

**Timepiece, Little Castle Street, Exeter,
Devon, EX4 3PX**

Index

		Page(s)
Section A:		
1	Witness Statement	1 - 8
2	SKi 1 Incident Report 19.09.25	9 - 10
3	SKi 2 - CCTV Entering	11
4	SKi 3 - CCTV Entering Toilets	12
5	Ski 4 - CCTV Stairs	13
6	SKi 5 - CCTV ST Pick Up	14
7	SKi 6 - CCTV SK Cam	15
8	SKi 7 - CCTV Sat Down in Street	16
9	SKi 8 - CCTV Street Pastors	17
10	SKi 9 - CCTV Friends Return to Club	18
11	SKi 10 - Friends Return to Club	19
12	SKi 11 - CCTV SK Cam Street Pastor Liaison	20
13	SKi 12 - CCTV Police Pass By	21
14	SKi 13 - CCTV Walking into Ambulance	22
15	SKi 14 - CCTV of drink with no Stop Top used	23
16	SKi 15 04.10.25 Entering	24
17	SKi 16 05.10.25 - Leaving	25
18	SKi 17 09.10.25 Entering	26
19	SKi 18 09.10.25 - Leaving	27
20	SKi 19 13.10.25 - Entering	28
21	SKi 20 14.10.25 Leaving	29
22	SKi 21 - Fire Service Letter	30 - 35
23	SKi 22 - Plastering Invoice	36 - 37
24	SKi 23 - Escorting CCTV (Body Cam)	38
25	SKi 24 - Body Cam CCTV J1	39
26	SKi 25 - Body Cam CCTV J2	40
27	SKi 26 - Body Cam CCTV Y1	41
28	SKi 27 - Body Cam CCTV Y2	42
29	SKi 28 - Body Cam CCTV Y3	43
30	SKi 29 - Correspondence with Police	44
31	SKi 30 - Supporting Letters	45 - 48

Section B:

1	Witness Statement [REDACTED]	49 - 53
2	RS 1 Age Verification Policy	54
3	RS 2 - Underage Posters	55 - 58
4	RS 3 CCTV ID Check	59
5	RS 4 - TP Door Policy	60 - 63
6	RS 5 CCTV Search	64
7	RS 6 Drink Spiking	65 - 67
8	RS 7 - Bottle and Stop Tops	68 - 69
9	RS 8 - 30.09.25 Incident Report - Suspected Needling	70 - 71
10	RS 9 Burger Shack	72
11	RS 10 BurgerShack Menu	73
12	RS 11 - Ask for Angela	74 - 76
13	RS 12 Welfare Card	77
14	RS 13 Refusal Log	78
15	RS 14 15.09.25 Incident Log - Removal	79 - 80
16	RS 15 TP Drugs Policy	81 - 83
17	RS 16 Drink & Vape Spiking Timepiece - Oct 2025	84 - 88

Section C:

1	Witness Statement [REDACTED]	89 - 91
---	------------------------------	---------

Section D:

1	Witness Statement [REDACTED]	92 - 94
2	RM 1 09.09.25 Staff Training	95 - 97
3	RM 2 TP Full Starter Pack	98 - 113
4	RM 3 Training Record Spreadsheet	114 - 118

Section E:

1	Witness Statement [REDACTED]	119 - 121
2	SK 1 SRA Badge	122

Section F:

1	Witness Statement [REDACTED]	123 - 124
2	JD 1 SRA Badge	125

Section G:		
1	Witness Statement	126 - 127
2	LP 1 SRA Badge	128
Section H:		
1	Witness Statement	129 - 130
2	ST 1 SRA Badge	131
Section I:		
1	Witness Statement	132 - 133
Section J:		
1	Witness Statement	134 - 135
Section K:		
1	Witness Statement	136 - 137
Section L:		
1	Witness Statement	138 - 139
Section M:	Correspondence with Police	
1	Correspondence with Police	140 - 146
Section N:	Correspondence with Dadds	
1	Correspondence with Dadds	147 - 148

Section A

Index

		Page(s)
1	Witness Statement [REDACTED]	1 - 8
2	SKi 1 Incident Report 19.09.25	9 - 10
3	SKi 2 - CCTV Entering	11
4	SKi 3 - CCTV Entering Toilets	12
5	SKi 4 - CCTV Stairs	13
6	SKi 5 - CCTV ST Pick Up	14
7	SKi 6 - CCTV SK Cam	15
8	SKi 7 - CCTV Sat Down in Street	16
9	SKi 8 - CCTV Street Pastors	17
10	SKi 9 - CCTV Friends Return to Club	18
11	SKi 10 - Friends Return to Club	19
12	SKi 11 - CCTV SK Cam Street Pastor Liaison	20
13	SKi 12 - CCTV Police Pass By	21
14	SKi 13 - CCTV Walking into Ambulance	22
15	SKi 14 - CCTV of drink with no Stop Top used	23
16	SKi 15 04.10.25 Entering	24
17	SKi 16 05.10.25 - Leaving	25
18	SKi 17 09.10.25 Entering	26
19	SKi 18 09.10.25 - Leaving	27
20	SKi 19 13.10.25 - Entering	28
21	SKi 20 14.10.25 Leaving	29
22	SKi 21 - Fire Service Letter	30 - 35
23	SKi 22 - Plastering Invoice	36 - 37
24	SKi 23 - Escorting CCTV ([REDACTED] Body Cam)	38
25	SKi 24 - Body Cam CCTV J1	39
26	SKi 25 - Body Cam CCTV J2	40
27	SKi 26 - Body Cam CCTV Y1	41
28	SKi 27 - Body Cam CCTV Y2	42
29	SKi 28 - Body Cam CCTV Y3	43
30	SKi 29 - Correspondence with Police	44
31	SKi 30 - Supporting Letters	45 - 48

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF [REDACTED]

Introduction

1. I am [REDACTED] a director of Timepiece Ltd, the premises licence holder. I am also a general manager at the premises (Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX) and focus on the running of the premises, as well as marketing. I have a background in Event Management and two years ago became a director of Timepiece Ltd.
2. I have taken the lead on dealing with these review proceedings.
3. By way of background, since Covid, we have operated a ticket only system, whereby groups attend having purchased tickets for an allocated arrival time. This therefore allows us to ensure that we have the correct level of supervision at the premises at all times. It also ensures that there is no queueing, as timeslots are allocated, allowing time for age verification and searching to take place upon entry. It also gives us a database of those that attend the premises.
4. As a professional operator, we take all allegations very seriously, especially if 'welfare' related. When I received the review papers, (the notices went up outside Timepiece at 12:45 on Tuesday 23rd September) we immediately took action as this was the first we knew about it. Those making allegations had not reported the incidents to us, there had been no liaison at all, just straight to a review being launched. I informed [REDACTED] and the wider management team and set about investigating the matter. [REDACTED] called [REDACTED] (Police Licensing) on Tuesday 23rd September. We met with [REDACTED] on site at Timepiece Wednesday 24th September at 1300hrs. I meanwhile went to Exeter City Council on Tuesday 23rd September at 1400hrs and then met with [REDACTED] from Licensing on Wednesday 24th September, around 1100hrs, in the Civic Centre, to discuss the review.

Main Incident (20 September 2025, around 23:00hrs)

5. I have been through the premises' incident reports for 20 September 2025 and there are no recorded incidents that match the description given of a young female becoming acutely unwell and collapsing outside the front. In addition, I have reviewed our entrance CCTV between 2200hrs and Midnight on 20 September, as well as the CCTV that covers Bailey Street, there is nothing reflected in the CCTV resembling this. However, there is an incident report for 19 September 2025 that mentions a girl lying on the pavement, so I believe this is the incident in question.
6. I was visited by a Police Officer on Tuesday, 23rd September, at 19:27 who stated that he was investigating an incident in relation to a [REDACTED] (who we believe to be Complainant A). Unfortunately, I didn't get the officer's name. He requested CCTV footage of Complainant A drinking on the balcony bar with a student in a red shirt (TO CHECK THAT HER DRINK HAD NOT BEEN TAMPERED WITH), this was on 19 September 2025. He also

mentioned in the initial testing that only ethanol was found and the sample had been sent away to another laboratory.

7. We have also reached out to the Police licensing officer who has confirmed that CRN 502502244647 relates to [REDACTED] and that the main Incident (Please see SKi 29 - Correspondence with Police) occurred on 19 September 2025. From our investigations, the incident involving [REDACTED] took place on 19 September 2025 and she fell at the bottom of the bathroom stairs. We believe there has been some confusion over the dates and the main incident and incident 2, are in fact the same incident that occurred on 19 September 2025.

Incident of 19 September 2025

8. There was an Incident Report written in relation to this incident. (Please see SKi 1 - Incident Report).
9. The night of the alleged incident was a regular Friday student event, where all students are required to have pre-purchased tickets.

10. Please see below the key times and elements as shown by the CCTV:

-20:07 Complainant A entered the premises. From the footage there are no signs of Complainant A being intoxicated (Please See SKi 2 CCTV Entering).

-22:50 Complainant A enters the toilets unassisted by friends and appears to be talking (Please see SKi 3 CCTV Entering Toilets).

-23:08 Complainant A was helped by 3 friends from the ladies' toilets within the nightclub, down the stairs. Friends allow her to slip further down the stairs (Please see SKi 4 CCTV Stairs) and [REDACTED] ("ST") (Door Supervisor) went over to assist as they fall through the door (23:09:10) (Please See SKi 5 CCTV -ST Pick Up).

[REDACTED] asked if Complainant A is ok and gets her back up from the floor and then radioed the door team, to which [REDACTED] ("SK") (Female Door Supervisor) came to meet him. ST confirmed that the group of friends stated that Complainant A was okay, however, ST decided that it would be better for her to move to the bench at the exit of the premises to assess her.

-ST then helped Complainant A down the backstairs along with the 3 friends (Please See SKi 5 CCTV -ST Pick Up).

-SK met ST in the alleyway leading out of the building and assisted Complainant A further, aiming to get her to the safe place at the end of the alleyway by the entrance (Please See SKi 6 CCTV - SK Cam).

██████████ (Door Supervisor) met SK and Complainant A by the Burger Shack and cleared a path so that they could be guided to the safe place (Please See SKi 6 CCTV - SK Cam).

-23:11 SK sat Complainant A on the bench at the end of the alleyway and assessed her, offering water etc and asking her questions, which she was answering along with apologising for being drunk (Please See SKi 6 CCTV - SK Cam).

-A friend advised that they had called a taxi for her and wanted to take her home. SK spoke to the taxi driver on the phone (Please See SKi 6 CCTV - SK Cam).

-Complainant A ,when trying to get up, fell onto the floor. ██████████ “LP”) (Female Door Supervisor) attended and lifted Complainant A upright, while the friends stated that they would get the taxi.

-SK helped the friends take hold of Complainant A and they departed towards the waiting taxi, thanking SK for her help. (Please See SKi 6 CCTV - SK Cam).

-23:15 Friends carried Complainant A around the corner where they all sat on the steps by the shops (Please see SKi 7 CCTV Sat Down in Street).

-23:25 Street Pastors attended the group, whilst they were attending, the housemates arrived and moved Complainant A away. Pastors had left water and were with Complainant A until 23:32 (Please see SKi 8 CCTV Street Pastors).

-Complainant A's housemates moved her further down the road towards Arcadia. 3 of the original friends left and returned to their night in Timepiece (Please see SKi 9 CCTV Friends Return to Club).

-23:33 The 3 friends re-entered the club (Please see SKi 10 - Friends Return to Club).

- 23:33 SK was out in the area clearing rubbish (not from the premises but out in the street) and noticed Complainant A with her housemates towards the end of the road and she went over to them. The housemates state they think she is fine as she is breathing ok.

-SK advised she would get the Street Pastors to have a look, unaware they had already spoken to Complainant A (Please see SKi 11 CCTV SK Cam Street Pastor Liaison).

-SK found the Street Pastors, they advised that Complainant A was ok, and the friends/housemates were supposed to be getting her home (Please see SKi 11 CCTV SK Cam Street Pastor Liaison).

-SK returned to Complainant A (23:36) and advised her friends they needed to sit her up, get her moving and some air in her lungs. Complainant A was crying and apologising and her housemates were trying to get her to move (Please see SKi 11 CCTV SK Cam Street Pastor Liaison).

-23:37 SK left them to move her and returned to the club (Please see SKi 11 CCTV SK Cam Street Pastor Liaison).

-23:38 Police van drives by her slowly. You will note that the housemates did not try and flag the police down to make them aware of the alleged spiking (Please see SKi 12 CCTV Police Pass By).

-23:44 Ambulance arrives, Complainant A walks into the back of the ambulance (Please see SKi 13 CCTV Walking into Ambulance).

In summary, in relation to the allegations made in the review I would say the following: Complainant A was not in 'medical distress' at the premises, as can be seen in the CCTV footage. At no stage were Timepiece Staff made aware that Complainant A had been spiked. The first mention of a spiking was in the review papers. Our SIA door supervisors were never asked to call an ambulance, our door supervisors did not ask that the complainant be moved away from the frontage. The CCTV and statements of those involved show that our door staff were compassionate, spoke to a taxi driver and assisted the group in trying to get Complainant A home. SK, whilst clearing litter from the street (not litter from the premises), then went to see how Complainant A was. SK went to find the Street Pastors, who specialise in dealing with this type of matter. [REDACTED] (Street Pastor) had seen Complainant A. He felt, as SK did, that her friends just needed to get her home. SK then tried to cajole the group to get Complainant A home. A police van had driven by and no one tried to flag them down for assistance or to report the alleged spiking. At no stage was SK, or any other staff members, told there was a suspected spiking and at no stage did staff refuse to call an ambulance.

Timepiece is predominantly student-led, and students can engage in a practice called "pre-loading" (drinking before going to nightclubs). With limited funds and rising living costs, students often feel pressured to drink heavily beforehand to save money while still 'keeping up' socially. Due to the delayed effects of consuming alcohol, students appear well and are admitted to the venue before the effects of such consumption materialise, whilst in the club. As a result, nightclubs are frequently left to deal with the consequences: managing unwell or disruptive individuals, handling accidents or injuries, and ensuring the safety of other guests. These challenges are inevitably made more difficult because the drinking occurred before students even reached the venue. However, with our policies and procedures, as well as our staff training, we ensure that we are best placed to deal with all challenges that arise.

Complainant A

- 11.** I understand it to be the case that Complainant A discharged herself from hospital. The first result in relation to spiking was negative for drugs, but a high level of Ethanol (Alcohol) was found. We have not heard what the second testing of the sample has found.
- 12.** The premises licence review was launched on the basis: of an alleged spiking, alleging that the premises failed to protect a vulnerable patron and that the venue was undermining two of the licensing objectives. However, it can be confirmed that from our CCTV footage that she has revisited the premises on numerous occasions. If Complainant A launched a review on the basis of the concerns set out above, why would she revisit such a premises and indeed stay for the lengths of time that she did? It is also noted that on said occasions she did not use the spiking caps for drinks that are available throughout the premises, please see SKi 14 -CCTV of drink with no Stop Top used.
- 13.** Complaint A visited the premises on:
- Saturday 4 October 2025 - Entered: 22:39 - Leaves 02:21 Please see SKi 15 & 16
 - Thursday 9 October 2025 - Entered 00:08 - Leaves 01:23 Please see SKi 17 & 18
 - Monday 13 October 2025 - Entered 21:45 - Leaves 01:33 Please see SKi 19 & 20.

Incident 3 (16 September 2025)

- 14.** I have looked into these allegations and have sourced the CCTV that shows the incident. A female, from her witness statement known as [REDACTED] tried to enter 'upstairs', showing an alleged fake stamp. For this area of the premises, you are required to pay an additional fee and for this you obtain a stamp. [REDACTED] tried to enter the 'upstairs' area and to do this she had to show that she had a stamp to a steward (non-SIA badged whose name is [REDACTED]). It was clear to [REDACTED] that she had a fake stamp on her arm and so he would not let her enter.
- 15.** [REDACTED] argued with [REDACTED] blocking the doorway. After a period of time, [REDACTED] called [REDACTED] (a Female SIA Door Supervisor) over to escort the female from the premises. As shown in the CCTV, (Please see SKi 23 -Escorting CCTV), [REDACTED] [REDACTED] was escorted from the premises, excessive force was not used, she was not dragged out as is alleged, she was in front of the door supervisor the majority of the way. You will see that SKi 23 shows [REDACTED] hair was snagged when trying to remove her friend's arm from around her, it was not 'purposely pulled' by our staff as is alleged.

16. The decision was made that due to the rudeness of the friend, [REDACTED] left the group at the door and said 'have a good evening, bye, bye'. Again, no one was screamed at or sworn at.
17. You will see from the CCTV footage from the body cameras worn by two male Door Supervisors, [REDACTED] and her friends were guided to write a complaint to the email address found on the website and that they should come back another evening as the male door staff could not undermine the decision made by their colleagues. In addition, there was no shouting or pushing by security. Please see SKi 24,25,26,27 & 28 for the Body Cam Footage).

Working With Police

18. We have always had a strong working relationship with the Police. As stated above, we reached out quickly to the Police in relation to this review. I can confirm that CCTV was provided to the Police in a timely fashion, so that they could assess the actions of our team firsthand. In addition, we have had a number of in-person meetings, in particular the 6 October 2025 visit at the premises whereby evidence of our staff training logs, incident logs, etc. Additionally, we have taken on board the advice of the Police and have gone above and beyond having our bar supervisors and door supervisors attend additional online spiking training. Additionally, 2 of the door supervisors have attended online WAVE training, the remaining door supervisors are in the process of undertaking the training. This is to ensure we are the best operator we can be.

Devon & Somerset Fire & Rescue Service

19. I can confirm that as part of this process we have had a visit from Devon & Somerset Fire & Rescue Service on 7 October 2025. The letter confirmed that we showed adequate safety and that they do not intend to return in connection with the visit. The letter suggested actions with some areas requiring sealing and plastering. I can confirm that this has now been actioned (Please see SKi 21 - Letter from the Fire Service and SKi 22 - Invoices for Plastering).

Student Support

20. We liaise very closely with the student body, particularly with the teams and clubs that attend. We have had letters of support from a few of the clubs' committee members, highlighting how we operate and their experiences while organising student events in Timepiece (Please see SKi 30 Supporting Letters).

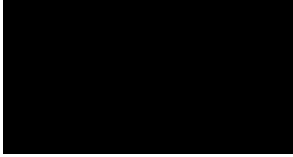
Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name:



Signed:



Dated: 24th October 2025

Incident Report Form

Date of Report: 19 / 9 / 2025

Time of Report: 23:40 (HH:MM)

Report Completed By (Full Name & Job

Title): [REDACTED] (Dod Sullivan)

1. Incident Details

- Date of Incident: 19 / 9 / 2025
- Time of Incident: 23:40 (HH:MM)
- Location within Venue: Collection from back door
- Type of Incident (tick as appropriate):
 - ☐ Violence / Assault
 - ☐ Ejection / Refusal of Entry
 - ☐ Drugs / Substance Misuse
 - ☐ Accident / Injury
 - ☐ Theft / Lost Property
 - ☐ Property Damage
 - ☒ Other: Intoxication

2. People Involved

- Person(s) involved:
 - Full Name(s): [REDACTED]
 - Gender: Female
 - Approx. Age: 18-19
 - Description (height, clothing, distinguishing features):
BLONDE HAIR WEARS + SILVER VEST
 - Address / Contact details (if available):
UNKNOWN
- Staff involved (e.g., security, bar staff):
 - Names & Roles: [REDACTED] - Dod Sullivan

3. Incident Description

(Provide a clear, factual account. Avoid opinions or assumptions.)

Called to assist with a female intoxicated who needed support to vacate the main premises. Escorted to back outside Gate with 4 friends. Plan made for friends to escort her home in taxi. Seemed intoxicated but no concerns for any other substance taken. Young lady was talking + waving + Apologising for being drunk. Was seen again lying flat down on floor on pavement in the street, assessed again with Street pastor. Was advised by friends they would get her home + again apologising. I suggested they get her up and home with water and monitor overnight if needed call 111 if concerned. Said c.

