

**ARENA OC
SECURITY
POLICY & PROCEDURE
MANUAL**

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Introduction

This Policy and Procedures (P&P) manual was created so that employees have clear and visible guidelines on how to deal with issues that may arise during business operations. Any employee who has a question concerning security, security procedures or issues surrounding the safety rules and regulations of ARENA OC should use this manual. It is to be used by all employees of ARENA OC as a reference and a guide. This guide should be viewed as a living and changing document, meaning that if a new, undefined issue is discovered, management should define the issue, the question or the incident and find a solution for that issue. This solution should then be added to this P&P manual. Any employee who discovers an issue that is not addressed in this manual can and should bring that issue to the attention of management.

This Policy and Procedure manual is a valuable tool that can help employees and management keep ARENA OC a safe and enjoyable place to work and visit for all.

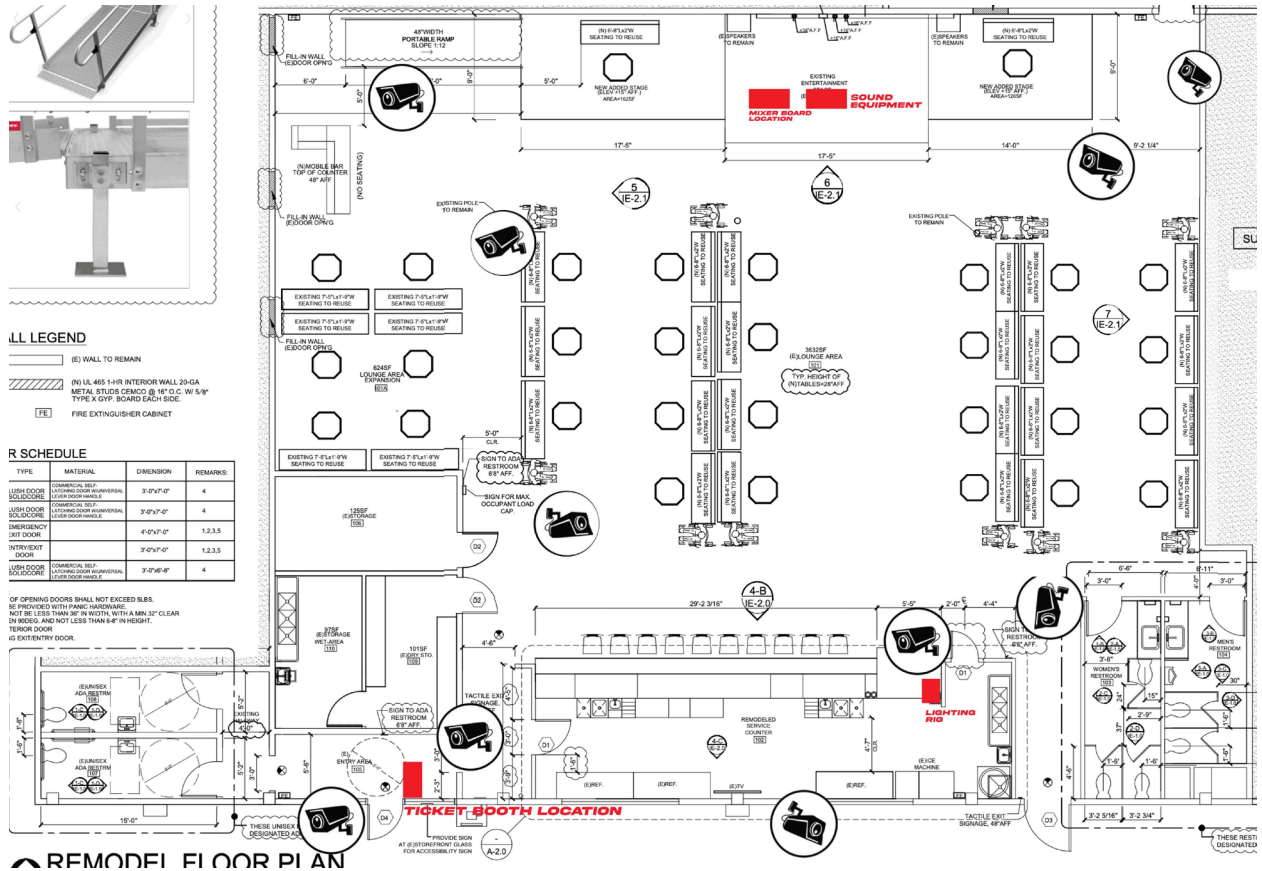
Background

Employees within the music venue business have many areas of responsibility that can cause problems for themselves, the venue, and the guests. Issues such as criminal law violations, beverage control administrative violations and civil lawsuits stemming from complaints lodged by guests are the areas that most affect employees, especially the employees acting as security personnel. This manual was designed to help employees reduce and eliminate potential problem areas.

If used correctly, this manual will help you with everyday duties as well as when out-of-the-ordinary issues arise. Additionally, if you use this manual correctly, it can be a valuable tool for your employer. This manual can help minimize complaints from law enforcement, from the California Alcoholic Beverage Control (ABC), the Costa Mesa Police Department (CPD) and from disgruntled guests. Use it as a reference or use it for continued training, but whatever you do... Keep it and use it.

