



# WE CARE OUTLINE

REK  M  
UNITED KINGDOM



# Guest care

Our guests have the right not only to be safe during their nights out but to experience the highest degree of guest care available.

As a business our strength is often in the care we offer our guests, however what we are not so good at is communicating to our guests that they can ask for help and we will do what we can.

We are consequently launching a joint guest care and safety policy to provide the care to ensure our guests have the best possible night knowing that “We Care”, we will combine this with a communication campaign so guests are aware of the help we will offer.

This “We Care” approach also includes a “safety net” system, where when things do go wrong every possible step is taken to look after every guest.

We also aim to ensure that the vulnerable are recognised and dealt with sympathetically, preserving their dignity and safety at every opportunity.

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# Key points in our policy

The following steps will be adhered to, to ensure we take a responsible approach to the safety protection and care of all our guests but in particular ensuring that the venue gives special care to those who may become vulnerable.



## Guest Care Ambassadors

Key to the initiative and easily recognisable. These ambassadors will be stationed to welcome in our guests. They will be available to help with all queries, questions and problems, ensuring at all times that there is a friendly approachable face our guests can come to if in difficulty.



## Free Bottles/Glasses of Water

Anyone showing signs of intoxication will be offered a free glass or bottle of water before they leave the venue.



## SIA Trained and Registered Security Operatives

REKOM UK employs security operatives with the legally required SIA registration. However, in addition to this, we will not open without the presence of security to look after our patrons, one of which will always be female.



## Qualified First Aiders

These will be available on every session we open.



## Chaperones

We will provide a same gender chaperone if a same gender first aider is not available.



# Key points in our policy



## Medical Room

Whenever possible first aid will be administered in the equipped medical room under coverage of the CCTV system.



## Phone Charging Station

REKOM UK cloakrooms will hold a set of phone chargers which guests can use free of charge to ensure they can stay in contact with their friends at all times.



## Taxi Escort

If a vulnerable person needs an escort to the licensed taxi rank our security will provide this. It is also important to ensure that the person has someone to meet them at the end of their journey – we will ask the question. We can give them contact numbers for the venue should they need them.



## Use of a phone

In the event a vulnerable person needs to use a phone to ensure their safety when leaving the venue, a manager must be called and they will be given access to the venues landline.



## Handbag Cloakroom Service

All females can place their handbags in our cloakroom free of charge every night, to ensure the safe keeping of their belongings whilst in the venue.



# Key points in our policy



## Refuge Area

In addition to allowing vulnerable guests to wait inside the venue for a taxi, we will also offer a refuge area for any guest who needs time to compose themselves before leaving the venue.



## Staff Training

All staff will be trained in what to do if they spot a vulnerable guest and will be empowered to step in and intervene to make sure the guest is safe.



## Lost Property

As well as a logging system with a receipt bearing the club contact details and an incident number for anyone reporting lost items, a Guest Care Ambassador will help organise a search for lost property.



## Ask Angela

By telling guests that they can 'Ask for Angela' we are giving them a discreet codeword that they can give to staff if they feel unsafe or threatened.

Awareness of the programme will be provided through a social media campaign as well as posters and print in the venues.