



University of Surrey Students' Union

Operations Manual

& Operating Schedule

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Definitions

For the purposes of the Operating Schedule, the “venue” is the area primarily used for music & dancing as shown in plans marked levels 2-5 currently named ‘Rubix’. The “bar” is the area primarily used for eating and drinking, and shown in plan marked level 1 currently named ‘Chancellors’

Timing Restrictions

Several activities as specified by the licensing act 2003 will be subject to timing restrictions throughout the premises as specified below

Time Zone	Restriction
8am-12am	No Restriction
12am-3am	Maximum five days per week
12am-5am	Maximum one days per week
12am-8am	Maximum twelve occasions per year*

*This time zone may not run consecutively with another 24 hour time zone, may not be used for public shows (as defined later) and must be followed by a minimum 4 hour break in trading. The Police and Licensing Authority must be notified in the same manner as described for public shows.

The Venue & Bar may utilise any national amendment of opening hours as specified by the government (e.g. new year’s eve opening)

Admission Policy

This admission policy does not apply to ‘public events’ as defined later

The University of Students Union permits entrance to the following groups or individuals as standard into the venue, up to a maximum capacity of 1550 not including staff.

- University of Surrey Students
- University of Surrey Staff
- Bona fide guests of the above
- NUS Card holders from other institutions
- Students from other Institutions, with reciprocal entrance agreements
- ACM Students & Staff
- Bona fide guests of the above
- Affinity card holders
- Conference delegates registered with the University of Surrey Conference Office, or attending a University of Surrey Conference

Acceptable forms of identification

Entrant	Identification
UniS Student	Campus card
UniS Staff	Campus card
Guests of the above	Age identification if required
NUS Card holder	NUS Card
Students from other institutions	Campus card with expiry date
ACM Students & Staff	Current ACM Card with Age ID if required
Guests of above	Age identification
Affinity Card holders	Affinity or life membership card
Conference Delegates	Conference ID

There are a number of older “union club” style cards in circulation, notably Life Membership, or Spouse cards.

UniS Campus cards must show a photograph and expiry date, and be within that date.

Acceptable age identification is either a passport or a driving license.

NUS Discount cards or ISIC Cards are not accepted.

Guests must be *Bona Fide* that is to say, genuine guests who are known to the member who is signing them in. Members are responsible for the conduct of the guests they bring with them. Members who have lost or forgotten their campus cards may not be signed as guests.

The senior member of staff on duty for that event may permit entrance to a customer who does not have the appropriate ID, at their own discretion. If this occurs, an entry must be made in the incident log book, stating the name of the customer permitted entrance.

There are no entrance restrictions for the Bar, but the Venue Supervisor or Manager may impose the venue restrictions on the bar if they feel this is appropriate.

Entrance to the Venue

Entrance to the venue during events is controlled. Customers must show the ID as specified above and not be in an unfit state to enter the event. It is the duty of the door supervisor in the first instance to ensure this is adhered to.

Refusing entrance to the Venue

The door supervisor has the authority to refuse entrance to customers if they feel their presence inside the Union would be to the detriment of other customers, or themselves. A typical, but not exhaustive list of possible reasons would be as follows

- Drunkenness
- Obvious drug taking
- Incorrect ID
- No proof of age
- Prohibited items discovered after search
- Banned due to disciplinary
- Pending disciplinary

The reason does not have to be given to the customer being refused entrance, although it is preferable to give an explanation when felt possible. On no account must entrance be refused for personal reasons or prejudices. USSU has an equal opportunities policy, and this must be taken into account at all times. The door supervisor must always be able to justify their reasoning to the duty manager.

Under 18's not studying at the University of Surrey may only be permitted access to the bar & venue while accompanied with an over 21 and may not be in the bar between 21:00 and 08:00; with the exception of 'all ages live events' which will permit under 18's in the venue only unaccompanied until 00:00 hours.

'All ages live events' are public events where live music is the predominant entertainment. Any alcohol provision will be from a clear self-contained area with access control supervised by door staff. Only those identified as over 18 shall be allowed in to this area, and alcohol will not be permitted to be taken out from it. A suitable distance will be maintained between areas to prevent the passing of alcohol

The control of the entrance into the union is paramount in preventing problems inside the premises and is vital in promoting three out of the four licensing objectives, namely

- The prevention of crime and disorder
- Public Safety
- The protection of children from harm

Payment on entrance

Payment for entrance to the Venue will be made at the box office window, each customer will be issued with a ticket which will then be taken from them by a steward

before they enter any further into the Union. On quiet nights, it will be acceptable to operate without the second steward.

