

Tab 6

Liquorette

LICENSING MANUAL

PREMISES LICENCE

February 2019

Discuss any complaints or potential issues with Luke Elford. There is every chance that he will have dealt with something similar in the past and will be able to advise on how best to avoid matters escalating.

PART ONE

THE LICENSING ACT 2003

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SECTION I: MANAGEMENT PLANS AND POLICIES

Management plans

More and more, premises are expected to have specific management plans for various responsibilities. You may find some of these plans are required by **conditions** on the **premises licence**.

Below is a step by step guide of how to create a management plan. This is a tool that you can use to create documents specifically for your premises.

How to draft a management plan:

Identify the issues

- determine what the management plan is seeking to address
- create headings and sub-headings for each section
- cross-reference to the minutes of any meetings that have taken place to ensure that all topics and issues are covered
- check the **conditions** of the **premises licence** to ensure you've looked at everything you are obliged to do by the **premises licence**.

Draft specific plans

For each topic identify:

- what needs to be done and why
- what times it needs to be done
- who's going to do it
- how will you know it's been done.

Make the instructions stand out from any commentary. This will make it easier to identify what needs doing.

Where required, make reference to other documents, for example a refusals log, and state where these can be found.

Set deadlines and build in checks

- always try to set targets for each plan (i.e. write the expected result of undertaking an action)
- make sure the plan is flexible and can be adapted to new issues. For instance, if there is a meeting with residents and an agreed action comes from it, there should be something in the plan setting out who will be responsible for updating the plan
- put in a date to review the plan periodically (i.e. every 6 months).

POLICIES

This section contains the following:

- Policy acknowledgement
- Age verification policy CCTV policy
- Delivery policy
- Drug policy
- Entrance and street management policy
- Entry Control policy
- Exit control policy
- Fire alarm and CCTV fault policy
- Safety policy
- Responsible Drinking policy

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All staff working at Liquorette will undergo an induction and have the following policies and procedures brought to their attention. The member of staff will sign to indicate that they are fully conversant with the following:

Staff induction: Policies and procedures

I have read and understood the following procedures and I am conversant with the contents of the premises licensing manual.

| Policy/Document | Date | Signed copy | Signature |
|--|------|-------------|-----------|
| Licensing manual and licence conditions. | | | |
| Responsible drinking policy | | | |
| Safety policy | | | |
| Fire alarm and CCTV fault policy | | | |
| Exit control policy | | | |
| Entry control policy | | | |
| Entrance and street management policy | | | |
| Drug policy | | | |
| Delivery policy | | | |
| CCTV policy | | | |
| Age verification policy | | | |

Liquorette

Responsible Drinking Policy

1. **Introduction**
 - 1.1. Genuine Liquorette strongly supports responsible drinking by all guests in the venue. Genuine Liquorette has signed up for drinkaware.co.uk and the logo is visible on our website and our menus.
2. **Promotions**
 - 2.1. Genuine Liquorette does not carry out any promotions or games that encourage guests to drink as much alcohol as they can, or a set amount of alcohol either within a timeframe or not.
 - 2.2. Genuine Liquorette does not offer an unlimited/unspecified amount of alcohol for free, such as bottomless prosecco.
 - 2.3. Genuine Liquorette does not offer free or discounted alcohol as a prize to encourage or reward purchase and consumption of alcohol within a period of 24hours.
 - 2.4. Genuine Liquorette does not have any external advertising or promotions seeking to draw potential guests in to the venue. Genuine Liquorette does not distribute flyers in the vicinity to encourage or glamorize the effects of drunkenness.
 - 2.5. Genuine Liquorette does not supply / dispense alcohol under any circumstances directly into a guests mouth (other than where an individual is unable to drink without assistance).
3. **Admission**
 - 3.1. If potential guests arrive to Genuine Liquorette already heavily under the influence of alcohol, service and entry is refused.
 - 3.2. If any guest becomes too drunk whilst at Genuine Liquorette, they are no longer served, they are offered water and food to help them re-gain control. Staff are well trained to spot the signs of over consumption.
 - 3.2.1. If a guest does become drunk whilst at Liquorette, they are also offered support in finding the best method for them to get home safely.
4. **Product Offering**
 - 4.1. Genuine Liquorette offers low-ABV and alcohol-free products across it's range - including alcohol free cocktails (Mocktails), alcohol-free beer, as well as a selection of juices, soda's and tonics.
 - 4.2. Any guest willing to order these is encouraged and treated the same as a guest ordering alcoholic drinks.

