooseberries and lychees	£5.25	£7.45	£20.95
3. <b>Pinot Grigio, Via Nova</b> - Italy Lemony on the nose, with a delicious balance in the mouth	£5.25	£7.45	£20.95
4. <b>Chardonnay, Tooma River Warburn Estate</b> - Australia Packed with grapefruit, lime and melon flavors	£5.45	£7.95	£21.95
5. <b>Sauvignon Blanc, The Frost Pocket Marlborough</b> - New Zealand Deliciously crisp and fresh	£6.25	£8.45	£23.95
6. <b>Fiano, Mandra Rossa</b> - Italy For those who love Pinot Grigio, a fine alternative			£22.95
7. <b>Muscadet de Sevre et Maine sur Lie, Chateau du Poyet</b> - France Pale yellow in colour with a touch of complexity on the nose			£23.95
8. <b>Vignier IGP Pays d'Oc, Leduc</b> - France Peach, apricot and almond aromas prevail with a refreshing yet fruity palate			£23.95
9. <b>Pinot Gris Black label, Yealands Estate</b> - New Zealand Concentrated aromas of poached pears and melon, With underlying notes of quince and ginger			£27.95
10. <b>Albarino de Rias, Bodegas Bidosela</b> - Spain Aromatic with good straight forward fruit showing hints of apricot stones			£27.95
11. <b>Chablis, Olivier Tricon</b> - France This benchmark Chablis has crisp, citrus overtones			£30.95
12. <b>Gavi di Gavi, La Minaia, Nicola Bergaglio</b> - Italy Crisp and dry, with hints of ripe pears			£30.95
13. <b>Sancerre, Le Petit Broux, Les Celliers de Ceres</b> - France Good concentration of green fruits and crisp citrus flavours			£31.95
14. <b>Pouilly Fumé, Cuvée de Boisfleury, Alain Cailbourdin</b> - France Aromas are very expressive from the very first sip are essentially fruity citrus, Passion fruit as well as floral			£34.95
15. <b>Chateaufort du Pape Blanc, Domaine Chante Cigale</b> - France Hauntingly fragrant, reminiscent of almond and peach blossom			£43.95
16. <b>Puligny Montrachet 1er Cru, Domaine Gilles Bouton</b> - France Intense aromas of apple, pear and zesty citrus fruit combine With creaminess and a notion of minerality			£58.95

## Champagne & Sparkling

	125ml	Bottle
17. <b>Prosecco DOC, Terre Di Sant Alberto</b> - Italy A lively, crisp, sparkling wine with a delicate lemon character	£6.45	£30.95
18. <b>Gobillard, Baron De Marek</b> - France A clean and soft Champagne with stylish character	£8.45	£39.95
19. <b>Gobillard Rosé</b> - France Juicy ripe red fruits on the nose with a good body		£44.95
20. <b>Veuve Clicquot Yellow Label</b> - France This world famous champagne is as good as ever		£59.95
21. <b>Veuve Clicquot Rosé</b> - France Fine, delicate and, as you would expect, delicious		£69.95
22. <b>Laurent Perrier Rosé</b> - France Pale cherry red in colour with a rich blackcurrant and raspberry nose		£84.95
23. <b>Ruinart Blancs de Blancs</b> - France Citrus, peach and white flower aromas evolve into a fresh and supple palate		£84.95
24. <b>Ruinart Rosé</b> - France Simple rose that is balanced, light and filled with sumptuous red berry flavours		£84.95
25. <b>Dom Perignon</b> - France Full, round and complete with balancing acidity, and a long silky elegant finish		£139.95
26. <b>Louis Roederer Cristal</b> - France Elegant and deep, this medium to full-bodied iconic Champagne is immensely concentrated		£199.95

Please enquire with your server our wine vintages



## Red

	175ml	250ml	Bottle
27. <b>Arpeggio Nerello, Settesoli</b> - Italy Medium bodied red with ripe fruit character	£4.75	£6.75	£18.95
28. <b>Merlot, La Paz</b> - Chile Red cherry and plum aromas	£5.25	£7.45	£20.95
29. <b>Shiraz, Tooma River, Warburn Estate</b> - Australia A rich nose with red and blackberry aromas	£5.45	£7.95	£21.95
30. <b>Vina Collada Rioja, Marques de Riscal</b> - Spain Attractive ripe dark fruit flavours with a delicious savoury character with a hint of toast on the finish	£6.25	£8.45	£23.95
31. <b>Cabernet Sauvignon Reserva, De Gras</b> - Chile Offers soft tannins with lingering spicy fruit and a firm finish			£22.95
32. <b>Malbec, Humberto Canale Patagonia</b> - Argentina Full bodied, with a complex structure and surprising notes of dried berries, Eucalyptus, spice and black pepper			£24.95
33. <b>Cotes Du Rhone Rouge, Le Pas de la Beaume Cave de Cairanne</b> - France Medium bodied and supple, the structure is soft and the finish clean and moreish			£24.95
34. <b>Cabernet Merlot, Are You Game</b> - Australia Deep crimson colour with violet hues, sweet earthy and complex dark fruit characters The balance is full bodied, finishing with finely balanced tannins			£26.95
35. <b>Barbera Bricotondo, DOC Fontanafredda, Piemonte</b> - Italy Deep rustic red in colour with an aromatic, spicy nose of red fruits and damsons			£26.95
36. <b>Pinot Noir Black Label, Yealands Estate</b> - New Zealand Complex with hints of black cherries and spice with well-rounded tannins			£28.95
37. <b>Fleurie, Louis Tête</b> - France Juicy, ripe sweetness, cherry and chocolate flavours and a raspberry finish			£29.95
38. <b>Château Bertinat, St Emilion</b> - France A deep ruby colour, abundance of wood flavours. Its round and supple in the mouth			£31.95
39. <b>Chianti Classico, Fonterutoli</b> - Italy Perfumed nose of black cherry and spice with hints of woodsmoke and tobacco			£33.95
40. <b>Rioja Reserva, Marques de Riscal</b> - Spain Dark cherry colour with good depth. Balsamic aromas with hints of ripe fruit			£33.95
41. <b>Chateaufort du Pape, Reserve des Oliviers, Favier</b> - France Succulent attack balanced by fine tannins and good acidity			£42.95
42. <b>Gevrey Chambertin En Joulie, Domaine Harmand Geoffroy</b> - France A wine with velvety smooth tannins and class with superb richness			£58.95

## Rosé

	175ml	250ml	Bottle
43. <b>Arpeggio Rosato, Settesoli</b> - Italy Light and refreshing with a fruity finish	£4.75	£6.75	£18.95
44. <b>Pinot Grigio Blush IGT Veneto, Il Sospiro</b> - Italy An aromatic nose of freshly crushed cranberries	£5.25	£7.45	£20.95
45. <b>Grenache Rosé, Montagne Noire, Languedoc</b> - France Intense red berry nose, refreshing and round on the palate	£5.45	£7.95	£21.95
46. <b>Zinfandel, Devil's Ridge, California</b> - USA Aromas of strawberries and cream with luscious sweetness and fruit filled bouquet	£6.25	£8.45	£23.95
47. <b>Sancerre Rosé, Domaine des Vieux Pruniers</b> - France Dry and light with a mouth watering layer of red Fruits covering it's vivacious, mineral acidity			£31.95
48. <b>Château Sainte Marguerite Grande Reserve Cote de Provence</b> - France A splash of a fresh fruit bouquet with a nose of flowers			£33.95

## Dessert & Port

	50ml	125ml	Bottle
49. <b>Muscat, Domaine de Barroubio</b> - France Medium bodied with a delicious honeyed richness		£7.95	£19.95
50. <b>Late Harvest Tokaji Katinka, Patricius</b> - Hungary Sweet and opulent with a clean finish			£24.95
51. <b>Cockburn's Special Reserve port</b> - Portugal Perfectly balanced Reserve Port, well structured, With rich, ripe fruit and gentle spicy tannins	£2.95	£6.95	£28.95
52. <b>Graham's 10yr old Tawny port</b> - Portugal An exceptionally fine old tawny blend, Aged for an average of 10 years in oak casks	£3.95	£8.95	£44.95



## **Children's Menu**

### **Starters**

Vegetable spring rolls with sweet chilli dip

Soup of the day with fresh bread

Prawn cocktail with bread and butter

### **Mains**

Battered chicken fingers with chips and peas

Mini meatballs cooked in a tomato sauce with pasta

Mini cheeseburger with fries

### **Desserts**

Trio of mixed ice cream

Chocolate brownie with vanilla ice-cream

2 American pancakes, fresh fruit & chocolate sauce

1 course £7.95; 2-course £10.95; 3-course £13.95





# Pavilion Restaurant

## Operating Schedule



## **1. GENERAL**

Well trained staff will contribute to a well run operation and a responsible approach to the sale of alcohol, provision of entertainment and late night refreshment.

