

## Introduction

**ARENA SJ, LLC [“OPAL”] is part of Arena Nightlife Group LLC, a Bay Area promotion company** and is the owner of Opal, a nightclub located at 251 Castro Street, Mountain View, CA 94041. Opal has recently applied to the California Department of Alcoholic Beverage Control [“ABC”] to convert its current Type-48 ABC license to a new Type-90 [“Music Venue”] ABC License. The operation and entertainment at Opal will remain the same after final approval of the Type-90 except the Type-90 will allow patrons 18-21 into the venue.

Currently we are holding three parties per week at the Opal premises, on Thursday, Friday, and Saturday from 8:00 PM to 1:30 AM. We occasionally produce entertainment events on Sunday, typically on holiday weekends. We will also be open on floating holidays such as New Year’s Eve.

Our Company also produces events at our San Francisco venue [dba Arena SF], at our Los Angeles venue: SIP Lounge, and our nightclub in Costa Mesa, CA. Arena SJ and its Managing Member, Jackson Chang, have produced dance party and entertainment events in San Francisco for the past seventeen years. Our events are professional, well-managed and well-capitalized. Arena has also produced parties at many San Francisco venues including Kelly’s Mission Rock, Sound Factory, Gasket, Jelly’s, Origin, The Grand, Holy Cow, Cocoon, Butterfly, Snow Drift and Rouge.

Opal and Arena SJ has a large social media presence which created an immediate buzz and loyal customers at Opal location. We are aware of the problems this immediate popularity caused in our neighborhood and have been proactive in dealing with issues we have brought to the areas surrounding our venue. We have a strong security team and have a minimum of one security person for every fifty patrons. We believe that our security plan and its execution by a professional bonded/guard-carded security staff will minimize noise, crowd control issue and other challenges and allow us to operate in a safe manner while being a positive influence and a **Good Neighbor** in Mountain view.

Opal promotes and produces events on Thursdays (9:45pm to 2am) for an 18+ college crowd. This event typically draws three hundred patrons. Our Friday and Saturday parties are twenty-one and over with 300 patrons each night. Our target demographic is Asian American college graduates/working professionals. Many are alumni from various UC, State, and private colleges around California

### ***Weekly lineup and Staffing.***

We presently host three weekly parties. Our goal is to provide at least one guard-carded security person for every fifty patrons.

Thursday nights we will host a (yet-to-be-named) 18+ party with an expected attendance of 250-300. Due to the presence of 18-21 customers, there will be NO ALCOHOL --- bottles or drinks—in the front bar area. All alcoholic drinks will be in the in a **special segregated** 21+ONLY section. This 21+ area consists of the rear bar area, rear lounge area and back patio. There are **two** staircases in the Opal venue. WE WILL HAVE A SECURITY GUARD AT THE ENTRANCE TO THE REAR BAR/REAR LOUNGE AREA. No one under 21 can gain access to the stairs to the mezzanine or to the 21+ area. We will be very strict on patrolling these areas.

If you are 18-19-or 20 you will be marked on your hand with a **black permanent-ink “X”**. If you are over twenty-one you will get a wristband (hard to remove). Water and non-alcoholic beverages and food will be sold at the ground floor front bar.

We will have a **minimum of 6 security guards on Thursdays, Friday, and Saturday** - 1 supervisor and 5 regular guards.

2 guards will be at the front door area:

- 1 Checking ID/ Use ID scanner. Wristbands (21 and up) /X hand mark in permanent ink if under 21)
- 1 Pat Down and for Line Control and neighborhood ambassadors

4 Downstairs Main Floor

- 1 Guard near or in back patio
- 1 guard at entrance to back 21+ area
- 1 Guard Roaming (“floater”)
- 1 Guard Roaming (supervisor)

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AMENDED June 1, 2023

We will also have one on-site manager to assist with keeping noise down, crowd control and operations.

