

**SITE
MANAGEMENT
PLAN**

ON-LICENCES

(TEMPLATE)

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If you are filling in this SMP Template for a licence type other than a General Premises Licence, discount the following sections:

For a **Charitable Functions Licence**, discount sections **10, 14, and 15**.

For a **Mobile Licence**, discount sections 6, 17 and 19.

For an **Event Licence**, use the Event Management Plan template.

For a **Public Entertainment/Public Entertainment Event Licence**, use the Event Management Plan template.

When complying with the requirement under the Code of Practice to have in place an adequate Site Management Plan and Risk Assessment you may wish to consider the following questions:

1: Code of Practice and Guidance on Liquor Licensing

Some questions you might consider are:

- Are all team members are made aware of the code?

Some examples of how you might demonstrate this are:

- *All team members are aware of the Code of Practice, it is referenced during induction and ongoing training.*
 - *Approved Persons have an operational understanding of the code and ensure all team members and customers adhere to the code.*
-

2: Site Risk Assessments

Some questions you might consider are:

- Do you have an operations policy for the management of risk?
If so, what is it?

Some examples of how you might demonstrate this are:

- *We can demonstrate that risk assessments are in place and reviewed annually, or when any operational changes are made. All team members have been trained in accordance with job role.*
 - *We can evidence that a risk assessment is in place to ensure compliance with the Code of Practice and Guidance on Liquor Licensing. This is reviewed annually, or when any amendments/additions are made, with all Responsible Persons.*
 - *We use the xxxx produce and record risk.*
-

3: Equality

Some questions you might consider are:

- Are your staff familiar with what steps they take for service refusal under section 33 of the Liquor Licensing and Public Entertainments Act 2021?
- Do you have an accessibility statement and are you able to produce this at the premises on request?

Some examples of how you might demonstrate this are:

- *All our members have received training on section 33 and understand what steps they must take for service refusal.*
 - *We have an accessibility statement and it is located on the premises here xxx.*
-

4: Training

Some questions you might consider are:

- Have all general staff undertaken the necessary training within one month from their employment date?
- Have all staff renewed their required training (**every 3 years**)?
- Do all Responsible Persons have working knowledge of the Liquor Licensing and Public Entertainments Act 2021 objectives, and are they trained and supervised to operate with the objectives in mind?
- Do you keep up to date evidence/records of all staff training?
- How will you make these records available to a Police Officer in a reasonable timeframe if required?
- Are the required staff registered within the Licensed Staff Register?
- Have all staff that do not require the Licensed Staff training, completed the Responsible Alcohol training?
- Have Door keeping staff completed the required DHA accredited training?
- Have all Licensees/Responsible Persons received DHA accredited training within **3 years** of the application?

Some examples of how you might demonstrate this are:

Detail as to how you conduct and record team training:

- *We have a training policy; team training is recorded. Our policy includes Induction Training for all team members and an ongoing structure for all job roles. Our Responsible Persons and Door Staff training structure is shown below.*

A) Induction Training

- *Site orientation and team introductions*
- *Risk assessments*
- *Fire Safety – Reviewed in line with Fire Certificate*
- *Licensing Law – Site Licence*
- *First Aid*
- *Brand and product knowledge*
- *Drinks dispense*
- *Brand Standards*

B) Responsible Persons.....

- *Induction*
- *Code of Practice*
- *Licensing Objectives*
- *Responsible Persons DHA accredited training*
- *First Aid*
- *Team training responsibilities*
- *Company compliance, policy, and procedures*

C) Registered Door Staff.....

- *Induction*
- *Code of Practice*
- *Licensing Objectives*
- *Registered Door Staff DHA accredited training*
- *DHA registration and review process*

5: Conduct on licensed Premises

Some questions you might consider are:

- *If your licensed premises does not allow on-premises consumption, have you identified the sections of the Code of Practice that still apply to you?*
 - *There must be a Responsible Person on the premises during operating hours. Is there a duty register recording the details of all Responsible Persons in case of emergency?*
 - *Do registered security staff wear branded uniforms and display their ID badges to ensure visibility?*
 - *Do you have sufficient Licensees/Responsible Persons to ensure cover whenever sale of alcohol is taking place?*
 - *Have the necessary staff been appropriately trained to manage incidents related to intoxication and/or disorderly, offensive, abusive, or violent behaviour that may occur on licensed premises?*
 - *Have reasonable steps been taken to reduce the likelihood of incidents of intoxication and/or disorderly, offensive, abusive or violent behaviour on licensed premises?*
 - *Have staff been appropriately trained to know when to escalate to, and how to interact with, the Police?*
 - *Do / will staff have access to a telephone or panic button in case of emergency?*
 - *Does your premises have adequate CCTV coverage?*
 - *Does your premises use reinforced glassware?*
 - *Have you taken reasonable steps to reduce where possible, the infrastructure for illegal drug use?*
 - *Are staff trained in safeguarding of the public e.g. drug awareness campaigns?*
-