Senior management will undertake formal training to personal license level (BII) so they are fully aware of the 4 main licensing objectives and the company policies in relation to these objectives. All staff will be given training on Elysium Group's specific health and safety policies relevant to the operation of Pavilion.



## **2. PREVENTION OF CRIME AND DISORDER**

Substantial renovations will be undertaken at the premises with a great deal of consideration paid during the design and planning stage to minimise the potential for crime and disorder.

Installation of remote monitored security alarm which will notify management and police in the event of activation.

Emergency exits will be alarmed when the premises are open to the public so that staff are immediately notified of unauthorised opening and tampering.

All private areas and cellars/storage rooms will be kept locked and secured whilst the premises are open to the public

High quality digital CCTV will be installed with cameras covering inside and immediately outside the premises with a minimum of 31 day recordings data capacity.

There will be external lighting to the perimeter of the building to provide deterrence against any crime.

Effective security policies will be implemented and reviewed based on risk assessments undertaken to protect staff and customers from threats, conflicts and violence. Security policies will be formulated in consultation with the police and the licensing authority. All staff will be made aware of such policies and necessary training given.

Whilst it is not anticipated that the premises will require queue management or door supervision due to the nature of its offering, in the event that such becomes necessary as identified by periodical risk assessment this will be done by way of secure barrier ropes and monitored by SIA registered security personnel. The pavement will be kept clear at all times to allow for passing pedestrians.

All security personnel will be identifiable by wearing a clearly visible SIA badge in a florescent holder and appropriate identifiable uniform and employed in appropriate numbers to the risk as identified by security risk assessment. All new personnel will be given induction to company health and safety policy as well as the necessary risk assessment including fire risk assessment and capacity limit.

A register of all security personnel will be kept with timed sign in and out sheet.

The company will keep a record of all security personnel's SIA badge number as well as proof of ID.

The company will document and record any incident relating to admission refusal, anti-social behaviour, domestic abuse, drug abuse, theft, accident, illness or injury and investigate all reported matters in thorough manner and in collaboration with the relevant authorities where necessary. (Please refer to attached incident form template).



All staff will be given training to ensure that drunken and anti-social guests are appropriately dealt with and their responsibilities in complying with the premises license conditions and the licensing Act.





### 3. PUBLIC SAFETY

A full risk assessment taking into account public and staff safety will be carried out at the premises to identify potential hazards posed to staff or customers and setting out precautions to manage the hazards.

All staff will be made aware of the risk assessments and precautionary measure therein.

A copy of the risk assessment will be kept at the premise and made available for inspection.

First aid boxes will be available at the premises and kept stocked up.

A fire risk assessment will be undertaken to document the safe capacity of the premises. The capacity will form part of the premises risk assessment and all staff and management made aware of the safe capacity with the information printed and readily available.

Whilst it is not anticipated that the premises will run at maximum capacity due to the nature of the offering in the event that such situation may arise the capacity will be monitored and logged by security personnel and record kept.

The premises will be fitted out to current British building regulation standards for fire and safety.

All empty glassware will be collected by waiters/waitresses and not left unattended.

There will be fully working and regularly serviced fire fighting equipment and fire alarm.

All means of escape will be kept clear of obstructions and identifiable.

All staff will undertake fire safety induction and emergency evacuation procedure.

All accidents and incidents will be documented and recorded on the incident report form.



#### 4. PREVENTION OF PUBLIC NUISANCE

Polite signs to be placed at all exits from the premises encouraging customers to be quite on leaving the premises and area and to respect the rights of people living nearby and on the route home. The same encouragement to be given to the bar and door staff at the end of the evening.

A noise limiting device shall be installed, fitted and maintained in such a manner as to control the source of amplified music at the premises. The noise limiting device shall be connected to all permanent music and public address equipment and all available mains and power sockets within the area of the music equipment. Once set, such a device should be inaccessible to the staff.

Amplified sound shall not be clearly audible at the boundary of any noise sensitive premises.

Customers shall not be permitted to congregate and consume alcohol sold or supplied by the premises within the vicinity of the premises. The removal of alcohol shall be prevented if it is intended for such purpose.

Maintain regular dialogue with neighbours and provide them with a direct point of contact in the event that they wish to raise any concerns with the premises.

External terrace to be regularly monitored by staff and management to ensure customers are not causing excessive noise.

Ensure all external areas are kept clean and tidy at all times and with ample cigarette bins/ashtrays made available. All areas to be cleaned down as part of the opening and closing operating schedules by the cleaning contractors and staff where necessary.

Provide customers with assistance in calling taxi service.

Increase lighting levels and turn down music volumes prior to close down to allow for a wind down period and gradual customer dispersal.

Participate in local pub watch scheme.

Flyers will not be distributed outside the premises.

All waste will be collected between the hours of 8am-6pm and not on Sundays.

There will be no amplified music in the riverfront terrace after the hours of 8pm.

No drinks will be served in the riverfront terrace beyond 11pm Sunday-Wednesday and midnight Thursday-Saturday, with customer notices displaying this message.



## **5. PROTECTION OF CHILDREN FROM HARM**

All young children must be accompanied by an adult at all times.

Only children that are accompanied by an adult may use the children's play area.

Challenge 25 ID program adopted.



# Contents

## Introduction – Fire Risk Assessment for Pavilion Restaurant

### Section

1	Premises Particulars
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7	Fire Hazards
8	People at Risk
9	Means of Escape (Horizontal Evacuation)
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12	Fire Warning System
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18	Training
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# Fire Risk Assessment

1

## Premises particulars

Premises Name – Pavilion Restaurant  
Middleborough  
Colchester  
Essex  
CO1 1QX

Tel no: 01206 369269

Use of Premises Restaurant

Owner/Employer/Person in control of  
the workplace  
Elysium leisure ltd

Date of Risk  
Assessment 3 Nov 2015

Date of  
Review 3 Nov 2016

Name & relevant details of the person who carried out the Fire Risk Assessment

Jonathan Tindal – General Manager

2

## General statement of policy

### Statement:

It is the policy of Elysium Leisure Ltd. to protect all persons including employees, customers, contractors and members of the public from potential injury and damage to their health which might arise from work activities.

The company will provide and maintain safe working conditions, equipment and systems of work for all employees, and to provide such information, training and supervision as they need for this purpose.

The company will give a high level of commitment to health and safety and will comply with all statutory requirements.

**Commentary:**

**A fire risk assessment is kept in the office on the first floor on site.**

Any deficiencies identified by the fire risk assessment process will be prioritised and rectified accordingly.

The manager will have overall responsibility for fire safety matters which include;

- Fire risk assessment and all matters appertaining to it.
- Deciding the fire safety protective and preventative measures
- Ensuring they are implemented and communicated to other employees
- Ensuring co-ordination between other responsible persons

Fire Safety will be an agenda item for the monthly Staff Meeting.

6 monthly planned evacuations

Identify fire assembly point

The manager will be responsible for monitoring the effectiveness of the fire risk assessment process and its implementation.

**4**

## General description of premises

### Description:

Pavilion is a single storey brick built structure together with a 3 story listed building comprising a ground floor restaurant area with an open plan kitchen, a private dining room, a 1<sup>st</sup> floor staff room and office space and a 2<sup>nd</sup> floor storage facility. The main restaurant on ground floor has two access points, one at Middleborough and the second on North Station road. There is 1 staircase leading to the rear private dining room and two staircases leading to the 1<sup>st</sup> floor of the listed building and onto to the 2<sup>nd</sup> floor. There are four exit points from ground floor, two from 1<sup>st</sup> floor and two from 2<sup>nd</sup> floor.

The premises are considered to be low risk as in the event of a fire there is little chance of anyone being placed at risk due to the fire safety measures in place.

### Occupancy

Times the Premises are in use: 7am to 3am

The Total Number of persons Employed  
Within the premises at any one time: 50

The Total Number of persons who may  
Resort to the premises at any one time: 750

### Size

Building footprint  
(Metres x Metres): 800

Number of floors: 3

Number of Stairs: 3

**5**

## Fire safety systems within the premises

**Fire Warning System:** (i.e. automatic fire detection, break-glass system to BS 5839, other)

- Automatic fire detection & Fire alarm break- glass system to British Standard 5839.

