



Report of: **Service Director, Public Protection**

Meeting of	Date	Agenda Item	Ward(s)
Licensing Sub-Committee	4 th September 2014		Bunhill

Delete as appropriate		Non-exempt
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**Subject: PREMISES LICENCE NEW APPLICATION
A&Z SUPER MARKETS, 92 OLD STREET, LONDON EC1V 9AY**

1. Synopsis

- 1.1 This is an application for a new premise licence under the Licensing Act 2003.
- 1.2 The new application is to:
 - Supply alcohol for consumption off of the premises from 10:00 to 23:30 on Monday to Sunday;
 - Opening hours of the premises 24 hours a day 7 days a week.

2. Relevant Representations

Licensing Authority	No
Metropolitan Police	Yes
Noise	No
Health and Safety	No
Trading Standards	No

Public Health	No
Safeguarding Children	No
London Fire Brigade	No
Local residents	Yes: 4 local residents
Other bodies	No:

3. Background

3.1 Papers are attached as follows:-

- Appendix 1: application form and training materials submitted;
- Appendix 2: representations;
- Appendix 3: suggested conditions and map of premises location.

3.2 The premises is currently unlicensed.

3.3 Licence history at the premises:

- i. The premises was licensed for the sale of alcohol for consumption off of the premises 24 hours a day 7 days from 5 November 2008. The licensee was Imran Farooq. On 17 February 2011 the DPS resigned and this premises licence cannot be used for the sale of alcohol. It is understood that Mr Farooq has died and this licence has lapsed but the Licensing Authority have not been provided proof of Mr Farooq's death.
- ii. A second premises licence for the sale of alcohol for consumption off of the premises 24 hours a day 7 days was granted on 1 March 2011. The licensee was Mohammed Asif.
- iii. Trading Standards and HMRC officers visited the premises on 25 September 12 and seized the largest haul of illicit alcohol that Islington Trading Standards have been involved in – 168 litres of vodka and 376 bottles of wine. A follow up visit was made on 6 October 12 where a sale of alcohol made at the business by a member of staff who stated that he had not been trained.
- iv. On 8 October 12, Mr Asif, the Licensee and DPS of the business, surrendered his licence and resigned as DPS stating that he had nothing to do with the business and had only agreed to act in these roles as he knew the owner, Mr Syed Iqbal Alam.
- v. An application for a new premises licence was made by Muzahir Ghaloo, who was the new business partner with Mr Alam and this was granted by the LSC on 12 March 2013.
- vi. On 17 August 2013 at approximately 01:00 alcohol was sold to a Licensing Officer which was two hours past the permitted hour and then subsequently Mr Ghaloo failed to provide the requested CCTV of the incident contrary to the conditions attached to the licence. Mr Ghaloo was interviewed under caution and as a result prosecution papers were prepared. Mr Ghaloo surrendered the licence on 11 October 2013.
- vii. On 6 November 2013 the current applicant, Mr Naveed Rashid and Mr Ghaloo, spoke to the Licensing Authority about Mr Rashid taking over the premises and transferring the licence into his name. Mr Rashid was presented to the Licensing Authority as Mr Ghaloo's

cousin. Mr Rashid subsequently made a defective Interim Authority application which was rejected by the Licensing Authority.

4. Planning Implications

4.1 There are no adverse implications for this application.

5 Recommendations

5.1 To determine the application for a new premises licence under Section 17 of the Licensing Act 2003.

5.2 To consider that this address is in the Bunhill Saturation or "Cumulative Impact Policy" of Islington. This special policy creates a rebuttable presumption that applications for new premises licences, club premises certificates, or variation applications that are likely to add to the existing cumulative impact will normally be refused, unless the applicant can demonstrate why the operation of the premises involved will not add to the cumulative impact or otherwise impact adversely on the promotion of the licensing objectives.

5.3 If the Committee grants the application it should be subject to:

- i. conditions prepared by the Licensing Officer which are consistent with the Operating Schedule (see appendix 3)
- ii. any conditions deemed appropriate by the Committee to promote the four licensing objectives.(see appendix 3)
- iii. any conditions deemed necessary by the Committee to promote the four licensing objectives.

6 Conclusion and reasons for recommendations

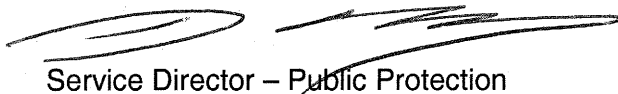
6.1 The Council is required to consider this application in the light of all relevant information, and if approval is given, it may attach such conditions as appropriate to promote the licensing objectives.

Background papers:

The Council's Statement of Licensing Policy
Licensing Act 2003
Secretary of States Guidance

Final Report Clearance

Signed by


Service Director – Public Protection

Date

26/8/14

Received by

Head of Scrutiny and Democratic Services

Date

Report author: Licensing Service

Tel: 020 75027 3031

E-mail: licensing@islington.gov.uk

WR/201450414

KT
OK?
20/6/14

Application for a premises licence to be granted under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I/We Mr. Naveed Rashid

(Insert name(s) of applicant)

apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003

Part 1 - Premises Details

Postal address of premises or, if none, ordnance survey map reference or description A & Z Super Markets 92 Old Street London			
Post town	London	Postcode	EC1V 9AY

Telephone number at premises (if any)	020 72530050
Non-domestic rateable value of premises	£23250.00

Part 2 - Applicant Details

Please state whether you are applying for a premises licence as

Please tick as appropriate

- a) an individual or individuals * please complete section (A)
- b) a person other than an individual *
 - i. as a limited company please complete section (B)
 - ii. as a partnership please complete section (B)
 - iii. as an unincorporated association or please complete section (B)
 - iv. other (for example a statutory corporation) please complete section (B)
- c) a recognised club please complete section (B)
- d) a charity please complete section (B)
- e) the proprietor of an educational establishment please complete section (B)
- f) a health service body please complete section (B)

OK ENT
23 Jun 14

SUTTON COUNCIL LICENSING	
Date	20/6/14 Fee Paid 190
Application Number	000073 1
Receipt Number	0672689

- g) a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales please complete section (B)
- ga) a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England please complete section (B)
- h) the chief officer of police of a police force in England and Wales please complete section (B)

* If you are applying as a person described in (a) or (b) please confirm:

Please tick yes

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or

I am making the application pursuant to a

statutory function or

a function discharged by virtue of Her Majesty's prerogative

(A) INDIVIDUAL APPLICANTS (fill in as applicable)

Mr <input checked="" type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname Rashid			First names Naveed		
I am 18 years old or over				<input checked="" type="checkbox"/> Please tick yes	
Current postal address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					

SECOND INDIVIDUAL APPLICANT (if applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
I am 18 years old or over					<input type="checkbox"/> Please tick yes
Current postal address if different from premises address					
Post town					
Daytime contact telephone number					
E-mail address (optional)					

(B) OTHER APPLICANTS

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name
Address
Registered number (where applicable)
Description of applicant (for example, partnership, company, unincorporated association etc.)
Telephone number (if any)
E-mail address (optional)

Part 3 Operating Schedule

When do you want the premises licence to start?

DD	MM	YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>

If you wish the licence to be valid only for a limited period, when do you want it to end?

DD	MM	YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please give a general description of the premises (please read guidance note 1)

Mini Market situated in a mix of commercial and residential area.

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

What licensable activities do you intend to carry on from the premises?

(Please see sections 1 and 14 of the Licensing Act 2003 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment

Please tick any that apply

- a) plays (if ticking yes, fill in box A)
- b) films (if ticking yes, fill in box B)
- c) indoor sporting events (if ticking yes, fill in box C)
- d) boxing or wrestling entertainment (if ticking yes, fill in box D)
- e) live music (if ticking yes, fill in box E)
- f) recorded music (if ticking yes, fill in box F)
- g) performances of dance (if ticking yes, fill in box G)
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)

Provision of late night refreshment (if ticking yes, fill in box I)

Supply of alcohol (if ticking yes, fill in box J)

In all cases complete boxes K, L and M

A

Plays Standard days and timings (please read guidance note 6)			Will the performance of a play take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			Please give further details here (please read guidance note 3)		
Tue					
Wed			State any seasonal variations for performing plays (please read guidance note 4)		
Thur					
Fri			Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list (please read guidance note 5)		
Sat					
Sun					

B

Films Standard days and timings (please read guidance note 6)			<u>Will the exhibition of films take place indoors or outdoors or both – please tick</u> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 3)		
Mon					
Tue					
Wed			<u>State any seasonal variations for the exhibition of films</u> (please read guidance note 4)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sat					
Sun					

C

Indoor sporting events Standard days and timings (please read guidance note 6)			<u>Please give further details</u> (please read guidance note 3)
Day	Start	Finish	
Mon			
Tue			<u>State any seasonal variations for indoor sporting events</u> (please read guidance note 4)
Wed			
Thur			<u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u> (please read guidance note 5)
Fri			
Sat			
Sun			

D

Boxing or wrestling entertainments Standard days and timings (please read guidance note 6)			<u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 3)		
Mon					
Tue					
Wed			<u>State any seasonal variations for boxing or wrestling entertainment</u> (please read guidance note 4)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sat					
Sun					

E

Live music Standard days and timings (please read guidance note 6)			Will the performance of live music take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>			
				Outdoors	<input type="checkbox"/>			
				Both	<input type="checkbox"/>			
Day	Start	Finish	Please give further details here (please read guidance note 3)					
Mon								
Tue								
Wed						State any seasonal variations for the performance of live music (please read guidance note 4)		
Thur								
Fri						Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list (please read guidance note 5)		
Sat								
Sun								

F

Recorded music Standard days and timings (please read guidance note 6)			<u>Will the playing of recorded music take place indoors or outdoors or both – please tick</u> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 3)		
Mon					
			<u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 4)		
Tue					
			<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Wed					
Thur					
Fri					
Sat					
Sun					

G

Performances of dance Standard days and timings (please read guidance note 6)			Will the performance of dance take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			Please give further details here (please read guidance note 3)		
Tue			State any seasonal variations for the performance of dance (please read guidance note 4)		
Wed			Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list (please read guidance note 5)		
Thur					
Fri					
Sat					
Sun					

H

Anything of a similar description to that falling within (e), (f) or (g) Standard days and timings (please read guidance note 6)			Please give a description of the type of entertainment you will be providing		
Day	Start	Finish	<u>Will this entertainment take place indoors or outdoors or both – please tick</u> (please read guidance note 2)	Indoors	<input type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue			<u>Please give further details here</u> (please read guidance note 3)		
Wed					
Thur			<u>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</u> (please read guidance note 4)		
Fri					
Sat			<u>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sun					

I

Late night refreshment Standard days and timings (please read guidance note 6)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 3)		
Mon					
Tue					
Wed			<u>State any seasonal variations for the provision of late night refreshment</u> (please read guidance note 4)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sat					
Sun					

J

Supply of alcohol Standard days and timings (please read guidance note 6)			Will the supply of alcohol be for consumption – please tick (please read guidance note 7)	On the premises	<input type="checkbox"/>
				Off the premises	<input checked="" type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	State any seasonal variations for the supply of alcohol (please read guidance note 4)		
Mon	10:00	23:00			
Tue	10:00	23:00			
Wed	10:00	23:00			
Thur	10:00	23:00			
Fri	10:00	23:00			
Sat	10:00	23:00			
Sun	10:00	23:00	Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list (please read guidance note 5)		

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor:

Name Mr Naveed Rashid	
Address	
Postcode	
Personal licence number (if known)	
Issuing licensing authority (if known) London Borough of Newham	

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 8).

L

Hours premises are open to the public Standard days and timings (please read guidance note 6)			State any seasonal variations (please read guidance note 4)
Day	Start	Finish	
Mon	00:00	00:00	<p><u>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</u> (please read guidance note 5)</p>
Tue	00:00	00:00	
Wed	00:00	00:00	
Thur	00:00	00:00	
Fri	00:00	00:00	
Sat	00:00	00:00	
Sun	00:00	00:00	

M Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 9)

This Off Licence and Convenience Store will be managed by myself and my staff. All reasonable steps will be taken to ensure that the premises have a positive impact upon the local environment and its residents at all times. All the staff will be trained to promote the four licensing objectives and we will strictly adopt challenge 25 Policy and staff will have training in every three months.

b) The prevention of crime and disorder

Training will be provided to all staff to ensure a good knowledge and awareness of prevention of crime and disorder. All staff will have sufficient knowledge of who is allowed and who is not by law, to purchase alcoholic drink in the licensed premises. CCTV will be installed and the recorded materials shall be retained and stored in a suitable/secure manner for a minimum of 31 days. A system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with relevant legislations. CCTV will be operational during opening hours. Recordings and images will be available on request for the police and other responsible authorities.

c) Public safety

Compliance with Health & Safety Law.

All staff will have sufficient knowledge on how to prevent accidents, incidents and follow fire safety procedures without harming themselves. Fire extinguishers will be in place and regularly serviced in accordance with fire safety regulations and fire authority guidelines. All fire escapes routes will be clearly marked and kept free from obstructions at all times. There will be a Fire Alarm in place.

Licence Holder/ DPS will control the premises or any persons concerned in the management of the premises will not cause or permit a drunk person/street drinker to purchase alcohol at the premises.

d) The prevention of public nuisance

Our staff who will run our premises and adequate door control will be taken to prevent crowd outside of our premises. Also we will ask our customer to leave quietly. No children will be allowed to gather around premises. We will keep outside of the premises tidy, all spillages will be cleaned. I.e. Bottles, glass, litter etc. No drinks, bottle drinks or food will be allowed to be consumed in front of the shop. We will take ZERO TOLLERANCE on drunk and drug matters. If any drunken person intends to purchase drinks he/she will be refused to be served politely and asked to leave quietly. If we cannot control them as a last resort, we will call the police and request for assistance.

No early morning or late delivery will take place.

e) The protection of children from harm

We will adopt the 'Challenge 25' policy in our premises and ask for identification to be provided as and when we suspect. Staff will only accept a **Driving Licence Photo Card, Passport or PASS accredited card** when checking age and identification of persons believed to be under 25. The DPS/Premises Licence Holder will ensure signs are displayed at prominent locations in the premises highlighting the 'Challenge 25' and ID policy. The DPS/ Premises Licence Holder will ensure that signs are displayed at prominent locations in the premises highlighting that sales of alcohol will not be made to persons under 18 years of age or persons purchasing alcohol on behalf of persons under 18 years of age. DPS/Premises Licence Holder will instigate ongoing training for all staff in relation to the legislation governing underage sales, proxy purchasing and the 'Challenge 25' and ID policy. The DPS/Premises Licence Holder will ensure that a Refusals Book is maintained and kept at the premises at all times.

