



Confirmation of Public Liability Insurance

Policyholder:	Cocktailhire
Business:	Event catering
Policy number:	702810331
Insurer:	U K Insurance Limited
Period of Insurance:	From: 25 November 2025 To: 24 November 2026
Indemnity Limit	
Public Liability	£2m - for a single occurrence
Products Liability	£2m - during a single Period of Insurance
Territorial limits	Anywhere in the UK, Channel Islands and the Isle of Man

Public Liability

Cover operates anywhere in the Territorial Limits during the Period of Insurance.

Products Liability

Cover operates anywhere in the Territorial Limits during the Period of Insurance for any products supplied in or from Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

This document doesn't form part of the insurance contract between the policyholder and us. The insurance provided is subject to our policy terms, endorsements and conditions as set out in the policy booklet and schedule.

COCKTAILHIRE

Generic Risk Assessment

1. Purpose

This generic risk assessment identifies common hazards associated with mobile bar and cocktail service operations and outlines the control measures in place to reduce risk.

This assessment is non-venue specific and applies to standard Cocktailhire operations. Venue-specific assessments can be provided where required.

2. Scope

This assessment applies to all Cocktailhire staff, contractors, and representatives involved in bar setup, service, and breakdown.

3. Identified hazards and control measures

Manual handling

Risk: Injury from lifting or moving equipment and stock

Controls:

- Staff trained in manual handling
- Team lifting for heavy items
- Use of trolleys where possible

Slips, trips and falls

Risk: Spills, trailing cables, cluttered work areas

Controls:

- Immediate cleanup of spills
- Non-slip mats behind bar areas
- Secure cable management
- Clear working and access routes

Alcohol service

Risk: Overserving, intoxication, under-age drinking

Controls:

- Challenge 25 policy
- Refusal of service to intoxicated guests
- Water and alcohol-free alternatives available
- Staff trained in responsible service

Electrical equipment

Risk: Electric shock or fire

Controls:

- PAT-tested equipment
- Visual checks before use
- Avoidance of water near electrical items

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Glass breakage

Risk: Cuts or contamination

Controls:

- Safe glass handling procedures
- Immediate cleanup of breakages
- Designated glass disposal containers

Fire risk

Risk: Flames from garnishes or equipment

Controls:

- Controlled use of flammable ingredients
- Fire extinguisher available where required
- Staff aware of emergency procedures

Allergens

Risk: Allergic reactions

Controls:

- Allergen information available
- Clear communication with guests
- Ingredient awareness training

4. Risk evaluation

With the above controls in place, risks are considered low.

5. Responsibilities

All staff are responsible for following control measures and reporting hazards.

6. Review

This risk assessment is reviewed annually or following changes to operations.

COCKTAILHIRE

Health & Safety Policy

1. Statement of intent

Cocktailhire is committed to maintaining a safe working environment for all employees, clients, contractors, and event attendees. Our priority is to prevent accidents, minimise risks, and ensure compliance with UK health & safety legislation.

2. Responsibilities

Management:

- Provide safe equipment, training, and working conditions.
- Assess risks and implement appropriate controls.

Staff:

- Follow safety procedures and training.
- Report hazards, incidents, or unsafe conditions immediately.

3. Objectives

- Provide safe setups, service areas, and equipment.
- Ensure staff are trained in manual handling, alcohol awareness, hygiene, and safe equipment use.
- Maintain clean, organised workspaces.
- Reduce the likelihood of slips, trips, falls, spills, and equipment accidents.

4. Key safety practices

- Regular equipment inspections, including PAT-tested electrical items.
- Safe storage and handling of ingredients and tools.
- Use of appropriate PPE where necessary.
- Clear access routes and safe cable management.
- Safe lifting techniques to prevent injury.

5. Emergency procedures

Staff will follow venue or event emergency protocols, including fire safety, evacuation routes, and assembly points. First-aid kits are available at all events.

6. Review

This policy is reviewed annually or following any significant incident.

COCKTAILHIRE

Alcohol Licensing and Compliance Statement

1. Purpose

This statement clarifies Cocktailhire's role when providing mobile bar and cocktail staffing services at private and corporate events within the United Kingdom.

