

Flyering Code of Conduct

1. All flyering staff must sign in with the manager at the start and end of your shift.
2. You are to wear your flyering badge at all times during your shift and have it clearly visible.
3. You are to only approach members of the public who you think will use our flyers and come to the club.
4. You are to only hand out 1 flyer per person.
5. You are to ask any potential customers, if they would like a flyer before handing the flyer to them.
6. You are to pick up any Silks flyers you see on the floor whilst you are on shift. This is a must!
7. You are to recycle as many flyers as you can.
8. You are not to approach anyone you feel is too intoxicated.
9. You are not to approach anyone you feel is behaving aggressively.
10. You are not to approach anyone you feel may be under the influence of drugs.
11. You are to remember the challenge 25 policy and bear this in mind when handing out flyers. Do not give flyers to anyone that appears to look young to double check they are over 18 years of age.
12. At the end of every shift you must do an on foot sweep of the town and pick up any flyers you find on the streets. This is very important and any staff member found not to be doing this will receive disciplinary action.

Name:

Sign:

Date:

Silks Gentlemen's Lounge
Dancers & Performers Welfare Policy

- Dancers and Performers shall be provided with secure and private changing facilities.
- Dancers and Performers shall be provided with private toilet/hand washing facilities.
- Dancers and Performers can deposit any valuables with the Management by way of a sealed/signed envelope, to be kept in the safe upon their arrival at the club and returned at the end of their shift.
- Each new Dancer and Performer will be given a full and detailed induction upon their commencement of employment at the club. This will include all club rules, codes of conduct, unit familiarity, fire evacuation procedures and health and safety. This will be documented by way of the Company Dancers/Performers Contract.
- Private booths must not be fully enclosed. There must be a clear sight line from outside the booth so that any performance of sexual nature can be directly monitored.
- There must be a minimum of one member of security staff and/or Management on any floor where a performance of sexual entertainment is taking place.

DANCERS NOTICE

**Should you wish to seek any Union Association
advice or guidance please contact:**

GMB

Grove Hall

60 College Grove Road

Wakefield

WF1 3RN

www.gmb.org.uk

www.dancersinfo.co.uk

CHANGING ROOM NOTICE

**TO ENSURE THE SAFETY OF ALL DANCERS working within
Silks – Please arrange to be collected at the end of your
working shift.**

**Alternatively, a taxi should be booked in advance, this can be
done by a Member of Reception Staff upon request.**

**Silks recommends that Dancers leave the venue in groups of
two or more for added safety.**

**If you have any concerns, do not hesitate to speak to Silks
Management**

SMOKING POLICY

**ALL DANCERS ARE TO ENSURE THAT
THEY WEAR THE BLACK COATS
PROVIDED BY THE CLUB WHEN GOING
OUTSIDE TO SMOKE FASTENED FULLY**

**ONLY 2 DANCERS ARE PERMITTED TO
BE OUTSIDE SMOKING AT ANY TIME**

**PLEASE MAKE SURE YOU STAND TO THE
LEFT HAND SIDE OF THE ENTRANCE
WHICH IS THE DESIGNATED SMOKING
AREA**

**UNDER NO CIRCUMSTANCES ARE YOU
TO STAND WITH THE CUSTOMERS
OUTSIDE WHILST SMOKING**

**CUSTOMERS MUST BE KEPT TO THE
RIGHT HAND SIDE OF THE ENTRANCE IN
THEIR DESIGNATED SMOKING AREA**

SILKS
GENTLEMEN'S LOUNGE

2 Sovereign Place
Leeds
LS1 4SP

Dancers Code of Practice / Contract

Birth Name: _____

Stage Name: _____

Please Attach ID
Silks Gentlemen's Lounge

Birth Name: _____

Stage Name: _____

Address: _____

Mobile Number: _____

N.I Number: _____

D.O.B: _____

Age: _____

N.O.K

In case of an emergency the following person is to be contacted.

Name: _____

Number: _____

Relationship: _____

I have read and fully understand the following and I certify the above information to be true.

I am eighteen years of age or older, I agree that giving false information on this application will be reason for immediate termination of my contract. I also understand that the club is not responsible for any unlawful acts committed by myself.