-
- Are staff aware of when to escalate a situation to the police, and how to provide the police with the required information they may request?
 - How do you manage the physical security of your premises?
 - Have you familiarised yourself with the Isle of Man Constabulary Licensed Premises Public Safety and Crime Reduction Guidance?

Some examples of how you might demonstrate this are:

- *Details as to how you manage safe and acceptable conduct within your site:*
- *The Licensee, Responsible Persons and all team members understand they must take reasonable steps to*
- *Reduce the likelihood of incidents*
- *Manage and record all incidents and outcomes*
- *Assist the Police in any resulting investigation*

6: Entertainment

Some questions you might consider are:

- Is your premises permitted to have music and dancing as part of its conditions?

Some examples of how you might demonstrate this are:

- *Detail how you ensure your site complies with any entertainment terms and conditions attached to your licence?*
- *Music and dancing forms a component of our licence conditions, Licensee and Responsible Persons, ensure compliance with those conditions.*

7: Events

Some questions you might consider are:

- Does your license permit you to have occasional events?

Some examples of how you might demonstrate this are:

- *The Licensee and Responsible Persons will manage events in line with this management plan and operating practices*
- *Anything outside the perimeters of the site licence will be risk assessed and the Licensee will follow the Occasional Licence process.*

8: Fire Safety

Some questions you might consider are:

- Do you have a valid fire certificate?
- Number of patrons permitted for Fire purposes?
- Do you have an evacuation plan in place and are your staff trained against this?

Some examples of how you might demonstrate this are:

- *The Licensee and Responsible Persons ensure compliance with Health & Safety legislation and the premises Fire Certificate. They ensure testing, training, and record keeping is in line with the Fire Certificate.*
 - *Our Fire Certificate and Logbook are available for inspection.*
 - *All team members complete Fire Safety training during induction. They know how to raise the alarm, where Fire Exits are located, our evacuation procedure and capacity numbers.*
 - *Refresher training is completed in line with the Fire Certificate.*
-

9: Food Business Registration

Some questions you might consider are:

- Does your premises serve food?
- Is your premises registered with the Food Business Register?

Some examples of how you might demonstrate this are:

- *Our premises is registered.*
-

10: Gaming & Gambling

Some questions you might consider are:

- If you are planning to host an event that is not provided for under section 35, are you aware that you should seek further information from the Gambling Supervision Commission (GSC) to ensure that the event is compliant with the Island's laws?
- Are Gaming machines and their positioning approved and registered with the GSC?

Some examples of how you might demonstrate this are:

- *Our Licensee and Responsible Persons are familiar with the requirement to manage gaming and gambling on the premises.*
 - *Gaming machines and their positioning is approved and registered with the gambling commission and covered by CCTV.*
-

11: Health & Safety

Some questions you might consider are:

- Does your premises have a dedicated Health and Safety Policy in place?
- Are all staff members familiar with the health and safety policy, and fully trained within their remit of the policy?

Some examples of how you might demonstrate this are:

- *Our company Health & Safety policy is in place and our team members have received instructions relevant to their job role. This is in line with the Health & Safety at Work Act (1977) and The Management of Health & Safety at Work (Risk Assessments) 2003.*
-

12: First Aid & Accident Reporting Policy

Some questions you might consider are:

- Do you have an appointed First Aider?
- Has the appointed First Aider attended face to face First Aid training that has been approved by your insurance company?
- Are all staff members aware of who the first aider is and where the First Aid box is located on your premises?
- Is your appointed First Aider aware it is their responsibility to check and restock the First Aid box?
- Does your Accident reporting procedure comply with your company Health & Safety policy?