There will be a member of staff available at all times to monitor the alcohol sales area and will ensure prevention of sale of alcohol to the under aged.

Checklist:

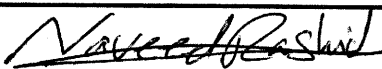
Please tick to indicate agreement

- I have made or enclosed payment of the fee.
- I have enclosed the plan of the premises.
- I have sent copies of this application and the plan to responsible authorities and others where applicable.
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.
- I understand that I must now advertise my application.
- I understand that if I do not comply with the above requirements my application will be rejected.

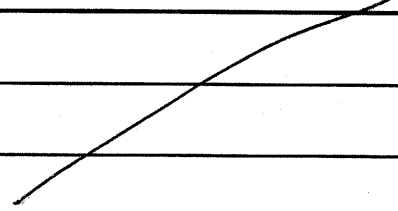
IT IS AN OFFENCE, LIABLE ON SUMMARY CONVICTION TO A FINE NOT EXCEEDING LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION.

Part 4 – Signatures (please read guidance note 10)

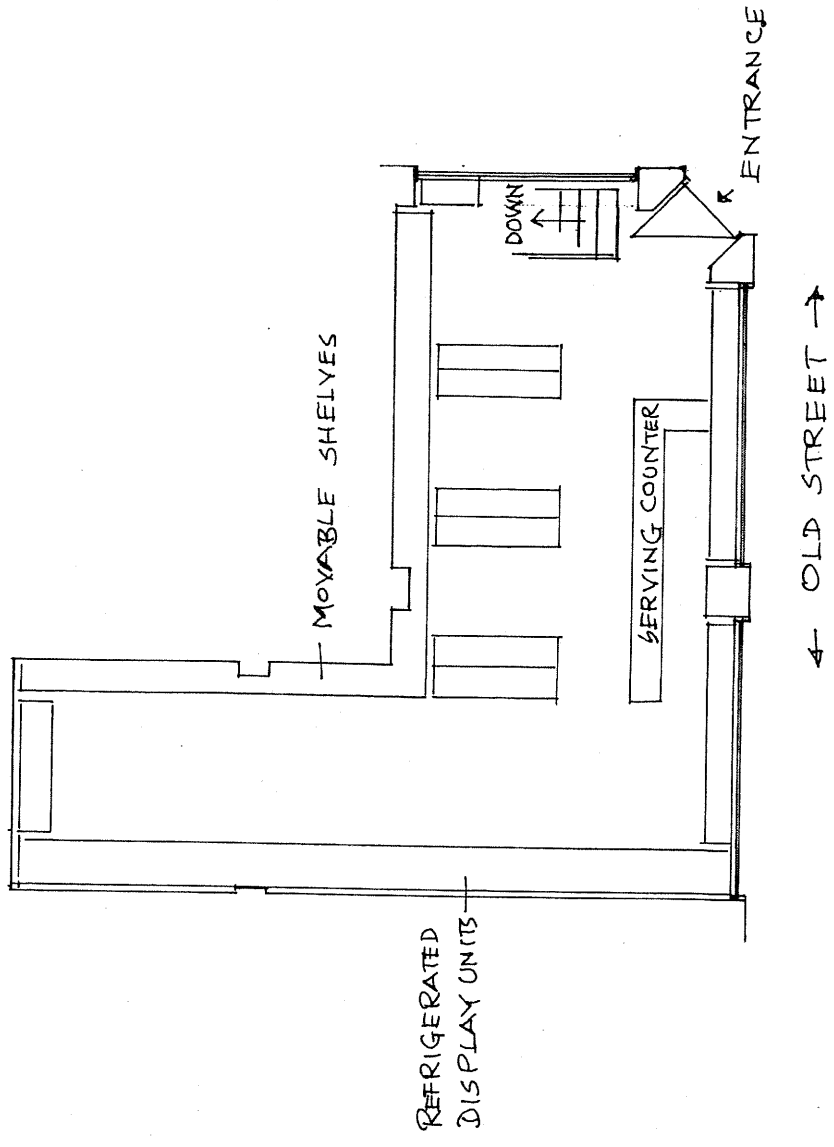
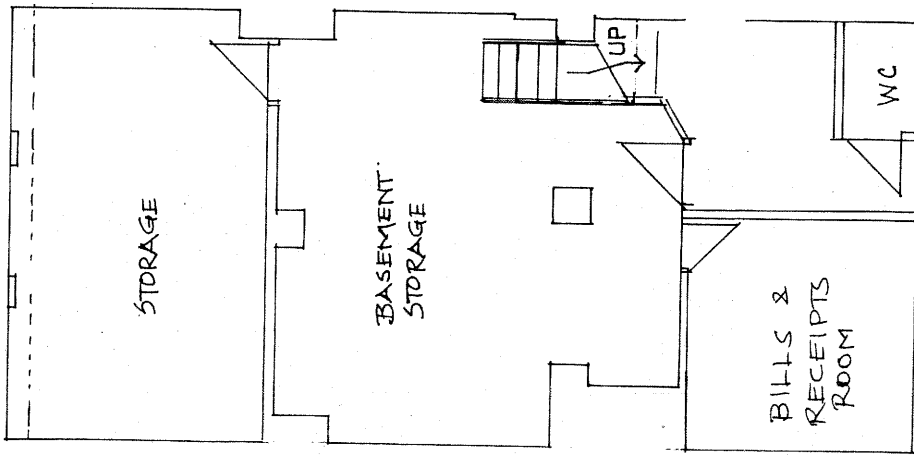
Signature of applicant or applicant’s solicitor or other duly authorised agent (see guidance note 11).
If signing on behalf of the applicant, please state in what capacity.

Signature	
Date	20/06/14
Capacity	Owner

For joint applications, signature of 2nd applicant or 2nd applicant’s solicitor or other authorised agent (please read guidance note 12). **If signing on behalf of the applicant, please state in what capacity.**

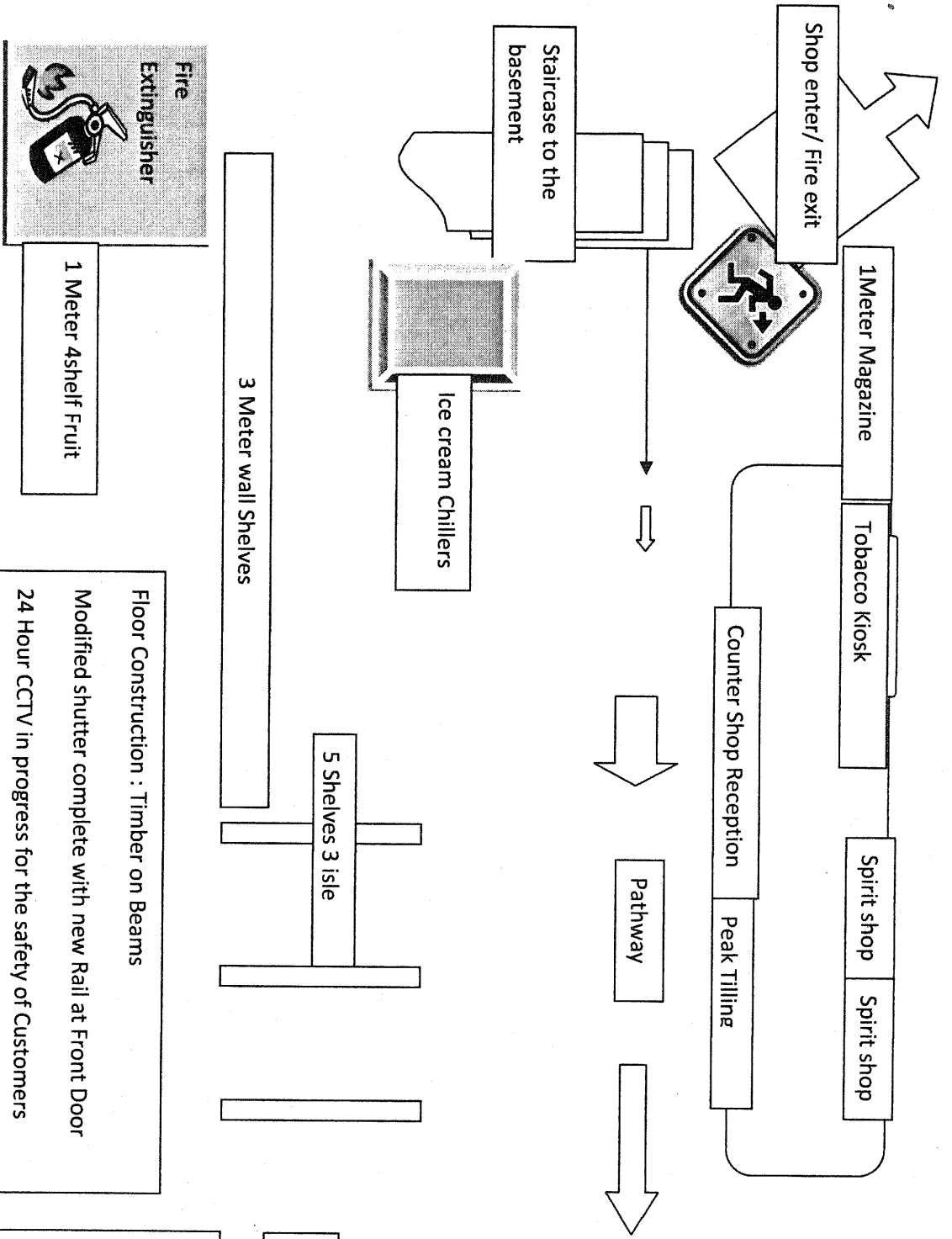
Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 13) Mostak Ahmod Askor (MIH, FRSPH), Clearview Resources Limited 67 Brick Lane (2 nd Floor) London E1 6QL			
Post town	London	Postcode	E1 6QL
Telephone number (if any)			
If you would prefer us to correspond with you by e-mail, your e-mail address (optional) clearviewinfo@aol.com			



EXISTING LAYOUT OF A SHOP,
 A-Z SUPER MARKET
 92, OLD STREET, LONDON, EC1V 9AY.

SCALE 1:100



Floor Construction : Timber on Beams

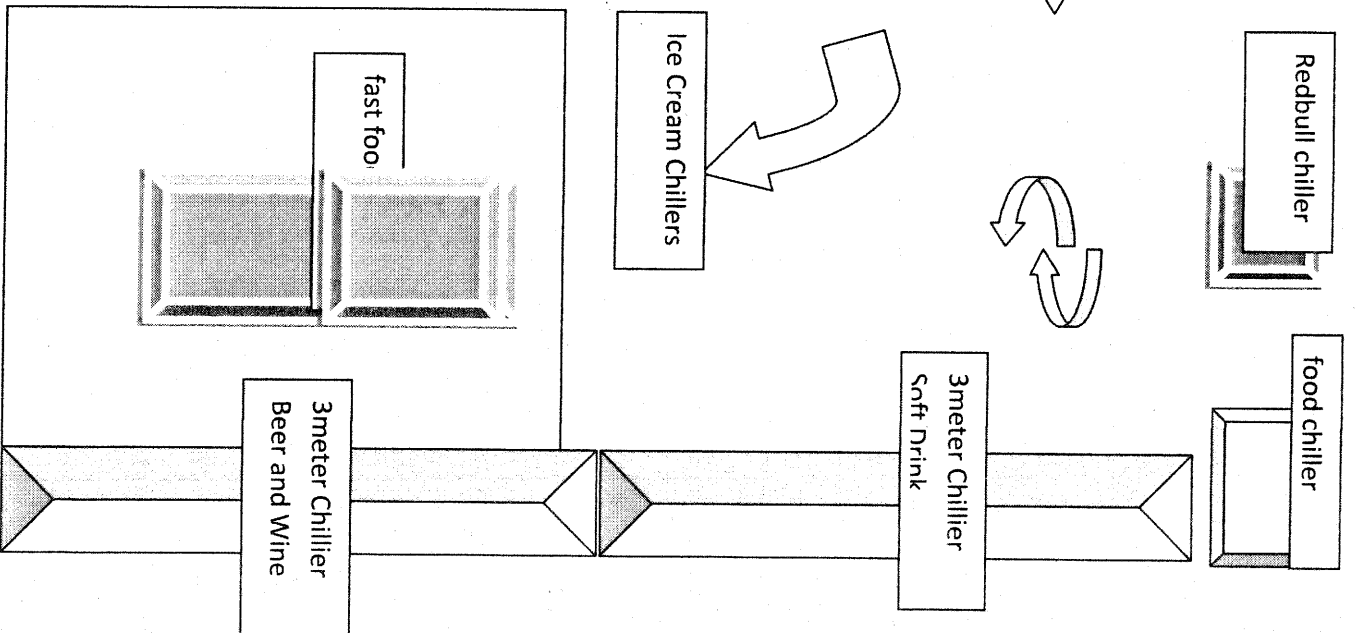
Modified shutter complete with new Rail at Front Door