**Emergency Lighting:** (i.e. maintained/non-maintained, 1hr/3hr duration to BS 5266)

- Fire exit signs illuminated above fire exits.

**Other:** (i.e. Sprinkler system to LPC rules BS 5306)

- Fire extinguishers to all floors comprising Water, Co2 and Wet Chemical extinguishers
- Fire Blankets

Floor Plan

See attached plans



**Sources of Ignition:**

Naked Flames - staff to stay in kitchen when food is being cooked on gas  
Cooking facilities - staff to stay in kitchen when food is being cooked on gas  
Electrical equipment e.g. overloaded sockets etc. - all electrical equipment to pat tested only existing sockets used  
Lighting equipment - all lighting is checked as part of the annual maintenance checks, weekly housekeeping checks in place.  
Arson - Bin store located at the rear  
Smoking materials - smoking area situated at rear of building and ashtrays will be provided

**Sources of Fuel:**

Compressed gas in cellar - Gas to be chained and cellar locked  
Flammable liquids - cooking oil kept in containers and away from ignition sources  
Electrical equipment - all equipment pat tested annually  
Furniture & Fixings - all soft furnishings are fire retardant  
Display materials - Menus & Posters to be kept away from heat sources  
Waste materials - regular removal of waste material  
Faulty electrical equipment - Reported and repaired

**Work Processes:**

All emergency lighting is checked as part of the annual maintenance check.

Ashtrays provided and Smoking only permitted outside.

**Structural features that could promote the spread of fire:**

Extraction canopy

**Identify and specify the likely location of people at significant risk in case of fire, indicating why they are at risk, and what control's are or need to be in place:**

- Staff working alone
- People unfamiliar with the site – Clear illuminated exit signage and fire alarm provided
- Persons whose mobility, hearing or eyesight is impaired -
- Contractors – all contractors briefed before commencing work.

- Separate ignition sources from combustables
- Menus and posters are kept away from heat sources
- All soft furnishing are fire retardant
- Paper is stored on shelving with no sources of ignition nearby.
- All lighting is checked as part of the annual maintenance check
- Test and maintain all fire safety equipment

**10****Means of escape – horizontal evacuation****Commentary:**

On the ground floor there are four fire exits

- 2 front entrances, Main doors located left and right at the front of the building
- 2 exits to the rear

**11****Means of escape – vertical evacuation****Commentary:**

From the ground floor there are 4 exits

On the first floor there are 3 exits

- Main stairs to front & 2 internal stairs at rear
- Fire exit from terrace area at back of building

On the second floor there are 2 exits

- Main stairs to floor then via two exits to ground floor

**12****Fire safety signs & notices****Commentary:**

- Fire induction given to staff
- Risk assessment on site and available to staff
- Signage above call points

**13****Fire warning system****Commentary:**

- Alarm will sound
- Signs for fire exit will light

**14****Emergency lighting system****Commentary:**

- Fire exits illuminated

**15****Fire fighting equipment****Commentary:**

Extinguishers to all floors to include Water, Co2 and Wet chemical  
Fire Blanket in Kitchen area

**16**

## **Management - maintenance**

**Is there a maintenance programme for the fire safety provisions in the premises**

**Commentary: Yes**

**Are regular checks of fire resisting doors, walls & partitons carried out**

**Commentary: Yes**

**Are regular checks of escape routes & exit doors carried out**

**Commentary: yes**

**Are regular checks of fire safety signs carried out**

**Commentary: Yes**

**Is there a maintenance regime for the fire warning system**

**Commentary: Bi Annually**

**Is there a maintenance regime for the emergency lighting system**

**Commentary: Bi Annually**

**Is there maintenance of the fire fighting equipment (By competent person?)**

**Commentary: Annually**

**Are records kept & their location identified**

**Commentary: Yes**

**17**

## **Method for calling the fire service**

### **Specify:**

Duty manager carries mobile phone to enable 999 to be called safely from any location and landline located at reception

**18**

## **Emergency Action Plan (EAP)**

### **Commentary:**

Person will break glass and press button on fire warning switch upon sign of fire, fire alarm will sound, staff/security will evacuate customers from the building, manager will call necessary agencies, i.e. fire brigade. Security will check the premises for any remaining customers.

**19**

## **Training**

### **Commentary:**

All staff receive introductory fire training as part of induction pack,  
Planned 6 monthly evacuations

20

## Fire safety deficiencies to be rectified

Deficiency/Rectification	Priority	Date to be Rectified	Date Rectified
<p>*Insert additional pages as required</p>			



Significant Finding

Control Measure/Action

\*Insert additional pages as required

**22**

**Additional hazards**

Specify:

# Emergency Evacuation Procedure.

Once the alarm has been activated, alert lights will flash and buzzers/bells will sound immediately.

## **Alarm Raised**

Upon the alarm being raised, the Duty Manager/Fire Marshall will immediately check the control panel and then proceed to establish if there is an issue or whether it is a false alarm, during this time all staff and supporting personnel (Doormen and DJ's) should;

- Staff should remain at their work stations and stand by for a possible evacuation of the building.
- Doormen should stop anyone further from entering the premises and stand by the exit routes and doors and wait for an announcement.
- Bar/ catering staff should prepare to close bars and turn off kitchen appliances should this be necessary.
- DJ should turn the music volume down and standby for announcement.

## **Evacuation Procedure**

In the event that an evacuation is required Duty Manager/Fire Marshall will cut the music and make an announcement. **"We need you to immediately vacate the building, can you please make you way as quickly as possible (via the following route) to our assembly point outside the old cinema, to the right of the nightclub in a calm manner"**

Where appropriate they will then notify the various support agencies by dialling 999.

## **Evacuation Roles**

Duty Manager/Fire Marshall will resume overall responsibility for overseeing the evacuation process and they will be identifiable by a high visibility vest.

Doormen and staff will be strategically located, without putting them at risk to provide the best means of direction and try to control any panic. They will also assist any customers who may need further assistance.

Duty Manager/Fire Marshall and staff will only attempt to fight the fire themselves if it seems safe to do so using the onsite firefighting equipment.

## **Evacuation routes**

In the event of a fire at the rear of the premises staff and customers will be directed the use the internal staircase and vacate out of the main front door.

In the event of a fire at the front of the premises, that renders the main front door inoperable staff and customers will be directed to vacate the premises through the rear of the building and down the adjoining alleyway. In the event that a rear evacuation is required, we will (providing it is safe to do so) have a member of our door team or staff located at both ends of the alleyway, to ensure that customers are kept calm and that we are able to get everyone out of the building as quickly as possible.

## **Signage**

If power is lost due to the emergency, sufficient secondary lighting operated by batteries will automatically come on. While the general lighting will be much dimmer, it will be sufficient enough for people to see their way, reducing the risk of panic.

## Fire Safety Induction

Title and address of premises to which this document is relative:

.....  
Employee:

Name.....Date.....

You should be shown, or have explained, the following by your Line Manager:

**FIRE INSTRUCTIONS**

☐

**TELEPHONE NUMBER TO CALL FIRE BRIGADE**

☐

**FIRE ALARM CALL POINTS**

☐

**FIRE EXTINGUISHERS**

☐

**LOCATION OF FIRE EXITS**

☐

**LOCATION OF ASSEMBLY AREA**

☐

Name of Manager

Signature of employee

Date.....





Hudson Daily Head Count Log		
Date:		
Time	In clicker	Out clicker
21:00		
21:30		
22:00		
22:30		
23:00		
23:30		
00:00		
00:30		
01:00		
01:30		
02:00		
02:30		
03:00		
MAXIMUM BUILDING CAPACITY = 750		

Hudson Daily Head Count Log		
Date:		
Time	In clicker	Out clicker
21:00		
21:30		
22:00		
22:30		
23:00		
23:30		
00:00		
00:30		
01:00		
01:30		
02:00		
02:30		
03:00		
First aid boxes located at Office, Potwash area, kitchen		

# Health and safety policy

This is the statement of general policy and arrangements for:

Overall and final responsibility for health and safety is that of:

Day-to-day responsibility for ensuring this policy is put into practice is delegated to:

Elysium Leisure Ltd
Bryan Smith
Jon Tindal

Statement of general policy	Responsibility of (Name / Title)	Action / Arrangements (Customise to meet your own situation)
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities	Jon Tindall - Manager	Relevant risk assessments completed and actions arising out of those assessments implemented.
To provide adequate training to ensure employees are competent to do their work	Jon Tindall - Manager	Monthly staff training sessions to cover the areas at risk and highlight any potential dangers as per the relevant risk assessment.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health	Jon Tindall - Manager Bryan Smith - Ops Director	Staff and management routinely consulted on health and safety matters as they arise and also reviewed during monthly staff training sessions or sooner if any matters arise.
To implement emergency procedures - evacuation in case of fire or other significant incident. You can find help with your fire risk assessment at: (See note 1 below)	Jon Tindall - Manager	All fire exits to be clearly signed and illuminated by emergency lighting and kept clear at all times. Evacuation plans to be explained to all staff and security personnel prior to start of initial employment/contract.
To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage / use of substances	Jon Tindall - Manager	Maintenance contracts in place with qualified engineers for all plant and machinery. All cleaning chemicals to be kept in designated storage containers and cupboards away from any source of heat or naked flames.

