**FUTURE TEMPLE**

**Customer Welfare, Safeguarding and Safer Spaces Policy**

**Cataco Ltd trading as Future Temple**
**Version: 1.1**
**Effective from: 02/10/2026**
**Review date: 11/11/26**

## 1. Purpose

Future Temple aims to provide a welcoming, inclusive and safer environment in which customers, guests, workers, DJs, performers, promoters, contractors and other people at the venue are treated with dignity and respect.

This policy explains the behavioural standards expected at Future Temple, how we aim to reduce risks to welfare and safety, and how concerns involving harassment, discrimination, vulnerability, intoxication, suspected spiking, safeguarding or other unsafe behaviour will normally be managed.

Future Temple recognises that no venue can remove every risk or guarantee absolute safety. We will, however, take reasonable and proportionate steps to reduce foreseeable risks, respond appropriately when concerns arise and learn from significant incidents.

This policy supports the licensing objectives of the prevention of crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm.

## 2. Who this policy applies to

This policy applies to conduct and welfare matters connected with Future Temple premises or Future Temple events, including where relevant:

- customers and guests;
- workers and managers;
- DJs and performers;
- promoters and event organisers;
- contractors, suppliers and security personnel;
- volunteers and visiting crew; and
- any other person attending, working at or delivering services to Future Temple.

The policy may also apply to conduct directly connected with a Future Temple event that takes place immediately outside the premises, during entry or exit, or through event-related communications where there is a sufficient connection with the venue or event.

## 3. Our safer spaces principles

Future Temple is a space for music, creativity, community and self-expression. Everyone using the venue is expected to respect other people, their identities, their bodies, their personal space and their boundaries.

Future Temple will not tolerate behaviour that seriously undermines the safety, dignity or enjoyment of other people. This includes:

- harassment or sexual harassment;
- racist, homophobic, transphobic, sexist, ableist or otherwise discriminatory abuse or behaviour;
- violence, threats, intimidation or deliberately aggressive behaviour;
- unwanted sexual attention, unwanted touching or predatory behaviour;
- deliberately ignoring another person's clearly expressed boundaries or lack of consent;
- bullying, humiliation or targeted intimidation;
- stalking or persistent unwanted attention;
- deliberate spiking or tampering with another person's drink or substances;
- the supply or dealing of illegal drugs;
- deliberate conduct that places another person at significant risk; or
- retaliation against somebody for raising a genuine welfare or safety concern.

The examples above are not exhaustive. Context, seriousness, impact, pattern of behaviour and immediate safety will be considered when deciding what action is appropriate.

## 4. Equality, inclusion and dignity

Future Temple welcomes people from different backgrounds and communities and aims to provide an inclusive environment. Discrimination, harassment and victimisation related to a protected characteristic or perceived protected characteristic are not acceptable.

This includes behaviour relating to age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, as well as other targeted hostility or prejudice that may not fall within a statutory definition.

Workers are covered in more detail by Future Temple's Equality, Dignity and Anti-Harassment Policy. This policy complements that document by setting venue-wide standards for customers, guests, performers, promoters and other third parties.

## 5. Consent and personal boundaries

Consent and respect for personal boundaries are fundamental expectations at Future Temple.

Consent should be freely given, ongoing and capable of being withdrawn. Silence, previous interaction, flirting, intoxication, clothing, dancing or attendance at a nightlife event should not be treated as consent to sexual contact or unwanted physical attention.

Examples of unacceptable behaviour may include:

- unwanted touching, grabbing, kissing or other physical contact;
- repeatedly pursuing somebody after they have declined attention or moved away;
- sexual comments, propositions, gestures or intrusive questions that are unwanted;
- pressuring somebody for sexual attention or contact;
- deliberately touching another person's clothing, hair, mobility aid or belongings in an intrusive or unwanted way;
- taking or sharing intimate, intrusive or humiliating photographs or recordings without appropriate consent; or
- taking advantage of somebody who is significantly intoxicated, impaired, distressed, asleep, unconscious or otherwise unable to make or communicate a free choice.

Unwanted physical contact, persistent attention or repeated intrusion into another person's personal space is unacceptable, whether or not the behaviour is sexual in nature. Everyone must respect verbal and non-verbal indications that another person does not wish to interact, including moving away, withdrawing from contact or declining an invitation to dance. Alcohol or other intoxication does not excuse inappropriate behaviour.

A person reporting unwanted behaviour will not be expected to confront the person responsible themselves.

**6. Vulnerability and welfare**

Anyone can become vulnerable during a night out. Vulnerability may arise because of intoxication, drug use, suspected spiking, illness, injury, disability, distress, harassment, separation from friends, lack of safe transport, age or another circumstance.