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Genuine Liquorette London - Safety Policy

1. **Introduction**
 - 1.1. This document details information regarding Safety at Genuine Liquorette London and covers both employee and customer safety.
 - 1.2. Genuine Liquorette London has employed Peninsula Business Services to manage and support it on all matters pertaining to Health & Safety in the workplace.
2. **Fire Safety**
 - 2.1. Genuine Liquorette has a complete fire alarm system that is tested on a weekly basis by venue management and serviced on a 6 monthly basis by the installers ACE Security & Electrical Limited.
 - 2.2. Genuine Liquorette has completed a Fire Risk Assessment with Limetree Solutions Limited. This Risk Assessment was carried out on 05/10/2018. A follow up assessment has been booked for 30/01/2018 to ensure that standards and procedures are being adhered to.
 - 2.3. Genuine Liquorette carries out Fire Evacuation drills on a monthly basis, details of which are recorded.
 - 2.4. All staff are trained on the use of Fire Fighting Equipment and safe evacuation of the building.
3. **Closed Circuit Television (CCTV)**
 - 3.1. Genuine Liquorette uses CCTV on it's premises.
 - 3.2. The CCTV is used to protect staff and guests. All cameras have been installed in locations to deter crime, anti-social behaviour and aid in street management.
 - 3.3. The system is checked for faults on a daily basis.
 - 3.4. The system is serviced by Ace Security & Electrical Ltd on a 6 monthly basis.
4. **Intruder Alarm**
 - 4.1. Genuine Liquorette has an intruder alarm that is linked to a monitoring station.
 - 4.2. The intruder alarm is used to deter crime and protect the premises when closed.
5. **Drugs**
 - 5.1. Genuine Liquorette has a Drug Policy, full details can be found in our Licencing Manual.
 - 5.2. Genuine Liquorette has a zero tolerance approach to drugs and staff are trained to see suspicious behaviour.
 - 5.3. Genuine Liquorette staff take measures to prevent drug use through regular bathroom checks and ensuring flat surfaces have oils applied to them.
6. **General Health & Safety**
 - 6.1. **Glassware**
 - 6.1.1. Genuine Liquorette procedures are to clear empty glasses from tables immediately once empty. Bartenders and Floor staff are employed to ensure these standards are adhered to.
 - 6.1.2. Staff regularly check the outside area of Genuine Liquorette for empty glassware.
 - 6.1.3. There is a strict no glassware outside policy after 9pm every evening.
 - 6.2. **Spillages, Slips, Trips & Falls**
 - 6.2.1. Each floor is equipped with a Wet Floor sign and staff are trained to put this out as soon as a spillage occurs.
 - 6.2.2. There are mops and paper towels readily available on each floor to effectively deal with any spillages.

6.2.3. All stairwells are well lit, have anti-trip edging and there is adequate signage to remind staff of steps in back of house areas.

7. Refusals

- 7.1. Genuine Liquorette operates a Challenge25 policy, full details can be found in the separate policy document.
- 7.2. Staff are trained to request ID from any member of the public who does not look over 25.
- 7.3. Valid forms of ID accepted are: Valid Passports (not copies), Driving Licences (not copies), Military IDs (not copies) and any ID which has the PASS Hologram Logo (not copies).
- 7.4. Any one failing to provide a valid ID is refused sale of alcohol. Any refusals are logged on the daily managers sheet, and recorded in the refusal log.

8. Food Safety

- 8.1. Genuine Liquorette is a registered food business.
- 8.2. Genuine Liquorette has employed FoodAlert to support the business with all matters relating to Food Safety.
- 8.3. Internal Audits are carried out Monthly, and external Audits are carried out 6-monthly.
- 8.4. Genuine Liquorette has all relevant documentation and records in place for suppliers, HACCP, Cleaning Schedules & Records, Pest Control (services provided by Mitie) and Training records for staff.

