

Sotto Security Plan

Maintaining a safe and secure environment is crucial for Sotto Night Club to succeed. To that end, Sotto staff strictly follows keeping our capacity at 240 during all hours of operation; Sotto managers make sure all fire exits are clear of obstruction and doors open easily at all times, and managers make sure, all staff knows our protocol through regular staff meetings, and by partnering with Madison Police Department Community Policing team for periodic Tavern Training sessions.

Staff including bartenders, doorcheckers and DJs, has been trained that in the case of a fire or natural disaster, to:

- Immediately call the fire department or the corresponding responder.
- Immediately turn music off, and lights on
- Using microphone, voice and gestures, tell patrons where the nearest 3 exits are. Patrons only come in and go out of one exit, so the other two exits likely have to be pointed out. Staff knows to stand on the bar for visibility, if needed, and direct patrons to use ALL the exits, trying to disperse the crowd into 3 equal parts. Staff has been instructed to use authoritative yet calm voices.

In case of a gun or weapon being shown on premises, depending on the degree of threat, will immediately

- Tell the patron s/he must leave the premises, pointing out the No Guns Allowed sign in it is in sight. This would be if the patron is only showing a weapon in a

waistband or otherwise generally behaving in a non-aggressive manner. If the patron refuses to leave, a shift manager will call MPD.

If a patron has a weapon and is acting aggressively, a manager will immediately call MPD.

If patron is acting aggressively but does not have a known weapon:

- s/he will be asked to leave the premises. Two door checkers or staff members will attempt to escort the unruly patron to the door. If s/he resists, we will tell the patron we intend to call MPD. (Sometimes that works and the patron leaves). If the patron still won't leave and is harassing other patrons, we will then call MPD.

If a patron is harassing a female or females, the same protocol is followed,

- he is asked to leave in a non-threatening tone. If called for, staff will explain that the patron is making other patrons uncomfortable, and Sotto can not allow that. We will try to escort the offending patron to the door. If he resists, MPD is called. Sotto used to ask for an Unruly Patron Citation, to keep undesirable patrons from returning. We've been advised by Officer Bruess however, that is not done any more. Rather, downtown police will have a record of the complaint against the person and back us up if needed when we refuse entrance to someone. We HAVE denied entrance to troublemakers. Usually they protest, and then go away without us having to ask for MPD assistance.

In the case of intoxicated patrons trying to enter Sotto:

- staff members know to refuse entrance. Equally, bartenders know to never serve any intoxicated patron and to stop serving a patron who becomes intoxicated.
- If an intoxicated person becomes disoriented or loses consciousness while on premises, staff knows to call 911 and request an ambulance, and meanwhile to clear an area for the person, and stay with the patron until EMTs arrive.
- In the case of intoxicated and disoriented females, especially at the end of the night staff will:
 - Identify the female to other staff members so they can all keep an eye on her with the goal of keeping her safe. Staff has been trained to keep an eye out for possible preying males who might want to “give her a ride home.” Staff will engage in conversation with the male if he is being aggressive with an intoxicated female, with the goal of warding him off. We find that with this strategy, a male usually retreats. Staff will keep the female seated at the bar with a glass of water, while staff tries to find her friends or companions who will help her get home safely. If no companions are identified, staff will call a taxi at Sotto’s expense, and see her safely into the cab.

Thursdays are our biggest nights. Here’s what we do to insure safety:

- Erect stanchions and ropes for crowd control and to make sure the sidewalk is not blocked.
- Start forming the line once 240 (our capacity) patrons have entered.

- Use a metal detector. Upon entering, each person is non-invasively searched with a metal detector by one staff member whose only job is security. Then the person's ID is checked by a second person. If the ID checker has any doubt at all about the authenticity of the ID, he will turn the person away. He might consult with the staff member charging the entrance fee, the third person at the door. If both are left with doubts, the patron is denied entrance. When in doubt, keep 'em out is what staff members learn from management. Additionally, bartenders and managers reserve the right to ID patrons at any time once they're in premises as well.

We are fortunate that dealing with troublemakers is not a big part of any night, only an infrequent part of any staff member's work life at Sotto. Sotto also tries to foster, with occasional fun-time staff get-togethers, a spirit of bonding and having each other's back, so that if a disturbance occurs, and when appropriate, first they look for and find assistance from one another before asking for help from authorities.