

SETTLE DOWN SECURITY PLAN

Atrium Service

This document was created to emphasize we are operating as a bona fide restaurant during all hours of the day, while also preparing for the unexpected incidents that may surface. We raise the following items to reflect our diligence in governing the atrium space as it extends our service from 117 South Pinckney.

1. **Goals of Atrium Service:** Atrium use will include full food and beverage menus during weekday daytime hours, weeknights and weekends.

Every service reflects extensive table service during all hours of operation. Music or sporting event audio from the tavern will be played on speakers in the atrium at a soft and reasonable level to encourage patrons to engage in conversation (this is also applicable to Settle Down's primary dining area). Settle Down will always have designated table service in the atrium, reflecting an assigned server (along with a manager on duty) operating in the space.

There will never be loud music or DJs.

Settle Down will take primary responsibility for the entire atrium - including restrooms. As such, patrons will be required to see a host before taking any seat or table in the atrium. Atrium service will mimic the service inside the restaurant, which is to say there will be full service coverage in all service areas. During service, staff will be assigned to all atrium tables, coupled with additional support and surveillance by management and other staff.

2. Number/Utilization of security personnel: If necessary, a door person will be assigned to the atrium entrance on Madison special event days. The door person shall be positioned directly at the sole entrance to the atrium from the Settle Down Tavern, which has a clear sightline to all exits, as well as atrium seating.

Handheld counters shall be used by security staff at the entrance to maintain capacity. All security personnel shall be attired in a manner to readily identify them as such.

Door persons will undergo training with experienced and licensed management as well as the Rape Crisis Center Safer Bar Program (Education Program Director: Natalie DeMaioribus, Outreach and Education Specialist Brianna Breunig).

On duty management and all staff shall regularly patrol all restrooms, as well as all areas of the atrium.

3. Access to Atrium/Proper Signage: For the hours reflecting P.M. service, access to the atrium shall reflect one access point: the entrance located at 117 S. Pinckney, which is the front door of Settle Down Tavern, where a host, manager, server or bartender will always be stationed near the front door to greet and screen any potential patrons. That assures the atrium space will not be accessible without encountering at least one trained staff and/or security staff member.

To re-emphasize: no persons shall be able to access the atrium (from King Street or Pinckney Street) without prior correspondence with trained staff during the hours featuring Settle Down's exclusive atrium occupancy.

Atrium points of egress will be exit only made possible by "lock behind" security doors.

"Fire Exit Only" signage will be posted on all exit doors. All patrons will be instructed to exit through the same door they entered at 117 S. Pinckney. In the event someone were to access the atrium during Settle Down's exclusive atrium occupancy, there will be signage on all tabletops reflecting "Please see the host before seating," which eliminates the possibility of anyone accessing the atrium without proper governance. Again, management and staff will regularly monitor the atrium exits.

4. Control and Clearance: Video cameras are currently mounted to cover the entrance, exits, and entire premises. Tapes will be made available upon request by the local Police Department.

5. Unruly Patrons: All staff will be familiar with provisions of the Madison Police regarding unruly patrons. When a patron acts in a manner that is violent, abusive, indecent, profane, boisterous, or otherwise disorderly, staff will immediately contact the police and request that the police invoke the provisions of the ordinance.

6. Intoxicated Patrons: Settle Down will not sell, dispense, or give away alcohol to any person who is under the influence of alcoholic beverage as defined in the local ordinance, nor shall such a person be permitted on the premises. When a customer has been "cut off," staff will notify the management and other employees and initiate steps of dismissal. Management will support the server's decision to terminate service to any customer. If a customer is too impaired to drive safely, licensee will make every effort to persuade said customer not to drive, and arrange a safe ride. If the customer refuses, management will notify the location Police Department with a description of the person and the license plate number of the vehicle, if possible.

7. Fake ID's: All identification cards used to prove age must be valid (i.e., may not be expired), and must be government-issued. If the identification card is expired or appears at all questionable to the employee, the employee shall request a second for of identification.

Settle Down staff will ensure the individual purchasing the liquor resembles the identification card. All employees are encouraged to ask purchasers questions relating to their identification in order to verify the information. If the employee checking an ID has a strong suspicion that an ID is false, altered, or belongs to someone other than the person presenting the ID, he/she shall confiscate the ID and turn it over to management, who will forward the false document to the local police.

8. Control/Supervision of Patrons Under 21: Management and staff will actively card patrons at the entrance and point of sale of alcoholic beverages. No person under 21 years of age will be permitted in the establishment after 9pm. Licensee will request proof of age from any customer who appears to be 30 years of age or younger, and will refuse service to any customer who cannot produce adequate ID. When selling pitchers, ID's will be requested for each person receiving a glass.

9. Circumstances Under Which The Police Will Be Called: The police will be called, in a timely manner, anytime management or staff has information to believe a crime has been or is about to be committed and/or whenever a threat of or act of violence occurs on the premises or off premises in areas that would be considered in view or earshot of the establishment.