

October 5, 2009

## Revised security plan

Our security plan includes daily standard operations to ensure prohibition of under-age drinking. During meal service, it will be the responsibility of the servers to physically check all customers' for a valid state issued driver's license or identification card when ordering alcoholic beverages. Management will perform quality assurance checks by randomly checking patron's identification. Security guards will be assigned as follows:

- a. One unarmed security guard on the premises at 5:00pm to closing – seven days a week
- b. Four unarmed security guards on the premises at 8:30pm to closing – Friday and Saturday
- c. Security assigned for Sundays will depend on scheduled entertainment

Management decides which customers it will attract based on the club's location, the atmosphere and music format it provides, plus its' advertising. In the marketing of the restaurant and lounge, we will use promotional ideas to set a tone to attract specific types of patrons. Management will, at any time, change that "tone" by changing the music, adding or changing the amount of (any) door cover charge, increasing or relaxing the dress code, changing décor and lighting, increasing visible "security," or taking other measures appropriate to our facility.

Club ME restaurant and lounge has assessed the risks to the establishment, including the crime history in their immediate based on the type of customers we want to attract, and their known or likely problems. Once the potential problems and risks are identified, counter-measures can be developed and our personnel will be trained to implement. Our security plan will be reviewed periodically to determine whether any changes or additions are necessary.

### **The Doorperson**

The first line of defense for this establishment is a doorperson. Stationed at the entry door(s), the doorperson (also known as a security person) checks IDs to ensure that people seeking entrance are of legal age. They also attempt to deny entry to persons who are obviously intoxicated, or who are known to have previously caused problems and been barred by management. Tact, good communication skills, and a sense of humor and fairness are traits that each doorperson will possess.

Security screening will be used – metal detector, which will take place immediately behind (inside) the doormen. A metal detector (hand-held) will be used, along with training in its calibration and proper use. A female security officer will be a part of the team to frisk females who set off the metal detector.

## **Bartenders and Servers**

Our second line of defense is the bartenders and servers. Each will be trained to identify patrons who are visibly becoming intoxicated, under aged, or becoming loud, obnoxious, or "looking for trouble." They will also be trained in basic non-confrontational methods to cut such people off from further drinking. Condoning the presence of visibly intoxicated persons, or turning them loose to drive on the streets is a recipe for disaster. Training for these personnel will also include low-key behavior modification techniques that can often defuse a problem before it escalates.

## **Security Personnel**

The next and final line of defense are the inside security personnel (floor person). A local certified Security Company will carry out this function. Their area of responsibility for the inside security personnel is to monitor the crowd to ensure that no one becomes unruly. *Deterrence and prevention first!* Patrons should be able to have a good time, but within established limits set by the club. To do this, security employees will be carefully screened for clear backgrounds along with maturity and good judgment, and should have specific written guidelines on exactly what action(s) management wants them to take or not take. They will then be trained in those duties, and their individual training documented. Their duties should be limited to "security" type duties so that they do not become distracted, or find themselves elsewhere performing other non-security duties when a problem arises.

We will have one floor man / floor woman for each anticipated fifty to seventy-five (50-75) patrons. Floor persons will be located at the following:

- Backdoor, kitchen and bar area
- Throughout the service area
- Building exterior

The floor persons will accomplish their jobs by first being highly visible to all present. They will wear a security uniform, a brightly colored red shirt or jacket. Shirts or jackets will bear the words "Staff" or "Security" on the front and back in large white or black letters. The highly visible presence of these floor persons as they circulate throughout the club reminds patrons that their conduct is being scrutinized. Security personnel will be in radio communication with each other, using radios with an earphone extension.

If establishment rules are being violated, floor persons or other employees should immediately discreetly explain the rule to the violator(s), then promptly enforce the rule. If possible, separate the violators from their friends so they won't become embarrassed. Don't wait, however, hoping the problem will go away. Usually this "warning" is all that is needed to effect compliance. Other security personnel, servers and management will be alerted to keep an eye on that particular person or party. Where an initial warning doesn't do the job, the patrons will be removed from the facility.

### **Removing Patrons**

Sometimes visible presence, rule enforcement and warnings aren't enough and, for the safety of staff and customers alike, an unruly patron must be ejected. Two or more security personnel will be present during the removal.

Escorting a patron out of a club involves first explaining why the person is being asked to leave, then verbally requesting that they comply. If the customer has previously been warned, they already know why they are being asked to leave, and, if treated courteously, many will leave without problem.

### **Outside the Club**

Security personnel will prohibit and control the loitering outside the establishment by monitoring the entrance area and parking lots during business hours starting at 5:00pm. As a situation occurs, security will address and handle immediately. Security personnel will monitor the exterior areas every hour starting after 10:00pm, and continuing until all patrons and employees have left. The exterior of the building, entrance and parking lots, will be monitored with one or more security officers and through the use of continuously monitored Closed Circuit Television (CCTV) cameras. The visible presence of security may deter incidents from happening, or, if not deterred, security is then in a position to call the police and intervene as appropriate.

### **Transition from dining to night club, Friday and Saturday**

Our standard operating procedures will include a transition plan for Friday and Saturday from dining to night club. The transition will be accomplished in a professional and smooth manner. Dinner service will conclude at 9:00pm. Diners entering the restaurant at 8:00pm or later will be informed upon being seated that the restaurant will be closing at 9:00pm.

For diners/customers already seated we will do the following:

- At 8:15pm, waiter/waitress will ensure that all food orders are served, no more food orders are accepted until 9:30pm
- Waiter/waitress will notify their customers of closing time
- At 8:45pm, an announcement will be made that customers under age 21 will be required to leave by 9:00pm.
- At 9:00pm, security staff will do a physical check of the facility and ensure all customers have vacated. The restaurant will be cleared entirely at 9:00pm for transition to night club.
- Night club will open at 9:30pm

Customers not dining will be required to wait outside until the club opens.

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City of Hayward, Planning Division  
Attn: Arlyne Camire, AICP  
777 B Street  
Hayward, CA 94541

To City of Hayward Planning Office:

I, Monica Thompkins, have not at any time been convicted of any crime other than minor traffic offenses. I currently possess a FBI Top Secret Security Clearance.

If you have any further questions, contact me at (510) 632-5533 x105.

Respectfully yours,

A handwritten signature in black ink, appearing to read "Monica Thompkins". The signature is written in a cursive style with a large initial "M".

Monica Thompkins

October 5, 2009

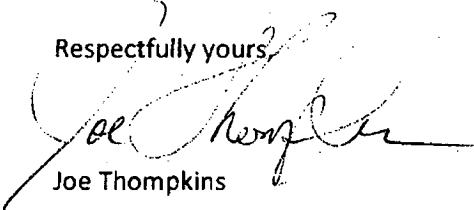
City of Hayward, Planning Division  
Attn: Arlyne Camire, AICP  
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To City of Hayward Planning Office:

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Respectfully yours,

  
Joe Thompkins