I understand that I am solely responsible for the payment and withholding of applicable income and other taxes and national insurance contributions due on the income I earn whilst performing as a dancer at this club, and that the club will not be held responsible for such amounts. I further understand that the club will make no such tax/contributions withholdings from the income that I earn, and that I will not be issued any taxation forms or documents from this club.

Silks Gentlemen's Lounge

Dancer's Rules

- All girls must arrive to work by 10pm. The earlier you arrive, the earlier you can leave.
Finish times start from
Monday – Thursday 3am – 4am
Friday – Saturday 3.30am – 5am
- Dances can only be performed during the following times:
Monday – Thursday 10pm – 4am
Friday – Saturday 10pm – 5am
- You are to arrive at the club dressed in smart appropriate clothes to ensure you look presentable to the mainstream public. Arrive and leave the club quietly, in respect of both company and private neighbours.
- Silks maintain a zero tolerance policy regarding the illegal use of drug taking, possession of drugs or selling and buying drugs. Any dancer who is witnessed or known to be under the influence of an illegal drug, selling an illegal drug, or buying illegal drugs will be immediately dismissed and the club may refer the matter to the local authorities for possible prosecution.
- Girls are permitted to drink alcohol purchased from the bar during their shift, however not to excess. Any dancer who is found to be intoxicated with alcohol will be immediately sent home. You are not permitted to bring your own alcohol.
- Spouses and boyfriends are not permitted in the club during any shift in which you are working.
- Girls are to act respectful and polite towards customers at all times. Do not pressure your customer into having a dance.
- Prostitution and soliciting are strictly forbidden in the club and will lead to immediate dismissal. This also applies if you are seen leaving the club with a customer or giving out your personal contact details to a customer.

Code of Conduct

The customer must be seated before the dance can commence, and must remain seated throughout the dance with their hands by their sides at all times. The customer is not permitted to touch the dancer in any way. Nor is he permitted to dance throughout the routine and is to remain fully clothed at all times. Any touching or unacceptable behaviour throughout the dance either from the customer or the dancer may result in the dance being terminated and possibly the confiscation of the appropriate dance cards.

No smoking inside the premises at any time.

Any breach of the above will result in the dancer being excluded from the club.

Induction Checklist

All dancers must sign in with the manager on their arrival to the club.

After getting fully ready for their shift the dancer is to sign her song in at the bar. This monitors the dancer's stage performances throughout the shift.

Lockers are available upon request.

Silks is a non-smoking premises and therefore designated smoking coats are in place. There is only up to two girls allowed out smoking at any one time. Smoking in your own coat is not permitted.

You must fully fasten your coat before exiting the club and must smoke in the designated staff smoking area to the left hand side of the entrance barriers. You must not mingle with customers whilst outside the club.

Floor Rules

- No swearing
- No chewing gum
- No table dancing
- Do not take customers up into the V.I.P drinking area without consent from manager
- Toilets are checked hourly for drug use etc
- Do not 'steal' other dancers customers
- Drink in moderation as intoxication will lead to you being sent home
- Once you have been served at the bar move away from the area as soon as possible.
- Ensure you are polite and respectful at all times to customers/staff/other dancers.
- Mobile phones are not permitted on the club floor whilst customers are present.
- Silks operate a strict NO TOUCHING policy in accordance with licencing regulations. NO PHYSICAL CONTACT whatsoever allowed.
You CANNOT sit on your customers lap
You CANNOT brush up against your customer
NO PHYSICAL CONTACT WHATSOEVER
- Similarly, customers are not permitted to touch you in any way
- Panic alarms are fitted to every booth and dancers should not hesitate to push them if they feel their customer is not obeying these rules. This will alert security, the dance will be terminated and the customer removed from the club.

Dances

- We have dance cards in exchange of money. We have blue cards in exchange for cash payments and red cards for exchange for card payments. These dance cards are extremely important as any lost cards will result in the dancer not being paid for the lost

card dances. These dance cards are to be kept in a clear pencil case which can be purchased at the club at the beginning of the shift for £1.00. Also, if dancers take dance cards home they will not be paid for them.

