

**THE DISTRICT OF COLUMBIA
ALCOHOLIC BEVERAGE AND CANNABIS BOARD**

IN THE MATTER OF

AN ENFORCEMENT ACTION REGARDING

**El Don, LLC
t/a Chimalli Mexican Cuisine**

Case No. 26-251-00021
ABCA License No. ABRA-088757
Retailer's Class CR License
Board Order No. 2026-753

BEFORE: DONOVAN ANDERSON, *Chairperson*
TERI JANINE QUINN, *Board Member*
RYAN JONES, *Board Member*
DAVID MEADOWS, *Board Member*
JAMES TURNER, *Board Member*

PARTIES: El Don, LLC, t/a Chimalli Mexican Cuisine, at premises 4401 14th
Street, NW, Washington, DC 20011, *Respondent*

Collin C. Cenci, Assistant Attorney General
Office of the Attorney General for the District of Columbia

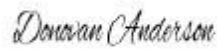
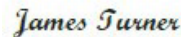
ORDER APPROVING THE OFFER-IN-COMPROMISE

The above-mentioned parties have petitioned the Alcoholic Beverage and Cannabis Board (Board) to approve an offer-in-compromise (OIC) to settle one or more violations of Title 25 of the D.C. Official Code (Title 25) and Title 23 of the D.C. Municipal Regulations (Title 23) in accordance with D.C. Official Code § 2-509(a).

The Board, on this 30th day of September 2026, **APPROVES** the OIC attached to this Order. The terms of the OIC are as follows:

1. The Respondent admits to a violation of the statutes or regulations listed in the OIC attached to this Order. The Respondent further enters into this OIC knowingly, intelligently, and voluntarily, and understands the consequences of agreeing to one or more violations of law.
2. The Respondent shall follow and abide by the terms and conditions of the attached OIC in accordance with D.C. Official Code §§ 2-509(a), 25-447(f), and 25-823(a)(6).
3. The Respondent waives all rights to notice or appearance before the Board.
4. The Respondent waives the right to a hearing, the right to call witnesses, the right to present evidence, and otherwise contest the charges as provided in Title 25 and Title 23.
5. The Respondent waives the right to judicial review or appeal of this Order. The Respondent further agrees not to collaterally attack the disposition imposed by this Order.
6. The parties agree that the attached OIC constitutes the entire agreement of the parties.
7. The Show Cause Hearing in this matter is cancelled.

ABCA shall deliver copies of this Order to the Government and the Respondent.

OFFICIAL VOTE ON THE ORDER OF THE DISTRICT OF COLUMBIA ALCOHOLIC BEVERAGE AND CANNABIS BOARD		
Board Members	Decision	Signature
DONOVAN ANDERSON, <i>Chairperson</i>	Approve	
SILAS GRANT, JR.	Not Present	
TERI JANINE QUINN	Approve	
RYAN JONES	Approve	
DAVID MEADOWS	Approve	
JAMES TURNER	Approve	
Concurrences or Dissents: N/A		

NOTICE

Any party adversely affected may file a Motion for Reconsideration of this decision or other motion permitted by law within 10 days of service of this Order. The opposing party may file a response within 7 days. If a response is filed, the movant may file a reply within 3 days. All filings should be served on all parties to the matter and delivered to the Alcoholic Beverage and Cannabis Administration, 899 North Capitol Street NE, Suite 4200-B, Washington, DC 20002, or by email to abca.legal@dc.gov. The failure to properly serve the other parties or to present all matters of record that have allegedly been erroneously decided in the initial motion for reconsideration may result in the waiver of those matters being considered. Further, multiple and repetitive motions may be summarily denied or not considered. In addition to filing a Motion for Reconsideration, pursuant to § 11 of the *District of Columbia Administrative Procedure Act*, Pub. L. 90-614, 82 Stat. 1209, D.C. Official Code § 2-510 (2001), and Rule 15 of the District of Columbia Court of Appeals, a party that is adversely affected may have the right to appeal this Order by filing a petition for review, within 30 days of the date of service of this Order, with the District of Columbia Court of Appeals, located at 430 E Street NW, Washington, DC 20001.