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Genuine Liquorette - Fire Alarm / CCTV Fault Procedure

1. Introduction
 - 1.1. This document lays out the procedure to follow if there is found to be a fault with either the CCTV or the Fire Alarm at 6 Rathbone Place.
 - 1.2. This procedure should be followed in both instances and the Operations Director should be informed.
2. CCTV Fault
 - 2.1. CCTV is not a mandatory condition on the Premises Licence at Genuine Liquorette London. If there is a fault we can continue to operate but should exercise additional care in our day-to-day jobs.
 - 2.2. Upon discovery of a fault, a call should be logged with the ACE Security team. **In Hours number: 0208 532 0666 Out of Hours number: 023 9224 2106 Account Number: 304531**
 - 2.3. Log all details of fault and request an ETA on an engineer coming to site. Inform Ops team regarding this.
 - 2.4. If the Fault is with a single camera, ensure that the team working in that area know that they should be extra vigilant.
 - 2.5. If the Fault is with the whole system, please ensure that the whole team is notified and that every one is extra vigilant in all areas of the building.
 - 2.6. If the whole system is down, the manager on duty and/or Security, should conduct more regular sweeps of the building to deter any undesirable behaviour.
 - 2.7. If Fault persists from one shift to the next, a thorough handover and briefing should be passed across to the next manager.
 - 2.8. Details should also be logged on Nightly Report.
3. Fire Alarm Fault
 - 3.1. The Fire Alarm at Genuine Liquorette London is a critical system. It is tested weekly, and Fire Drills are carried out Monthly.
 - 3.2. If a fault is discovered with part of the system, a call should be logged with the Ace Security team. **In Hours number: 0208 532 0666 Out of Hours number: 023 9224 2106 Account Number: 304531**
 - 3.3. Log all details of the fault and request and ETA on an engineer coming to site. Inform Ops team regarding this.
 - 3.4. If the fault is in a single area, ensure that the team working in that area know that they should be extra vigilant.
 - 3.5. If there is a fault with the entire system, the venue should be closed as we can not safely operate.
 - 3.6. All guests on site should be informed that we will have to close until the problem is rectified.
 - 3.7. The building should be cleared and Ops Director informed.

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GENUINE Liquorette - Exit Control Policy

1. Introduction

1.1. This document outlines the company's policy on management of outside areas and guest dispersal at the venues and covers procedures to follow.

2. Policy Aims

2.1. To ensure there is a minimum of noise pollution and nuisance caused to neighbours and the general public.

2.2. To reduce risk of crime and disorder outside the venue.

3. Procedures

3.1.1. Exit Controls:

- Security/ the Manager on Duty will ensure a steady, slow stream of guests exiting the premises.
- Security/ the Manager on Duty will be proactive about dispersal of groups congregating outside the premises.
- Security/ the Manager on Duty will encourage guests to leave the premises quickly and quietly, any guests causing a disturbance will be asked to be quiet. Those who refuse will be refused entry in the future.
- Illegal taxis and touts will be discouraged from congregating outside the premises, noticeable or persistent offenders will be reported to TFL.
- Security/ Manager on Duty will regularly check activity/ behaviour of guests of the venue whilst outside to ensure no crime/ disorder/ disturbance arises. In such case as it does, the guest responsible will be asked to cease, or in the case of serious crime, will be reported to the police.
- A detailed entry will be made in the incident book of any serious crime or disorder, which will then be reported to the police. Security/ Manager on Duty will assist and cooperate with the police to the best of their ability.
- As the venue empties Security/ Manager on Duty will move outside to oversee dispersal.
- Security outside the premises will wear ID badges on lanyards at all times.

3.2. Other Measures:

- Music volume will be lowered gradually to encourage a reduction in shouting/ boisterous behaviour as guests leave the premises.
- The brightness of the lighting inside the premises will be increased gradually as part of a 'cooling off' period.
- Guests wishing to smoke outside the premises will be directed to an appropriate area which will be regularly cleared of litter by staff.
- Security/ Manager on Duty will ensure guests/ persons in the queue do not block the pavement.
- Guests will be supplied information, on request, on local transport options available late at night.
- A clear "last call" will be announced to all guests, after which no further service will be allowed.

Liquorette

GENUINE Liquorette - Entry Control Policy

1. Introduction

- 1.1. This document outlines the company's policy on management of outside areas and guest entry at the venue and covers procedures to follow.

2. Policy Aims

- 2.1. To ensure there is a minimum of noise pollution and nuisance caused to neighbours and the general public.
- 2.2. To reduce risk of crime and disorder relating to the venue.

3. Procedures

3.1. Entry Controls

- The queue will be supervised at all times by at least one door supervisor or host.
- Persons in the queue will be advised on likely waiting times.
- Persons in the queue will be advised that entry may be subject to search.
- If waiting times are excessive, persons in the queue will be asked to leave.
- Any persons in the queue causing noise/ disturbance or who appear impaired/ intoxicated through suspected excessive alcohol consumption or drug taking will be asked to leave the queue and refused entry.
- A manager will check the status of the queue outside regularly.
- A manager will be on duty at the entrance on busy nights.
- The entrance to Evelyn Yard will not be obstructed.
- Security outside the premises will wear security badges on lanyards at all times
- The pavement outside Genuine Liquorette will not be obstructed at any times as a result of queuing

Liquorette

GENUINE Liquorette - Entrance & Street Management Policy

1. Introduction

1.1 This document outlines the company's entrance policy & street management at the venue and outlines procedures to follow.