4. Action Taken

- Immediate Action: offered water. Plan to get home + give friend advice
- First Aid given (if applicable): to look after her
 - Provided by: _____
 - Details of treatment: _____
- Police called? ☐ Yes ☒ No
 - Officer Name / Collar Number (if known): _____
 - Incident / CAD Number: _____
- Ambulance called? ☐ Yes ☒ No
 - Reference Number (if given): _____
- Other Agencies Notified (Licensing, Local Authority, etc.): _____

5. Witnesses

- Name(s) & Contact Details:

[Redacted]

(DS AT TI)

6. Follow-Up Required

- ☐ Ban from venue recommended
- ☐ Management review needed
- ☐ Report to Licensing Authority
- ☐ Other: _____

7. Sign-Off

- Staff Member Completing Report:
Signature: [Redacted] Date: 19 / 9 / 28

- Manager On Duty [✓] (if different):
Signature: [Redacted] Date: 20 / 9 / 25

SKi 2 CCTV Entering

SKi 3 CCTV Entering Toilets

Ski 4 CCTV Stairs

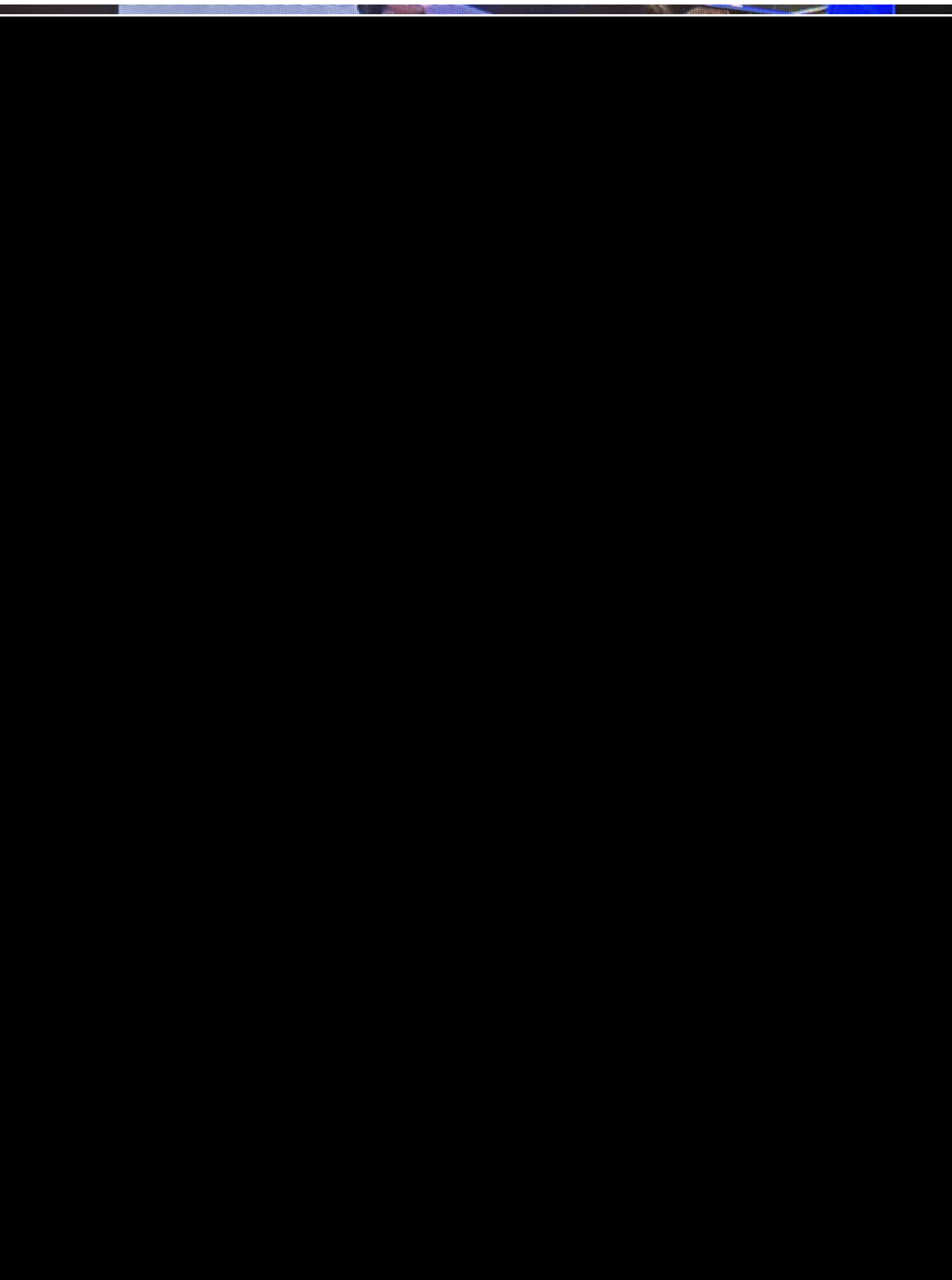
SKi 5 CCTV ST Pick Up

SKi 6 CCTV SK Cam

SKi 7 CCTV Sat Down in Street

SKi 8 CCTV Street Pastors

SKi 9 CCTV Friends Return to Club

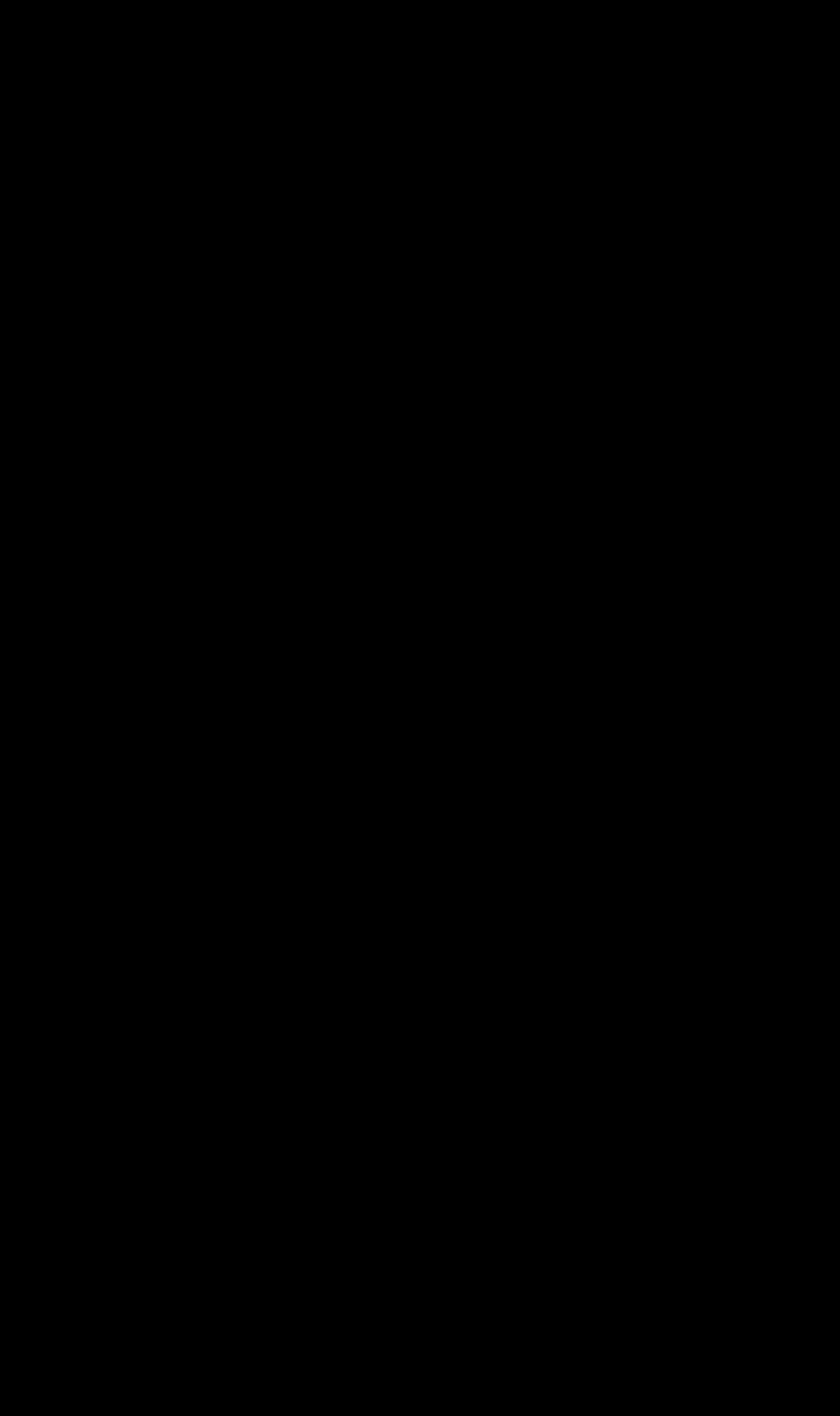


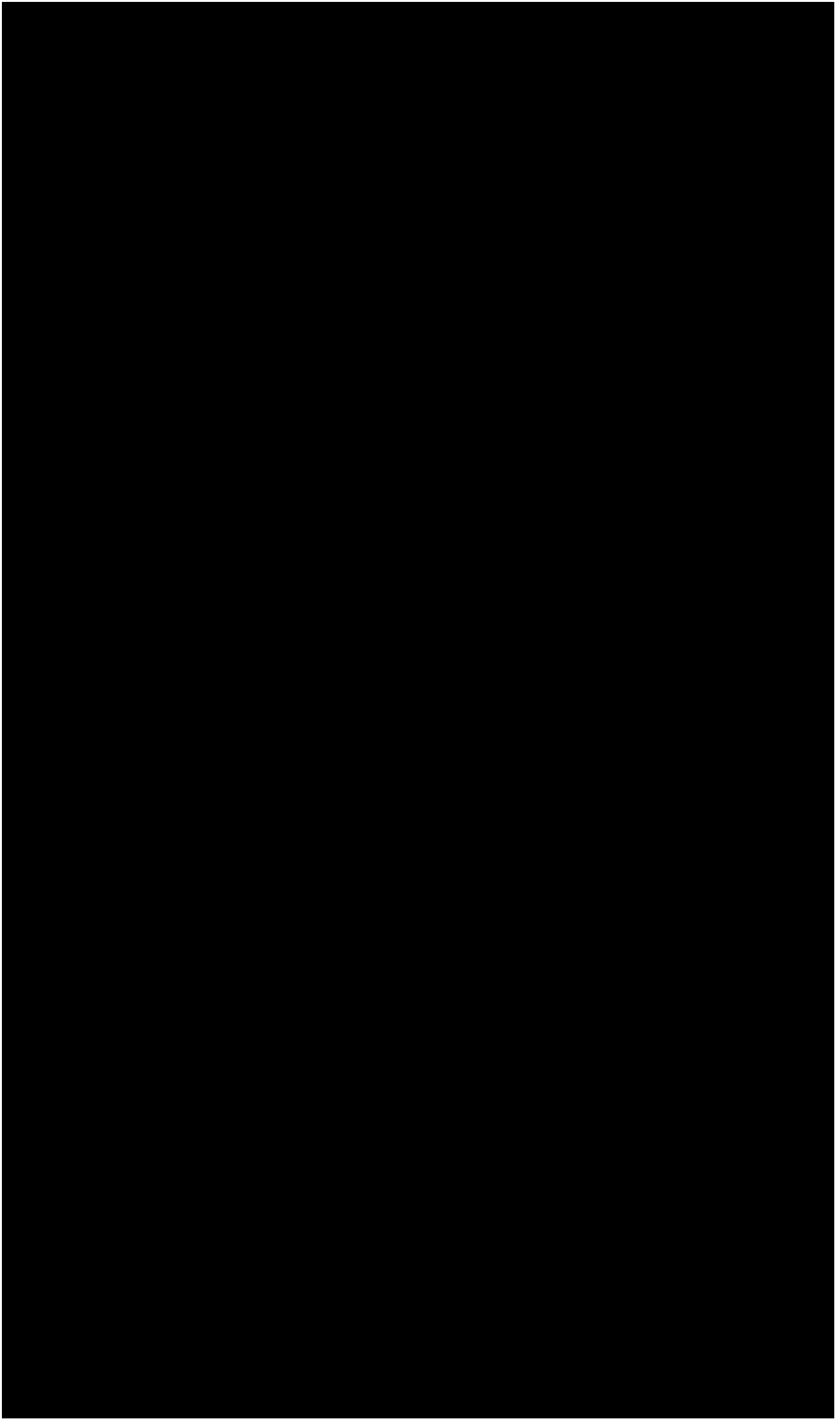
SKi 11 CCTV SK Cam Street Pastor Liaison

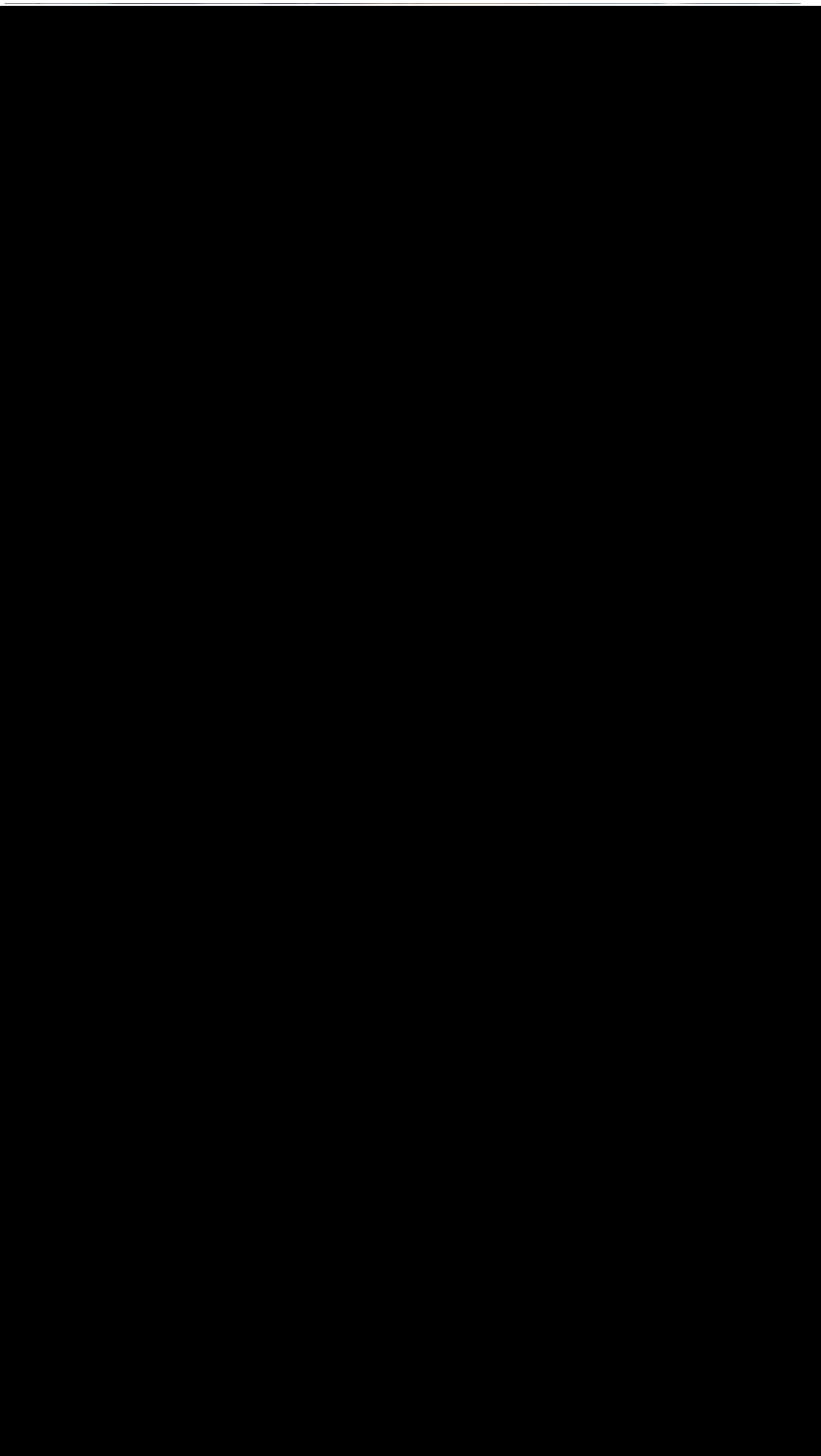
SKi 12 CCTV Police Pass By

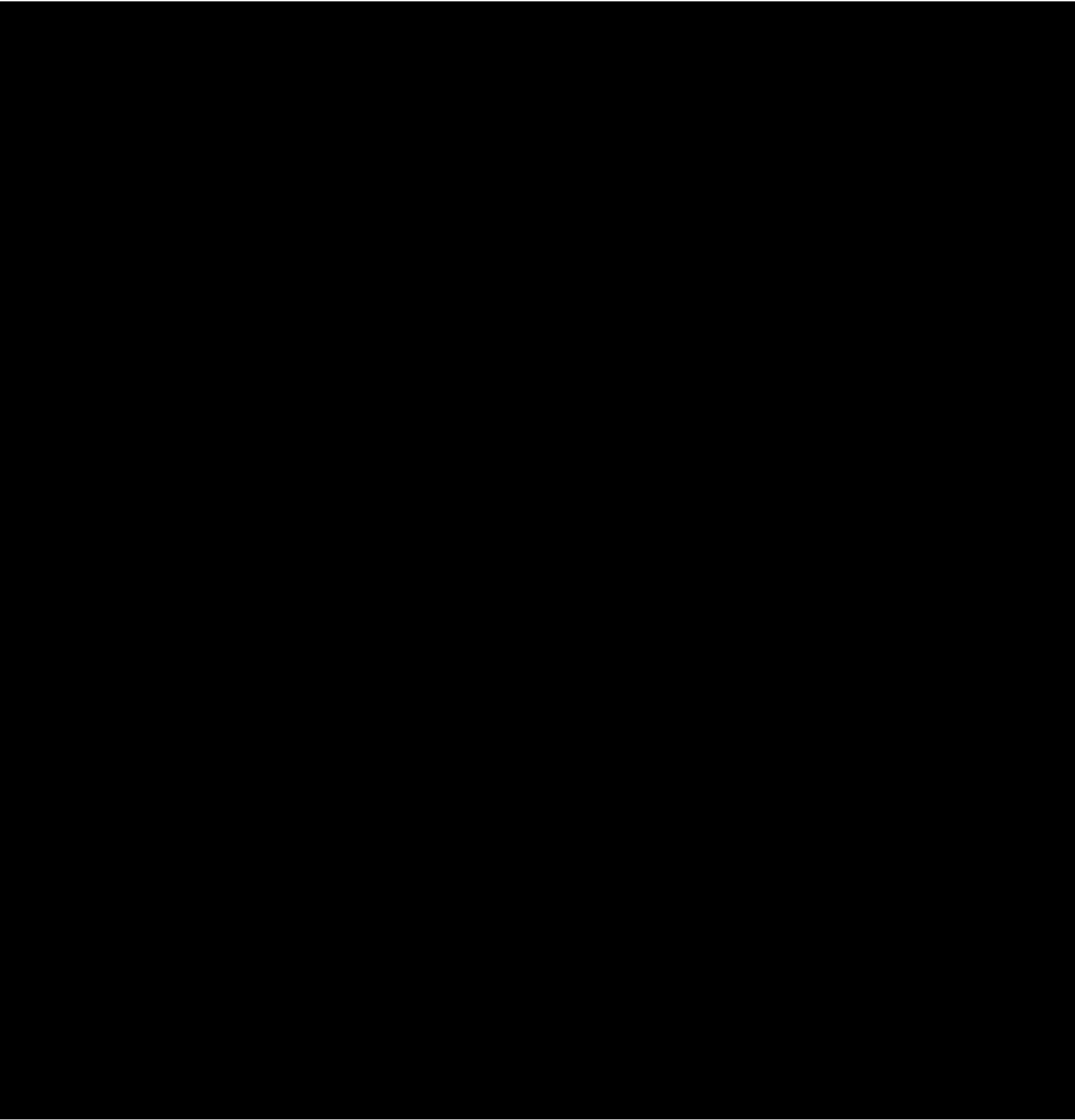
SKi 13 CCTV Walking into Ambulance

SKi 14 -CCTV of drink with no Stop Top used











**DEVON &
SOMERSET**
FIRE & RESCUE SERVICE

**Mr [REDACTED]
Timepiece
Little Castle Street
Exeter
EX4 3PX**

**Protection Delivery
Middlemoor Fire Station
Sidmouth Road
Exeter
EX2 7AP**

Your Ref:
Our Ref: BL318741/690158/HD/MD
Website: www.dsfire.gov.uk

Date:
Please ask for:
Email:

07 October 2025

Telephone: [REDACTED]

Dear Mr [REDACTED]

Letter of Fire Safety Matters

Premises: Timepiece, Little Castle Street, Exeter, EX4 3PX

I visited your premises on 7 October 2025 and evaluated the fire safety provided. I am pleased to advise you that you showed adequate safety. However, I am of the opinion that you can improve that safety. The attached schedule sets out my suggested improvements. There is no time limit associated with this letter. I do not intend to return in connection with this visit.