The timely filing of a Motion for Reconsideration stays the time for filing a petition for review in the District of Columbia Court of Appeals until the Board rules on the motion. *See* D.C. App. Rule 15(b) (2004). The Superior Court of the District of Columbia may have jurisdiction to hear appeals in non-contested cases or in matters where that court is specifically provided jurisdiction by law. Finally, advisory neighborhood commissions (ANCs) are advised that their right to appeal or challenge a decision of the Board may be limited by the laws governing ANCs. *See e.g.*, D.C. Code § 1-309.10(g).

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
ALCOHOLIC BEVERAGE AND CANNABIS ADMINISTRATION
ALCOHOLIC BEVERAGE AND CANNABIS BOARD**



IN THE MATTER OF: EL DON, LLC t/a CHIMALLI MEXICAN CUISINE, Respondent.	Case No. 26-251-00021 License No. 088757 Retailer Class CR
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OFFER IN COMPROMISE FOR BOARD APPROVAL

The District of Columbia, jointly with the licensee (Respondent), submits this Offer in Compromise (OIC) to the Alcoholic Beverage and Cannabis Board (the Board), as authorized by 23 DCMR § 1604.5, for approval by the Board.

The parties understand that if the Board approves the OIC, appeal and judicial review are waived under 23 DCMR § 1611.6, scheduled hearings will be vacated, and the case will conclude. Respondent will be obligated to abide by the fine, suspension, or other OIC terms shown below. If the Board does not approve the OIC, the summary suspension will remain in effect.

Respondent has been advised that there is no obligation to accept an OIC. Respondent has been advised, through service of the Notice of Summary Action that at a summary suspension hearing, Respondent may be represented by legal counsel, have subpoenas issued to require production of witnesses and evidence, produce witnesses and evidence, cross-examine witnesses, and apply to the Board for a qualified interpreter.

The OIC terms are as follows:

(1) Security Plan: Respondent shall submit a Security Plan to ABCA and the Office of the Attorney General (OAG), attached as Exhibit A to this OIC. The Board shall review and approve the Security Plan before lifting the suspension of Respondent's ABC license. If the Board does not consider the revised Security Plan acceptable, the suspension shall not be lifted. The Security Plan shall comply with all applicable requirements under Title 25 of the District of Columbia Code and corresponding regulations, including Chapter 23 of the District of Columbia Municipal Regulations. The Security Plan shall include the following terms:

- a. After 8:00 p.m. on Friday, Saturday, and Sunday, or whenever entertainment is provided, the establishment shall:
 - i. Provide at least one security staff at the door and one security inside the establishment at all times;
 - ii. Conduct pat downs and metal detecting searches of all patrons seeking admittance to the premises, including patrons seeking readmittance, which shall include a metal detecting search of each patron's pockets, waist, jacket, and shoes;
 - iii. Conduct bag searches of all bags, purses, and other containers carried by patrons into the establishment;
 - iv. Ensure that Security or the manager maintain an accurate count of the number of patrons inside the venue by use of a clicker or other device;

- v. Ensure that security wear a uniform that identifies each security person as security, which may be satisfied by a shirt that has the word security emblazoned on it; and
 - vi. Ensure that all security, staff, and managers shall not be permitted to drink at the premises when customers are present.
- b. Whenever a violent incident involving offensive physical contact, the threat of violence, or any deadly weapon occurs, or the establishment's staff observe narcotics or a weapon on the premises, the establishment shall immediately notify the Metropolitan Police Department, and the establishment shall prepare an Incident Report within 24 hours of the incident.
- c. The establishment shall maintain a security camera system with the following requirements:
 - i. The establishment shall have a minimum of 11 security cameras;
 - ii. All areas in the establishment accessible to patrons are within the view of the establishment's security camera system, except for the interior of its bathrooms;
 - iii. All areas outside the establishment's ingress and egress doors shall be monitored by security cameras;
 - iv. The footage shall be in fully color and shall clearly show people's facial features, clothing, and any objects in their possession without being blurry;
 - v. The footage shall contain a date and time stamp;