On Friday we will host **X2K Jams** and on Saturday **SLAPS**  
These are events are marketed to a 21+ clientele. We typically have 300 Patrons at these events. . **We will have 6 Guards. (1 supervisors, five regular guards)**

**Friday and Saturday we will have:**

2 guards will be at the front door area:

- 1 Checking ID/ Use ID scanner. Wristbands (21 and up) /X hand mark in permanent ink if under 21)
- 1 Pat Down and for Line Control and neighborhood ambassadors

3 Downstairs Main Floor

- 1 Guards Near or in back patio
- 1 guard at bottom of back staircase nr. women's Restroom
- 1 Guard Roaming (supervisor)

1 guard Upstairs 2nd Floor

- Guard by balcony stair case next to Womans restroom.

At Opal, the safety and security of our guests and employees is our first concern. This Security Plan is designed to provide the Mountain View Police Department, the ABC, and our employees with information regarding various aspects of our safety and security program.

**The Opal Security Plan** and safety program is designed to comply with the safety and health standards that have been developed by federal, state, local government, and current industry standards. It is our intent to be in compliance at all times, to assist the MVPD in crowd control issues and to **always** act responsibly and to be a **Good**

**Neighbor.** To accomplish this, we have hired excellent and mature security staff that are well-trained, experienced and who all possess Guard Cards issued by the State of California Department of Consumer affairs.

### **General Operations**

- 1) **OPAL will** have security whenever entertainment is provided on the premises. At a minimum, there will be one security person for every 50 guests that frequent the venue when musical events [live or DJ] or entertainment is being offered. This will be increased, as necessary.
- 2) **The OPAL will** post at the premises, near the entrance, a sign asking our guests ***“to be good neighbor and leave the area quietly.”***
- 3) At least once every hour, security will walk in front and 50 ft past on each side of our building on Castro. During crowded events, if there are long lines outside, we will have a security ambassador station monitor our line to ensure that guests respect neighbors and parked vehicles. At the end of the evening, security will walk a 100-ft radius from the premises and shall pick up and dispose of discarded beverage containers and other trash left by area nighttime entertainment patrons.
- 4) Our security will form specific marked entry lines as well as exit points for guests to leave by. We have a separate entry line for VIP Reservations. We will control our lines with the use of stanchions and ropes, forming cues in a single line away from the street. Entering patrons will form a line in one direction, while the exiting crowd will be led to leave through another.
- 5) We will supply outside lighting which will illuminate the outside street areas, sidewalk, and nearby street parking.
- 6) Security will be posted at all entrances and exits and shall urge patrons to leave the establishment in a quiet, peaceful, and orderly fashion. Signs shall also be posted at all entrances and exits, also urging patrons to leave the area in a quiet, peaceful, and orderly fashion.
- 7) No noise from the venue shall be audible in any surrounding residence, hotel room or occupied business establishment.

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AMENDED June 1, 2023

8) As a Type-90 ABC licensed establishment we will comply with all ABC rules regarding minors and alcohol. Our license requires us to admit persons under 21 years to the premises. We have thrown 18+ parties for two decades and we will be extremely vigilant to ensure that no minor is allowed in any area of the venue where alcoholic beverages are stored or sold. We will also make sure that minors do not enter or use a fake ID. We own and employ an ID scanner at our front door.

9) Per Mountain View Health Department regulation NO ONE may ever smoke in the establishment. We will have an external [well- regulated] smoking area with posted security on busy evenings.

10) **OPAL** will establish a cellular telephone line, dedicated as a community “hotline” that shall be promptly answered during operating hours for the purpose of fielding and action upon complaints from neighbors. We will post this number on our website and post the number near the front door.

11) We typically will have 2 security guards at the front who will perform purse searches and pat downs at the front door to ensure safety of patrons and staff. We do not allow patrons to enter with large bags or backpacks unless they are the DJs for the evening.

12) We believe that the proper use of video surveillance is key to keeping our patrons and the neighborhood safe. We will utilize an electronic surveillance and recording system that is able to view both inside and outside the premises. We will maintain a security system on the outside of our building and keep these video records for at least 14 days. We will maintain our video records for a minimum of 14 days and make them available to ABC or MVPD upon request.