2. Nature of Service

Cocktailhire provides professional bartenders and bar equipment. In the majority of private events, alcohol is purchased directly by the host and supplied to their invited guests without retail sale. In such circumstances, Cocktailhire does not sell alcohol and is not the premises licence holder.

3. Licensing Responsibility

Where alcohol is being sold to guests, licensing responsibility rests with the venue, premises licence holder, or event organiser as appropriate. Cocktailhire operates strictly within the permissions and conditions set by the party responsible for licensing compliance.

Cocktailhire does not assume the role of premises licence holder and does not manage or operate licensed premises.

4. Temporary Event Notices

If an event requires a Temporary Event Notice due to retail alcohol sales, responsibility for securing that authorisation rests with the event organiser or venue unless otherwise agreed in writing in advance. Cocktailhire does not rely on Temporary Event Notices as a core operating model.

5. Responsible Service

Regardless of licensing structure, Cocktailhire staff:

- Serve alcohol responsibly
- Operate a Challenge 25 policy
- Refuse service to intoxicated individuals
- Comply with permitted service hours set by the venue or organiser

Cocktailhire reserves the right to suspend alcohol service where continued service would breach licensing law or compromise safety.

6. Review

This statement is reviewed periodically to reflect changes in legislation or operational practice.

COCKTAILHIRE

Age Verification Policy (Challenge 25)

1. Purpose

Cocktailhire operates a strict Challenge 25 policy to prevent the sale of alcohol to under-18s and to comply with UK licensing law.

2. Challenge 25 approach

Any individual who appears under the age of 25 will be asked to provide valid photographic identification before alcohol is served.

3. Acceptable identification

Accepted forms of ID include:

- Passport
- UK or EU photocard driving licence
- PASS-accredited proof of age cards

Photographs or digital copies of ID are not accepted.

4. Refusal of service

Alcohol service will be refused if:

- Valid ID is not provided
- ID appears to be false or altered
- Alcohol is being purchased for an under-age person
- The individual is visibly intoxicated

5. Staff training

All staff receive training in:

- Age verification procedures
- ID recognition
- Refusal of service and de-escalation techniques

6. Review

This policy is reviewed annually.

COCKTAILHIRE

Anti-Bribery & Corruption Policy

1. Purpose

Cocktailhire is committed to conducting business ethically, transparently, and in compliance with all applicable anti-bribery and anti-corruption legislation, including the UK Bribery Act 2010.

2. Scope

This policy applies to all employees, contractors, freelancers, agents, and anyone acting on behalf of Cocktailhire.

3. Zero-tolerance approach

Cocktailhire operates a zero-tolerance approach to bribery and corruption. We do not offer, give, request, or accept bribes or improper advantages in any form.

4. What constitutes bribery and corruption

Bribery and corruption include (but are not limited to):

- Offering, promising, or giving anything of value to improperly influence a business decision
- Requesting, agreeing to receive, or accepting an improper advantage
- Facilitation payments, regardless of value
- Indirect payments or benefits made through third parties

5. Gifts and hospitality

Reasonable and proportionate business hospitality may be offered or accepted where it is:

- Infrequent
- Modest in value
- Transparent and properly recorded
- Not intended to influence decision-making

6. Reporting concerns

Any suspicion or instance of bribery or corruption must be reported promptly to senior management. Reports will be treated seriously and investigated appropriately.

7. Breaches

Breaches of this policy may result in disciplinary action, termination of engagement, or referral to the relevant authorities.

8. Review

This policy is reviewed annually and updated to reflect changes in legislation, guidance, or business operations.

COCKTAILHIRE

Business Continuity Plan

1. Purpose

This plan outlines our approach to ensuring continuity of service in the event of disruptions such as staff illness, transport issues, equipment failure, or supplier shortages.

2. Key objectives

- Maintain service delivery with minimal disruption
- Protect staff and clients
- Ensure rapid, effective communication
- Restore normal operations as quickly as possible

3. Risk areas & mitigation

Staff availability

- Maintain a pool of trained backup bartenders
- Cross-training across roles

Equipment failure

- Maintain spare bar equipment and essential tools
- Regular equipment checks and PAT testing

Supply chain delays

- Secondary backup suppliers for spirits, mixers, and consumables
- Emergency stock buffer for high-demand items

Transport disruption

- Multiple vehicle options and rental contingencies
- Early dispatch planning for large events

4. Emergency procedures

In case of major disruption:

- Assess impact
- Inform client immediately with proposed solutions
- Activate relevant backup resources
- Document incident and outcomes

5. Communication

Clients will be contacted via phone and email with immediate updates and alternative arrangements.