2. Entrance / Door Policy Procedures

- 2.1. All guests are greeted at the door during busy times. Sunday - Wednesday evening's guests are greeted by a GENUINE Liquorette employee. From Thursday - Saturday guests are greeted by a third-party security company from 8pm until close. Upon being greeted by a member of staff, the member of staff will either escort them to a table or direct them to an area to be seated.
- 2.2. The maximum occupancy at GENUINE Liquorette at any given time is 125. At no time should there be any more than 125 people (staff & guests included) onsite.
- 2.3. Asking for ID - GENUINE Liquorette does not ask for ID all of the time if age is unquestionable however, GENUINE Liquorette does strongly enforce Challenge 25.
- 2.4. Individuals under the age of 18 are permitted to come in and eat at GENUINE Liquorette before 6pm.
- 2.5. After 6pm no one under the age of 18 is permitted at the venue
- 2.6. Further details can be found in the specific Entry Control Policy.

3. Alcohol Awareness

- 3.1. Anyone consuming an excessive amount of alcohol in one sitting will exhibit certain tell-tale symptoms of intoxication. First, there is a loss of inhibitions, second, impairment of judgment and reactions, and finally, loss of coordination. Members of staff & security must check for these signs when a guest approaches the door.
- 3.2. Assessing Levels of Intoxication:
 - Loss of muscular control (tripping, falling, staggered walk)
 - Drowsiness (heavy eyelids/glassy eyed)
 - Loud & Argumentative
 - Altered speech & loss of train of thought
 - Slurred language
 - Lack of eye contact
 - Delayed response time in movement and/or answering questions
- 3.3. Monitoring Alcohol Consumption On-Premise - The steps below are steps in which all members of GENUINE Liquorette staff must follow in the event of a guest becoming intoxicated whilst on premise:
 1. Refuse Further Sales
 2. Evaluate Physical Condition/Offer Assistance
 3. If Required, Implement Ejection Policy
 - Assess risk to staff and guests
 - Determine any requirements of medical assistance
 - Call ambulance, if required

- * Assess situation and determine how to proceed with their bill. Never comp a bill, however, if pursuing payment poses a threat to staff or guests, it may be lodged as "theft" in the till and must then be reported to the police.
- Only qualified persons may physically remove guest, if safe to do so (clear all environmental risks from the area). If required, call the police

All of the above (3.1 - 3.3) applies regardless of the expressed intent of the guest regarding further consumption

4. Security at the Door Procedures

- 4.1. Genuine Liquorette employ fully trained SIA door staff on Thursday, Friday and Saturday nights.
- 4.2. Security have the right to refuse entry and eject a guest from GENUINE Liquorette
- 4.3. Security have the right to request bag searches in conjunction with advice from the Metropolitan police and Westminster council
- 4.4. Security must enforce a "No Glassware" policy outside after 9pm

5. Complaints

- 5.1. All complaints must come through info@liquorette.co.uk

6. Street Management

- 6.1. Staff and security supervise the external area to Genuine Liquorette during opening hours.
 - 6.1.1. The area is checked and cleared regularly for rubbish and empty glasses.
 - 6.1.2. Drinking and Glassware is allowed until 9pm. Thereafter no glassware is allowed outside.
 - 6.1.3. Supervisors also ensure that the footpath is not obstructed throughout the night either by queuing, or by guests outside who are smoking.
 - 6.1.4. Guests outside are informed of these rules as they exit
 - 6.1.5. The exterior of the venue is kept tidy and area is swept regularly
 - 6.1.6. See Exit Control Policy for end of night management.