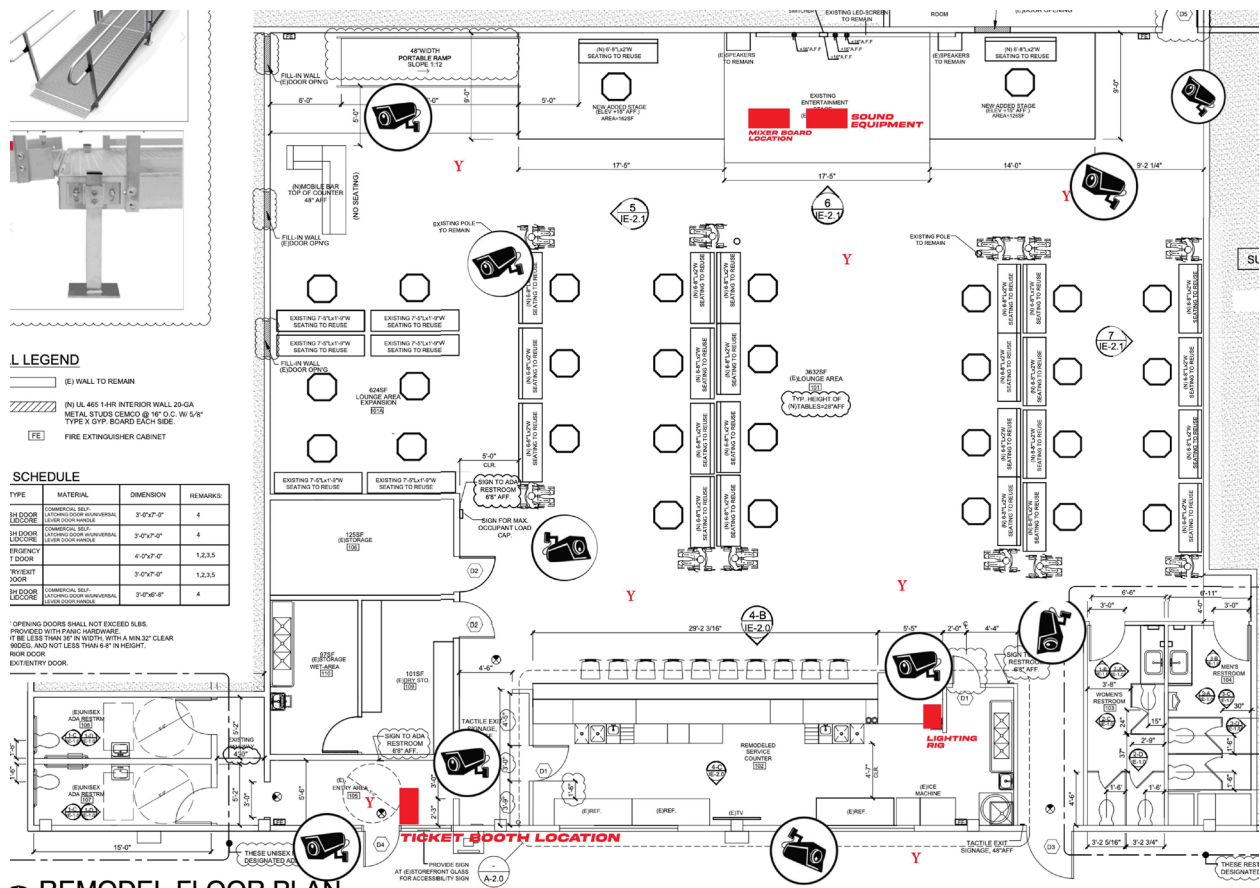
Electronic Video Surveillance

ARENA OC uses video surveillance throughout the entire venue and in several locations outside. The video system will record incidents in and around ARENA OC. Coverage with the video system will include the stage area, the entrances, the exits, the dance floor(s), the bar(s), the alcohol service wells, the hallways in and around the venue and the parking areas. Only Management will have access to the video monitoring system and will allow unlimited access to any agency of law enforcement upon request. See floor plan below with video camera locations:



Need for Security

While ARENA OC's primary function and operation is that of a music venue, providing entertainment in the form of music, comedy, and other theatrical live performances (**not to include any adult entertainment as defined by the Costa Mesa Municipal Code**) and as such will provide security at all times at the venue. Security personnel ("Y") will routinely roam areas and be established at the entrance.



Chapter One

A. Mandatory Compliance

- a. It is the responsibility of every employee employed by ARENA OC and every employee acting as a security guard provided by any other contracted security company to learn, abide by and have a copy of ARENA OC security manual. Every guard will also be familiar with the content, instructions and/or expectations of any policy that applies to his/her specific assignment in and around ARENA OC.
- b. It is the responsibility of every employee employed by ARENA OC to maintain a current copy of the security manual. Additionally, if the manual is lost, stolen, or misplaced, it is the employee's responsibility to obtain a new copy from their supervisor or manager immediately.
- c. Management expects input from ARENA OC employees on the content and possible changes to the current manual or to any new sections that may be added later. In the event of any significant changes to this P&P manual, management will supply the changes to employees and provide any necessary training so the employees may become familiar with the changes.
- d. Management may terminate any employee who violates, disregards or does not follow any of these guidelines. These guidelines are provided to help and protect employees, management, and our guests. They must be followed.

Chapter Two

A. Training & Education

- a. All employees are required to attend all training events provided or sponsored for them by ARENA OC management, other training companies or other organizations. Training topics that improve your ability to work in the hospitality industry should be considered. ARENA OC will periodically offer training on topics such as identification reading, guest service, liabilities, and fire safety.

B. Assembly Bill 1221 (2017) created the Responsible Beverage Service Training Program Act with the intention of reducing alcohol-related harm to local communities. The bill required the Department of Alcoholic Beverage Control to create the Responsible Beverage Service Training Program (RBSTP) to ensure on-premise servers of alcoholic beverages and their managers are educated on the dangers of serving alcohol to minors and over-serving patrons.

C. To meet the new training requirement, ALL employees of ARENA OC who are alcohol servers or managers must register in the RBS Portal, take training from an authorized RBS Training Provider, and pass the ABC Alcohol Server Certification exam within 30 days of completing the training.

- a. All ARENA OC server and management employees shall attend the Responsible Beverage Service Training Program within 60 days of being hired by ARENA OC. Each server and manager shall supply Arena OC Management and/or ownership a certificate of completion for the statutory required RBSTP from an authorized RBS Training Provider and will maintain a personal copy of their own.
- b. ARENA OC employees should advise management of any additional training that is completed on or off duty. Supplying a certificate of completion or diploma to management will ensure you are given credit during evaluation or promotion periods.

