

Security Plan and Standard Operating Procedures

In order to provide the upmost gratifying entertainment experience for our guests and a profitable and enjoyable setting for our co-workers, a safe and secure environment must be maintained. This guide, while serving as the blueprint in achieving those objectives, should not be considered all-inclusive or invariable, but rather as a source of assistance and reference that may be amended as needed. However, all security personnel, or employees acting in a security function, shall adhere to the principles of this document. All disagreements and/or grievances pertaining to the contents within should be brought immediately to the management's attention.

Duties, Expectations, & Enforcements

As a member of the Hail Mary Sports Grill House security team you will be held to a high standard. You are expected to be vigilant, prepared, respectful, courteous, and confidential. While there is no documented dress code at this time for security personnel, it is expected that you show up to work in respectable and non-offensive attire. You should also maintain a neat physical appearance and proper health. As an employee you should not expect to “muscle” or otherwise physically, mentally, and/or verbally demean any co-worker or guest of this establishment. As security it is our job to ensure the safety and security of the establishment and its inhabitants. You are expected to remain attentive at all times and to spot problems before they

materialize into something more dangerous. While it is desirable for there to be a ratio of one security team member per fifty patrons, it is not always feasible or necessary. It may be common, and accomplished, for one person to fill the role of security. However, when two or more security personnel are on duty at the same time, one person shall be positioned at the entrance as doorman and the other(s) shall be positioned inside as rover. They may switch provided that the roles are completely understood.

You are not permitted to be under the influence of any substances that may compromise your duties. If you are found to be incapable of performing your duties because of intoxication, you will be sent home without pay. If the problem persists, you will be terminated. Further, you are not permitted to carry any weapons while on the clock or while at Hail Mary for social purposes. This includes, but is not limited to: firearms, knives, pepper spray, tasers, batons, brass knuckles, or handcuffs. If you should bring any weapon to work you will be asked to store the item in your vehicle, or take it home. We will not permit any weapons to be stored on the premises.

Any and all injuries suffered by patrons or employees during the course of your shift are to be reported as soon as possible to a manager, and are to be documented and detailed in the Security Log. In addition, if police or emergency services respond to Hail Mary, for any reason, these instances should also be noted in the Security Log. The Security Log may be found in the office.

Capacity/Outdoor Line Procedures

The capacity of the venue is **225** occupants. This includes employees and guests. This also applies to any hours of operation. It is up to the staff to ensure that this number is completely accurate. This should be achieved by using communication and counters. The occupancy number is to be strictly enforced. Once capacity has been reached, it is the duty of the “doorman” to not exceed that number. If a person exits the venue for a cigarette it is expected that that person has not left, and their spot shall be reserved. However, patrons exiting for any

other reason (other than a brief conversation), it is solely the doorman's discretion on whether to re-admit the patron.

As the doorman, you should expect to open the entrance door and greet guests as they enter Hail Mary. Something as simple as a smile and a friendly gesture is sufficient. You should direct them to the host if they are looking for immediate seating. You can suggest to them that they may seat themselves at the bar, if they so desire. When guests are departing hold the exit door open for them and thank them for coming in to the establishment.

It is the doorman's responsibility to maintain the integrity and safety of the patio and any line formed outdoors. The line should be marked by removable partitions or stanchions, and should start from the corner of the exterior main entry door and continue down Hancock Street. The doorman shall be in the position of the exterior doorway, so as to allow individuals to enter/exit as he allows when checking ID's.

The line should not cause the sidewalk to become overly congested, and shall remain orderly and not become unsafe. Any unruly or obviously intoxicated behavior displayed by those wishing to gain entry will be grounds for refusal of entry. Should the line become so aggressive and unmanageable, people should be cleared away from the door and the door should be held. Staff should be instructed to lower the music and raise the lights. Police should be summoned. Do not allow any individuals to crowd any doorway

Hail Mary does not find it necessary to use pat-downs or metal detectors. Should you happen to encounter a person with a firearm, concealed or visible, calmly and politely ask the person to step-aside, and explain that the law does not permit firearms where alcohol is served. Do not make a scene. You are not permitted to touch or otherwise attempt to disarm the individual. Allow the individual to leave. Commit to memory a description of the individual and notify police when it is safe to do so.

Under no circumstances are any individuals allowed to congregate inside or outside the immediate vicinity of the doorway, once capacity has been reached. This area is to be kept clear. It is the doorman's sole discretion to allow individuals to cut the line and enter. However, venue capacity may not be breached.

During winter months, you may also be asked, or see an opportunity, to clear snow from the sidewalks and doorways. Salt may also need to be applied to slippery surfaces.

Age/Alcohol Restrictions

Only those who are twenty-one years of age may be permitted to consume alcohol, or be in an obvious state of intoxication, while at Hail Mary Sports Grill. Those who are not twenty-one years of age are not permitted to be on Hail Mary premises after Xpm (non-food service hours). Exceptions will be made for employees who are on-the-clock and are not intoxicated, and for children in the presence of their parents. Identities must be verified if their child is consuming alcohol and the parents must remain on-site! This will be strictly enforced! Those who are found in violation of this standard will be politely asked to leave the establishment once their bill has been paid.