24 Hour CCTV in progress for the safety of Customers

Security Mirrors are in Place

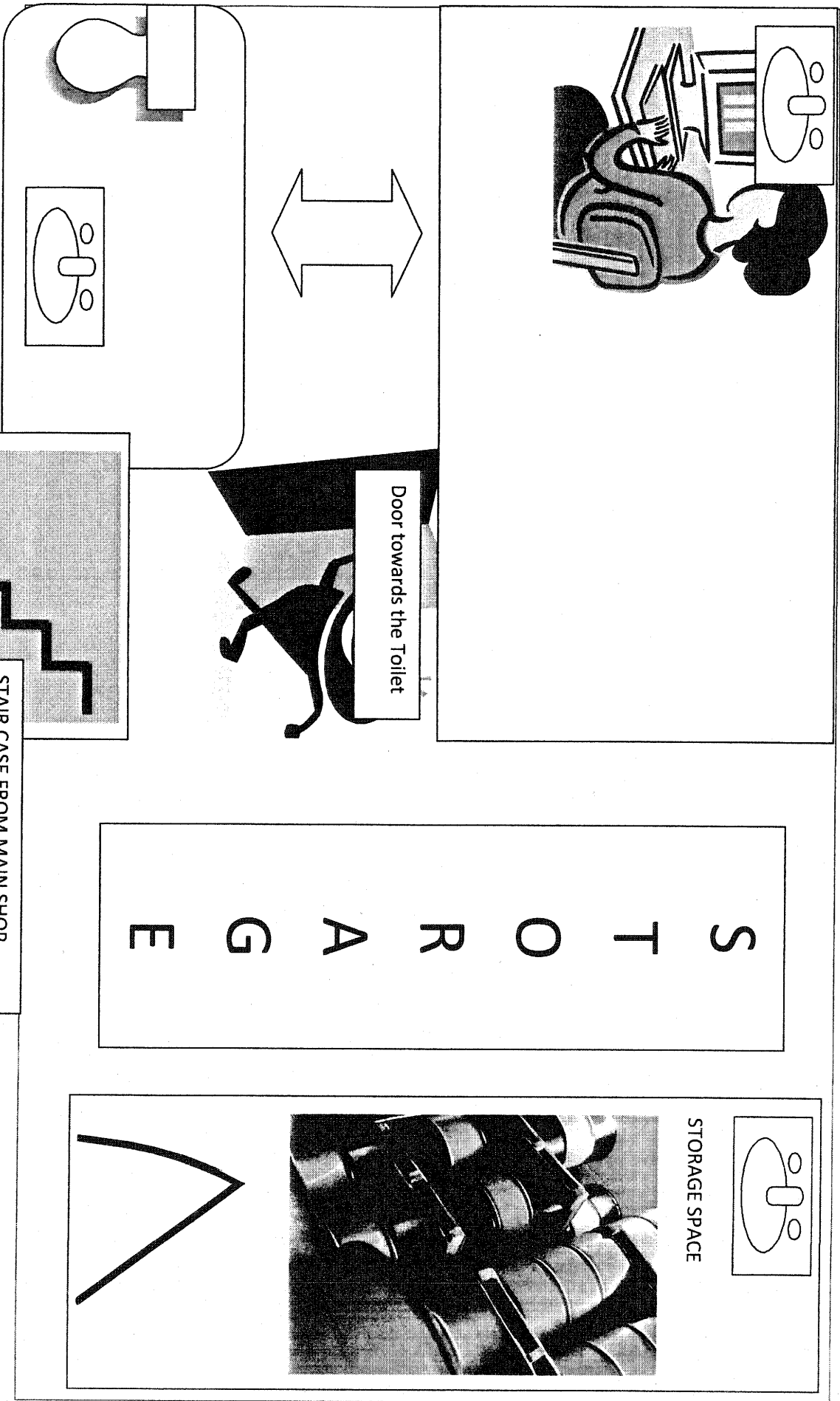
Fire safety equipment are up to date. with 9L water.

A n Z Supermarket
92 OLD STREET, EC1V 9AY



A n Z Supermarket Basement, Storage and Office

92 Old Street EC1V 9AY



A & Z SUPER MARKET

Health & Safety Policy



14

92 OLD STREET, LONDON EC1V 9AY

A & Z SUPER MARKET

HEALTH & SAFETY

Policy statement

Our Business places the greatest importance on Health & Safety matters and undertakes to conduct its operations in such a way as to ensure the Health & Safety of our staff and customer and general public.

We will create and develop an environment in which there is an awareness of the vital importance of Health & Safety and which encourages all employees to participate in developing and criticising state of working methods and to have a regard for the welfare of themselves and others. We are confident that all the employees to participate in developing and practising state of working methods and to have a regard for the welfare of themselves and others. We are confident that all the employees will comply with their obligations to act in a safe manner and fully co-operate in matters of health, safety and welfare.

The nominated person's Health and Safety responsibilities cover the maintenance of safety records, accident investigations, assessment and inspections. She/he will familiarise him/ her with all the relevant health & safety legislation.

Management and Supervision

All those with responsibility or supervision of staff will promote positive attitudes towards health and safety. They must ensure that the tasks carried out by their subordinates are performed with the utmost regard for the health and safety of all involved.

Those with a management or supervisory role will:

- Ensure that all new employees are given training in Health and Safety matters appropriate to their duties including accident reporting, emergency procedures, fire precautions, code of safe conduct and the location of first aid box.
- Provide adequate information, instruction, training and supervision to ensure the health and safety of employees and customers.
- Ensure all work carried out in compliance with relevant statutory requirements. Provide and maintain working environments and systems that are safe and without risks of health.
- Ensure that all staff is familiar with the Health & Safety at work policy.

Provide a good standard of welfare facilities and arrangements.

- Co-operate with and participate in the investigation of all accidents and conduct assessments and inspections.
- Ensure the maintenance of good housekeeping standards.
- Review the safe operation of all work equipment.
- Within the area of authority, regularly inspect the work place with regard to the suitability of equipment to health and safety of employee and general public, check work methods and practices to ensure safe system of work.
- Gain full co-operation of all employees, in implementing this policy and in promoting good health and safety practices.
- Attend safety training as required.

A & Z is committed in such that any failure to comply with these statutory or corporate Health and Safety requirement could result in legal and or disciplinary proceeding being taken.

A & Z SUPER MARKET

All Staff

Employees have responsibilities to do all they can do to prevent an injury to themselves, their colleagues and others who may be affected by their actions or omissions at work and co-operate with the company on matters of health, safety and welfare. They must familiarise themselves with and conform to the Health and Safety at work policy.

The issues affecting you

You must:

- You must work safely in the interests of both your selves, other persons and develop good practice to this end.
- Know what to do in the event of fire, or other emergency for which evacuation may be necessary.
- Know the whereabouts of the First Aid facilities and how to obtain 'First Aid support.
- Report to your line manager (or other appropriate person).
- Be fully aware of, and comply with all rules, regulations and code of practice affecting Health and Safety.
- Apply good housekeeping in the area where you work.
- Attend safety training in accordance with the company's requirements.
- You also have responsibility for the safety of your customers and visitors.

Key Issues

Emergency Evacuation

You must understand Emergency Evacuation procedures for your site and familiarise yourself with:

- Evacuation warning signals
- Escape routes; check them as soon as possible by walking over the route.
- Assembly points and checking procedures.
- Know your Emergency warden and follow any instructions they may give.

Fire Extinguishing Equipment

Know where about of the fire fighting equipment in your area and understand the labelling as regard of use. If you have any uncertainties ask your Health and Safety nominee; they will be pleased to clarify.

First Aid

A first box is available and looked after by the Administrator who is a first aider and is also responsible for taking control in the event of an accident or injury.

Accident Reporting:

All accidents, however minor, must be reported to the administrator/ manager who will complete an accident report form (near misses, potential hazards and any damage must be reported immediately) where details should be recorded of:

- Where accident occurred
- When it occurred, giving time and place
- What happened
- Extent of injury and medical action taken
- Names of witnesses
- Action taken

All accident form (near misses, potential hazards and damage) will be investigated by the manager who will be responsible for ensuring that the corrective action is taken where appropriate to prevent a reoccurrence.

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The person responsible for health and safety will notify the appropriate authorities where necessary.

Emergency Procedures

Discovering a Fire or Other Emergency

- If you see a sign of fire or other emergency which could place employees or general public in danger, **sound the alarm.**
- **If safe to do so**, attempt to control the fire or other emergency, with assistance if available. Never put yourself at risk even with the smallest fire (or other emergency). Never attempt to move burning objects.
- Ensure that the appropriate emergency services are summoned. **Dial 999 and state clearly the address where the fire is.**

Evacuation Procedure

On hearing the alarm, or if instructed, switch off any equipment on which you may be working/using.

- **If safe to do so**, close windows and doors and secure cash and confidential documents. If closed doors feel warm, **do not open them.**
- Leave the building by the nearest available exit. Ensure that any clients or visitors you have also leave the building. **Do not run. Do not collect personal belongings.**

If You Are Cut Off by a Fire

- Close the door, using clothing etc to block any gaps.
- Go to the window and attract attention.
- If the room becomes smoky, stay low-it is easier to breath.
- If window is jammed, break it; remove jagged glass from the lower sill and cover it using clothing etc.
- Get out feet first and (if not on ground floor) lower yourself to the full length of your arms before dropping.
- **Do not hinder roadways and routes** that may be used by emergency vehicles.
- **Do not return to the building** until the all clear has given and until instructed to do so by a fire officer.
- Never assume evacuation is a drill.

Fire precautions

Potential fire risks need not be dangerous provided that some simple but important precautions are observed by all employees.

- Memorise the evacuation procedure, your emergency exit and assembly point in case of fire.
- Familiarise yourself with the position of fire fighting equipment and correct method of operation of extinguishers and never interfere with them or misuse, the fire equipment.
- Keep fire exits, routes and access to fire fighting equipment clear from any obstructions; do not wedge fire door open.
- Keep your working area free of waste as far as possible and in particular those area which are not easily accessible e.g. under the desks, behind radiators, etc. keep all combustible materials a safe distance from heating appliances and do not place anything on heaters.
- If you see anything which may be a fire hazard, correct it yourself if easy and safe to do so, or report it immediately.

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Code of Safe Conduct

- Conform to the health and safety work policy, all health and safety rules and signs, fire precautions and emergency procedures.
- Ensure that you understand and follow the safe operation of your duties; ask if you don't understand any aspect of these.
- Report all accidents, near misses, potential hazards and damages immediately.
- Do not interfere with or misuse anything provided for the health and safety of our employee or general public.
- Do not act in a way that could endanger yourself or others; do not play practical jokes.
- Do not run, especially on stairs or steps. Use hand rails; never read while walking.
- Keep your work area tidy and clear of obstructions; do not leave things lying around.
- Clean up any spill of liquids, tracked in rain, etc immediately.

In the event of being called upon to handle bulky or heavy objects, only

- Lift or move what you can manage; always bend your knees and keep your back straight-take the stress in your legs, not your back. **Get assistance** if in doubt. Do not overreach; do not climb on anything not meant for that purpose; use a ladder, ensuring that it is in good condition.

Electrical equipment is regularly checked and is normally safe when properly used, But:

- Never touch electrical equipment with wet hands
- Always disconnect electrical equipment before moving it
- Never attempt electrical repairs
- Always keep electrical supply cables and wires away from wet areas or from where they could be walked over, etc.
- Always switch off equipment if not in use; disconnect from the mains outside normal hours unless instructed otherwise. Fridge, Freeze, PDQ Machine, telecommunications and fax machines should not be disconnected. An authorised electrician will carry out yearly safety check to all the electrical equipment to comply with the legislation.

FIRE ACTION

ON DISCOVERING A FIRE

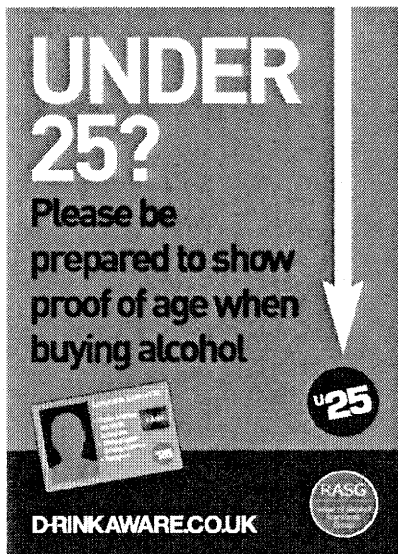
- 1. Sound the alarm.**
- 2. Dial 999 to call the Fire Brigade.**
- 3. If possible, tackle the fire using the appliances provided. (Do not endanger yourself or others in doing so).**

ON HEARING THE FIRE ALARM

- 4. Leave the building by the front door.**
- 5. Close all doors behind you.**
- 6. Report to person in charge of your assembly point at 98 OLD STREET, (front of dry cleaner).**
- 7. Do not take risks.**
Do not stop to collect personal belongings.
Do not re-enter the building for any reason unless authorised to do so.

A & Z SUPERMARKET

Training & Authorisation Diary 2014/15



Training Diary

All authorised staff are responsible in their own right for the sale of Alcohol and ensuring that under age sales, proxy sales to those buying for under age and sales to those who are under the influence of drink or drugs or are avoided.

At the beginning of each month on their first day of work all staff are to complete the appropriate diary entry for that month in the diary. This is to show that they are fully aware of their responsibilities and accept that responsibility as a condition of their employment.

Refresher training due date also to be confirmed each month and carried out in August, November, February and May.

Checking proof of age

When you ask somebody to produce proof of age in order to complete a purchase you must ensure that only an approved form of identification is accepted and that you check it correctly :

Only accept

- a valid passport
- a european style photo driving licence
- a PASS accredited card such as
 - CitizenCard
 - Validate Card

Always ask for the identification to be handed to you for authentication purposes

Check that

1. Passport

- the passport date – it is valid
- the photograph - it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

2. European style driving licence

- the licence date – it is valid
- the photograph – it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

3. PASS cards

- the card is completely flat with no raised edges around the photo or PASS logo – **reject the card if it is not flat**
- the PASS logo hologram 3d effect is working
- the card date – it is valid
- the photograph – it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

4. The customer

- matches the photograph on the card
- is not acting suspiciously
- has not altered the card offered in any way

If you are in any doubt about the validity of the identification offered or the age of the customer even with the identification

You MUST refuse the sale and record the details in the refusals book and report the incident to your supervisor by shift end

Test purchasing

Police and Weights & Measures officers may send under 18s in to your premises to attempt to buy alcohol or cigarettes and tobacco to check compliance with the law. Under some circumstances the test purchaser may not tell the truth when asked if they are over 18 or if they have ID – you **MUST** ask for approved proof of age and check it.

You must **Challenge 25** and ask for proof of age if **any** customer looks under 21 and is attempting to purchase alcohol or cigarettes to avoid committing a criminal offence by serving under age. If you have any doubt about someone's age even if they have produced proof of age do not serve them with alcohol or cigarettes and note the refusal in the site refusal book - **tell your supervisor.**

Duty to refuse service

It is your **duty** to refuse to serve under 18s and also you must refuse to serve a person if they are or appear to be drunk.