Chapter Three

A. Employee Conduct

- a. ALL employees of ARENA OC understand and acknowledge that may and, in some circumstances, must, per current State of California law, register and complete a state and national criminal background check. They further acknowledge that some criminal convictions that may be found may disqualify the employee from employment. In the case of employees who are also licensed security personnel, this requirement is state law and ARENA OC management has no ability to alter this fact. More information will be supplied to service employees during the interview and hiring processes.
- b. Employees of ARENA OC agree not to commit any act that is in violation of any Federal, State, or local laws. This applies to every employee while at ARENA OC or when they are not at work. Such violation could be considered a violation by ABC regulations, Costa Mesa Municipal Code and subject the employee to termination.
- c. Employees of ARENA OC shall be permitted to work in an atmosphere free from discrimination and sexual harassment. Discrimination is unlawful. It creates a negative atmosphere that reduces work productivity, morale, and destroys professionalism. Employees shall not discriminate against, nor sexually harass any ARENA OC employee, or any patron of ARENA OC. Such violation subjects the employee to discipline or termination. Additionally, ALL employees are required to undergo the statutorily required sexual harassment training provided by management.
 - i. Discrimination is defined, but not limited to: Unequal treatment of employees or applicants for employment based on their sex, race, color, ancestry, religious creed, national origin, physical disability, mental disability, medical condition (including cancer, HIV and AIDS) age, marital status, family care leave, political beliefs or sexual orientation.
- d. It must also be understood that you cannot predict how guests and fellow employees will take any joke or off-color comment that you may make. Do not make off-color comments thinking that only the person you are

- talking to can hear you and that this person will also not take offense to it. Simply put, do not make off-color comments while you are at work.
- e. Employees of ARENA OC agree not to use any Federal, State or locally illegal or illicit narcotic or drug. Such a violation could subject the employee to immediate termination. Should ARENA OC management have reasonable suspicion that an employee might be under influence of an illegal substance, they may ask the employee to submit to a drug test.
 - f. It is expressly prohibited for any employee to consume alcohol before or during their shift at ARENA OC. Should management have reasonable suspicion that an employee has consumed alcohol as they begin their shift or during their shift, they may ask the employee to submit to a breath test or other chemical test to determine the presence of alcohol.
 - g. Employees of ARENA OC agree to follow the rules and regulations contained within this P&P manual. Any act or omission of any section of this manual is grounds for immediate termination.

Chapter Four

A. Employee Dress Code

- a. Employees and primarily security personnel are tasked with keeping guests safe while they enjoy ARENA OC. This task can be made easier if all security personnel are easily recognizable by employees and guests. A modified uniform is mandatory for all security personnel of ARENA OC
- b. All employees must be neat and clean when they are working their shift.
- c. This uniform must not be accessorized with chains, patches, embroidery (other than employee name), or other clothing that may be interpreted by guests as excessive, aggressive or “macho”.
- d. Black gloves can be considered intimidating and are not to be worn while working as an employee. If hand protection is desired during security duties, opaque or latex gloves are acceptable forms of hand protection and will be supplied by management. For employees assigned to outside duties during winter months or during inclement weather, gloves can be worn after approval from management.

Chapter Five

A. Narcotics Use and Possession

a. Illegal Use or Possession by Guest

1. Any employee observing or having reason to believe that a guest is in possession of or is using any illegal drug, narcotic or controlled substance, MUST:
 - i. Not initiate solo contact with guest alone.
 - ii. Immediately notify a supervisor & call for back-up security.
 - iii. Wait for management's direction before proceeding. If management deems it appropriate to make contact with the guest, employees will assist where needed.
 - iv. Complete a detailed written report of the incident.
 - v. If a guest becomes violent or other circumstances arise, management and/or security shall call local authorities.
 - vi. If a guest is removed from the venue, security, using flashlights, should walk the area of where guest was contacted to see if any illegal substance was dropped on the floor.
2. Management shall call the authorities to report.

b. Illegal Use or Possession by Employee or Contracted Employee

1. Use of any illegal drug, narcotic or controlled substance is absolutely prohibited while employed by ARENA OC. It must be remembered that any illegal drug activity within ARENA OC, by guests, employees or entertainers can subject the business to criminal or administrative sanctions. This activity will not and must not be tolerated by employees or management.
2. Drug testing may occasionally be requested of employees. Failure to either take the test or failure to pass the test may be grounds for immediate termination.

c. Found Narcotics

1. If any illegal substances are found in or around the property of ARENA OC, management must be notified immediately.

Managers have two options when suspected illegal substances are discovered.

i. Option One

1. The employee discovering the item should immediately notify the nearest employee to come to their location so two people can observe the item and two people can be involved in securing the item correctly and safely. Having two people involved in this process will reduce the possibility of a single employee being accused of violating this policy or of stealing the drugs. Additionally, using two people will assist in proving that correct action was taken regarding the item found.
2. One of the employees must notify management to assist them.
3. The employee, with another employee and a manager will place the suspected item in a bag and lock it in the safe immediately. Again, two employees should observe this. The use of rubber gloves supplied by management will be used when handling suspected substances.
4. Costa Mesa Police Department (CPD) should immediately be called to notify them of the “Found Narcotics” on the premise. (Police non-emergency number is 714-754-5280.) CPD has many duties and responsibilities nightly. One of those responsibilities is to respond to calls from parents, citizens, businesses and employees who find illegal or dangerous items. Law enforcement agencies have a set policy on what their actions are regarding found narcotics. Calling CPD to take possession of found narcotics WILL NOT affect your liquor license. Calling CPD is also very important to show that the employees don’t want illegal substances on their premise.

5. When CPD responds, the officer(s) will be escorted to the office safe by management. The officers will remove the item and take possession of it. Document the officer's name and their identification number along with the time the officer took possession of the item.
 6. If CPD does not or cannot respond to the venue by the time the venue closes, the item will be destroyed by management and one other employee. This destruction is to be completed in the following manner.
 - a. While using gloves, management and one employee will remove the item from the safe and destroy the item by flushing it down a toilet. CPD will again be called to notify them that the premise is now closed and that two employees destroyed the item by flushing it down a toilet.
- ii. Option Two
1. If management deems it appropriate, CPD will not be called but instead, a manager and one employee will take the substance to the nearest restroom and destroy it as detailed above in Option One.
 2. If any illegal substance is found, a detailed report must be written explaining who discovered the item, what employee acted as a second witness, what the substance looked like, what it was packaged in, where it was discovered, who called CPD, what time they were called, if they ever responded and if they did, their names, and if they didn't respond, who destroyed the item and how it was destroyed. This documentation will assist ARENA OC management or ownership in defending themselves in any future civil or criminal cases involving any illegal substance, found or otherwise.