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GENUINE Liquorette - Drug Policy

1. **Introduction**
 - 1.1. This document outlines the companies policy on drugs at the venues and covers procedures to follow.
2. **Drug Policy**
 - 2.1. Genuine Liquorette operates a zero tolerance drug policy.
 - 2.2. Any member of the public that is found to be taking drugs will be ejected from the premise.
 - 2.3. Any member of the public that is found to be dealing drugs will be detained by security and Police will be called.
3. **Procedures**
 - 3.1. **When no Security Present**
 - 3.1.1. **Drug Taking**
 - Upon discovery, the Duty Manager should be immediately informed.
 - If a customer is sat at a table / bar, all glassware and crockery / tableware is to be removed.
 - The customer should then be politely asked to leave the premises immediately for the reason of drug taking.
 - If the customer does not leave quietly, the Duty Manager has the authority to comp the bill in order to facilitate removal of the customer in question. If the customer still does not leave, police should be called.
 - Any confiscated drugs should be placed into an evidence bag, sealed and dropped into the safe. Details should be recorded in the evidence book.
 - All members of the team should be made aware of the individual, so as to refuse entry should they try to return.
 - An incident report should be completed by the Duty Manager, and placed in the correct folder.
 - A short summary should be included on the end of night managers report and left with all end of day paperwork.
 - 3.1.2. **Drug Dealing**
 - Upon discovery, the Duty Manager should be immediately informed.
 - At the earliest opportunity the Police should be called by a member of staff.
 - All glassware and crockery should be removed by staff.
 - The customer should then be detained in a secure location, and await for Police to arrive.
 - An incident report should be completed by the Duty Manager and placed in the correct folder.
 - Witness statements should be taken from the staff who discovered/witnessed the drug dealing and from the Duty Manager.
 - A short summary should be included on the end of night managers report and left with all end of day paperwork.
 - Any confiscated drugs should be kept locked in the office until the Police arrive. Details recorded in the evidence book.
 - 3.2. **When Security present**
 - 3.2.1. **Drug Taking**
 - Upon discovery, the Duty Manager and Security should be immediately informed.
 - If a suspect is sat at a table / bar, all glassware and crockery / tableware is to be removed.
 - The suspect should then be politely asked to leave the premises immediately for the reason of drug taking by Duty Manager / Security.
 - If the suspect does not leave quietly, the Duty Manager has the authority to comp the bill in order to facilitate removal of the suspect in question. Security may physically

remove the suspect from the premises using reasonable force. If necessary, police should be called.

- Any confiscated drugs should be placed into an evidence bag, sealed and dropped into the safe. Details should be recorded in the evidence book.
- All members of the team should be made aware of the individual, so as to refuse entry should they try to return.
- An incident report should be completed by the Duty Manager, and placed in the correct folder.
- A short summary should be included on the end of night managers report and left with all end of day paperwork.

3.2.2. Drug Dealing

- Upon discovery, the Duty Manager & Security should be immediately informed.
- At the earliest opportunity the Police should be called by a member of staff.
- All glassware and crockery should be removed by staff.
- The suspect should then be detained, using reasonable force, in a secure location by Security, and await for Police to arrive.
- An incident report should be completed by the Duty Manager and placed in the correct folder.
- Witness statements should be taken from the staff who discovered/witnessed the drug dealing and from the Duty Manager & Security.
- A short summary should be included on the end of night managers report and left with all end of day paperwork.
- Any confiscated drugs should be kept locked in the office until the Police arrive. Details recorded in the evidence book.

3.3. Seized Drugs

- 3.3.1. Seized Drugs will be held in the safe in a box, in evidence bags labelled against the correct incident report and evidence book entry.
- 3.3.2. The Operations Director will liaise with the local police as to the quantity and amount of drugs that have been seized and facilitate collection when they deem it to be necessary.
- 3.3.3. The safe is only accessible by the Operations Director. All others only have access through a drop draw.

3.4. General Procedures

- 3.4.1. Regular checks are carried out to all bathrooms during opening hours to ensure that there is no suspicious activity.
- 3.4.2. Flat surfaces in bathrooms are wiped down with baby oil or other substances at the beginning of the shifts to discourage any drug taking.
- 3.4.3. Staff are trained to look for the warning signs of what drug users look like, and what behaviours to be aware of.
- 3.4.4. Genuine Liqueur also has drug testing wipes that will be used if suspected drug taking is occurring.

