

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

Updated April 2nd 2021

CONTENTS

Page #

Out-of-date cellar stock

- Beer 2
- Bag-in-box 4

Pub / Cellar re-opening guidance 5

Health & Safety and Compliance 9

Utilities 11

Machines 12

Personal development, Training, Mental Health and Well-being 13

Useful Internet Resources 14

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

Out-Of-Date (OOD) Draught Beer Due To Enforced Pub Closure

Dear Licensee,

Credit Claims for Out of Date Kegs/Casks via www.Returnyourbeer.co.uk

Following our previous correspondence, we have now passed the 31st March 2021 deadline for submitting your evidence of eligible stock destruction.

We will soon be writing to you again by email to confirm details of out of date kegs/casks for which details have been correctly submitted and for which we are now processing credit claims on your behalf. We will then be applying credits to your trade account once the claims are confirmed.

In the meantime, if you have any queries, please raise them by email to cellarstock@admiraltaverns.co.uk

Best wishes

David Wigham
Commercial Director

Updated March 7th 2021

The following brewers **have** agreed to replace/refund OOD **unopened kegs/casks**
(Please note brewers may restrict this offer to kegs bought between certain dates)

Global Brewers

- Asahi/Fullers
- Budweiser Brewing Group
- Carlsberg Marston's Brewing Company
- Heineken UK
- Diageo
- MolsonCoors

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UK/Regional Brewers

- Adnams
- Brains
- Butcombe
- Cameron's
- Dartmoor
- Greene King
- Harvey's **duty only**
- Harviestoun **duty only**
- Holts
- Hook Norton **duty only**
- JW Lees
- Moorhouse's
- Otter
- Purity
- Robinson's **duty only**
- Salopian **duty only**
- Shepherd Neame
- St Austell
- Theakston's
- Timothy Taylor
- Titanic **duty only**
- Wadworth's **duty only**
- Woodfordes
- Wye Valley

For brewers participating in the "return your beer" portal, credits will be managed via www.returnyourbeer.co.uk

For Guinness and Hop House 13 it is via www.MyDiageo.com

For all other brewers please contact Admiral Telesales on 01244 321171 option 1 to report the stock and obtain further guidance.

NB For opened containers – please dispose of contents responsibly and return as empties

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

BAG IN BOX REPLACEMENT

Out of date stock disposal

If a licensee has stock that needs to be destroyed, they should contact their waste contractor and request for it to be removed & disposed of as non-hazardous liquid waste. **BIB contents should not be put down the drain without the consent of their Water Authority.**

BRITVIC

OOD BiB replacement

Britvic have offered the following support to each draught Britvic stockist in the Admiral estate

1. 3 Free BiBs when the licensee buys 3 from Admiral (1 deal per pub) – **see below re conditions**
 - a. The 3 free will be 1 x Pepsi Max 7L and 2 X R Whites lemonade 7L – delivered Britvic direct (from MDA **not** XPO – we will need to order these manually)
 - b. Stocking draught Pepsi max is a condition of this free stock offer
 - c. For pubs which don't stock Pepsi Max, they will be sent a conversion kit – see conversion guide attached
2. Free Pepsi Max / J2O glassware is available to all pubs via www.sensationaldrinks.com
3. Free stock will be delivered direct from MDA not with the licensee's XPO delivery.

COCA-COLA

For Coca Cola BiBs (including Coca Cola, Diet Coke, Coke Zero, Schweppes Lemonade and Fanta):

Stock Replacement

- Coca Cola have agreed to replace any of their BIB products that were delivered to accounts between the beginning of October and the end of December, a total of 605 BIB to 228 accounts.
- Telesales are managing this process on the licensee's scheduled call.

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

PUB / CELLAR RE-OPENING 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.

