

ADMIRAL PUB CLOSURE GUIDANCE for LICENSEES

Updated December 23rd 2020

Out-Of-Date (OOD) Draught Beer Due To Enforced Pub Closure

23rd Dec 2020

Keg Beer (i.e. lager, ale and stout)

The following brewers **have** agreed to replace/refund OOD **unopened kegs**

(Please note brewers may restrict the credit offer to kegs bought between certain dates)

- Budweiser Brewing Group (Ales only, not lager)
- Carlsberg / Marston's
- Diageo (Guinness/Hop House) (Via www.MyDiageo.com which is now live and licensees should register directly)
- MolsonCoors (duty value only)

The following brewers **have not** offered to replace/refund OOD kegs

- Asahi / Fuller's
- Heineken UK
- Tennent's

Cask Beer (ie real ale)

The following brewers **have** agreed to replace/refund OOD **unopened casks**

(Please note some brewers are restricting credit to casks bought before a certain date e.g. 2 wks before closure)

- Carlsberg
- Greene King
- Heineken UK
- Marston's
- MolsonCoors/Sharps

- Adnams
- Brains
- Butcombe
- Camerons
- Dartmoor
- Harviestoun – duty only
- Holts
- Hook Norton – duty only
- JW Lees
- Moorhouses
- Otter

ADMIRAL PUB CLOSURE GUIDANCE for LICENSEES

- Purity
- Salopian – duty only
- Shepherd Neame
- St Austell
- Theakston's
- Timothy Taylor – duty only
- Woodfordes
- Wye Valley

The following brewers **have not** agreed to replace/refund OOD CASKS

- Black Sheep
- Harveys
- Robinson's
- Titanic
- Wadworth

Credits will be processed through the normal ullage system ie report via Admiral Telesales on 01244 321171 option 1 (with the exception of Guinness / Hop House which is via the MyDiageo.com website)

NB No brewers are offering value for opened containers – please sell/dispose of contents and return as empties

PUB / CELLAR CLOSURE GUIDANCE

Open (broached) Kegs and Casks

Unlikely to receive any supplier or HMRC reimbursement, therefore best to fully dispense (or sell via takeaway) prior to re-opening, so 'empties' can be uplifted.

Cellar Cooling

Given that the length of any closure period is hard to know in advance; and

Brewers are not (yet) offering compensation for KEG product,

We strongly **recommend that you keep your cellar cooling ON** to preserve product quality – it should also have to work less hard given likely declining temperatures.

ADMIRAL PUB CLOSURE GUIDANCE for LICENSEES

CO2 Risks

CO2 gas is both colourless and odourless, the escaping gas can cause oxygen levels in the surrounding air to drop. People who breathe in this air can suffocate.

In the absence of a CO2 gas alarm on your person or in your cellar, you should NOT enter your cellar (or enclosed areas where gas bottles are stored) which has been closed for a long period of time before fully ventilating to ensure it is safe. Ensure all gas bottles are turned off at the bottle.

Practical pub, cellar and dispense-closure guides are listed below, from **BBPA**, **CaskMarque**, **MolsonCoors**, **HUK SMART DISPENSE**, **BRITVIC** and **COCA-COLA**:

BBPA:

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/10/BBPA-Dispense-Shut-Down.pdf>

CASK MARQUE:

We all know how important it is to secure the cellar and bar equipment and you can download our recommendations [here](#).

MOLSON COORS:

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/03/Molson-Coors-Customer-Advice.pdf>

and

https://www.youtube.com/channel/UCn2wjP2rc-6D6EugL_avjIQ

HUK

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/11/HUK-09.11.pdf>

HUK SMART DISPENSE:

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/03/Covid-19-Smart-Dispense.pdf>

BRITVIC:

The best advice is for all pubs is to register themselves on our platform which will provide them with a wide range of support.

Closing down

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/10/Britvic-Shut-Down.pdf>

Restarting

<https://sensationaldrinks.com/working-with-britvic/covid-19-support/restart-your-dispense-equipment/>.