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GENUINE Liquorette - Delivery Policy

1. **Introduction**
 - 1.1. This document outlines the company's policy on management of delivery drivers for on-demand sales
2. **Policy Aims**
 - 2.1. To ensure there is a minimum of noise pollution and nuisance caused to neighbours and the general public.
3. **Procedures**
 - 3.1. Genuine Liquorette utilises two delivery services to collect bottled cocktails from it's venue and deliver to the surrounding area.
 - 3.2. Deliveroo and Quiqup are the delivery partners for Genuine Liquorette
 - 3.3. Delivery is available from midday to the relevant "last call" time on each night of the week.
 - 3.4. Delivery partners are advised to ensure that their riders do not leave their bikes idling whilst making a collection.
 - 3.5. Delivery drivers are not permitted to park their bikes on the footpath in front of Genuine Liquorette or in Evelyn Yard to the side of Genuine Liquorette.
 - 3.6. Delivery drivers are advised to remove helmets when entering the venue.
 - 3.7. If there is any wait time, the delivery drivers will directed to wait in the front retail area.
 - 3.8. Upon leaving the venue, delivery partners have been advised that drivers should not rev their bike engines.
 - 3.9. Both delivery partners are aware that deliveries from Liquorette contain alcohol and therefore proof of age is required at delivery point if the driver deems the person receiving the delivery to not be 18 or over.

Liquorette

GENUINE Liquorette - CCTV Policy

1. Introduction

- 1.1. The company uses Closed Circuit Television (CCTV) systems in it's venue.
- 1.2. This
- 1.3. This policy covers the use of CCTV equipment and the gathering, storage, use and disposal of visual data. This policy applies to all staff employed by Genuine Liquorette and should be the standard expected from any external agencies or persons who operate CCTV systems on it's behalf.

2. Objectives of CCTV Systems

- 2.1. It is important that everyone and especially those charged with operating the CCTV system understand exactly why each system has been introduced and what cameras will and will not be used for.
- 2.2. Each CCTV camera will has it's own location and specific objectives. These will include some or all of the following:
 - 2.2.1. Protecting the premises, staff and public
 - 2.2.2. Deterring and detecting crime and anti-social behaviour
 - 2.2.3. Assisting in the identification of offenders
 - 2.2.4. Reducing violent or aggressive behaviour towards staff
 - 2.2.5. Reducing fear of crime, anti-social behaviour and aggression
 - 2.2.6. Protecting Genuine Liquorette's property and assets
 - 2.2.7. Assisting in staff disciplinary, grievance, formal complaints and H&S investigations
- 2.3. The system will not be used for any other purpose than those set out in this document without prior consultation with the Operations Director or Bar Manager and DPS and where appropriate notification to staff.
- 2.4. Cameras will be used to monitor the progress of staff. Managers are permitted to use the cameras to observe staff working practices and to assist them in the day-to-day management of their staff, only under approval from Operations Director.
- 2.5. Individuals will only be monitored if there is reasonable cause to suspect a criminal offence or serious breach of discipline, potentially amounting to misconduct has been, or may be, about to be committed and this will only be permitted when authorised by the Operations Director or Bar Manager.
- 2.6. The final objective in this list is covered in more detail below.

3. Legislation

- 3.1. In addition to company policy, procedures and Codes of Practice, CCTV and it's operation are subject to legislation under:
 - 3.1.1. General Data Protection Regulation 2018 (GDPR)
 - 3.1.2. Human Rights Act 1998 (HRA)
 - 3.1.3. Freedom of Information Act 2000 (FOIA)
 - 3.1.4. Regulation of Investigatory Powers Act 2000 (RIPA)
 - 3.1.5. Protection of Freedoms Act 2012
 - 3.1.6. Licensing Act 2003
 - 3.1.7. Our Premises License

4. Responsibility

- 4.1. The DPS has overall responsibility for the CCTV system used within Genuine Liquorette
- 4.2. The day-to-day operational responsibility rests with the designated Operations Director and the Bar Manager who actually operate the CCTV equipment and handle the data. The Operations Director is responsible for the day-to-day operation of the CCTV and acts as central coordinator and point of contact for all issues relating to CCTV.

- 4.3. The Operations Director will be responsible for ensuring all users are kept up to date on legislation and changes in procedures and will review the Company's Policy and Codes of Practice documents annually.
- 4.4. The Operations Director is responsible for:
 - 4.4.1. The day-to-day operation of the CCTV system within their charge and the security and accountability of all equipment and media used by their system. This includes the BWV recording.
 - 4.4.2. Making sure that authorised staff (Duty Managers) using the CCTV system are properly trained in the use of the equipment and comply with the Code of Practice and policies and procedures. They are not to permit any other staff to operate the equipment or view images without authorisation.
 - 4.4.3. Acting as the first point of contact for enquires, complaints and requests for evidence and as the liaison officer for all external and internal contacts.
- 4.5. Duty Managers Operating CCTV Systems
 - 4.5.1. Duty Managers operating CCTV systems are responsible for operating the equipment in accordance with requirements set out in current legislation, this policy document, ICO guidelines, confidentiality certificates, Codes of Practice and Operational Manuals.
 - 4.5.2. They must ensure that their training is up to date.
 - 4.5.3. They are responsible for bringing any faults or misuse of the equipment to the Responsible Officer's attention immediately.