Workers and security personnel should remain alert to people who appear to need assistance. Indicators may include somebody who is unusually confused, very unsteady, unconscious or semi-conscious, distressed, isolated, being closely

controlled by another person, unable to communicate normally, or behaving significantly differently from what their friends describe as usual.

Where a person may be vulnerable, Future Temple will prioritise their immediate welfare. Depending on the circumstances this may include:

- moving the person to a calmer or safer area where practicable;
- staying with them or ensuring an appropriate responsible person remains with them;
- contacting a friend, family member or trusted person where appropriate and with regard to the person's wishes and safety;
- providing water or other reasonable welfare assistance where appropriate;
- involving the Event Manager, first aider or licensed security staff;
- stopping alcohol service;
- helping arrange safe onward travel where appropriate; or
- contacting emergency services where there is an immediate or serious medical or safety concern.

Workers are not expected to diagnose the cause of somebody's condition. If there is uncertainty and the person appears seriously unwell, emergency medical advice or assistance should be sought.

**7. Alcohol, drugs and harm reduction**

Future Temple takes a safety-first, harm-reduction approach to alcohol and drug-related welfare. This does not mean that illegal drug supply, dealing, unsafe conduct or breaches of licensing requirements are accepted.

Our priority when somebody is unwell or at risk is to protect life, health and safety. A person seeking help because they or somebody else has consumed alcohol or drugs should be treated without judgement and should not be discouraged from giving workers or emergency responders accurate information about what may have been taken.

Future Temple may refuse alcohol service, remove alcohol, seek medical assistance, involve licensed security personnel, require a person to leave when it is safe to do so, or take other proportionate action where alcohol or substance use creates a safety, licensing or behavioural concern.

The supply or dealing of illegal drugs at Future Temple is not permitted and may result in removal, refusal of future admission and contact with the police where appropriate.

Detailed operational guidance for drug- or alcohol-related emergencies should be followed alongside this policy.

**8. Suspected spiking**

Future Temple treats suspected drink or substance spiking as a serious welfare and safety matter.

If somebody believes they or another person may have been spiked, workers should take the concern seriously even where the cause of the person's symptoms is uncertain. The immediate priorities are the affected person's medical needs, safety and support.

Depending on the circumstances, action may include:

- moving the affected person to a safer area and ensuring they are not left alone while significantly vulnerable;
- involving the Event Manager and licensed security staff;
- calling 999 or seeking urgent medical advice where the person is unconscious, having a seizure, not breathing normally, seriously confused, rapidly deteriorating or otherwise appears to require emergency treatment;
- helping the affected person contact somebody they trust;
- retaining a suspected drink, container or other relevant item where this can be done safely and may assist a subsequent investigation;
- preserving relevant CCTV or incident information where reasonably practicable; and
- supporting contact with the police where appropriate.

Where there is no immediate danger requiring emergency intervention, workers should wherever practicable respect the affected person's wishes about the support they receive while still taking reasonable steps to protect them and others from serious harm.

**9. Children and people who may be at increased risk**

Future Temple is primarily an 18+ venue. Under-18s may only attend events where Future Temple has expressly determined that their attendance is appropriate and in accordance with the venue's Responsible Alcohol Sales and Age Verification Policy and any relevant event conditions.

Where under-18s are admitted, they must be appropriately accompanied and supervised in accordance with Future Temple's age policy and must leave by the applicable curfew. Club nights and late-night electronic music events are 18+ unless Future Temple has expressly designated otherwise.

Any concern that a child may be at risk of abuse, exploitation, neglect, inappropriate sexual attention, abandonment or other significant harm should be escalated promptly

to the Event Manager or a Director. Immediate danger should be reported to the emergency services.

Future Temple will also take reasonable steps to support adults whose circumstances mean they may be particularly vulnerable to abuse, exploitation or harm. Workers should not assume that disability, intoxication or another condition automatically removes a person's ability to make decisions, but should take concerns seriously where somebody appears unable to protect themselves or communicate their wishes safely.

Where a serious safeguarding concern arises, Future Temple may seek advice or assistance from the police, emergency services, local authority safeguarding services or another appropriate agency.

**10. Reporting a concern or asking for help**

Future Temple encourages everyone to speak up if something makes them or somebody else feel uncomfortable, unsafe or concerned, however small it may seem.

Guests can approach any member of bar staff, the Duty/Event Manager or licensed SIA security personnel. They do not need to be certain that wrongdoing has occurred, provide evidence or wait for a situation to escalate before asking for help.

Friends and witnesses are equally encouraged to report concerns. No one is expected to confront another attendee themselves.