In the case of special events of a mixed-age crowd during your shift, wristbands may be administered to those who are of legal drinking age. One wristband per person and it must be applied by staff only. Those who are under twenty-one, but have received permission from their parents and bar staff to consume alcohol, should be given wristbands as well. In these cases, the wristbands should be removed by the doorman when these individuals exit. In addition, any person asked to leave or removed from Hail Mary should also have their wristband removed. It is the responsibility of the security staff to watch for any wrist-banded individuals procuring alcohol for other individuals who are not wearing a wristband. Security should also be aware of individuals attempting to give their wristband to another individual or wristbands that do match those being applied by staff. Individuals who violate this policy will be asked to leave. Specific information regarding wristband protocol will be given during the day of the event. Staff should make an effort to not use identical wristbands two events in a row.

At Hail Mary, the responsibility of verifying forms of identification normally falls to the bartenders, servers, and management. However in cases of door personnel being employed, as the doorman, you reserve the right to reject any form of identification does not appear to be legitimate.

When checking a patron's form of identification (ID) observe the person who hands you the ID, and then look at the form. If it is a license or an identification card look at the back - it should not be blank. Does the picture appear to be the person who handed you the ID? Look for

behavior cues exhibited by the person. Do they appear nervous or unwilling to make eye contact? Do they appear to make unnecessary or prolonged eye contact? Look for obvious indicators such as the date of birth, expiration date, gender, race, height/weight, and hair/eye color. Many physical attributes can change with time. Beware of this. Look for any imperfections in the ID such as abnormal bends, cuts, cracks, dips, rises, or ridges. Look at the photo. In many instances the picture will contain a silhouette behind the person's head. Does the photo appear to be good quality? ID's are issued by agencies using quality equipment and methods. The quality of the picture, and the ID in general, should not look like it was created from someone's Kodak. Look at the font and format of the ID. It should be consistent and not irregular.

If you still have reservations about accepting the ID, you can ask for a second form of identification. A debit/credit card, insurance card, or gym membership card does not count as a second form. It must be something with their picture, name, and date of birth on it and it should not be expired.

A flashlight and blacklight may be used to verify certain forms of ID's if you know the things to look for. You can also seek a second opinion by asking a fellow member of security or a member of management. You can also utilize a current publication of an ID checking guide provided by Hail Mary. This book should be perused as it does contain valuable information.

You can also quiz the person using information on the ID. Items such as name, address, zip code, and date of birth are all things the person should know. If a middle initial is in the name on the ID, ask them what it stands for - there should not be hesitation. If you are familiar with Zodiac signs, ask them what theirs is. Ask them what year they graduated. If you are familiar with the area from which the ID claims them to be from, ask questions about what high school they attended or what the mascot is. You can also ask them to sign their name on a piece of paper to see if the signatures match.

Do not confiscate forms of identification with the purpose of re-selling them or giving them to another person. If you do confiscate any ID's, they are to be turned by the end of your shift over and only to the security or bar manager.

Not all cases of verifying identification are the same. There may be instances when a person may have an expired ID, but it is clear (by using the guidelines above) that they are of legal age to consume alcohol. It is up to the doorman's discretion on who to allow in the establishment in such cases, however, careful consideration should be administered.

If a member of security has allowed a person under the age of twenty-one, who is not with a parent or legal guardian (and this has been verified), who is found to be consuming alcohol or is otherwise intoxicated, or is in the establishment past food service hours will be reprimanded by management. No exceptions!

Extractions/Service Refusals

In the event of a patron being asked to leave due to their conduct or misbehavior, it is extremely important to remember that this person may be intoxicated or could be suffering from some degree of instability. It is equally important that you politely ask the person to leave. It is pertinent that you remain calm, firm, and fair. It is preferred that an individual be approached by more than one staff member. Unfortunately, this is not always achievable. However, if working as a team, one person should address the individual while the other focuses on keeping the surrounding environment civil. Do not approach the individual in an aggressive manner, or immediately become physical. However, do not lay down your defenses. Remain vigilant, be aware of your surroundings, and do not become distracted. Do not argue with the individual regarding any matter. It may be possible to enlist the help of member of this individual's party to assist you in reasoning with the person. Allow the individual to pay their bill, close their tab, and retrieve any of their property. If they are too intoxicated to do so, staff should try to assist the individual as courteously and efficiently as possible. If all efforts have been exhausted, ensure them that their un-retrieved items will be safeguarded until the following day.

If an individual has been asked to leave and they have not made the effort to oblige, they are trespassing on our property per Madison City Ordinance and Wisconsin State Statute. Make the person aware of this. If the individual is further refusing to leave, instruct them they have two options: They can leave under their own accord or we can escort them out by use of reasonable force and police will be summoned.

