

## Whitley Superstore

142 Whitley Wood Lane, Reading, RG2 8PP

### Agreed Hours for Licensable Activities & Open to the Public

Reduced to: Monday to Sunday - 0700hrs to 2300hrs

### Agreed Conditions

1. The premises licence holder shall ensure the premises' digitally recorded CCTV system cameras shall continually record while the premises are open to the public and recordings shall be kept for a minimum of 31 days with time and date stamping. The entire licensable area shall be covered with the CCTV. There shall be at least one camera positioned at each entry and exit point to monitor any external areas to the premises. CCTV images and data recordings shall be made available, without delay to an authorised officer of Reading Borough Council or Thames Valley Police together with facilities for viewing upon request, subject to the provisions of the Data Protection Act and GDPR legislation. Recorded images shall be of such quality as to be able to identify the recorded person in any light. At least one member of staff on the premises at any time during operating hours shall be trained to access and download material from the CCTV system.
2. Signage advising customers that CCTV is in use shall be positioned in prominent positions.
3. Staff employed to sell alcohol shall undergo training upon induction. This shall include, but not be limited to:
  - Understanding of the four licensing objectives
  - The premises age verification policy (Challenge 25)
  - Dealing with refusal of sales
  - Proxy purchasing
  - Identifying attempts by intoxicated persons to purchase alcohol
  - Conflict management
  - How to identify and safeguard vulnerable persons who attend and leave the premises
  - Child sexual exploitation
  - Offences committed under the Licensing Act
  - Conditions of the Premises Licence

Such training sessions are to be documented and refreshed every 6 months. All training sessions are to be documented in English. Signed records of training shall be kept for a minimum of two years and be made available to an authorised officer of Reading Borough Council or Thames Valley Police upon request

4. All staff shall be trained to record any incident which has an impact on any of the four licensing objectives, or instances when authorised officers from Reading Borough or Thames Valley Police have attended the premises. If the record is in written form, then it should be documented in a bound book similar to an A4 day by day diary and marked incident book. The book/register must be completed within 24 hours of the incident and will record the following:

- i) all crimes relating to the premises
- ii) any complaints received
- iii) any incidents of disorder
- iv) any faults in the CCTV system
- v) any visit by a relevant authority or emergency service.

(a) The incident book/register shall be available for inspection by an Officer of Thames Valley Police or an authorised officer of Reading Borough Council upon request and shall be retained for 2 (Two) years.

(b) A weekly review of the incident book/register shall be carried out and signed off by the Designated Premises Supervisor or their nominated representative.

5. All staff to be trained to record refusals of sales of alcohol in a refusals book or electronic register, If the record is in written form then it should be documented in a bound book similar to a A4 day by day diary and marked refusals. The book/register shall contain:

- Details of the time and date the refusal was made
- The identity of the staff member refusing the sale
- Details of the alcohol the person attempted to purchase
- Brief details of the person attempting to purchase the alcohol

a) The refusals book/register shall be available for inspection to an authorised officer of Reading Borough Council or Thames Valley Police and shall be retained for 2 (Two) years.

- b) A weekly review of the refusals book/register shall also be carried out and signed off by the Designated Premises Supervisor or their nominated representative.
6. The premises shall at all times operate an age verification policy of at least Challenge 25 to prevent any customers who appear to staff members to be under the age of 25 years from purchasing alcohol without having first provided identification. Only a valid driver's licence showing a photograph of the person, a valid passport, national identity card, proof of age card showing the "PASS" hologram or other form or method of identification that complies with any mandatory condition that may apply to this licence are to be accepted as identification. Notices advertising the Challenge 25 and proof of age policies shall be displayed in prominent positions on the premises.
7. The designated premises supervisor shall ensure that they and staff who are authorised to sell alcohol, are able to converse with customers and representatives of Statutory Agencies to a level that they are able to satisfactorily meet the four licensing objectives as contained in the Licensing Act 2003.
- I. The Prevention of Crime and Disorder
  - II. Public Safety
  - III. The Prevention of Public Nuisance
  - IV. The Protection of Children from Harm
8. The premises licence holder shall not sell super strength beer, lager or cider with an alcohol content of 6.5% ABV (alcohol by volume) or greater. This restriction shall not apply in respect of specialist branded, premium priced products - for example craft ales, local or microbrewery specialist products, boxed gifts or national celebratory/commemorative beer, lager or cider with an alcohol content of 6.5% ABV or greater.
9. Spirits (with the exception of spirit mixers and pre-mixed spirit drinks) shall be located behind the counter.
10. Clearly legible and suitable notices shall be displayed at all exits requesting customers to respect the needs of local residents and businesses and to leave the premises and area quietly.
11. Staff shall actively discourage and disperse persons who congregate outside the premises so as to minimise disturbance to local residents.

12. The immediate vicinity outside of the premises and in any external areas associated with the premises shall be kept clear of litter whilst the premises is open for licensable activities.
13. The Premises Licence Holder shall have available on the premises, for inspection by an authorised officer of Reading Borough Council or Thames Valley Police at any reasonable time, true copies of invoices, receipts or other records of transactions for all alcohol & tobacco products purchased in the preceding six months. All alcohol products shall only be purchased from outlets registered with HMRC's Alcohol Wholesale Registration Scheme.
14. The Premises Licence holder shall display in a prominent position a copy of their policy on checking proof of age.
15. A current written authorisation list shall be displayed in a prominent position on the premises confirming the details of all current staff that have been authorised to sell alcohol by a Personal Licence Holder. The authorisation list shall include, the name of the staff member authorised, the name and personal licence details of the person authorising them to sell alcohol. This list shall also contain the date and signature of the staff member authorised and countersigned by the authorising Personal Licence Holder.
16. A section 57 notice shall be displayed in a prominent position detailing the location of the Part A of the premises licence, and a list of staff members that have an awareness of its location and content.