Searching on Entrance

The Students' Union has a zero tolerance policy towards the misuse of drugs, as explained in our drugs policy in the appendixes. (see page 14)

Entrance to the venue on all occasions may be subject to a search. Anyone expected to submit to a search will be asked, and given the opportunity to refuse. It is generally given that entrance will then be refused on refusal to submit to a search.

Searching will only be conducted by SIA licensed staff and/or contractors.

Females will only be searched by female staff, and vice versa for male guests.

Customers will be asked to empty the contents of any bag or container in view of the staff performing the search.

Searches will be performed in view of a CCTV camera.

Safety within the Venue

It is the primary duty of the safety stewards to ensure the environment within the venue is a safe one. Whilst stewards are not expected to take an active role in crowd control, they will be required to steward customers and staff must understand the limits of their responsibilities.

The safety staff have the following main roles and responsibilities

- Stewarding of customers
- Ensuring main staircases and bottlenecks are clear
- Bottle and glass collecting
- Cleaning of spillages / broken glass
- Monitoring for potential problems within the audience

It should be noted that these tasks are non-confrontational, should a steward witness potential trouble, a member of door staff should be contacted.

The safety stewards have a pivotal role during a fire alarm and/or emergency evacuation, and USSU are committed to performing at least one evacuation per annum in a live environment. More information regarding fire safety can be seen in the Safety Policy.

Fire Alarms

The fire alarm in the Union is activated in one of three ways,

- Break glass
- Smoke detector
- Main panel

Once activated, there is a delay of X seconds before the main alarm sounds. The pre-alarm will sound at reception, and activate the house lights. During this time the situation should be evaluated as to whether or not to let the main alarm sound.

If in any doubt, err on the side of caution and let the main alarm sound.

The main control panel will show the location of alarm actuation, to allow the duty manager to assess whether or not the alarm is false. If in the delay period a second actuation occurs, the main alarm will sound.

Once the main alarm is sounding, the entertainment must stop immediately, and the building evacuated as quickly as possible. The bar staff should act as stewards on road outside the Union, whilst safety staff direct those inside the building towards protected areas and fire exits.

Re-admittance following an evacuation

It is the decision of the duty manager as to whether or not to continue the event following an evacuation once the all-clear has been given. **Refunds are never given in the event of an evacuation.**

Fire Safety

The safety policy has a section on fire safety. During events, however, care should be taken with regard to the following,

Protected areas

These are “30 minute” fire safe zones in fire escape routes, these should be free from obstruction and flammable material. Any notices in these areas should be laminated or in notice boards

Fire Points

These are where the fire extinguishers are kept. Each extinguisher has an alarm which sounds when the extinguisher is removed

Exit signs and emergency lighting

Care must be taken not to obstruct emergency lighting, some emergency lighting may be set to non-maintained and will only activate in the event of power failure.

Crowd Safety

The safety of the audience falls into two main categories, the safety of the environment, and the safety from other customers.

It is the responsibility of the duty manager for the event to ensure that the venue is suitable for customer admission before the event opens. The pre event checklist must be completed and signed off. It is acceptable for the duty manager to delegate the checklist, however, it is their ultimate responsibility. The pre event checklist should be regarded as a non-exhaustive list.

The duty manager has the authority to close an event on the grounds of safety, that authority passes to any member of senior commercial management if they are present and/or available at the event.

Examples.

- Loss of utility service (Electricity/water, etc)
- Fire system irreparable fault
- Structural damage

Safety from other customers

It is recognised that one of the inevitable consequences of operating a late night licensed trade outlet, is the risk of violence from customers. The venue contract a number of SIA licensed staff to deal with situations of conflict, and a number of safety staff (stewards) to assist in the monitoring of the audience. The main defence against

problematic customers is the entrance policy, which is the responsibility of the door staff to enforce, and the responsible drinking policy which is enforced by the bar team.