13) Staff will keep the sidewalk clear for 100 feet in any direction.

***14) The Opal shall contact MVPD by calling 911 dispatch if an altercation occurs inside the premises or within a 100-foot radius in all directions from the premises. We have effectively no fights or aggressive behavior at our Los Angeles location or San Francisco location and believe we will also curb fights at our Mountain View location.***

## **Entrance Procedures for Nightclub Operations**

On Thursday Friday and Saturday evening, when entertainment is being provided, the Exterior staffing levels will be at a minimum two security guards and in the interior, we will have four guards. 2 guards will check ID patrons and use ID scanner. At close one guard will be making sure patrons are keeping the noise level down and making sure patrons are not going to other businesses intoxicated or urinating around the area.

Physical altercations, however slight, shall not be condoned and are immediate reason for ejection or non-admittance into the venue. Parties involved should be escorted to the nearest exit and removed from the venue with an admonishment not to return and subject to arrest for trespassing. Disputing parties should be removed from different exits when possible. Frontline staff should be advised of the parties ejected and the reasons for the ejections. [ **SEE** "Separation and Removal of Patrons in the Event of Fights" section, below.]

### **Summary of Entrance Procedures**

- 1) During entertainment hours, upon approaching the door of the building, security personnel will verify the age of our customers by asking for their identification, inspecting the ID, and then running it through our ID scanner.
- 2) Only government issued photo IDs will be accepted. The door person/ id checker will confirm a customer is of legal drinking age as they enter and issue an identifiable stamp or wristband (Thursday only) No wristbands are used on 21+ parties (Friday and Saturday). We have obtained an ID Scanner and will scan all ID's being presented at the front door.
- 3) We will be extremely vigilant regarding intoxicated trying to gain entrance to the business. We will not let them in.
- 4) There will be NO discrimination at the door as to race, age, sex, orientation, etc. We may enforce a dress code in certain instances.

### **Exit Procedures**

1. When an event ends, our security personnel will turn up all the house lights (gradually) to a maximum level to alert customers that the event is over.

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AMENDED June 1, 2023

2. All music will be completely shut off, and patrons will be asked to leave the venue area quietly. We will use a controlled “out-flow” to minimize problems on the street at closing.

3. As patrons leave, staff will assure that all patrons leave in a quiet and responsible manner and that no one loiters around the premises. Staff will also look for intoxicated patrons and keep them from driving any vehicle in an impaired condition.

4. We will maintain and cultivate our relationship with MVPD and request their help in dispersing crowds if necessary.

5. We will request help from MVPD if any major disturbance occurs at or near the venue.

### **Event Management**

1) Our security personnel will roam the perimeter of the venue hourly, (at a perimeter of 100 feet) to assure that patrons keep noise levels down and discourage loitering outside the venue.

2) Security will also scan adjacent parking areas for suspicious activity or loitering. 3) Any unlawful activity in the vicinity will be immediately reported to MVPD.

4) We will have undercover security on the floor during crowded events looking for violent patrons, overly intoxicated persons, drug use etc.

5) All other security staff will be dressed in distinctive clothing with a name badge or jacket plainly marked as security staff.

6) No third-party promoters shall be permitted to host events at the premises.

### **End of Night Procedure**

At 1:15 A.M. we will make our last call, flash the light, and play a final couple tracks of the night. At 1:30 we turn up all the lights, play calm music and ask that all patrons exit the premises. Our Security will then work to clear the sidewalk and drinks off tables. The last guard will stay on the clock and monitor our neighborhood for at least thirty minutes after the business has closed—until approximately 2:30 A.M., making sure our guests find their way to their cars or other transportation as quickly and quietly as

possible. We will also monitor the neighborhood to keep an eye out for any trouble in the neighborhood.

