

Suggested conditions of approval consistent with the operating schedule

1. All public opening hours activities and out of general hours events shall be facilitated with an in-house operations team and external security staff.
2. Staff will be trained on the smooth running of the premises, including a responsible approach to the sale and provision of alcohol. All staff serving and selling alcohol will be made aware of the licensing law and those responsible for selling will sign a statement confirming their understanding of the law.
3. Staff will be trained in the specific policies the premises puts in place to ensure customer safety, the prevention of children from harm, the prevention of crime and disorder and prevention of public nuisance and a log will be kept recording the name of the individual that has undertaken specific training. Refresher training will be available to ensure staff are confident on premises policy and procedure.
4. Senior members of staff, responsible for museum public facing and event staff are personal license holders.
5. The premises will be alarmed when closed and empty.
6. Emergency exits will be alarmed.
7. Security systems will be integrated.
8. A brand-new CCTV system will be installed within the public areas and immediately outside the premises. Dedicated IT staff will be trained in the maintenance of the system and recordings will be made in real time and copies available for the police. Recording equipment is kept in a secure, staff only area.
9. External lighting will be installed immediately outside the premises and kept on whilst it is open.
10. Non-public areas will be locked, available only with a key or code.
11. To support daytime operations staff, SIA Security guards will be employed during daytime visitor hours and will be positioned at the entrance of the site. Role will include searching bags for dangerous objects.
12. SIA guards will be employed for each event, at least one positioned primarily at the door, and will stay on site until the last members of staff leave the premises and lock the site. Security staff will be required to sign in and out when work is concluded.
13. Weekly security reviews will be undertaken with security staff where staff will discuss and work to resolve any issues and suggested improvements. All meetings will be recorded.
14. All evening events will be staffed by an in-house Events Manager, whose primary responsibility will be the coordination of the evening, ensuring compliance with licensing and other requirements, and to make sure good practice is maintained including upholding the guest dispersal policy.
15. All events will be staffed by an in-house Duty Manager, whose primary responsibility will be the health and safety of the events patrons, staff and the wider site.
16. All events will be staffed by in-house visitor experience staff, who will assist with the health, safety and security of event patrons. These staff will also be on hand to undertake tasks ranging from clearing up spillages and breakages, being on the door to greet guests, managing noise within the courtyard, and ensuring quiet dispersal.
17. Staff, including security staff will have radios in order to communicate with each other.
18. Staff will be required to attend daily briefings on the days operations and procedures before visitor hours commence and before each evening event takes place.
19. A staffed cloakroom will be available for events. Lockers will be available for daytime visitors.
20. Risk assessments detailing the hazards of the physical spaces and risks to staff will be completed pre-public commencement. Risk assessments will examine daytime operations and evening activities separately.

