

## APPENDIX A

The premises licence holders shall ensure that all members of staff receive and complete suitable and sufficient training to include licensing law, offences in relation to prohibited sales and good practice in relation to promotion of the licensing objectives. Training records shall be accurately and legibly maintained and produced upon demand to an authorised officer of the Police or Licensing Authority. Refresher training shall be undertaken at least once every 12 months, with any new member of staff to be trained within six weeks of taking their position and prior to undertaking any direct duties in relation to the sale or supply of alcohol. For the avoidance of doubt this training may be administered in-house/on-line in accordance with the relevant criteria.

The premises licence holder shall ensure that the outdoor area as marked on the premises licence plan with the use of the garden/outdoor drinking area ceases at **23:00hrs** on any given day.

During operating hours on days on which a licensed event is held, the premises licence holder or other responsible person nominated by the premises licence holder shall be available to receive and respond to nuisance-related complaints. A contact number shall be made readily available for that purpose.

The premises licence holder shall ensure that volume levels from both live and recorded music are monitored by a responsible person throughout the duration of the activity. Monitoring shall take place both inside and outside of the licensed premises and due regard shall be had to whether the activity may lead to excessive noise at neighbouring properties. Appropriate remedial steps shall be taken, and recorded, in the event of any excessive noise levels being experienced.

The volume control of any amplification equipment being used on the licensed premises shall be kept under the direct control of the premises licence holder/manager, or another responsible individual nominated by the premises licence holder, on all occasions. At the direct request of an authorised officer of the local authority or police, the volume level shall be decreased immediately.

The premises licence holder shall ensure that suitable and satisfactory public safety risk assessments are undertaken with outcomes to be legibly recorded in a log-book maintained for that purpose.

Waste from the licensed premises shall be removed in a timely manner (outside of the hours between 20:00hrs and 07:00hrs) to an appropriate waste disposal facility, so as to minimise the risk of public nuisance.

The premises licence holder shall ensure that notices detailing emergency evacuation procedures shall be prominently displayed and maintained on the licensed premises. Adequate arrangements shall be in place to ensure the safe evacuation of any disabled persons on the premises.

Notices shall be prominently displayed and maintained on the premises requesting that attendees/users of the licensed premises leave the premises and the vicinity quietly and with respect to the needs of neighbouring properties.

Lighting and emergency lighting shall be installed and maintained so as to ensure that good levels of visibility are maintained whilst the premises are being used for licensable activities and the public are on the premises. External lighting should be of such

specification and positioning so as to meet this objective without causing any public nuisance by light pollution.

The premises licence holder shall ensure that close residents are kept informed of the programme of events to be held at the licensed premises. It is recommended that the programme be published on any website for the premises and be displayed and kept updated in the immediate vicinity of the premises.

Bottles or glassware shall not be used for consumption of alcohol in outdoor areas of the licensed premises. For the avoidance of doubt, smokers shall not be permitted to take bottles or glasses out of the building whilst observing smokefree regulations.

Crime prevention posters shall be prominently displayed and maintained on the licensed premises relating to any prevalent crime and disorder issues in the local area.

The premises licence holder shall adopt a 'Challenge 25' proof of age scheme. The premises licence holder shall operate a requirement for the production of a passport, driving licence or other bona fide form of identity carrying a photographic image, where the individual requesting the supply of alcohol appears to be under the age of 25.

The premises shall install and maintain a comprehensive CCTV system. CCTV will cover all public areas where licensable activities take place, including entry and exit points, enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and when customers remain on the premises. All recordings shall be stored for a minimum period of 30 days with date and time stamping. Recordings shall be made available immediately upon the request of Police or an Authorised Officer. A staff member who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public. This staff member will be able to show recordings to Police or an Authorised Officer with minimum delay when requested, and be able to download relevant footage onto a disc or memory stick, which can be played back on a computer or other digital retrieval system. The CCTV system must be checked each week to ensure that it is functioning correctly and endorsed by signature in a log. In the event of technical failure of the CCTV equipment, the Premises Licence Holder or DPS will report the failure to the Police and Licensing Authority immediately.

An incident book(s)/refusals register shall be kept and maintained on the premises at all times. The book(s) shall detail all incidents of injury/ejection/refusals/drug misuse/seizure/age challenge. Such matters shall be timed, dated and signed by the author and produced to police or an authorised officer of the licensing authority on demand. In the case of refusals register, there shall be one at each bar area, or any other area utilised for the supply of alcohol.

No illegal drugs shall be permitted on the premises, and all hirers/users made aware of a zero tolerance to drugs on the premises. Notices shall be prominently displayed and maintained in respect of this matter.

Adequate provision of first aid materials and trained personnel shall be on duty at the premises during licensable activities, and in accordance with the premises licence holders risk assessment.

During live and recorded music events the premises licence holder shall ensure that all windows and doors are kept closed after 23:00hrs hours save for ingress and egress from the premises.

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The premises licence holder shall operate a 'driver's shelf' selection of non-alcoholic drinks to promote the licensing objectives. Notices shall be displayed and maintained on the premises to deter drink driving.

Contact details of local licensed taxi and private hire operators shall be made available for patrons at the licensed premises.

Children shall only be permitted in dining areas of the licensed premises save for access or egress or unless passing through to use the toilet or the garden area.

Children shall be accompanied by a responsible adult at all times

Children's play equipment shall be regularly checked and shall only be used when supervised by a responsible adult.

Staff shall monitor the activity of patrons leaving the premises and remind them to act in a responsible manner and consider the needs of neighbours.

The premises licence holder shall have in place a Child and Vulnerable Adult Policy which shall require all relevant volunteers to have been suitability vetted for criminal records and barring from working with children or vulnerable adults. Groups or clubs specifically for children shall have a specific Child and Vulnerable Adult Policy in place and observed.