- Commission Silks takes is 30% and floor fees are as follows
Mon - Weds - £15.00
Thurs – Sat - £20.00
Floor fees are only applicable after 5 dances. If you do less than 5 dances you do not have to pay any floor fee.
- All dances are fully nude.
- The minimum charge for a dance is £10.00
- You must state your dance name every time you come to the cashier.
- Customers are not to be left downstairs unattended after the dance has finished.
- Dancers are asked to send the customer back upstairs once the dance has finished.
- CCTV is installed throughout the club. If anything is seen on camera that is deemed inappropriate then a member of the security will be sent to investigate.
- Ensure you time yourself when dancing down stairs, this is your responsibility and if extra time is given to the customer extra payment will be required to the cashier at the dance booth.
- No furniture is to be moved in the booths, this includes sofas, cushions, mirrors, lights and cameras.
- The customer is forbidden to touch the dancers at all times during the dance.
- If the customer requires more dances whilst downstairs then the dancer can take the extra payment by cash before the start of the next dance and hand in to the cashier once finished. If the customer wants to pay on card for further dances, then the dancer is to escort the customer to the cashier for card payment before the next dance can begin.

Cashing Out

- Sign out with manager at the end of your shift.

- Hand in all dance cards from the night to the cashier at the dance booth. You will then be paid, minus your floor fee (if applicable) and commission.
- Ensure you sign for your money, checking you agree with the amount to be paid, as if your pay is wrong, there is nothing the club can do after you have left the club.
- Up to £200.00 a night is given in cash and if more is earned then an I.O.U slip will be issued, which you can collect in 5 working days. You can receive your I.O.U payment from the manager as long as you hand in your white I.O.U slip. Without the white slip no payment will be given.

Booking in

- Dancers are to book in their own shifts using the rota book located at the bar. This book is managed by the club manager. Depending on numbers already booked in, some days may be declared full.
- 24 hour notice must be given if wanting to canx a shift. This can be done by TXT to managers. Please ask for their numbers.
- If you simply do not show up for your shifts, without notification then this may result in dismissal.
- Take care when going home. Walk with other girls where possible. If parking in the NCP to the left of the club, a doorman will watch you until you get there.

I certify that I have read and understand the full contract and code of practice of Silks Gentlemen's Lounge, 2 Sovereign Place, Leeds, LS1 4SP. I have been given full fire procedures as well as evacuation procedures and fire meeting point.

I agree to comply with the attached code of conduct and realise that breach of the code will lead to disciplinary action being taken against me.

Dancers Signature _____

Date _____

Silks Gentlemen's Lounge
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STAFF RULES

DUTIES

Your principle duties will be as notified by your Manager. You will be expected to carry out such additional or alternative duties for the Company as is reasonably consistent with your position as the Company may from time to time reasonably require. Your job content may change from time to time according to the requirements of the Company, its business and the market in which we operate. The Company, therefore, reserves the right, upon reasonable notice, to require you to undertake alternative duties within any Department of the Unit which falls within your capabilities.

DEDUCTIONS

Any damage to or loss of stock/cash or property that is the result of your carelessness, negligence or by your wilful act or omission will render you liable to pay the full or part of the cost or repair or replacement. You have a duty to report to management, any damage to or loss of cash, stock, fixtures, or fittings or property. Any loss to the Company that is as a result of your failure to observe rules, procedures or instructions, or is as a result of your negligence or deliberate behaviour or your unsatisfactory standards of work will render you liable to reimburse the full or part of the cost of loss. We also reserve the right to take disciplinary action. In the event that we make a claim against our insurers, for repair or replacement or other losses incurred, we reserve the right to require you to pay any insurance excess that may accrue.

ABSENCE FROM WORK

You must obtain permission for any unavoidable absences from work, other than sickness from your Manager. Unauthorised absence is regarded as unacceptable and may result in disciplinary action.

First day of absence from work:

- Telephone the unit at the earliest possible opportunity (at least four hours) before your shift is due to commence.
- Where possible make the call yourself.
- Speak to the Manager or senior member of staff only and tell them the nature of your illness and when you expect to be able/fit to return to work.

Failure to follow agreed procedure may result in pay being withheld, and the disciplinary procedure being invoked. If you have not been signed off work by a Doctor you must continue to call in on a regular basis to keep the unit informed of your situation.