Some examples of how you might demonstrate this are:

- *We have an appointed First Aider it is*
 - *Our appointed First Aider attends face to face First Aid training, the training has been approved by our insurance company and is refreshed every 2 years.*
 - *All team members are aware of who the first aider is and where the First Aid box is located. This information is in our induction video.*
 - *Our appointed First Aider is responsible for checking and restocking the First Aid box.*
 - *Accident reporting is completed in line with our company Health & Safety policy.*
-

13: Noise Nuisance & Potential Disturbance

Some questions you might consider are:

- Do you provide entertainment?
- How do you control noise nuisance to nearby residents?

Some examples of how you might demonstrate this are:

- *Responsible Persons manage the level of noise and follow the terms and conditions for music and dancing in our licence.*
- *Responsible Persons will follow opening/closing and during service routines and manage any potential noise complaints quickly.*
- *We have a queue management process in place.*

14: Minors

Some questions you might consider are:

- Are Minors allowed in your premises?
- Are all your staff aware of the terms and conditions of your licence?
- Do you and operate the Challenge 25 policy and make regular ID checks by staff?
- Are all Staff familiar with the types of ID that are legally accepted as proof of age?
- Are all staff aware they must record any entry/service refusals?

Some examples of how you might demonstrate this are:

- *Our Licensee, Responsible Persons, and all team members take reasonable steps to ensure the safety of minors. We are committed to the prevention of consumption and supply of alcohol to minors.*
- *We operate the Challenge 25 policy. All our team members have received training, understand they must request ID, what forms of ID they can accept and how to verify it.*
- *Team understand they must record refusals and retain any fake ID to pass to the Police.*
- *This information can be found in our induction video.*

15: Refusal of Service, Court Bans – Section 33 Expulsion

Some questions you might consider are:

- Are all staff aware that although the Code provides for staff to be able to refuse to admit any member of the public to licensed premises or refuse to supply liquor to any person, that this must be in compliance with the Equality Act 2017?
- Are staff trained to use **banned** book?

Some examples of how you might demonstrate this are:

- *Our team understands their right to refuse and the importance of refusing service to anyone under the influence of alcohol or drugs and the protection of minors as above point (14).*
 - *Our team understands the court banning process, they review the court bans weekly and we maintain records to evidence this.*
 - *This information can be found in our induction video.*
-

16: Responsible Consumption

Some questions you might consider are:

- Are you aware that any promotion you run must not encourage patrons to drink excessively or drink rapidly?

Some examples of how you might demonstrate this are:

- *We do not conduct, promote, or encourage irresponsible drinking.*
- *We always consider the safety of our customers, offer water, soft or hot drinks and assistance, for example calling taxis to help them home safely.*
- *This information can be found in our induction video.*

17: Smoking

Some questions you might consider are:

- Does your premises have a designated smoking area?
If so, does this area form part of the licensed premises?
- Will the area be subject to a daily cleaning regime?

Some examples of how you might demonstrate this are:

- *We take all practical steps to ensure that no obstruction or nuisance is caused by patrons smoking outside or in the immediate vicinity of our premises.*
- *Outside smoking shelters are covered by CCTV and managed in line with the rest of the premises.*

18: CCTV

Some questions you might consider are:

- Does the premises CCTV systems record good quality images in all lighting on a 24/7 basis?
- Are your CCTV cameras directed at key locations?
- Do all aspects of your premises CCTV system comply with Data Protection legislation?

Some examples of how you might demonstrate this are:

- *Our premises is covered by CCTV.*
- *Responsible Persons receive training to operate the CCTV and they understand the GDPR guidelines associated with the use of CCTV.*
- *Our CCTV is checked weekly as part of our General Managers weekly sign off; any faults are reported.*

19: Toilets

Some questions you might consider are:

- Are you aware that there should be regular inspections of toilets for illegal activity?

Some examples of how you might demonstrate this are:

- *Our toilets are checked regularly as part of our opening, during service and closing routines.*
 - *Our toilets are constructed and maintained in line with our brand operating policy.*
-

20: Cash and Alcohol Storage

Some questions you might consider are:

- Do you have a safe on the premises as a secure method of storing cash?
- Is your alcohol storage fitted with locks?