Remember, ***you commit an offence*** if:

You sell alcohol to a person who is under 18

You allow alcohol to be sold to someone who is under 18 when you could have prevented that sale

You sell alcohol to a person who is drunk

You sell alcohol to a companion of a person who is drunk for the drunken person's consumption

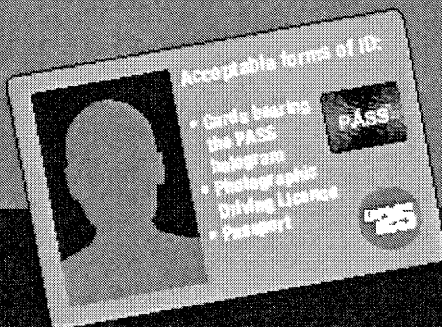
You allow alcohol to be sold to someone who is drunk when you could have prevented that sale

On the spot fixed penalty notices can be issued for serving alcohol to someone who is drunk or under age with prosecution also being a possibility.

If someone is drunk or disorderly they can be ejected from the premises and the police must assist if requested to do so – if you think a customer should be ejected please ensure that you seek assistance from a colleague and follow your company procedures in order to deal with the incident properly and safely.

UNDER 25?

Please be
prepared to show
proof of age when
buying alcohol



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If a customer is not happy that you have asked them to prove he or she is over 18 because you believe they are under 25 refer them to one of these posters

Remember - it is your job to ask for id!

Additional information

You must not sell liqueur confectionery (chocolates with alcohol inside) to a person under the age of 16.

Your site may have other age-restricted products that you must know about including

Product group	minimum age to purchase
Petroleum Spirit & Derv	16
Liqueur confectionery	16
Lottery tickets	16
Cigarettes, tobacco and tobacco products	18
Knives and blades	18
Lighter fluids, butane, refills and solvents	18
Alcohol products	18
Adult magazines	18
Fireworks	18
DVDs & videos	dependant on classification

Please speak to your supervisor about the products you have on sale at your site and the age restrictions that relate to them.

Remember, you commit an offence if you sell age-related products to somebody who is under age!

Challenge 25 protects you when used correctly !

A & Z SUPER MARKET

Operations & Training Module

**UNDER
25?**

Please be prepared to show proof of age when buying alcohol

u25

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Operations & Training Module –

The format of this manual is designed to assist in ensuring that sales of alcohol are carried out within the framework of the Legislation in place to control it. It also incorporates best practice to further this cause and is the Proof of Age Policy required by the Act.

Each section has a role in the overall strategy to create a robust operating regime through training which addresses the legislative requirements of the Licensing Act 2003 as well as supporting the licensing objectives. As such the whole manual supported by a refusal book –and an incident log – a simple diary suffices - should be embraced.

All staff should be trained regardless of their role in the operation of the premises in order that they themselves do not unknowingly commit an error or offence under the legislation.

- 1 Guidance**
- 2 Premises Licence Holder Checklist** - to be completed at least once a year and acted on where necessary. Where the premises is a part of a multiple operation or the DPS is not the Premises Licence Holder 6 monthly or quarterly audits are more useful.
- 3 Designated Premises Supervisor Checklist** - to be completed monthly and acted on whenever necessary with actions recorded.
- 4 Guidance for Staff Trainer** - this section assists the DPS or Personal Licence holder in preparing to train the staff individually in the sale of alcohol, highlighting relevant points.
- 5 How to check Proof of Age** - this is a guidance sheet for staff on how to check proof of age ID and a copy should be given to each member of staff at their initial training and at their subsequent refresher training.
- 6 Staff receipt signature sheet** - this records that the proof of age guidance sheet has been given to the individual staff member and should be signed, filed and kept.
- 7 Staff Personal guide to selling alcohol** - this is a guidance set for staff on their responsibilities on selling alcohol and should be issued to each individual member of staff to assist their initial training and provide ongoing support to them. At refresher training if staff member does not have it or it is not in usable it should be reissued.
- 8 Staff receipt signature sheet** - this records that the guidance set has been issued or re-issued to each individual member of staff and should be signed filed and kept.
- 9 Staff example ID signature sheet** - staff to be shown and explained ID examples.
- 10 Alcohol Sales Questionnaire** - after initial training each staff member must take and pass this test and sign it and be countersigned and the sheet must be filed and kept.
- 11 Staff Training Statement** - after initial training each staff member should be invited to sign the training statement which should be countersigned, filed and kept.
- 12 Authorisation to sell alcohol** - only when each member of staff has been trained and they have signed the training statement should they be authorised to sell alcohol, this records that authorisation and should be filed and kept as a master form for all staff.
- 13 Refresher Training Questionnaires** - at least every 3 months every individual staff member should be refresher trained utilising the Checking ID sheet and the Personal Guide set and then be required to take and pass a refresher test which should be countersigned and kept, the training statement should then be resigned and only then should they be re-authorised in writing on the authorisation sheet. If an individual fails a written test they should be suspended from making alcohol sales and should not be re-authorised until they have passed a different test. Their next refresher training should also be brought forward and their role monitored in case of difficulties in understanding their responsibilities to avoid the possibility of problems arising. Prior to any training the trainer should take and pass the relevant test them selves to ensure suitability to carry out training and any failure should result in the trainer seeking assistance. All training copies and all signature sheets should be kept in a secure file for 5 years for inspection.
- 14 DPS Consent example** - a guide to complete the form to vary the DPS
- 16 Section 57 Notice** - the notice to display on the premises where the Premises Licence Holder is not the DPS as required by the legislation under the Licensing Act 2003.
- 17 Challenge notices** - these are available from the RASG or you can print them off from this file individually by highlighting each one, enlarging and printing as required

Licensing Act 2003

Premises Licence Holders Checklist

A & Z Super Market,

Address: 92 Old Street, London EC1V 9AY Total No of Staff on payroll:

Licensable Activities authorised by the premises licence:

Sale of Alcohol by Retail Late Night Refreshment Regulated Entertainment

Are there any specific conditions listed on the premises licence * yes/no

Are all staff aware of these conditions and are they being adhered to yes/no

Do the site's **opening** hours match the hours listed on the licence yes/no

Do the site's **alcohol** trading hours match those listed on the licence yes/no

Does the **DPS** named on the licence still work at the site yes/no

Does the site sell hot food/hot drinks between 11pm & 5am * yes/no

Is Late Night Refreshment approved on the licence for these hours yes/no

Does the site have any Regulated Entertainment * yes/no
(background music and live radio do not count as regulated entertainment)

Is Part B summary of the premises licence prominently on display yes/no
(ie. visible to customers)

Is the letter showing the nominated keeper of the licence on display yes/no
(ie. visible to customers)

Is Part A the main part of the premises licence available for inspection yes/no

Where is it kept?.....

Is there sufficient Challenge 25 material clearly on display yes/no

Please list all Personal Licence Holders working at the site including the DPS
 (and note their licence number and expiry date)

.....

Have all cashiers been issued with "your guide to selling alcohol" yes/no

Have all cashiers been shown an example PASS Card, DL and Passport yes/no

continued on second page

- Have all cashiers taken the initial "alcohol sales questionnaire" yes/no
- Have all cashiers signed a "training statement" yes/no
- Have all cashiers signed the "authorisation for staff to sell alcohol" yes/no
- Has the DPS counter signed each "authorisation for staff to sell alcohol" yes/no
- Does each cashier have complete records maintained for the above yes/no
- When was refresher training last carried out
- How many staff have had refresher training
- Have any new staff been added to the Payroll since your last report yes/no
- Name them
- Have they been trained and recorded as being trained yes/no
- Have they been issued their "your guide to selling alcohol" yes/no
- Have they been authorised to sell alcohol and properly recorded as such yes/no
- When was the refusals book last used and by whom
- Have all cashiers recorded refusals in the last month yes/no
- List those who have not.....
- Have the reasons why they have not been investigated and addressed yes/no
- Is the refusals book being countersigned by you AND the DPS yes/no
- Is the incident book in place and in use yes/no
- Is the CCTV imagery being monitored weekly with records kept yes/no
- List those members of staff monitored since last report
-
- Is the DPS checklist being completed monthly and all records available yes/no

Signed:

Date:

Print Name:

Licensing Act 2003

DPS Premises Licence

Monthly Checklist

A & Z Super Market,

Address: 92 Old Street, London EC1V 9AY Total No of Staff on payroll:

Licensable Activities authorised by the premises licence:

- Sale of Alcohol by Retail
- Late Night Refreshment
- Regulated Entertainment

- Are there any specific conditions listed on the premises licence * yes/no
- Are all staff aware of these conditions and are they being adhered to yes/no
- Do the site's **opening** hours match the hours listed on the licence yes/no
- Do the site's **alcohol** trading hours match those listed on the licence yes/no
- Does the **DPS** named on the licence still work at the site yes/no
- Does the site sell hot food/hot drinks between 11pm & 5am * yes/no
- Is Late Night Refreshment approved on the licence for these hours yes/no
- Does the site have any Regulated Entertainment * yes/no
(background music and live radio do not count as regulated entertainment)
- Is Part B summary of the premises licence prominently on display yes/no
(ie. visible to customers)
- Is the letter showing the nominated keeper of the licence on display yes/no
(i.e. visible to customers)
- Is Part A the main part of the premises licence available for inspection yes/no
- Where is it kept?
- Is there sufficient Challenge 25 material clearly on display yes/no
- Is the refusals book and incident book available at all times for use yes/no
- Where are they kept

continued on second page

continued from page one

Please list all Personal Licence Holders working at the site including yourself and note the licence numbers and expiry date

.....
.....

Have all cashiers been issued with "your guide to selling alcohol" yes/no

Have all cashiers been shown an example PASS card, DL and Passport yes/no

Have all cashiers taken the initial "alcohol sales questionnaire" yes/no

Have all cashiers signed a "training statement" yes/no

Have all cashiers signed the "authorisation for staff to sell alcohol" yes/no

Have you counter signed all of the "authorisation for staff to sell alcohol" yes/no

Does each cashier have complete records maintained for the above yes/no

When was refresher training last carried out

How many staff have had refresher training

Have any new staff been added to the Payroll since your last report yes/no

Name them

Have they been trained and recorded as being trained yes/no

Have they been issued their "your guide to selling alcohol" yes/no

Have they been authorised to sell alcohol and properly recorded as such yes/no

When was the refusals book last used and by whom

Have all cashiers recorded refusals this month yes/no

List those who have not

Have these staff been advised of the need to record refusals yes/no

Is the refusals book being countersigned by you AND the Premises LH yes/no

Is the incident book in place and in use yes/no

When was the last entry

continued on third page

continued from page two

Are you named on the premises licence as the DPS yes/no

Are your name & address details current & correctly listed on this licence yes/no

Do all staff use Challenge 25 all of the time yes/no

Is the CCTV system working and recording correctly yes/no

If not is it in hand to be repaired yes/no

Are you monitoring the CCTV weekly and recording staff challenges yes/no

When were the last two occasions recorded.....

What were the results or action taken

.....

Are you monitoring staff serving customers on an ad hoc basis daily yes/no

Are you recording any incidents causing concern arising from these observations in the incident book and taking appropriate action yes/no

List the last two staff observed and all incidents and action taken since last month

.....

.....

Do you have your personal licence with you during working hours yes/no

Do all other personal licence holders have their licences with them too yes/no

Are their name/address details current & correctly listed on their licence yes/no

Signed: **Date:**

Print Name:

REMEMBER when training your staff

Licensed hours

You can ONLY carry out the sale of alcohol during the HOURS LISTED ON YOUR LICENCE – WRITE THEM IN HERE :

Note: the penalty for selling outside permitted hours is substantial – max £20,000 fine and/or six months imprisonment

Consumption Off the Premises

A condition of your premises licence is that sales are made for consumption off the premises only. This means that customers **MUST NOT** consume alcohol on the premises. Therefore you and your staff must ensure that customers **DO NOT DRINK ANY ALCOHOL:**

In the shop

On the FORECOURT

In the street close to the premises

In any garden or Church area near the premises (even if this is a designated 'picnic area')

The only exception to this rule is a promotion offering customers a **FREE TASTING**, provided that there is no charge for the sample and that it is not given free with another purchase.

Note: the fine for permitting alcohol to be consumed ON the premises is substantial.

Licensed to sell

Under the terms of the grant of the premises licence:

It is an offence to serve alcohol to anybody unless the staff member has been authorised to do so by the DPS or a PLH

It is an offence to sell alcohol to anybody from premises without a premises licence and/or without a named Designated Premises Supervisor who is in possession of a personal licence.

Under-age sale or purchase of alcohol

It is an offence to sell alcohol to anyone under the age of 18, or to anyone purchasing alcohol on behalf of someone under the age of 18 – proxy sales. It is also an offence for any person under 18 to buy or attempt to buy alcohol.

It is an offence for anybody under 18 to sell alcohol to anybody unless authorised to do so by a personal licence holder and only then with each individual sale supervised by an authorised member of staff who is over 18.

If a customer **looks under 25** they **MUST** be challenged to prove that they are over 18 by producing photographic proof of age which must include a photograph and a holograph and state the full date of birth of the customer. The **only** forms of proof of age that we will accept are:

- A passport
- A European style photo driving licence
- A PASS accredited Proof of Age ID card such as :
 - the Validate card
 - the CitizenCard

WE DO NOT ACCEPT ANY OTHER FORMS OF ID UNDER ANY CIRCUMSTANCES

Note: the penalty for the member of staff selling alcohol to an under aged person ranges from a fixed penalty notice to a criminal conviction and a substantial fine.

Staff must ensure that they are completely satisfied as to the customer's age BEFORE they make the sale and Staff should be instructed not ask other staff members or 'take someone's word' that they are over 18 and should always use CHALLENGE 25.

There are only limited defences if an under-age sale is made and the impact on the DPS or personal licence holder is dependant on who made and who authorised the sale; remember, the only evidence required to prove an under-age sale was made is the actual age of the child and that the sale was made. If a member of staff makes an under-age sale they can accept a fixed penalty notice of £80 by which they admit their guilt. That is the end of the matter as far as the authorities are concerned with that individual; although disciplinary action could well follow from management as well as the premises licence being reviewed by the licensing authorities.