- vi. All cameras shall be operational when the business is in operation, when patrons are present, or when the establishment is providing food, beverages, or alcoholic beverages;
 - vii. The camera system shall have sufficient room to store up to 45 days worth of video footage; and
 - viii. The establishment shall provide a map of the establishment showing the location of all security cameras at the establishment.
- d. The establishment shall ensure that the owner or an ABC Manager is present and on duty at all times that the establishment is open and operating.
 - e. All security shall be trained on the establishment's security plan within 14 days of hire or any time the establishment's security plan changes.
 - f. The establishment shall retrain all staff on the security plan at least once per year and document that the training occurred, the staff present, the person leading the training, and the date and time of the training in the establishment's incident log.
- (2) Training: All staff and security shall be trained on the Security Plan before the Board's reinstatement of Respondent's ABC license. Each member of the staff and security team shall certify by signature that they have completed the Security Plan training. Signed certifications shall be maintained by Respondent and shall be provided to ABCA within 24 hours of a records request.
- (3) Compliance Walkthrough: Before the Board lifts the suspension of Respondent's ABC license, an ABCA investigator shall conduct a walkthrough of the licensed establishment with Respondent to ensure compliance with the OIC requirements.

(4) Suspension: The ABC license suspension shall be lifted as soon as all applicable OIC requirements are satisfied.

Dated: September 23, 2026.

Respectfully submitted,

BRIAN L. SCHWALB
Attorney General for the District of Columbia

CHAD COPELAND
Deputy Attorney General
Civil Litigation Division

/s/ Kimberly M. Johnson
KIMBERLY M. JOHNSON [435163]
Chief, Civil Enforcement Section

/s/ Kerslyn D. Featherstone
KERSLYN D. FEATHERSTONE [478758]
Assistant Chief, Civil Enforcement Section

/s/ Collin C. Cenci
COLLIN C. CENCI [1673064]
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ATTORNEYS FOR THE DISTRICT OF COLUMBIA

CONSENT OF RESPONDENT

By this Offer in Compromise, I agree to accept and perform its terms. I acknowledge the validity of the OIC and waive a hearing to which I would have a right under D.C. Code § 25-826. I also recognize that I am waiving any right to appeal an adverse ruling of the Board that might have followed any such hearing. By this settlement, I waive all such rights. I sign this OIC without reservation, and I fully understand its meaning and my rights.

Pablo Lazo
Respondent
Pablo Lazo
El Don, LLC t/a Chimalli Mexican Cuisine
4401 14th Street, NW
Washington, DC 20011

09/23/2026
DATE

CERTIFICATE OF SERVICE

On September 24, 2026, the foregoing Offer in Compromise for Board Approval was served by electronic mail to:

David Bailey
411 Valley Ave. SE
Washington, DC 20032
Detectivedbailey@gmail.com
Representative for Respondent

Jonathan Berman
General Counsel, ABCA
2000 14th Street, NW
Suite 400 South
Washington, DC 20009
Jonathan.Berman@dc.gov

/s/ Collin C. Cenci
Collin C. Cenci
Assistant Attorney General

Chimalli Mexican Cuisine

ABRA-088757

09/24/2026

SECURITY PLAN

The following is a summary of rules and procedures relating to employment. Please note that all rules and procedures may be changed, modified or rescinded by the employer at any time. This book is intended to be informative in nature. Nothing contained herein is intended to create a contract of employment or contractual obligation on the part of your employer.

