

Conditions for Best Buy Foods, 51 London Road, Newbury, West Berkshire, RG14 1JN

1. Prominent, clear notices shall be displayed at every public entrance stating the actual operating hours of the premises.
2. Crime prevention notices and advice shall be displayed in order to support local crime prevention initiatives.
3. All alcohol on display will be in such a position so as not to be obscured from the constant view of the staff.
4. No single cans of beer, lager or cider at any time.
5. The premises licence holder shall advertise their age verification policy and inform customers before the sale is completed that age and identity verification may be required at delivery in accordance with the premises licence holder's age verification policy.
6. Notices asking customers to respect the local neighbourhood and keep the noise to a minimum
7. All staff engaged in licensable activity at the premises will receive training and information in relation to the following:
  - i. The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.
  - ii. The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence.
  - iii. How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).
  - iv. Recognising the signs of drunkenness.
  - v. The operating procedures for refusing service to any person who is drunk, under-age or appears to be under-age, or appears to be making a proxy purchase.
  - vi. Action to be taken in the event of an emergency, including reporting an incident to the emergency services.
  - vii. All staff, including supervisors and managers must be trained in the legality and procedure of alcohol sales, prior to undertaking the sale of alcohol.
8. Training shall be signed and documented recorded and shall be regularly refreshed at no greater than 6-month intervals. Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority. Training records will be retained for 2

years and should specify the time, date and details of the persons both providing the training and the person receiving the training.

9. An incident log shall be kept and maintained at the premises which will include a log of the following, including pertinent details:

- i. Any incidents of disorder or of a violent or antisocial nature
- ii. All crimes reported by the venue to the police
- iii. Any complaints received
- iv. Any faults in the CCTV system
- v. Any visits by a responsible authority (under the Licensing Act 2003) or emergency services.

10. All entries must be made preferably at the time of the incident but no later than when the member of staff involved leaves the premises at the end of their shift, and will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident. The logs shall be kept for 2 years following the date of entry and be made available for inspection and copying upon request of an authorised officer of a responsible authority.

11. A telephone number shall be made available and displayed in a prominent location where it can conveniently be read from the exterior of the premises by the public for local residents to contact in the case of noise-nuisance or anti-social behaviour by persons or activities associated with the premises during opening hours.

12. The telephone number will be a direct number to the management who are in control during opening hours.

13. A record of all calls and complaints received, including the time, date and information of the caller, including action taken following the call will be entered into the incident log. Records will be kept for two years and made available for inspection and copying by an authorised officer of a responsible authority at all reasonable times even when the premises is closed.

14. If the incident records are to be maintained in paper format, then these will be in a bound book with each page individually numbered or dated (such as a A4 day-to-day diary)

15. The premises shall install, operate, and maintain a comprehensive digital colour CCTV system to the satisfaction of the Police. All public areas of the licensed premises including entry and exit points will be covered. The system must record clear images permitting the identification of individuals, and in particular enable facial recognition images (a clear head and shoulder image) of every person entering and leaving in any light condition. The CCTV system will continually record whilst the

premises are open for licensable activities and during all times when customers remain on the premises. All equipment must have a constant and accurate time and date generation. All recordings will be stored for a minimum period of 31 days with date and time stamping. Recordings will be made available immediately upon the request of an authorised officer of a responsible authority throughout the entire 31-day period. The CCTV system will be capable of downloading images to a recognisable viewable format. The CCTV system will be fitted with security functions to prevent recordings being tampered with, i.e., be password protected.

16. There must always be someone on duty who is able to download any CCTV footage if requested by an authorised officer of a responsible authority.

17. If the CCTV system breaks down, then the premises are to report this to the West Berkshire and Thames Valley Police Licensing teams by email with the time and date and a date when the fault is expected to be rectified, and this is to be entered into the incident book.

18. If when reporting this to Thames Valley Police by phone, then a call reference number is to be obtained, and this information is to be entered into the incident book.

19. When the fault has been rectified the West Berkshire and Thames Valley Police Licensing teams are to be informed.

20. Appropriate signage will be displayed, in prominent position informing customers they are being recorded on CCTV

21. 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

22. There will be in place a written age verification policy in relation to the sale or supply of alcohol, which will specify a Challenge 25 proof of age requirement. This means that staff working at the premises must ask individuals who appear to be under 25 years of age, attempting to purchase alcohol, to produce identification. The only acceptable identification documents will be:

- i. A photo driving licence,
- ii. Passport,
- iii. Military ID
- iv. An identification card carrying the PASS hologram.

Unless such identification is produced the sale of alcohol must be refused. This policy will include documented steps taken to prevent adults from purchasing alcohol for or on behalf of children under 18

23. The premises shall display prominent signage indicating at any point of sale that a Challenge 25 scheme is in operation.

24. An alcohol sales refusal register shall be kept at the premises and be maintained to include details of all alcohol sales refused. The register will include:

- i. the date and time of refusal
- ii. the reason for refusal
- iii. details of the person refusing the sale
- iv. description of the customer
- v. any other relevant observations.

25. The refusals register will be made available for inspection and copying on request of an authorised officer of a responsible authority. All entries must be made preferably at the time of the refusal but no later than when the member of staff involved leaves the premises at the end of their shift.

26. If the refusals register is to be in written format, then it is to be in a bound book with each page individually numbered or dated (such as a A4 day-to-day diary) and all records are to be retained for 2 years.

27. A sign stating “No proof of age – No sale” shall be displayed where alcohol is displayed and at the point of sale.

28. No deliveries (in relation to licensable activities) to the premises shall take place between 23:00 hours and 07:00 hours.

29. No collections of waste or recycling materials (including bottles) from the premises shall take place between 23:00 hours and 07:00 hours on the following day.

30. All alcohol shall be purchased from AWRS registered cash & carry and wholesalers.

31. When the premises is open for business the licence holder shall ensure that adequate measures are in place to remove litter or waste arising from their customers and to prevent such litter from accumulating in the immediate vicinity of their premises and checks are to be made on at least an hourly basis.

32. These checks are to be recorded in a separate ‘Litter Checks’ register. If the Litter Checks register is to be in written format, then it is to be in a bound book with each page individually numbered or dated (such as a A4 day-to-day diary) and all records are to be retained for 2 years.

33. In particular, where necessary the premises licence holder shall ensure that there is a minimum of 1 (one) receptacle for the depositing of waste materials such as food wrappings, drinks containers, smoking related litter, etc.

### Condition agreed with Thames Valley Police

34. Before any person is employed or trialled at the premises, sufficient checks will be made of their bona fides to ensure they are legally entitled to employment in the UK. Such checks shall include:

- i. Proof of identity (such as a copy of their passport)
- ii. Nationality
- iii. Current immigration status

Employment checks will be subject to making a clear copy of each document in a format which cannot manually be altered and retain the copy securely: electronically or in hardcopy. You must also retain a secure record of the date on which you made the check of any relevant documents produced by the employee. These will be retained on the premises and kept for the duration of their employment and for two years afterwards, the copy must then be securely destroyed. Employment records as they relate to the checking of a person's right to work will be made available to an authorised officer of West Berkshire Council, Thames Valley Police or the Home Office Immigration service upon request. All requirements will be in line with the current Home Office Employer's Right to Work checks at the time.