6. Review

Reviewed annually or after any incident requiring activation of the BCP.

COCKTAILHIRE

Code of Conduct (Staff & Representatives)

1. Purpose

This Code of Conduct sets expectations for professional behaviour when representing Cocktailhire at events, meetings, and in communications.

2. Professional standards

All staff must:

- Act professionally, respectfully, and responsibly
- Present themselves appropriately for events
- Communicate clearly and courteously with clients and guests

3. Behaviour at events

- No consumption of alcohol while working
- Respect guest boundaries and wellbeing
- Follow responsible service and sobriety policies
- Comply with client and event requirements

4. Ethical behaviour

- No bribery, inducements, or inappropriate gifts
- Avoid conflicts of interest
- Act honestly and transparently

5. Safety & compliance

- Follow all health & safety procedures
- Adhere to licensing and age verification requirements
- Report concerns to the event lead immediately

6. Breaches

Failure to comply may result in disciplinary action or termination of engagement.

COCKTAILHIRE

Data Protection Statement

1. Purpose

This statement outlines how Cocktailhire protects personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Data we handle

- Client contact details
- Event details
- Supplier information
- Staff and contractor information

3. Lawful processing

Personal data is processed on the basis of:

- Contractual necessity
- Legal obligation
- Legitimate business interests
- Consent (where applicable)

4. Data security measures

- Secure storage of digital and physical records
- Restricted access to personal data
- Use of password-protected systems
- Secure disposal of data when no longer required

5. Data retention

Personal data is retained only for as long as necessary and in accordance with legal requirements.

6. Data breach management

Any suspected data breach is assessed promptly and reported to the ICO where required.

7. Data subject rights

Individuals have the right to access, rectify, erase, or restrict processing of their personal data.

8. Review

Reviewed annually or following regulatory updates.

COCKTAILHIRE

Environmental & Sustainability Policy

1. Purpose

Cocktailhire is committed to reducing its environmental impact and operating in a responsible and sustainable manner.

2. Waste reduction

We aim to:

- Minimise single-use plastics
- Use recyclable, compostable, or reusable materials
- Reduce unnecessary packaging

3. Sustainable sourcing

Where possible, Cocktailhire prioritises:

- Ethical and environmentally responsible suppliers
- Sustainable garnishes and ingredients
- Local and UK-based producers

4. Transport and logistics

- Efficient event routing to reduce emissions
- Consolidated deliveries where possible
- Well-maintained vehicles

5. Resource efficiency

- Responsible water use during preparation and cleaning
- Energy-efficient equipment where practical

6. Staff awareness

Staff are encouraged to follow sustainable working practices at all events.

7. Review

This policy is reviewed annually to support continuous improvement in sustainability practices.

COCKTAILHIRE

Equality, Diversity & Inclusion (EDI) Policy

1. Policy statement

Cocktailhire is committed to creating an inclusive, respectful, and fair working environment. We value diversity and are dedicated to equality of opportunity for all employees, contractors, clients, and event guests.

2. Scope

This policy applies to all Cocktailhire staff, freelancers, contractors, and representatives.

3. Our commitment

We will not tolerate discrimination, harassment, or victimisation based on:

- Age
- Disability
- Gender identity or expression
- Marital or civil partnership status
- Pregnancy or maternity
- Race, nationality, or ethnic origin
- Religion or belief
- Sex or sexual orientation

4. Equal opportunities

- Recruitment, training, and promotion are based on merit and suitability.
- All individuals are treated fairly and with dignity.
- Inclusive behaviour is expected at all times when representing Cocktailhire.

5. Accessibility & inclusion

Where possible, we aim to:

- Provide inclusive service options
- Accommodate reasonable adjustments for staff or guests
- Support diverse client and guest needs

6. Responsibilities

All staff are responsible for upholding this policy and reporting any breaches.