Teamwork and Continuing Coaching

Teamwork is the cornerstone of the security staff. All security staff members must continually rely on those working alongside them. You have to be comfortable and confident in the people that you are working with. You have to know how they will react and what they will say in any situation. One of the most important aspects of teamwork is understanding each other and how they will react in different situations. The only way to do this is through instant coaching or all staff members openly discussing how something was handled and what other options were available. So be prepared to be coached and have open discussions about how to handle difficult guest situations.

Security Positions

- **Door staff** – Responsible for checking the identification, conduct pat downs, metal detection and check all bags of all patrons entering the venue, greet guests, reject admission to those who should not be allowed admission; maintain count of how many patrons are entering the building; enforce age indicator tools if needed.
- **Floor men** – Responsible for preventing and deterring possible altercations using the conflict resolution methods and being observant; Recognize and react to intoxicated patrons; Escorting patrons to outside when necessary; Respond to all security situations in a timely and professional manner; Document incidents involving unruly or ejected patrons unless impractical or impossible due to exigent circumstances; Direct all patrons to entrances and exits; Picking up all bottles and glasses when possible and providing traffic control to stairways and hallways; Ensure the quality and safety of our patrons experience by monitoring their behavior. Responsible for walking the entire floor or assigned area and respond to incidents.

- **Exits** – Responsible for ensuring that no patron leaves premises with an alcoholic beverage nor intoxicated; ensure that patrons do not breach security safety by re-admittance through the exit doors.

General Requirements

1. Employees may be subject to background check
2. Front door ID checkers should be trained on checking IDs.
3. All Employees are subject to training on Chimalli Mexican Cuisine's Security plan.

Look professional and Act professional

1. Remain focused to be able to identify situations that need our attention, which is how we avoid serious problems.
2. Follow the uniform instruction by management. Uniform may change depending on the event.

The very nature of a Security's job is to prevent incidents and/or to resolve conflicts as swiftly and amicably as possible. Security need training and prior experience is a plus. When hiring a Security, we look for someone with the proper attitude and demeanor who knows how to approach guests in a non-threatening professional manner. Security at Chimalli Mexican Cuisine are required to go through any training that Chimalli Mexican Cuisine deems necessary to ensure the person is fit to assume the tasks at hand. Such training may consist of ABCA ID protocols, conflict resolution procedures, Crime scene preservation, calling 911, CPR, in-house, or third party training.

Admission to our venue

Procedure for permitting patrons to enter

1. Always ask for an ID if the person looks under 40.
2. Acceptable forms of identification are 1) A District of Columbia issued ID with a picture, 2) A valid state driver's license from any of the fifty states with a picture, 3) A valid military ID, 4) A valid passport with a photo ID.
3. You have the right to refuse any ID that you don't feel comfortable with. You can refuse out of date ID if it is more than a few days expired, as it could have been passed down from sibling to sibling. You shouldn't accept any ID that appears to have been altered in any way.
4. Always be polite when asking for an ID. It is often embarrassing for the guest for many different reasons.
5. If you have to turn away a potentially bad ID or an obviously bad ID be as polite as possible.
6. Keep alert for intoxicated and barred individuals.
7. Keep alert for patrons who seem they may be problematic.

Fake/Invalid ID

While it is important to detect an altered ID, we must remember to always be courteous to our guests. Please familiarize yourself with the following ways to detect a fraudulent ID. Also make sure you are familiar with the ID book and know where it is located to refer to if needed.

Common Indicators of a Counterfeit ID:

Poor laminate quality

Rough cut edges

Irregular edges

Poor artwork

Small or flimsy

No Physical description

Document title

Improper endorsement's

Photocopy rear endorsements

Ink (handwritten) text

Typewritten text

Inconsistent size, style, boldness

Poor quality photo

Lettering

Dark or grainy

Block style lettering

Black and white

Inconsistent spacing

Subject overlaps background

Improper alignment

Faded

Very thin lettering

Laminated into document

Pieced into document

Alteration of a document:

Taped document

Thick laminate

Thin document

Inconsistent lettering

Shiny or dark lettering

Overlaid or pieced into the photo

Conflicting numbers on temporary permits

Use of Another Person's ID:

Height, weight, race, sex, etc.