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 https://mcusercontent.com/ef9eb0a3ea4ea37c6755fc412/files/1c731b5e-b16f-4edd-a186-14aff2ded555/Re_opening_Checklist.pdf

Cask Marque is also offering its **online Cask Masterclass tutorials** for £60, described here

https://mcusercontent.com/ef9eb0a3ea4ea37c6755fc412/files/e4cab3e4-e805-4ec6-95d6-35b89b8e580d/Cask_Marque_Virtual_Cask_Masterclass.pdf

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

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:

Re-start procedures

- Britvic has provided the attached guide – see PDF, or www.sensationaldrinks.com.
A demonstration video link is provided here and we can add to our corporate website
<https://sensationaldrinks.com/working-with-britvic/covid-19-support/restart-your-dispense-equipment/>
- Britvic have granted a 3 month extension to Best Before Dates for selected brands (mainly R Whites in our case).
<https://www.admiraltaverns.co.uk/wp-content/uploads/2021/03/Postmix-Britvic-Combined-1.pdf>

Britvic also encourage licensees 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/>.

COCA-COLA:

Based on the expected length of Lockdown #3, as the customers post-mix machine was sanitised in 2020, we will not have to sanitise it again before re-opening. Our customers should complete the process of “flushing” the water and syrup lines as per instructions attached, and should contact us only if, after checking the BBD of the syrup and giving the machine 12 hours to chill down, they detect an off-taste on sampling (We will monitor the length of lockdown and give further advice if necessary).

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

Video link will take licensees to the restart options dependent on their individual circumstance.
<https://my.ccep.com/topics/sanitation-for-post-mix?g=>

Any opened bag in box soft drink syrups should not be used and should be disposed of responsibly.

Breakdown of Equipment Guides Attached

1. CCEP Postmix Shutdown or Weekly Pour Guide – Where customers can pour off product weekly.
2. CCEP Shutdown and Restart Guide HBV – Where customers are unable to regularly pour product and have a hand bar valve dispense.
3. CCEP Shutdown and Restart Guide 3 Valve (Measured dispense) – Where customers are unable to regularly pour off product and have a measured dispense unit.

<https://www.admiraltaverns.co.uk/wp-content/uploads/2021/03/Postmix-Cocacola-combined.pdf>

The below link takes you to the guides/videos for each scenario (These guides have moved to the my CCEP website but don't require a login to view)
<https://my.ccep.com/topics/sanitation-for-post-mix>

Please, there is also our customer hub available online:

<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

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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

Dispense Gas

Re-stock early, as demand is likely to be very high.

www.boconline.co.uk

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

YOUR HEALTH and SAFETY INCL. STATUTORY COMPLIANCE

Electrical, Fire Safety & Gas Safe Testing

Due to the current COVID-19 Pandemic it is increasingly 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 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 Help Line or the Admiral Taverns Help Desk for support.

Over the down time we will monitor missed inspections and look to prioritise these sites once we have freedom of movement and safe environments to work in.

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 are still currently expecting that all reasonable endeavours are made by Landlords to complete annual Gas Safe Tests.

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

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

JCW our Gas Safe Contractor, has agreed to set up a month by month schedule of due inspections and record all attempts gain access to complete the inspections.

JCW will initially contact you and seek confirmation that the occupants of the site do not have COVID-19, that they do not fall into the 1.5m Government High Risk Category and that they are happy for an engineer to attend their site.

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 the Help Line or the Admiral Taverns Help Desk for support. Over this time we will monitor missed inspections and look to prioritise these sites once we have freedom of movement and safe environments to work in.

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 RE-OPENING 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 RE-OPENING GUIDANCE for LICENSEES

MACHINES

Once Pubs are reopened inside, all machines should be made available to play so long as cleaning regimes are adhered to and any social distancing measures in place.

In preparation for reopening indoors:

- Clean your machines, ensure in best positions and switch on as a test run. If any issues – notify your supplier
- Check machines are floated – your supplier can check this for you
- We shall ensure that no rent is charged on any machine for the closed or non trading period
- Check challenge 21 or think 25 signage is near to your AWP (s)
- 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
- If you had a machine removed because of previous restrictions then consider and ask your supplier if they can reinstall/recommission – bear in mind that there may be some considerable waiting time for any machine movements due to suppliers staff being on furlough

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

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-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>

ADMIRAL PUB RE-OPENING GUIDANCE for LICENSEES

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-EMAIL_CAMPAIGN_10_2_2018_14_43_COPY_01&utm_medium=email&utm_term=0_7311a7a757-fb25b8b616-61449657

BII

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