Have Your Say

You can clarify or challenge what you need to do. You can also comment on your experience of my visit. Our Enforcement Policy Statement (www.dsfire.gov.uk/enforcement) tells you how.

Alternative Solutions

If you want to use a different approach to bring about safety from fire please contact me. An alternative solution may allow you to apply an equally appropriate safety solution to better meet your needs. Any alternative you propose must meet the 'outcomes' stated in the schedule.

The Fire Safety Order

Fire safety law requires you to take steps to keep people safe in case of fire. The general ways in which the law (and we) expect you to do this include (among others):

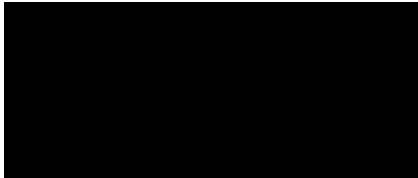
- Reduce the risk of fire.
- Reduce the risk of the spread of fire.
- Provide sufficient escape routes (corridors, stairs and doors) for people.

Tel. 01392 872200

Chief Fire Officer – Gavin Ellis PGDip, MBA

- Make sure that escape routes (corridors, stairs and doors) can be safely used whenever they are needed.
- Detect fire and raise an alarm.
- Help people understand what to do if fire breaks out.
- Enable nominated employees to safely fight outbreaks of fire and/or
- Ensure that the effects of a fire are as small as possible by:
 - i. instructing and training members of staff;
 - ii. lessening the effects of fire.

Yours sincerely



Fire Safety Inspector

On behalf of the Devon and Somerset Fire and Rescue Authority

c.c. time_piece@hotmail.com

Schedule of Fire Safety Improvements

Notes to this schedule:

The government guidance most suitable to your premises is Fire safety risk assessment - large places of assembly which can be found at <https://www.gov.uk/government/collections/fire-safety-law-and-guidance-documents-for-business>.

Before you make certain changes to the premises, you may have to apply for approval from statutory bodies and/or others having interest in them. If you have doubt about the need for approval, you should ask the relevant body. For example, you may have to apply for approval from a Building Control Body to make material alterations (<http://www.legislation.gov.uk/ukxi/2010/2214/regulation/3/made>). You might also need to apply for the property owner's permission or for listed building consent, among others (<https://www.historicengland.org.uk/advice/planning/consents/lbc/>).

This Schedule contains 3 items

1. Outcome

This work is necessary to reduce the risk of the spread of fire.

Suggested Action

The walls and ceiling within the entire premises should afford a minimum of 30 minutes fire resistance.

Issues were found on the top floor, protected staircase leading from the balcony to the external staircase, and in the coats room on the ground floor. All holes and gaps must be sealed using an appropriate fire resisting material. The internal wall within the staircase should be sealed and plastered.

Reason

Fire may quickly spread from one part of the premises to another. This means that people may not be able to reach safety before being affected by fire and/or smoke.

2. Outcome

This work is necessary to provide sufficient escape routes for people.

Suggested Action

Ensure that the outside means of escape is kept free from fire and smoke for a period of 30 minutes by ensuring that the windows and frames located along the external escape route are fitted with the appropriate level of fire resistance.

Reason

People using the only escape route may not be able to reach safety before being affected by fire and/or smoke.

3. Outcome

This work is necessary to make sure that escape routes (corridors, stairs and doors) can be safely used whenever they are needed.

Suggested Action

Ensure that door-sets that can resist fire and smoke for 30 minutes are provided within the entire premises.

With regards to the many issues found during the inspection (missing/damaged strips and seals, lack of appropriate hinges, doors not fitting properly within their frame, etc.), it is recommended that a survey of all the fire doors be undertaken by a competent person.

You must also ensure that all doors located within the protected staircase enclosures are fire doors.

Reason

Doors were not capable of preventing the spread of fire for long enough to enable people to escape.



INVOICE: TIMEPIECE NIGHTCLUB, 3RD FLOOR, NORTHERNHAY BUILDINGS, EXETER,
EX4 3QJ

20/10/2025

QUOTE

Rendering works for Timepiece Fire Escape in line with recommendations from Devon & Somerset Fire Service. Work to be undertaken the week of 24/11/2025

Labour: £420

Materials: £200

Total: £620

Bank Details for Payment:



Reference: Timepiece

Yours Sincerely,





SRJ Building Services Ltd
'Experienced in providing quality'



Timepiece Nightclub
Easton Buildings
6 Little Castle Street
Exeter
EX4 3PX

Quote

Quote Ref.	SRJ 10/25
Quote Date	22/10/2025
Account	Timepiece

Work Details	Cost (£, incl of VAT)
To remove & replace fire boarding and repair any associated plasterwork (up to 10 m ²)	600.00

Total: £600.00

Quotes will be valid for 3 months from date of issue

SKi 23 - Escorting CCTV (Amanda's Body Cam)

SKi 24 - Body Cam CCTV J1

SKi 25 - Body Cam CCTV J2

SKi 26 - Body Cam CCTV Y1

SKi 27 - Body Cam CCTV Y2

SKi 28 - Body Cam CCTV Y3

D

DAVENPORT Karen 57423

RE: CRN 502502244647 officer PC18331

To: [REDACTED]

HI [REDACTED]

Yes it is, I think the confusion has come about as the original reporting of the incident was on the 20/09/25.

Kind regards

[REDACTED]

[REDACTED]

Licensing - Prevention Department | Licensing Sharepoint

Devon & Cornwall Police, Exeter Police Station, Sidmouth Road, Exeter, EX2 7RY



See More from Sam King

This e-mail is intended for the named recipient(s) only and may contain privileged information, which is protected in law. If you have received this e-mail in error, please contact the sender to advise them and delete this e-mail. Unauthorised use, disclosure, copying or distribution is prohibited.

E-mail should not be regarded as a secure means of communication, we take all reasonable steps to ensure that e-mails are protected from malware, but cannot accept liability for any loss or damage, howsoever arising, as a result of their transmission to the recipients' computer or network.

For more information, or to contact us, please visit us at www.devon-cornwall.police.uk or www.dorset.police.uk

HI [REDACTED]

I hope you are well.

We received all the representations today from the council, and David Dabbs mentioned a police investigation CRN 502502244647 involving officer PC18331. Could you please confirm if this is the case, referring to [REDACTED] in his letter, it refers to the 20th September 2025, however, [REDACTED] incident was on the 19th. I am trying to work out if he has got the date wrong (which I would find unlikely) or whether there is another incident I don't know about. Any help clearing this up would be great.

Kind regards,

[REDACTED]

My name is [REDACTED] and I currently serve as the Social Secretary of the Men's Rugby Club for the 2025/26 academic year. I am in my third year at university studying International Relations and typically visit Timepiece around twice a week, where every Wednesday I run our rugby socials at Castle Street, which regularly attracts over 100 members as well as attending socially with friends over the weekends.

Throughout my three years at university, I have always found Timepiece to be a well-managed venue. There is a strong and visible presence of door staff, which contributes greatly to maintaining a safe and organised environment. Both myself and other club members are aware of the Ask for Angela initiative and feel confident that the staff take the safety and wellbeing of guests very seriously.

Whether attending on a Wednesday sports night or over the weekend, I have not been aware of, nor experienced, any incidents of spiking in the venue during my time at university.

Kind regards

[REDACTED]



Vice-President of Exeter University Sailing Club



Last year, I was the social secretary of Exeter University Sailing Club, and I used to plan and lead socials that we often organised at Timepiece. We would bring over 100 members to each social and were always looked after. Staff members would consistently make an effort to stay in contact with committee members throughout the event to be aware of any issues, and they clearly explained the precautions they had available, such as using stop tops for drinks and the "Ask for Angela" scheme. Attendees of the socials were all aware of these measures and often used them, with stop tops being always available and willingly provided. We would always feel supported and assisted in getting people home safely if needed, and generally felt that we were in a very safe space to run our socials successfully.

Since joining the University of Exeter, Timepiece nightclub has been the best part of my, and all my friends, nightlife experience in the city. Whilst it's vast appeal comes from the welcoming atmosphere, imaginative themes and events, and being a place to have fun with friends (a necessary coping mechanism when dealing with a stressful uni timetable), the majority of what makes Timepiece successful is what happens behind the scenes.

Safety is the number one priority in the vast majority of nightclubs, none more so than Timepiece. Whilst we, as customers, never really stop to think about the safety measures in place, it's easy to realise how effective the measures are when you consider how quickly drunken arguments are resolved by the bouncers, or how attentive all staff are to ensure there is no excessive amount of alcohol consumed.

Spiking is an issue in clubs all over the UK, but I find myself in Timepiece every Wednesday, with lots of perfectly happy female friends, who all feel that as far as nightclubs go, Timepiece is as safe as it gets. One personal experience of mine, is one of my friends was being harassed by another person in the downstairs area of club, completely unprompted, so both my friend and the other person were escorted out of the building within 30 seconds of it happening. My friend was later let back in after a close look at the CCTV footage, that proved he was the victim in the situation. The other person was not let back in but asked to leave politely. I think everyone could take comfort in how quickly and professionally this incident was dealt with, not just because it prevents any potential physical encounters, but also shows how attentive the staff are to the CCTV footage, and ensuring everyone is safe.

Ultimately, it would be very easy to let safety standards slip when running a nightclub, but the level of professionalism shown at timepiece can't be ignored. It would be a travesty to see it painted in a negative light as it would be completely undeserved. Whilst it's such a fun place to be, there is an undeniable proficiency about it which adds to the appeal and makes it clear why it's everyone's favourite place to be.

Character Reference for the Owners of Timepiece, Exeter

To Whom It May Concern,

It is with great pleasure that I write this character reference for the owners of *Timepiece* in Exeter. I have had the privilege of working closely with them for 20 years in my previous capacity as the Student Sport Manager at the University of Exeter. During this time, they have consistently demonstrated exceptional dedication, compassion, and integrity in their support of our student community.

Timepiece has been an invaluable partner to the University's Athletic Union, sponsoring 52 sports clubs with a combined membership of over 10,000 students. Their commitment to student life extended far beyond financial sponsorship—they genuinely cared about the wellbeing and safety of every student who walked through their doors.

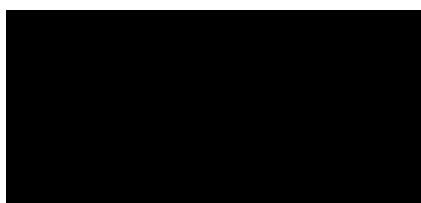
They have supported every major event we've run, from awards dinners to large-scale sporting fixtures attended by thousands. They worked tirelessly alongside me to ensure these events were safe, inclusive, and successful. One of their many notable contributions was helping to develop and implement the *Welfare Card* initiative. This system empowered student welfare officers to liaise directly with the Timepiece team, ensuring student socials were conducted responsibly and with wellbeing at the forefront.

Their compassion and care for students were evident in everything they did. On multiple occasions, they went above and beyond—personally ensuring students got home safely if a taxi was unavailable, always ensuring a suitable chaperone was present for safeguarding. Their actions consistently demonstrated genuine concern for student safety, not just as a professional responsibility, but as a personal commitment.

I also had the pleasure of working with them on the *SWAN* (Safety for Women at Night) project, where their proactive and supportive approach made a significant difference. They were always open to feedback, eager to improve, and deeply committed to making Exeter's nightlife as safe and welcoming as possible for everyone.

I genuinely cannot speak highly enough of the Timepiece owners. Their integrity, compassion, and dedication to the welfare of young people are second to none. They have been, and continue to be, a vital and trusted part of the University of Exeter community.

Yours sincerely,




Student Experience Manager
Bicton College

Section B

Index

		Page(s)
1	Witness Statement [REDACTED]	49 - 53
2	RS 1 Age Verification Policy	54
3	RS 2 - Underage Posters	55 - 58
4	RS 3 CCTV ID Check	59
5	RS 4 - TP Door Policy	60 - 63
6	RS 5 CCTV Search	64
7	RS 6 Drink Spiking	65 - 67
8	RS 7 - Bottle and Stop Tops	68 - 69
9	RS 8 - 30.09.25 Incident Report - Suspected Needling	70 - 71
10	RS 9 Burger Shack	72
11	RS 10 BurgerShack Menu	73
12	RS 11 - Ask for Angela	74 - 76
13	RS 12 Welfare Card	77
14	RS 13 Refusal Log	78
15	RS 14 15.09.25 Incident Log - Removal	79 - 80
16	RS 15 TP Drugs Policy	81 - 83
17	RS 16 Drink & Vape Spiking Timepiece - Oct 2025	84 - 88

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF [REDACTED]

Introduction

1. I am [REDACTED] a director of Timepiece Ltd, the premises licence holder. I am also the designated premises supervisor for Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX. Welfare and the safety of our customers is paramount to the operation at Timepiece. I worked as a door supervisor in the city from 1984 until 1993. During this time I also worked at the Operations Manager at the City Nightclub and have until recently held an SIA door licence.
2. I took on the running and management of Timepiece as a nightclub in 1993 and have worked and managed the premises since. Meaning that I know both Exeter and the Exeter student culture extremely well. I can confirm that we have never in all my time had the premises licence reviewed, nor have we had any enforcement action taken against us. I do manage the premises day-to-day and am present when the premises is open.
3. I work with a very strong management team. [REDACTED] a fellow director and fellow general manager of the premises, he oversees the general running of the premises as well as the marketing. He has been a director for two years. [REDACTED] is the head of operations and deals with security at the premises, in the main. He has a background in security and has previously for many years been SIA qualified. We also have [REDACTED], he is the venue manager and he deals with all training related matters. The following members of the team hold personal licences, myself, [REDACTED]
4. In dealing with the allegations made within the review I would comment as follows:

Age Verification

5. The premises have an age verification policy (Please see RS 1), which is and always has been adhered to. All staff are trained on this and indeed it is enforced. Underage signage is displayed around the premises. (Please see examples at RS 2). Please see footage of customers being checked for ID on the night in question (Please see RS 3 CCTV ID Check), as stated, this is standard practice.

Search Policy

6. There is also a search policy in place at the premises (Please see RS 4). Again, please see CCTV footage showing that searching does take place (Please see RS 5 CCTV Search). Indeed, this is an example of searching taking place on the night of the incident alleged incident.
7. Given the nature of the premises, i.e. we are a student focused premises, age verification and searching are extremely commonplace.

Spiking

8. In relation to spiking, we at the time of the alleged incident did have a spiking policy in place (Please See RS 6) (after recent training it has been added to), again, all staff are trained on this. I can confirm that we have had previous allegations of spiking at the premises, but after further investigations this has never materialised as an actual spiking. We have and do liaise with the Police in relation to spiking. Our policy and procedures in relation to spiking dictate that if we are made aware of spiking that we are to inform the police and follow our policy on this.
9. We also as standard offer 'Stop Tops' and 'Bottle Stop Tops' to all our customers. These are a spiking prevention aid, with the 'tops' stopping things being placed into uncovered drinks. (Please see RS 7 Photos of the Tops)
10. On 30 September 2025, a customer found a spot of blood on their shirt. As per our spiking policy we investigated and reported the matter at the time [REDACTED] (ed on this), as we were told by the customer at the time it was a suspected spiking (Please See RS 8 - Incident Report). There by confirming that our trained on policies and procedures are followed and work.
11. In terms of spiking incidents at the premises, we often see increased numbers around September, when there is a 'Freshers' intake. We put this down to new students being made aware of the risks of spiking and on occasions not necessarily being used to drinking alcohol. We understand that it is a fine line between education and awareness, however we are aware of a rise in incidents when there is an increase in exposure of spiking. As stated previously, fortunately we have never had a positive testing for a spiking at this premises at all during the time that I have run it. To put this into perspective we approximately have a footfall of around 190,000 students through the premises each year.

Door Supervisors

12. In terms of door supervisors, all door supervisors are SIA badged. We are always well above the standard ratio of 1 to 100 and indeed we also employ female door supervisors. On the night of the 19 September 2025 incident we had two female door staff working.

First Aid

13. All of our SIA trained door supervisors and management are first aid trained.

Welfare

14. It is covered on induction training for all starters and it is covered in employee starter packs, that it is an offence to sell alcohol to those who are drunk. This is also covered in all training sessions. Should someone be found that is believed to be drunk, they will be assessed, given water and a determination will be made by the door team on what the next steps are.
15. We have a 'Burger Shack' in the premises (Please see RS 9), with a full food menu (Please See RS 10), so the provision of hot food is always available for those that require it.
16. We operate 'Ask for Angela' at the premises. Again, this is covered in staff training. There are 'Ask for Angela' posters through-out the premises (Please see examples RS 11).
17. We as a student venue (with no student union operating within Exeter) are extremely well versed in catering for the needs of students. We liaise very closely with the student body and in particular with the teams and clubs that attend. For each club/team we provide a welfare card that allows x2 students free entry (Please see RS 12). These cards are given to students who on that particular evening do not drink but instead remain sober and are a point of contact between us and the premises, should this be required for any reason.
18. Other Additional Safeguarding and Operational Measures that we adopt are as follows:
- Managers and ICs continuously support staff in assessing customer intoxication levels.
 - Water is freely available at all bars.
 - If a guest appears intoxicated, staff encourage them to drink water and reassess after 15 minutes.
 - A cross-venue "cut-off" group chat ensures that any customer refused at a bar in the venue is not served elsewhere in the venue.
 - A designated "Look After Bench" is available where guests can safely wait for a taxi or friends, with staff providing water, support, or arranging medical assistance, if necessary.

-We are signed up members of the E-BAC Radio system supported by Exeter Council for venues that have signed up in Exeter. It allows us to warn and be warned of an issues in the city on that night of trading.

Other Relevant Operating Policies and Staff Training

19. As a professional operator we have in place full staff training, both on induction and around the Christmas period. There are a number of written policies and procedures, they are not limited to, but include: The Refusal Log (Please see extract RS 13), The Incident Log (Please see extracts RS 14 x 2) the Drugs Policy (Please see RS 15). These are to ensure that the premises operates to the highest standards.

Partnership Approach

20. We have a very good working relationship with the local police, we have adopted a partnership approach and have always provided CCTV and assistance where required. In addition, we work closely with local Exeter Street Pastors, as we did on the night of the incident.
21. Being a professional operator, we have from the outset of the allegations worked with the Police and from this have undertaken additional training, in particular in relation to spiking. All door staff and all managers have attended the Eventbrite Spiking Awareness Training and from this our spiking Policy has been updated by [REDACTED] (Please See RS 16). In addition, we have worked with the Police to update the conditions on our premises licence, as some of the previous conditions were outdated.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: [REDACTED]

Signed: [REDACTED]

Dated:

2nd November 2025

Age Verification Policy

Name and address of premises:
Timepiece Ltd

Little Castle Street, Exeter EX4 3PX

Name of premises licence holder:
Timepiece Limited

Name of designated premises supervisor:

1. This policy applies in relation to the sale or supply of alcohol on these premises.
2. The responsible person in the policy is one of the following: Premises licence holder Designated premises supervisor A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. Staff serving alcohol on the premises must require any individuals (who appear to them and/or the responsible person to be under the age of 25 years) to produce an acceptable proof of identification bearing their photograph, date of birth and a holographic mark.
4. Examples of appropriate identification include:
 - a passport
 - a photo driving licence
 - a proof of age card carrying the PASS hologram
5. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.