Some examples of how you might demonstrate this are:

- *Our premises has a safe, all cash is either in a safe or a till.*
 - *Cash on site is kept to a minimum, we complete regular banking, in line with our brand operating policy.*
 - *Stock levels are tightly controlled and checked regularly throughout the trading day. Weekly stock checks are completed.*
 - *Stock for immediate sale and on display is kept to an acceptable level and out of reach of customers. Back up stock is locked in storage areas, cellar/ bottle store/ spirit cage.*
 - *Stock levels on all lines is closely monitored to prevent overstocking.*
-

CONSULTATION DRAFT

Site Management Plan and Risk Assessment

Name of the Premises		
Address of the Premises		
Telephone contact for the premises	<i>Along with an out of hours telephone number that is manned and that the court/police can contact the license holder on. Number should not be for an empty premises or that cannot be accessed.</i>	
Normal Opening Hours	AM	PM <i>You may wish to note if you have a final door closing time</i>
Name of licensee(s)/licence holder(s)		
Name(s) of Responsible Person(s)		
Names of any Door Security Staff directly employed by premises	Name:	Badge Number:

1: Code of Practice and Guidance on Liquor Licensing

- Are all team members are made aware of the code? Yes No

Any further information/notes on this section:

2: Site Risk Assessments

- Do you have an operations policy for the management of risk?
If so, what is it? Yes No

Detail: _____

Any further information/notes on this section:

3: Equality

- Are your staff familiar with what steps they take for service refusal under section 33 of the Liquor Licensing and Public Entertainments Act 2021? N/A
(If N/A, please skip to the next section) Yes No
- Do you have an accessibility statement and are you able to produce this at the premises on request? Yes No

Any further information/notes on this section:

4: Training

- Have all general staff undertaken the necessary training within one month from their employment date? Yes No
- Have all staff must renewed their required training (**every 3 years**)? Yes No
- Do all Responsible Persons have working knowledge of the Liquor Licensing and Public Entertainments Act 2021 objectives, and are they trained and supervised to operate with the objectives in mind? Yes No
- Do you keep up to date evidence/records of all staff training on site? Yes No
- Are you able to make these records available to a Police Officer in a reasonable timeframe if required? Yes No
- Are the required staff registered within the Licensed Staff Register? Yes No
- Have all staff that do not require the Licensed Staff training, completed the Responsible Alcohol training? Yes No

- Have Door keeping staff completed the required DHA accredited training? Yes No
- Have all Licensees/Responsible Persons received DHA accredited training within 3 years of the application? Yes No

Any further information/notes on this section:

5: Conduct on licensed Premises

N/A

(If N/A, please skip to the next section)

- If your licensed premises does not allow on-premises consumption, have you identified the sections of the Code of Practice that still apply to you? Yes No
- There must be a Responsible Person on the premises during operating hours. Is there a duty register recording the details of all Responsible Persons in case of emergency? Yes No
- Do registered security staff wear branded uniforms and display their ID badges to ensure visibility? Yes No
- Do you have sufficient Licensees/Responsible Persons to ensure cover whenever sale of alcohol is taking place? Yes No
- Have the necessary staff been appropriately trained to manage incidents related to intoxication and/or disorderly, offensive, abusive, or violent behaviour that may occur on licensed premises? Yes No
- Have reasonable steps been taken to reduce the likelihood of incidents of intoxication and/or disorderly, offensive, abusive or violent behaviour on licensed premises? Yes No
- Have staff been appropriately trained to know when to escalate to, and how to interact with, the Police? Yes No
- Do / will staff have access to a telephone or panic button in case of emergency? Yes No
- Does your premises have adequate CCTV coverage? Yes No
- Does your premises use reinforced glassware? Yes No
- Have you taken reasonable steps to reduce where possible, the infrastructure for illegal drug use? Yes No
- Are staff trained in safeguarding of the public e.g. drug awareness campaigns? Yes No
- Are staff aware of when to escalate a situation to the police, and how to provide the police with the required information they may request? Yes No

- How do you manage the physical security of your premises?
- Have you familiarised yourself with the Isle of Man Constabulary Licensed Premises Public Safety and Crime Reduction Guidance?

Detail: _____

Yes No

Any further information/notes on this section:

6: Entertainment

N/A

(If N/A, please skip to the next section)

- Is your premises permitted to have music and dancing as part of its conditions?

Yes No

Any further information/notes on this section:

7: Events

N/A

(If N/A, please skip to the next section)

- Does your license permit you to have occasional events?

Yes No

Any further information/notes on this section:

8: Fire Safety

N/A

(If N/A, please skip to the next section)

- Do you have a valid fire certificate?
- Number of patrons permitted for Fire purposes?
- Do you have an Evacuation plan in place and are your staff trained against this?

Yes No

Detail: _____

Yes No

Any further information/notes on this section:

9: Food Business Registration

N/A

(If N/A, please skip to the next section)

- Does your premises serve food?
- Is your premises registered with the Food Business Register?

