

The Hull Community Pub Society Limited (the Society)

THE NEW CLARENCE BAR CODE OF CONDUCT

1. Introduction

The New Clarence is committed to providing a safe and enjoyable environment for all patrons, staff and volunteers. This code of conduct outlines our expectations for behaviour and sets forth procedures for handling incidents of misconduct.

We are committed to ensuring that The New Clarence is an accessible space for all and proactively safeguarding our patrons, staff and volunteers. By entering our establishment, you agree to abide by these guidelines.

2. Responsible alcohol service

At The New Clarence, we prioritise responsible alcohol service and consumption to ensure the safety of our patrons, staff and volunteers as well as complying with the mandatory conditions under the Licensing Act 2003. To this end, we have implemented the following measures:

- All staff members are trained in responsible alcohol service, including recognising signs of over-intoxication.
- We strictly enforce age verification procedures to prevent underage drinking, including 'Challenge 25' if a patron looks underage. In this case we will ask to see valid ID such as a passport, photographic driving licence or a card with the PASS hologram.
- Our bar staff are empowered to refuse service to any individual who appears to be intoxicated.
- We will not use 'all you can drink' offers, speed-drinking games or unlimited discounted alcohol to promote The New Clarence.
- Customers have the option to buy smaller measures of beer, cider, spirits and wine.
- Free tap water will be made available to customers on request.

We encourage patrons to drink responsibly and to respect the limits of their tolerance. Remember, we reserve the right to refuse service to anyone who does not comply with these guidelines.

3. Harassment and Discrimination policy

The New Clarence is committed to maintaining a harassment-free environment where everyone is treated with dignity and respect. We do not tolerate harassment, discrimination, or violence of any kind towards patrons, staff and volunteers on our

premises. Our policies to combat this include;

- Zero tolerance for harassment or discrimination based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex, sexual orientation, or any other characteristic protected by law.
- Prompt and thorough investigation of any reports of harassment or discrimination.
- Disciplinary action, up to and including expulsion from the premises, for individuals found to have engaged in such behaviour.

We encourage all patrons, staff and volunteers to report any incidents of harassment or discrimination to a member of the Board of Directors promptly. Together, we can ensure that The New Clarence remains a welcoming and inclusive space for all.

4. Noise and Disturbances

We strive to provide an environment where all patrons can enjoy themselves without disruption. Please be mindful of noise levels and avoid behaviours that may disturb others, including:

- **Excessive Noise:** Refrain from shouting, loud conversations, or other disruptive behaviour
- **Respectful Behaviour:** Be mindful of others' enjoyment and avoid behaviours that may cause discomfort or annoyance.
- **Handling Disputes:** If you encounter a disagreement, please resolve it peacefully and respectfully. If necessary, seek assistance from staff.

Together, we can ensure that everyone has a pleasant experience at The New Clarence.

5. Dress Code

To maintain a comfortable and respectful atmosphere, we ask patrons to adhere to our dress code:

- **Appropriate Attire:** Please wear clothing that is modest and appropriate.
- **No Offensive Apparel:** Avoid clothing with offensive language, symbols, or imagery.
- **Footwear Required:** For safety and hygiene reasons, all patrons must wear appropriate footwear.

Thank you for helping us maintain a welcoming environment for all guests.

6. Smoking Policy

The New Clarence is committed to providing a smoke-free environment for all patrons, staff and volunteers. Smoking, including the use of electronic cigarettes or vapes, is prohibited inside the premises. We provide designated outdoor smoking areas for those

who wish to smoke. Please respect our policy and the comfort of others by adhering to these guidelines.

7. Conduct Guidelines

To promote a respectful and enjoyable atmosphere for everyone, we ask that all patrons adhere to the following conduct guidelines.

- **Respect Others:** Treat fellow patrons, staff and volunteers with kindness and consideration.
- **Keep It Civil:** engage in polite and constructive interactions with others.
- **Mindful Consumption:** Drink responsibly and know your limits.
- **Follow House Rules:** Observe and comply with any additional rules or instructions from a staff member.
- **Report Misconduct:** If you witness or experience any misconduct, please report it to a staff member immediately.
- **Shareholders/Members:** When on the premises at opening times shareholders and members are a customer and are expected to follow the same rules as all patrons.

By following these guidelines, we can all contribute to a positive and welcoming environment at The New Clarence.

8. Responsibility and Enforcement

Day-to-day enforcement of this Code of Conduct is the responsibility of the Bar Manager or senior staff on duty. They are authorised to address breaches and take appropriate action, including removal from the premises. The Board of Directors of the Hull Community Pub Society supports staff in taking decisions that protect the integrity and values of the pub. Anyone who wishes to appeal a decision made under this Code may write to the Chair or Secretary of the Board of Directors. Appeals will be reviewed fairly and in a timely manner.

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