All reports will be taken seriously, handled sensitively and passed promptly to the Duty/Event Manager where appropriate. Staff will listen without judgement, prioritise immediate welfare and explain what support or action is available.

Future Temple will respect individuals' wishes wherever reasonably practicable, while retaining responsibility for taking proportionate action where necessary to protect others.

Future Temple will take genuine reports seriously. The fact that a concern cannot immediately be verified does not mean it should be dismissed.

Where practical, the person raising or affected by a concern should be asked what immediate support they need and what outcome they are seeking. This will inform, but will not necessarily determine, the action Future Temple takes where there is a serious risk to safety or other people.

**11. Immediate response to harassment, threatening behaviour or unsafe conduct**

**Responding to a welfare or conduct concern**

When a concern is raised, staff will:

1. **Listen:** Take the concern seriously, remain calm and avoid judgement or dismissive comments.
2. **Support:** Check the person's immediate safety and offer a quieter or safer place to talk where practicable.
3. **Escalate:** Notify the Duty/Event Manager promptly and involve SIA where security intervention may be required.
4. **Act:** The Duty/Event Manager will coordinate proportionate action, including separating individuals, issuing warnings, arranging removal or contacting emergency services where necessary.
5. **Record:** Significant incidents and actions taken must be documented in the incident register, including any relevant witnesses or CCTV evidence.

Staff must not promise absolute confidentiality, investigate allegations independently or place themselves at risk by confronting individuals.

When a serious concern is reported or observed, the first priority is to reduce immediate risk. Depending on the circumstances, workers, managers or licensed security staff may:

- check whether anybody requires urgent medical assistance;
- separate the people involved;
- move the affected person to a safer area;
- involve licensed security staff;
- refuse further alcohol service;
- speak to witnesses or review available information;
- warn the person whose behaviour is causing concern;
- require that person to leave the venue;
- refuse that person future admission;
- stop a performance, activity or event where this is necessary for immediate safety; or
- contact the police or emergency services where appropriate.

Workers who are not licensed for security activity must not undertake licensable security duties. They are not expected to physically intervene in a dangerous confrontation and should seek assistance from the Event Manager and licensed security personnel where required.

**12. Responding to the person whose behaviour is causing concern**

Future Temple may take immediate precautionary action where this is reasonably necessary to protect people or prevent escalation. This does not require the venue to

establish every disputed fact before separating people, stopping service or removing somebody from the premises.

Where circumstances allow, the person whose behaviour is causing concern may be told what the concern is and given an opportunity to respond. The level of investigation appropriate will depend on the seriousness, urgency and available information.

Future Temple is not a court or statutory investigative body. Decisions about entry, continued presence at the venue and future admission may be made on a reasonable and proportionate venue-management basis, taking into account safety, licensing responsibilities, available evidence and the interests of others at the venue.

**13. Removal, refusal of admission and future access**

Future Temple reserves the right, subject to applicable law, to refuse admission, require a person to leave or refuse future admission where their behaviour presents a reasonable safety, welfare, licensing or serious conduct concern.

Factors may include the seriousness of the behaviour, risk of recurrence, impact on others, available evidence, whether warnings have been ignored, previous incidents and whether restrictions are necessary to protect other people or the venue.

Removal from the venue should be managed by authorised personnel and, where licensable security activity is required, by appropriately licensed security staff.

Serious or repeated disregard for another person's physical boundaries may result in immediate removal or exclusion from future events, without a prior warning, where venue management considers this a reasonable and proportionate response.

**14. Police, ambulance and emergency services**

Future Temple will contact 999 where there is an immediate threat to life or serious injury, a person is unconscious or not breathing normally, a serious assault or other emergency is occurring, or urgent police or ambulance attendance is otherwise reasonably required.

Future Temple may also contact or support contact with the police in relation to suspected criminal behaviour, including serious violence, sexual assault, stalking, threats, deliberate spiking, drug supply or another significant offence.

The immediate safety and medical needs of an affected person should not be delayed while deciding whether an incident may ultimately be reported as a crime.

**15. Roles and responsibilities**

All workers and volunteers: should be familiar with the basic principles of this policy, report serious concerns promptly and avoid putting themselves in danger.

Event Manager / Duty Manager: has operational responsibility for coordinating the venue response during an event, including welfare measures, security escalation, emergency services and incident recording where required.

Licensed security personnel: are responsible for security interventions falling within their authorised role, including managing entry, ejection and disorder where engaged to do so.

Directors of Cataco Ltd: are responsible for maintaining the policy framework, reviewing significant incidents, determining longer-term restrictions where appropriate and identifying improvements to training or venue procedures.