Yes No

Yes No

Any further information/notes on this section:

10: Gaming & GamblingN/A *(If N/A, please skip to the next section)*

- If you are planning to host an event that is not provided for under section 35, are you aware that you should seek further information from the Gambling Supervision Commission (GSC) to ensure that the event is compliant with the Island's laws? Yes No
- Are Gaming machines and their positioning approved and registered with the GSC? Yes No

Any further information/notes on this section:

11: Health & SafetyN/A *(If N/A, please skip to the next section)*

- Does your premises have a dedicated Health and Safety Policy in place? Yes No
- Are all staff members familiar with the health and safety policy, and fully trained within their remit of the policy? Yes No

Any further information/notes on this section:

12: First Aid & Accident Reporting PolicyN/A *(If N/A, please skip to the next section)*

- Do you have an appointed First Aider? Yes No
- Has the appointed First Aider attended face to face First Aid training that has been approved by your insurance company? Yes No
- Are all staff members aware of who the first aider is and where the First Aid box is located on your premises? Yes No
- Is your appointed First Aider aware it is their responsibility to check and restock the First Aid box? Yes No
- Does your Accident reporting procedure comply with your company Health & Safety policy? Yes No

Any further information/notes on this section:

13: Noise Nuisance & Potential DisturbanceN/A *(If N/A, please skip to the next section)*

- Do you provide entertainment? Yes No
- How do you control noise nuisance to nearby residents? Detail: _____

Any further information/notes on this section:

14: MinorsN/A *(If N/A, please skip to the next section)*

- Are Minors allowed in your premises? Yes No
- Are all your staff aware of the terms and conditions of your licence? Yes No
- Do you and operate the Challenge 25 policy and make regular ID checks by staff? Yes No
- Are all Staff familiar with the types of ID that are legally accepted as proof of age? Yes No
- Are all staff aware they must record any entry/service refusals? Yes No

Any further information/notes on this section:

15: Refusal of Service, Court Bans – Section 33 ExpulsionN/A *(If N/A, please skip to the next section)*

- Are all staff aware that although the Code provides for staff to be able to refuse to admit any member of the public to licensed premises or refuse to supply liquor to any person, that this must be in compliance with the Equality Act 2017? Yes No
- Are staff trained to use **banned** book? Yes No

Any further information/notes on this section:

16: Responsible ConsumptionN/A *(If N/A, please skip to the next section)*

- Are you aware that any promotion you run must not encourage patrons to drink excessively or drink rapidly? Yes No

Any further information/notes on this section:

17: SmokingN/A *(If N/A, please skip to the next section)*

- Does your premises have a designated smoking area?
If so, does this area form part of the licensed premises? Yes No
Yes No
- Will the area be subject to a daily cleaning regime? Yes No

Any notes on section here:

18: CCTVN/A *(If N/A, please skip to the next section)*

- Does the premises CCTV systems record good quality images in all lighting on a 24/7 basis? Yes No
- Are your CCTV cameras directed at key locations? Yes No
- Do all aspects of your premises CCTV system comply with Data Protection legislation? Yes No

Any further information/notes on this section:

19: ToiletsN/A *(If N/A, please skip to the next section)*

- Are you aware that there should be regular inspections of toilets for illegal activity? Yes No

Any further information/notes on this section:

20: Cash and Alcohol StorageN/A *(If N/A, please skip to the next section)*

- Do you have a safe on the premises as a secure method of storing cash? Yes No
- Is your alcohol storage fitted with locks? Yes No

Any further information/notes on this section:

Supplementary information page

Please use this additional page to detail any supplementary information you wish in relation to the contents of this Site Management Plan which you do not feel can be covered within the Plan itself – you may also wish to append copies of policies/practices here.

Section the information relates to:	Additional information/notes:
Example: <i>Section 8: Fire Safety</i>	Example: <ul style="list-style-type: none"><i>• The Licensee and Responsible Persons ensure compliance with Health & Safety legislation and the premises Fire Certificate. They ensure testing, training, and record keeping is in line with the Fire Certificate.</i><i>• Our Fire Certificate and Logbook are available for inspection.</i><i>• All team members complete Fire Safety training during induction. They know how to raise the alarm, where Fire Exits are located, our evacuation procedure and capacity numbers.</i><i>• Refresher training is completed in line with the Fire Certificate.</i>