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STAFF RULES

PERSONAL PROPERTY

The Company does not insure employees property and accepts no liability for the loss or damage to personal belongings lost or damaged during the course of your duty or whilst at work. You are advised to arrange your own insurance for your personal property. Do not bring valuables or large sums of money into work with you.

COMPANY PROPERTY

You are personally responsible for all Company property including, but not limited to, money and/or stock which you may handle, and any uniform or protective clothing which is provided for your use. No items of Company property may be removed from the premises without authorisation from your Manager, even if such an item is apparently discarded or waste.

LOST PROPERTY

If you find or lose any property on the Company premises report it immediately to your Manager.

STAFF NOTICE BOARDS

There are provided to keep you informed and updated with what is going on within the Company. We encourage you to read the notice board on a regular basis as it will be updated with things such as working conditions and social news. Nothing must be posted on the Staff Notice Board without the authorisation of your Manager.

PERSONAL RELATIONSHIPS

Should you enter into a relationship with a colleague, or other employee of the Company then you must ensure it in no way affects the way you perform your duties or carry out your responsibilities. Neither should the relationship have any adverse effect or influence on your dealings with others. It is important that at all times you conduct yourself in a thoroughly professional manner and do not allow any unseemly behaviour or conflict of interest to arise. Where such conflicts arise and it is deemed to have a negative impact on other or the interests of the business, we reserve the right to take the corrective action.

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COMPANY TELEPHONES

Our telephones are intended for business use only. Prior permission must be sought before making personal calls. Permission will only be considered if the call is of an urgent/essential nature.

DRESS CODE

Your appearance, personal hygiene and dress code is important to ensure we always portray a professional image. Where Company clothing is supplied this should be worn at all times whilst working. Your Manager will advise you of the dress code for your unit.

FRIENDS AND RELATIVES

We discourage friends and relatives from visiting you at work except in the case of emergency.

WEIGHTS AND MEASURES

For those whose position involves the service of products these must be served in their correct measures at all times. Failure to comply with these rules could result in you and the Company being fined. We will ensure that you received the correct training for the service of products. If at any time you are in doubt as to whether the Company or particular members of staff are complying with these legal requirements, you should raise the matter immediately with your Manager. You will be required to complete an "Authorisation to Sell Alcohol Form" as a condition of your employment. Breaches of legal requirements may result in disciplinary action being taken which could lead to termination of your employment.

Although this does not form part of current licensing legislation the Company operates the following measures:

- Wine must be sold in measures of 125ml or 175ml or multiples thereof.
- Spirits, by law, whisky, gin, rum and vodka must be sold in 25ml or 35ml measures or multiples thereof. A Government stamped thimble or optic should be used. Other spirits and liquor measures are governed by Company standards.

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TILL AND CASH HANDLING

You will be notified of the procedures that must be applied when handling cash or dealing with other payments.

In all cases when you are working with a till you must always:

- Ring every transaction into the till.
- Keep the till draw closed between sales.

If there is a cash shortage on a till at which you alone have been working, you may be liable to make good that shortfall by deductions from your wages.

CCTV

You are advised that CCTV equipment is present in all areas of our premises. Any attempt to interfere with its operation will be considered to be a serious disciplinary matter.

CONFIDENTIALITY

It is imperative that you treat all information that may come to your knowledge in the course of your employment as confidential; this includes, but is not limited to:

- The Company
- The Units
- Employee information
- Customer contact details
- Electronic and paper format information.

Any wilful disregard will be treated as misconduct.

You must not disclose any trade secrets or other information of a confidential nature relating to the Company or any of its associated Companies or their business or in respect of which the Company owes an obligation of confidence to any third party during or after your employment except in the course of your employment or as required by law. You must not remove any documents or tangible items which belong to the Company or which contain any confidential information from the Company's premises at any time without proper advance authorisation. You must return to the Company upon request, and in any event, upon the termination of your employment, all documents or tangible items which belong to the Company or which contain or refer to any confidential information and which are in your possession or under your control. You must if requested by the Company delete all confidential

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Information from any re-usable material and destroy all other documents and tangible items which contain or refer to any confidential information and which are in your possession or under your control.

DATA PROTECTION

In the course of your work you may come into contact with and use confidential personal information about employees such as names, telephone numbers, addresses, next of kin and emergency contacts. The Company has a Data Protection Policy which helps to ensure that you do not breach the Data Protection Act 1988 which has strict rules in this area.