3. Employees are encouraged to attend training on narcotics and other drugs so they may better understand the dynamics of use, possession, packaging and what the drugs look like.
4. Under no circumstance will any employee of ARENA OC place any suspected found narcotics in their pocket or on their person while waiting for management or authorities to respond. Such an action could possibly subject the employee to arrest for possession of that illegal substance.

Chapter Six

A. Security Personnel Equipment

- a. To properly complete the duties of an employee at ARENA OC, security personnel should have a minimum of equipment. This equipment may be used for safety or just to make the job easier for the host. Management has the final decision on what is allowable equipment. Although the job of security personnel can be completed without such equipment, here is a simple list of possible equipment.
 - i. Flashlight – This light should not be the full sized, 4-D Cell battery type, but instead, the smaller 2-AAA battery Maglite® or the rechargeable Streamlight® Stinger™. These two flashlights are small enough for the host to put them in their pocket. Additionally, these lights are too small to use as an impact weapon.
 - ii. Ultraviolet Light or Black-Light – This light will be used to screen identification for holograms.
 - iii. Radio's – Communication is an important component for any employee. If used, each host must have a radio that can be clipped to their belt. This allows the employees' hands to be free for other tasks. Additionally, each host must have a functioning headset. All radios must be able to synchronize on one single frequency. Management has the final approval on all radios.
- b. Additional optional equipment might include a jeweler's loop or negative magnifier and an identification recognition book.
- c. Under no circumstance will pepper spray, mace or any other chemical agent ever be carried by any ARENA OC employee during their work shift. Even if a security personnel has completed the state mandated training for chemical agents, they are expressly prohibited from carrying or using it while employed at ARENA OC. The unauthorized use and violation of this section could cause serious injury or death to employees or guests and subject the security personnel to immediate termination and or legal action. Additionally, no guest should be allowed to bring pepper spray into ARENA OC
- d. Any other equipment that a host wants to use must be approved by ARENA OC management before it can be used on the premise.

Chapter Seven

A. Guest Service

- a. ARENA OC management is absolutely committed to providing the best possible guest service for our guests. To that end, all employees of ARENA OC should act as if they are “Owners” and “Management” in respect to dealing with guests and any problems they may encounter while at ARENA OC. The mindset for every employee should be to satisfy the guest without compromising safety.
- b. All employees will make every effort to “Welcome” guests of ARENA OC and should always “Be nice” and “Respectful” to guests, even if the guest is being asked to leave or is being escorted out of the venue.
- c. All ARENA OC employees are expected to resolve problems in a friendly, professional, and courteous manner. If the problem cannot be resolved to the satisfaction of both the employee and the guest, the employee should seek immediate assistance from management.
- d. ARENA OC employees must remember that providing the best possible guest service will enhance the total experience for the guest while they are at ARENA OC and also aid the employee in the event they must intervene in a guest-to-guest dispute. Your commitment to providing great guest service will determine whether many guests ever return to our establishment.
- e. Management will not tolerate any blatant discourtesy and disrespect towards guests of ARENA OC. Failure to treat guests with respect and failing to “Be Nice” may result in immediate termination of discipline of the employee.
- f. Employees are encouraged to take courses or classes on communication and body language. Having these two skills will allow employees to better provide positive and quality guest service.

Chapter Eight

A. Identification Procedures

- a. Screening identification (ID) of a guest must be completed with the utmost care. The screening process is the first line of defense in stopping under-age drinkers from entering ARENA OC. Additionally, screening ID is normally the first contact guests will have with any ARENA OC employee. The ID screener must make this first contact a positive one.
- b. When tasked with checking ID service staff will ID all guests. The following rules should be adhered to:
 - i. All guests should have their ID screened.
 - ii. Anyone who appears to be near 21 years of age should be asked their age. This question is important as any minor decoy used by ABC or CPD must be honest about their age if asked.
 - iii. All patrons will be issued a wristband which must be worn for the entire duration of their presence on the premise. Anyone identified to be under 21 years of age will be issued a different color wristband than those patrons who are 21 years of age or older.
 - iv. Wristbands will be a bright color and large enough for employees and staff to identify anyone under the legal drinking age.
 - v. Wristbands will be made of a material that is tamper proof and non-transferable with a secure locking mechanism once placed on the wrist of each patron.
- c. Identification that will be accepted at ARENA OC must be issued by a state or federal agency. The general guidelines of ABC will be followed with a few exceptions.
- d. ARENA OC will accept the following forms of ID:
 - i. Current valid, non-expired state driver's license.
 - ii. Current valid, non-expired state identification card.
 - iii. Current valid, non-expired military identification. Because current military ID's do not list the physical description on the rear, any question of the identity of the person should force the ID checker to ask for another form of valid ID.

- iv. Current, non-handwritten United States Passports or Visa's.
 - v. Federal Immigration & Naturalization Services Identification (I-551 or Green Cards)
- e. Screening of the actual ID will be done in a methodical and precise way both upon entry and by waitstaff before serving any alcoholic beverage. An example of a screening routine follows although employees may create and follow their own routine providing it follows ARENA OC procedures and covers the important points necessary.
- i. Require valid photo identification from all guests, regardless of their age.
 - ii. If the guest appears to be near the age of 21, ask the person their age.
 - iii. Have the person remove the ID from its holder (wallet or purse)
 - iv. Once in the hand, feel the entire ID for nicks, cracks, and scrapes.
 - v. Look at the ID and do a cursory screening for any common security features used.
 - vi. Look at the photo on the ID while looking at the person in front of you. Holding the ID in front of the person's face will aid in finding flaws commonly seen when a borrowed ID is used by a minor. Check the photo from top to bottom in this possible order; Hair line, Hair type or cut, Eyebrows, Nose edges, Ears, Lips, Chin, and Neck lines.
 - vii. Look at the birth date and any red areas that might state the actual age of the person.
 - viii. Look at the expiration date.
- f. In 2000 the State of California passed a law allowing any liquor-licensed establishment that is presented with a fake, borrowed, or otherwise bad form of ID to confiscate that ID. Per state law, if an ID is confiscated the following two events must take place:
- i. A receipt must be given to the guest whose ID is confiscated. This receipt can be of any style and can contain any information related to the ID and the guest.