Eye color

Ear position

Mouth and lip construction

Cheekbone construction

Eye spacing and construction

Nose construction

Eyebrow spacing and position

Chin construction

Cover Charge (If applicable)

1. If we should charge a cover, the cover charge will vary depending upon the night, the promotion and may well change between day-partys depending on the events of the day.
2. The security person checking ID's needs to tell guests about the cover and direct them to the register person. Be sure to pace the line never crowding or confusing the register person. Always watch the register person and hold the line at the first sign of a problem at the register.

Exit Greetings

1. Exit staff stop patrons from leaving the premise with any alcoholic containers.
2. When possible offer assistance to patrons who may seem to be too intoxicated and see if they need assistance.
3. The exit person should not let any unauthorized patron enter through the exit door.

Procedure for handling incidents

All staffs are prohibited from consuming any alcohol or drugs that would influence their decision-making or affect their judgment before, after and while on duty.

It is extremely important that all guests are treated in a friendly and courteous manner. Whenever possible, greet patrons with a smile and friendly words. Always address guests in a respectful and professional manner. On occasion, patrons may become hard to deal with and uncooperative. In those instances, when reasonably possible:

- **Explain** to the customer in a pleasant but firm manner that the witnessed behavior is inappropriate. This serves as a warning. Explain the venue's policies and ask that the patron follows it.
- **Explain** to the customer that this is the final warning and his/her action will not be tolerated.
- **Escort the customer out** pursuant to protocol. Ask the customer to close any tabs they may have, gather their belongings, and say goodbye to their party. If needed ask for other staff members and/or management's assistance.

At all times keep in mind to talk to customers. Communications is the number one tool for problem solving. Staff should begin such communications prior to any altercation taking place by creating a friendly and welcome atmosphere. Staff should introduce themselves to all tables and create a relationship. Keep in mind that patrons are usually eager to become acquainted to a staff member. Remember, it is your goal as staff to become friends with our patrons. By creating such relationship, you can eliminate any verbal disagreement from becoming a physical altercation. If you see another staff member not being able to deal with a patron. Feel free to relieve him/her and take over the conversation. Remember it is not personal.

When necessary call the police and or management. In the event of any known violent incidents, commissions of crimes, brandishing or possession of a weapon, or other emergencies, staff and management should call the police.

Common Incidents

These are some of the incidents which our Team Members may encounter. All Team Members are aware of these types of incidents and are trained to respond professionally and take the appropriate course of action. Such common incidents include but are not limited to:

- **Intoxication** – Any patron that has consumed too much alcohol and whose senses have been impaired.
- **Underage Drinking** – Anyone under the age of 21 observed purchasing, holding or consuming an alcoholic beverage or encouraging another to make a purchase.
- **Accomplice to an underage drinker** – Any one of legal age who purchases for or distributes alcoholic beverage to a minor.
- **Disorderly Conduct** – Any patron engaging in either physical or verbally abusive behavior towards another patron or Team Member.
- **Drug Usage/Possession/Distribution** – Any patron observed engage in illegal drug activity.
- **Sexual Harassment** - Any patron making unwanted sexual advances towards another patron. This includes but not limited to unwanted touching, fondling and grabbing of any part of another patron without his/her consent.
- **Defacement** – The deliberate destruction of the venue.
- **Stealing** – Any patron observed removing property belonging to the establishment. This may include any property another patron may have brought on the premises.
- **Altercation/fights** - Physical confrontations or physical contact between two or more customers.