Signed

Post held

DPS - Co Director

UNDER 25?

Please be prepared to show
proof of age when buying
age restricted products



25



Challenge

25

If you are lucky
enough to look
under 25

you will be asked to
prove that you are

Over **18**

when you buy alcohol,
tobacco or vaping products



01428 658493
challenge25.co.uk



WARNING
C.C.T.V. CAMERAS
ARE IN OPERATION
24 hour video
recording in progress

POLITE NOTICE



PLEASE KEEP QUIET WHEN
LEAVING THESE PREMISES TO
AVOID DISTURBING LOCAL
RESIDENCE

THANK YOU



LOCAL TAXI RINGS

APPLE TAXIS	01392 666 666
EXE CARS	01392 555 555
Z CARS	01392 422 888
1st CALL TAXIS	01392 444 333
M & A TAXI	01392 253 253
NAVIGO TAXIS	01392 543 120



TAXI RINGS CAN ALSO BE FOUND OUTSIDE THE CLUB ON
BAILEY STREET OR A SHORT WALK AWAY ON ROWELL STREET

UNDER 25?

Please be prepared to show
proof of age when buying
age restricted products



25

NPCC

ASK FOR ANGELA

DO YOU NEED A LINK FOR
A BIRTHDAY?

Is your birthday
between 1st April
and 31st March?

Find a member of staff and
ask for ANGELA

Our staff will help you out of the situation
We can call a taxi or help you leave discreetly

challenge25.co.uk



CCTV images are being monitored
for the purpose of crime prevention
and public safety

This scheme is controlled by:

For further information contact:

SMOKE
RAJAH
CIGARS

POLITE NOTICE



PLEASE KEEP QUIET WHEN
LEAVING THESE PREMISES TO
AVOID DISTURBING LOCAL
RESIDENCE

THANK YOU



UNDER 25?

Please be prepared to show
proof of age when buying
age restricted products



25

NPCC

PURITAN SOAP

used in

Britain's happiest homes

RS 3 CCTV ID Check

Door Entry, Removal, and Search Policy

Purpose

The aim of this document is to clarify the Timepiece's Door Entry & Removal Policy and procedures for allowing access to Timepiece premises and events organised by the Timepiece within the University's premises.

This policy should be used in conjunction with the Licensing Act, H&S policy, and the Safe Space Policy.

From time to time there will be a requirement to review these procedures; this will be done at least every two years.

A copy of this policy will be available on the Timepiece website, and will also be available on request.

Right of Refusal

The Timepiece reserves the right to refuse entry to any person or persons at the discretion of the DPS or their nominee.

Right of Removal

The TP reserves the right to ask any member or guest to leave the premises at the discretion of the DPS or their nominee.

Anyone deemed to be acting inappropriately and breaking Timepiece Policy, or being violent, abusive or destructive to Timepiece property or property of other members or

guests will be asked to leave the premises by the DPS or their nominee. The incident may be reported to the police as deemed necessary by the DPS or their nominee.

Any incident or removal may result in an immediate ban from the Timepiece premises until further disciplinary action is taken by the AU where applicable.

Timepiece staff may ask for proof of identity at any time.

Guests that are deemed to have been drinking excessively within a Timepiece bar will be asked to leave the premises. The DPS or their nominee will ensure that the person is in a fit state to leave the premises safely.

Any incident must be reported, via an incident report, to the DPS or their nominee who will forward the information of the incident to the General Manager at the earliest opportunity.

Security & Door Staff

Security and door staff have the right to refuse entry and right to remove persons. In the case of an incident, the member should be informed they are banned until further notice and further action may be taken.

Capacity

The TP will comply with the capacity limits.

Security staff and bar staff should ensure the premises are not over capacity at any time. Counters must be used at all events, to ensure an accurate count of numbers.

Should there be a significant breach to the capacity limit, the SU reserves the right to ask customers to leave the premises and reimburse their entry fee.

For ticketed events, the TP will not pre sell more tickets than the total capacity of the event. However, if capacity is not reached, additional tickets may be sold on the night of the event when the total numbers in the SU premises falls below capacity, at the discretion of the DPS or their nominee.

Each bar has its own capacity limit which must be adhered to. On certain occasions, it may be necessary to operate within a comfort limit, for example, if a stage is to be used as part of the event. Where a comfort level is in place, the DPS or their nominee will ensure this is communicated as part of the pre-event briefing.

Further Restrictions of Entry.

Alcoholic drink may not be brought into the Timepiece's licensed areas/premises. Anyone found consuming alcohol not purchased from Timepiece bars will be

asked to leave the premises, if they do not agree to temporary confiscation of the alcohol when requested.

Search Policy

1. Bag Inspection:

All bags, backpacks, purses, or luggage brought into the nightclub are subject to inspection upon entry or at any point during the visit. Patrons are encouraged to travel light to expedite the process.

2. Prohibited Items:

The following items are strictly prohibited and must not be brought into the nightclub:

- Weapons or items that could be used as weapons (e.g., firearms, knives, pepper spray)
- Illegal substances or drugs
- Large or dangerous items that may pose a safety risk
- Glass bottles or containers
- Outside food or beverages
- Any item deemed inappropriate by security personnel

3. Search Procedure:

Security personnel will conduct respectful and efficient searches. Patrons are asked to cooperate and comply with security requests. If necessary, bags may be searched using manual inspection or, in some cases, with the aid of safety devices.

4. Right to Refuse Entry:

Patrons refusing a bag search or attempting to bring prohibited items will be denied entry or asked to leave the premises.

5. Staff Training:

Security staff are trained to conduct searches professionally and respectfully, maintaining the dignity of all guests.

6. Privacy and Respect:

While security reserves the right to search bags, searches will be conducted with respect for personal privacy.

Searches will be undertaken by SIA trained members of staff of the same sex as the customer. Where a search is refused, entry to the venue will not be allowed.

Private Events

A full guest list may be requested in advance by the DPS.

Guests attending private events will be subject to the same terms and conditions as guests attending a normal event.

Private parties will be subject to all Timepiece policies.

Complaints

Any guest of the Timepiece has the right to complain to the Timepiece in writing or via email to the General Manager if he/she feels they have been unfairly treated.

RS 5 CCTV Search

Drink & Vape Spiking Awareness & Prevention Policy

Date Created: 1st September 2024

What is Drink Spiking?

Drink spiking occurs when alcohol or drugs are added to a person's drink without their knowledge or consent. Any drink can be spiked, including:

- Alcoholic drinks
- Soft drinks
- Juice

Important:

- A spiked drink may not look, smell, or taste different.
- Most drugs take effect within 15–30 minutes and last several hours.
- Substances used for spiking usually have no taste, odour, or colour.

Symptoms of Drink Spiking

The effects depend on the substance used, but common symptoms include:

- Mental confusion or memory loss
- Hallucinations or paranoia
- Seizures
- Severe or unusually long hangover after little/no alcohol
- Disorientation / visual problems
- Difficulty communicating clearly
- Poor coordination / loss of balance
- Poor visibility
- Nausea or vomiting
- Unconsciousness
- Loss of bladder control

Responding to a Suspected Spiking Incident

If someone in your venue believes they have been spiked (drink, vape, or needle):

1. **Listen and support** – believe what the person is telling you without judgement.
2. **Inform management** – notify the Venue Manager and Head Door Supervisor immediately.
3. **Stay with them** – provide reassurance and do not leave them alone.

4. **Collect details** – if possible, obtain their name and a contact number in case they leave before police arrive.
5. **Move them to safety** – escort them somewhere quiet and safe, away from crowds.
6. **Seek medical help** – if they feel unwell, call medical staff immediately and inform them you suspect spiking.
7. **Secure evidence** – drinks safely retained under camera where possible.
8. **Call the police (999)** – keep the victim with you until officers arrive.
9. **Check CCTV** – preserve and provide relevant footage
10. **Identify or detain suspects** – only if safe, otherwise wait for police.
11. **Document the incident** – fully complete the incident log to demonstrate action taken.

Note: Drugs can leave the body in as little as 12 hours, so quick medical intervention is crucial.

Never allow the person to go home alone. Ensure they are accompanied by someone they know and trust.

Preventing Spiking in the Venue

Staff Responsibilities

- Sign up to Devon & Cornwall Police / BBN / Pubwatch #SpikeAware scheme.
- Remain alert at all times—spiking can happen at any venue.
- Avoid serving double unless specifically requested and safe.
- Monitor how many drinks are ordered vs. customers in the group
- Watch for attempts to pour drinks into others' glasses.
- Remove unattended drinks
- Remain vigilant for suspicious behaviour.
- Display welfare campaign posters (e.g., *Ask for Angela*).
- Avoid promotions encouraging rapid consumption.
- Decline requests to add alcohol to another person's drink.

Customer Awareness

Encourage customers to:

- Always collect and watch their drink being poured.
- Never accept drinks from strangers.
- Avoid leaving drinks unattended.
- Never assume a friend is just drunk—check on them.
- Avoid communal sharing
- Be cautious if what they're given isn't what they asked for.
- Avoid sharing or swapping drinks

Needle Spiking Guidance

If a customer believes they have been spiked by a needle:

1. Encourage the wound to bleed under running water.
 2. Wash thoroughly with soap and water (do not scrub or suck the wound).
 3. Dry and cover with a waterproof plaster/dressing.
 4. Seek urgent medical advice:
 - Call **999** or contact a GP.
 - Consider treatment such as antibiotics or post-exposure prophylaxis (PEP).
-

Acknowledgement

I acknowledge that I have read, understood, and agree to follow the **Drink Spiking Awareness & Prevention Policy**.

Name:

Signature:

Date:





SUSPECTED NEEDLING

Incident Report Form

Date of Report: 01/10/2025

Time of Report: 0234 (HH:MM)

Report Completed By (Full Name & Job

Title): [REDACTED] - SECURITY

1. Incident Details

- Date of Incident: 30/09/2025
- Time of Incident: 22:50 (HH:MM)
- Location within Venue: TABLE BY FRONT GATE
- Type of Incident (tick as appropriate):
 - ☐ Violence / Assault
 - ☐ Ejection / Refusal of Entry
 - ☐ Drugs / Substance Misuse
 - ☐ Accident / Injury
 - ☐ Theft / Lost Property
 - ☐ Property Damage
 - ☐ Other: SPIKING

2. People Involved

- Person(s) involved:
 - Full Name(s): [REDACTED]
 - Gender: Female
 - Approx. Age: 19
 - Description (height, clothing, distinguishing features):
WHITE SHIRT, BLUE JEANS
 - Address / Contact details (if available):
N/A
- Staff involved (e.g., security, bar staff):
 - Names & Roles: [REDACTED] - SECURITY

3. Incident Description

(Provide a clear, factual account. Avoid opinions or assumptions.)

I WAS APPROACHED BY [REDACTED] & [REDACTED], SHE
SAID SHE THOUGHT SHE HAD BEEN SPIKED, THERE WAS
BLOOD ON HER SHIRT, I CALLED POLICE/AMBULANCE
WALKED HER DOWN TO THEM AT 2248

CONFIRMED BY PARAMEDICS THAT SHE WASNT SPIKED
TEST SHOWED ETHANOL ONLY (ALCOHOL) [REDACTED]

4. Action Taken

- **Immediate Action:** _____
- **First Aid given (if applicable):**
 - Provided by: _____
 - Details of treatment: _____
- **Police called?** ☒ Yes ☐ No
 - Officer Name / Collar Number (if known): [REDACTED]
 - Incident / CAD Number: 815
- **Ambulance called?** ☒ Yes ☐ No
 - Reference Number (if given): 815 30/09/25
- **Other Agencies Notified (Licensing, Local Authority, etc.):** _____

5. Witnesses

- Name(s) & Contact Details:

~ / A

6. Follow-Up Required

- ☐ Ban from venue recommended
- ☐ Management review needed
- ☐ Report to Licensing Authority
- ☐ Other: _____

7. Sign-Off

- **Staff Member** [REDACTED] :
Signature: [REDACTED] Date: 01 / 10 / 25

- **Manager On Duty** [REDACTED] :
Signature: [REDACTED] Date: 1 / 10 / 25

BURGER SHACK

 LATE NIGHT 1976
TIMEPIECE
 EXETER

BURGER
 CHEESE BURGER
 BACON CHEESE BURGER
 CHICKEN BURGER
 6 CHICKEN NUGGETS
 COMES WITH A SAUCE OF YOUR CHOICE
 9 CHICKEN NUGGETS
 COMES WITH A SAUCE OF YOUR CHOICE

ADD CHEESE **FRIES**
 CURLY FRIES

PIZZA **MARGHERITA**
PEPPERONI

SAUCES
 GARLIC MAYO | BBQ
 SWEET CHILLI | HOT SAUCE

BURGER SHACK

 TIMEPIECE
 EXETER

BURGER £4
 CHEESE BURGER £4.50
 BACON CHEESE BURGER £5
 CHICKEN BURGER £5
 6 CHICKEN NUGGETS £5
 COMES WITH A SAUCE OF YOUR CHOICE
 9 CHICKEN NUGGETS £7
 COMES WITH A SAUCE OF YOUR CHOICE

£1 ADD CHEESE **FRIES £3.50**
 CURLY FRIES £4

PIZZA **MARGHERITA £9**
PEPPERONI £11

SAUCES 30P
 GARLIC MAYO | BBQ
 SWEET CHILLI | HOT SAUCE



BURGER £4

CHEESE BURGER £4.50

BACON CHEESE BURGER £5

6 CHICKEN NUGGETS £5

COMES WITH A SAUCE OF YOUR CHOICE

9 CHICKEN NUGGETS £7

COMES WITH A SAUCE OF YOUR CHOICE

**£1 ADD
CHEESE**

FRIES £3.50

CURLY FRIES £4

PIZZA

MARGHERITA £9

PEPPERONI £11

SAUCES 30P

GARLIC MAYO | BBQ

SWEET CHILLI | HOT SAUCE

ROSE

£16
PER BOTTLE

ASK FOR ANGELA

DO YOU FEEL LIKE YOU
ARE IN AN UNSAFE
SITUATION?

IS YOUR DATE NOT
WHO THEY SAID
THEY WERE?

DO YOU NEED HELP
OR ASSISTANCE?

Find a member of our staff and
ask for 'ANGELA'

Our staff will help you out of the situation
We can call a taxi or help you leave discreetly

challenge25.co.uk





ASK FOR ANGELA

DO YOU FEEL LIKE YOU
ARE IN AN UNSAFE
SITUATION?

IS YOUR DATE NOT
WHO THEY SAID
THEY WERE?

DO YOU NEED HELP
OR ASSISTANCE?

Find a member of our staff and
ask for 'ANGELA'

Our staff will help you out of the situation
We can call a taxi or help you leave discreetly

challenge25.co.uk

SMOKE
RAJAH
CIGARS

POLITE NOTICE



PLEASE KEEP QUIET WHEN
LEAVING THESE PREMISES TO
AVOID DISTURBING LOCAL
RESIDENCE

THANK YOU

**NO
VAPING**



**THANK
YOU**

ASK FOR ANGELA



Find a member of our staff and
ask for ANGELA

Our staff will help you out of the situation
We can call a taxi or help you leave discreetly

challenge25.co.uk

UNDER 25?

Please be prepared to show
proof of age when buying
age restricted products



INPOC

25

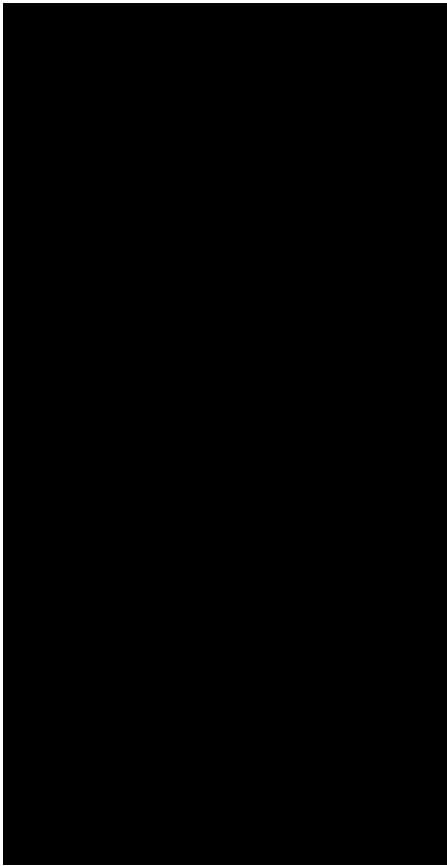
PURITAN SOAP

used in

Britain's happiest homes



Refusal Log

Date	Time	Reason For Refusal	Member of Staff	Manager Sign Off
01/01/2000	2:00 AM	No suitable ID	Bob D	John
14/08/25	23:45	Too intoxicated/Drunk		
14/12/25	1:15	Drunk		
25/5/25	22:58	Drunk.		
30/8/25	1:30	Drunk.		
05/09/25	22:12	Rude to Staff		
6/11/25	01:45	Too Drunk		
6/12/25	21:50	Drunk		
6/12/25	22:05	INTOXICATED		
15/09/25	23:15	need A break		
11/09/2025	22:20	Rude not listening		
11/9/25	00:52	Too drunk.		
20-09-2025	01:06	Drunk.		
25.09.2025	22:14	Drunk.		
27/09/2025	22:43	Drunk.		
28/09/2025	00:42	Blow out a drunk.		
1/10/25	22:34	Rude / Intoxicated		
1/10/25	23:41	Needs a break		
11/10/25	23:49	Keena to my friends		
02/10/25	00:06	no stamp rude to staff		
21/8/24	00:13	Drunk.		
21/6/25	0:45	Drunk		
02/10/25	1:23	Sick in wine bar		
03/10/25	22:53	Drunk		
04.10.2025	23:11	Drunk		
04/10/2025	23:40	Drunk		
04/10/25	23:40	Drunk		

Incident Report Form

Date of Report: 15/9/25

Time of Report: 0200 (HH:MM)

Report Completed By (Full Name & Job

Title) [Redacted] Door Supervisor

1. Incident Details

- Date of Incident: 15/9/25
- Time of Incident: 15/9/25 (HH:MM)
- Location within Venue: front door
- Type of Incident (tick as appropriate):

☒ Violence / Assault

☐ Ejection / Refusal of Entry

☐ Drugs / Substance Misuse

☐ Accident / Injury

☐ Theft / Lost Property

☐ Property Damage

☐ Other: verbal abuse

2. People Involved

- Person(s) involved:

◦ Full Name(s): [Redacted]

◦ Gender: M

◦ Approx. Age:

◦ Description (height, clothing, distinguishing features):

◦ Address / Contact details (if available):

- Staff involved (e.g., security, bar staff):

◦ Names & Roles: [Redacted]

3. Incident Description

(Provide a clear, factual account. Avoid opinions or assumptions.)

Verbally abusive at the door in the
Queen Edward's door staff

4. Action Taken

- Immediate Action: Removed from property
- First Aid given (if applicable):
 - Provided by: _____
 - Details of treatment: _____
- Police called? ☐ Yes ☐ No
 - Officer Name / Collar Number (if known): _____
 - Incident / CAD Number: _____
- Ambulance called? ☐ Yes ☐ No
 - Reference Number (if given): _____
- Other Agencies Notified (Licensing, Local Authority, etc.): _____

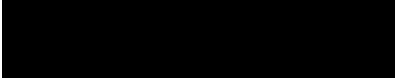
5. Witnesses

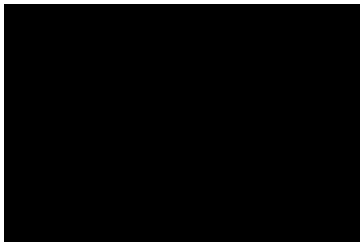
- Name(s) & Contact Details: _____

6. Follow-Up Required

- ☐ Ban from venue recommended
- ☐ Management review needed
- ☐ Report to Licensing Authority
- ☐ Other: Removed for 12 hrs

7. Sign-Off

- Staff Manager Signature:  Date: 15/9/25

- Manager Signature:  Date: 15/9/25

Drugs Policy

1. Purpose and scope

This policy relates to the use of illegal drugs and misuse of alcohol or other harmful substances on Timepiece premises.