If they are further resisting to leave the premises, or if the individual is acting in an aggressive or threatening manner, summon police immediately. Do not attempt to fight or subdue the individual. Contrarily, in the instance of the individual destroying property,

physically harming you or another individual, or approaching you or any individual in a manner in which you fear for the safety for yourself or another, it is completely warranted for reasonable measures to be taken in order to isolate the threat. However, it is not appropriate for you, as a member of Hail Mary security personnel, to use methods and tactics that can inflict serious harm or death upon any individual. Please keep in mind that this person may not be fully in control of their cognizant and mechanical abilities. Yet, please remain in control of your approach and be aware of your strength and any force being applied. In a majority of cases it is not necessary to render an individual unconscious or completely immobile. An individual who has been restrained or subdued should not be lying in a prone position while another person's body weight is on the restrained person's back. In the case of an individual who is complaining of shortness of breath or is not breathing, 911 should be dialed immediately. If you or any individual is injured during an extraction it should be immediately reported to a member of management and, if necessary, they should summon medical attention. This will be documented.

Once the individual is outside the establishment do not further physically or verbally engage the individual. If the individual is aggressive, or is otherwise being disorderly, summon the police immediately. Do not allow an individual who has been asked to leave, or has been removed, to loiter near the establishment, or re-enter for the remainder of the business day. If an individual is trying to gain access to the establishment, and has been deemed by security and/or management to be too intoxicated or unruly to do so, they must not be permitted to enter. Management has the authority to ban the individual, if necessary. As a business Hail Mary reserves the right to refuse service to persons who are overly-intoxicated or whose behavior is so wholly unreasonable that it disrupts the course of business. All extractions are to be reported to management.

Inside Hail Mary

- Please ensure that during the course of your shift that all exits remain obstruction-free and that emergency doors are not locked from the inside. Ensure that the alarms on both emergency doors are active. Be sure that the entrance door remains obstruction and body free, and that there is a clear path of travel throughout the establishment.

- Ensure that all fire extinguishers are in their designated areas and that they have not been tampered with and appear functional. Check the service tag to ensure that the extinguisher is up-to-date. If an extinguisher is in need of service notify a manager immediately.
- Please pay special attention to “chokepoints”. These are areas that tend to get congested during high-capacity moments. These include the doorways, bar area, stairways, hallways, and near the bathrooms. It may be necessary for you to make regular trips through the bar to alleviate congestion. People who congest these areas should be politely asked to move about.
- All doorways should remain congestion-free at all times. Politely ask people not to congregate in any doorways. Also, check that door mechanisms are in proper working condition. If you encounter any door mechanism that is not working, or may need servicing, let a manager know immediately.
- Do not allow non-employees to access emergency exits when there is no emergency present. Any person who is not an employee and is caught trying to exit or enter the premises using the emergency exit will be asked to leave Hail Mary, and may be banned indefinitely.
- Watch for any suspicious or prohibited activity in or around the restrooms. Immediately remove anyone participating in any unsafe or illicit behavior.
- You may be required to move tables, chairs, stands, rails, and other equipment for logistic and safety purposes. In the warmer months Hail Mary offers outdoor seating for its guests. At a certain point in the evening (generally after 10:30pm but before 11:30pm, or when weather has become inclement, the outdoor seating must be brought inside and neatly organized in the basement. In regards to moving indoor seating, please consult a manager on-duty for further instruction.
- During the course of your shift you may see an opportunity to clear tables by removing dinner/bar ware. You may do this so long as your primary duties are not being neglected. Take the dinner/bar ware to the appropriate places. A staff member can advise you. Use a spray bottle and clean rag to clean surfaces once the empty table has been cleared. You can also sweep the floor of any debris so long as it is not disturbing guests. You may be required to remove trash and replace bags.

- Once “last-call” has been announced the music should be incrementally lowered, or shut-off completely by bar staff, and, after a brief amount of time has elapsed, the house lights should be raised. Although no one should be permitted to enter the premises once “last-call” has been announced, there may be exceptions to the rule by your or a manager’s discretion, so long as it is not past 2:00 am Sunday-Thursday or 2:30 am Friday & Saturday (or what is commonly referred to as “bar-time”). Under no circumstances will any person (except for on-duty employees) be allowed to enter or remain in Hail Mary after these times. This will be enforced.
- Once the establishment has been cleared of all guests, it is the responsibility of security personnel to lock the front door. It is imperative to ensure the front door is re-locked after each employee leaves (if employees do not all leave at the end of the night together). It is also the duty of security to go through (or “sweep”) the bar and ensure there are no patrons left in the venue. Bathrooms and the back stairwell are areas of most concern. When performing your “sweep” please re-lock the emergency exit door and re-arm the emergency exit door alarms. There should be at least one security staff member staying on-site with the closing manager. Leaving together at the end of the night ensures building security and personal safety.
- Any important items such as keys, phones, and cards that a guest may have lost or left behind shall be turned into the bar. Direct any guest looking for any such item to the bar to see if it may have been turned in. For any other items such as clothing, those should be placed on or near the coat rack.
- At the end of the night you will be required to perform light clean-up duties. This may include clearing and cleaning tables, performing a cursory sweeping of the floor, and removing trash. Please do not ignore the bathrooms. Although a thorough cleaning is not required, a satisfactory job should be performed.