If a customer is seen to be causing annoyance inside the venue they may be removed from the venue, as per the following guidelines,

1. Customer is seen to be creating a disturbance
2. If the customer is acting in an unsafe manner, e.g. leaning over the balcony, standing on another customers shoulders, etc then a member of safety staff may approach them and ask them to refrain
3. If the customer is acting in any way violent, erratic, or responds aggressively to point 2, then a member of security staff should be called
4. the member of doorstaff will then assess whether or not the customer should remain in the venue, and if they feel they should leave then they will be asked to accompany the member of doorstaff to the front door.
5. the customer will be given three distinct chances to accompany the member of staff to the front door, and failing that they may be forcibly removed with the assistance of second member of doorstaff.

When removing a customer against their will, emphasis must remain on the reason for evicting them, i.e safety to other customers, this may mean restraining the evictee to prevent them lashing out and injuring themselves, or others.

Naturally, if a number of customers are involved in a fight, then no warning as to eviction is necessary, and the door staff will proceed to clear the fight. Wherever possible, the two halves of the fight should remain separated, this may mean evicting the innocent party for their own safety temporarily.

The University of Surrey Students Union venue is part of the student experience, and students only have a limited time in which to enjoy it. For this reason, we recognise that disciplinary periods may be shorter than one would expect, however we operate a zero tolerance policy to violence and disorder in the venue during events.

Appeals & Complaints from evictions

It is not unusual that evictees protest their innocence once they are outside the venue. If possible, a member of doorstaff who was not involved in the eviction should be the first point of call for appealing against an eviction. If they feel the appeal is not frivolous, then they should call for the duty manager to attend. Once a member of door staff has evicted a customer, only the duty manager or the attending senior manager has the authority to re-admit them to the venue. In most cases the customer should be directed to the complaints procedure.

Bar Service and Operation

Responsible drinking

The Students' Union takes the issue of responsible drinking seriously, and it is regarded as the main tool in maintaining a trouble free event after the entrance policy. It should be noted that many of our customers may have just turned eighteen just prior to arriving at Surrey and will not have the life experience to appreciate the need to enjoy alcohol responsibly. Students may also be subject to peer pressure when new to university with regards to alcohol consumption. It is our duty to ensure that those customers who wish to abstain, or consume alcohol on a very occasional basis is not alienated, or feels pressurised by the environment.

The front line defence in this policy is the role of the serving staff. It is recognised that in a venue environment it is not always easy to recognise customers who should be refused service, however the following should be used as a guide

- Slurred speech
- Excessive 'bravado' whilst at the bar
- Unsteadiness, swaying, disorientation
- Confusion

When a customer has been refused service, the nearest member of safety staff should be notified where possible to prevent attempted service at an alternate bar. When a service refusal occurs, a 'refusal transaction' must be entered into the till, and a receipt printed.

Particular care must be taken to prevent one customer buying alcohol for another customer who would otherwise be refused service. It is in the power of the serving staff to refuse service, or refer to the bar supervisor if they feel the order is excessive. The following serving limits are currently in force

- Maximum spirit service = 75 ml in one serving
- Spirits and brewed must be served separate
- Maximum brewed serving = 550ml in one serving
- No more than two brewed products in one serving

Drinks shall be served in GS toughened plastic containers within the Venue. Standard serving sizes are as follows

Product	Served in multiples of
Spirits	25ml
Draught	½ pint
Wines	25ml

CCTV.

The Union shall operate a digital CCTV system. Access to the system shall be controlled, and kept in a secure location at all times of operation.

Video & Audio shall be recorded from the entrance to the Union, and Video only shall be recorded from the rest of the premises.

Recordings shall be kept for a minimum fourteen days, maximum 31 days, unless required for investigating an incident

Recordings and/or images shall only be made available by request to the following external bodies

- Surrey Police
- Guildford Borough Licensing Authority
- University of Surrey (Chief Security Officer)

Radio Communications

Security staff, and safety stewards shall be equipped with a standard two-way radio as provided by the University of Surrey, in order to aid rapid communication throughout the venue. The University of Surrey is responsible for the licensing of this system

Public Shows

Public Shows

On no more than 48 occasions per year, the Venue will hold 'public' shows. These events shall not be subject to the entrance restrictions as detailed above in the Admission Policy. Public shows will only be arranged with prior agreement from The University of Surrey, Guildford Police (licensing dept) and Guildford Borough Council (Licensing Dept).

The Police & Licensing Dept will be notified a minimum of fourteen days before the event, if no response is received within seven days of notification, then permission will have deemed to be granted.

Notification will be by E-Mail (with return receipt), Fax, or Recorded Letter.