RANDOM CHECKS

We reserve the right to conduct random checks on your person, staff accommodation, property (including vehicles) whilst you are on our premises or engaged on our business. Where such random checks are conducted, care will be taken to ensure that a work colleague accompanies you at the time of the check. In such circumstances you will be asked to remove the contents of pockets, bags, parcels etc. The random aspect of such checks, by definition does not imply suspicion against the individual concerned. You may of course refuse to co-operate with a random check but this may be considered a breach of contract on your part. We reserve the option to involve the Police at any stage.

OTHER EMPLOYMENT

You must notify us of all other employment which you undertake. We will not allow any other employment which we deem to be either in direct competition or presents a conflict of interest with ourselves or our operation, but we will not object to any other employment provided it does not interfere with your ability to satisfactorily fulfil the job we employ you to do. This information is also required to ensure there is no infringement of the Working Time Regulations.

ACCIDENT REPORTING

If an employee suffers injury at work they must inform the Manager and ensure full details are entered on an Accident/Incident Form.

FIRST AIDERS

The list of designated first aiders for your Company is on the staff notice board.

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FIRE PROCEDURES

Please ensure that you make yourself familiar with the Fire Procedures for your Company. You will locate this on your staff notice board.

LICENSING LAW AND YOUR OBLIGATIONS

It is compulsory that every person selling and serving alcohol in licensed premises must be authorised to do so either by the Designated Premises Supervisor or Personal Licence Holder before serving alcohol on your premises. If you are in any doubt then please ask your Manager or supervisor to check for you.

LICENSABLE ACTIVITIES

For a business to carry out the following activities a licence will be required. These include; sale of alcohol by retail, provision of regulated entertainment and late night refreshment.

OBJECTIVES

The four licensing objectives, all of which are of equal importance are as follows:

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

If you suspect someone is under 18 years of age you must refuse to serve them. The only acceptable forms of ID are those which have a photo and date of birth. These will be a passport or new style driving licence.

It is also an offence to serve someone who appears to be or is already drunk.

It is illegal to sell intoxicating drinks to under 18's, or another person on behalf of the under 18 year old. Prosecution for any of these offences could be made against the person serving the drink, the licensee, the underage customer, or the customer.

Police regularly check licensed premises for the sale of intoxicating drinks to under 18's by sending into the bar a young person who attempts to purchase an alcoholic drink. If you do sell an alcoholic drink to someone underage

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of 18 you are liable for an "on the spot" fine. If this should happen inform your Manager immediately before accepting the fine.

THINK 25

Silks has adopted the Challenge 25 Policy for dealing with proof of age. This requires you to request the customers to prove that they are over 18 years old, if you believe the customer is under the age of 25.

PASSING OFF/SUBSTITUTION

Passing off/substitution means to substitute one brand for another without the customer's knowledge. This is illegal. Passing off carries a fine of up to £2,000 for both the person serving the drink and the Company.

RIGHTS OF ENTRY AND INSPECTION

The following individuals have the right to enter your premises:

- Police
- HM Revenue & Customs
- Licensing Authority
- Fire Authority
- Environmental Health Officers
- Health & Safety Executive

ALCOHOL AWARENESS

Alcohol may help your guests relax and enjoy themselves but there is always the danger of over indulgence. When this occurs the customer may become a danger to themselves or others. If you feel that someone has had too much to drink inform your Manager and door staff.

Some signs of intoxication are:

- Slurred speech
- Becoming loud and argumentative
- Loss of concentration and impaired thinking
- Becoming clumsy, spilling drinks and breaking glasses.

REMEMBER it is an offence to serve alcohol to someone who is drunk.

If a customer appears to be intoxicated:

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- Inform them politely and discreetly that you cannot serve them anymore alcohol. Inform your Manager and door staff of the situation.
- Never get into an argument. If needed call your Manager or door staff.

VIOLENCE

Violence can occur for numerous reasons and you may be exposed to it at some time during your employment. Violence may occur between customers or a customer may confront you or a member of staff. Arguments between customers can often be detected by changes in the atmosphere or mood. Warning signs to be alerted for are: sudden silences, a circle forming, people moving away, higher pitched voices, heads turning – watching and/or aggressive gestures/languages.

