

Agreed Annex 2 Conditions – Grow Coffee House Ltd, Concord House, 70 South Street, Exeter.

No open containers of alcohol to be removed the premises.

The premises licence holder is to adopt a written policy towards illegal drugs within the premises.

Bottle/glass disposal and similar items shall not take place before 07:30 hours or after 21:00 hours.

Alcohol for consumption on the premises shall predominantly be consumed by persons seated at tables with no more than 45 people standing at any one time.

Incident Log

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. Any complaints received
- v. Seizures of drugs or offensive weapons
- vi. Any faults in the CCTV system
- vii. 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 form must be returned within the statutory Period. Please check with the Licensing Section on 01392 265434 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.

Refusal register

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.

The refusals register will be made available for inspection and copying on the request of an authorised officer of a responsible authority. All entries must be made within 24 hours of the refusal.

CCTV

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:

- 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. Signs will be displayed advising that CCTV is recording.
- iii. Record clear images permitting the identification of individuals and enable facial recognition images (a clear head and shoulder image) of every person entering and leaving in any light condition.
- iv. Continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises.
- v. Have a constant and accurate time and date generation.
- vi. Store recordings for a minimum period of 31 days with accurate date and time stamping.
- vii. 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 2018 (or any replacement legislation) a staff member from the premises who is conversant with the operation of the CCTV system, shall be on the premises at all times when the premises are open. This staff member must be able to provide an authorised officer of a responsible authority, copies of recent CCTV images or data with absolute minimum of delay when requested in accordance with the Data Protection Act 2018 (or any replacement legislation).
- viii. The CCTV system will be capable of downloading images to a recognisable viewable format.
- ix. The CCTV system will be fitted with security functions to ensure the integrity of the system and to prevent the tampering with and deletion of images (i.e. password protection).

When the outside terrace is in use a member of staff will be responsible for ensuring empty glassware is removed from tables as soon as reasonably possible.

The outside terrace will be cleared of customers by 23:00hrs

The premises will implement a noise management policy when hosting live music. All staff will receive training in respect of the noise management policy with records of such training being kept on the premises and made available to an authorised officer upon request.

When premises is open until 01:00 the venue will be responsible for drafting and implementing a written door supervisor risk assessment ('the assessment'). The assessment will determine whether door supervisors are required to promote the licensing objectives and will employ door supervisors in the numbers and at the times identified by the assessment. The assessment will be made available to Police and Licensing officers on request. Said assessment will be subject to a full review every six months. Immediate action will be taken should there be seen to be evidence to suggest SIA trained door staff are required.

Staff Training

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. Staff shall be fully trained in the requirement of the Licensing Act 2003 including that in relation to persons under 16 and 18.
- viii. Staff shall receive training in the safeguarding of children.

Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 12 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.

Challenge 25.

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.

No persons under the age of 16 shall be on the premises after 20:00 hours except when consuming food with an appropriate adult in which case they shall leave the premises by no later than 20:30 hours.

All 16-17 year olds must be accompanied by a responsible adult after 20:30.