### **Separation and Removal of Patrons in the Event of Fights**

In the [unlikely] event of a fight between patrons, security will immediately separate the fighting persons or groups. We will then remove the most aggressive group or person and attempt to have them leave the neighborhood quietly. Next, we will then remove the second group or patron and again attempt to have them leave the area.

### **Medical Emergency**

Our outside Security teams will isolate the patient until emergency services arrive. We tell staff to always call 911 in emergency medical situations.

### **Training**

- 1) All security personnel will be professionally trained to manage any type of disturbance. We will hire mature people with a positive attitude and a cool temperament. Security staff will be required to have previous experience and have extensive security training. **They must possess a Guard Card** from the California Department of Consumer affairs.
- 2) We will enroll our entire staff in the ABC's LEAD training to assure they can manage agitated/hostile customers and know ABC regulations regarding minors and alcohol.
- 3) **We will teach a policy of ZERO physical contact with patrons. Security staff will not touch a patron unless involved in a serious situation which could result in harm to patrons or staff. We feel that physical intervention tends to escalate, rather than de-escalate situations in the venue.**

### **Conflict Resolution**

- 1) We will not serve any intoxicated patron. In the event of over-intoxication, security staff will inform the customer's friends/companions that they must take their friend home.
- 2) Altercations between customers will be broken-up by security immediately with as little physical contact as possible [see Training #3, above]. Customers involved in the



dispute will be escorted from the premises. See ***Separation and Removal of Patrons*** section, above.

3) In the event of serious injuries, unconscious patrons, etc. which occur on the premises, security personnel will immediately call the 911 / Mountain View Fire Department.

### **Sexual Predators**

It is one of our main goals to make people both feel safe when they attend our venue. We have a zero-tolerance policy for any form of aggressive behavior or harassment. Our Security staff is constantly looking the signs of a sexual predator. Our staff will be trained to monitor the drinks as much as possible and will alert security at the first sign of suspicious behavior. All suspected incidents will be documented and available to the police at their request.

### **Drugs and Narcotics**

1) The OPAL has a zero-tolerance policy regarding drug use by staff or patrons.

2) We will train staff to recognize the symptoms of individuals who are illegally using drugs: i.e., contracted pupils, drowsiness, watery eyes, runny nose, extreme agitation/ jitteriness. We will refuse entrance to such individuals.

3) Staff will monitor restrooms for drug use.

### **Fire Emergencies**

The objective of the Fire Emergency Response Plan is to provide safety to those employees and guests alike, in case of a fire emergency.

It is important that each staff member be aware of their specific duties during the time of a fire emergency, and participates in all safety tasks, both from the viewpoint of prevention and emergency preparedness.

It is imperative that each staff member be knowledgeable of their responsibilities during an emergency. It is the coordinated response of each employee to prevent the loss of life, injury and panic to all employees and guests.

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AMENDED June 1, 2023

Panic is a contributing factor to increased injuries and the loss of life during fire emergencies. The Safety Training Plan will give staff members the confidence and fortitude in remaining calm and knowledgeable about how to react during a fire emergency.

**Preparedness Measures:** [Staff safety instructions]

- Know the location and operation of all fire and emergency related equipment. • Become familiar with the site location, entrances and exits.
- Formulate the best pedestrian traffic patterns for emergency egress.
- Know the central meeting place for information gathering (Command Post).
  
- Know the location of all guests/employees that require additional assistance. • Make sure all walkways and exits are clear of obstructions.
- Know the locations of all utility shut-off locations.
- Conduct monthly fire and emergency evacuation safety drills.
  
- Establish and document monthly inspections of all Fire/Safety Equipment.
- Establish and document a program with OSHA standards in the safe operation of fire extinguishers, fire emergency equipment, emergency lighting system, smoke detectors and sprinkler systems.

**Fire Response:**

- Attempt to confirm the level of the hazard without endangering yourself. Assess the situation as an immediate and serious threat. You are not required to extinguish a fire with a fire extinguisher and should use an extinguisher only if you have been trained and the situation does not present a personal safety hazard.
  