7. Review

Reviewed annually or in line with legislative changes.

COCKTAILHIRE

Ethical Marketing Policy

1. Purpose

Cocktailhire is committed to ethical, responsible, and transparent marketing practices that reflect our values and support responsible alcohol consumption.

2. Scope

This policy applies to all marketing, advertising, promotional activity, social media content, and communications produced on behalf of Cocktailhire.

3. Responsible alcohol marketing

Cocktailhire ensures that its marketing:

- Does not encourage excessive or irresponsible drinking
- Does not target or appeal to under-18s
- Does not portray alcohol consumption as essential to success, wellbeing, or social acceptance
- Reflects modern sobriety principles, including inclusive low- and no-alcohol options

4. Accuracy and transparency

All marketing communications must be:

- Honest and accurate
- Clear about the services provided
- Free from misleading, exaggerated, or unsubstantiated claims

5. Respect, inclusion, and brand safety

Marketing content will not:

- Contain discriminatory, offensive, or harmful material
- Exploit vulnerable individuals or groups
- Undermine client or brand values

6. Use of images and content

- Images and video are used responsibly and with appropriate consent
- Individuals are not depicted in a way that promotes unsafe behaviour
- Client confidentiality and brand guidelines are respected

7. Social media conduct

All social media activity must align with this policy and reflect Cocktailhire's professional standards and values.

8. Continuous improvement

This policy is reviewed annually to ensure alignment with legislation, advertising standards, and industry best practice.

COCKTAILHIRE

Ethical Sourcing Policy

1. Purpose

Cocktailhire is committed to sourcing products and working with partners who reflect our values of quality, sustainability, and ethical responsibility.

2. Principles

We aim to ensure that all goods and services we procure:

- Are free from exploitation, forced labour, or unsafe working conditions
- Are manufactured or produced legally and ethically
- Prioritise sustainability where possible
- Support local and small businesses when feasible

3. Supplier standards

We expect suppliers to:

- Comply with relevant UK legislation
- Uphold fair labour practices
- Demonstrate environmental responsibility
- Maintain transparent supply chains

4. Alcohol & ingredient sourcing

Where possible, we prioritise:

- Environmentally conscious producers
- Suppliers with sustainability or fair-trade certifications
- UK-based producers to reduce transport footprint

5. Monitoring

We perform annual reviews of key suppliers and will discontinue partnerships with businesses that violate ethical standards.

COCKTAILHIRE

Modern Slavery & Human Trafficking Statement

1. Purpose

Cocktailhire is committed to preventing modern slavery, human trafficking, forced labour, and exploitation in all areas of our business and supply chain.

2. Legal framework

This statement is made in accordance with the Modern Slavery Act 2015. While Cocktailhire is not currently required to publish a statutory annual statement due to turnover thresholds, we voluntarily adopt the principles of the Act as part of our ethical business standards.

3. Our business model

Cocktailhire provides professional bartenders and event staffing services within the United Kingdom. We do not operate manufacturing facilities or overseas production sites. Our supply chain primarily consists of UK-based suppliers, event venues, equipment providers, and beverage distributors.

4. Zero-tolerance approach

Cocktailhire operates a zero-tolerance approach to modern slavery and human trafficking. We do not knowingly engage with, support, or conduct business with any organisation involved in forced labour, bonded labour, or exploitative practices.

5. Recruitment and employment practices

- All staff and contractors work on a voluntary basis.
- Right to work documentation is verified prior to engagement.
- Payment is made directly to individuals through transparent payroll or invoicing arrangements.
- No recruitment fees are charged to staff.
- Staff are free to terminate engagement in accordance with agreed terms.

6. Supplier expectations

We expect suppliers and partners to:

- Comply with applicable employment and labour laws.
- Prohibit forced, bonded, or involuntary labour.
- Provide safe and lawful working conditions.
- Maintain transparent and ethical supply chains.

Where credible concerns arise, Cocktailhire reserves the right to review or terminate supplier relationships.

7. Reporting concerns

Any concerns relating to modern slavery, exploitation, or unethical labour practices should be reported to senior management immediately. All reports will be treated seriously and investigated appropriately.

8. Review

This statement is reviewed annually or in response to changes in legislation or business operations.