You must advise your staff that you are monitoring them on a weekly basis on the recorded CCTV imagery and that you are also observing them when serving using the observations as a training tool.

Refusals Book

If a sale of alcohol (or any other age restricted products such as cigarettes, tobacco, lottery tickets etc) is refused the server **MUST** enter the details of the refusal in the **REFUSALS BOOK**. This will help you maintain evidence that under-age sales are being refused and can act as a training tool for your staff.

Staff have the right to refuse to sell any alcohol product, provided that the reasons for refusal are not based on discrimination on the grounds of sex, race or disability and they have a duty not to sell age restricted products to anybody under age.

You should maintain an incident log to record all incidents that occur at the premises outside of normal activity and you should monitor that it is being used and use its content for training when possible. A simple diary can suffice as an Incident Log providing all staff are trained in its use and its location is accessible as with the refusals book for use by all.

Checking proof of age – Challenge 25

When you ask somebody to produce proof of age in order to complete a purchase you must ensure that only an approved form of identification is accepted and that you check it correctly :

Only accept

- a valid passport
- a european style photo driving licence
- a PASS accredited card such as
 - Validate Card
 - CitizenCard

Always ask for the identification to be handed to you for authentication purposes

Check that

1. Passport
 - the passport date – it is valid
 - the photograph - it belongs to the customer
 - date of birth – the customer is old enough to complete the purchase
2. European style driving licence
 - the licence date – it is valid
 - the photograph – it belongs to the customer
 - date of birth – the customer is old enough to complete the purchase
3. PASS cards
 - the card is completely flat with no raised edges around the photo or PASS logo – **reject the card if it is not flat – it may have a changed photo**
 - the PASS logo hologram 3d effect is working
 - the card date – it is valid
 - the photograph – it belongs to the customer
 - date of birth – the customer is old enough to complete the purchase
4. The customer
 - matches the photograph on the card
 - is not acting suspiciously
 - has not altered the card offered in any way

If you are in any doubt about the validity of the identification offered or the age of the customer even with the identification you **MUST refuse the sale and record the details in the refusals book then tell your supervisor by shift end**

Licensing Act 2003

As the Premises Supervisor I confirm that the following staffs have been issued with their own copy of the checking ID guidance

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Date Issued</i>

A & Z Super Market, Address: 92 Old Street, London EC1V 9AY

Total No of Staff on payroll:.....

Your Personal Guide to Selling Alcohol

**UNDER
25?**

Please be prepared to show proof of age when buying alcohol

U25

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RASG

Introduction

The Licensing Act 2003 introduces a single integrated system throughout England and Wales to regulate the sale and supply of alcohol, the provision of entertainment to the public and the provision of late-night refreshment - the sale of hot food and hot drinks between the hours of 11pm and 5am.

Under the Act there is a statutory requirement that retail sales of alcohol can only be made from premises that have been granted a premises licence.

In addition all premises licensed for the sale of alcohol must have a designated premises supervisor (DPS) appointed for those premises who must be a personal licence holder.

Sales of alcohol can only be made or authorised by a personal licence holder.

Understanding the licensing language

The licensing objectives - these are the governing principles of licensing law in England and Wales. Everyone involved with any of the licensable activities including the sale of alcohol must be aware of and actively promote these objectives at work.

The four licensing objectives, all of which are of equal importance, are as follows:

- **The prevention of crime and disorder**
- **Public safety**
- **The prevention of public nuisance**
- **The protection of children from harm**

Licensable activities - for a business to carry out any of the following activities, a premises licence is required. The licensable activities are defined as

sale of alcohol by retail

supply of alcohol in club premises

provision of regulated entertainment

provision of late night refreshment 11pm - 5am

The penalties for carrying out a licensable activity without a licence or failure to comply with the mandatory conditions on a premises licence are severe:

*A maximum fine of £20,000
and/or 6 months imprisonment!*

Make yourself aware of the hours and any conditions on the premises licence

Premises licence – the licence required by a business to allow it to carry on any of the licensable activities listed above.

The premises licence will usually be held in the name of the owner of the business or the operator and can be a company or an individual person or persons.

Personal licence – the licence needed to be held by a person to allow that person to sell alcohol from premises that hold a premises licence (that allows the sale of alcohol) and to authorise others who do not hold personal licences to do so. There must be at least one personal licence holder at your site but there can be more than one.

Designated Premises Supervisor (DPS) – usually the person in day-to-day control of the premises named to the Licensing Authority as the person responsible for the sale of alcohol at the premises by the premises licence holder. A person must have a current personal licence to hold this position and there can only be one named DPS for each site.

Understanding your duties with regard to the sale of alcohol

The sale of alcohol is a licensable activity controlled by law and carrying penalties that reflect the important social responsibilities that apply to people who sell it.

These penalties only relate to those people who break the law, committing what is a criminal offence punishable by measures varying from a fixed penalty notice of £30 to a £20,000 fine and/or six months imprisonment and forfeiture of the premises licence.

When selling alcohol it is your responsibility to ensure that you carry out this action lawfully. Remember you can only sell alcohol when you have been authorised to do so and then only to customers who it is lawful for you to sell it to.

Authorised sales

Regardless of your age or training you are only legally allowed to sell alcohol when you have been authorised to do so by your DPS or another personal licence holder at the site.

You will only receive this authorisation when you have demonstrated to the DPS that you understand your responsibilities and the law controlling these sales. You will have to be re-authorised on a regular basis and this would normally follow refresher training in the sale of alcohol.

Do not sell alcohol unless you are sure that you have been authorised to do so.

Do not accept authorisation if you are unclear on the law and/or your responsibilities involved in these sales.

Under 18s

It is a criminal offence for any person to sell or supply alcohol to a person under the age of 18.

THERE ARE NO EXCEPTIONS TO THIS

You must also know that :

It is an offence to sell alcohol to someone under 18 years of age

It is an offence to deliver alcohol to someone under 18 years of age

It is an offence for anyone under 18 to purchase or attempt to purchase alcohol

It is an offence to obtain alcohol for someone under 18 years of age

It is an offence to sell alcohol if you are under 18 unless you are authorised to do so and the individual sale is supervised by somebody over 18 who is also authorised

You must not sell alcohol to someone you believe to be buying for a person under 18 – a proxy sale

It is an offence to allow another person to sell alcohol to somebody under 18 where you could have prevented that sale

Those who commit such offences could be fined up to £5000.

There is also a range of fixed penalty notices ranging from £30 to £80 that may be applied to the person selling the alcohol **AND** the holder of the relevant premises licence may also have their licence reviewed which could result in the alcohol sales at the premises being suspended for 3 months or in serious cases removed permanently.

Our rules for the sale of alcohol

In order to avoid under age sales and committing an offence we have twelve basic rules which must be obeyed at all times. These basic rules for the sale of alcohol are simple and straight forward and once a member of staff has been properly trained there can be no excuse for not obeying them at all times:

My 12 basic rules for selling alcohol

- 1. I can only be authorised to sell alcohol for the hours stated on our licence summary and once authorised will not do so outside of those hours**
- 2. Alcohol sales are only for consumption off the premises and I must be aware of customers actions at all times and not allow consumption on the premises**
- 3. I confirm that I will not sell alcohol to anybody under the age of 18**
- 4. I confirm that I will challenge anybody attempting to purchase alcohol who appears to be under the age of 25 to prove that they are over 18 by producing acceptable proof of age – Challenge 25**
- 5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Validate card or the Citizen Card**
- 6. I will not sell alcohol to anybody who I believe is purchasing to supply somebody under the age of 18**
- 7. I will not sell alcohol to anybody who I believe is, or appears to be drunk**
- 8. I will not sell alcohol to anybody who I believe is purchasing for somebody who is, or appears to be drunk**
- 9. If I am in any doubt at all on the above I will refuse the sale**
- 10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of and name of the person if known, together with a note of the product refused**
- 11. I will advise my supervisor of the refusal as soon as possible and certainly no later than at the end of my shift**
- 12. I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times**

Checking proof of age – Challenge 25

When you ask somebody to produce proof of age in order to complete a purchase you must ensure that only an approved form of identification is accepted and that you check it correctly :

Only accept

- a valid passport
- a european style photo driving licence
- a PASS accredited card such as
 - Validate card
 - CitizenCard

Always ask for the identification to be handed to you for authentication purposes

Check that

5. Passport

- the passport date – it is valid
- the photograph - it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

6. European style driving licence

- the licence date – it is valid
- the photograph – it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

7. PASS cards

- the card is completely flat with no raised edges around the photo or PASS logo – **reject the card if it is not flat**
- the PASS logo hologram 3d effect is working
- the card date – it is valid
- the photograph – it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

8. The customer

- matches the photograph on the card
- is not acting suspiciously
- has not altered the card offered in any way

If you are in any doubt about the validity of the identification offered or the age of the customer even with the identification

**you MUST refuse the sale
and record the details in the refusals book
and report the incident to your supervisor by shift end**

Test purchasing

Police and Weights & Measures officers may send under 18s in to your premises to attempt to buy alcohol or cigarettes and tobacco to check compliance with the law. Under some circumstances the test purchaser may not tell the truth when asked if they are over 18 or if they have ID – you **MUST** ask for approved proof of age and check it for all customers who look under 25 years of age.

You must **Challenge 25** and ask for proof of age if **any** customer looks under 25 and is attempting to purchase alcohol or cigarettes to avoid committing a criminal offence by serving under age. If you have any doubt about someone's age even if they have produced proof of age do not serve them with alcohol or cigarettes and note the refusal in the site refusal book - **tell your supervisor as soon as you can and before shift end..**

Duty to refuse service

It is your **duty** to refuse to serve under 18s and also you must refuse to serve a person if they are or appear to be drunk.

Remember, ***you commit an offence*** if:

You sell alcohol to a person who is under 18

You allow alcohol to be sold to someone who is under 18 when you could have prevented that sale

You sell alcohol to a person who is drunk

You sell alcohol to a companion of a person who is drunk for the drunken person's consumption

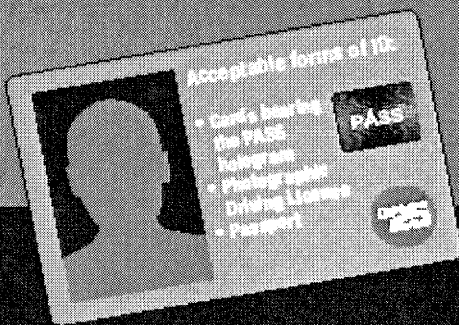
You allow alcohol to be sold to someone who is drunk when you could have prevented that sale

On the spot fixed penalty notices can be issued for serving alcohol to someone who is drunk or under age with prosecution also being a possibility.

If someone is drunk or disorderly they can be ejected from the premises and the police must assist if requested to do so – if you think a customer should be ejected please ensure that you seek assistance from a colleague and follow your company procedures in order to deal with the incident properly and safely

UNDER 25?

Please be
prepared to show
proof of age when
buying alcohol



DRINKAWARE.CO.UK



If a customer is not happy that you have asked them to prove he or she is over 18 because you believe they are under 25 refer them to one of these posters
Remember - it is your job to ask for id!

Additional information

You must not sell liqueur confectionery (chocolates with alcohol inside) to a person under the age of 16.

Your site may have other age-restricted products that you must know about including

Product group	minimum age to purchase
Petroleum Spirit & Derv	16
Liqueur confectionery	16
Lottery tickets	16
Cigarettes, tobacco and tobacco products	18
Knives and blades	18
Lighter fluids, butane, refills and solvents	18
Alcohol products	18
Adult magazines	18
Fireworks	18
DVDs & videos	dependant on classification

Please speak to your supervisor about the products you have on sale at your site and the age restrictions that relate to them.

Remember, you commit an offence if you sell age-related products to somebody who is under age!

Challenge 25 protects you when used correctly !

Licensing Act 2003

As the Premises Supervisor I confirm that the following staff have been issued with their own copy of the guidance to selling alcohol and the confrontation leaflet:

Staff Name (print)	Staff Signature	DPS Signature	Date Issued

**A & Z Super Market,
Address: 92 Old Street, London EC1V 9AY
Total No of Staff on payroll:.....**

Licensing Act 2003

As the Premises Supervisor I confirm that the following staff have been shown an example of a PASS ID card, a Driving Licence and a Passport:

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Date</i>

**A & Z Super Market,
Address: 92 Old Street, London EC1V 9AY
Total No of Staff on payroll:.....**

Alcohol Sales Questionnaire for

Please answer the following questions putting a ring around multiple choice answers:

- 1 Name the designated premises supervisor (DPS) for these premises
.....
- 2 What are the hours you are allowed to sell alcohol from these premises?
.....
- 3 Circle who from the list below who you must refuse to serve with alcohol
a someone who appears to be drunk
b someone who appears to be under 25 without ID
c someone under 18
d someone purchasing for somebody else who is drunk
e someone purchasing for somebody who is under 18
f someone you do not know
- 4 Who has to authorise you to sell alcohol otherwise you are not allowed to do so ?
.....
- 5 To sell alcohol a person must be
a aged over 21
b have more than 2 years experience
c have been authorised by the DPS
d aged over 18
- 6 What is the meaning of challenge 25 ?
.....
.....
- 7 Circle from the list below what you will accept as proof of age
a photographic ID card
b current passport
c birth certificate
d credit card
e photo driving licence
f student union photo ID
g pass accredited photo ID
- 8 If you are in any doubt what must you do ?
.....
- 9 Where must you record details of any refusals ?
.....
- 10 Who must you tell about the refusal and when ?
.....
- 11 What other products are age-related and require proof of age before a sale is completed?
.....
.....
- 12 What may happen if you sell alcohol to somebody who is under 18 ?
.....
.....

Premises Name: Staff Name: Date:

TRAINING STATEMENT

A & Z Super Market,

Address: 92 Old Street, London EC1V 9AY

Training statement

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally. These range from a fixed penalty notice of £80 to a criminal conviction with a fine of up to £20,000 and/or 6 months imprisonment.

