

OPERATING SCHEDULE FOR NEWBURY PREMIER, GROUND FLOOR, 3 MONUMENT CLOSE, ESSEX STREET, NEWBURY, WEST BERKSHIRE, RG14 6QW

a) General – all four licensing objectives (b, c, d and e)

The Council's Statement of Licensing policy has carefully been considered and in order to promote the four licensing objectives the following conditions are offered as part of our operating schedule:

1. The CCTV system serving the premises (in accordance with Home Office Guidelines) shall be maintained fully operational and in good working order at all times; make and retain clear images that include the points of sale of alcohol and facial images of the purchasers of the alcohol; show an accurate date and time that the images were made; will include a monitor, visible to the salesperson when serving at the tills, that displays the images being recorded by the external camera.
2. All CCTV images shall be retained for a period of not less than 31 days.
3. The original CCTV images shall be shown immediately upon demand to any police officer, community support officer or authorised person.
4. The original CCTV images, or a copy, shall be provided to any police officer, community support officer or authorised person within 48 hours of a request having been made in a format that can be viewed on readily available equipment without the need for specialist software.
5. No alcohol shall be sold if the CCTV equipment is inoperative for any reason.
6. The physical location of alcohol displays shall be in an area within sight of staff.
7. The age verification policy operated at the premises shall be "Challenge 25". This means that whilst alcohol may be sold to persons aged 18 years or over, any person who appears under 25 years of age shall be required to provide proof of age using an acceptable form of ID. The only forms of ID that may be accepted shall be: a) a proof of age card bearing the PASS hologram logo; b) a passport; c) a UK photo driving licence; or d) a military ID card.
8. Notices advertising that the premises operates a "Challenge 25" scheme shall be displayed in a clear and prominent position at the retail premises entrance and inside at the premises.
9. A book or other form of record, a version of which must be in English, shall be kept in which shall be recorded the date, time and circumstances of a) any challenge made in accordance with the "Challenge 25" scheme. b) any disorder, ejection or other relevant incident that occurs on the premises. This book, or record, shall be kept on the premises at all times they are open and shall be made available for inspection immediately upon demand by any police or community support officer or authorised person. The Designated Premises Supervisor shall frequently check the book to ensure all staff are using it and shall sign and date it immediately after the latest entry.
10. All staff whose responsibilities include the retail sale of alcohol shall receive training on induction and every year thereafter on: a) the terms, conditions and restrictions of the Premises Licence; b) the prevention of unlawful sales of alcohol, and the likely consequence of making an unlawful sale, which shall include: i. the operation of the "Challenge 25" scheme; ii. types of acceptable ID; iii. the method of recording challenges; iv. refusing sales of alcohol to persons who appear to be drunk; and v. preventing proxy sales; c) the operation of the CCTV equipment; and d) drug awareness, which shall include training on the drugs policy applicable to the premises. Such training shall be recorded, a version of which must be kept in English, and these records shall, on request, be made available to any police or community support officer or authorised person immediately upon demand.

b) The prevention of crime and disorder

In the event that an incident occurs for which the police have been called, the crime scene shall be preserved to enable police to carry out a full forensic investigation. Appropriate signage of the CCTV, any restrictions on the admittance of individuals according to age and or any conditions of entry to the premises shall be displayed in conspicuous positions. Eng Retail Ltd will maintain liaison with the neighbourhood police officers regarding any issues relating to the premises. The alcohol for sale display shall be no more than 10% of the trading area. Spirits and tobacco products will be kept behind the till. All staff uniformed while on duty. Area will be kept clean and free from obstacles for customers, premises bins will be kept and cleaned regularly. We will ensure that any person selling or supplying alcoholic drink under the authority of a personal licence holder asks for a photo ID proof of age where they have reason to suspect. Notices will be displayed inside the

premises stating that a Challenge25 policy is in force. We operate a zero tolerance to aggressive and/or violent behaviour towards staff members.

c) Public safety

Eng Retails Ltd will at all times maintain adequate levels of staff and security. Such staff and security levels will be disclosed, on request, to the licensing authority and police. A fire risk assessment to be conducted and reviewed regularly in accordance with the requirements of the Regulatory Reform ((Fire Safety) order 2005. We will be responsible for the disposal of waste on the frontage of the premises and make provision for the emptying of litter bins in the vicinity of the premises. We will ensure that lighting is provided outside the premises during the hours of darkness when any licensable activity takes place on the premises. Social distancing and sanitising measures will be available on site

d) The prevention of public nuisance

Area immediately in front of the store shall be inspected on a regular basis and management and staff shall use their best endeavours to prevent our customers from loitering in the said areas, persons refusing to move shall be subject of a report to the Police to facilitate safe dispersal. Signage will be displayed at the exit of the premises requesting customers leaving the premises late at night to do so quietly and with consideration so as not to disturb nearby residents. No deliveries or removals other than newspaper, milk and bread shall take place between the hours of 23:00 hours and 07:00 hours the following day. Lighting serving the premises and under the control of the Premises Licence Holder shall not cause nuisance to the occupiers of nearby properties.

e) The protection of children from harm

The premises licence holder will ensure that the age verification policy operated at the premises shall be "Challenge 25". This means that whilst alcohol may be sold to persons aged 18 years or over, any person who appears under 25 years of age shall be required to provide proof of age using an acceptable form of ID. The only forms of ID that may be accepted shall be : a) a proof of age card bearing the PASS hologram logo; b) a passport; c) a UK photo driving licence; or d) a military ID card

Notices advertising that the premises operates a "Challenge 25" scheme shall be displayed in a clear and prominent position at the retailer premises entrance(s) / and inside. Signs shall be displayed inside and outside of the premises warning adults that it is an offence to buy alcohol on behalf of anyone under the age of 18. No children shall be allowed on the premises after 23:00hours. A till prompt system shall be in operation at the store which will remind the operator to require any customer appearing to that member of staff to be under the age of 25 to produce ID.

The sale of that item shall be electronically inhibited if the operator does not electronically confirm that either the customer has ID proving they are aged 18 or over or that the customer appeared to be over the age of 25. A logbook shall be kept of all refusals, which shall be retained for 12months from the date of each refusal. The Premises Licence Holder shall ensure that the refusals log is printed, checked, signed and dated on a weekly basis by the Designated Premises Supervisor. The refusals log will be kept and maintained at the premises and will be available for inspection immediately upon demand by any police or community support officer or authorised person.