- Confine the fire by closing doors where the fire exists.
- Notify other staff members of the fire and required evacuation. Activate the fire alarm system.
- Dial 911 and report conditions. Assign a staff member to meet with MVFD outside the location with site plans and master keys.
- Clear vehicles and pedestrians from the front of the location. Valet should remain closed.
- Evacuate the building of all guests and employees. Staff members should be able to assist all guests by directing them to the nearest fire exit with verbal directions that are clear and easy to follow. Suggest the following; no talking

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AMENDED June 1, 2023

(instructions should be heard), high heels should be removed, calmly walk in a single file line, and once exited, move away from the building and emergency apparatus.

- Employees should stage in an area where a visual count can be made as to their whereabouts. Guests and onlookers should be directed and moved across the street so as not to interfere with emergency response personnel.
- Report any injured or missing persons to emergency personnel. ➤ Notify surrounding businesses of fire and evacuation.
- In the event of a total evacuation, the host or staff members should remove all confidential materials and monies, cash drawers and tills.
- Only return or re-occupy the Venue at the direction of Management or MVFD.

### ***Fire Prevention Plan:***

THE OPAL's *Fire Prevention Plan* is designed to provide for safe workplace practices that minimize the risk of a fire emergency. Be aware of fire prevention and how important it is.

Safe practices shall include:

- Smoke only in designated areas [outside].
- Monitor guest activity upon entering the Venue and while guests are inside, to insure safe fire practices (no smoking or open flames).
- Do not stock materials close to sprinkler heads. Keep heads clear for at least 18". In sprinkler locations, do not stack inventory of any sort within 18" of the ceiling.
- Store oily or dirty rags in closed metal containers.
- If lint, dirt, or other flammable materials are present in the area where you are working, clean the area first prior to working with an open flame.
- The Venue's Management will coordinate and conduct periodic facility inspections and make sure that if unsafe conditions are found that they will be addressed and corrected immediately.
- Management will conduct and document monthly inspections of fire emergency equipment, including; all smoke detectors, all emergency evacuation lighting, all emergency exit signs, and all fire extinguishers.
- Management will conduct periodic inspections of the fire alarm systems in accordance with state and local regulations.

- Management will conduct quarterly fire drills in accordance with the Opal procedures of the Fire Emergency Plan

### **Earthquake Response**

In the event of an earthquake, if you are indoors stay there. Get under a desk, a bar, a table, a stand or under a door frame and secure yourself to it. Stay clear of windows, heavy and unstable furniture, or appliances. Do not rush outside since you may be injured from falling debris or glass.

If guests are outside, advise them to get into the OPEN, 100-300 feet away from buildings and power lines, if possible.

Be prepared for the possibility of an aftershock. Remain on the outside of the building until authorized to return to the building. Be prepared for the possibility that there will be no electrical or telephone services available.

Once the main tremor has ceased, assess the situation. Summon assistance for anyone that needs medical attention. Survey the area for any structural damage. Report such damage to Management and await instructions. Management will make the determination if an evacuation is necessary.

Under management's supervision, immediately mitigate any spills or other materials that may cause a hazard inside the Venue. Staff members should be directed to check all fire equipment, gas lines, power lines, exits and stairwells.

Management will make the determination whether the Venue will reopen for business or close for safety reasons with the help of local authorities and service providers.

### **Active Shooter Situations**

#### **HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY:**

Quickly determine the most reasonable way to protect your own life. **Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.**

**1. Evacuate.** If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind

- Evacuate regardless of whether others agree to follow
- Leave your belongings behind• Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible• Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

**2. Hide out.** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place.

- Lock the door
- Blockade the door with heavy furniture

### **3 • If the Shooter is nearby.**

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., sound system, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet if evacuation and hiding out are not possible:
- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen.