University of Surrey Liaison

The point of contact within the University of Surrey for liaison on licensing issues shall be the Business Support & Improvement Director in the first instance.

Appendices

These appendices are included for information only and are not intended to form part of the operating schedule as per the licensing act 2003.

Equal Opportunities Policy Statement

“That people should not be subject to discrimination or harassment and that Equal opportunities are fundamental to the work of the Students' Union.

Discrimination against any person or group of individuals on the basis of political or religious beliefs, race or colour, appearance or marital status, ethnicity or nationality, gender or sexual orientation, illness, age, responsibility toward dependants or any disability will not be tolerated.

Harassment may be defined as offensive or hostile acts or expressions, which include verbal abuse, insults, jokes, graffiti, vandalism, threats and physical assault. In particular it is when interference with another person's work or social life creates an intimidating or hostile environment. Any difficulty in defining harassment shall not prevent complaints being made.

Disciplinary action will be taken against any person or group of individuals breaking this Equal Opportunities Policy.”

USSU Events: Drugs Policy & procedure

USSU and Rubix has a zero tolerance policy on drug misuse

If a member or guest is suspected of possessing or is found in possession of a banned substance the following procedure should be followed:

- The Venue Supervisor/Duty Manager and the Front Door Team should be alerted immediately.
- The member or guest should be brought to the front desk area. This should be ideally done by a minimum of two persons (usually the Front Door Team and/or Duty Manager). This is to make sure that they do not drop or pass off anything they are carrying on the way to the front desk.
- At the front desk area the members/guests details should be obtained and entered onto an incident report form. If the member/guest agrees to be searched a member of the Front Door Team should search the member/guest in the presence of at least one other member staff. If they refuse to be searched this should be noted on the incident form and Senate Security should be informed immediately.
- If the member/guest is found to be in possession of a small amount of banned substance, which the senior staff member believes is for personal use, the substance should be confiscated and the matter passed onto the President for disciplinary action to follow. The person should then be asked to leave the building and informed that the disciplinary procedure is now in progress as well as being told that they should contact the President at the next available opportunity.
- If the member/guest is found to be in possession of a large quantity of banned substance, the senior staff member should immediately alert Senate Security and wait for them to attend. The police should be notified via Senate Security. The member/guest should remain until the police attend. Their details should be passed onto the Union President and the disciplinary procedure started.

Exceptions to the above:

- If the member/guest is suspected to be dealing in banned substances Senate Security should be immediately informed and the police informed via Senate Security.
- If the member/guest is suspected/is found to be in possession of a substance believed to be a 'date rape' drug then Senate should be immediately informed and the police informed via Senate Security. In both cases their details should be passed onto the Union President and the disciplinary procedure started.

Code of Practice for Responsible Drinking.

General principles

Ethical and Environmental principles are at the core of the Union's values and this is reflected in Unions' promotional activity. As a result, the Union will not undertake marketing and promotional activity which is considered to be offensive or demeaning to either gender or to any race, religion, culture or minority group.

USSU is proud of its longstanding commitment to such principles and is committed to showing a greater degree of sensitivity to such matters than many other organisations. This can mean what is deemed appropriate in other environments is not appropriate in the Students' Union environment.

Responsible drinking

USSU recognises that Alcoholic beverages are the predominant part of the Union's commercial activity. Equally, we recognise that they represent an important part of Students' experience of University life. However, USSU also recognises that:

Alcoholic beverages may be consumed irresponsibly, creating problems for the individual and for society as a whole.

We have a responsibility to ensure that we market and promote alcohol responsibly.

Marketing code

Compliance with laws and regulations

All Commercial Services marketing activities will be in keeping with both the letter and the spirit of all applicable national laws.

Commercial Services promotional policy

USSU will ensure that drinks promotions will encourage responsible consumption by those adults who choose to drink and will not support activities which encourage excessive consumption.