COCKTAILHIRE

Staff Training & Competency Statement

1. Commitment to training

Cocktailhire ensures that all staff are competent, knowledgeable, and appropriately trained for their roles.

2. Core training areas

All staff receive training in:

- Responsible alcohol service
- Challenge 25 & age verification
- Health & safety
- Manual handling
- Allergen awareness
- Customer service and professionalism
- Modern sobriety principles

3. Role-specific training

Additional training may include:

- Bar setup and breakdown
- Equipment handling
- Event coordination and communication
- Emergency response procedures

4. Ongoing development

- Refresher training provided regularly
- Performance feedback and supervision
- Updates provided when regulations or best practice changes

5. Records

Training records are maintained internally and available on request for corporate clients.

COCKTAILHIRE

Age Verification Policy (Challenge 25)

1. Purpose

Cocktailhire operates a strict Challenge 25 policy to prevent the sale of alcohol to under-18s and to comply with UK licensing law.

2. Challenge 25 approach

Any individual who appears under the age of 25 will be asked to provide valid photographic identification before alcohol is served.

3. Acceptable identification

Accepted forms of ID include:

- Passport
- UK or EU photocard driving licence
- PASS-accredited proof of age cards

Photographs or digital copies of ID are not accepted.

4. Refusal of service

Alcohol service will be refused if:

- Valid ID is not provided
- ID appears to be false or altered
- Alcohol is being purchased for an under-age person
- The individual is visibly intoxicated

5. Staff training

All staff receive training in:

- Age verification procedures
- ID recognition
- Refusal of service and de-escalation techniques

6. Review

This policy is reviewed annually.

COCKTAILHIRE

Alcohol Licensing and Compliance Statement

1. Purpose

This statement clarifies Cocktailhire's role when providing mobile bar and cocktail staffing services at private and corporate events within the United Kingdom.

2. Nature of Service

Cocktailhire provides professional bartenders and bar equipment. In the majority of private events, alcohol is purchased directly by the host and supplied to their invited guests without retail sale. In such circumstances, Cocktailhire does not sell alcohol and is not the premises licence holder.

3. Licensing Responsibility

Where alcohol is being sold to guests, licensing responsibility rests with the venue, premises licence holder, or event organiser as appropriate. Cocktailhire operates strictly within the permissions and conditions set by the party responsible for licensing compliance.

Cocktailhire does not assume the role of premises licence holder and does not manage or operate licensed premises.

4. Temporary Event Notices

If an event requires a Temporary Event Notice due to retail alcohol sales, responsibility for securing that authorisation rests with the event organiser or venue unless otherwise agreed in writing in advance. Cocktailhire does not rely on Temporary Event Notices as a core operating model.

5. Responsible Service

Regardless of licensing structure, Cocktailhire staff:

- Serve alcohol responsibly
- Operate a Challenge 25 policy
- Refuse service to intoxicated individuals
- Comply with permitted service hours set by the venue or organiser

Cocktailhire reserves the right to suspend alcohol service where continued service would breach licensing law or compromise safety.

6. Review

This statement is reviewed periodically to reflect changes in legislation or operational practice.

COCKTAILHIRE

Anti-Bribery & Corruption Policy

1. Purpose

Cocktailhire is committed to conducting business ethically, transparently, and in compliance with all applicable anti-bribery and anti-corruption legislation, including the UK Bribery Act 2010.

2. Scope

This policy applies to all employees, contractors, freelancers, agents, and anyone acting on behalf of Cocktailhire.

3. Zero-tolerance approach

Cocktailhire operates a zero-tolerance approach to bribery and corruption. We do not offer, give, request, or accept bribes or improper advantages in any form.

4. What constitutes bribery and corruption

Bribery and corruption include (but are not limited to):

- Offering, promising, or giving anything of value to improperly influence a business decision
- Requesting, agreeing to receive, or accepting an improper advantage
- Facilitation payments, regardless of value
- Indirect payments or benefits made through third parties

5. Gifts and hospitality

Reasonable and proportionate business hospitality may be offered or accepted where it is:

- Infrequent
- Modest in value
- Transparent and properly recorded
- Not intended to influence decision-making

6. Reporting concerns

Any suspicion or instance of bribery or corruption must be reported promptly to senior management. Reports will be treated seriously and investigated appropriately.