Health and safety law poster is displayed:	Staff room	
First-aid box and accident book are located: Accidents and ill health at work reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) (see note 2 below)	Staff room	
Signed: (Employer)	Elysium Leisure Ltd	Date: 3 November 2015
Subject to review, monitoring and revision by:	Bryan Smith	Every: 12 Months or sooner if work activity changes

# Risk assessments

Company name: Elysium Leisure Ltd

Risks are categorized on a level of 1-5		1. Highly Unlikely 2. Unlikely 3. Possible 4. Probable 5. Certain
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Slips, trips and falls.	Staff and customers may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> <li>Staff clean up spillages immediately using suitable methods and leave the floor dry.</li> <li>Bar floor areas only washed out of hours, staff know about proper use of detergents, correct detergent rates to avoid residue- wash, leave, rinse etc.</li> <li>Good housekeeping – work areas kept tidy, goods stored suitably etc.</li> <li>Drainage channels and drip trays provided where spills likely.</li> <li>Equipment maintained to prevent leaks onto floor.</li> <li>Good lighting in all areas including steps outside or access to cellar areas.</li> <li>Ensure stairways are not obstructed.</li> <li>Carpets firmly secured.</li> <li>Doormats for wet weather.</li> <li>No trailing cables or obstructions in walkways.</li> <li>Cable covers used for all electrical cables, especially when hosting bands or DJs.</li> <li>Kitchen equipment maintained to prevent leaks onto floor.</li> </ul>	<ul style="list-style-type: none"> <li>Repair damaged floor covering and check carpet grips.</li> <li>Ensure suitable footwear with good grip worn by staff.</li> </ul>	Opps Manager Duty Manager All Staff	Before each shift	3
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Falls from height	Staff may suffer serious, possible fatal, injuries if they fall from any height i.e. ladders whilst cleaning.	<ul style="list-style-type: none"> <li>Cellar hatches, check they have been closed after delivery. Ensure other people are excluded from area while hatch is open and in use.</li> <li>Ladders to be suitable, regularly inspected, and used only for light work of short duration by trained staff.</li> <li>All other work at height, such as above the roof light, is done by contractors under a permit to work system and using trained staff and appropriate equipment</li> <li>Warning signs</li> <li>High level fencing erected to prevent alcohol influenced climbing</li> </ul>	<ul style="list-style-type: none"> <li>Speak to brewery about any problems with pedestrians walking by when pavement cellar hatches open and agree if signs, barriers or staff needed to direct pedestrians away from danger area.</li> </ul>	Manager	Immediately	1	
External smoking Terrace	Unsupervised customers	<ul style="list-style-type: none"> <li>Warning signs</li> <li>High level fencing erected to prevent alcohol influenced climbing</li> </ul>	Area to be supervised via CCTV and regular inspections	Duty Manager All Staff	At all times		
Violence	Staff and customers may suffer stress and/or physical injuries from aggressive customers.	<ul style="list-style-type: none"> <li>Staff adhere to legal requirement not to sell alcohol to intoxicated customers.</li> <li>Staff trained in good, polite behavior and how to avoid confrontation following violence policy when to call police.</li> <li>Incident log book kept and filled out as soon as possible after incident.</li> <li>Staff made aware of barred customers.</li> <li>Information sharing scheme with police and other licensed premises in area.</li> <li>Regular glass collection implemented for very busy events or as appropriate.</li> <li>Cashing up done after hours/out of customers sight.</li> </ul>	<ul style="list-style-type: none"> <li>Keep good liaison with local police and check latest advice.</li> <li>Manager to give talk to re-emphasize 'coping with disputes' training.</li> <li>Ensure all incidents promptly investigated.</li> </ul>	Duty Manager	Immediately and ongoing.	3	
Transport	Staff may suffer serious injuries if struck by a vehicle e.g. during deliveries.	<ul style="list-style-type: none"> <li>Reversing of vehicles to be supervised if other people are in the area.</li> </ul>	<ul style="list-style-type: none"> <li>Talk to brewery, wholesaler and other suppliers about agreeing safe procedures for deliveries, to try to eliminate reversing, or ensuring staff available.</li> </ul>	Manager	Immediately	1	
Manual handling	Staff receiving back, neck and limb injuries from lifting heavy loads e.g. barrels, crates of bottles etc.	<ul style="list-style-type: none"> <li>Trolleys used to wheel kegs/casks around.</li> <li>Staff training in rolling and stllaging casks.</li> <li>Sack trucks and trolleys available for beer and bottle crates etc.</li> <li>Staff training in lifting techniques and posture for items behind the bar.</li> </ul>	<ul style="list-style-type: none"> <li>Consider sighting and design of shelving for items behind bar to eliminate bending and reaching at next refurbishment.</li> </ul>	Manager	Immediately	3	



Gas	Staff and others risk injury from fire and explosion if equipment is not properly maintained and used.	<ul style="list-style-type: none"> <li>Boiler checked and serviced annually by a gas safe engineer.</li> <li>Staff trained to recognize and report defects.</li> </ul>	<ul style="list-style-type: none"> <li>No further action at this stage.</li> </ul>			1	
Pressurized equipment	Risk of explosion from over-pressurization of beer pump systems, or faulty or damaged cylinders.	<p>Pressurised systems:</p> <ul style="list-style-type: none"> <li>Designed, installed and maintained in line with BBPA's Code of practice 2006.</li> <li>Staff trained to use the system.</li> <li>Cleaning containers suitable to accept systems maximum pressure and labeled to avoid confusion over detergents and flushing water.</li> <li>System inspected by competent engineer every five years or to schedule produced by the competent engineer.</li> <li>Certificate displayed stating date of next inspection and any damage reported immediately.</li> </ul> <p>Gas cylinders:</p> <ul style="list-style-type: none"> <li>Only obtained from reputable suppliers.</li> <li>Numbers kept to an absolute minimum.</li> <li>Moved and stored properly to prevent damage.</li> <li>Chained up and choked, away from heat sources, in a dry area with the valves closed.</li> <li>Used in an upright position in a safe, secure, dry place.</li> </ul>	<ul style="list-style-type: none"> <li>Put forward another full-time member of staff for training to cover absences and weekends.</li> </ul>	Manager	Immediately and ongoing	1	
Noise	Staff suffering hearing damage from live and recorded music	<ul style="list-style-type: none"> <li>Bands and DJs speakers located in areas away from the bar and seating areas.</li> <li>Staff allowed to take regular rest breaks in designated quiet area to reduce noise exposure.</li> </ul>	<ul style="list-style-type: none"> <li>Educate all staff about noise and damage to hearing and assess whether health surveillance needed, Check volume levels and consider need for volume limiters.</li> <li>Consider acoustic screening for exposed bar areas.</li> <li>Make suitable ear plugs available for staff collecting glasses and serving in dance area.</li> </ul>	Manager	Immediately and ongoing	2	