- Never deal with it yourself.
- Tell your Manager immediately and discreetly and door staff
- Keep calm

DRUGS

We operate a zero tolerance policy towards drugs. Drugs must never be allowed into licensed premises as:

- Your Company risks losing its licence
- It will negatively affect the business
- The possibility of violence occurring will increase.

You need to be alert to the probable use or supply of illegal drugs in your outlet.

Possible signs that drugs may be in your premises are:-

- Unusual smells
- Lack of co-ordination from your customers
- Irrelevant giggling
- Broken ends of cigarettes
- Folded wraps of paper, mirrors or razor blades
- Evidence of drugs on flat surfaces.

FIRST IMPRESSIONS

Greeting the customer, making eye contact and smiling are critical in making the customer feel welcomed and relaxed as soon as they walk through the door. Every customer should be acknowledged within seconds, even if you cant serve them immediately, with a friendly hello, or with whatever you feel comfortable with, but don't forget to smile.

Silks Gentlemen's Lounge

Dance Booth Nightly Check List

It is the responsibility of booth attendants to ensure:

- The booth is clean and tidy.
- All dance cards are in the correct compartment
- All necessary paperwork is in place ready for use on opening.
- Walkie talkies are on correct channel.
- Card terminals have charge.
- A close eye is kept on CCTV monitors throughout the shift and report anything untoward or suspicious to the doormen/manager.
- You check all money with the detector.
- You mark down every £100.00 on the top of the dance sheet in the form of a tally mark and put every £100.00 into the drop safe.
- You write down every dance on both the log sheet and in the times book.
- A disclaimer notice is written out completed with the customers signature for credit card transactions of £247.20 or more.
- All white copies of the dancers receipts are signed by the dancer before any money is given.
- You take your time and all calculations are correct on the dance sheet at the end of the night.
- You are polite and professional at all times to the customer.
- You leave the booth clean and tidy ensuring you put the bin outside the booth at the end of every shift and take all glasses back to the bar.
- Walkie talkies and card terminals are put on charge at the end of each shift.

The booth is an important part of the smooth running of the club and therefore full concentration is essential at all times throughout your shift. Management will not tolerate any staff bringing magazines, books etc into work. Your mobile phone is to be kept in a safe place such as your bag and to only be used on break times. Any breach of the above will result in disciplinary action being taken against you.

Sign.....

Date.....

Silks Gentlemen's Lounge **Reception Check List**

It is the responsibility of reception staff to ensure:

- The reception area and cloakrooms are clean and clutter free.
- Necessary paperwork is in place ready for opening.
- Collect your float from the Management.
- Walkie-talkies are on the correct channel.
- Get landline phone from the office before the start of your shift.
- A close eye is kept on the CCTV monitors and alert management or door staff to anything untoward on them.
- All staff and dancers sign in and out.
- There are no more than two dancers outside at any one time in the appropriate 'smoking' coats.
- Put all coats back where they belong.
- No customers go into the club with a bag. Provide customers with ticket and keep their bag behind reception. Coats to be hung up in designated cloakroom.
- All phone calls are answered in a polite and professional manner ensuring you obtain all the correct information from the person calling and make sure all this information is logged in the diary.
- All calculations are correct at the end of the night.
- The reception is left clean and tidy.
- The landline and walkie talkie's are put back on charge at the end of shift.
- You put the bins outside the reception door at end of shift.

The person on the reception is the first person the customer meets when entering the club, therefore it is important that you remain vigilant at all times and act in a professional manner. Managers will not tolerate staff on reception reading books/magazines, playing on their mobile phones, and eating in the reception area etc.

Sign
Date

CUSTOMERS

There is to be NO PHYSICAL CONTACT between the customer and dancer whilst the dance routine is taking place. The customer is to remain fully clothed and seated with his/her hands placed by their sides at all times.

The customer is NOT PERMITTED to dance throughout the routine.

Customers are NOT PERMITTED to touch dancers inappropriately on the club floor.

Customers are NOT PERMITTED to “throw” money at dancers.

Cameras are NOT PERMITTED at any time

Any of the above, seen to be taking place, could result in your dance being terminated with no refund and removal from the club.

By order of Silks Management