### **4. Act against the Shooter**

- Acting as aggressively as possible against him/her
- • Throwing items and improvising weapons
- • Yelling
- • Committing to your action

### **Bomb Threats**

It is unlikely that The OPAL will receive a bomb threat. Typically, threats of this nature are a prank. Nevertheless, all employees must be aware of the necessary activities that are to take place when a bomb threat is received.

If a bomb threat is received:

Remain calm and demonstrate through your tone of voice that the threat is taken seriously.

Keep the caller on the line as long as possible.

If practical, advise the manager on duty or another nearby co-worker that the threat has been received.

At minimum ask the following questions:

- Where is the bomb located?
- What type of bomb is it?
- What will cause it to explode?
- Why was the bomb placed?
- The name of the caller or organization?

The above information will be asked of you by the authorities when appropriate. Always remember to remain calm and listen carefully, ensuring that you understand every word. Ask the caller to repeat if necessary.

- Listen for background noise and sounds.
- List as much detail as possible when recording the caller's information.
- Notify Management to contact the police immediately. In the absence of management, call 911 and report the threat.
- If the location is not given, have staff members search the entire venue and facility.
- If a device or suspicious package is found, do not touch, or disturb it. Exit the area. Begin evacuating the building immediately. Management will instruct on the designated area for guests and employees to assemble.
- Management will direct police to the area of the suspicious package or device.
- Re-occupy the building when only directed by Management and the authorities.

## **Robbery**

In the unlikely event of a robbery, it is important that all employees remember that each employee's safety is paramount. This is another form of workplace violence that troubles and plagues the industry. Robberies can easily escalate and cause serious injury to both guests and employees if not handled appropriately. All staff members should be aware of some basic common-sense guidelines, as follows:

### Immediate Response:

- Stay calm and cooperate with the assailant(s).
- Follow directions given.
- Do not do anything that could cause the robbery to escalate into violence.
- Do not resist, argue, insult, confront or attack the assailant(s).
- Do everything possible to ensure that the robbery is quick, smooth, simple, and over as soon as possible. No conversation is necessary and should be discouraged.
- Never chase or follow a robbery suspect out of the Venue.

### Follow-Up response:

- Make certain that there are no injuries. Administer first aid if necessary.
- Notify the police and or medical if necessary.
- Document the description of the assailant(s) in written form. Ask other witnesses to do the same.
- Notify Management immediately.
- Secure the area and crime scene. Do not touch or move anything that the assailant(s) may have touched.
- Never release any dollar amounts involved in the robbery, other than to the police.
- Refer all information requests to Management.

## **Critical Incidents**

Critical incidents are those incidents that pose a threat of danger or harm to guests and/or employees within the venue. Critical Incidents are best prevented and should be addressed prior to becoming a problem. Common sense and preparation are the keys

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AMENDED June 1, 2023

to success in preventing a small incident from becoming a critical incident endangering guests and employees. On a daily basis the following steps shall be taken in order to better manage and mitigate any challenges or critical incidents.

Front line staff should monitor the entrance lines for any potential problems, disruptive persons and/ or intoxicated persons that are unable to care for themselves and/or others. The lines should always be monitored paying particular attention to any open containers and underage people attempting to gain access to the venue. Documented incidents and arrest reports have shown that underage drinking and intoxicated persons are the precursors to problems inside nighttime venues and bars. These preventative measures can be the determining factor of a successful evening or event.

All debris and trash receptacles in front of the Venue should be emptied and clear of any large items that could be used or thrown out as weapons. Exterior lighting shall be in good working order and sufficient to be able to describe in detail one's facial features from approximately 50 feet away. Any and all solicitors should be encouraged to move along and not loiter or obstruct the sidewalk in front of the Venue without lawful reason. This will help discourage people from lodging in front of the business during closed hours of operation.