- ii. The ID must be sent to any law enforcement agency within 48 hours. (The law does not outline what law enforcement agency the ID must be sent to).
- g. When an employee or another employee discovers a borrowed, fake, or otherwise bad form of identification, the policy of ARENA OC is to confiscate the ID from the guest and contact CPD.
- h. It must finally be remembered that all employees working at ARENA OC are relying on staff to properly screen ID and catch the bad or borrowed IDs before the purchase of alcohol. If a server provides alcohol to a minor, the server of the alcohol could be arrested or receive a citation.

Chapter Nine

A. Weapons

- a. The only weapons that will be allowed inside ARENA OC will be those brought in by on-duty uniformed or undercover law enforcement officials.
- b. Under no circumstance will any ARENA OC employee EVER bring a weapon to work. A weapon will be defined as, but are not limited to:
 - i. Handgun
 - ii. Knives (Small pocketknives and blades within pocket “Leatherman” tools are authorized)
 - iii. Switchblades or Butterfly knives
 - iv. Saps
 - v. Brass knuckles
 - vi. Nunchukas
 - vii. Any other object that could be used as a weapon such as a metal pipe or wooden restaurant.
- c. Under no circumstance will any guest be allowed to bring any weapon into ARENA OC
- d. If a weapon is detected on a guest, management will be summoned as will two or three additional security team members.
- e. Occasionally off-duty law enforcement officers will enter ARENA OC to enjoy the atmosphere as a guest. They may, on occasion, be carrying their off-duty weapon. It must be remembered that if this off-duty officer becomes intoxicated and gets into an altercation that weapon may inadvertently be displayed or used. Management must weigh the option to allow the off-duty officer to enter with their weapon, to ask the person to lock the weapon in their car or to ask the person to leave the premise.
- f. Management must be requested if any question relating to allowing off-duty law enforcement carrying a weapon to enter the venue arises.
- g. If a weapon is discovered abandoned anywhere on the property of ARENA OC, CPD will be called to take possession of the weapon immediately.

Chapter Ten

A. Law Enforcement

- a. Having and maintaining a good working relationship with local law enforcement is absolutely necessary to run a safe venue. It is required that all ARENA OC employees work with local authorities in every situation.
- b. Occasionally, uniformed, or plain clothes law enforcement officials will want to enter ARENA OC to conduct routine police investigations or ABC premise inspections. These inspections are randomly completed by officials and normally are quick and painless.
- c. **Employees will never delay any official from entering ARENA OC for any reason. Such delay could subject the employee to arrest for delaying a peace officer in the performance of their duties.**
- d. Employees should notify management immediately when officials arrive for an inspection or an investigation.
- e. One employee should “shadow” officials during their inspection or investigation on ARENA OC property. This “shadow” will not be involved in the inspection or investigation and will only be there to observe any issues that may arise. This “shadow” will prepare a detailed report of the police visit. The “shadow” will not take the place of a management representative who must also stay with the official. The “shadow” should be open and conspicuous, not overt. They should be there to respond to questions and comments.
- f. By accepting the ABC liquor license, ARENA OC agrees that any area in the licensed premise is open to inspection. This includes all areas within the physical walls of ARENA OC. This includes offices, kitchen(s) bar(s), storage area(s), locker room(s), bathroom(s) and any other closed or confined space within ARENA OC. Delaying officials could result in the arrest of the employee.

Chapter Eleven

A. Off-Duty Law Enforcement

- a. Occasionally off duty law enforcement will visit ARENA OC as a guest. They are to be treated with the same guidelines as any other guest.
- b. It will be entirely up to the management as to whether off-duty law enforcement officials will be allowed preferential treatment such as head of line placement or not paying the cover charge. Additionally, they will not be allowed to violate any ARENA OC policy or procedure such as carrying a weapon in the venue.
- c. In the event that an off-duty official is involved in any altercation, management must always consider calling CPD to make a report or to deal with the official. Management must consider this issue and have a plan that has been discussed with employees.
 - i. Occasionally, when an off-duty official is involved in an altercation they may identify themselves as “cop” or “police”. This notification might change the way that the employee operates. However, if only a verbal notification is given and no other documentation is seen, management must be told immediately, and the decision must be made to call CPD or not.
- d. For issues related to weapons being carried into ARENA OC by off-duty law enforcement see Chapter Nine.

Chapter Twelve

A. Intoxicated Persons

- a. It is not against the law to be intoxicated or to allow an intoxicated person into a liquor licensed establishment such as ARENA OC, however, it is against the law for an obviously intoxicated person to be served alcohol or to allow them to consume alcohol. The law describes drunk in public as someone who is obviously intoxicated and cannot take care of themselves or is a danger to others. This definition is in the opinion of the actual law enforcement official when they step into ARENA OC to observe guests.
- b. Every ARENA OC employee, especially security staff and servers, are expected to know and be able to recognize the signs and symptoms of someone who is over-intoxicated from alcohol. Although the following list is not all of the possible outward signs to look for, here are some of the more common signs to help you identify someone who is over-intoxicated:
 - i. Slurred speech
 - ii. Excessively loud
 - iii. Bloodshot eyes
 - iv. Abnormally loud
 - v. Short or rude
 - vi. Slack facial muscles
 - vii. Un-kept clothing appearance (shirts incorrectly buttoned, zipper's unzipped)
 - viii. Using tables or the bar for balance
 - ix. Staggering or weaving when walking or standing
 - x. Lack of balance
- c. If an employee suspects that a person may be over-intoxicated before they enter the restaurant, they should politely offer to call the person a cab so they may go home. The employee should also let the person know that they will not be allowed inside the restaurant. **REMEMBER;** be very cautious when approaching a possibly over-intoxicated person alone. If at all possible, always have at least one other employee,