I warrant that:

- 1. Once authorised I can only sell alcohol during the hours specified on our Licence Summary as displayed on the premises**
- 2. Alcohol sales are only allowed for consumption off the premises and I will not allow consumption on the premises**
- 3. I confirm that I will not sell alcohol to anybody under the age of 18**
- 4. I confirm that I will challenge anybody attempting to purchase alcohol who appears to be under the age of 25 to prove that they are over 18 by producing acceptable proof of age**
- 5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Validate card or the Citizens card**
- 6. I will not sell alcohol to anybody who I believe is purchasing to supply somebody under the age of 18**
- 7. I will not sell alcohol to anybody who is, or appears to be drunk**
- 8. I will not sell alcohol to anybody who I believe is purchasing for somebody who is, or appears to be drunk**
- 9. If I am in any doubt on the above I will refuse to make the sale**
- 10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of and name of the person if known together with a note of the product refused**
- 11. I will advise my supervisor of the refusal as soon as possible and certainly no later than at the end of my shift**

12. I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times

Staff Name (print):

Signature:

Date:

DPS Name (print):

Signature:

Date:

Two copies to be signed - one for the staff member and one to be filed in the training file

Authorisation for Staff to sell Alcohol

As the Designated Premises Supervisor I confirm that the following staff have been fully trained in the sale of alcohol and alcohol products and that in my opinion they have demonstrated their understanding of the legal requirements relating to these sales.

Initial training level is indicated by the legend IT, refresher training R

I therefore authorise by delegated authority the following staff to sell alcohol from these premises known as:

A & Z Super Market, Address: 92 Old Street, London EC1V 9AY

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Training Level</i>	<i>Date Authorised</i>

Alcohol Sales Questionnaire Period 1 –

Please answer the following questions putting a ring around multiple choice answers:

1. To sell alcohol by retail a person must:
 - a) Be aged over 21 years of age
 - b) Have more than 2 years experience in the licensed trade
 - c) Have been authorised to do so by the premises DPS a personal licence holder
 - d) Be aged over 18 years of age
2. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) The hours specified on the premises licence
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
3. 'Challenge 25' means
 - a) You may only sell alcohol to someone who is over 25 years of age
 - b) If someone looks under 25 they must be accompanied by an adult
 - c) If someone looks under 25 they must be accompanied by the local vicar
 - d) If someone looks under 25 they must prove they are over 18 years of age
4. Which of the following can you accept as proof of age?
 - a) Student union photo ID
 - b) Credit card
 - c) Pass accredited card
 - d) Birth certificate
5. If you are in any doubt regarding the validity of a persons ID you should
 - a) Refuse the sale
 - b) Refer to the DPS
 - c) Ask the customer to sign confirming they are over 18 years of age
 - d) Give the customer the benefit of the doubt
6. Which of the following products is not an age related product requiring proof of age?
 - a) Alcohol
 - b) Fireworks
 - c) Cigarettes and tobacco
 - d) Cough sweets
7. What may happen if you sell alcohol to someone under 18 years of age?
 - a) For the first offence you would only receive a caution
 - b) You may receive a fixed penalty of £80 or a potential fine of up to £5000
 - c) You will receive a written warning in line with your company's discipline policy
 - d) You may receive a fixed penalty of up to £80
8. What must you do when you refuse the sale of an age related product?
 - a) Record the details in the refusals log and inform you supervisor straight away
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
9. Under what circumstances can customers consume alcohol on the premises?
 - a) When they are over 18
 - b) Not allowed under any circumstances
 - c) When they are over 21
 - d) At the discretion of the staff
10. What should you do if you think an adult is purchasing alcohol for underage persons?
 - a) Nothing
 - b) Ask the DPS
 - c) Refuse the sale and record the incident in the refusals log
 - d) Offer them other products
11. It is an offence to sell alcohol to:
 - a) Anyone riding a bicycle
 - b) Anyone who is drunk or appears to be drunk
 - c) H M revenue & customs officer
 - d) Weights and Measures Inspectors (Trading Standards)
12. It is an offence under the Licensing Act 2003 to:
 - a) Allow disorderly conduct on licensed premises
 - b) Discount alcoholic drinks
 - c) Serve alcohol to a known prostitute
 - d) Serve refreshments to a uniformed police officer

Please note all questions to be answered correctly before authorisation can be given

Staff name:..... Trainer:.....

Signed: Date

Alcohol Sales Questionnaire Period 1 - Answer Sheet

1. To sell alcohol by retail a person must:
 - a) Be aged over 21 years of age
 - b) Have more than 2 years experience in the licensed trade
 - c) **Have been authorised to do so by the premises DPS a personal licence holder**
 - d) Be aged over 18 years of age
2. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) **The hours specified on the premises licence**
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
3. 'Challenge 25' means
 - a) You may only sell alcohol to someone who is over 25 years of age
 - b) If someone looks under 25 they must be accompanied by an adult
 - c) If someone looks under 25 they must be accompanied by the local vicar
 - d) **If someone looks under 25 they must prove they are over 18 years of age**
4. Which of the following can you accept as proof of age?
 - a) Student union photo ID
 - b) Credit card
 - c) **Pass accredited card**
 - d) Birth certificate
5. If you are in any doubt regarding the validity of a persons ID you should
 - a) **Refuse the sale**
 - b) Refer to the DPS
 - c) Ask the customer to sign confirming they are over 18 years of age
 - d) Give the customer the benefit of the doubt
6. Which of the following products is not an age related product requiring proof of age?
 - a) Alcohol
 - b) Fireworks
 - c) Cigarettes and tobacco
 - d) **Cough sweets**
7. What may happen if you sell alcohol to someone under 18 years of age?
 - a) For the first offence you would only receive a caution
 - b) **You may receive a fixed penalty of £80 or a potential fine of up to £5000**
 - c) You will receive a written warning in line with your company's discipline policy
 - d) You may receive a fixed penalty of up to £200
8. What must you do when you refuse the sale of an age related product?
 - a) **Record the details in the refusals log and inform you supervisor straight away**
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
9. Under what circumstances can customers consume alcohol on the premises?
 - a) When they are over 18
 - b) **Not allowed under any circumstances**
 - c) When they are over 21
 - d) At the discretion of the staff
10. What should you do if you think an adult is purchasing alcohol for underage persons?
 - a) Nothing
 - b) Ask the DPS
 - c) **Refuse the sale and record the incident in the refusals log**
 - d) Offer them other products
11. It is an offence to sell alcohol to:
 - a) Anyone riding a bicycle
 - b) **Anyone who is drunk or appears to be drunk**
 - c) H M revenue & customs officer
 - d) Weights and Measures Inspectors (Trading Standards)
12. It is an offence under the Licensing Act 2003 to:
 - a) **Allow disorderly conduct on licensed premises**
 - b) Discount alcoholic drinks
 - c) Serve alcohol to a known prostitute
 - d) Serve refreshments to a uniformed police officer

Alcohol Sales Questionnaire Period 2 –

Please answer the following questions putting a ring around multiple choice answers:

1. Where is Part A of the Premises Licence for the premises kept?
 - a) At home
 - b) At the Magistrates Court
 - c) Looked after by the DPS/Keeper of the Licence in the office
 - d) Under the counter
2. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) The hours specified on the premises licence
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
3. Where is Part B (the Summary) of the Premises Licence for the premises kept?
 - a) In the office (looked after by the DPS)
 - b) Under the counter
 - c) On display so that it can be easily read by members of the public
 - d) At home
4. What is a DPS (Designated Premises Supervisor)?
 - a) A personal licence holder nominated as responsible for the sale of alcohol from the premises
 - b) The owner of the premises
 - c) A council employee
 - d) A Magistrate
5. Who MUST you refuse the sale of alcohol to?
 - a) Someone who is under 21
 - b) Someone who appears to be drunk
 - c) A policeman
 - d) A driver
6. Which of the following statements is correct?
 - a) You must not sell alcohol to the companion of a drunken person for the drunken persons consumption
 - b) You must not sell alcohol to a traffic warden
 - c) You must not sell alcohol to a driver
 - d) You must not sell alcohol to a local councillor
7. How old does someone have to be to purchase alcohol?
 - a) 21
 - b) 16
 - c) 25
 - d) 18
8. Who can legally send in underage people to try and buy alcohol from your premises?
 - a) The Courts
 - b) Social Workers
 - c) Police and Weights & Measures Inspectors (Trading Standards)
 - d) MP's
9. If someone appears to be 21 years of age can you serve them with alcohol?
 - a) Yes
 - b) Only if they are unaccompanied
 - c) Only if they can produce accepted proof of age ID which proves their age
 - d) Only if they are accompanied by an older adult
10. What must you do when you refuse the sale of an age related product?
 - a) Record the details in the refusals log and inform your supervisor straight away
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
11. If you don't hold a Personal Licence can you sell alcohol?
 - a) If the customer is happy for you to do so
 - b) If the premises requires you to do so
 - c) Only if trained and authorised by a Personal Licence Holder
 - d) At the discretion of the other staff
12. To be classified as 'alcohol free' a drink must contain no more than?
 - a) 1.2% abv
 - b) 0.5% abv
 - c) 0.8% abv
 - d) 0.05% abv

Please note all questions to be answered correctly before authorisation can be given

Staff name:..... Trainer.....

Signed: Date

Alcohol Sales Questionnaire Period 2 – Answer Sheet

1. Where is Part A of the Premises Licence for the premises kept?
 - a) At home
 - b) At the Magistrates Court
 - c) **Looked after by the DPS/Keeper of the Licence in the office**
 - d) Under the counter
2. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) **The hours specified on the premises licence**
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
3. Where is Part B (the Summary) of the Premises Licence for the premises kept?
 - a) In the office (looked after by the DPS)
 - b) Under the counter
 - c) **On display so that it can be easily read by members of the public**
 - d) At home
4. What is a DPS (Designated Premises Supervisor)?
 - a) **A personal licence holder nominated as responsible for the sale of alcohol from the premises**
 - b) The owner of the premises
 - c) A council employee
 - d) A Magistrate
5. Who MUST you refuse the sale of alcohol to?
 - a) Someone who is under 21
 - b) **Someone who appears to be drunk**
 - c) A policeman
 - d) A driver
6. Which of the following statements is correct?
 - a) **You must not sell alcohol to the companion of a drunken person for the drunken persons consumption**
 - b) You must not sell alcohol to a traffic warden
 - c) You must not sell alcohol to a driver
 - d) You must not sell alcohol to a local councillor
7. How old does someone have to be to purchase alcohol?
 - a) 21
 - b) 16
 - c) 25
 - d) **18**
8. Who can legally send in underage people to try and buy alcohol from your premises?
 - a) The Courts
 - b) Social Workers
 - c) **Police and Weights & Measures Inspectors (Trading Standards)**
 - d) MP's
9. If someone appears to be 21 years of age can you serve them with alcohol?
 - a) Yes
 - b) Only if they are unaccompanied
 - c) **Only if they can produce accepted proof of age ID which does prove their age**
 - d) Only if they are accompanied by an older adult
10. What must you do when you refuse the sale of an age related product?
 - a) **Record the details in the refusals log and inform your supervisor straight away**
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
11. If you don't hold a Personal Licence can you sell alcohol?
 - a) If the customer is happy for you to do so
 - b) If the premises requires you to do so
 - c) **Only if trained and authorised by a Personal Licence Holder**
 - d) At the discretion of the other staff
12. To be classified as 'alcohol free' a drink must contain no more than?
 - a) 1.2% abv
 - b) 0.5% abv
 - c) 0.8% abv
 - d) **0.05% abv**

Alcohol Sales Questionnaire Period 3 –

Please answer the following questions putting a ring around multiple choice answers:

1. What is a DPS (Designated Premises Supervisor)?
 - a) A council employee
 - b) The owner of the premises
 - c) A personal licence holder nominated as responsible for the sale of alcohol from your premises
 - d) A Magistrate
2. To sell alcohol by retail a person must:
 - a) Be aged over 21 years of age
 - b) Have more than 2 years experience in the licensed trade
 - c) Have been authorised to do so by the premises DPS a personal licence holder
 - d) Be aged over 18 years of age
3. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) The hours specified on the premises licence
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
4. Where is Part B (the Summary) of the Premises Licence for the premises kept?
 - a) In the office (looked after by the DPS)
 - b) Under the counter
 - c) On display so that it can be easily read by members of the public
 - d) At home
5. How old does someone have to be to purchase alcohol?
 - a) 21
 - b) 16
 - c) 25
 - d) 18
6. If someone appears to be 20 years of age can you serve them with alcohol?
 - a) Yes
 - b) Only if they are unaccompanied
 - c) Only if they can produce accepted proof of age ID which proves their age
 - d) Only if they are accompanied by an older adult
7. 'Challenge 25' means
 - a) You may only sell alcohol to someone who is over 25 years of age
 - b) If someone looks under 25 they must be accompanied by an adult
 - c) If someone looks under 25 they must be accompanied by the local vicar
 - d) If someone looks under 25 they must prove they are over 18 years of age
8. If you are in any doubt regarding the validity of a persons ID you should
 - a) Refuse the sale
 - b) Refer to the DPS
 - c) Ask the customer to sign confirming they are over 18 years of age
 - d) Give the customer the benefit of the doubt
9. What must you do when you refuse the sale of an age related product?
 - a) Record the details in the refusals log and inform you supervisor straight away
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
10. What should you do if you think an adult is purchasing alcohol for underage persons?
 - a) Nothing
 - b) Ask the DPS
 - c) Refuse the sale and record the incident in the refusals log
 - d) Offer them other products
11. If you don't hold a Personal Licence can you sell alcohol?
 - a) If the customer is happy for you to do so
 - b) If the premises requires you to do so
 - c) Only if trained and authorised by a Personal Licence Holder
 - d) At the discretion of the other staff
12. Name the designated premises supervisor (DPS) for these premises

Please note all questions to be answered correctly before authorisation can be given

Staff name:..... Trainer:.....
Signed: Date

Alcohol Sales Questionnaire Period 3 – Answer Sheet

Please answer the following questions putting a ring around multiple choice answers:

1. What is a DPS (Designated Premises Supervisor)?
 - a) A council employee
 - b) The owner of the premises
 - c) **A personal licence holder nominated as responsible for the sale of alcohol from your premises**
 - d) A Magistrate
2. To sell alcohol by retail a person must:
 - a) Be aged over 21 years of age
 - b) Have more than 2 years experience in the licensed trade
 - c) **Have been authorised to do so by the premises DPS or a personal licence holder**
 - d) Be aged over 18 years of age
3. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) **The hours specified on the premises licence**
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
4. Where is Part B (the Summary) of the Premises Licence for the premises kept?
 - a) In the office (looked after by the DPS)
 - b) Under the counter
 - c) **On display so that it can be easily read by members of the public**
 - d) At home
5. How old does someone have to be to purchase alcohol?
 - a) 21
 - b) 16
 - c) 25
 - d) **18**
6. If someone appears to be 21 years of age can you serve them with alcohol?
 - a) Yes
 - b) Only if they are unaccompanied
 - c) **Only if they can produce accepted proof of age ID which proves their age**
 - d) Only if they are accompanied by an older adult
7. 'Challenge 25' means
 - a) You may only sell alcohol to someone who is over 25 years of age
 - b) If someone looks under 25 they must be accompanied by an adult
 - c) If someone looks under 25 they must be accompanied by the local vicar
 - d) **If someone looks under 25 they must prove they are over 18 years of age**
8. If you are in any doubt regarding the validity of a persons ID you should
 - a) **Refuse the sale**
 - b) Refer to the DPS
 - c) Ask the customer to sign confirming they are over 18 years of age
 - d) Give the customer the benefit of the doubt
9. What must you do when you refuse the sale of an age related product?
 - a) **Record the details in the refusals log and inform you supervisor straight away**
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
10. What should you do if you think an adult is purchasing alcohol for underage persons?
 - a) Nothing
 - b) Ask the DPS
 - c) **Refuse the sale and record the incident in the refusals log**
 - d) Offer them other products
11. If you don't hold a Personal Licence can you sell alcohol?
 - a) If the customer is happy for you to do so
 - b) If the premises requires you to do so
 - c) **Only if trained and authorised by a Personal Licence Holder**
 - d) At the discretion of the other staff
12. Name the designated premises supervisor (DPS) for these premises

.....name Designated Premises Supervisor from Premises Licence.....