Electricity	Staff and customers could get electric shocks from faulty/damaged wiring or electrical equipment.	<ul style="list-style-type: none"> <li>Wiring checked every five years by a qualified electrician.</li> <li>Yearly PAT done by a qualified electrician.</li> <li>Staff trained to spot damaged equipment, plugs, cable and fittings and take out of service.</li> <li>Staff told where fuse box is to turn off electricity in the event of an emergency.</li> <li>Fuse box/consumer unit is kept accessible at all times.</li> </ul>	<ul style="list-style-type: none"> <li>Check to see if fuse box has 30 mA RCD protection.</li> <li>RCD sockets and plugs to be fitted if protection is not at consumer unit.</li> <li>Ensure induction talk for any new staff or temporary staff includes how to turn off the electricity.</li> <li>Speak to contractors to ensure that they will only use low-voltage equipment.</li> </ul>	Opps Manager Duty Manager	Immediately and ongoing	1	
Hazardous substances COSHH	Staff can suffer chemical burns or develop dermatitis from contact with or use of cleaning chemicals	<ul style="list-style-type: none"> <li>All products safety data sheets checked to see what gloves and eye protection is necessary for use with cleaning chemicals.</li> <li>Chemicals used are reviewed with reps/suppliers every six months to see if safer alternatives are available.</li> <li>Staff told about skin care when washing glasses and handling dishwasher chemicals etc.</li> <li>Chemicals always kept in original labeled containers; any containers for decanted chemicals are clearly marked.</li> <li>PPE-gloves and eye protection available when using, decanting or diluting chemicals.</li> <li>Dishwasher used instead of washing up by hand.</li> <li>Where possible cleaning products marked irritant are not purchased and milder products are purchased instead.</li> <li>Staff wash rubber gloves after using them and store them in a clean place.</li> </ul>	<ul style="list-style-type: none"> <li>Tell cleaning product rep they should check for safer alternatives before next visit.</li> </ul>	Opps Manager Duty Manager	Immediately and ongoing	1	
Manual handling – handling heavy items such as boxes or meat/produce, trays of glasses/crockery, kegs etc.	Staff may suffer from injuries such as strains or bruising from handling heavy bulky objects.	<ul style="list-style-type: none"> <li>Ingredients bought in package sizes that are light enough for easy handling.</li> <li>Commonly used items and heavy stock stored on shelves at waist height.</li> <li>Suitable mobile steps are provided and staff are trained to use them safely.</li> <li>Handling aids are provided for movement of large/heavy items.</li> <li>Sinks at a good height to avoid stooping.</li> <li>Staff trained to lift safely.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure a team is working for times when moving heavier items are required.</li> </ul>	Manager	Immediately and ongoing	2	

Contact with steam, hot water, hot oil and hot surfaces. Bar/spirits	Staff/customers may suffer scalding or burns injuries.	<ul style="list-style-type: none"> <li>Staff trained in risks of hot oils and on procedure for emptying/cleaning fryers.</li> <li>Staff trained in risks of release of steam.</li> <li>Water mixer taps provided.</li> <li>All staff told to wear long sleeves.</li> <li>Heat resistant gloves/cloths/aprons provided.</li> <li>No spirits/cocktail are to be ignited under any circumstance i.e. Sambuca.</li> </ul>	<ul style="list-style-type: none"> <li>Display hot water signs at sinks and hot surface signs at hot plates.</li> <li>Ensure handles on pans are maintained.</li> <li>Ensure staff are trained in the use of coffee machines.</li> <li>Ensure all staff are aware that we cannot under any circumstance ignite spirits.</li> </ul>	Manager	Immediately and ongoing	2	
Knives	Staff involved in food preparation and service could suffer cuts from contact with blades.	<ul style="list-style-type: none"> <li>Staff trained to handle knives.</li> <li>Knives suitably stored when not in use.</li> <li>First aid box provided and first-aid is always on site.</li> </ul>	<ul style="list-style-type: none"> <li>Tell staff not to use knives to remove packaging.</li> </ul>	Manager	Immediately and ongoing	3	
Food handling	Frequent hand washing can cause skin damage. Some food can cause some staff to develop skin allergies.	<ul style="list-style-type: none"> <li>Where possible and sensible staff use tools to handle food rather than their hands.</li> <li>Food grade, single-use, non-latex gloves are used for tasks that can cause skin allergies.</li> <li>Where handling cannot be avoided hands are rinsed promptly after finishing the task.</li> </ul>	<ul style="list-style-type: none"> <li>Staff reminded to thoroughly dry hands after washing.</li> <li>Remind staff to check for red, dry or itchy skin on their hands and to tell a manager if this occurs.</li> </ul>	Manager	Immediately and ongoing	1	
Machinery	Staff risk serious injury from contact with dangerous/moving parts on machinery.	<ul style="list-style-type: none"> <li>Staff trained in cleaning, assembly and operating procedures.</li> <li>All dangerous parts to machinery are suitably guarded.</li> <li>Daily checks of machinery guards are carried out before use.</li> <li>Staff trained to spot and report any defective machinery.</li> <li>Safety-critical repairs carried out by competent person.</li> <li>Operating instructions easy to locate.</li> </ul>	<ul style="list-style-type: none"> <li>Remind staff to always isolate and switch off machinery before carrying out maintenance or cleaning work.</li> </ul>	Manager	Immediately and ongoing	2	
Workplace temperature	Kitchen staff may suffer ill health when they overheat in hot working conditions.	<ul style="list-style-type: none"> <li>Fans and extractors are provided to control air temperature.</li> <li>Staff are encouraged to take rest breaks in cooler conditions when required.</li> </ul>	<ul style="list-style-type: none"> <li>Encourage staff to have regular drinks of water and to keep well hydrated</li> </ul>	Manager	Immediately and ongoing	1	

**Assessment review date:** (usually within one year, or earlier if working habits or conditions change)



## INCIDENT REPORT FORM

- This form to be completed for **all job-related injuries or illnesses – regardless of extent.**
- Must be completed by supervisor within 24 hours of incident

**IF EMPLOYEE RECEIVES MEDICAL TREATMENT OR MISSES TIME FROM WORK A COPY OF THIS INCIDENT SHOULD BE SENT TO HEAD OFFICE (admin@elysiumgroup.co.uk)**

Name \_\_\_\_\_ Job Title \_\_\_\_\_  
First Middle Last

Date of Injury: \_\_\_\_\_ Hour: \_\_\_\_\_ AM PM Time Left Work: \_\_\_\_\_ AM PM Date of Birth: \_\_\_\_\_

Venue	Name of Supervisor	Date Reported
Exact Location of Accident:		Name of Witness:

### TYPE OF INCIDENT

ADMISSION REFUSAL    DOMESTIC    DRUGS    SCUFFLE    FIGHT    INTOXICATION  
ANTI-SOCIAL BEHAVIOR    THEFT    COMPLAINT    ACCIDENT    ILLNESS OR INJURY

Describe Incident (Full details of incident including circumstances, and forces needed to eject and why. Any nature of injury's and allegations made against staff):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee Name and Position	Working Shift	AM PM	to	AM PM
----------------------------	---------------	----------	----	----------

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### ACTION

FIRST AID CASE ONLY  
PUNCTURE  
REQUIRED DOCTOR'S CARE  
HOSPITALISED  
OAK  
TIME LOSS  
DEMATITIS  
NO INJURY/NEAR MISS  
OTHER \_\_\_\_\_

### BODY PART INJURED

HEAD	FACE	EYE
NECK	BACK	CHEST
ARM	HAND	FINGER
LEG	KNEE	ANKLE
FOOT	TOE	
OTHER _____		

### NATURE OF INJURY

ABRASION	LACERATION	
BRUISE	FRACTURE	BURN
SPRAIN/STRAIN	FOREIGN BODY	POISON
COLD INJURY	HEAT NJURY	
LOSS OF CONSCIOUSNESS		
OCCUPATIONAL ILLNESS		
OTHER		

Was incident captured on CCTV? YES NO CAMERA NUMBER: \_\_\_\_\_

Were the Emergency Services Called? YES NO TIME CALLED: \_\_\_\_\_ TIME OF ARRIVAL: \_\_\_\_\_  
POLICE OFFICER(S) ATTENDING: \_\_\_\_\_

NAME: \_\_\_\_\_ NUMBER: \_\_\_\_\_ NAME: \_\_\_\_\_ NUMBER: \_\_\_\_\_

**SUPERVISORS MUST COMPLETE OTHER SIDE**

## SUPERVISOR'S INVESTIGATION OF CAUSE (CHECK ONE OR MORE)

If employee admitted to hospital, Head Office must also be notified within 24 hours. This is a supervisor's responsibility.