- preferably two other employees present when you decide to talk to a possibly over-intoxicated person.
- d. If you turn a person away for being over-intoxicated, try to see if they have a friend to take them home. If they do not and are alone, offer them a taxi, Uber or Lyft and be ready to call one for them. An additional step may be to offer them a bottle of water to go on the house.
- B. Stopping Service to Over-Intoxicated Persons (Cutting Off)
- a. It is not against the law to be intoxicated. However, it is against the law to be so intoxicated that a person is a danger to themselves or to other people. Generally, law enforcement observes the person, talks to them and then will make a fair determination as to whether the person is so intoxicated that they can't care for themselves. ARENA OC employees should do the same fair evaluation when deciding to stop service to a guest.
 - b. Any employee may approach you and ask for you to assist with stopping alcohol service and asking a person to leave ARENA OC. This includes management, servers, bartenders, and other security personnel.
 - c. Caution must be taken when it has been determined that a person is over-intoxicated and must have alcohol service stopped. Violence surrounding removing a guest's alcoholic beverage could occur if not done with tact and caution.
 - d. Management must always be notified when a guest is being cut off and should always be present to observe the incident.
 - e. Never approach any guest to stop alcohol service alone. Always have at a minimum of 2 employees, preferably 3 or 4 employees present.
 - f. If at all possible, try to have a friend of the intoxicated person assist you with stopping the person from drinking and leaving the premise.
 - g. Any employee can make the determination to cut off a guest; however, security should always be called to manage the guest in case they become combative.
 - h. If a server, bartender, or employee decides that a guest needs to be cut off, all other employees must respect that decision and back the decision of the first employee without question. Failure to do so will seriously undermine morale and could be cause for termination.

- i. It must be remembered that bartenders and servers may not always recognize that a guest is over-intoxicated. Guests may have others order their drinks or they may be able to control themselves while the server or bartender talks to them. Employees must be vigilant and ever aware of over-intoxicated persons and never be worried about approaching anyone to talk to them and if necessary, stop alcoholic service.
- j. As soon as possible after the guest is cut off, all other bartenders, servers, security personnel and managers **MUST** be notified of the person being cut off so they can observe and keep the person from consuming any additional alcohol.
- k. Finally, when a person is cut off, ARENA OC employees may offer the person a free bottle of water, some sort of food and a taxicab, Uber or Lyft. As you discuss this with the person it is always a good idea that if there is not a taxi or other ride share is already near ARENA OC, call one for the person anyway. If the over intoxicated person who is cut off decides not to take the taxi or ride share, and wants to walk away or possibly drive home, all employees should feel comfortable to tell the guest that police will be called if they decide to drive intoxicated.
- l. Proper documentation must be completed whenever a guest is cut off or asked to leave. At a minimum, the information to collect for documentation should be the guest's name, their clothing description and how they left the venue.

Chapter Thirteen

A. Unacceptable Guest Behavior

- a. Occasionally a guest will be asked to stop a certain activity that may cause an incident with another guest or employee. These occasions can be very dangerous to security personnel and must be handled with the utmost care.
- b. Besides over-intoxicated guests, there are several other unacceptable behaviors that a guest may be doing. The following list should be used as a guide to help security personnel decide whether to approach a guest.
 - i. Throwing any object at other guests, employees, or entertainers.
 - ii. Touching, grabbing, or pinching any employee or guest. If an employee or guest is touched and feels it was inappropriate, they should be asked if they want the person to leave. If they say, “yes” and there is a reasonable basis to believe the accusation, that guest may be asked to leave. We want to create and maintain an environment free of sexual harassment by guests.
 - iii. Being excessively loud or vulgar.
 - iv. Trying to pick a fight.
 - v. Arm wrestling.
 - vi. Beating on any equipment.
 - vii. Jumping on the bar, stage, or other areas where guests are generally prohibited.
 - viii. Any other activity that may cause harm to the guest, another guest, an employee, or any entertainer.
- c. If the guest refuses to stop the offending behavior or is caught doing this activity again a management must be notified immediately.
- d. If a guest is contacted for any of the described activity, they will be asked politely and with respect to stop the activity and told why so they understand. They should be told that if they don't stop this activity, they will be asked to leave the premise. They should also be told that if they are caught doing this type of activity again, they will be asked to leave the premise.

- e. As mentioned, several times in prior chapters, never approach the guest alone to ask them to stop offending behavior. A calm guest can turn violent quickly without notice.
- f. If the activity has not stopped, notify management, and request other employees. Allow management to talk to the guest. All employees should act as “back up” for management.

Chapter Fourteen

A. Conflict Resolution and Use of Force

- a. The use of force by security personnel is the largest reason for criminal charges against employees and also the largest reason for civil judgments against restaurants, bars or restaurants. At ARENA OC, management demands that employees learn and use effective communication skills to lessen the possibility of any use of force.
- b. By law, every liquor establishment must provide for a safe environment for any guest and for any employee who works there. To provide this safe environment, it is recognized by the management of ARENA OC that the limited use of force may occasionally and rarely be necessary.
- c. ARENA OC does not have a “Hands Off” policy, but instead, employees of ARENA OC will use communication skills, tact, restraint and control in dealing with potentially violent guests and only as a last resort will they put their hands on a guest.
- d. ARENA OC does have a no “Head & Neck” policy. This means that employees will not grab any guest by the head or neck. This includes head locks, full nelsons, half nelsons, carotid restraints, choke holds and any other hold that involves the head or neck. The only exception to this rule is if grabbing the guest’s head or neck was done to stop that guest from using force on another guest or employee of ARENA OC. Any employee that violates this policy may be subject to immediate termination.
- e. It is the absolute policy of ARENA OC that any employee who must use force must **only use the amount of force necessary to stop a threat** from a guest towards another guest or towards an employee. This means that if an employee is struck once and the guest then stops fighting, the employee may not strike the guest because the threat has already stopped. This specific point must be completely understood by every security guard. If a security guard uses any excessive force after a guest has stopped aggression, that employee is subject to immediate termination and criminal liability.

- f. The following are specific areas that must be adhered to with regard to aggressive and combative guests where force is unavoidable. Employees should avoid the following:
- i. Strike any person in the face, head or neck unless this strike was to stop deadly force being used by the guest on another guest or another employee or themselves.
 - ii. Use any force that goes beyond stopping the threat from the combative guest.
 - iii. Use their flashlight as an impact weapon unless the use of this flashlight as a weapon was to stop the guest from using deadly force.