7. Breaches

Breaches of this policy may result in disciplinary action, termination of engagement, or referral to the relevant authorities.

8. Review

This policy is reviewed annually and updated to reflect changes in legislation, guidance, or business operations.

COCKTAILHIRE

Business Continuity Plan

1. Purpose

This plan outlines our approach to ensuring continuity of service in the event of disruptions such as staff illness, transport issues, equipment failure, or supplier shortages.

2. Key objectives

- Maintain service delivery with minimal disruption
- Protect staff and clients
- Ensure rapid, effective communication
- Restore normal operations as quickly as possible

3. Risk areas & mitigation

Staff availability

- Maintain a pool of trained backup bartenders
- Cross-training across roles

Equipment failure

- Maintain spare bar equipment and essential tools
- Regular equipment checks and PAT testing

Supply chain delays

- Secondary backup suppliers for spirits, mixers, and consumables
- Emergency stock buffer for high-demand items

Transport disruption

- Multiple vehicle options and rental contingencies
- Early dispatch planning for large events

4. Emergency procedures

In case of major disruption:

- Assess impact
- Inform client immediately with proposed solutions
- Activate relevant backup resources
- Document incident and outcomes

5. Communication

Clients will be contacted via phone and email with immediate updates and alternative arrangements.

6. Review

Reviewed annually or after any incident requiring activation of the BCP.

COCKTAILHIRE

Code of Conduct (Staff & Representatives)

1. Purpose

This Code of Conduct sets expectations for professional behaviour when representing Cocktailhire at events, meetings, and in communications.

2. Professional standards

All staff must:

- Act professionally, respectfully, and responsibly
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3. Behaviour at events

- No consumption of alcohol while working
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- Follow responsible service and sobriety policies
- Comply with client and event requirements

4. Ethical behaviour

- No bribery, inducements, or inappropriate gifts
- Avoid conflicts of interest
- Act honestly and transparently

5. Safety & compliance

- Follow all health & safety procedures
- Adhere to licensing and age verification requirements
- Report concerns to the event lead immediately

6. Breaches

Failure to comply may result in disciplinary action or termination of engagement.

COCKTAILHIRE

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3. Lawful processing

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- Contractual necessity
- Legal obligation
- Legitimate business interests
- Consent (where applicable)

4. Data security measures

- Secure storage of digital and physical records
- Restricted access to personal data
- Use of password-protected systems
- Secure disposal of data when no longer required

5. Data retention

Personal data is retained only for as long as necessary and in accordance with legal requirements.

6. Data breach management

Any suspected data breach is assessed promptly and reported to the ICO where required.

7. Data subject rights

Individuals have the right to access, rectify, erase, or restrict processing of their personal data.

8. Review

Reviewed annually or following regulatory updates.

COCKTAILHIRE

Environmental & Sustainability Policy

1. Purpose

Cocktailhire is committed to reducing its environmental impact and operating in a responsible and sustainable manner.

2. Waste reduction

We aim to:

- Minimise single-use plastics
- Use recyclable, compostable, or reusable materials
- Reduce unnecessary packaging

3. Sustainable sourcing

Where possible, Cocktailhire prioritises:

- Ethical and environmentally responsible suppliers
- Sustainable garnishes and ingredients
- Local and UK-based producers

4. Transport and logistics

- Efficient event routing to reduce emissions
- Consolidated deliveries where possible
- Well-maintained vehicles

5. Resource efficiency

- Responsible water use during preparation and cleaning
- Energy-efficient equipment where practical

6. Staff awareness

Staff are encouraged to follow sustainable working practices at all events.

7. Review

This policy is reviewed annually to support continuous improvement in sustainability practices.

COCKTAILHIRE

Equality, Diversity & Inclusion (EDI) Policy

1. Policy statement

Cocktailhire is committed to creating an inclusive, respectful, and fair working environment. We value diversity and are dedicated to equality of opportunity for all employees, contractors, clients, and event guests.

2. Scope

This policy applies to all Cocktailhire staff, freelancers, contractors, and representatives.

