

Ganbeis
Unit 2 Commercial Road
Exeter
EX2 4AE

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 certificate* 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.

Training shall be recorded in documentary form and shall be regularly refreshed at no greater than *6 Monthly* 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 at least 12 months.

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 anti-social nature
- ii. All crimes reported to the venue, or by the venue to the police
- iii. All ejections of patrons
- iv. Seizures of drugs or offensive weapons
- v. Any faults in the CCTV system
- vi. Any visits by a responsible authority (under the Licensing Act 2003) or emergency service.

Records must be completed within 24 hours of any incident, 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 at least 12 months following the date of entry and be made available for inspection and copying upon request of an authorised officer of a responsible authority.

The premises shall install, operate and maintain a digital colour CCTV system to the satisfaction of the Police and Local Authority. As a minimum, the system must:

be fully compliant with the guidance contained in the Information Commissioner's Office (ICO) guidance document <https://ico.org.uk/fororganisations/guide-to-data-protection/cctv/> (or any renewed equivalent guidance which is subsequently issued).

- i. Cover all public areas of the licensed premises, including entry and exit points. This also includes any outside areas under the control of the premises licence holder.
- ii. Record clear images permitting the identification of individuals and in particular enable a clear head and shoulder image of every person entering and leaving in any light condition.
- iii. Continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises.
- iv. Have a constant and accurate time and date generation.
- v. Store recordings for a minimum period of 31 days with date and time stamping.
- vi. Viewable copies of recordings will be provided on request to the police and local authority officers as soon as is reasonably practicable and in accordance with the Data Protection Act 1998 (or any replacement legislation)

Any licensed outdoor areas of the premises must not be used by customers after 23:00 hours.

All alcohol sold by the premises as an off sale, shall be supplied in sealed containers and notices shall be prominently displayed at the point of sale advising customers not to consume alcohol within the PSPO area.

No customers will be permitted to take open containers of alcoholic drinks from the premises.

Customers must not be allowed to bring their own alcohol for consumption on the premises.

The premises licence holder must remain vigilant against any nuisance being caused. Taking any necessary precautions.

Notices will be positioned at the exits to the building requesting customers to leave in a quiet manner.

All staff shall be trained in the legality and procedure of alcohol sales, using the SWERCOTS on-line training pack or equivalent, prior to undertaking the sale of alcohol and then at least every six months. Training shall be signed and documented, and training records will be kept on the premises and be made available to an authorised officer of a responsible authority on request. The documentation relating to training should extend back to a period of three years and should specify the time, date and details of the persons both providing the training and receiving the training.

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:

- A photo driving licence
- A passport
- 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.