Did you personally view the incident site?    Yes    No    Person's Category    FOH Staff    BOH Staff  
Customer

### UNSAFE ACTS

- |   |   |
|---|---|
| <input type="checkbox"/> OPERATING WITHOUT AUTHORITY                  | <input type="checkbox"/> HORSEPLAY                                  |
| <input type="checkbox"/> FAILURE TO WARN OTHERS                       | <input type="checkbox"/> FAILURE TO USE PERSONAL PROTECTIVE DEVICES |
| <input type="checkbox"/> MAKING SAFETY DEVICES INOPERATIVE            | <input type="checkbox"/> FAILURE TO OBSERVE SAFETY REGULATIONS      |
| <input type="checkbox"/> FAILURE TO SECURE OBJECTS                    | <input type="checkbox"/> LACK OF TRAINING OR KNOWLEDGE              |
| <input type="checkbox"/> USING UNSAFE EQUIPMENT OR EQUIPMENT UNSAFELY | <input type="checkbox"/> SLIPS AND FALLS                            |
| <input type="checkbox"/> UNSAFE LOADING, MIXING, CARRYING             | <input type="checkbox"/> OTHER: _____                               |
| <input type="checkbox"/> TAKING UNSAFE POSITION OR POSTURE            |   |

### UNSAFE CONDITIONS

- |   |  |
|---|--|
| <input type="checkbox"/> IMPROPERLY GUARDED EQUIPMENT OR MACHINE  | <input type="checkbox"/> INADEQUATE WARNING SYSTEM   |
| <input type="checkbox"/> DEFECTIVE TOOL OR EQUIPMENT              | <input type="checkbox"/> HAZARDOUS STORAGE OR ARRANGEMENT  |
| <input type="checkbox"/> POOR HOUSEKEEPING                        | <input type="checkbox"/> HAZARDOUS DRESS OR APPAREL  |
| <input type="checkbox"/> IMPROPER LIGHTING                        | <input type="checkbox"/> HAZARDOUS WORK PROCEDURE  |
| <input type="checkbox"/> IMPROPER VENTILATION (DUST, FUMES, ETC.) | <input type="checkbox"/> HAZARDOUS WEATHER OR ENVIRONMENT  |
| <input type="checkbox"/> UNSAFE DESIGN OR CONSTRUCTION            | <input type="checkbox"/> CONTACT WITH POISONOUS INSECTS, TOXIC CHEMICALS SKIN IRRITANTS, BITES, ETC. |
| <input type="checkbox"/> SLIPPERY OR OTHER UNSAFE SURFACE         | <input type="checkbox"/> OTHER: _____  |

#### • REASONS FOR UNSAFE ACT (Must be completed by Supervisor)

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#### • REASONS FOR UNSAFE CONDITION (Must be completed by Supervisor)

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#### • WHAT PRACTICAL CORRECTIVE ACTION WILL BE TAKEN BY SUPERVISION TO PREVENT RECURRENCE? (Must be completed by Supervisor.) Note: The wording "be more careful" is unacceptable, as it does not present a viable solution. If the cause is properly identified, there should be several solutions.

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SUPERVISOR'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

MANAGEMENT REVIEW SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

CHECK IF HEAD OFFICE HAS BEEN INFORMED DUE TO HOSPITALISATION.

CHECK IF YOU BELIEVE THIS INJURY **IS NOT WORK CONNECTED** AND REPORT TO HEAD OFFICE.

## **How to handle Antisocial & Drunken Customers**

### **Customer Service**

The first step in great customer service is fantastic restaurant team. A well trained front of house team will keep customers happy and coming back for more.

Not just anyone can wait tables or tend bar. Good wait staff are among the most talented people out there.

They are friendly, but not annoying. They can multitask, but still give customers their undivided attention. And they are honest, trustworthy and can work as a team

### **2. Customer Complaints**

The next step in great customer service is how you handle customer complaints. No matter how hard you try, things are bound to go wrong once in a while. Food gets burned, orders get forgotten in the middle of a dinner rush, or new servers simply forget all their training. No matter the reason for the complaint, the important thing is to try and please the customer. You should acknowledge that yes, there was a problem, but it is not what they should expect from your restaurant.

### **Show your Customer Appreciation**

Actions speak louder than words, and that is certainly true of customer appreciation. There are countless ways you can show your customers how much you appreciate their business. And it doesn't have to cost you a lot of money (or any money in some cases). For example, personal attention can go a long way in making customers feel special.

### **4. Be Responsible.**



Responsibly serving liquor is probably the biggest way to show customers you value them. After all, you don't want to see a patron who's had too much to drink get behind the wheel of a car and hurt themselves or someone else. Therefore, you should be familiar with all licensing laws. In most cases if a person is involved in an accident while drunk we, as the restaurant them, may be held liable as well. It is also important that wait staff understand how to identify a person who is intoxicated, so they don't serve (or continue to serve) them. Occasionally you may have to deal with a patron who's more than a little tipsy.

The best way to avoid any potential incidents stemming from drunkenness is to not serve a customer who appears drunk.

Of course, some people can hold their liquor very well, and your staff may not realize the patron is drunk until it is too late. If you are faced with a customer who has had too much to drink, here are some tips for handling them:

- STOP serving them immediately. If the customer has wandered in from another bar or restaurant, you can refuse to serve them. They may claim you're acting illegal, but your not. You are acting responsible.
- Offer the customer some coffee and some food, as an alternative to a drink.
- Call a cab or another ride home for the customer. Do not let them drive!
- If a customer becomes belligerent or angry, escort them outside of the restaurant and call the police, who can look after the customer, until he or she is safe and sober.



	Date	signed employee	signed manager	Notes
Employee name				
Date employment commence				
Induction booklet issued				
Induction booklet reviewed with manager				
Team handbook issued				
Team handbook reviewed with manager				
Temporary Contract reviewed and completed				
New employee details complete				
Identification/NI received				
Health and safety covered (fire/risk assessments)				
Mentor assigned				
Date of first review (2/3 weeks)				
Manager completing induction				





Unit 19 Moorside Business Park

<u>Location:</u>	Riverside Lodge	<u>Date:</u>	21/02/16
<u>Perfomed By:</u>	Mike McGrath	<u>Department:</u>	Kitchen/Bar Build Quotation

Colchester, CO1 2ZF

01206 870 863

[www.marigolds.uk.com](http://www.marigolds.uk.com)

Please find estimated costs for installation and supply of equipment, subject to full site survey.

<u>Inven No.</u>	<u>Item Description</u>	<u>Location</u>	<u>Quantity</u>	<u>Total Cost</u>
1.	Prepare and lay floor	Kitchen	1	£6,300.00
2.	White cladding wall covering	kitchen	1	£5,250.00
3.	Bespoke fabrication stainless	kitchen	11	£27,575.00
4.	Under bench fridges	kitchen	3	£9,750.00
5.	Double door fridges	kitchen	2	£5,280.00
6.	Walk in freezer	kitchen	1	£9,275.00
7.	Walk in fridge	kitchen	1	£10,310.00
8.	Rational 20 grid gas combi ovens	kitchen	2	£32,110.00
9.	Extraction & canopy	kitchen	1	£18,375.00
10.	Mechanical fresh air installation	kitchen	1	£4,500.00
11.	Gas supply upgrade by Transco	kitchen	1	£8,000.00
12.	New gas run throughout kitchen	kitchen	1	£6,500.00
13.	Gas inter lock system	kitchen	1	£1,250.00
14.	Electrical upgrade/new board/supply run	Kitchen/bar	1	£8,925.00
15.	Pass through dishwasher & tabling	Kitchen	1	£6,120.00
16.	Under counter glass washer	Bar	2	£2,630.00
17.	Automatic water softeners	Kitchen/ bar	2	£908.00
18.	Plumbing sundries	Kitchen/bar	1	£475.00
19.	Electrical sundries	Kitchen/bar	1	£864.00
20.	Gas sundries	Kitchen	1	£180.00

21.	Solid top ovens	kitchen	2	£18,504.00
22.	Four burner oven ranges	Kitchen	2	£18,234.00
23.	Smooth chrome griddle	Kitchen	1	£5,355.00
24.	Twin 25litre tank fryer	Kitchen	2	£18,496.00
25.	Mobile frame & kick plates	Kitchen	1	£4,172.00
26.	Robata holding oven	Kitchen	1	£11,998.00
27.	Heavy duty microwave	Kitchen	2	£2,150.00
28.	Twin position salamander platform	Kitchen	2	£13,987.00
29.	Stainless steel bar frame work	Bar	1	£13,690.00
30.	Installation test commision	Kitchen		£17,500.00
			Total	£288,663.00
			Vat	£57,726.60
			Grand total	£346,389.60

All prices subject to 28 day's quotation and in depth site survey.

Additional full CAD will be carried at cost to client.