3. Our commitment

We will not tolerate discrimination, harassment, or victimisation based on:

- Age
- Disability
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5. Accessibility & inclusion

Where possible, we aim to:

- Provide inclusive service options
- Accommodate reasonable adjustments for staff or guests
- Support diverse client and guest needs

6. Responsibilities

All staff are responsible for upholding this policy and reporting any breaches.

7. Review

Reviewed annually or in line with legislative changes.

COCKTAILHIRE

Ethical Marketing Policy

1. Purpose

Cocktailhire is committed to ethical, responsible, and transparent marketing practices that reflect our values and support responsible alcohol consumption.

2. Scope

This policy applies to all marketing, advertising, promotional activity, social media content, and communications produced on behalf of Cocktailhire.

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4. Accuracy and transparency

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- Honest and accurate
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6. Use of images and content

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8. Continuous improvement

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COCKTAILHIRE

Ethical Sourcing Policy

1. Purpose

Cocktailhire is committed to sourcing products and working with partners who reflect our values of quality, sustainability, and ethical responsibility.

2. Principles

We aim to ensure that all goods and services we procure:

- Are free from exploitation, forced labour, or unsafe working conditions
- Are manufactured or produced legally and ethically
- Prioritise sustainability where possible
- Support local and small businesses when feasible

3. Supplier standards

We expect suppliers to:

- Comply with relevant UK legislation
- Uphold fair labour practices
- Demonstrate environmental responsibility
- Maintain transparent supply chains

4. Alcohol & ingredient sourcing

Where possible, we prioritise:

- Environmentally conscious producers
- Suppliers with sustainability or fair-trade certifications
- UK-based producers to reduce transport footprint

5. Monitoring

We perform annual reviews of key suppliers and will discontinue partnerships with businesses that violate ethical standards.

COCKTAILHIRE

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1. Purpose

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2. Scope

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3. Identified hazards and control measures

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Risk: Injury from lifting or moving equipment and stock

Controls:

- Staff trained in manual handling
- Team lifting for heavy items
- Use of trolleys where possible

Slips, trips and falls

Risk: Spills, trailing cables, cluttered work areas

Controls:

- Immediate cleanup of spills
- Non-slip mats behind bar areas
- Secure cable management
- Clear working and access routes

Alcohol service

Risk: Overserving, intoxication, under-age drinking

Controls:

- Challenge 25 policy
- Refusal of service to intoxicated guests
- Water and alcohol-free alternatives available
- Staff trained in responsible service

Electrical equipment

Risk: Electric shock or fire

Controls:

- PAT-tested equipment
- Visual checks before use
- Avoidance of water near electrical items

COCKTAILHIRE

Glass breakage

Risk: Cuts or contamination

Controls:

- Safe glass handling procedures
- Immediate cleanup of breakages
- Designated glass disposal containers

Fire risk

Risk: Flames from garnishes or equipment

Controls:

- Controlled use of flammable ingredients
- Fire extinguisher available where required
- Staff aware of emergency procedures

Allergens

Risk: Allergic reactions

Controls:

- Allergen information available
- Clear communication with guests
- Ingredient awareness training

4. Risk evaluation

With the above controls in place, risks are considered low.

5. Responsibilities

All staff are responsible for following control measures and reporting hazards.

6. Review

This risk assessment is reviewed annually or following changes to operations.

COCKTAILHIRE

Health & Safety Policy

1. Statement of intent

Cocktailhire is committed to maintaining a safe working environment for all employees, clients, contractors, and event attendees. Our priority is to prevent accidents, minimise risks, and ensure compliance with UK health & safety legislation.

2. Responsibilities

Management:

- Provide safe equipment, training, and working conditions.
- Assess risks and implement appropriate controls.

Staff:

- Follow safety procedures and training.
- Report hazards, incidents, or unsafe conditions immediately.

3. Objectives

- Provide safe setups, service areas, and equipment.
- Ensure staff are trained in manual handling, alcohol awareness, hygiene, and safe equipment use.
- Maintain clean, organised workspaces.
- Reduce the likelihood of slips, trips, falls, spills, and equipment accidents.