21. Risk assessments will be reviewed regularly; each review will be logged.
22. Procedures will be developed from risk assessments to deal with preventing crime.
23. Staff will be fully briefed on these policies and will be trained on how to deal with threats, preventing disorder and conflict as part of wider public facing training. Training will include Hostile Reconnaissance, and Marauding Terrorist Firearms Attack (MFTA).
24. Incidents will be logged and reported to relevant authority if they occur.
25. A procedure regarding lost and found property will be adopted by all staff. Any valuable property will be kept by security staff and locked away in a secure area at the end of the day. All lost property will be logged.
26. Capacities for Mail Rail have been set by the Fire Authority:
 - Stree level: up to 160 people
 - Underground depot space: up to 300 people
 - The whole site must not exceed 300 people at one time.
27. The daytime public offer will be ticketed, regulating the number of those in the premises. Staff will count those entering and exiting the premises.
28. Organisers of events will be contracted to adhere to capacity regulations. Security staff will monitor numbers for all evening events.
29. The Postal Museum will become a member of, and attend the local Pub Watch meetings in order to facilitate information share amongst local businesses and promote good practice in the area.
30. The organisation will adopt a zero tolerance policy on use of drugs and carrying weapons.
31. Staff will be trained on how to deal with these instances should they arise which will include seizing, retaining in a secure area, documenting any drugs on weapons found and informing the police the police.
32. All public areas within the premises are open plan with a dedicated visitor flow.
33. All areas are fully lit and staff will be positioned throughout the premises during daytime and evening operations.
34. For organised events, areas that are normally publicly accessible but not being used will be closed down and made accessible to staff only.
35. Routine checks of the premises will take place every morning and before every evening event, including the external areas. Any new hazards found will be logged and communicated.
36. Toilets will be checked and cleaned regularly throughout daytime and evening activities.
37. A limited range of alcohol will be available for sale within the small retail provision within the stree level of the premises. The purpose of these products will be as gifts to be consumed off the premises only. The retail provision is set away from the entrance and exit, towards the back of the public orientation space. Alcohol will be displayed for sale in full view of staff with a Challenge 21 message.
38. Challenge 21 training will be undertaken by all front of house staff selling retail products.
39. A limited range of alcohol will be available to adults for sale and consumption on premises within the children's play area, as part of a private children's party only.
40. There will no off sales of alcohol during evening events. Security staff on the door will confiscate any alcoholic drink that is attempted to be taken off the premises.
41. There will be no drinks promotions offered by daytime catering facility or as part of an evening event.
42. Staff will be trained on how to spot and deal with the early signs of a patron becoming drunk. This will include right to refuse to serve individual any more alcohol and ejecting patrons who are disruptive.
43. Staff will be trained on how to refuse to serve patrons who are drunk.
44. The Postal Museum reserves the right to refuse entry to any person who attempts to enter under the influence of drink or drugs. These instances will be logged.

45. Excessive consumption of alcohol will never be the focus of any event put on by The Postal Museum. All events will include the provision of food.
46. There is one entry and exit point for those coming on the premises. Staff and events contractors have a separate entrance via the goods entrance.
47. No queuing is envisioned for organised events: patrons will enter via the Mail Rail street level space and undertake any registration required indoors.
48. Door staff including a SIA guard will be on the door during daytime activities and organised events and their role will include ensuring that customer dispersal to is controlled and maintain good order.
49. Signs will be displayed to request patrons to leave in a quiet manner.
50. The dispersal of patrons will be planned in advance with the event organiser. The requirement to finalise this plan will be included in the venue booking terms and conditions.
51. Where appropriate, dispersal plans will include the use of pre-booked taxis. Patrons will wait for taxis within the premises.
52. For events where taxis are not pre-booked, details of a local taxi service will be provided; patrons will be able to wait in the Mail Rail workshop space until transport arrives for a quick and quiet dispersal.
53. Smokers will be directed to smoke outside the premises on Phoenix Place. Smokers will be prohibited from taking any drinks outside with them and will be monitored by an SIA registered security guard. The guard will ensure that noise nuisance is not caused and public safety maintained, primarily by restricting numbers and will ensure that the relevant pathways are kept open for public access at all times.
54. Door staff will remain on the door until after the last patron has left the premises.
55. Staff have 1 additional hour to close down the premises under our planning permission, sufficient staff will be available to ensure this is complete within the time-frame given.
56. The club will be membership only. A database of the names and addresses of members of the Club shall be kept on the premises at all times together with a book showing the names and dates of attendance of any guests introduced by members. Both the database and the book shall be produced on demand for inspection by the police or an authorised officer of the Council.
57. Means of entry to the venue will be by way of an electronic system linked to their membership. Members of the public will not be able to gain access off the street.
58. A full risk assessment will be completed pre-public commencement, identifying potential hazards within the physical premises and setting our precautions to manage these hazards for both daytime and evening activities.
59. Risk assessments will be reviewed regularly and logged.
60. Procedures dealing with accidents and emergencies will be implemented before public commencement on site. It will deal with emergency management, contingency planning and evacuation procedures in the case of a fire or suspicious packages. Staff will be fully briefed and trained to deal with these occurrences.
61. A PA System will be installed to allow communication between staff and public in the case of an emergency.
62. Evacuation roles and responsibilities will be clearly communicated to staff and practice runs will be exercised regularly. A muster point has been agreed, implemented and communicated to staff in the case of evacuation.
63. Emergency exits will be fully visible and emergency routes kept clear. Checks will be carried out each day to ensure routes kept clear and exits unobstructed.
64. A fire strategy has been undertaken for the Mail Rail Premises by CH2M HILL. The strategy outlines the following:
 - Separation and controls of ignition sources and Combustible Inventory

