



THE BROWN-FORMAN PAUSE CAMPAIGN: **SAFE NIGHT TOOLKIT** FOR BYSTANDER INTERVENTION



WELCOME!

This toolkit is designed to help folks working in bars, restaurants, and alcohol-serving venues to strengthen active bystander skills, and create a safe environment for staff and customers.

With support from Brown-Forman and its portfolio of brands, the SAFE Bar Network and Safe Bars have designed this toolkit to help you engage in mitigating power-based personal violence, and ultimately give everyone a safe night out.

If you find this toolkit valuable and want to engage your staff in increasing safety training, the SAFE Bar Network and Safe Bars are ready to help your team give everyone a safe night out.



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LET'S GET STARTED

The hospitality industry is built on creating a fun atmosphere where people come to connect, relax, and celebrate. This toolkit will introduce you to practical steps in preventing overconsumption, harassment, and other forms of harm.

DO THE WORK: Write down words that describe a good night out. Choose words that describe the kind of space/environment you want for your coworkers, guests, and yourself.

For example:

FUN

VIBRANT

EXCITING

RELAXED

Training your team to proactively and safely intervene before harm occurs can help ensure a safe night out for everyone. A safe and fun environment can expect repeat customers, less employee turnover, decrease business risk, and even an increase to your bottom line.



BYSTANDER INTERVENTION

The Problem:

Issues related to overconsumption, harassment, and other forms of harm in the hospitality industry are well documented. Similarly, we know that alcohol can be misused to perpetuate harm. This does not have to be the case.

The Opportunity:

As a hospitality professional, you can shape your establishment's culture and influence the experience of each guest who comes through the doors. You also can play a role in building a harassment-free workplace.

One Solution:

Bystander Intervention is a key tactic in creating safer bar spaces. It entails being witness to problematic behaviors and taking action to diffuse the situation and/or prevent it from escalating. The goal of hospitality is to create welcoming spaces and experiences for guests. Service industry professionals are in a unique position to safely observe, intervene, and prevent harm for customers and staff alike.

DO THE WORK: Write down the 3 most common problems your establishment encounters. Is alcohol a factor? Guests? Co-workers?



THE FIVE DS

Everyone has barriers to intervening, and we can get past this with skills and practice. The Five Ds are relatively safe and non-confrontational strategies that can be used when you see a problematic situation or behaviors. They can be used with any party involved, and you can also use multiple strategies one after the other if something isn't working or you didn't get the response you expected.

Direct Let the people involved know you're aware and concerned.

How's your night going? → We don't do that here.

Distract Redirect the energy and divert the attention of the people involved.

There's something wrong with your credit card. → Aren't you in my pottery class?

Delegate Find someone in a better position to assist you or handle the situation.

Coworkers, friends, security, regulars, etc.

Document Gather pertinent details related to the incident.

If someone else is already intervening, or it is a safer option, document the incident.

Delay It's never too late to act!

I am so sorry you experienced that. That is NOT your fault. → I heard what happened. Are you okay?

DO THE WORK: Which of these strategies have you utilized before or are most likely to implement when you see a situation occur?

YOU CAN MAKE A DIFFERENCE

Pause:

We know that cultivating a respectful drinking culture starts with us. The Pause campaign is the action behind Brown-Forman's commitment to empowering mindful choices around beverage alcohol. We know that when we take a moment to Pause, we will make the best decisions for ourselves and our community. Consider these out-of-the-box ideas for increasing safety.

Water Stations:

We know that alternating water with alcohol is another way to prevent overconsumption. But in many bars, it's unlikely that someone will stand in line or wave their server over to order water. You can encourage customers to drink responsibly by having water stations throughout your venue.

Consumer Choice:

Create signature drinks with various ABVs. This provides consumers with more options and empowers the consumer to make the best decision for themselves.

Offer Food:

Another great strategy to prevent overconsumption is offering people food. Whether that means pointing them to your food menu, bringing breadsticks by, or investing in a popcorn machine.



You can also increase safety by building relationships with your customers and coworkers. Have conversations with customers to let them know how to have fun in your venue and help them set healthy intentions for the night.

Conversation starters for customers

Have you been here before? What brought you back in? Here's what I love here.

I see you all have a big group, who is the ringleader here. Awesome, here is what I need from you.

DO THE WORK: Write down one thing you can do and say to let customers, vendors, and others know that when people are at your venue you want them to have a great time, feel comfortable, and be safe.

DO THE WORK: Write down...

- ...one thing you can do in the next week to increase safety.
- ...one thing you can do in the next month to increase safety.
- ...one thing you can do in the next 90 days to increase safety.

You can make the difference in creating safe and welcoming hospitality spaces. Schedule a training for your team today.



BENEFITS OF VENUE-TRAINING

✓ Returning Customers

People will continue to visit places where they have good experiences. Giving your customers a fun, safe time out will bring them back again and again.

✓ Positive Publicity

General safety is a concern for entire communities. Making a commitment to safety is something that you can share and your community will celebrate.

✓ Retaining Staff

Staff turnover in the hospitality industry remains high. Creating a safe and comfortable work environment and bonds between your team increases the length of employment.

✓ New Customers

People share about the good times they had with their friends and on social media. If they share positive experiences at your venue, this will attract new customers to your business.

✓ Being A Leader

There is a shift towards safe and comfortable alcohol-serving venues. You have an opportunity to be a leader and receive positive recognition for your commitment to safety.

DO THE WORK: Write down which of these benefits to the business gets you excited about training the team at your venue to use active bystander skills to give everyone a safe night out by preventing overconsumption, harassment, and other forms of harm.



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Please Drink Responsibly.

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Please do not share or forward this content with anyone under the legal drinking age.