DON'T FORGET When reasonably possible Explain, Explain, Escort pursuant to protocol

Altercations

In the event of an altercation among patrons, it is the responsibility of the Floor men to separate the parties involved, isolate the scene from innocent parties and pacify the situation as quickly as possible. Keep in mind preservation of crime scene protocol. Once the parties have been separated they are to be escorted to a remote location to be identified and an incident report is to be completed using all information given by witnesses of the incident. The aggressor must be documented if possible and practical, patron's identification copied, and kept on file for future reference. After the incident has been documented all parties at fault will be escorted out of the restaurant one party at a time and through separate doors if possible. On certain cases there may be a need to escort both parties out. Make reasonable attempt to escort the parties separately to avoid future problems outside the venue. MPD is to be called if at any time a person is hurt or you need the assistance of MPD or management deems it necessary for any enforcement issues that may be beyond the control of the management or staff.

Use of Force

Sometimes second reminders are necessary followed by warnings that further conduct will result in being asked to leave the premises. Any patron who aggressively rejects a reasonable request to behave should be asked to leave.

Staff should resist from using force against a person unless in self-defense and/ defense of others from imminent harm. When force is used it must be to a reasonable extend necessary. This means no tackling, no punching, no kicking, no choking, no head butts, no piling on top, and no pain compliance holds.

When necessary call the police and or management

Patron Ejection

No one likes to be asked or told to leave an establishment, especially if they have paid a cover charge to get in. Escorting a patron out of a venue involves the use of professional verbal commands and a polite explanation of why they are being asked to leave. If a patron has been dutifully warned previously, then it will be of no surprise. If the conduct of the patron was obviously inappropriate, then likewise it should be clear why they are being escorted out. Sometimes the ejection may be more difficult.

The staff member should warn the guest that they must leave the premises immediately or be subject to arrest by the police. If the ejected patron attacks anyone, reasonable force can be used in self-defense and when necessary contact the police or 911.

Inform the Front door of the incident and identify and describe the problematic guests to prevent re-entry. Keep in mind the incident log protocol.

Camera Surveillance

Another means by which our venue prevents and investigates altercations, and staff productivity is by reviewing its video surveillance cameras throughout the establishment and its surrounding area. Always remember that cameras are watching.

Locations of Cameras:

- We have a total of 16 security cameras.
- #1 Front south bound
- #2 Front north bound
- #3 Front ramp

- #4 Outside rear
- #5 Outside alley
- #6 Patio
- #7 Outside alley
- #8 Storage
- #9 Inside tables
- #10 Inside bar and kitchen door
- #11 Inside bar and main seating area
- #12 Full view bar and main area to front door
- #13 Basement
- #14 kitchen
- #15 Main area
- #16 Split camera into kitchen and main area

SERVING

Please be aware that the legal drinking age in Washington, DC is 21.

Over serving can be prevented by training yourself in recognizing intoxicated patrons and refusing to serve them. It is against the law to serve alcohol to an intoxicated person and/or to serve alcohol to a minor.

Proper ID to validate age is considered to be a valid driver's license or passport with a picture and date of birth. Be aware of patrons that appear to be under the drinking age.

Keep in mind; a legal drinker may try to pass a drink to a minor. If you suspect that someone is underage and is consuming alcohol, please ask for ID and/or notify a Manager and/or security immediately.

No back up drinks.

Do not serve after the legally permitted time.

If needed call a manager

Intoxication

All staff must observe patrons during the night for the signs of intoxication. Although it is true that patrons attend restaurant, bars, and clubs to drink alcohol and maybe become intoxicated, there is a reasonable level of intoxication that cannot be crossed. An intoxicated person will usually display recognizable characteristics including, but not limited to, the following:

- Strong odor of alcohol on breath
- Flushed skin color on face and/ nose
- Red, watery, glassy or bloodshot eyes
- Slurred Speech
- Unsteady on their feet
- Swaying while standing
- Leaning on objects for support
- Being combative, argumentative
- Disheveled clothing
- Lack of awareness in regards to time and place
- Failure to comprehend questions
- Unable to follow instructions

- Loss of physical motor skills
- Pronounced change of character, often accompanied by abusive language, profanity, loud voice, crying or laughing
- Inability to respond coherently when addressed
- Blank, staring facial expression
- Obvious impairment of judgment
- Aggressive or obnoxious behavior towards others

Look out for these clues and judge the reasonableness of each behavior. At the sign of a problem, please inform a Manager immediately. A bartender/server should be aware of the condition of his/her customers. If necessary, Management may arrange for a taxi service if the customer is driving.