ADMIRAL PUB CLOSURE GUIDANCE for LICENSEES

COCA-COLA:

<https://cokecustomerhub.co.uk/covid-19/postmix-restart-guidance/>

Cask Beer - Pubs should take special care with cask products

If cellar cooling has been switched off casks may become pressurised due to infection. To prevent “bungs” blowing out, **we would advise licensees to vent the casks**. Depending on your set up:

- o Horizontal dispense: Knock a hard peg through the shive, then remove peg
- o Vertical dispense: Knock in vertical extractor body, open breather valve
- o This will allow the excess gas to escape. Please do not pour away the liquid as some brewers are offering recompense – please check first
- o If licensees require further guidance on how to undertake this venting of casks, please contact Admiral on 01244 321171 or email enquiries@admiraltaverns.co.uk

Venting a horizontal cask to avoid unsafe pressure build up on casks in closed pubs



- ‘Shive’: used to insert soft or hard peg. Sealed with a ‘tut’
- **Soft peg:** Short, made from cane, allows CO2 to escape, filters air going into beer
- **Hard peg:** Long, stops gas escaping



- Knock through tut in shive using a hard peg then remove peg

ADMIRAL PUB CLOSURE GUIDANCE for LICENSEES

YOUR HEALTH and SAFETY: STATUTORY COMPLIANCE and TENANT WORKS

Electrical, Fire Safety & Gas Safe Testing

During to the current COVID-19 Pandemic it has been unfeasible & unsafe for statutory compliance tests to continue on our sites.

We will however continue to make reasonable endeavours to complete compliance testing where it is deemed safe to do so.

Where it is not safe to inspect we will adopt a Dynamic Risk Assessment (DRA).

Risk assessments involve analysing the risks and hazards of your workplace and implementing controls to either eliminate or reduce them.

Electrical & Fire Safety Testing

Please adopt the attached DRA immediately.

Electrical:

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/03/Dynamic-Risk-Assessment-Electrical.pdf>

Fire Alarm:

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/03/Dynamic-Risk-Assessment-Fire-Alarm.pdf>

If you have any queries, please call the Admiral Taverns Property Help Desk for support.

Since lockdown was raised and pubs re-opened on the 4th July, we have been working hard to catch up on all missed inspections. This catch up programme is on going and subject to any additional localised lockdown.

Gas Safe Testing

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/03/Dynamic-Risk-Assessment-Gas-Safety.pdf>

The Health & Safety Executive and Gas Safe expect that all reasonable endeavours are made by Landlords to complete annual Gas Safe Tests.

ADMIRAL PUB CLOSURE GUIDANCE for LICENSEES

There is a requirement to record all attempts to arrange and complete Gas Safe Tests in order to comply with this requirement.

JCW our Gas Safe Contractor, will continue to make appointments to complete Gas Safe checks. JCW will initially contact you and seek confirmation that the sites are Covid-Safe to attend in line with Government guidelines.

If you answer positively to the questions, then the engineer will arrange to visit and re-check with you the day before the visit.

If you answer negatively to any question, then the attempt will be recorded and a new attempt will be rescheduled for 4 weeks' time.

If you have any queries, please call Admiral Taverns Property Help Desk for support.

We will continue to monitor missed inspections and look to prioritise these sites as we look to catch up missed inspections.

Tenant Works

Over the lockdown period, many tenants chose to complete their own improvement works. Please ensure that you follow the guidelines laid out in the attached document and seek support and advice from your Property Manager if you are thinking of completing an future works yourself.

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/04/PROPERTY-HELP-SUPPORT-DURING-THE-COVID-19-CRISIS.pdf>

Pest Control

Vermin haven't heard the News, and are definitely NOT self-isolating!

Please continue to keep you premises clean and pest free.

Prepare your properties to deny pests of essential food supplies and water (for rats). If you are leaving your buildings empty for a day a week or longer, prepare your property to prevent pests from taking over.

Clean up, lock away all food items and stop the pests taking over your property. See photo tips attached.

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/04/Pest-Control.pdf>

If you see any pest activity, please contact Property Help Desk on 01244 321171 or email enquiries@admiraltaverns.co.uk and we will help in arranging for a Pest Proofing contractor to attend your site.

ADMIRAL PUB CLOSURE GUIDANCE for LICENSEES

UTILITIES

- This advice applies to all utilities; gas, electricity and water.
- Utility suppliers still have a large percentage of staff working from home; call and online chat wait times are noticeably longer.
- If customers haven't already done so, they are advised to set up an online account with their suppliers. This is the easiest way to manage your utility accounts; provide reads, view bills and make payments.
- Provide all utility suppliers with readings on the day the pub closes and continue to provide further reads on a regular basis (ideally the 1st of every month) to ensure that bills are based on actual, rather than estimated readings.
- Utility suppliers will be prioritising security of supply and dealing with emergencies in areas in local lockdown.
- Suppliers are providing further detail on their websites, and customers are advised to look for information there.
- Any customers experiencing difficulty in paying for utilities are strongly encouraged to contact their supplier as soon as possible to set up a mutually agreeable payment plan

Evidence from lockdown 1 suggests licensees who were proactive in addressing their business needs, in respect of utilities, were better prepared for the return to trade. With this in mind our broker partners have contacted us to advise of the support & services they can provide to our licensees during lockdown; assist with reinstating cancelled DDs, calculate current consumption, energy efficiency etc.