All promotional activity will comply with the Portman Group policy on commercial communications and should therefore avoid:

Association with anti-social behaviour

Purchase or sale to under 18's

Appealing particularly to under 18's rather than adults

Suggestion of sexual success or prowess

Association with illicit drugs

Encouragement of illegal, irresponsible or immoderate consumption

Unacceptable promotional activity

In addition to activity which is not in line with our General Principles, the following promotional activity are not acceptable;

Any promotional activity which implies drinks being 'downed in one' or which incentivises speed drinking

Promotions that involve drinking games

All inclusive promotions – including large quantities of, or all drinks, in the admission fee

Any promotion that involves an initial payment to obtain reduced price alcohol for a sustained period

Promotional activity which includes cars in any way, including cars as prizes

Links with any tobacco related products in promotions e.g. match boxes, cigarette lighters, ashtrays etc

Promotions which refer to the effects of intoxication in any favourable way, e.g. referring to consuming alcohol to recover from previous over-indulgence, or glamorising excessive or irresponsible drinking

Use of image/symbols/characters or persons in promotional material that appeal to those under the legal purchase age

Direct or indirect references to drug culture or illegal drugs

Association with violence or anti-social behaviour

Activity which presents abstinence in a negative light

Sampling activity involving staff under the age of 18

Sampling activity which offers more than 1.5 units of alcohol per person

Annual Inspection Forms

The University of Surrey Estates & Buildings department shall, on an annual basis inspect the boiler, emergency lighting, and electrical safety and complete the following forms which shall be kept on record by the students union.

University of Surrey
Licensed Premises Annual Inspection
Boiler Plant Examination Report

Premises _____

Date of Inspection _____

No. and description of plants _____

GAS	yes/no
OIL	yes/no
Other	

Situation _____

Nature of examinations _____

Inaccessible parts _____

Condition _____

Mountings _____

Maximum Permissible
Working Pressure _____

Condition	Fuel Cut Off Valves _____	Fuel Line _____
	Oil Storage Tank _____	Oil Storage Catch Pit _____

Repairs Required
and/or Observations

Inspection carried out by (print) _____

Signed _____

Date _____

University of Surrey
 Licensed Premises Annual Inspection
Electrical Inspection Report

Premises _____

Date of Inspection _____

Results of Inspection

Method of earthing	TN-S	TN-CS	TN-C	TT
Installation Protective Device	Residential Current / Fault Voltage operated			
Unit operated at the designated fault trip current of	mA			
(All RCD Units to be proved by the use of RCD test equipment)				

Method of overcurrent protection _____

- Earth fault loop impedance satisfactory for operation of devices relied upon for earth fault protection throughout the system YES / NO
- Sizes of live conductors in relation to design currents of circuits and to operating currents of overcurrent protective devices correct throughout the system YES / NO
- Insulation resistance of the fixed installation within the prescribed limits YES / NO
- Insulation resistance to earth of each item of equipment tested separately within prescribed limits YES / NO
- Polarity and position of single-pole devices for protection and switching current throughout the system YES / NO
- Condition of flexible cables and cords, switches, plugs and switched socket outlets, etc throughout the system in good order YES / NO
- Are there signs of overloading conductors or accessories YES / NO
- Stage lighting RCD. Unit operated correctly at the 30mA designed fault trip current YES / NO
- Stage and/or designated band area. Are the switched socket outlets RCD 30mA protected. YES / NO
- Did the RCD operate correctly at the 30mA designed fault trip current YES / NO
- Equipment tested includes/does not include portable equipment

**Repairs Required
 and/or Observations**

Inspection carried out by (print) _____

Signed _____

Date _____

University of Surrey
Licensed Premises Annual Inspection
Emergency Lighting Examination Report

Premises _____

Date of Inspection _____

Results of Inspection

Category of installed system _____

Time for emergency lighting to come into full operation on simulated failure of the normal lighting _____ secs

Duration test: Actual hours achieved at full illumination _____ hours

Are exit signs correctly illuminated YES / NO

Are self luminous exit signs fully active(if any) YES / NO

Do light activated luminous exit signs (if any) respond to light YES / NO

Are the correct lamp/fluorescent tubes installed in all emergency luminaires YES / NO

Give details under comments of any new/replacement luminaries installed

Has the complete safety lighting installation been left in a fully operating condition YES / NO

In addition to the battery operated emergency lighting, is an automatic start stand-by generator installed YES / NO

If YES, did the generator operate on simulated failure of the mains supply YES / NO

Repairs Required
and/or Observations

Inspection carried out by (print) _____

Signed _____

Date _____

Environmental Action

1. The Students' Union is committed to operating in a manner to reduce environmental impact.
2. All staff are expected to regard energy efficiency as a core part of their job roles.
3. Only chemicals provided by the Students' Union, and identified in our COSHH file shall be used
4. Particular regard should be taken to the following
 - Leaving fridge doors open
 - Turning lighting (including fridges) off at the end of each shift
 - Turning amplification and disco equipment off at the end of each shift
 - Turning radiator valves down rather than opening windows
 - Turning off glass wahing machines
 - Close down procedures
 -

