



Service Provision –

Licensed Trade – One Stop Shop

M and H trainers and Consultants now aim to provide a one stop shop for all licensed trade operators in matters relating to licensing challenges, safety of staff and clientele, training and incident investigation.

Detailed Service areas –

- **Licensing**
 - Preparation and provision of reports to support new licensing applications
 - Investigation and provision of reports to accurately evaluate licensing challenges
 - Provision of an expert witness to present evidence in an Inquiry, Court or Board arena
 - Preparation and provision of a site specific Policy and Procedures Manual and follow through training incorporating –
 - Operational Stewarding Plans
 - Drugs
 - Bomb hoaxes
 - Counter terrorism
 - Evacuation – fire and bomb alert
 - Dispersal

- **Fire Safety – the provision of a service incorporating all or parts of the following –**
 - Fire Risk Assessment and Action Plan to maintain compliance
 - Site Fire Plan
 - Ensuring compliance re fire notices and record keeping
 - Understanding the legislative requirements on a site specific basis
 - Annual Audit and Review of compliance with legislation
 - Specific staff training in regard to –
 - Fire Marshall/Warden
 - Fire Safety Awareness
 - Fire Risk Assessment
 - Advanced Fire Marshall/Warden
 - Fire Safety Management
 - Fire Drill Training

- **Security and Investigation – the provision of a service incorporating all or parts of the following –**
 - Patrons claims against insurance

- Duty of care incidents involving staff
- Criminal acts within venues
- Liaison with enforcement agencies