Alcohol Sales Questionnaire Period 4 –

Please answer the following questions putting a ring around multiple choice answers:

- 1 Name the designated premises supervisor (DPS) for these premises
.....
- 2 What are the hours you are allowed to sell alcohol from these premises?
.....
- 3 Circle who from the list below who you must refuse to serve with alcohol
 - a) someone who appears to be drunk
 - b) someone who appears to be under 25 without ID
 - c) someone under 18
 - d) someone purchasing for somebody else who is drunk
 - e) someone purchasing for somebody who is under 18
 - f) someone you do not know
- 4 Who has to authorise you to sell alcohol otherwise you are not allowed to do so ?
.....
- 5 To sell alcohol a person must
 - a) be aged over 21
 - c) have been authorised by the DPS or other PLH
 - b) have more than 2 years experience
 - d) be aged over 18 unless each sale authorised
- 6 What is the meaning of challenge 25 ?
.....
.....
- 7 Circle from the list below what you will accept as proof of age
 - a) photographic ID card
 - b) current passport
 - c) birth certificate
 - d) credit card
 - e) photo driving licence
 - f) student union photo ID
 - g) pass accredited photo ID
- 8 If you are in any doubt what must you do ?
.....
.....
- 9 Where must you record details of any refusals ?
.....
- 10 Who must you tell about the refusal and when ?
.....
- 11 What other products are age-related and require proof of age before a sale is completed?
.....
- 12 What may happen if you sell alcohol to somebody who is under 18 ?
 - a) For the first offence you would only receive a caution
 - b) You may receive a fixed penalty of £80 or a potential fine of up to £5000
 - c) You will receive a written warning in line with your company's discipline policy
 - d) You may receive a fixed penalty of up to £80

Please note all questions to be answered correctly before authorisation can be given
Staff name:..... Trainer.....

Signed: Date

Alcohol Sales Questionnaire Period 4 - Answer Sheet

Please answer the following questions putting a ring around multiple choice answers:

- 1 Name the designated premises supervisor (DPS) for these premises
.....name designated premises supervisor from licence.....
- 2 What are the hours you are allowed to sell alcohol from these premises?
.....list from hours on the licence Part B.....
- 3 Circle who from the list below who you must refuse to serve with alcohol
 - a) **someone who appears to be drunk**
 - b) **someone who appears to be under 25 without ID**
 - c) **someone under 18**
 - d) **someone purchasing for somebody else who is drunk**
 - e) **someone purchasing for somebody who is under 18**
 - f) someone you do not know
- 4 Who has to authorise you to sell alcohol otherwise you are not allowed to do so ?
.....the Designated Premises Supervisor or a named PLH.....
- 5 To sell alcohol a person must
 - a) be aged over 21
 - c) **have been authorised by the DPS or other PLH**
 - b) have more than 2 years experience
 - d) be aged over 18 unless each sale authorised
- 6 What is the meaning of challenge 25 ?
.....anybody who appears to be under 25 must prove that they are over 18 with appropriate ID before they can be served.....
- 7 Circle from the list below what you will accept as proof of age
 - a) photographic ID card
 - b) **current passport**
 - c) birth certificate
 - d) credit card
 - e) **photo driving licence**
 - f) student union photo ID
 - g) **pass accredited photo ID**
- 8 If you are in any doubt what must you do ?
.....**Refuse the sale**.....
- 9 Where must you record details of any refusals ?
.....**in the refusals log**.....
- 10 Who must you tell about the refusal and when ?
.....your supervisor as soon as possible.....
- 11 What other products are age-related and require proof of age before a sale is completed?
.....list you're your own relevant stock ranges.....
- 12 What may happen if you sell alcohol to somebody who is under 18 ?
 - b) **You may receive a fixed penalty of £80 or a potential fine of up to £5000**



Licensing Act 2003

Section 57 Notice

**In the absence of the
Premises Licence
Holder,
a copy of Part A of the
Premises Licence is
held under the care of
the Designated
Premises Supervisor.**




Challenge 25 posters

It is an offence for persons under 18 years to purchase or attempt to purchase alcohol. You could receive a fine of £1000.



D-RINKAWARE.CO.UK

UNDER 25?
Please be prepared to show proof of age when buying alcohol



D-RINKAWARE.CO.UK

It is a criminal offence to buy alcohol on behalf of a child. You could face a £5000 fine.



D-RINKAWARE.CO.UK

(Enlarge files individually to print)

Alcohol and tobacco sales ?

Remember

Under 25 ?

No ID ?

then

No Sale !

No Excuses !!!

Licensing Act 2003 representation pro-forma

Should you wish to comment on the licence application please use this form to help you. Please feel free to attach additional sheets.

You do not have to make any comment, and comments may be made in support of as well as against the application, providing they refer to one or more of the licensing objectives (please see the guidance notes for further advice).

Premises Name and address A&Z SUPERMARKETS
92 OLD STREET EC1V9AY

Your Name: _____

Interest: NONE

(E.g. resident, business, TRA Chair, Councillor, solicitor)

Your Address: _____

Email: _____

Telephone: _____

Please comment on the licensing objectives below relevant to your concerns or observations, you may also wish to include suggestions how your concerns could be addressed:

Public Nuisance

I HAVE NOTICED AT THE TURKISH/KOREAN SHOP ON OLD ST, WHAT LOOKS LIKE THUGS EITHER RUNNING THE SHOP OR JUST NOT HAVING ANY CUSTOMER SERVICE QUALIFICATIONS, ALSO NO PRICES ARE ON DISPLAY ON ALL GOODS THIS IS THE CASE IN THE MIDDLE SHOP ON WHITECROSS ST. I DONT LIKE THIS AS THE PRICE SHOULD BE DISPLAYED AT ALL TIMES EVEN IF THEY INCREASE BY A% AT NIGHT.

Crime and Disorder

"PEOPLE" JUST GO IN & STEAL AS IF THEY HAVE A RIGHT TO DO SO AND THIS HAS HAPPENED TO ALL PREMISES, IN THIS AREA, I DONT FEEL THIS IS A GOOD, PUBLIC & RACE RELATION'S POLICY THAT THE SHOP KEEPER HAS TO PUT UP WITH, WHERE THE SALE OF ALCOHOL IS, THIS WAS THE CASE WITH "STAR" AS WELL

Protection of Children from Harm

THE PERSON I SEE RUNNING, THIS SHOP IS A GOOD MAN PERHAPS HES HAD STAFF PROBLEMS BUT IS NOT THE SORT TO SELL TO MINORS I THINK HES OK BUT I NOTICE THAT A CERTAIN KIND OF PERSONS FEEL "THIS IS NOW OUR TURF" 1950 KRAY BRO'S MENTALITY AND ITS NOT THEIR TURF THEY DONT DRINK

Public Safety

MOST PEOPLE ON WAY HOME, HAVE A KABAQ & A BEER, HE, A&Z HAS HOST OUT TO THIEVES AND ORGANISED TAKE OVERS, IN THIS AREA ON A MIND. BLOWING SCALE, CONSIDERING RENTS, TAX'S WAGES AND WHAT THEY ACTUALLY OFFER I DONT THINK THIS MAN IS THE ISSUE

I wish my identity to be kept anonymous Yes/No -

We will treat representations as anonymous where there is a genuine reason to do so; if you wish your name and address details to be withheld then please explain the reason:

I DONT CARE IF MY NAME IS ON ANY PAPER AS YOU HAVE TO ACTUALLY LIVE HERE TO SEE WHATS GOING ON AND I HAVE FOR ALMOST 30 YEARS.

Copies of this representation will be sent to the applicant, or their agent/solicitor, including name and address details (but other personal contact information such as telephone numbers and email addresses will be removed) unless you have specifically requested anonymity. Copies of this representation will be included in a report that will be available to the public and will be published on the internet; however the published on-line version of the report will have name and address details removed.

Signature _____

Date 26/JUNE 2014

Please ensure name and address details completed above

Return to: Licensing Service
London Borough of Islington
3rd Floor
222 Upper Street
London N1 1XR
licensing@islington.gov.uk

or send by email to:

Your

Our Licensing/NI

Date: 29th June 2014



**METROPOLITAN POLICE
SERVICE**

Licensing Team

Islington Police Licensing Unit

Islington Police Station

2 Tolpuddle Street

London

N1 0YY

Telephone: 020 7527 2323

Email:

licensingpolice@islington.gov.uk

A & Z Supermarkets
92 Old Street
London EC1V 9AY

Dear Sir

Re: New Licence A & Z Supermarkets 92 Old Street London EC1V 9AY

With reference to the above application, I am writing to inform you that the Metropolitan Police, as a Responsible Authority, will be objecting to this application as it is our belief that if granted the application would undermine the Licensing Objectives, being the Prevention of Crime and Disorder.

Cumulative Impact Zone

The venue is situated in the designated 'Bunhill Cumulative Impact Zone'; a locality where there is traditionally high crime and disorder (in the year 1st April 2013 to 31st March 2014 there were 2541 reported crimes in this Cumulative Impact Zone). Islington has almost double the national average of licensed premises per resident, and this is why the Police supported the implementation of the Council's Cumulative Impact Policy. This large number of licensed premises and the issues associated with these impacts greatly on the Police and all other emergency service's resources.

DPPQ

The applicant has requested off sales only and the whole of Islington has in place a Designated Public Place Order (see History below) which gives police the ability to deal with anti-social alcohol drinking in public places.

Operating Policy

In an effort to work with the applicant, he has been invited by Islington Trading Standards to meet with themselves and the police at the Council Offices to discuss the Operating Policy. The applicant refused this meeting which means police can only assume that the applicant does not wish to discuss the Operating Policy. The Operating Policy does not address how the applicant is going to manage the alcohol section of the store when sales are not being made. It is not a comprehensive schedule demonstrating an understanding of selling alcohol in a Cumulative Impact Zone. It only mentions staff 'awareness' of crime and CCTV. Examples of expected conditions include; crime & disorder logs and reporting, working with local neighbourhood police teams, attending pubwatch, not selling high-strength alcohol.

Hours

The opening hours requested at 24 hours a day, while alcohol sales are only 1000 – 2300. As the Operating Policy is very limited, there are genuine police concerns that alcohol will be sold outside of these hours as the venue will be open.

History

This venue has a problematic history – in 2012 and 2013 the current DPS has surrendered the premises licence after breaches of the premises licence conditions, including some of the suggested Conditions mentioned above in the Operating Policy section. There was also a prosecution pending on the DPS in 2013. There does not appear to be any crimes directly linked to this venue, however, as previously stated, the Bunhill Cumulative Impact Zone has reported 2541 crimes in the area between April 2013 and March 2014.

I am concerned that the previous owner still has an interest in the premises. He has had three DPS working for him in the last three years. Unfortunately, due to the applicants' unwillingness to meet with Police to discuss, I cannot explore this concern.

Applicant

The applicant has been invited to meet with the Council and Police at no cost to himself. However, he has refused to do this on the grounds that it is not a condition of the application. I therefore have genuine concerns that should this application be granted, the applicant will not engage with Police or Council Officers. The applicant does not supply any evidence of experience in running this type of venue. As he is unwilling to discuss the application I cannot explore this concern either.

I have given this application some consideration and fully researched the venue and the applicant. The main reason for the Police objection is that the applicant refuses to engage with Police or other responsible authorities. He does not appear have the necessary experience to operate this particular venue, in relation to the amount of Crime and Disorder in the vicinity and the previous history of poor operating performance.

Should you wish to discuss the matter further please contact me on Mobile 07799133204 or via email, licensingpolice@islington.gov.uk

Yours sincerely

Paul Hoppe Pc 208NI
Steven Harrington 525NI
Peter Conisbee Pc 575NI
Islington Police Licensing Team

4 July 2014

New Premises Licence Application – A-Z Supermarkets, 92 Old Street, London EC1V 9AY
Reference WK201450416

When alcohol was previously sold at these premises we suffered interruptions to our evenings and nights from noisy gatherings in the street outside and the area adjacent to our property. We also had to contend with unpleasant behaviour, broken bottles, discarded cans, cigarette ends and urination on our doorstep.

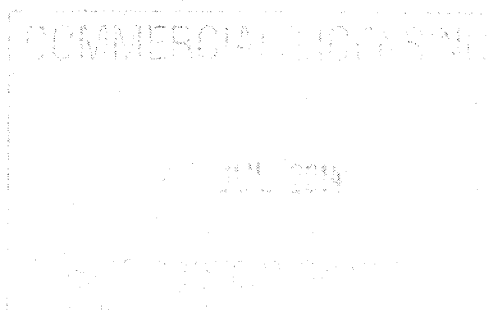
For the past few months whilst there has been no alcohol sold at these premises there has been a noticeable respite from these alarming interruptions. We are extremely concerned that if the licence is granted there will be a return to the aforementioned troubles.