Its purpose is to:

- a) Comply with the Misuse of Drugs Act 1971 by ensuring that the Timepiece does not knowingly permit use or supply of controlled drugs on its premises.
- b) Provide a safe working environment for staff and customers.
- c) Minimise drug use at events.
- d) Prevent drug dealing on Timepiece premises.
- e) Safeguard customers who have used drugs or misused other substances.
- f) Support students seeking help regarding their own or others' drug use.

2. Policy Statement

The Timepiece:

- Will not condone the possession, use or supply of illegal drugs, nor the misuse of alcohol or other substances, on its premises.
- Will promote supportive and caring harm minimisation strategies which reduce the risks associated with drug use/misuse.
- Will provide a safe, healthy and supportive environment for staff, students and visitors.
- Will promote knowledge, awareness and understanding to enable students to make informed choices.

3. Policy in relation to Staff

All permanent and casual staff working at Timepiece events will receive training on this policy as part of their induction process. Written procedures will be available to assist in implementing the policy. Awareness will be maintained by refresher training at least every 18 months or when changes are introduced following new legislation.

4. Policy in relation to Student Customers

The Timepiece's responsibilities are to:

- Provide suitable advice and facilitate access to that advice.
- Provide information, to develop awareness and to support projects relating to drug prevention and harm minimisation.
- Liaise as appropriate with other organisations.

The policy will be communicated to students by:

- Posting a copy on the Timepiece website.
- Raising awareness of the policy at entrances to venues and, when appropriate, on tickets.

5. Preventing drug use at venues

In order to prevent drugs being brought onto the premises, it will be a condition of entry to Timepiece events that customers acknowledge the Timepiece's right to conduct searches prior to entry. Searches will be undertaken in a polite and respectful manner by SIA trained members of staff of the same sex as the customer. Where this is refused, the customer will not be allowed entry to the venue.

6. Preventing drug dealing on Timepiece premises

All staff working at events will be vigilant in monitoring activity. Security staff will regularly monitor key areas within the premises for suspicious activity.

Where Timepiece staff suspect dealing may be taking place, customers will be asked to undergo a search. This will be conducted in the presence of another member of staff in a discreet area following the procedures outlined above. Anyone refusing to be searched will be asked to leave the premises.

7. Finding Drugs

The responsibility for decisions will rest with the duty manager. All suspected drugs incidents will be documented using an incident form, to include the names and addresses of all those involved. Given that incidents may vary from finding drugs on the premises, finding customers in possession of a small amount of illegal drugs, or finding customers in possession of a large amount of drugs, the procedure to be followed will vary as follows:

- If a customer is in possession of what is thought to be a class A drug (Heroin, methadone, cocaine, Ecstasy, LSD, amphetamines (if prepared for injection) or magic mushrooms, regardless of the amount involved, the police will be called using the 999 system and the person found in possession of the drugs held under citizen arrest.
- If a customer is found in possession of a small amount of suspected illegal drugs not covered in the list above and those drugs are deemed to be for personal use, these will be confiscated, placed in sealed bag, labelled and left in the drugs safe. The incident will be recorded on an incident report together with the customer's details, if they are given. Any suspected illegal drugs found, together with details of the incident, will be passed at an appropriate time to the police who will determine what further action will be taken. Where a customer refuses to hand over the suspected drugs, the police will be called immediately.
- If a customer is found in possession of what is believed to be nitrous oxide, the following will apply:
 - Whilst not an offence, if the customer is in possession of a small quantity (i.e. what could be deemed for personal use) then it will be a condition of entry that the item is confiscated. If confiscation is refused, then entry will be denied.
 - If in possession of a larger quantity, suspected to be for distribution, then the items will be confiscated and an incident form completed. Details of the incident, as well as the confiscated items, will be passed to the police.
- If students, staff or visitors find suspected illegal drugs on the premises, the drugs will be removed to the drugs safe, having first been bagged and labelled. Any drugs found, together with details (day/time etc), will at an appropriate time be passed to the police.
- If a large amount of suspected illegal drugs is discovered or staff have grounds for suspecting dealing may be taking place on Timepiece , the police will be called immediately.

8. Sanctions

Any customer found to be in possession of illegal drugs will be subject to an immediate lifetime ban from Timepiece premises. Decisions to ban customers will be taken by the DPS after considering all the information available.

9. Keeping customers safe

The Timepiece will have the following activities in place to keep customers safe and minimise harm related to drug use:

- Drinking water will be offered free of charge at all events.
- Staff will be vigilant in identifying anyone who is suffering from the effects of consuming an excessive amount of alcohol or from suspected drug use. In these circumstances, Timepiece staff will reserve the right to refuse further alcohol. Where staff believe a customer's well-being is at risk, that customer will be monitored and if necessary arrangements made either for their safe return home or for appropriate medical treatment.
- Sufficiently trained staff will be present at all events. In an emergency staff will call an ambulance and notify the University's security staff as appropriate. In all such circumstances an incident report form will be completed.

10. Record keeping/notification

Incident forms will be kept on file and details of any incidents will be made available to the police

11. Feedback and complaints

Any complaints regarding the policy or its implementation will be pursued through the office and will be directed towards a director.

12. Monitoring and Review

This policy will be a dynamic document which is reviewed annually and in the light of new developments in drug use and H&S legislation.

Drink & Vape Spiking Awareness & Prevention Policy

Date Created: 8th October 2025

Expected Standards

There are four licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

As a business, we are committed to ensuring all of our customers can enjoy our venue free from harm. We place a high priority on protecting the most vulnerable in society by equipping staff with the knowledge and confidence to safeguard customer welfare.

What is Drink Spiking?

Drink spiking is illegal and carries a sentence of up to **ten years in prison**. If linked to robbery, sexual assault, or other criminal behaviour, the sentence will be even longer.

Drink spiking occurs when alcohol or drugs (illegal, prescription or over the counter) are added to a person's drink without their knowledge or consent. Any drink can be spiked, including:

- Alcoholic drinks
- Soft drinks
- Juice
- Water

Drink spiking is often linked to crimes such as theft and sexual assault, with not only women being targeted (women are more likely to be spiked) but men being targeted as well.

Important:

- A spiked drink may not look, smell, or taste different.
 - Most drugs take effect within 15–30 minutes and last several hours.
 - Substances used for spiking usually have no taste, odour, or colour.
-

Symptoms of Drink Spiking

The effects depend on the substance used, but common symptoms include:

- Mental confusion or memory loss
- Hallucinations or paranoia
- Seizures
- Severe or unusually long hangover after little/no alcohol
- Disorientation / visual problems
- Difficulty communicating clearly
- Poor coordination / loss of balance
- Poor visibility
- Nausea or vomiting
- Unconsciousness
- Loss of bladder control

What is Vape Spiking?

Vape spiking involves tampering with or supplying a vape/e-cigarette that has been laced with drugs or harmful substances without the user's knowledge or consent.

Key points:

- Substances may include synthetic cannabinoids, hallucinogens, or sedatives.
- Vape liquids and cartridges can be altered or replaced without obvious signs.
- Effects may be **rapid** and can mimic extreme intoxication, making it difficult to distinguish from alcohol or drug use.

Possible symptoms of vape spiking include:

- Sudden dizziness or disorientation
- Anxiety, paranoia, or panic attacks
- Nausea and vomiting
- Breathing difficulties or chest tightness
- Hallucinations or confusion
- Loss of coordination or collapse
- Unconsciousness

What to do if vape spiking is suspected:

1. Remove the vape immediately and secure it as evidence.
2. Do not allow the individual to continue using it.
3. Stay with the person and reassure them.
4. Seek urgent medical attention if symptoms are severe.
5. Inform the Venue Manager and Head Door Supervisor.
6. Call **999** if necessary and preserve CCTV/bodycam footage.
7. Record the incident in the venue log in detail.

Prevention & Staff Awareness:

- Be alert for customers offering or sharing vapes with strangers.
- Watch for unusual or strong-smelling vapour.
- Discourage sharing of vapes inside the venue.
- Remove abandoned vapes from communal areas.
- Promote customer awareness that **accepting a vape from someone they don't know is as risky as accepting an open drink.**

Responding to a Suspected Spiking Incident

If someone in your venue believes they have been spiked (drink, vape, or needle):

1. **Listen and support** – believe what the person is telling you without judgement.
2. **Inform management** – notify the Venue Manager and Head Door Supervisor immediately.
3. **Stay with them** – provide reassurance and do not leave them alone.
4. **Collect details** – if possible, obtain their name and a contact number in case they leave before police arrive. If they have been with friends in the venue, send someone to find their friends, they may be able to provide further details on the situation.
5. **Move them to safety** – escort them somewhere quiet and safe, away from crowds.
6. **Seek medical help** – if they feel unwell, call medical staff immediately and inform them you suspect spiking.
7. **Secure evidence** – drinks, vapes, containers, or other items must be safely retained under camera where possible.
8. **Call the police (999)** – keep the victim with you until officers arrive.
9. **Check CCTV** – preserve and provide relevant footage/bodycam recordings.
10. **Identify or detain suspects** – only if safe, otherwise wait for police.
11. **Document the incident** – fully complete the incident log to demonstrate action taken.

Note: Drugs can leave the body in as little as 12 hours, so quick medical intervention is crucial.

Never allow the person to go home alone. Ensure they are accompanied by someone they know and trust.

Preventing Spiking in the Venue

Staff Responsibilities

- Sign up to Devon & Cornwall Police / BBN / Pubwatch **#SpikeAware** scheme.
- Remain alert at all times—spiking can happen at any venue.
- Remind customers that drink covers and bottle toppers are available for anyone who asks.
- Monitor how many drinks are ordered vs. customers at the table.
- Watch for attempts to pour drinks into others' glasses.
- Remove unattended drinks and vapes promptly.
- Remain vigilant for suspicious behaviour.
- Display welfare campaign posters (e.g., *Ask for Angela*).
- Avoid promotions encouraging rapid consumption.
- Decline requests to add alcohol to another person's drink.
- Be wary of unusual drink or vape requests.
- Be aware of fellow staff and how they make drinks, report to management immediately anyone who is not using weights and measures, and or overpouring.
- Make sure to always hand drinks to customers or place in front of customers who has ordered drink and make them aware their drink is there.

Customer Awareness

Encourage customers to:

- Always collect and watch their drink being poured.
- Never accept drinks or vapes from strangers.
- Avoid leaving drinks or vapes unattended.
- Never assume a friend is just drunk—check on them.
- Avoid communal sharing (punch bowls, shared vapes).
- Be cautious if what they're given isn't what they asked for.
- Avoid sharing or swapping drinks/vapes.

Needle Spiking Guidance

If a customer believes they have been spiked by a needle:

1. Encourage the wound to bleed under running water.
2. Wash thoroughly with soap and water (do not scrub or suck the wound).
3. Dry and cover with a waterproof plaster/dressing.
4. Seek urgent medical advice:
 - Call **999** or contact a GP.
 - Consider treatment such as antibiotics or post-exposure prophylaxis (PEP)

Why do people Spike?

There are many reasons why a person could spike someone. It may not only be a stranger that is capable of spiking. Friends, colleagues and family can also spike your drink, food, vapes and other items.

All of the below are examples of why someone could spike another:

- Spiking for a joke
- Sexual
- Criminal
- Theft
- Humiliation

Acknowledgement

I acknowledge that I have read, understood, and agree to follow the **Drink & Vape Spiking Awareness & Prevention Policy**.

Name:

Signature:

Date:

Section C



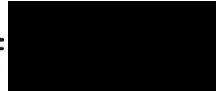
Index

		Page(s)
1	Witness Statement 	89 - 91

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF



Introduction

1. I am [REDACTED] I am the head of operations at Timepiece and deal with security at the premises, as my main role. I have been SIA qualified myself and have worked in Exeter for 34 years and so know the City very well. I have worked at Timepiece for 21 years.
2. It is my job to ensure that all of the SIA door Supervisors that we use at the premises are professionally qualified and are upto the high standards that we expect of our door team. This is particularly important given the student nature of our clientele.
3. I can confirm that all members of the current door team meet the high standards required, I have in the past needed to remove and let go door supervisors that I did not feel were appropriate for our style of operation.
4. Specifically, in terms of training, in addition to the SIA training, I covered the following areas with them:
 - Discrimination
 - Counter-Terrorism / Suspect Packages Policy
 - Conflict Management
 - Drunkenness and Disorderly Behaviour Policy
 - Dispersal Policy
 - Weapons Policy
 - Customer Search Policy
 - Safeguarding and Vulnerable Persons Policy
 - Drugs Policy
 - Challenge 21 Policy
 - Capacity Management Policy
 - Crime and Disorder Policy
 - Spiking Policy
5. I work very closely with [REDACTED] (Police Licensing) and am her point of contact for Timepiece, should the Police need to reach out to us. Similarly, should I need to report anything or need guidance, [REDACTED] is the person that I will go to.
6. Following our meeting with the Police on 6 October 2025, the Police mentioned an on-line spiking course, as well as a WAVE course as e-learning for SIA Staff. I can confirm that all door supervisors at Timepiece have undertaken the 'Spiking course'

training and that two of the door supervisors have done the WAVE training. The remaining door supervisor are in the process of undertaking the Wave Training.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: [REDACTED]

Signed: [REDACTED]

Dated: 125/10/2025

Section D

index

		Page(s)
1	Witness Statement [REDACTED]	92 - 94
2	RM 1 09.09.25 Staff Training	95 - 97
3	RM 2 TP Full Starter Pack	98 - 113
4	RM 3 Training Record Spreadsheet	114 - 118

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF [REDACTED]

Introduction

1. I am [REDACTED] I am a venue manager at Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX. I have worked at Timepiece for 10 years becoming a manager in 2024.
2. As part of my role at the premises, I am responsible for staff training at the venue.
3. I can confirm that group training for all staff takes place a minimum of twice a year (September and January each year). This is in line with the academic terms, as a large portion of our staff are studying at the University of Exeter. We then operate individual training for anyone joining mid-term or during the academic holidays.
4. All staff are required to complete compulsory training before they are permitted to work on the bar.
5. The compulsory training programme (Please see RM 1) provides a comprehensive overview of key responsibilities for bar staff, including:
 - Licensing laws and bartender legalities
 - Weights and measures
 - The “Ask for Angela” initiative
 - Drink spiking awareness and prevention
 - Recognising and managing intoxication
 - Refusal of service procedures
 - Challenge 25 policy
 - Identification of key personnel (security and management)
 - Uniform standards
 - Monitoring and managing customer alcohol consumption
 - Customer service and safety standards
 - Zero tolerance on drugs
 - Zero tolerance on violence, abuse, or harassment
6. Training content is continuously updated to reflect changes in policy, regulation, and best practice within the hospitality industry.
7. In terms of records we have signed staff induction packs, we set out key training elements, (Please see RM 2). We then have signature sheets for the group training (Please see example

at RM 1), that is then transposed into an electronic training record spreadsheet (Please see RM 3).

8. At the Police meeting that took place on 6 October 2025, we were provided by the Police with details of an Eventbrite Spiking related course. I can confirm that all managers and the majority of bar supervisors have attended this course (the rest will do so in due course), In addition we have updated our spiking policy with additional elements contained on the course ((Please see RS 6 (previous Spiking Policy)) and (RS 16 Updated Spiking Policy).
9. I can confirm that on 4 October 2025 I was on duty and confirm that I saw complainant A consume drinks that did not have a 'Stop Top' on them.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name:

Signed

Dated: 31/10/2025

Compulsory Training - Timepiece

Date: 9th September 2025

Key Points

ID Customers / Challenge 25

- If you believe a customer is under the age of 25 you are well within your right to ID and challenge them and ask for ID. If you are unsure if the ID is real, please ask door staff or management.

Weights & Measures

- 25ml = Single
- 50ml = Double
- No over-pouring permitted.
- Optic measures must remain clean.
- Ensure customers are drinking within safe limits.
- If a customer has multiple shots in a row, encourage them to drink water and take a break.

Intoxicated Customers

- Do not serve anyone who is intoxicated.
- Friends cannot purchase alcohol on behalf of someone who is already drunk.

Water Availability

- Always inform customers where drinking water can be found.
- Water must be available at all times.

Aggression & Incidents

- Managed by door staff, management, or via walkie-talkies.
- Monitor crowd behaviour when serving.
- Alert all bar staff if service should be refused.

Drugs

- Zero tolerance policy.
- No service to anyone suspected of being under the influence of drugs.

“Ask for Angela”

- If a customer asks for Angela, discreetly take them to management or door staff for support and assistance.

Spiking & Drink Safety

- Drink toppers are available for any customer who requests one.
- If someone reports their drink has been spiked, inform door staff or management immediately.

Bar Setup & Close Down

- Keep the bar area clean and tidy.
- Restock during quieter periods.
- Ensure all spirits are correctly placed and accounted for.

CCTV

- Cameras are installed throughout the building and are in operation.

General Points

- Customers can be refused service if necessary.
- Support fellow bar staff in making service decisions.
- ID people you believe underage.
- Customer and staff safety are key
- Management and door staff are there to help.
- Stay positive, professional, and proactive.

Training Attendance Confirmation

I confirm that I attended the training session on 9th September 2025 and understand the points and additional topics covered.

Date: 09/09/2025



Do not send this form to HM Revenue and Customs (HMRC)

Instructions for employer

Use this starter checklist to gather information about your new employee if they do not have a P45. You can also use this form if they have a student loan (whether or not they have a P45). Use the information to help fill in your first Full Payment Submission (FPS) for this employee. If you have already submitted your first FPS, keep using the tax code in that FPS until HMRC sends you a new tax code. If the employee gives you their P45 after the first FPS submission, use the tax code shown in parts 2 and 3 of the P45. You must keep the information recorded on the starter checklist for the current and next 3 tax years. This form is for your use only.

Instructions for employee

Fill in this form if you do not have a P45 (a document you get from your employer when you stop working for them). You should also fill in this form if you have a student loan (whether or not you've a P45). Give the completed form to your employer as soon as possible. They need this information to tell HMRC about you and help them to use the right tax code. Make sure you answer the questions correctly. If you do not, you may pay the wrong amount of tax or student loan deductions.

Employee's personal details

<p>1 Last name</p> <div></div>	<p>5 Home address</p> <div></div> <div></div> <div></div> <div>Postcode</div> <div>Country</div>
<p>2 First names Do not enter initials or shortened names for example, Jim for James or Liz for Elizabeth</p> <div></div> <div></div>	<p>6 National Insurance number (if known)</p> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<p>3 What is your sex? As shown on your birth certificate or gender recognition certificate</p> <p>Male <input type="checkbox"/> Female <input type="checkbox"/></p>	<p>7 Employment start date DD MM YYYY</p> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<p>4 Date of birth DD MM YYYY</p> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	

Continue on the next page

Employee statement

These questions will help you to choose the statement that matches your circumstances. The statement you choose helps your employer to apply the correct tax code.

8 Do you have another job?

Yes ☐ Put an 'X' in the statement C box below

No ☐ Go to question 9

9 Do you receive payments from a State, workplace or private pension?

Yes ☐ Put an 'X' in the statement C box below

No ☐ Go to question 10

10 Since 6 April have you received payments from:

- another job which has ended or any of the following taxable benefits
- Jobseeker's Allowance (JSA)
- Employment and Support Allowance (ESA)
- Incapacity Benefit

Yes ☐ Put an 'X' in the statement B box below

No ☐ Put an 'X' in the statement A box below

For more information about tax codes, go to www.gov.uk/tax-codes

Statement A	Statement B	Statement C
<input type="checkbox"/> Current personal allowance	<input type="checkbox"/> Current personal allowance on a Week 1/Month 1 basis	<input type="checkbox"/> Tax Code BR
Key This is my first job since 6 April and since the 6 April I have not received payments from any of the following: <ul style="list-style-type: none"> • Jobseeker's Allowance • Employment and Support Allowance • Incapacity Benefit 	Key Since 6 April I have had another job but I do not have a P45. And/or since the 6 April I have received payments from any of the following: <ul style="list-style-type: none"> • Jobseeker's Allowance • Employment and Support Allowance • Incapacity Benefit 	Key I have another job and/or I am in receipt of a State, workplace or private pension.
Key Jobseeker's Allowance (JSA) is an unemployment benefit which can be claimed while looking for work. Employment and Support Allowance (ESA) is a benefit which can be claimed if you have a disability or health condition that affects how much you can work. Incapacity Benefit is help if you could not work because of an illness or disability before 31 January 2011. State Pension is a pension paid when you reach State Pension age. Workplace pension is a pension which was arranged by your employer and is being paid to you. Private pension is a pension arranged by you and is being paid to you. Please note that no other Government or HMRC paid benefits need to be considered when completing this form.		