5. Viewing Images and the Provision of Evidence

- 5.1. The casual viewing or trawling of images is strictly forbidden. Viewings must only be undertaken for a specific, legitimate purpose.
- 5.2. The provision of evidence or viewings will normally be requested either by the police, other enforcement agency conducting an investigation into criminal activities, potential; disciplinary matters, complaints, grievance or Health and Safety issues.
- 5.3. Enforcement agencies such as the police have a legal requirement to 'seize' any relevant evidence when investigating a crime and Duty Managers / Operations Director must comply with their request. But the enforcement agencies are bound by the same rules as everyone else.
- 5.4. Enforcement agencies are not permitted to trawl the CCTV system on the off chance of detecting a crime. They are required to provide the Operations Director with a Crime or Incident number of other such proof that they are conducting a legitimate investigation.
- 5.5. The release of evidence or permission to view images may only be authorised by the Operations Director or in their absence, the Bar Manager. Where an enforcement agency requests copies of an image, one copy is to be made but there is no requirement for the Operations Director to retain or produce any further copies.
- 5.6. If the matter concerns a member of staff, there will be no automatic right to viewing or the release of images. Viewings will be permitted and images will only be released to a properly authorised investigating officer after they have submitted a formal request to the Operations Director.
- 5.7. The Operations Director will then without delay pass the CCTV onto the investigating officer.
- 5.8. This process should not take as little time as possible and every effort should be made to pass CCTV onto investigating officer without delay.
- 5.9. Once authorised, arrangements will be made to enable the investigating officer to view the images and if necessary be issued with two copies of recorded material on suitable recording media. Note: Only the Investigating Officer is permitted to view the images at this stage.
- 5.10. The reason for the second disc is that if it is decided to use CCTV images in an employment related hearing the person being investigated must be given a copy of the images to permit them and their representatives to mount a defence. At the end of the

hearing ALL copies of the images are to be collected by HR, held on file and destroyed once the appeals process and any Employment Tribunal processes have been completed.

5.11. Staff who are subject to Company disciplinary, complaints or grievance procedures have the right to request that footage be retained if they believe it will support their defence. The process will be exactly the same as that shown above for the investigating officer.

5.12. The Company will not permit viewings or release images to people being investigated by an enforcement agency or in an internal investigation, which may be handed over to an external agency such as the police.

6. Signage

6.1. All areas where CCTV is in use should be clearly signed to comply with the General Data Protection Regulation. This is to warn people that they are about to enter an area covered by CCTV cameras or to remind them that they are still in an area covered by CCTV. The signs will also act as an additional deterrent. CCTV signs should not be displayed in areas, which do not have CCTV cameras.

7. Third Party Access Requests

7.1. Under GDPR members of the public have the right to see data organisations hold on them. This data includes visual images captured by CCTV.

7.2. As a general principle access to this data should not be refused. However we have taken the decision to refuse all request from members of the public (with obvious exception of the Police, Local Authority's, and the Safer West End partnership). The reason for the refusal is:

7.2.1. The prevention of further crime, by releasing the CCTV images to a third party the quality of image, and the angle of cameras will be released. Should this information fall into the wrong hands it would have an impact of the systems effectiveness.

7.2.2. The prevention of terrorism, as above the location of our cameras could have an impact on our ability to detect and deter a potential terrorist action against the club and its customer.

7.2.3. Other customers right to privacy, it is a disproportionate expense to anonymising all other patrons in the premises. Many of whom would not want their data released.

8. Recording Systems

8.1. All of Genuine Liqueur's CCTV recording system is digital

8.2. The monitoring facilities are located securely in the basement office. There is no access for un-authorized staff.

8.3. Any Staff (Bar Manager, Duty Managers) required to operate CCTV equipment are to receive training in the use of the equipment and must conform to this Policy Document and their systems Code of Practice at all times. Staff who operate the recorders will be required to sign a 'Confidentiality Statement', which prohibits them from making any material available for purposes other than those stated in the Code of Practice. Any other staff having access to the equipment will also sign a Confidentiality Statement. Once signed, the Confidentiality Statement should be placed in the persons Personnel file.

8.4. Except for evidential purposes images will not be copied in whole or in part.

8.5. Recorded material will not be sold or used for commercial purposes or the provision of entertainment. Images provided to the Police or other enforcement agencies or for internal investigations shall at no time be used for anything other than the purposes for which they were originally released.