We are aware that the area falls into a "Cumulative Impact Area", and that the Police have felt the need to describe the locale as 'saturated' with alcohol outlets which cause extra loading for their already stretched resources.

We therefore oppose this application.

Residents, householders and business owners.

Licensing Office
London Borough of Islington
3rd Floor
222 Upper Street
London N1 1XR



Mr John Williams
Licensing Team
Islington Council
3rd Floor
222 Upper Street
LONDON N1 1XR

16th July 2014

Dear Mr Willaims

Objection: WK201450416 – A and Z Supermarket 92 Old Street EC1V 9AY

I am the owner and occupier of floors, which I occupy with my wife and teenage child. (I am also the owner of the shop in the ground floor and basement). I have lived there since 1993. My email is as above.

Our flat is almost opposite the A and Z Supermarket and we are able to observe it closely from the windows of our flat overlooking it.

Although the notice sent to me indicates that this is an application for a licence for sales for consumption ON and OFF the premises, I am completing this objection on the indication from your department that it is only an application for a licence for sale for consumption OFF the premises as is indicated in the public notice on the premises.

Objection

(1) History

1. These premises were granted an OFF licence some years ago in the face of opposition from the majority of residents nearby including myself. The premises are a 24 hour shop although since they lost their alcohol license they often do not open all night. Although there has been a change of name and the shop has been re-arranged internally and there has been some change of staff, the premises are still owned

by and operated by the same person who had the premises licenced previously, I have no confidence that the approach to the legalities of the licence by the owner will be any different than previously if a new one is granted.

2. The premises while licenced have caused nuisance at all times. People who were drunk or 'worse for wear' frequently attended the premises to buy alcohol and caused a noisy disturbance for those of us living opposite or above, late at night. Whitecross Street is narrow at this point and any noise at night is amplified by reflection off the buildings. People who used to go there for alcohol often congregated outside. Often we would hear a lot of noise and see people hanging around dinking out of cans or bottles they had bought in the shop. I have myself seen one person urinating up against the shutter of the shop next door and we have had urine on our premises. One particular occasion comes to mind when at an early hour in the morning we heard a radio playing pop music in the street. We looked out and saw a man come out of the shop with a bottle (he had bought out of hours) and sit down against the window of 92 and put the radio on the ground still playing. I was not prepared to go out and tackle him. If it had not been for aneighbour opposite doing just that he would have been disturbing us for hours.
3. One of the worst things was the regular attendance of people in vehicles stopping outside to go in late at night or early in the morning with the car radios and amplifiers turned up. This was a frequent occurrence.
4. There is no doubt that also the licencing hours were completely ignored. I personally have seen alcohol sold to customers after 11 pm while I have been in the shop to purchase something. Ultimately as I understand it, 92 lost its licence because of failure to abide by its terms.
5. Since 92 lost its licence there has been a great improvement in the noise and disturbance levels outside our premises. It is particularly noticeable at weekends when the area is quieter.
6. The attitude to compliance is illustrated by what happened one night 2 or 3 years back when the extractor fan at the front of the premises malfunctioned and began to make an awful noise that was keeping us awake. I went into 92 to ask for it to be turned off especially as the chiller cabinet it served was empty. I was refused. The member of staff "could not get hold of his boss' to get permission to turn it off – which says something about how much control there was over the premises by the licensee. In the end I had to get the noise patrol to come and they ordered him to turn it off hours later.
7. Also they were supposed not to make deliveries to the shop after 11 pm as this causes a lot of noise. This was regularly ignored. Their van would frequently pull up at 11.30 pm or later with deliveries.

(2) Cumulative impact

8. This area is already saturated with premises selling alcohol for consumption OFF as well as ON the premises during normal licensing hours. We have two public houses in Whitecross Street though one at least is shut at the weekends. In Old Street, however, there are a further three premises within easy walking distance that are open every day. There is also a licenced late night store on the north side of Old Street a few hundred yards away. 92 has already contributed substantially to the problems caused by alcohol sale and consumption here and there can be no reason to think that they will in any way be able to demonstrate that they will not contribute in the future. The history says it all.

(3) Public Nuisance

9. I have touched on this above. The nuisance consists of attracting noisy customers coming and going both on foot and in vehicles and congregating around the premises (and worse occasionally). 92 is surrounded by residential premises and the effect is very disturbing. It cannot be said to be someone else's fault because as I say, since the licence was removed the disturbance has been almost non-existent.

(4) Crime and Disorder

10. Unfortunately this is not a safe area even in the day time let alone later at night. We have had at least one murder nearby in the day time and a number of assaults. These premises if licenced would again draw people to them to buy more drink. While the premises operated as licenced, my wife and family were simply not prepared to go out at the end of the street later at. We usually have had to try to make sure that I never had to return to the flat alone after parking a car or make sure the hall light was on and my wife behind the door ready to open it as there were often people around 92 particularly after 11 pm that one would not want to get involved with. I expect it was well known in the area that alcohol could be purchased there after hours without difficulty.

(5) Protection of Children from Harm

11. We often see children and young people going into and out of 92 at all hours. This may be for innocent purposes but I do not think they are in a safe place when alcohol is able to be purchased there.

(6) Public Safety

12. It does nothing to improve public safety if there are too many premises at which alcohol is available in a small area such as this, which already has safety problems. The re-licensing of these premises will only serve to increase the problems. 92 had a licence for several years and had a fair chance to make sure that they did not make the situation here worse. They failed to do that and granting them a licence again will only lead to repetition and a return of disturbance and public nuisance.

Yours faithfully

Williams, John

From:
Sent: 17 July 2014 11:48
To: Licensing
Subject: A-Z supermarket 92 Old Street EC1V 9AY - Your ref WK 201450416

Please acknowledge receipt.

Date: Thu, 17 Jul 2014 08:57:09 +0100
Subject: A-Z supermarket 92 Old Street EC1V 9AY - Your ref WK 201450416
To whom it may concern,

I am writing to object to the granting of a premises licence for the above premises.

As a resident I have a genuine interest in this licence not being granted for the following reasons;

Public nuisance.

The owners previously had a licence and lost it because of breaches in the terms of the licence making them unfit as licence holders. Not least because they allowed alcohol purchased to be consumed directly outside the premises day and night.

Customers would gather but would not be dispersed leading to street fights, urination and consumption of alcohol in front of Coltash Court.

Crime and disorder

in Whitecross due to alcohol consumption is a real problem and there are many places already where alcohol can be purchased. In the time since they lost their licence this issue has much improved and we do not want to go back to how it was before. With constant disturbance particularly at night.

Public safety.

With the reduction in the sale and consumption of alcohol the area feels safer for local residents, if the sale of alcohol is agreed for A-Z it will mean that antisocial behaviour, nuisance and potential harm not only to children but adults as well will increase once more.

All for the criteria for objections, prevention of crime, public nuisance, public safety and protection of children would be best served by not granting this licence.

Sincerely

Suggested conditions of approval consistent with the operating schedule

1. All staff shall be trained according to the staff training program submitted to the Council with the new premises licence application and on 16 July 2014 shall be used as part of staff training and this training shall be carried out every three months.
2. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of a Metropolitan Police Crime Prevention Officer. The CCTV system shall be checked on a daily basis for any malfunction, which shall be reported and repaired immediately. This check shall be recorded and signed weekly by the General Manager, and will also be available for inspection by Police or authorised officer. All entry and exit points shall be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during times when customers and staff remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Recordings shall be made available immediately on request of Police or authorised officer throughout the preceding 31 day period. A staff member who is conversant with the operation of the CCTV system shall be available at the premises at all times when staff are working, including pre-opening and post-closing. The member of staff must be able to show and provide CCTV footage to Police or authorised officer with the absolute minimum of delay.
3. Staff shall be trained to prevent accidents, incidents and to follow the fire safety procedures.
4. Fire extinguishers and fire alarms shall be regularly checked to ensure that they function satisfactorily and a record of the check shall be kept.
5. All fire escape routes shall be clearly marked and kept free from obstructions at all times.
6. Staff shall be trained to adequately control of customers and prevent crowds of adults and children from gathering outside of the premises and they shall also prevent people from consuming food and drink at the front of the premises.
7. The licensee shall ensure that daily litter patrols are performed outside of the premises.
8. The licensee shall operate a zero tolerance drugs policy.
9. The licensee and staff should note any refusals in a refusals log. The refusals log shall be kept at the premises for no less than 12 months.
10. The licensee shall adopt 'Challenge 25', the Retail of Alcohol Standards Group's advice for off-licences and ensure that before serving alcohol to persons they believe to be less than 25, staff ask to see accredited proof of age: that is, proof of age cards carrying the 'PASS' logo (and no others), a Passport, or UK Driving Licence bearing the photograph and date of birth of the bearer.
11. The Licensee shall promote 'Challenge 25' identification ID policy through the prominent display of posters. The posters shall be displayed in prominent positions in the premises.
12. The licensee shall ensure that staff are trained about age restricted products and ensure that they sign to confirm that they have understood the training. The training shall include the assessment of age; making a challenge; acceptable proof of age; and recording refusals. The licensee shall keep records of training and instruction given to staff, detailing the areas covered and the refusals book shall be kept at the premises at all times.
13. Syed Iqbal Alam shall not have any involvement with the running of the business.

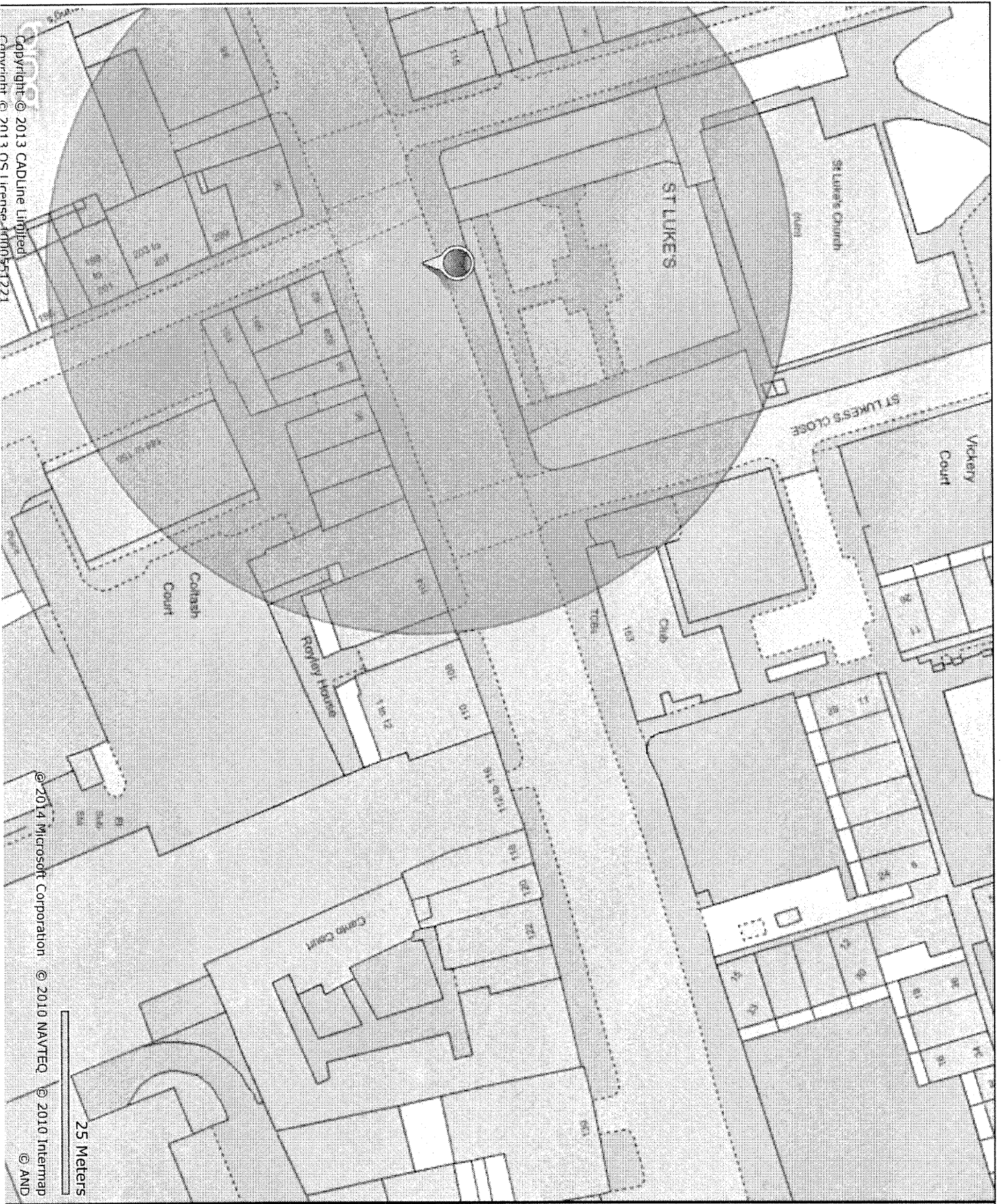
Please note: There have been duplications in the Operating Schedule and the suggested conditions from the Noise Service (below) the wording of the conditions put forward by the Noise Service appear below.

Conditions proposed by the Police (agreed)

14. Outside of the hours authorised for the sale of alcohol, all alcohol within the trading area is to be secured behind locked grills, locked screens or locked cabinet doors so as to prevent access to the alcohol by both customers or staff.

Conditions proposed by the Noise Service (agreed)

15. No deliveries will take place on Sundays or Bank Holidays and between the hours of 23:00 and 07:00 hours other days of the week.
16. No rubbish will be moved, removed or placed in outside the premises on Sundays or Bank Holidays and between the hours of 23:00 and 07:00 hours other days of the week.
17. Prominent, clear and legible notices must be displayed at the public exit to the premises requesting the public to respect the needs of local residents and to leave the area quietly.
18. Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties.



Title : 92 Old Street

Islington Borough
Boundary

Printed by :
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Printed at :
24-06-2014