- Emergency Ventilation
- Fire Compartmentation
- Means of Escape
- Fire Detection and Alarm
- Access and facilities for Fire Brigade
- Fire Safety Management
- Train System

The strategy recommends that a 'responsible person' is employed by TPM in order to ensure that fire strategy and risk assessment is maintained and adhered to. This person will sit within TPM in-house operations team.

65. A fire detection system will be implemented on site and tests will take place on a regular basis, logged and made available to the relevant authorities.
66. Firefighting equipment, will be arranged to be checked and maintained with a record kept of the date and findings of the checks and made available to the relevant authorities.
67. Fully stocked first aid boxes and trained first aiders will be available on the premises throughout daytime and evening activities.
68. Training will be recorded with the date it took place and refresher training given when required.
69. First Aid boxes will be restocked on a regular basis. Any items used will be recorded and monitored.
70. Accidents will be logged within an accident book which will be regularly reviewed and any required mitigating actions implemented.
71. There will be a first aid room on the street level floor and will be available to anyone requiring medical attention.
72. All systems including fire alarm, gas installation, lifts, telephones, PA system are brand new and certified. They will be checked as appropriate with each check logged and made available to the relevant authorities.
73. There is a secondary supply of electric should electricity fail within the premises.
74. The Mail Rail site has been designed with grilles in the floor to regulate temperature.
75. Staff will be on hand to clear up spillages and broken glass immediately.
76. Glass bins will be situated inside the premises.
77. Staff will be trained on how to deal with instances where individuals are under the influence of drugs and an organisational duty of care policy will be communicated to all staff. Staff will retain the right to refuse entry to anyone under the influence.
78. Instances where staff deal with individuals under the influence will be recorded and the police informed.
79. No smoking will be permitted within the premises at any time.
80. Smokers will be directed to smoke outside the premises on Phoenix Place. Smokers will be prohibited from taking any drinks outside with them and will be monitored by an SIA registered security guard. The guard will ensure that noise nuisance is not caused and public safety maintained, primarily by restricting numbers and will ensure that the relevant pathways are kept open for public access at all times.
81. The premises has been designed to be fully accessible for disabled visitors. Entry into the premises is flat, the visitor route is wide enough for wheelchair access, there is a lift to take visitors down to the underground depot space and the premises has disabled toilet facilities.
82. SIA guards will be employed for daytime and evening events, positioned primarily at the door, and will stay on site until the last members of staff leave the premises and lock the site.
83. A dispersal plan will be put in place with evening event organisers. Where appropriate, dispersal plans will include the use of pre-booked taxis. Patrons will wait for taxis within the premises. Local cab numbers and information regarding the nearest public transport routes will be available to those exiting the premises.

84. Signs will be displayed to request patrons to leave in a quiet manner.
85. There will be lighting outside the premises that will be kept on whilst open and Phoenix Place is a fully lit street.
86. Mail Rail is primarily a visitor attraction of which one of the key audiences are families with children. Therefore, the premises and its contents have been developed with children and child safety in mind. Risk assessments, policy and staff training will reflect this.
87. A young persons and vulnerable adult's policy will be developed and implemented to all staff.
88. TPM marketing will reflect which events are suitable for children and which are not, including any films shown on the premises.
89. No children under the age of 16 will be allowed on the premises without being accompanied by an adult.
90. The 'Challenge 21' scheme will be implemented to ensure that underage sales of alcohol are prevented.
91. Alcohol for sale within the Mail Rail retail range will be displayed for sale in full view of staff with a Challenge 21 message.
92. All alcohol refusals will be recorded, including date and time of the incident, a description of the customer and the name of the staff member who refused the sale, and the reason behind the refusal.
93. There will be no alcohol promotions.
94. Staff will be trained on the licensing act and any staff selling alcohol will sign a statement stating their understanding.