# RIVER LODGE INTERIOR DESIGN CONCEPT

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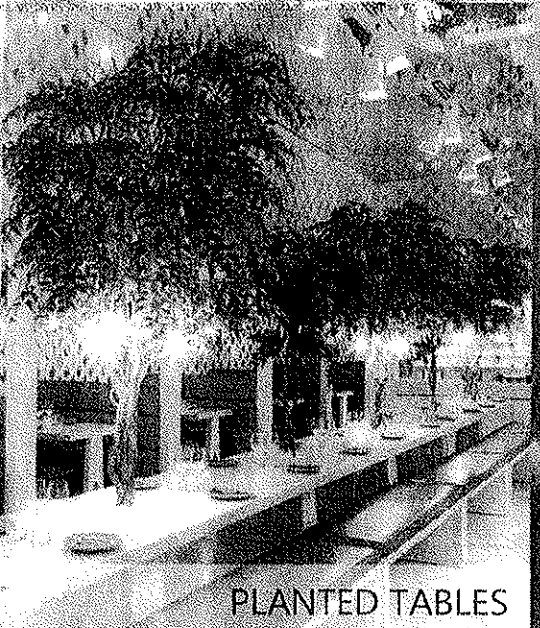
KITCHEN • DINING • RESTAURANT

WOOD • BRASS • CEMENT • STAINLESS STEEL • TIN

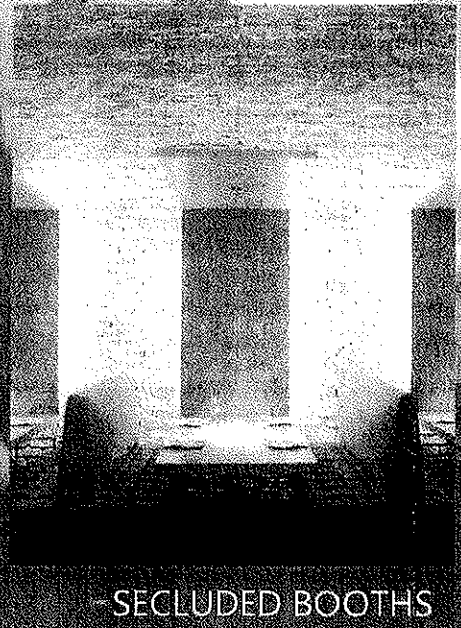
OVERSIZED PENDANTS  
BLEACHED WOOD



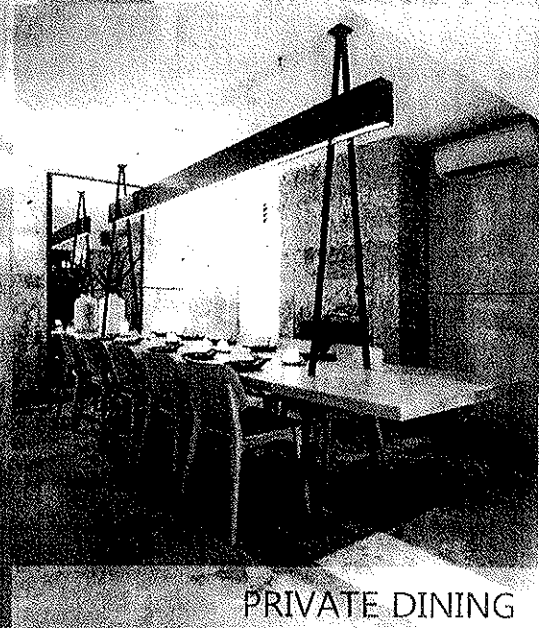
WARM AMBIENT LED LIGHTING



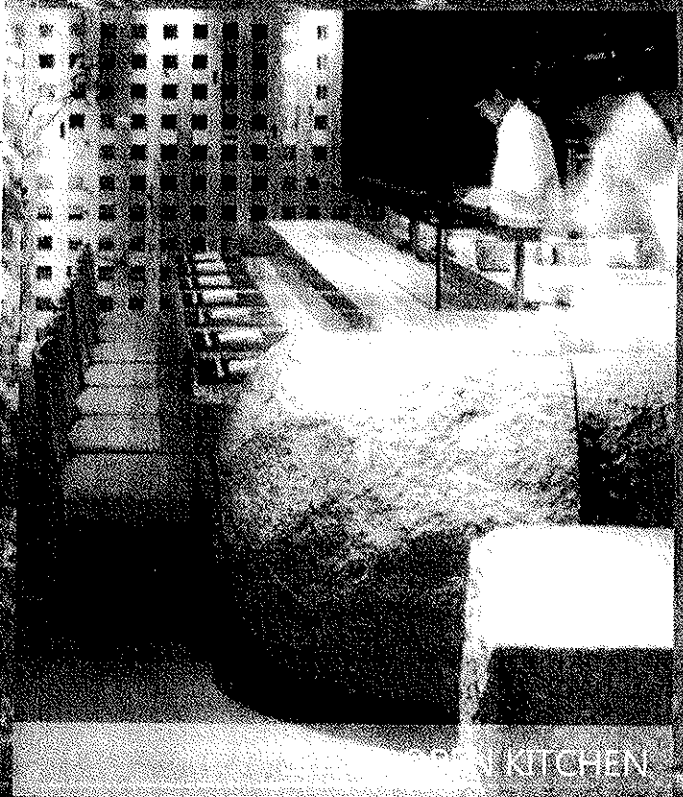
PLANTED TABLES



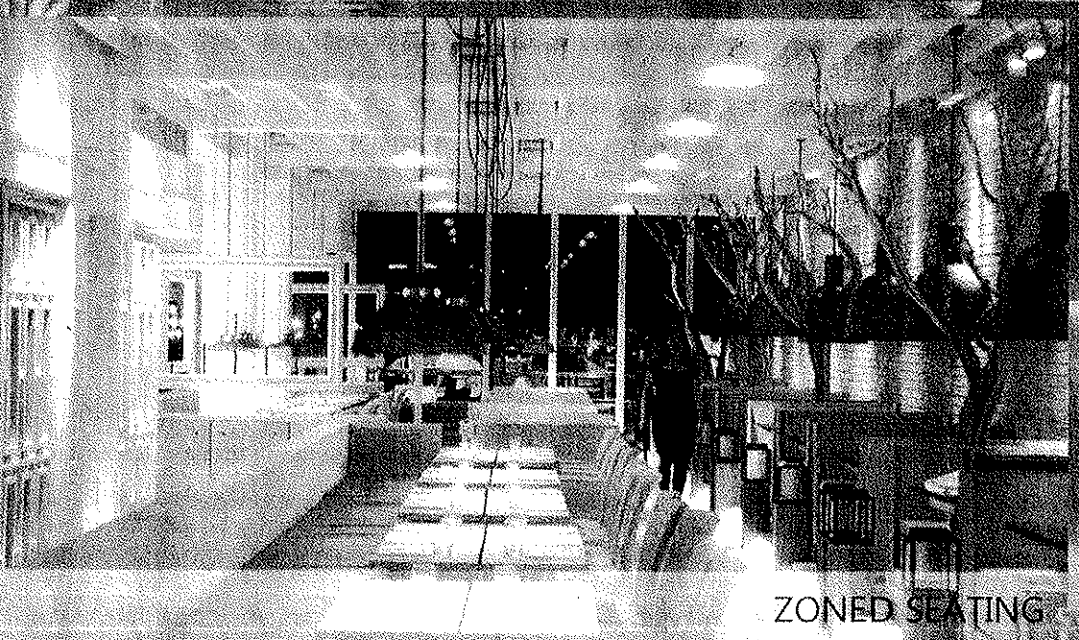
SECLUDED BOOTHS



PRIVATE DINING



OPEN KITCHEN



ZONED SEATING



MOOD LIGHTING

EED DESIGNS®

L16 101 • RIVER LODGE COLORADO • INTERIOR DESIGN CONCEPT • FEB 2016



# RECEPTION • RETAIL • BAR

LIGHT • ORGANIC • OPEN

RECLAIMED TIMBER CLADDING



BESPOKE LIGHTS



CONTRASTING FEATURE GANTRY



INTEGRATED BESPOKE WINE DISPLAY



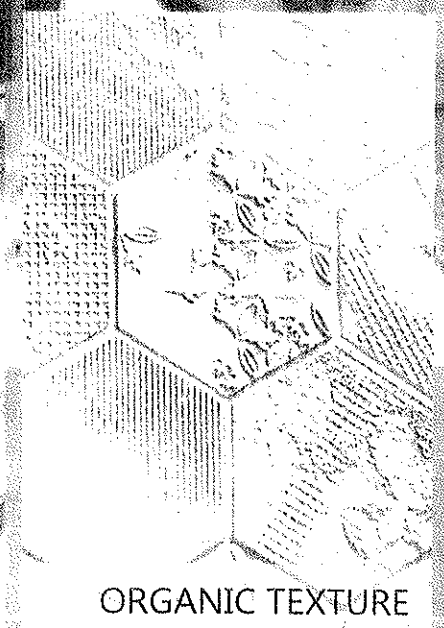
LOUNGE BAR LOW & HIGH LEVEL SEATING



RETAIL DISPLAY



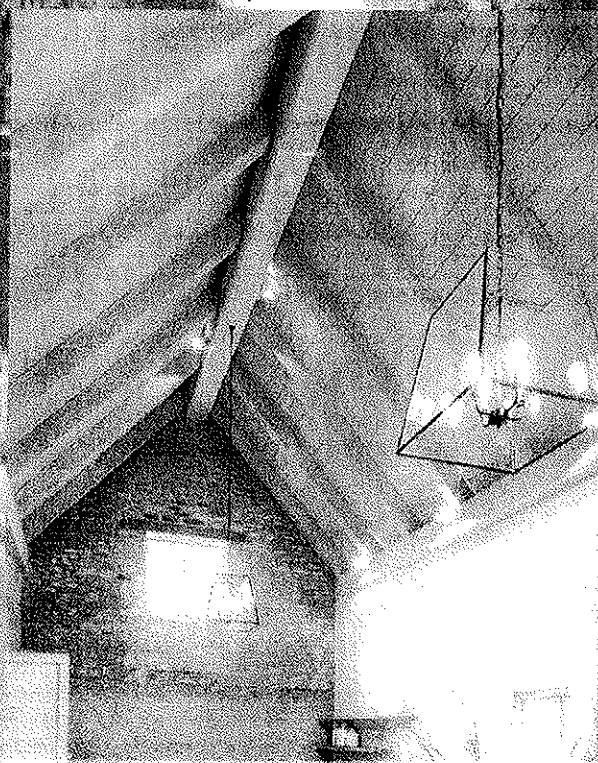
ORGANIC TEXTURE