- Health and Safety Policy

Commitment

1. The University of Surrey Student Union, Union Club (and all Student Union owned companies) recognise the University of Surrey Health and Safety Policy. The Student Union Health and Safety Policy is intended to form part of this policy and comply with the Health and Safety at Work Act.
2. The Student Union recognises and accepts its responsibility and is committed to provide a healthy and safe place of work and working environment for all its staff, members of the University, and visiting members of the public.
3. The Student Union will take, insofar as is reasonably practicable, all steps within its power to meet this responsibility, paying particular attention to:
 - All necessary information, equipment, instruction, training, and supervision to enable staff to avoid hazards and contribute to their own health and safety at work;
 - A healthy working environment;
 - Regular inspections of the workplace to ensure safe conditions and systems of work for staff and students working with or exposed to potentially hazardous materials or situations;
 - Proper maintenance of plant and equipment so as to ensure the health and safety of staff and students;
 - A safe means of escape for all students, staff and visitors and from each place of work;
 - The provision of arrangements and facilities to ensure prompt first aid / medical attention for all injuries and the prompt and thorough investigation of all incidents.

Procedures

4. This commitment is achieved through a system of staff training, policies and procedures, fault reporting systems, method statements risk assessments, regular workplace inspections, meetings, liaison with University safety office and staff, student and visitor information leaflets etc

5. Procedures are in place for (amongst others):

Daytime opening	Bars
Evening opening	Kitchens
Out of hours work	Authorized access / Key issue
Money handling	Fire provision inspection

Travel	Stage equipment and operations
Venue safety staff	VDU assessment
First aid provision	Fault reporting
Electrical testing	LOLER testing

Specific procedures:

Fire safety

6. Instructions in the event of a fire or other emergency are posted throughout Union House, and should be followed at all times during fire and emergency situations.
7. Fire evacuation officers (Fire Wardens) within Union House are:
 - Duty Facilities supervisor / House Officer;
 - Chancellors Duty Manager
 - Union Security Staff (during events)
 - Other staff as listed in staff responsibilities
8. The Senior Facilities Supervisor (House Officer) is responsible for ensuring:
 - All fire exits are in working order and free from obstruction;
 - The fire alarm system is working correctly;
 - There are adequate (working) fire evacuation signs within Union House;
 - That fire fighting equipment is present in the correct locations.
 - Prompt reporting of any faults or drop in standards
9. This is achieved by regular weekly checks, which are recorded, and Supported by 3 monthly checks by University Estates and buildings Department as well as further checks as part of the evening opening procedures

10. **First aid**

- First aid supplies are located in the following areas:
- Reception
- Helyn Rose Bar
- Helyn Rose kitchen
- Activities centre
- Union Bar
- Hari's Bar
- Chancellor's Bar
- Chancellor's Kitchen
- General Office
- Backstage

- Stage Crew workshop
- All Union minibuses and vans

11. First aiders within Union House are:

Listed separately and Displayed prominently around the building

12. The Facilities Supervisor is responsible for ensuring all first aid boxes within Union House are correctly stocked, in date and adequately sign posted. However, departmental managers should also ensure that first aid boxes are adequately stocked.

13. In the case of an accident, incident, or near miss, details must be recorded in the accident book and an accident report form must be completed, and forwarded to the University Safety Office and Student Union safety advisor.

14. Accident report forms are kept in Reception.
The accident book is kept in reception.
Local accident books are available in some departments

15. Staff requiring treatment as the result of an accident should either report to a Student Union first aider or the Health Centre. In an emergency or to call an ambulance University Security should be called on 3333

Video display equipment

16. Employees who are identified as users of computers and terminals are protected by the Video Display Equipment Regulations. It is important that employees understand the risks that may arise from VDU use. They should have a copy of the health and safety leaflet "Working with VDUs" and of the Safety Office leaflet "VDUs in the University of Surrey" and attend a university training course.

17. All of the Student Union VDU stations should be individually inspected by the Student Union VDU assessor.

- At a minimum VDU stations must be inspected if any of the following happen:
- A new member of staff starts;
- New VDU equipment is provided;
- A member of staff moves office;
- A member of staff changes the layout of their VDU station.