Student loans

11 Do you have a student or postgraduate loan?

Yes ☐ Go to question 12

No ☐ Go straight to the Declaration

12 Do any of the following statements apply:

- you're still studying on a course that your student loan relates to
- you completed or left your course after the start of the current tax year, which started on 6 April
- you've already repaid your loan in full
- you're paying the Student Loans Company by Direct Debit from your bank to manage your end of loan repayments

Yes ☐ Go straight to the Declaration

No ☐ Go to question 13

13 To avoid repaying more than you need to, tick the correct student loan or loans that you have – use the guidance on the right to help you.

Please tick all that apply

Plan 1 ☐

Plan 2 ☐

Plan 4 ☐

Postgraduate loan (England and Wales only) ☐

Employees, for more information about the type of loan you have or to check your balance, go to www.gov.uk/sign-in-to-manage-your-student-loan-balance

Employers, for guidance on student loans and which plan or loan type to use if your employee has selected more than one, go to www.gov.uk/guidance/special-rules-for-student-loans

You have Plan 1 if any of the following apply:

- you lived in Northern Ireland when you started your course
- you lived in England or Wales and started your course before 1 September 2012

You have Plan 2 if:

You lived in England or Wales and started your course on or after 1 September 2012.

You have Plan 4 if:

You lived in Scotland and applied through the Students Award Agency Scotland (SAAS) when you started your course.

You have a postgraduate loan if any of the following apply:

- you lived in England and started your postgraduate master's course on or after 1 August 2016
- you lived in Wales and started your postgraduate master's course on or after 1 August 2017
- you lived in England or Wales and started your postgraduate doctoral course on or after 1 August 2018

Declaration

I confirm that the information I've given on this form is correct.

Full name Use capital letters

Signature

Date DD MM YYYY

Give this form to your employer

Your employer will use the information to make sure you pay the right amount of tax.

Do not send this form to HMRC.

Employer guidance

For information on how to work out your new employee's tax code, go to www.gov.uk/new-employee-tax-code

Use Statement A, B or C that your employee has chosen in the employee statement section and apply the tax code below:

- Statement A - use the current personal allowance
- Statement B - use the current personal allowance on a 'week 1/month 1' basis
- Statement C - use tax code BR

Timepiece Ltd

Bar Staff Casual Worker Arrangements

This dated agreement sets out the arrangements under which Timepiece Ltd (the "Company") whose address is 6 Northernhay Place, Exeter, EX43QJ may offer

(referred to as 'worker', 'you', 'your' etc.) work.

This agreement governs your engagement from time to time by the Company as a Casual worker. It is not an employment contract and it does not give you any employment rights, other than those to which workers are entitled.

Permission to work in the UK

Where you have a time limit on your right to work in the UK the Company will repeat document checks as and when required by law.

If you have a current or pending application or appeal you must:

- Keep the Company up to date with any current or pending immigration application or appeal.
- Provide the Company with copies of correspondence from the Home Office relating to applications or appeals such as acknowledgement letters or invitations for biometric scanning.
- Provide the Company with a copy of your Biometric Residence Permit and Residence Card or other such document provided.
- Inform the Company on a 3 monthly basis if your application or appeal is not completed.

Work

The Company is not obliged to provide work for you. By entering into this agreement, you acknowledge that:

The Company offers no guarantee of any work at any time, or any minimum amount of work;

You will work on an 'as required', flexible basis; and

The intention of you and the Company is that, except when you are actually working on an assignment for the Company, the Company is not obliged to provide work for you, and you are not obliged to do the work offered (known as no 'mutuality of obligation').

Company's discretion regarding work offered

The Company has complete discretion whether to offer work. The Company is entitled to give or refuse to give work to any person at any time and will not give reasons for its decision.

Assignment

Each offer of work by the Company that you accept will be treated as an entirely separate engagement (an 'assignment'). The terms set out in this agreement will apply to each assignment only. There will be no relationship between you and the Company after the end of any assignment and before the start of any subsequent assignment. If the Company offers you work on one or more occasions, that gives you no legal rights and does not mean that you have entitlement to regular work from the Company, or continuity of employment.

Acceptance of assignments

You may refuse an offer of work by the Company.

Once you have accepted an offer of work, you must inform the Company immediately, by contacting your manager, by telephone, if you will be unable to complete the assignment for any reason.

The Company reserves the right to end an assignment at any time. If this happens, you will be paid for the hours you have worked until the assignment is ended

Job Title

The Company may offer you work from time to time as a Bar Staff

The precise description and nature of the work required may vary between assignments and you may be required to carry out other duties to meet the needs of the Company's business. You will be informed of the precise requirements at the start of each assignment.

Place of Work

You will be notified of the relevant place of work for each assignment.

Pay

The Company will pay you at the rate of £11.50 per hour (or the statutory minimum, whichever is higher) for those hours you work.

You will be paid weekly in arrears by cash each Tuesday for the hours worked in the previous week.

The Company has the right to deduct from your pay, or otherwise to require repayment by other means, any sum which you owe to the Company including, without limitation, any overpayment of pay or expenses, or loans made to you by the Company.

The Company will ensure that you always receive no less than the National Living / Minimum Wage rate applicable at the time.

Hours of Work

Your hours of work during an assignment will vary depending on the needs of the business. You will be notified of the hours required for each assignment.

You will be entitled to an unpaid break during any assignment where you are required to work for more than 6 hours in one day.

Holiday Entitlement

The holiday year runs from 1st April to 31st March.

Your entitlement to paid holiday in each holiday year will be pro-rata to the full-time entitlement of 28 days (inclusive of Casual/public holidays) for every 232 days worked. You will therefore accrue annual holidays on the basis of 12.07% of the hours you work. This equates to accruing one hour's paid holiday for every 8 hours and 17 minutes worked.

Given the nature of the business you may be offered work on bank/public holidays, and you will receive payment at your normal rate for those hours worked.

Payment for holidays will be at your normal rate of pay.

All annual holidays must have prior approval and authorisation. The Company will respond as soon as possible to your request for holiday. No responsibility will be accepted for monies lost as a consequence of your failure to follow this procedure.

Requests for holidays should be submitted to the Office on the time sheet giving 2 weeks' notice prior to the start of the required holiday period.

Unused holiday entitlement cannot be carried forward into the next holiday year.

Holidays must be taken in weekly blocks where possible.

Sick Pay

If you have accepted an offer of work but are then unable to work the hours agreed for the assignment, you must inform the Office, by telephone of the reason for your absence, as soon as possible but in any event by no later than 9am on the first day of absence.

If you satisfy the relevant qualifying conditions, you will be entitled to Statutory Sick Pay (SSP) at the prevailing rate for any period of sickness or injury during an assignment. You will not be entitled to any other payment from the Company.

Company Property

All documents, materials, hardware and software provided to you by the Company for use during an assignment, and all information and documents produced by you during an assignment, and produced, stored or maintained on the Company's computer systems or other equipment (including mobile phones, PDAs and tablets) are the property of Company.

At the end of each assignment (and at any other time when requested by the Company) you must return to the Company, or its representative, all property belonging to, or in any way relating to the business and affairs of, the Company which is in your possession or custody or under your control including, without limitation, passes, keys and radios.

If radios or any other company property is damaged due to your negligence, you will be responsible for the cost of repair or replacement and an appropriate amount will be deducted from any monies owing to you.

Confidentiality

Except in the proper performance of your work (or as required by law), you will not, either during your engagement by the Company or at any time after it ends, without the prior written approval of the Company, use confidential information for your own benefit or for the benefit of any other person, firm, company or organisation (other than the Company), or directly or indirectly disclose confidential information to any person (other than any person employed by the Company whose province it is to have access to that confidential information).

'Confidential information' means information which is not in the public domain, relating to the business, management systems, finances, transactions and affairs of the Company, its trade secrets, information relating to the business, finances, dealings, transactions and affairs of any client, supplier, agent or distributor of the Company, and any information which is identified to you by the Company as being confidential or secret in nature or which ought reasonably to be regarded as confidential.

The restrictions in these paragraphs will not apply to information disclosed for the purpose of making in good faith a protected disclosure within the meaning of Part IVA of the Employment Rights Act 1996, or to a relevant pay disclosure made in compliance with section 77 of the Equality Act 2010.

Uniform

The Company will provide you with a uniform, which you must wear at all times whilst carrying out your working duties. The Company will replace uniforms damaged due to normal wear and tear free of charge. You will be responsible for the cost of replacement should replacement be necessary as a result of your own negligence.

You agree that on termination of these arrangements, should you not return your uniform, or should your uniform be returned in an unsatisfactory condition, the cost of replacement or a proportionate amount of this, as decided by the Company, will be deducted from any final monies owing to you, or you will otherwise reimburse the Company.

Fines

It is your responsibility to ensure that you comply with the licensing laws, i.e. not to serve drinks to people who are under age, drunk, etc. If you are found guilty of committing such an offence you will be personally liable for any fines imposed due to your actions.

Monitoring of Personal Communications

You should be aware that the Company may monitor, intercept or record all communications received or made via the Company's telephone system or any other system including e-mail and internet usage. A copy of the relevant procedure which provides guidance as to what is acceptable computer/telephone usage will be made available to you. If you wish to make a call that cannot be monitored you should discuss this with management. Monitoring may be conducted by any member of management but will be for work-related purposes only.

Data Protection

The Company has developed guidelines, for the processing of personal data to meet the requirements of current legislation. The Company may change these guidelines at any time at its discretion. The Company will keep personal information on you and disclose such information when required. A copy of the relevant policy will be made available to you. The processing of information which is held about yourself is necessary for the performance of these arrangements.

CCTV

It is brought to your attention that some clients operate CCTV for security and monitoring purposes.

The Company reserves the right to view and monitor CCTV footage for work-related purposes.

Professional Registration

Where your duties require you to be in possession of professional registration or other certification, it is your responsibility to maintain full registration to the professional regulatory body and/or maintain valid certification throughout your period of assignment including attendance at any necessary courses, training or other sessions in your own time or as otherwise agreed.

Termination of Casual Worker Arrangements

If you wish the Company to remove your name from its list of Casual workers and no longer wish to be considered for work by the Company you should notify the Office, in writing, as soon as possible.

The Company may terminate this agreement with immediate effect by giving notice in writing to you if it reasonably considers that you have committed any serious breach of its terms or have committed any act of gross misconduct.

Examples of gross misconduct include (but are not limited to) theft, dishonesty, fraud, assault, fighting, an act or acts of violence or aggression, use of obscene or abusive language (including language of a discriminatory nature), possession or use of illegal drugs on Company premises or during working hours, possession or consumption of alcohol on Company premises or during working hours, other than on occasions approved by the Company, serious incapability at work brought on by alcohol or illegal drugs, wilful damage to the Company's property or the property of its employees or customers, suppliers or business partners, serious insubordination, falsification of records or other Company documents, including those relating to obtaining work, unlawful discrimination, harassment or bullying, refusal to carry out reasonable management instructions, gambling, bribery or corruption, acts of indecency or sexual harassment, serious breach of the health and safety policies and procedures, or endangering the health and safety of a fellow employee, client or third party, breach of the Company's policy regarding smoking, unauthorised access to or use of computer data or computer hardware, and any acts or omissions which might otherwise bring the Company into disrepute.

Changes to terms and conditions for Casual staff

The Company may review its requirements for Casual workers from time to time and/or may make changes to the terms and conditions upon which it offers work. If it does so, the Company may end this agreement with immediate effect in writing. You will have no right to be offered another agreement.

Declaration

I acknowledge receipt of this agreement and confirm that I have read it.

For the purpose of the application of statutory holiday entitlement under the Working Time Regulations, I agree that the holiday section of this agreement will be held to be a "relevant agreement".

Signed by the Worker

Name (Print)

Date

Signed on behalf of the Company

Name (Print)

Date

TIMEPIECE STAFF HANDBOOK

NAME:

DATE:

Licensing Laws

Timepiece Ltd will always ensure that alcoholic products are sold in a responsible manner and that no aspect of the licensing legislation is breached. It is therefore paramount that you have an understanding of the Licensing Act 2003.

- The new Licensing Act introduced the concept of dual licensing so that now both the premises and the individual authorised to sell the alcohol are separately licensed.
- Alcohol can only be sold by retail by a Personal Licence Holder PLH (unless there is a Temporary Event Notice in place).
- A Designated Premises Supervisor DPS (who must be a Personal Licence Holder) must be formally acknowledged for the Licensed premises (as in a written statement).
- The Act does not require a DPS or a PLH to be present on the premises at all times when alcohol is being sold.
- A PLH/DPS may authorise members of staff to make sales of alcohol but may be absent at times from the premises when the transaction takes place. However, the responsible PLH/DPS will not be able to escape responsibility for the actions of anyone authorised to make sales.

Offences under the Licensing Act 2003.

Allowing disorderly Conduct:

The holder of the premises licence, the designated premises supervisor or any person who works at the premises in a capacity, whether paid or unpaid, which authorises him to prevent the conduct commits an offence **if** he knowingly allows disorderly conduct on the licensed premises

Allowing the sale of Alcohol to a drunk. (on or off sales)

Any person who works at the licensed premises in a capacity, whether paid or unpaid, which gives him the authority to sell the alcohol concerned, the holder of a premises license or the designated premises supervisor commits an offence if they knowingly sell or attempt to sell alcohol to a person who is drunk, or allow alcohol to be sold to such a person.

Obtain Alcohol for a person who is drunk

A person commits an offence if he knowingly obtains or attempts to obtain alcohol for a person who is drunk on the licensed premises.

Health and Safety

Working in a busy and hectic environment can result in accidents, but accidents can be prevented. Being aware of hazards and risks, and understanding how to address them when they happen, makes the surroundings safer for your customers and for you.

A good safety management attitude has a multitude of benefits to the organisation. As well as being morally correct, it minimises costs incurred from insurance, legal claims and working days lost from injury.

Both employers and employees have a duty of care to keep the workplace safe.

Manual Handling

Many workplace injuries involve the lower back, as a result of improper lifting.

Minimise the risk of back injury by:

- Check the weight of an item before you lift, use your foot to push it or lift up one side.
- Check container is suitable for contents and will not distort or collapse
- Check where heavier items are stored and keep them at waist level.
- Use mechanical aids
- To lift-stand with feet apart, bend at the knees keeping your back straight and looking ahead Get a good grip and maintaining the position of your back and head, straighten the legs and stand up. Smooth movements not jerky
- Keep loads close to the body, if that cannot be achieved seek assistance.
- If precise positioning of load is required, stop short and slide into place.
- Let a responsible person know if you are carrying a medical condition that could effect your ability to lift loads.

Cellar Safety/Storage area safety

The Hole in the Wall benefits from both a good sized cellar and a large storage facility on the Second floor. In order to minimise risks to yourselves and others the following points should be followed:

- Cellar entry should be restricted to only trained personnel.
- Signage appropriate to the risks must be displayed
- Cellar should be adequately ventilated in case of CO₂ or Nitrogen leaks
- Any spillages should be cleared up immediately to prevent slipping hazard
- Floor should be washed regularly to prevent any mould growth and spore spread
- Adequate lighting must be provided
- Cylinders should be secured against falling
- Adequate safety gloves and glasses should be provided for line cleaning etc
- Storage should be kept tidy
- Routes through storage areas should be clearly defined to prevent them being blocked
- Routine surveys of stored items should be carried out to discard obsolete/broken or elated items
- Electrical cupboards must not be used for storage.

ELECTRICAL SAFETY

- No personal electrical items to be plugged into pub/club's circuits .
- Items that do require to be plugged into pub/Club's circuits must have current Portable Appliance Test certificate/sticker
- Do not overload plug sockets
- Avoid the use of multi socket extension leads
- Be observant for damaged plugs/sockets/cables and report to manager if seen . Do not
- tamper or try to modify any electrical equipment.

FIRE SAFETY

Fire safety in the Pub is not just the job of owners or managers. Every person employed has a responsibility to maintain the premises in a safe state, assist in keeping the premises safe from fire and understand their roles and responsibilities should a fire occur.

Fires are preventable, and through good management and cooperation the likelihood of a fire occurring are greatly reduced. By following the simple action points listed below, a good level of fire safety can be achieved.

- Know your fire exits
- Know which doors are fire doors (all those leading on to stairs)
- Ensure fire doors are not wedged open.
- If fire doors need to be kept open then ensure proper hold open devices are used. These will automatically release the door when the fire alarm is sounded.
- Make sure all the final exit doors are openable, all exit routes that are not normally walked should be checked daily (see Opening routine/Closing routine)
- Do not let rubbish accumulate, use the lockable wheelie bins outside
- Ensure ashtrays from outside area are disposed of safely into non combustible bins.
- Know where your fire extinguishers are.
- Know how to use them
- Know what the fire alarm sounds like
- Know what to do if you discover a fire
- Know what to do if you hear the fire alarm.

OPENING UP/CLOSING DOWN ROUTINE

- First person into the premise must ensure all emergency exits are clear of any security device and available for immediate use without recourse to a key (no emergency exit, other than main access door, is not have a deadlock or similar fitted)
- Before members of the public occupy the premises, all exit routes must be walked to their final place of safety (top of the lane).
- Sign off that all exits and exit routes are clear
- Last person to leave at night ensures that all emergency exits are secured, by whatever means.
- Toilets are checked, balcony bar, first floor and ground floor for any persons.
- Sign off secure, set alarm and leave.

ACTIONS ON DISCOVERING A FIRE

- Raise alarm immediately, shout FIRE, FIRE
- Make an assessment of whether immediate action will put out fire i.e. Stamp 011 fire, throw water/tea on fire or smother by some other means.
- If in any doubt of the success of immediate action, leave room, close door activate fire alarm by pushing in hard in the centre of the red fire alarm call point.
- If trained to do so or confident you can use a fire extinguisher, consider returning to fire with extinguisher. Open door to room containing fire and if possible remain in door way and activate fire extinguisher. If you have used two extinguishers and the fire is not out, DO NOT use a third evacuate and ensure the fire Service has been called.
- Evacuate building, report to line manager and await arrival of fire Service. The Officer in Charge of the first fire engine will want as much information from you as possible.

ACTIONS ON HEARING THE FIRE ALARM

WHEN BUILDING IS NOT TRADING

- Stop what you are doing immediately
- Make your way out of the building by the nearest available exit and rendezvous at the-front door closest to the alarm panel.
- Look at the alarm panel and locate the zone of activation.
- Assess the risk of sending a person with a radio or two people to investigate actuation.
- If you smell smoke or see smoke evacuate and call the fire service.
- If, on investigation there is no apparent reason for the actuation, reset the alarm panel, and wait.
- If panel resets, take no further action but you must record the actuation in a log book
- If panel fails to reset, investigate again and if necessary call alarm engineer.

WHEN BUILDING IS TRADING

- On hearing the alarm, stop what you are doing immediately.
- Managers/head of Security go to alarm panel and locate zone of activation.
- Security, move towards Emergency exits and stand by.
- Bar staff, stop serving, explain to customers what is happening, secure tills, and stand by
- DJ, lights have come up, music has stopped. Ask all to remain calm and stand by for further instructions.
- Nominated person takes radio and investigates. Any sign of fire or smell of smoke consider immediate full evacuation.
- Follow "action on discovering a fire"

FULL EVACUATION

- On calling for a full evacuation:
- Security, open emergency exits and encourage people to leave in an orderly manner.
- Bar staff, explain what is happening and encourage people to leave in an orderly manner
- Do Not stop people taking glasses or drinks with them.
- Security/ Management should be placed at strategic points along the exit route to encourage movement and reassure.
- Customers in the external area must be encouraged to leave immediately to make room for those evacuating the main building.
- Once clear of the building, movement of the crowd must be maintained to well beyond the end of the Lane.
- Access route for Fire engines should be kept as clear as possible.
- If the queue to get in is being controlled from the end of the lane, explain what the blue strobe means and ask people to step aside and move away from building.
- If queuing is being controlled at the top of the lane, and a pedestrian barrier has been put in place. Leave barrier in situ. Explain to those queuing what the blue strobe indicates and encourage them to leave as quickly as possible in order to make room for the full evacuation of the building.