If you observe one or more of the intoxication indicators exhibited by a patron, the following procedures are to be followed:

- Stop serving them and call a manager
- The manager will approach the patron(s) and advise them that he/she would like to speak with them off the floor.
- Ask them if they are at the club with someone else. If they are, then try and locate their friends and explain to them why the patron is being asked to leave (If so).
- If no other companion, find a secure method of transportation so that the patron can reach their destination safe.

- Ask them for identification and document the incident and the outcome.

Fire Safety and Evacuation Procedures

Precautionary measures

All staff is to be aware of the floor layout and emergency exits. All staff are to be aware of the location of all fire station pulls and fire extinguishers. In order to prepare for emergency situations the staff should know the location of gas shut off valve, water shut off valve, and electric shut off.

It is our policy to ensure that there is adequate Number of marked exits, clear Exit Paths, Swing outdoors, functional alarm system, functional sprinkler system, and adequate emergency lighting.

It is also our policy to keep track of our legal capacity and to ensure that at no time it surpasses its occupancy limitations. This safety measure is obtained by having personnel who counts everyone who enters the building and those who exit the building. This policy will help in maintaining overcrowding of patrons in the establishment.

The building has emergency lights, which in case of fire or power outage, will automatically activate. These lights are located on the floors, every exit door, and all stairways.

Emergency Evacuation

In the event of a fire or other catastrophic event, Staff is required to immediately communicate the event to his/her supervisor who can appraise the situation.

At no time is an announcement to be made in a way that may encourage the customers to panic and injure other customers while exiting the floor/club. Staff is responsible for directing all customers to all available exits. Host staff is also responsible for having the lights turned up and having the music stopped so that the facility can be evacuated as expeditiously as possible.

EVACUATION STEPS

- Locate the Hazard
- Communicate with other staff and management
- Assess the situation
 - Is it a false alarm?
 - Has the cover for a pull station been removed by accident?
 - Has the actual pull station been pulled? If yes, which one?
 - Immediately visit the site
- Either remove the hazard and start evacuation or begin evacuation immediately
- Call 911 (It never hurts to make multiple calls but it will hurt if no one calls. So if you are unsure, Call 911 anyway).
- Begin evacuation
 - Alert all staff
 - Music down
 - Lights up
 - DJs are instructed to ask everyone to remain calm and follow the instructions given by staff and management.
 - Direct patrons to local exits
- During evacuation
 - Remain calm, cool, and collected
 - Do not worry about closing checks. Just get the patrons out.
 - Communicate with management and other staff members

- Make sure all traffic on all stairways are being directed away from the location of the hazard.
- Depending on the source of the emergency it may be necessary for the management to shut off the gas or electricity.
- Ensure that there are no one left behind in the bathrooms.
- End of evacuation
 - Make sure patrons are being directed to a predetermined, off site, safe location.
 - Safety permitting, each security personnel is instructed to remain on the floor until everyone has exited the floor and building.
 - Close all doors after the area is evacuated in order to eliminate the spread of fire.
 - Patrons who are evacuated are directed to step away from the building so that the fire trucks and ambulances can easily enter the street and building.
 - Check with patrons and other employees to ensure no one is left behind.

Documentation and Incident Reporting

Documentation is critical; often it is the only means by which authorities; our management; owners, attorneys may have access to knowledge of what happened.

Always prepare reports when you believe there is an incident, keeping in mind that the reader is not there and will not know what happened. Try to be descriptive and informative. Always attempt to obtain the subject's identification and more information such as phone number or email so that they can be contacted if needed.

In case of any altercation involving crime of violence or presence of a firearm, the camera footage best describing the event shall be stored for at least 30 days. All videos will be made available for viewing immediately to any law enforcement entity or to ABCA. Copies of all such videos shall be available to any law enforcement entity or to ABCA within Forty-Eight (48) hours upon request. There should always be a person on staff who knows how to operate the surveillance equipment.