- 8.6. All images will remain the property and copyright of Genuine Liqueur London (TYL UK Ltd).
- 8.7. All media will be disposed of securely when no longer required.
- 8.8. All recording protocol should be an 'Open' protocol. This enables the police and other agencies to view evidence on their own systems without having to preload operating software. This is important because most police computers are unable to download unauthorised software, which means they will be unable to use the CCTV images for their investigations.

9. Disciplinary Offences and Security

- 9.1. Tampering with or misuse of cameras, monitoring or recording equipment, images or recorded data by staff may be regarded as misconduct and could lead to disciplinary action, which may result in dismissal or criminal prosecution.
- 9.2. Any breach of this Policy Document or the CCTV Code of Practice will be regarded as a serious matter. Staff who are in breach of this instructions will be dealt with according to the companies disciplinary procedures.
- 9.3. The responsibility for guaranteeing the security and proper use of the system will rest with the Operations Director of the system concerned. These officers will, in the first instance, investigate all breaches or allegations of breaches of security or misuse and will report his/her findings their Director.

10. Inspections/ Visits

- 10.1. All CCTV system in licensed premises may be subject to inspections or visits by a member of the Information Commissioners Office or the Metropolitan Police. In addition, systems may also be subject to visits/ inspections by Company Directors, and inspection by the company lawyer.
- 10.2. These visits/ inspections are designed purely to ensure that the Systems are being run in accordance with current legislation, this Policy Guideline and their own Codes of Practice and to offer advice for improvement where required.

11. Health and Safety

- 11.1. The Operations Director is to ensure that staff are made aware of and comply with all policies on Health and Safety.

12. Complaints

- 12.1. Complaints about the operation of a CCTV system should be addressed initially to the Operations Director. Complaints will be dealt with in accordance with Genuine Liqueur's formal complaints procedure.

Liquorette

Premises Age Verification Policy

This policy applies in relation to the sale or supply of alcohol at:
GENUINE Liquorette
6 Rathbone Place
Fitzrovia, London W1T 1HL

Name of designated premises supervisor:
Marco Attanasio

1. The premises license holder must ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol. This must as a minimum require individuals who appear to the responsible person to be under the age of 18 years of age to produce on request, before being served alcohol, identification bearing their photograph, date of birth, and a holographic mark. This can include, for example:
 - A photo card driving licence
 - A passport
 - A proof of age card bearing the PASS hologram
2. Responsible Persons For the purposes of this policy the following are considered to be responsible persons:
 - the holder of the premises licence;
 - the designated premises supervisor;
 - a person aged 18 or over who is authorised to allow the sale or supply of alcohol by an under 18
3. Guests Permitted
 - 3.1. Any guest below the age of 18 are permitted prior to 6pm as long as they are accompanied by an adult.
 - 3.2. Any guest aged 16 or 17 is able to order a glass of cider, wine or beer as long as it's accompanied by a meal and being purchased by someone over the age of 18.
 - 3.3. No guests under the age of 18 are permitted after 6pm.

Templates

Supernette

Incident Report/Witness Statement

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; MC Rules 1981, r.70)

Date- [Before 00:00]

Manager on Duty -

Name of Reporting Person -

Time of incident -

Site -

Location of Incident -

This statement (consisting of: page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature:..... Date:

Details of Incident:

STAFF KEY:

| INITIALS | NAME | POSITION | BADGE NO. [IF APPLICABLE] |
|----------|------|----------|------------------------------|
| | | | |
| | | | |
| | | | |

Liquorette

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CUSTOMER DETAILS:

| NAME | DOB | MALE / FEMALE | TEL / ADDRESS [IF APPLICABLE] |
|------|-----|---------------|----------------------------------|
| | | | |
| | | | |

POLICE DETAILS:

| NAME | Badge Number |
|------|--------------|
| | |
| | |

Liquorette

Genuine Liquorette - Nightly Managers Notes

| | | | | | | | |
|---|------|--|------|--|------|--|------|
| Date | | | | | | | |
| Manager on duty | | | | | | | |
| Security on duty | | | | | | | |
| Security Badge number | | | | | | | |
| Capacity Check | 7pm | | 8pm | | 9 pm | | 10pm |
| | 11pm | | 12am | | 1am | | |
| General Issues | | | | | | | |
| Ejections | | | | | | | |
| Sale Refusal (Challenge25 / Drunkeness) | | | | | | | |
| Signed | | | | | | | |