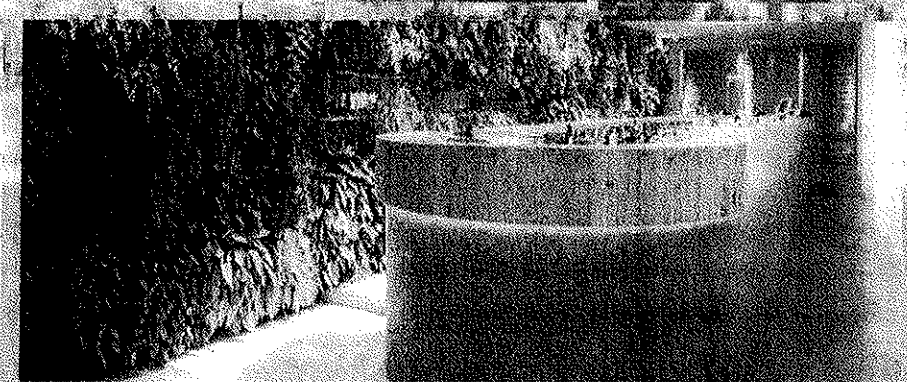
MOSS SIGNAGE



WHITE WASHED TIMBER ROOF



FEATURE STONE ISLAND BAR/LIVING WALL



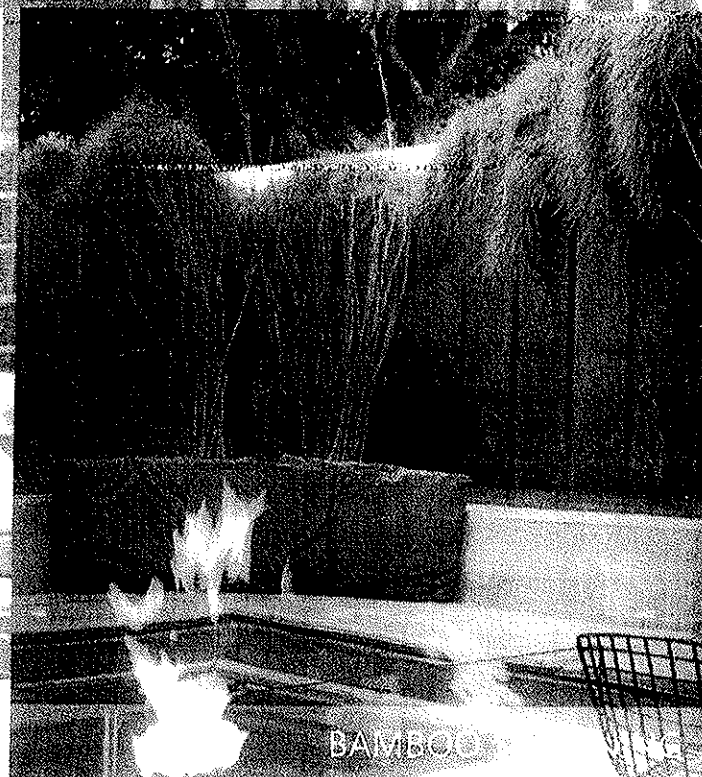


# EXTERNAL TERRACES

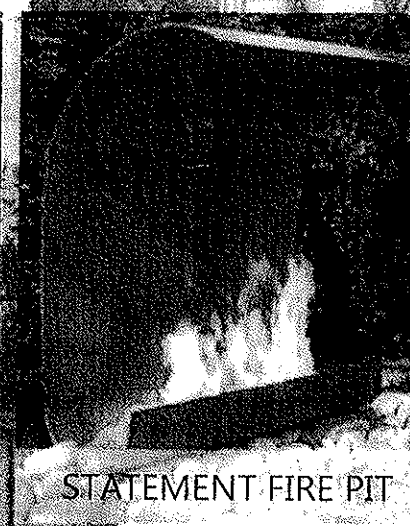
CONTEMPORARY • ELEGANT



OUTSIDE ACCESSIBLE BAR



BAMBOO



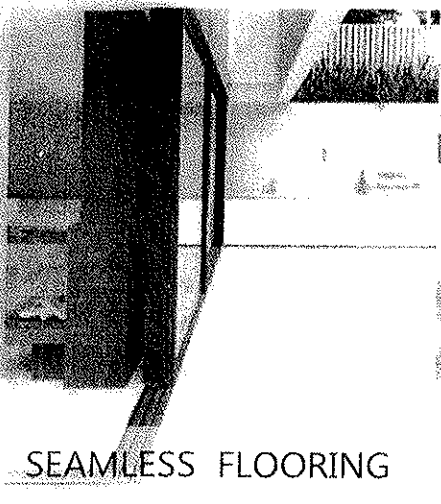
STATEMENT FIRE PIT



LED LIGHTING



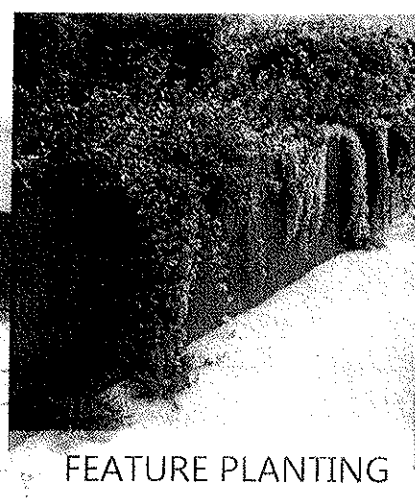
COUNTERTOP PERSONALITY



SEAMLESS FLOORING



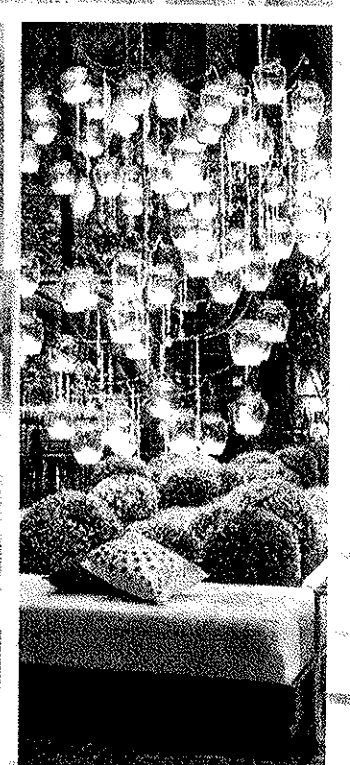
FEATURE PLANTING



PERIMETER PLANTING/RAISED PLANTERS



CLEAN/CONTEMPORARY





DETAILS • FEATURES

CONTRASTING TEXTURES • QUIRKY ACCENTS • NATURAL RAW FINISHES

ADAPTABLE DINING/PDR

LIGHTS & PLANTING TO ROOF

CONTRASTING TEXTURES

FLOOR DETAIL

LIVING WALLS

ACCENT WINE DISPLAY

TEXTURAL LIGHTING

TEXTURAL LIGHTING

QUIRKY FUN DETAILS

RESERVED

BOTANICAL ACCENTS

VANITY DETAIL

DECORATIVE WC CUBICLES

FEATURE W/ST

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