Unlike the 1st lockdown suppliers are continuing to chase debts and continue to take warrant activity for disconnections so please **do ask our brokers for any help you may need to get your utility accounts into manageable positions to avoid post lockdown debt-collection activities.**

Our broker partners can be contacted using the below details:

Nationwide Energy

Tenants to contact - Billing Team – billing@nationwide-energy.co.uk, which should have a same day response. Alternatively they can call – 02476 328995 option 3.

BDMs to contact - james.willis@nationwide-energy.co.uk or call 07946189443 who can arrange a visit from or contact with the relevant field consultant.

Power Solutions

Both tenants & BDMs can contact Mark Hallows

mark.hallows@powersolutionsuk.com

01244 391515 & 07734297252 – please feel free to use both numbers

ADMIRAL PUB CLOSURE GUIDANCE for LICENSEES

MACHINES

Given the current crisis facing the country and the legal advice issued by the Government, BACTA has concluded that the Socially Responsible course of action for the Industry is to **cease all collections with immediate effect. So final collections/hopper (float) dumps will not be carried out.**

Advice for our Licensees:

- Ensure that all machines are switched off so there are no attract modes/flashing lights and pose no Health & Safety risk
- We shall ensure that no rent is charged on any machine for the closed period
- If at all possible - move machines out of site, cover, into disabled toilets or storerooms, not ideal but these are not ideal times
- Once current restrictions are removed, please clean your machine, re-position and switch on as a test run, if any issues – notify your supplier
- Notify your supplier if any machine is not going to be switched back on and we shall ensure they continue to not charge any rent
- We suggest the below label is printed out and put on the front of all AWP's – even if the machine hasn't been emptied

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/03/Out-of-Service-Notice-Machines.pdf>

PERSONAL DEVELOPMENT, TRAINING, MENTAL HEALTH & WELL-BEING

CPL Licensee Training Suite

Admiral is delighted to offer CPL's full suite of licensee training for six months for the heavily subsidised fee of £24.50 + VAT. Details attached and **please contact Ceri Radford (Admiral) as directed** by the link.

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/04/CPL-Learning.pdf>

Free Hospitality-Based Training

UKHospitality and CPL Learning have launched an online training platform. UKH Pathway will be free to use whilst your pub remains closed due to coronavirus, and will provide access to learning, well-

ADMIRAL PUB CLOSURE GUIDANCE for LICENSEES

being and personal development resources for furloughed employees. To access this platform please click on the link below.

<http://ukhospitalityregistration.cpllearning.com/>

BII Mental Health Awareness Guide

The BII have provided a guide covering some simple steps we can all take to look after ourselves during the Pandemic. To access this, click on the link below.

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/04/Mental-Health-during-a-Pandemic-BII-Guide.pdf>

5 GREAT INTERNET SOURCES

For these ever-changing circumstances, we recommend the following 5 sources of up-to-date quality information and independent advice:

Personal Health - NHS

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Government Business Support – GOV.UK

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

Industry Accountants – a digestible and quality summary of latest government support available

<https://www.haysmacintyre.com/covid-19>

Industry General

BBPA

[https://beerandpub.com/policies/covid-19/?utm_source=GDPR+-+Daily+Digest&utm_campaign=fb25b8b616-](https://beerandpub.com/policies/covid-19/?utm_source=GDPR+-+Daily+Digest&utm_campaign=fb25b8b616-EMAIL_CAMPAIGN_10_2_2018_14_43_COPY_01&utm_medium=email&utm_term=0_7311a7a757-fb25b8b616-61449657)

[EMAIL_CAMPAIGN_10_2_2018_14_43_COPY_01&utm_medium=email&utm_term=0_7311a7a757-fb25b8b616-61449657](https://beerandpub.com/policies/covid-19/?utm_source=GDPR+-+Daily+Digest&utm_campaign=fb25b8b616-EMAIL_CAMPAIGN_10_2_2018_14_43_COPY_01&utm_medium=email&utm_term=0_7311a7a757-fb25b8b616-61449657)

BII

<https://www.bii.org/>