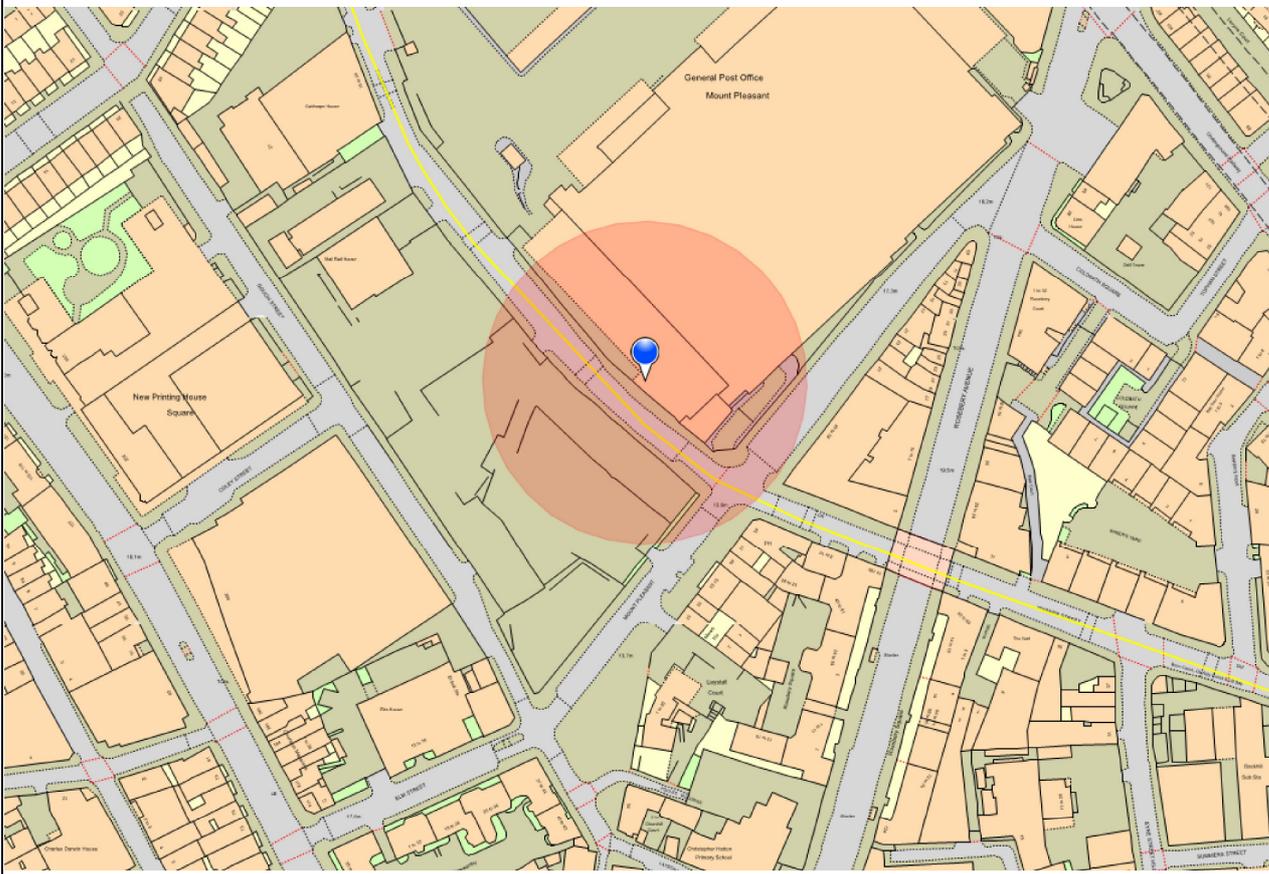
Agreed Noise Officer suggested conditions to replace proposed public nuisance control measures