4. Key safety practices

- Regular equipment inspections, including PAT-tested electrical items.
- Safe storage and handling of ingredients and tools.
- Use of appropriate PPE where necessary.
- Clear access routes and safe cable management.
- Safe lifting techniques to prevent injury.

5. Emergency procedures

Staff will follow venue or event emergency protocols, including fire safety, evacuation routes, and assembly points. First-aid kits are available at all events.

6. Review

This policy is reviewed annually or following any significant incident.

COCKTAILHIRE

Quality Assurance & Service Standards Statement

1. Quality commitment

Cocktailhire is committed to delivering a consistently high-quality service at every event.

2. Service standards

We aim to provide:

- Professional, punctual, and reliable service
- High-quality ingredients and equipment
- Clean, safe, and well-presented bar setups
- Courteous and engaging staff

3. Pre-event preparation

- Clear communication with clients
- Event planning and confirmation
- Equipment and stock checks

4. During the event

- Efficient service delivery
- Responsible alcohol service
- Continuous monitoring of guest experience

5. Post-event review

- Feedback welcomed from clients
- Continuous improvement based on feedback and lessons learned

6. Continuous improvement

Quality standards are reviewed regularly to reflect client expectations and industry best practice.

COCKTAILHIRE

Safeguarding Policy

1. Purpose

Cocktailhire is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults at events where family-friendly or mixed-age audiences are present.

2. Scope

This policy applies to all staff, contractors, and representatives working at or on behalf of Cocktailhire.

3. Safeguarding commitment

Cocktailhire is committed to:

- Providing a safe, respectful, and inclusive environment
- Acting in the best interests of children and vulnerable adults
- Ensuring safeguarding concerns are taken seriously and addressed appropriately

4. Staff conduct and responsibilities

Staff must:

- Act professionally and respectfully at all times
- Avoid inappropriate language, behaviour, or physical contact
- Never be alone with a child or vulnerable adult unless unavoidable and appropriate
- Follow all age-verification and responsible alcohol service procedures

5. Recognising safeguarding concerns

Safeguarding concerns may include:

- Signs of distress, neglect, or abuse
- Unsafe or inappropriate behaviour by adults or peers
- Situations where an individual appears at risk

Staff are expected to remain vigilant and report concerns promptly.

6. Reporting concerns

Any safeguarding concern must be reported immediately to the event organiser and Cocktailhire management. Where necessary, concerns will be escalated to the appropriate authorities.

7. Confidentiality

All safeguarding matters are handled sensitively and confidentially, with information shared only on a need-to-know basis.

8. Review

This policy is reviewed annually and updated to reflect best practice and relevant guidance.

COCKTAILHIRE

Social Value Statement

1. Commitment to social value

Cocktailhire recognises the impact our business can have on society, the local community, and the environment. We strive to create positive social value through responsible operations and community engagement.

2. Our social value priorities

- Supporting local suppliers and small businesses
- Providing employment opportunities and skill development
- Offering inclusive and safe event environments
- Reducing waste and promoting sustainable materials
- Supporting charity events and community initiatives wherever possible

3. Supporting local communities

We aim to use local suppliers, hire locally, and contribute to community projects or fundraising opportunities when feasible.

4. Workforce wellbeing

We prioritise:

- Fair pay
- Safe working conditions
- Staff training and development
- Inclusive and respectful workplace culture

5. Environmental responsibility

- Reducing single-use plastics
- Using recyclable or compostable materials
- Partnering with environmentally conscious brands

6. Continuous improvement

We evaluate our social impact annually and seek opportunities to increase our positive contributions.

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COCKTAILHIRE

Staff Training & Competency Statement

1. Commitment to training

Cocktailhire ensures that all staff are competent, knowledgeable, and appropriately trained for their roles.

2. Core training areas

All staff receive training in:

- Responsible alcohol service
- Challenge 25 & age verification
- Health & safety
- Manual handling
- Allergen awareness
- Customer service and professionalism
- Modern sobriety principles

3. Role-specific training

Additional training may include:

- Bar setup and breakdown
- Equipment handling
- Event coordination and communication
- Emergency response procedures

4. Ongoing development

- Refresher training provided regularly
- Performance feedback and supervision
- Updates provided when regulations or best practice changes

5. Records

Training records are maintained internally and available on request for corporate clients.