Any employee who violates any portion of this section will be subject to immediate termination.

- g. When ARENA OC employees approach a fight between guests they must immediately start to yell to the guests; “Security, Stop Fighting”. This first level of force may help stop the fighters or anyone else that might want to get involved in the fight. This will also tell all involved what employees want done.
- h. Once employees place their hands on the combatants, they must continue to say; “Stop Fighting”. This further tells all involved what they want done. Additionally, when the fighters realize that employees are grabbing them, the fighters may decide to turn on security and fight them.
- i. After the fighters are separated and employees are trying to calm them down, security personnel must be ready for the fighters to turn their aggression towards them. If this happens, employees will then change their function from separating the fighters to subduing and detaining them. When this shift takes place, employees must start yelling; “Stop Resisting” until the fighter is in handcuffs, restrained or stops resisting.
- j. If local authorities are requested to assist ARENA OC employees, it is mandatory to obtain the officer’s name and identification number that was in charge before they leave. The best practice is to ask for a business card from all of the officials and make notes as to what their jobs were on the rear of the cards.
- k. Any use of force by any employee must be properly documented in writing. The security guard, using whatever level of force, must write a

detailed report. If other employees assisted, they must also write a detailed report on their actions. All reports must be written before any employee leaves at the end of their shift. Failing to provide this report may subject the host to immediate termination.

- l. Management must review all reports from employees for completeness and accuracy. If an employee has difficulty writing their report, they may elect to have another employee write the report based on the employees' statements. The employee will read the statement and then sign it stating that it accurately portrays what they saw, said or did.
- m. Occasionally, a guest may attempt to destroy ARENA OC property. The minimal force necessary must be used to stop this destruction of property. All proper force guidelines must be followed for stopping the guest who is caught destroying property.
- n. **REMEMBER**, any use of force must be considered a last resort. Using verbal commands and requests along with body positioning may stop many violent situations before they escalate.

Chapter Fifteen

A. Removal of Guests

- a. It is understood by management that on occasion a guest will act in such a manner that dictates they be asked to leave ARENA OC. It is also understood by management that on occasion the guest will not desire to leave of their own accord and will have to be escorted out by security personnel. Before a guest is removed physically, management **MUST** be notified to speak to the individual.
- b. If it is decided by ARENA OC employees that a guest must be asked to leave, employees will not act alone. It is expressly prohibited for any ARENA OC employee to attempt to remove a guest alone.
- c. Management must be present for any action surrounding the removal of guests.
- d. If the guest decides to leave on their own, caution should still be taken to assure there is no surprise attack against any ARENA OC employees. Again, no guest will be escorted from ARENA OC by a single employee, even if they decide to leave on their own. Additionally, ARENA OC employees will not put their hands on the guest who is walking out of the venue on their own.
- e. If the guest is leaving on their own, employees are advised to stay a minimum of 5 feet behind the guest. If traveling up or down stairs with the guest that is leaving on their own, stay a minimum of 6 feet behind the guest. Finally, never assume guests leaving on their own will not turn violent, always expect the worse.
- f. If the guest declines to leave on their own, a manager will attempt to convince the guest to leave on their own. The manager may tell the guest that they must leave, or they may face charges of trespassing.
- g. As a last resort, after management speaks to the guest, security personnel may have to physically remove the guest with the least amount of force necessary. When this is done, care must be taken when placing hands on the guest. The potential for violence goes up when employees attempt to place their hands on guests who are intoxicated or angry.
- h. When a guest is restrained and being escorted out, all extra employees not involved must know a guest is being removed. Extra employees

- should work to clear a path or warn other employees working so they may stop the lines. This provides added elements of safety for the removed guest and employees.
- i. If, during removal of the guest, any other ARENA OC guest is assaulted, that guest must have the opportunity to make a private person's arrest before the assaulting guest is allowed to leave.
 - j. When any guest is removed from ARENA OC for any reason, a detailed report will be written, and management will review the report for accuracy.
 - k. If during the removal of any guest anyone involved is injured, medics should be considered to evaluate the injury. This is especially important for guests who are injured or who claim to be injured.
 - l. It is also the policy of ARENA OC that nothing in this section or anywhere else in this policy manual that prohibits any employee or other employee from acting to stop a guest who is so combative or dangerous that their actions could cause great bodily harm or death to another employee or guest. This may include intervening and placing their hands on a combative guest immediately and before management or other employees can be requested for assistance.

Chapter Sixteen

A. Report Writing

- a. There are two methods to document incidents at ARENA OC. One is a full report, and the other is an incident log. A report is larger, longer and contains much more information. An incident log is short, perhaps a paragraph or a few lines on a page.
- b. Incident logs will be used for minor issues such as an abandoned ID, guests caught drinking in the parking lot, refusing entry, and guests who are cut off and leave without any violence. There may be other incidents that fit this category that are not listed.
- c. The incident log may be an actual logbook or individual pages with incidents documented on them. However minor incidents are documented, it is the policy of ARENA OC to keep these minor incidents for 2 years.
- d. Report writing is a major component of limiting ARENA OC liability involving any incident. Management realizes that although important, report writing can be boring and tedious. Nevertheless, reports must be completed in a timely manner and with the utmost accuracy. Attempting to remember an incident 18 months after the incident is extremely hard and a well-written report will help the employee to remember important facts.
- e. All reports must be completed before the employee leaves at the end of their shift.
- f. Reports will be written for all the following instances:
 - i. Any fight or violent incident on any portion of ARENA OC property.
 - ii. Any injury to any employee or any injury to a guest of ARENA OC
 - iii. Any use of force by an employee.
 - iv. Any action taken by any law enforcement or ABC officers in or on the grounds of ARENA OC. This action could be an arrest in the parking lot, a police officer walks through of the premise, an ABC bar check or if a guest is so violent that police enter to

assist security personnel. This action could also be by Fire Marshals, Code Compliance or Health Code Inspectors.