Crime Scene & Video Preservation

A crime scene is defined as any area containing evidence or objects associated with the commission of a crime. In some cases this area can be quite large. The overarching operational principal is to protect any area that may have been involved from contamination. While security is primarily responsible for ensuring the integrity of a crime scene, it is every employee's responsibility to assist when possible.

If a Major violent incident occurs (Such as stabbing) within the establishment security shall immediately raise the lights up and begin moving patrons away from the affected area ensuring if possible that no items are removed or disturbed or minimize intrusion into the crime scene area.

If a violent incident occurs, security personnel in the area where the incident took place are to remove all patrons from that area, rope off that area, and not attempt to remove, clean, sanitize or disturb that area. All instructions from MPD concerning preservation of the crime scene are to be followed.

In case of such incident, Management is to burn the footage onto a disk or flash drive and keep it at least 30 days. All videos will be made available for viewing immediately to any law enforcement entity or to ABRA. Copies of all such videos shall be available to any law enforcement entity or to ABCA within Forty-Eight (48) hours upon request.

Compliance with OIC

After 8:00 p.m. on Friday, Saturday, and Sunday, or whenever entertainment is provided, the establishment shall:

- i. Provide at least one security staff at the door and one security inside the

establishment at all times;

ii. Conduct pat downs and metal detecting searches of all patrons seeking admittance to the premises, including patrons seeking readmittance, which shall include a metal detecting search of each patron's pockets, waist, jacket, and shoes;

iii. Conduct bag searches of all bags, purses, and other containers carried by patrons into the establishment;

iv. Ensure that Security or the manager maintain an accurate count of the number of patrons inside the venue by use of a clicker or other device;

v. Ensure that security wear a uniform that identifies each security person as security, which may be satisfied by a shirt that has the word security emblazoned on it; and

vi. Ensure that all security, staff, and managers shall not be permitted to drink at the premises when customers are present.

b. Whenever a violent incident involving offensive physical contact, the threat of violence, or any deadly weapon occurs, or the establishment's staff observe narcotics or a weapon on the premises, the establishment shall immediately notify the Metropolitan Police Department, and the establishment shall prepare an Incident Report within 24 hours of the incident.

c. The establishment shall maintain a security camera system with the following requirements:

- i. The establishment shall have a minimum of 11 security cameras;
- ii. All areas in the establishment accessible to patrons are within the view of the establishment's security camera system, except for the interior of its bathrooms;
- iii. All areas outside the establishment's ingress and egress doors shall be monitored by security cameras;
- iv. The footage shall be in fully color and shall clearly show people's facial features, clothing, and any objects in their possession without being blurry;
- v. The footage shall contain a date and time stamp;
- vi. All cameras shall be operational when the business is in operation, when patrons are present, or when the establishment is providing food, beverages, or alcoholic beverages;
- vii. The camera system shall have sufficient room to store up to 45 days worth of video footage; and
- viii. The establishment shall provide a map of the establishment showing the location of all security cameras at the establishment.

d. The establishment shall ensure that the owner or an ABC Manager is present and on duty at all times that the establishment is open and operating.

e. All security shall be trained on the establishment's security plan within 14 days of hire or any time the establishment's security plan changes.

f. The establishment shall retrain all staff on the security plan at least once per year

and document that the training occurred, the staff present, the person leading the training, and the date and time of the training in the establishment's incident log.

Disclaimer Please understand that this manual has been created to give you some initial understanding of standards of operation. There may come times when deviation may be necessary to ensure the safety of our patrons and staff. Also keep in mind that due to the nature of our business, such procedures may be changed. Thus please attend all shift meetings prior to start of your shift and pay close attention to your supervisor's instructions. Cameras positions are subject to change. Always remember, if you don't understand it, ASK. Thank you for joining our team.