Promoters and event organisers: must cooperate with Future Temple's safer spaces and welfare expectations and ensure that their performers, crew and event representatives understand that Future Temple venue standards continue to apply during promoted events.

**16. DJs, performers, promoters and contractors**

Being booked to perform, promote or work at Future Temple does not exempt any person from the behavioural standards in this policy.

Future Temple may stop working with, cancel future bookings for or impose reasonable restrictions on a promoter, performer, contractor or supplier where serious or repeated behaviour connected with Future Temple is incompatible with the safety and welfare standards expected at the venue, subject to any contractual rights and obligations.

Where an external promoter operates an event at Future Temple, Future Temple retains responsibility for managing its premises and may intervene where required for safety, licensing or welfare reasons.

**17. Confidentiality, privacy and records**

Welfare and conduct concerns will be handled sensitively. Complete confidentiality cannot always be guaranteed because information may need to be shared to protect somebody, manage an incident, investigate a concern, comply with law or licensing requirements, or cooperate with emergency services or police.

Information should only be shared with people who reasonably need it for a legitimate purpose.

Future Temple may make an incident record and may retain relevant CCTV, witness details, messages or other information where reasonably necessary. Records will be handled in accordance with applicable data protection requirements and Future Temple's CCTV and privacy arrangements.

Where an incident involves another person, Future Temple may not be able to tell a reporting person every detail of action taken because of confidentiality, privacy and data protection considerations.

**18. Good-faith reporting and retaliation**

Nobody should be threatened, harassed or treated adversely for raising a genuine welfare or safety concern, supporting somebody who raises a concern or acting as a witness in good faith.

A report that cannot be substantiated is not automatically a false or malicious report. However, deliberately making an allegation that a person knows to be false may itself be treated as a conduct matter.

**19. Training, briefings and prevention**

Future Temple will maintain visible safer spaces signage throughout the venue, encouraging attendees to report concerns to bar staff, the Duty/Event Manager or SIA security personnel.

Where SIA personnel are deployed at entry, they will provide a brief, welcoming reminder that guests can approach venue staff or security about anything making them feel uncomfortable or unsafe.

All event workers will receive practical guidance on recognising unwanted attention, responding sensitively to reports and escalating concerns promptly. Event-specific briefings will confirm the Duty Manager, security arrangements and reporting procedures.

Future Temple will take reasonable steps to translate this policy into practical working arrangements. Depending on the event and staffing model, this may include:

- staff briefings on vulnerability, harassment, sexual harassment and escalation routes;
- training or guidance on suspected spiking and drug- or alcohol-related emergencies;
- clear roles between bar staff, Duty/Event Managers and licensed security personnel;
- appropriate first aid arrangements;
- Challenge 25 and responsible alcohol service procedures;
- appropriate staffing and security arrangements based on event risk;
- clear information for promoters and event organisers;
- incident recording and post-incident review; and
- signposting or public-facing safer spaces information where appropriate.

Policies alone do not prevent harm. Significant incidents and recurring concerns should be reviewed to identify whether changes to staffing, security, training, layout, communication or procedures are reasonably required.

**20. Related Future Temple policies and procedures**

This policy should be read alongside relevant Future Temple documents, including:

- Conduct and Grievance Policy for Casual Workers;
- Workplace Equality, Dignity and Anti-Harassment Policy;
- Responsible Alcohol Sales and Age Verification Policy;
- Staff Induction and Training Briefing;
- Future Temple's Health & Safety Policy, Venue & Event Risk Assessment and any relevant event-specific risk assessment;
- Client Privacy and Retention Policy; and
- Drug, Alcohol and Harm Reduction Policy

Where a concern involves a Future Temple worker, employment or worker-related action may also be considered under the Conduct and Grievance Policy or Equality, Dignity and Anti-Harassment Policy as appropriate.

**21. External guidance informing this policy**

This policy has been developed with regard to the Licensing Act 2003 licensing objectives and current Bristol night-time economy guidance promoting safer nightlife, sexual harassment prevention, anti-spiking measures and a welfare-led harm-reduction approach to alcohol and drugs.

Future Temple will keep relevant local guidance and legal requirements under review and may update this policy where appropriate.

**22. Review of this policy**

This policy will normally be reviewed at least annually and may be reviewed sooner following a significant incident, a change to Future Temple’s premises licence or operating model, changes in legislation or guidance, or where experience indicates that the policy or supporting procedures should be improved.

**Approval**

Signed on behalf of Cataco Ltd

Name: Cathy Coulthard

Position: Company Director

Date: 11/11/26

Cataco Ltd trading as Future Temple
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