Two separate lines will be established to differentiate people on the invited guest list and those people buying tickets at the door for general admission. These front patron lines should be as close to the building as practical, within 3-4 feet from the wall. The sidewalk in front of the venue shall always remain open to pedestrian traffic. No structures or tents will be erected in front of the Venue without proper permitting from City of Mountain View or County of Santa Clara. (The City of Mountain View does not issue permits for camping) Staff members will ensure that guests do not spill into the street affecting vehicular traffic or other pedestrian hazards. Staff members will make every effort that Q-lines are reduced, and entry made into the Venue as safely and efficiently as possible.

### **Incident Response**

- Respond quickly and yet calmly.
- Assist injured persons.
- Summon proper medical assistance.
- Do not provide medical assistance unless properly trained.
  
- Do not move injured parties.



- Avoid statements that infer liability.
- Stabilize the situation and secure the scene, as necessary.
- Crowd control should be performed directing others away from the incident.
- Prevent further injury or damage.
- Do not move the injured causing additional injuries.
- Notify police if necessary and assist as needed.
- **Get witnesses' names and contact information.**
- Witnesses who saw the incident.
- Witnesses who did not see the incident.
- Employees and third parties.
- Gather facts and preserve any evidence.
- Record the scene (photos) prior to it being changed.
- Interview victim(s)
- Talk to witnesses separately and individually.
- Document the incident.
- Document the sequence of events prior to the incident (contributing factors).
- Document any statements made.
- ***Statements made to the Media.***
  - Have one informed spokesperson liaison with the Media.
  - Never say, "No comment."
  - Try to keep the media informed, however not to the degree of jeopardizing any on-going police or internal investigation.
  - Try to keep the media in a designated area.

### **Workplace Violence**

The OPAL believes conducting business in a workplace free of violence or threat of violence. We take verbal threats and threatening behavior very seriously. Employees who exhibit belligerent, intimidating, or threatening behavior in the workplace will be appropriately disciplined or terminated depending on the extent of the behavior. Any threat of violence will result in the affected employees being immediately separated and the aggressor being suspended from work pending further investigation and action.

Any employee who feels he or she has been threatened or has experienced a fellow employee threatening others should report such incidents immediately to their

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AMENDED June 1, 2023

immediate supervisor, or manager, without fear of reprisal. All such reports will be investigated thoroughly and discreetly. Employees will not suffer adverse consequences or retaliation as a result of reporting threats of violence.

### **Emergency Evacuation**

1) In the event of earthquake, explosion, or similar event, security's role is to be alert to security threats, assess risk and notify the manager of impending hazards to patron and/or staff safety. Security staff are vital to the successful execution of an emergency evacuation plan.

2) We will train staff in advance of the venue's emergency evacuation plan. 3) Evacuation will be ordered only by the manager on duty.

4) We will protect human life first and property second.

5) Security **must** (and will) keep calm and maintain control. Patrons will key on staff reaction to the situation. By being calm we will keep the situation/evacuation calm and safe.

6) In the event of loss of power to the building or the neighborhood our battery-pack emergency lights in each room and each bathroom will automatically illuminate. If power remains off for more than several minutes, we will evacuate patrons from the building. The head of security staff shall test each emergency light at the beginning of each month by pushing the "test" button to ensure that emergency lights are working and charged.

### **Site Plan**

We will prepare a complete site plan for OPAL. Listed on these plans will be locations of all safety equipment:

- Pull Stations
- Fire Extinguishers
- Emergency Exits
- Stairs

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AMENDED June 1, 2023

These site plans are to be updated and remain in this safety binder. A separate set of site plans are to be made available to The San Francisco Fire Department as well as other local government entities upon request.

### **Emergency Contact List**

Emergencies **911**

City Services / Information **650-xxx-xxxx**

Police Non-emergency: **650-903-6344**

MVPD Permits - Sgt. David Fisher: **650-903-6344** or **650-448-9786**

Poison Control **800.876.4766**

Jackson Chang (General Manager) C.4 [REDACTED]

TBD \_\_\_\_\_ (Security. Manager) C. **650-xxx-xxxx**

In the event of a fire emergency or critical incident, all THE OPAL Management on the Emergency Contact List are to be contacted immediately.