18. Any drop in standards or problems with the VDU station should be notified by the user.

Manual Handling

19. Injuries to the back can arise from lifting things that are too heavy or awkward or from poor lifting technique. The Manual Handling Regulations are the law

that controls this risk and the Student Union Safety Officer is responsible for assessing risks and ensuring compliance.

20. Tasks that are identified as having a manual-handling element will be fully assessed and the staff involved sent on a training course or trained by the Student Union. However it is important to remember that even every day lifting can cause injury if done wrong; avoid over reaching, avoid twisting the spine, keep the back straight and bend the knees. If in doubt ask for help or advice.

Noise

21. Loud noises over a period of time can cause hearing loss. The Noise at Work Regulations specifies acceptable levels, levels where noise must be reduced, and levels where ear protection must be used. Employers are required to assess and monitor sound levels. The University of Surrey Student Union has a specific policy relating to noise, all staff should follow the procedures layed out in this policy. Earplugs are available from Union House reception.

COSHH

22. Control of Substances Hazardous to Health. Any substance potentially hazardous to health should be assessed, relevant safety data obtained, a University COSHH form filled in and the relevant safety equipment provided. Full up to date records should be kept. The Venue Supervisor, the Technical Manager and the Head Chef are responsible for keeping up to date COSHH assessments for their relevant areas.

Sporting Activities *items in italics under construction / not yet implemented*

23. The University of Surrey Students' Union recognises the educational, social, recreational and personal value of student activities for its members, and that there are inherent risks involved in some of those activities.
24. The Union believes that its members are entitled to make their own decisions about whether or not they choose to participate in a particular activity. They are also entitled to expect to be able to make such decisions on the basis of full and accurate information about the risks involved.
25. The Union has a 'duty of care' to ensure that all reasonable precautions are taken to provide and maintain safe and healthy conditions for participation in student activities.

26. Definition of Student Activities

A student activity is an activity that meets at least one of the following criteria:

- Any activity that is organised by an elected student committee or management structure
- Any activity that has its own constitution, as recognised by the University of Surrey Students Union
- Any activity that is funded or supported by the University of Surrey Students Union

27. These statements outline the responsibilities and obligations of each Club and Society in terms of safety:

- All club/society members must fill out a Membership Form.
- All club/society members must read and sign the Activities Participation Statement and sign to say they understand it, and agree to abide by it.
- Each club/society will have an elected committee to oversee the running and operation of the club/society and all its activities as stated in the Constitution.
- Each club/society will designate a member (who may or may not be a committee member) to be responsible for health and safety.
- Where necessary clubs must affiliate to the appropriate National Governing Body (NGB).
- Each club/society must submit a Code of Practice, which must be accepted and agreed by USSU before activities can take place.
- Each club/society will be subject to an annual safety review.
- Clubs and societies must abide by the guidelines and procedures set out in the University of Surrey Students Union 'Student Activity Safety Policy'.(in progress)
- All club and society activities are covered by the Endsleigh Sports Shield Personal Accident Insurance policy.

24. Supporting mechanisms/systems (content of Student Activity Safety Policy):

- Membership Forms and Participation Statements
- Risk Assessment Forms and Guidelines
- *Code of Practice*
- *Guidelines for the safe storage and use of equipment (inc. Inventory)*
- *Off-Site Safety Management*
- *Accident/Emergency Procedures*
- *Incident/Accident Reporting Procedures*
- *Insurance and Claim information*
- *Audit and Review Systems*
- Trip/Excursion Guidelines
- *Health and Safety Training programme*
- *Coach Management Systems*

Travel and Transport

25. Students and Staff are tested for driving competence before being allowed to drive student union vehicles; drivers also have to satisfy further requirements. Keys are only issued on production of a driver card
26. Each Driver (upon completing their test) are issued with a minibus handbook giving details of what is expected of them and of what to do in an emergency. Further copies of the minibus handbook are available in each vehicle
27. Prior to departing the driver or trip organiser must complete a trip registration form with details of those travelling, destination and expected return etc.
28. Vehicles are checked for safety by the drivers and regularly inspected by the Facilities supervisors. A log is kept of all inspections..
29. The safety of the vehicles, drivers and passengers is overseen by the Minibus committee.

Money handling

30. *Transfer of large quantities of money are carried out by Securicor.*
Panic buttons are fitted wherever money is handled.
Takings are deposited in a night safe to which no one person has access.
Staff who regularly handle money attend a armed hold-up training course.