HOLIDAY POICY

- Holiday entitlement is 28 days (5 weeks & 3 days) pro-rata.
- Holiday pay must be requested at least 2 weeks in advance. It will be allocated on a first-come, first-served basis. It should be requested through the office on (01392) 477777 or via email time_piece@hotmail.co.uk with HOLIDAY REQUEST in the subject field.
- Holiday must be taken evenly throughout the year, and where possible, in weekly blocks away from work

Further information can be found [at www.gov.uk/holiday-entitlement-rights](http://www.gov.uk/holiday-entitlement-rights)

WAGE SLIPS

- Wages are usually processed on a Tuesday, with payment made into your nominated bank account on the follow Thursday.
- To see your payslip you will need to download the Sage HR app. Please use the QR code below



Google Play Store



Apple App Store

PRINT NAME AND SIGN _____

MANAGER/TRAINER NAME _____

SIGNATURE _____

INDUCTION CHECKLIST

Name: _____ Start Date: _____

Contact Number _____ Email Address _____

Please read and complete this form and sign the statement below.

I have read and understand the current employee handbook along with my Statement of Main Terms. I accept the terms and conditions of my Contract of Employment (except where the contrary is expressly stated) and I will be bound by the provisions of its contents. I agree that those entitlements and provisions relating to working time, including annual holidays constitute a relevant agreement For the purpose of this legislation

Employee signature: _____ : _____

The following details have been discussed (tick if applicable)	
Timepiece/Old Timers	<input type="checkbox"/>
Tills (How to use)	<input type="checkbox"/>
Products(What to sell)	<input type="checkbox"/>
Cloakroom	<input type="checkbox"/>
Housekeeping	<input type="checkbox"/>
Contract & Employment	<input type="checkbox"/>
Spiking Policy	<input type="checkbox"/>
Cleaning (Keep the work place clean)	<input type="checkbox"/>
Closedown procedure	<input type="checkbox"/>
Working Safely(Glass, Fire, Heavy Lifting)	<input type="checkbox"/>
Ear Plug Usage	<input type="checkbox"/>
Fire Procedure (Fire Escapes, etc.)	<input type="checkbox"/>
First Aid (Where, Who, How)	<input type="checkbox"/>
Age Verification Policy	<input type="checkbox"/>
Ask Angela Policy	<input type="checkbox"/>

Emergency Contact Details: _____ G Protection Regulation (Info found in pack ☐)

Name _____

Relationship _____

Contact Number _____

Signed Once Complete _____

Manager _____

Date _____

PLEASE TURN OVER

Right To Work Information

<https://www.gov.uk/view-right-to-work>

Documentation Shown

UK Passport	[]	Biometric Residence Permit	[]
EU Passport	[]	Certificate Of Registration or Naturalisation	[]
EU I.D Card	[]	Other Please State	[]

Right To Work Share Code

Example A12 34567G

Expiry Date

Passport/I.D Number

Bank Account Information

Bank Account Number

Sort Code

Name On Account


—

Checked By

Signature

	Wednesday 1st October
	Wednesday 1st October



Name	Date
	Monday 16th September
	Monday 16th September
	Monday 16th September
	Monday 16th September
	Monday 16th September
	Monday 16th September
	Monday 16th September
	Monday 16th September
	Monday 16th September
	Monday 16th September
	Monday 16th September
	Monday 16th September

Section E

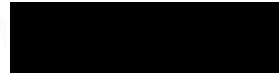
Index

		Page(s)
1	Witness [REDACTED]	119 - 121
2	SK 1 SRA Badge	122

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF



Introduction

1. I am [REDACTED] work as a door supervisor at Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX. I am a qualified SIA door supervisor (Please See SK 1). I have held my door supervisor qualification since 2022.
2. On 19 September 2025, I was called over the radio by a Door Supervisor male colleague to attend to a female person that appeared to be intoxicated and needed support to vacate the premises. The time of this call being 23:10. I met with a young lady and her group of approximately 4 friends and offered her my arm and hand as a support to escort her through the outside area to the seating area at the gate to be assessed.
3. At this point I was not concerned of a high level of intoxication as only the support of my arm/hand was needed and the young lady was walking and talking well.
4. I proceeded to place the young lady on the bench nearest to the gate entrance and talked with her friends with reference to a plan to get the young lady home. At this stage the young lady was apologising. One of the friends had called a taxi and passed over the phone to me to speak to them, during the discussion with the taxi driver, I was asked if she was drunk and responded only a little bit, so that she would be picked up by the taxi driver. She did say that she did not feel well and felt sick, symptoms associated with drinking too much.
5. Upon leaving to get the taxi, the young lady slipped off the bench to the floor. Myself and another Door Supervisor helped her back on to the bench, the friends and I then proceeded to pick her up from the bench to get the taxi that had been ordered and they left the premises with her walking and talking so I was happy with the outcome and that she was in safe hands with her friends being taken home.
6. I continued with my duties and as I was at the entrance decided to see if any rubbish needed collecting in the streets. Whilst collecting some rubbish, I noticed that the same girl (Complainant A) was lying on the pavement facedown. This was at approximately 23:35.
7. I approached and asked her two friends if everything was ok, a male lying near her said she was fine. At this point, I thought it may be helpful for the street pastors to take a look at her. I noticed them walking down the road so I called to them. They advised that they had already been over to the young lady in question, said that she was alright, she was with friends who were supposed to be taking her home, they had given water and that the friends

had to work out how to get her home. I went back to the young lady and explained I had spoken to the street pastors who advised that they had already been over.

8. I suggested that it would be better if they got the young lady up and off the pavement to get her home ensuring she had water and got some air in her lungs. One of the females with her said that this was "fine, don't worry".
9. At this point, the young lady (Complainant A) said 'I am really sorry' and I explained no need to apologise, and that I would leave them to it. There was a young lad laying on the floor with her casually appearing to be not concerned also 3 other ladies with her and agreed to get her home.
10. As I was satisfied that she was ok as she had spoken and in the care of her friends, I advised that I would leave the friends to it.
11. I did not see Complainant A again that evening. I can confirm that at no stage did her or her friends say that she thought she had been spiked. I can also confirm that I was never asked to call an ambulance.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: [REDACTED]

Signed: [REDACTED]

Dated:

25/10/2025

Section F

index

		Page(s)
1	Witness Statement [REDACTED]	123 - 124
2	JD 1 SRA Badge	125

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF



Introduction

1. I am [REDACTED] I work as a door supervisor at Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX. I am a qualified SIA door supervisor (Please See JD 1). I have held my door supervisor qualification since 2008.
2. On 19 September 2025 at 23:10 I was doing my walk rounds when I noticed my colleague [REDACTED] walking a drunk girl down towards the benches. I cleared the lane so she could bring her down safely. She sat her down on the end bench, I then returned to my walk rounds while Sam looked after her.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: [REDACTED]

Signed [REDACTED]

Dated: 03/10/2025

Section G



Index

		Page(s)
1	Witness Statement 	126 - 127
2	LP 1 SRA Badge	128

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF 

Introduction

1. 1. I am [REDACTED] I work as a door supervisor at Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX. I am a qualified SIA door supervisor (Please See LP 1). I have held my door supervisor qualification since 2005.
2. On 19 September 2025, I was outside at the top of the queue by the entrance to the alleyway [REDACTED] and [REDACTED] were walking a drunk girl to the end of table accompanied by 3 friends. The friends were insistent that she was going home in a taxi and was just drunk. At the point the female went to stand up, she ended up on the floor. I went over and helped her to stand with her friends. They all left together for a taxi at around 23:20.

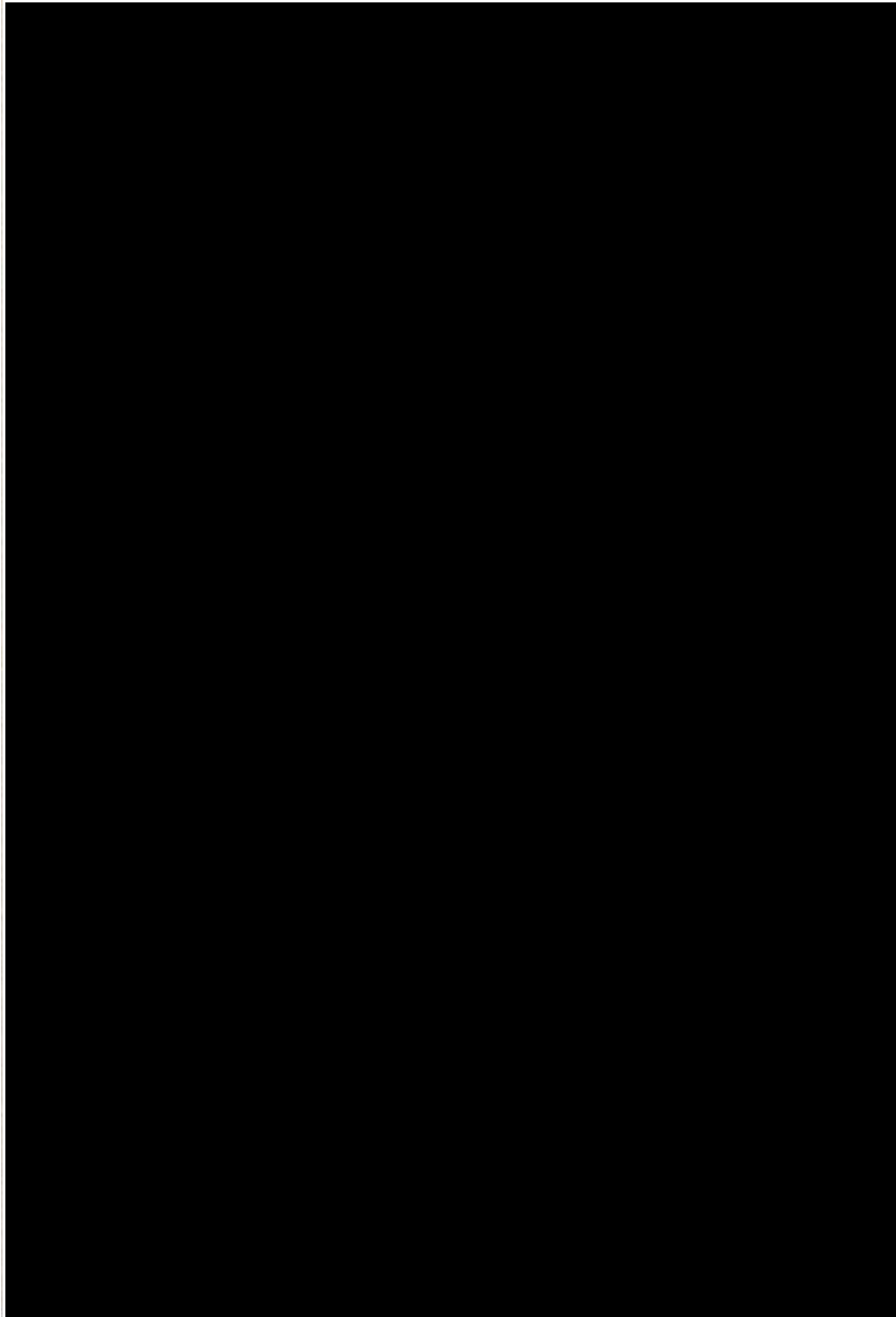
Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: [REDACTED]

Signed: [REDACTED]

Dated: 19/09/25



Section H

index

		Page(s)
1	Witness Statement [REDACTED]	129 - 130
2	ST 1 SRA Badge	131

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF [REDACTED]

Introduction

1. I am [REDACTED] I work as a door supervisor at Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX. I am a qualified SIA door supervisor (Please See ST 1). I have held my door supervisor qualification since 2019.
2. On the evening of 19 September 2025 at 23:00pm I witnessed a young lady with blonde hair falling down the stairs (Complainant A) as she was coming out from the ladies' toilets.
3. I responded quickly and assisted her to stand up. After the incident, I have decided to invite her to exit the club as she was clearly intoxicated.
4. Some of her friends interfered saying there was no need and that she will be ok. I stood firm in my decision and assisted her out.
5. Moreover, I informed my colleagues and [REDACTED] the female security officially took over, when I handed her over.

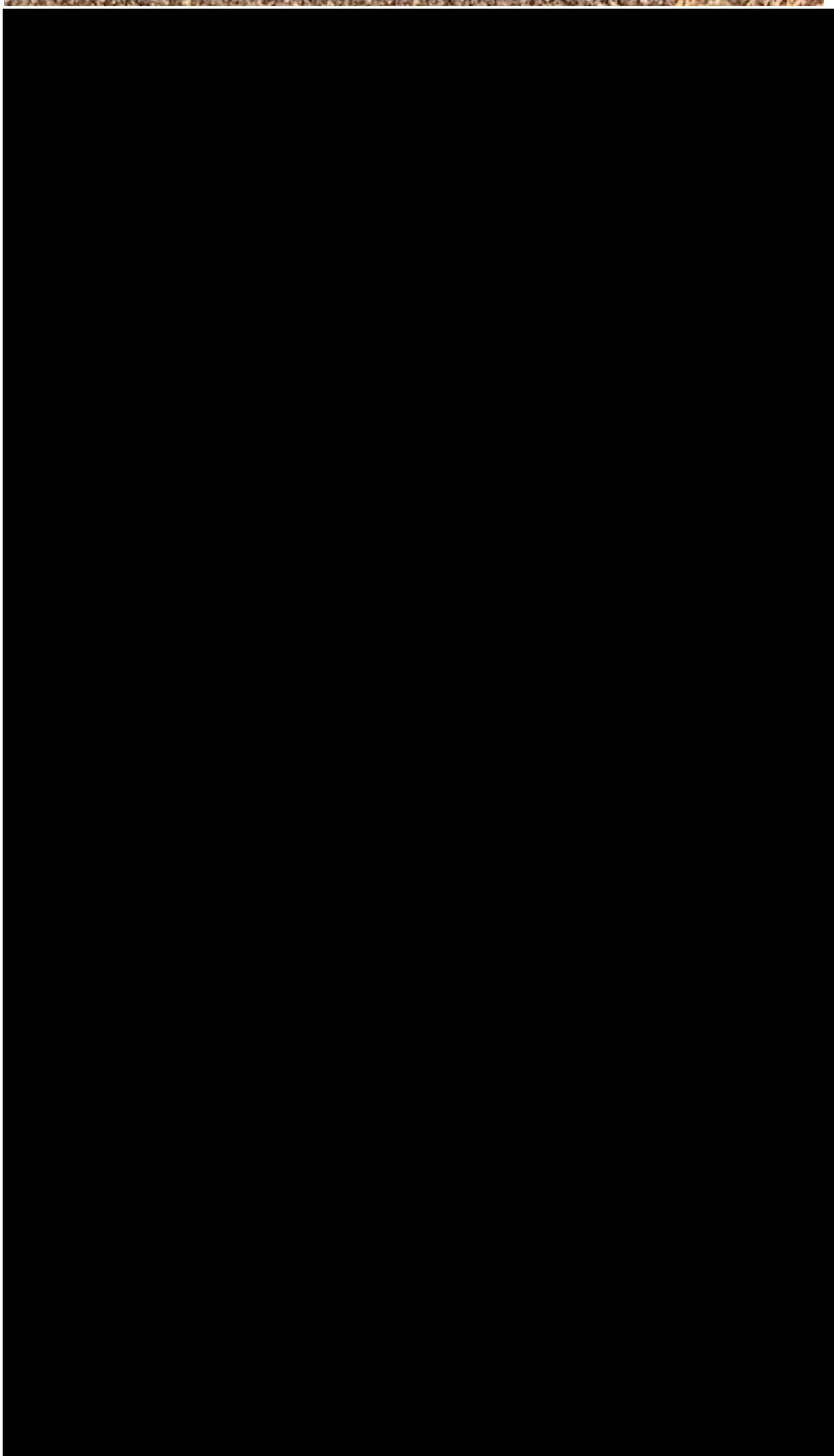
Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: [REDACTED]

Signed: [REDACTED]

Dated: 31/10/2025



Section I



index

		Page(s)
1	Witness Statement 	132 - 133

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF 

Introduction

1. I am [REDACTED], Exeter Street Pastor Coordinator. I personally have been working on the streets of Exeter for 13 years.

Street Pastor Background

2. Street Pastors in Exeter work in conjunction with the city CCTV, police and Night Time Economy to help people in the centre of the city to keep safe.
3. We carry with us water, first aid kits, flip- flops (for those who no longer can wear heels), phone chargers (to enable people to contact friends) and equipment to sweep up broken glass (as people frequently walk home bare-footed).
4. We interact with people on the streets ensuring that they have a plan to get home safely or assist them to develop such a plan. We look out for vulnerable individuals and attempt to link them up with friends or often call parents or friends able to pick them up.
5. Our training for Street Pastors is a three month course covering Protocols, CCTV, Homelessness, Police, Drug and Alcohol awareness, communication, mental health awareness and First Aid (Emergency First Aid course certificated by FACT- First Aid Core Training).

Timepiece

6. Over the last few years I have been impressed how Timepiece have managed entry into the venue with a ticketing system and a seemingly staggered exit at the end of the night. We are rarely called by CCTV to them. We always visit the venue and talk with the staff about how things are. They are concerned about the well-being of their guests.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: [REDACTED]

Signed [REDACTED]

Dated: / 13-10-25

Section J



Index

		Page(s)
1	Witness Statement 	134 - 135

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF 

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF TIM ELLIS

☐ **Introduction**

1. I am [REDACTED] Exeter Street Pastor. I trained to be a Street Pastor in 2022 and undertook my first-aid refresher course, last year in 2024.
2. On 19 September 2025 at around 11-00 pm. We came across a drunk blonde young lady (Complainant A) being helped down the slope from TimePiece and around the corner into Bailey Street. The two young ladies assisting her said she had been spiked as she had had the same drinks as them and they were fine. To us she just presented as being very drunk which we are used to seeing, she didn't look like she had been drugged. We gave them a bottle of water and instructions to drink it slowly. They said they were ok and would help her get home.
3. They then allowed her to fall to the ground as they weren't holding her very well. Seeming to not want our help, they picked her up and continued on down Bailey street while we watched. Further along the road they dropped her again, we decided to leave them to it, as they were managing and it was not that late evening.
4. A female Door Supervisor from Timepiece came and found us and asked if we had seen the young lady. I confirmed that we had seen her, given water, that she was alright and that the friends just needed to get her home.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name [REDACTED]

Signed [REDACTED]

Dated [REDACTED] 13-10-25

Section K



Index

		Page(s)
1	Witness Statement 	136 - 137

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF [REDACTED]

Introduction

1. I am [REDACTED] On 16th September at 2239, I was called to the side door by [REDACTED] to remove a girl who had been persistently arguing with him and was obstructing the side door entrance, causing a buildup of customers. He had identified her stamp as a fake one that had been drawn on or duplicated. When I arrived, she asked me to look at the CCTV. I explained I would do so after I had walked her to the door and cleared the side entrance, as she was blocking it with her friend after being repeatedly asked to move. I started to walk her down, and her friend kept trying to push my hand off her while I was escorting her out. This happened several times. I asked her to stop interfering with my hold as I guided her out, ensuring she did not fall in the process, as she was intoxicated. During the walk down, her friend told me to 'f*** off! I did not respond. When we reached the front of the club, she turned around to ask me again to look at the CCTV. I checked her stamp against her friend's to compare them.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: [REDACTED]

Signed [REDACTED]

Dated: 25/10/25

Section L

Index

		Page(s)
1	Witness Statement [REDACTED]	138 - 139

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

TIMEPIECE, LITTLE CASTLE STREET, EXETER, DEVON, EX4 3PX

WITNESS STATEMENT OF



Introduction

1. I am [REDACTED] I work as a steward at Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX.
2. On the evening of 16 September 2025 at around 22:37 a young lady with blond hair (I now know as [REDACTED]) tried to enter the 'upstairs' of the venue. For this area of the venue you are required to pay an additional fee and for this you obtain a stamp. I was situated at the doorway and was controlling entry by checking stamps.
3. I have worked at the premises for 7 years and have a lot of experience in examining the stamps. The stamp that I was shown by the young lady was fake, although she protested that it wasn't. I therefore would not let her 'upstairs'.
4. She stated that she had paid for the stamp and to check the CCTV, I re-examined the stamp and again believed it to be fake. She remained blocking the entrance to 'upstairs' for a number of minutes before I called [REDACTED] (a female door supervisor) to remove her.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name:

Signed:

Dated: 31st October 2025

Section M
Correspondence with Police
Index

	Page(s)
1 Correspondence with Police	140 - 146

From: [REDACTED]
Sent: 16 October 2025 11:14
To: [REDACTED]
Subject: RE: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

Hi [REDACTED]

I've just submitted out reps to Exeter Council.