- v. Any confiscated narcotics or any found narcotics on the premise of ARENA OC.
- g. If at all possible, due to the prevalence and the use of “Date Rape” drugs, a report should also be written if a ARENA OC employee is concerned for the welfare of an over-intoxicated female guest leaving ARENA OC with a male guest. This report should contain as much information as possible surrounding any other guests she is leaving with and any vehicle she is leaving in. Additionally, this report should also contain all of the affected guests’ outward physical symptoms of intoxication or of being under the influence of any substance.
- h. Any employee who fails to use either incident logs or reports to document incidents or issues at ARENA OC is subject to immediate termination. If any employee is not sure if they should write a report or incident log, they should err on the side of the better, more thorough report.
- i. It is understood that on occasion, an employee of ARENA OC may not have the correct training or education to write a proper report. In these situations, another employee or manager may write the report for that employee as they tell the story to the writer employee. When the report is finished the first employee will read the report then sign their name to it along with a statement advising that the report was not written by them but was read and was exactly what they told the writer employee.
- j. Management will review all reports for accuracy and completeness.
- k. Reports will be kept for a period of two years.

Chapter Seventeen

A. Banned or 86'd List

- a. This list is maintained by management and covers several serious offenses that can be committed at ARENA OC. Here are just a few of the offenses that can cause a guest to be banned for life or 86'd for life.
 - i. Anyone who gets into a fight in the restaurant or in the parking lot.
 - ii. Anyone who brandishes a weapon. This includes a gun, knife, bat, broken bottle, glass, or any other weapon that can cause serious bodily injury.
 - iii. Anyone caught using or selling any narcotic.
 - iv. Any guest who refuses to pay their tab. (Management Decision)
 - v. Any chronic drunk or any guest who after a certain number of drinks always becomes a problem for the staff of the premise.
- b. This list is not all-inclusive and there may be other activities that may require banning a guest for life. All employees should have input to management as to whether a certain activity should cause a guest to be banned for life.
- c. Management reserves the right to ban a guest for a shorter period of time if that punishment is deemed appropriate for a certain guest. This shorter banned list will be judged on a case-by-case basis per each individual guest's activity.
- d. Any employee who knowingly allows any guest who has been deemed banned for life to enter ARENA OC without prior approval of senior management may be terminated.
- e. No prior 86'd guest can be removed from the banned list without management's consent. No other employee has the authority to remove someone from the banned list.

Chapter Eighteen

A. Injuries to Guests

- a. Management must be notified immediately about any guest or employee injury.
- b. If a guest is injured during an altercation with another guest or security, medical attention should be sought for the guest. If paramedic's respond and the guest refuses care, a detailed report should be completed by security.
- c. Security personnel are not doctors and will not decide as to whether the person has a serious enough injury to require medical care. Always err on the side of caution even when deciding to call paramedics for a guest, even if the person tells you they do not want assistance.

Chapter Nineteen

Age-Restricted Areas during 18 and over events:

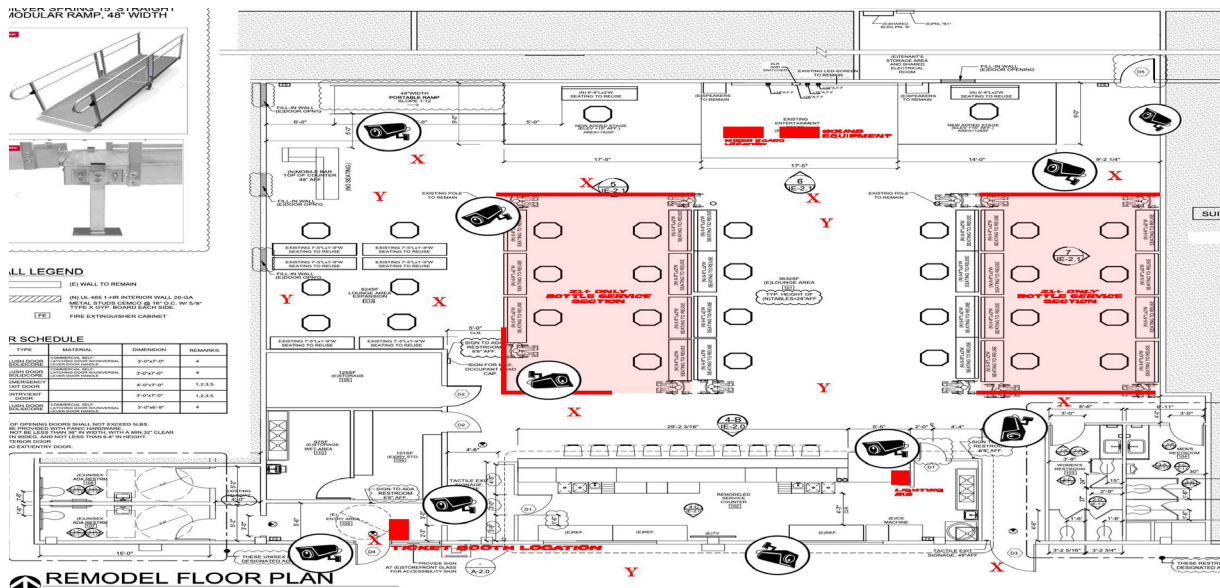
Designated areas exclusively for patrons aged 21 or older during events that include patrons 18 years and older: these areas will be clearly demarcated and monitored to ensure compliance by all employees and security personnel. Anyone under the age of 21 will not be permitted in restricted areas for any reason.

Dedicated security personnel will be assigned to monitor bottle service area entrance and remain stationed there throughout the entirety of the event unless there is an emergency.

Bottle Service Protocol:

Patrons opting for bottle service must adhere to specific guidelines to ensure compliance with age restrictions and responsible drinking practices. All members of the party must be present before they are escorted to the bottle service area. This ensures that underage individuals are not attempting to gain access to the area. Strict enforcement of age requirements will be upheld in the bottle service area, with only individuals aged 21 or older permitted entry. IDs will be rechecked by the host for each member of the party at a table for bottle service before alcohol is served.

The floor plan below shows locations of roaming (indicated by “Y”) and stationed (indicated by “X”) security personnel during mixed age events:



****This manual may be adjusted from time to time as may be required. Maintain a full and accurate copy of this manual and know its contents.**