Electricity at work

31. The Student Union undertakes a regular system of maintenance and testing of electrical equipment.
32. Electrical equipment in bars and kitchens are under a service contract and electrical testing and maintenance are carried out regularly by the service companies.
33. The Student Union AV equipment is regularly maintained and is electrically tested a minimum of once a year, a strict procedure for isolation of damaged, faulty or out of date cables is in place.
34. Student Union portable appliances are regularly inspected for electrical safety, this should be carried out every 3 years for IT equipment and once a year for all other equipment. All said appliances should have a sticker to indicate date of last test and name of tester.

35. Installed electrics, fuse boards, socket outlets, light fittings etc are the responsibility of the University estates and buildings
36. The Technical Manager is responsible for maintaining the electrical safety-testing program

LOLER

A number of items of stage equipment come under the LOLER regulations (lifting operations and lifting equipment) The Technical Manager is responsible for ensuring the safe use and storage of lifting equipment, suitable training and regular testing.

Pressure vessels

37. The student Union has a number of “pressure vessels” these are:
38. A beer gas system is fitted to both Chancellors and Union beer cellars; this is a CO2 and nitrogen system. The system is maintained by the supplier and they deliver and collect the gas canisters, CO2 alarm devices are fitted to both cellars with clear signs indicating what to do in the event of an alarm.
39. A small air compressor for use with power tools is kept in the stage crew workshop, as with all workshop equipment training is required before use of the compressor.
40. The Sub Aqua club run a compressor (sited at Manor Farm) to fill their dive tanks. This and all associated dive gear is regularly inspected by a competent third party and records kept.

Staff responsibilities

41. The President and the General Manager are accountable for the health and Safety within the Student Union. They take advice from the Student Union Safety Advisor and the Student Union Health and Safety Committee.
42. The Student Union Designated Safety Advisor and his deputies shall be responsible to the General Manager and through him the President of the students union for all matters relating to safety within Union House or at events organised by the Student Union elsewhere. In particular, they should regularly advise and inform the General Manager on safety matters, and should maintain regular contact with the University Fire and Safety Office.
43. The functions of the Student Union Safety Adviser are:

- To advise on, monitor and enforce, where appropriate, procedures to ensure the safety of operations within Union House;
 - To ensure that members of staff are aware of the Student Union's safety policy and standards, as well as safety arrangements and procedures;
 - To ensure that, so far as is reasonably practicable, that any special hazards in or about to be introduced into Union House are identified to the University Safety Office;
 - To ensure reporting of any missing or faulty fire equipment or any use of fire equipment promptly to the University Fire Office;
 - To attend the University Designated Safety Officer meetings;
 - To attend relevant safety training courses;
 - To ensure that the Student Union Safety Policy is kept up to date;
 - To ensure compilation of all necessary risk assessments and method statements.
44. The Student Union Health and Safety Committee shall meet as a minimum at the beginning of each semester and more often if need arises. Minutes from the meeting will be published, however it is the responsibility of each member of the committee to ensure good communication within their department. They should both make staff aware of matters discussed and bring matters concerning and raised by their staff to the meeting.
45. The Student Union Safety Committee shall consist of the following:
- General Manager (chairperson)
 - Venue Supervisor (deputy safety advisor)
 - Technical Manager (safety advisor)
 - Senior Facilities supervisor/House Officer
 - Venue Manager
 - Head Chef
 - Sports Administrator
 - Union President
46. All staff in a supervisory role are accountable for the health and safety of the people and activities they supervise. They should possess a full understanding of the Student Union Health and Safety Policy and recognise their responsibility for safety.
47. Within the limits of authority they should:
- Direct and instruct employees and students in accordance with good practice;
 - Ensure that all apparatus, equipment and machinery is maintained in a safe condition, that safety devices are fitted and maintained and that personal protective equipment is worn;
 - Check that instructions are followed;
 - Report potential hazards;
 - Investigate accidents and check the effectiveness of action taken to prevent any repetition.

48. All staff and students working in Union House or taking part in Student Union organised activities should be familiar with the Student Union Health and Safety Policy and co-operate with its implementation. They should take care of their own safety and the safety of others and assist the Student Union so as to enable it to carry out its own responsibilities successfully (i.e. Wearing protective clothing or asking for advice when in doubt).