They are asking for the list of agreed conditions so they can include them in their report so just letting you know I will share those with them.

Kind Regards

[REDACTED]
[REDACTED]
email: [REDACTED]

Licensing - Prevention Department | [Licensing](#) Sharepoint



From: [REDACTED]
Sent: 15 October 2025 09:38
To: [REDACTED]
Subject: RE: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

Morning,

No problem at all.

Thanks

[REDACTED]
[REDACTED]
Woods Whur, St James House, 28 Park Place, Leeds, LS1 2SP

This email, including any attachments, is confidential and may be legally privileged. If it is received by mistake please let us know and delete from your system - do not read or copy it or disclose its contents to anyone. Any liability (in negligence or otherwise) arising from any third party relying on this email is excluded. Emails are not secure and cannot be guaranteed to be free of errors or viruses. It is your responsibility to scan emails and attachments for viruses before opening them. No responsibility is accepted for emails unconnected with our business. Messages may be monitored for compliance purposes and to protect our business.

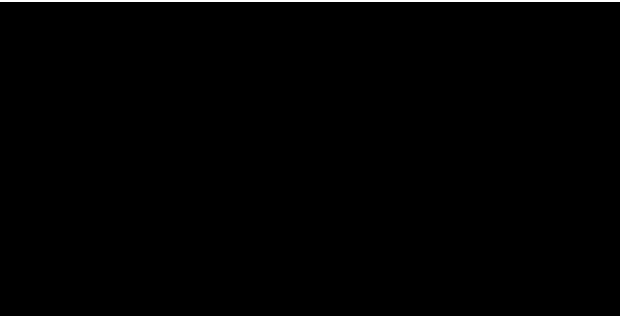
The principal office of Woods Whur 2014 Limited is at St James House, 28 Park Place, Leeds LS1 2SP. VAT number 187289453. info@woodswhur.co.uk
Woods Whur 2014 Limited is authorised and regulated by the Solicitors Regulation Authority (the SRA), details of which can be accessed on the SRA website (<http://www.sra.org.uk/solicitors/code-of-conduct.page>) . SRA number: 613288.

From: [REDACTED]
Sent: 15 October 2025 09:37
To: [REDACTED]
<[Ka](#)>
Subject: RE: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

Good Morning [REDACTED]

Yes happy with the proposed conditions.

Many thanks for working with us on this.



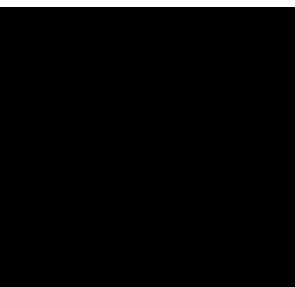
Licensing - Prevention Department | [Licensing](#) Sharepoint



From: [REDACTED]
Sent: 14 October 2025 17:49
To: [REDACTED]
<[D](#)>
Subject: RE: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

Hi [REDACTED],

Thank you for this.



Woods Whur, St James House, 28 Park Place, Leeds, LS1 2SP

This email, including any attachments, is confidential and may be legally privileged. If it is received by mistake please let us know and delete from your system - do not read or copy it or disclose its contents to anyone. Any liability (in negligence or otherwise) arising from any third party relying on this email is excluded. Emails are not secure and cannot be guaranteed to be free of errors or viruses. It is your responsibility to scan emails and attachments for viruses before opening them. No responsibility is accepted for emails unconnected with our business. Messages may be monitored for compliance purposes and to protect our business.

The principal office of Woods Whur 2014 Limited is at St James House, 28 Park Place, Leeds LS1 2SP. VAT number 187289453. info@woodswhur.co.uk
Woods Whur 2014 Limited is authorised and regulated by the Solicitors Regulation Authority (the SRA), details of which can be accessed on the SRA website (<http://www.sra.org.uk/solicitors/code-of-conduct.page>) . SRA number: 613288.

From: D [REDACTED]
Sent: 14 October 2025 16:54
To: [REDACTED]

[REDACTED]
Subject: RE: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

Hi [REDACTED]

Am happy with the conditions proposed.

Kind regards

[REDACTED]

Licensing - Prevention Department | [Licensing Sharepoint](#)

Devon & Cornwall Police, Exeter Police Station, Sidmouth Road, Exeter, EX2 7RY



From: [REDACTED]

Sent: 14 October 2025 16:48

To: [REDACTED]

<[Ka](#)

Subject: RE: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

Good Afternoon [REDACTED]

Please see attached what I believe to be agreed conditions between the parties. If you could please confirm that this is correct. It is these that I will put forward to the Committee as part of the review determination.

Many thanks

[REDACTED]

Woods Whur, St James House, 28 Park Place, Leeds, LS1 2SP

This email, including any attachments, is confidential and may be legally privileged. If it is received by mistake please let us know and delete from your system - do not read or copy it or disclose its contents to anyone. Any liability (in negligence or otherwise) arising from any third party relying on this email is excluded. Emails are not secure and cannot be guaranteed to be free of errors or viruses. It is your responsibility to scan emails and attachments for viruses before opening them. No responsibility is accepted for emails unconnected with our business. Messages may be monitored for compliance purposes and to protect our business.

The principal office of Woods Whur 2014 Limited is at St James House, 28 Park Place, Leeds LS1 2SP. VAT number 187289453. info@woodswhur.co.uk
Woods Whur 2014 Limited is authorised and regulated by the Solicitors Regulation Authority (the SRA), details of which can be accessed on the SRA website (<http://www.sra.org.uk/solicitors/code-of-conduct.page>) . SRA number: 613288.

From: [REDACTED]

Sent: 13 October 2025 11:02

To: [REDACTED]

<[Ka](#)

Subject: RE: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

Good Morning [REDACTED]

In relation to the proposed conditions, [REDACTED] and I have had chance to review them and make some suggestions.

We are happy with everything else.

Please find attached our suggestions which are in green

Please let us know your thoughts and share with your client.

Kind Regards

[REDACTED]

Licensing - Prevention Department | [Licensing](#) Sharepoint



From: [REDACTED]

Sent: 09 October 2025 13:44

To: [REDACTED]

Subject: RE: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

Good Afternoon [REDACTED]

16 September 2025

Thank you for the below [REDACTED] has now had an opportunity to look over the CCTV in relation to the alleged incident of 16 September. He has found the CCTV and it has been down loaded onto a memory stick for you. There are two separate recordings. The CCTV is at the premises for [REDACTED] to collect when she is back in.

There is not an incident report, as the matter was deemed too minor. It was believed a female had a fake entry stamp and so after a long discussion with the door steward (non-licensed SIA) he called a member of the female door team, who is SIA trained, to remove her from the premises. The reason being that the female had been blocking the doorway whilst she was arguing with the door steward. You will note from the 'side door' footage that the female in question was with the steward for at least 2 minutes, prior to being removed. The bodycam footage clearly shows that excessive force was not used. The CCTV was not re-checked by the door team in relation to the fake stamp at the time of the incident, due to the rude manner that the female SIA was spoken to by a friend of the female removed.

The CCTV is self-explanatory. However [REDACTED] is obtaining a statement from [REDACTED] the female door supervisor who escorted the female from the premises. I will hopefully let you have this later today.

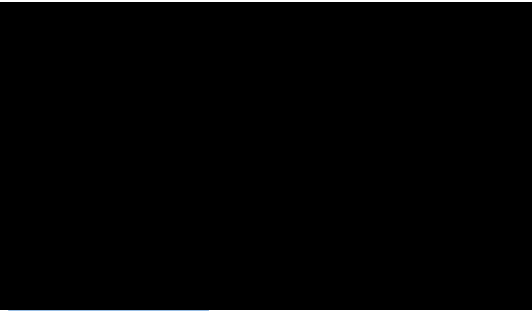
Spiking Course

Thank you for the link to the spiking course, Sam has confirmed that all management and bar supervisors will attend the Spiking Awareness training online next Tuesday at 3:30, if they did not attend this Tuesday's session.

Proposed Conditions

In relation to the conditions, we will ask the committee to add the agreed (when agreed) to the licence as part of the determination of the appeal, please see attached. Obviously we are more than happy to discuss any of the above.

Many thanks



Woods Whur, St James House, 28 Park Place, Leeds, LS1 2SP

This email, including any attachments, is confidential and may be legally privileged. If it is received by mistake please let us know and delete from your system - do not read or copy it or disclose its contents to anyone. Any liability (in negligence or otherwise) arising from any third party relying on this email is excluded. Emails are not secure and cannot be guaranteed to be free of errors or viruses. It is your responsibility to scan emails and attachments for viruses before opening them. No responsibility is accepted for emails unconnected with our business. Messages may be monitored for compliance purposes and to protect our business.

The principal office of Woods Whur 2014 Limited is at St James House, 28 Park Place, Leeds LS1 2SP. VAT number 187289453. info@woodswhur.co.uk
Woods Whur 2014 Limited is authorised and regulated by the Solicitors Regulation Authority (the SRA), details of which can be accessed on the SRA website (<http://www.sra.org.uk/solicitors/code-of-conduct.page>) . SRA number: 613288.

From: [REDACTED]
Sent: 7 October 2025 07:27
To: [REDACTED]
<[Ka](#)>
Subject: RE: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

Good Morning [REDACTED]

It was good to meet you yesterday along with your clients at Timepiece.

I felt it was a productive and encouraging meeting.

One thing I thought about last night was that I meant to ask to see the incident book for 16th September when one of the alleged incidents mentioned to me was supposed to have taken place.

In summary, and I do not have specific times, location within the venue or description of those involved –

A woman was forcibly removed from the premises by security, accused of having a fake ID stamp. She was not intoxicated and not warned and a female security guard used excessive force. When asked to check CCTV she was told they (security) “couldn’t be bothered”. Some SIA were not wearing badges and she was threatened with a ban if she complained. Friends who tried to intervene were shouted at and pushed by security.

Are you please able to ask your client to check the incident book to see if there is anything recorded that would correlate with this alleged incident. If so, please could I be sent a copy. If the incident is recorded, could CCTV be checked (if it hasn’t already) and if the incident is located, arrangements be made for us to view this footage.

On the topic of spiking, please find below a link to free online spiking awareness training for venues and staff provided by Red Snapper. [REDACTED] may well have already sent this to your client, but if not, here it is. It’s really useful and information training.

[Spiking Awareness Training Tickets, Multiple Dates | Eventbrite](#)

Thanks again for your time yesterday and your willingness to work together. We look forward to receiving the above information (if applicable) as well as the proposed conditions for the minor variation.

Kind Regards



Licensing - Prevention Department | [Licensing Sharepoint](#)



From: [Redacted]
Sent: 06 October 2025 21:23
To: [Redacted]
Cc: [Redacted]
Subject: Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX - LA 2003 Premises Licence Review

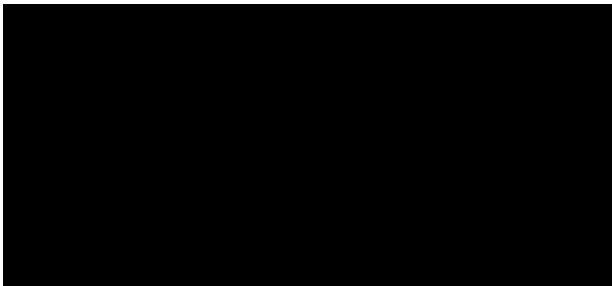
Good Evening [Redacted]

As you are aware I am instructed by the operator of the above premises in relation to this review. Thank you both again for your time today.

Following on from your meeting on 24 September 2025 and our meeting today, could you please let me have a copy of the Council's 'model conditions'.

As you are aware the premises is keen to continue to work in partnership with you to ensure the licensing objectives are promoted; as such, should you require anything from our client in relation to this matter please do let me know.

Many thanks



Woods Whur, St James House, 28 Park Place, Leeds, LS1 2SP

This email, including any attachments, is confidential and may be legally privileged. If it is received by mistake please let us know and delete from your system - do not read or copy it or disclose its contents to anyone. Any liability (in negligence or otherwise) arising from any third party relying on this email is excluded. Emails are not secure and cannot be guaranteed to be free of errors or viruses. It is your responsibility to scan emails and attachments for viruses before opening them. No responsibility is accepted for emails unconnected with our business. Messages may be monitored for compliance purposes and to protect our business.

The principal office of Woods Whur 2014 Limited is at St James House, 28 Park Place, Leeds LS1 2SP. VAT number 187289453. info@woodswhur.co.uk
Woods Whur 2014 Limited is authorised and regulated by the Solicitors Regulation Authority (the SRA), details of which can be accessed on the SRA website (<http://www.sra.org.uk/solicitors/code-of-conduct.page>) . SRA number: 613288.

This e-mail is intended for the named recipient(s) only and may contain privileged information, which is protected in law. If you have received this e-mail in error, please contact the sender to advise them and delete this e-mail. Unauthorised use, disclosure, copying or distribution is prohibited.

E-mail should not be regarded as a secure means of communication, we take all reasonable steps to ensure that e-mails are protected from malware, but cannot accept liability for any loss or damage, howsoever arising, as a result of their transmission to the recipients' computer or network.

For more information, or to contact us, please visit us at www.devon-cornwall.police.uk or www.dorset.police.uk

This e-mail is intended for the named recipient(s) only and may contain privileged information, which is protected in law. If you have received this e-mail in error, please contact the sender to advise them and delete this e-mail. Unauthorised use, disclosure, copying or distribution is prohibited.

E-mail should not be regarded as a secure means of communication, we take all reasonable steps to ensure that e-mails are protected from malware, but cannot accept liability for any loss or damage, howsoever arising, as a result of their transmission to the recipients' computer or network.

For more information, or to contact us, please visit us at www.devon-cornwall.police.uk or www.dorset.police.uk

This e-mail is intended for the named recipient(s) only and may contain privileged information, which is protected in law. If you have received this e-mail in error, please contact the sender to advise them and delete this e-mail. Unauthorised use, disclosure, copying or distribution is prohibited.

E-mail should not be regarded as a secure means of communication, we take all reasonable steps to ensure that e-mails are protected from malware, but cannot accept liability for any loss or damage, howsoever arising, as a result of their transmission to the recipients' computer or network.

For more information, or to contact us, please visit us at www.devon-cornwall.police.uk or www.dorset.police.uk

This e-mail is intended for the named recipient(s) only and may contain privileged information, which is protected in law. If you have received this e-mail in error, please contact the sender to advise them and delete this e-mail. Unauthorised use, disclosure, copying or distribution is prohibited.

E-mail should not be regarded as a secure means of communication, we take all reasonable steps to ensure that e-mails are protected from malware, but cannot accept liability for any loss or damage, howsoever arising, as a result of their transmission to the recipients' computer or network.

For more information, or to contact us, please visit us at www.devon-cornwall.police.uk or www.dorset.police.uk

This e-mail is intended for the named recipient(s) only and may contain privileged information, which is protected in law. If you have received this e-mail in error, please contact the sender to advise them and delete this e-mail. Unauthorised use, disclosure, copying or distribution is prohibited.

E-mail should not be regarded as a secure means of communication, we take all reasonable steps to ensure that e-mails are protected from malware, but cannot accept liability for any loss or damage, howsoever arising, as a result of their transmission to the recipients' computer or network.

For more information, or to contact us, please visit us at www.devon-cornwall.police.uk or www.dorset.police.uk

Section N
Correspondence with Dadds
Index

	Page(s)
1 Correspondence with Dadds	147 - 148

From: [REDACTED]
Sent: 3 November 2025 11:20
To: [REDACTED]
Cc: Licensing Team
Subject: RE: Premises Licence Review - Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX

Importance: High

Dear [REDACTED]

I am following up on the below please. Could you please respond in relation to the 'descriptions of females' and the 'spiking' points.

Yours sincerely,

[REDACTED]
Woods Whur, St James House, 28 Park Place, Leeds, LS1 2SP

This email, including any attachments, is confidential and may be legally privileged. If it is received by mistake please let us know and delete from your system - do not read or copy it or disclose its contents to anyone. Any liability (in negligence or otherwise) arising from any third party relying on this email is excluded. Emails are not secure and cannot be guaranteed to be free of errors or viruses. It is your responsibility to scan emails and attachments for viruses before opening them. No responsibility is accepted for emails unconnected with our business. Messages may be monitored for compliance purposes and to protect our business.

The principal office of Woods Whur 2014 Limited is at St James House, 28 Park Place, Leeds LS1 2SP. VAT number 187289453. info@woodswhur.co.uk

Woods Whur 2014 Limited is authorised and regulated by the Solicitors Regulation Authority (the SRA), details of which can be accessed on the SRA website (<http://www.sra.org.uk/solicitors/code-of-conduct.page>) . SRA number: 613288.

From: [REDACTED]
Sent: 30 October 2025 11:05
To: [REDACTED]
Cc: Licensing Team <licensing.team@exeter.gov.uk>
Subject: Premises Licence Review - Timepiece, Little Castle Street, Exeter, Devon, EX4 3PX

Dear [REDACTED]

We are instructed by the operator of Timepiece, in relation to the review of the premises licence that you have launched.

Timepiece, as a responsible operator have been working in partnership with the local police in relation to the allegations that have been made. You will now of course have seen the representation from the Police Licensing Team.

Descriptions of Females

So that we can be certain that we are investigating the correct allegations, are you please able to provide physical descriptions of the females in question for what you refer to as the Main Incident (20 September 2025, around 23:00) and Incident 2 (19 September 2025). It is our belief (and that of the Police) that it is the same female and

that there was only one alleged incident. This is based on the fact that in the Main Incident you cite (CRN [REDACTED]) this incident took place on 19 September 2025 and not on 20 September 2025.

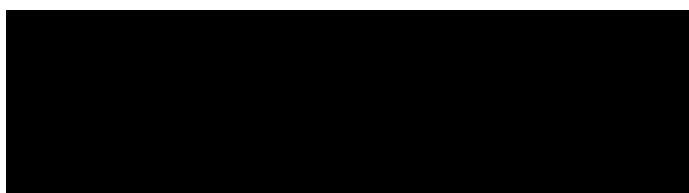
If it is indeed two separate incidents as you allege, could you please let me have physical descriptions including: hair colour, height, build, distinguishing features, clothes that were worn, etc. for each female.

Spiking

The review application also mentions a 'suspected spiking', although spiking is then not mentioned at all in your letter dated 27 September 2025. Are you please able to clarify your position on this. As we are aware that you have served no further evidence in relation to the allegations that you have made.

We look forward to hearing from you.

Yours sincerely,



Woods Whur, St James House, 28 Park Place, Leeds, LS1 2SP

This email, including any attachments, is confidential and may be legally privileged. If it is received by mistake please let us know and delete from your system - do not read or copy it or disclose its contents to anyone. Any liability (in negligence or otherwise) arising from any third party relying on this email is excluded. Emails are not secure and cannot be guaranteed to be free of errors or viruses. It is your responsibility to scan emails and attachments for viruses before opening them. No responsibility is accepted for emails unconnected with our business. Messages may be monitored for compliance purposes and to protect our business.

The principal office of Woods Whur 2014 Limited is at St James House, 28 Park Place, Leeds LS1 2SP. VAT number 187289453. info@woodswhur.co.uk

Woods Whur 2014 Limited is authorised and regulated by the Solicitors Regulation Authority (the SRA), details of which can be accessed on the SRA website (<http://www.sra.org.uk/solicitors/code-of-conduct.page>) . SRA number: 613288.