95. Noise or vibration must not emanate from the premises so as to cause a nuisance to nearby properties.
96. Sound levels on the ground floor/reception area shall be restricted to lower levels of sound so as to limit the outbreak of sound.
97. There shall be no live music performances on the ground floor apart from children's entertainers.
98. Prominent, clear and legible notices must be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
99. Doors and windows to the premises will be kept closed, so far as practicable, at all times when noise generating regulated entertainment is taking place i.e. live and recorded music.
100. Refuse such as bottles must be placed into receptacles outside the premises at times that will minimise the disturbance to nearby properties.
101. There shall be no collections of refuse or deliveries of consumables between the hours of 23:00 – 07:00
102. The contact telephone number for the premises licence holder/designated premises supervisor/duty manager shall be displayed inside the premises or immediately outside the premises such that it is clearly visible from outside without the need to enter the premises.
103. In the event of a noise complaint substantiated by an authorised officer, the licensee shall take appropriate measures in order to prevent any recurrence.
104. Any off sales shall be limited to sealed bottles of Mail Rail own-brand alcohol. There shall be no off sales of alcohol associated with evening events.
105. In the event of a noise complaint substantiated by authorised officers, the licensee shall reduce all levels of amplified sound until such works are carried out to contain sound and re-assess sound levels at the premises to the satisfaction of the Pollution Team.

106. On any day where it is a special event that ends after 23:00, the licensee shall provide at least 2 Door Supervisors from 21:00 until 30 minutes after closing, registered with the Security Industry Authority, to patrol outside the premises to minimise the impact of patrons arriving and/or departing between 21:00 and half an hour after closing.
107. During events a senior events manager shall be on site at all times to ensure noise outbreak is kept to a minimum.
108. Customers will be informed online of local transport services and the availability of taxis during the booking process.
109. There shall be a designated smoking area directly outside the premises that will be supervised at all times from 21:00 onwards. The licensee shall ensure that at least 1.8 metres width of pavement shall be preserved for passers-by.
110. Customers outside smoking shall be limited to 15 at any one time.
111. Customers who wish to smoke shall not be permitted to take their drinks outside.
112. There shall be adequate external lighting when the premises is in use. The lighting shall be directed away from any residential properties.

Conditions agreed with the Metropolitan Police

113. CCTV shall be installed, operated and maintained, at all times that the premises is open for licensable activities, so as to comply with the following criteria:
 - a. The licensee will ensure that the system is checked every two weeks to ensure that the system is working properly and that the date and time are correct. A record of these checks, showing the date and name of the person checking, shall be kept and made available to Police or authorised Council officers on request;
 - b. The Police must be informed if the system will not be operating for longer than one day of business for any reason;
 - c. One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering;
 - d. The system will provide full coverage of the interior of the premises and any exterior part of the premises accessible to the public;
 - e. The system shall record in real time and recordings will be date and time stamped;
 - f. Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to Police or authorised Council officers on request (subject to the Data Protection Act 1998) within 24 hours of any request;
 - g. At all times, there will be a person on the premises who can operate the system sufficiently to allow Police or authorised Council officers to view footage on request and to supply a copy of footage immediately to Police to assist with the immediate investigation of an offence.
114. An incident log shall be kept at the premises, and made available on request to the police or an authorised officer, which will record the following:
 - a. All crimes reported to the venue
 - b. Any complaints received
 - c. Any incidents of disorder
 - d. Any faults in the CCTV system
 - e. Any visit by a relevant authority or emergency service
 - f. All ejections of patrons
 - g. All seizures of drugs or offensive weapons
 - h. Any refusal of the sale of alcohol



Title: Rail Mail

Printed By:
RO RO

Printed At:
07-06-2017