

**Application for the review of a premises licence or club
premises certificate under the Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all
cases ensure that your answers are inside the boxes and written in black ink. Use
additional sheets if necessary.
You may wish to keep a copy of the completed form for your records.

I Sasha Taylor

(Insert name of applicant)

**apply for the review of a premises licence under section 51 / apply for the
review of a club premises certificate under section 87 of the Licensing Act 2003
for the premises described in Part 1 below (delete as applicable)**

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description <div style="text-align: center; padding: 10px 0;">Costcutters 193 Upminster Road South</div>	
Post town Rainham	Post code (if known) RM13 9BB

Name of premises licence holder or club holding club premises certificate (if known) Mehmet Arslan & Haci Arslan
--

Number of premises licence or club premises certificate (if known) 013756

Part 2 - Applicant details

I am

Please tick yes

- 1) an interested party (please complete (A) or (B) below)
- | | |
|--|--------------------------|
| a) a person living in the vicinity of the premises | <input type="checkbox"/> |
| b) a body representing persons living in the vicinity of the premises | <input type="checkbox"/> |
| c) a person involved in business in the vicinity of the premises | <input type="checkbox"/> |
| d) a body representing persons involved in business in the vicinity of the
premises | <input type="checkbox"/> |
- 2) a responsible authority (please complete (C) below) ☒

- 3) a member of the club to which this application relates (please complete (A) ☐
below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other title
(for example, Rev)

Surname

First names

I am 18 years old or over

Please tick yes

☐

**Current postal
address if
different from
premises
address**

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address

Sasha Taylor, Trading Standards Specialist
London Borough of Havering
Trading Standards Service
Town Hall, Main Road
Romford
Essex RM13BD

Telephone number (if any)

01708 433479

E-mail address (optional)

sasha.taylor@haverling.gov.uk

This application to review relates to the following licensing objective(s)

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>

Please state the ground(s) for review (please read guidance note 1)

The London Borough of Havering Trading Standards Service is committed to preventing underage sales of alcohol within the Borough.

Underage sales of alcohol have been made to 15 and 16 year old underage volunteers. The sales took place on 17th September 2016 and 25th February 2017.

Please provide as much information as possible to support the application
(please read guidance note 2)

This review relates to Costcutter, Upminster Road South, Rainham. This is an independent business situated in a small parade of shops in a residential area.

The designated premises supervisor (DPS) is a Mr Mehmet Arslan and the premises licence holders are brothers, a Mr Mehmet Arslan & Mr Haci Arslan. They have both had the premises licence since June 2014.

This shop came to the attention of the trading standards service after we received a complaint from an environmental health officer. Whilst visiting shops in the Upminster Road South area they had witnessed a group of youths asking adults to buy alcohol and cigarettes for them.

As a result of this complaint the shop was visited as part of an underage sales operation. On Saturday 17th September 2016, at approximately 13:30pm Mr Mustafa Arslan (who is the father of the premises licence holders) sold a can of Budweiser beer, alcohol content 4.8%, to a 15 year old male volunteer. The volunteer was not challenged as to their age or for any identification. The seller was issued with a fixed penalty notice for the offence. On the day two out of seven premises failed the exercise.

Following the sale Mr Mehmet Arslan and Mr Haci Arslan were both invited to attend a meeting held at our offices. Mr Mehmet Arslan attended the meeting on his own whilst his brother stayed and looked after the shop. Other persons present at the meeting were representatives from trading standards, licensing and the licensing police.

The meeting was held to discuss the underage sale failure, confirm the conditions already on the licence and agree an action plan to prevent further underage sales in the future. The following actions were recommended:-

- Mr Arslan should read all the conditions on his licence
- That a suitable person should be in control of the shop when the Designated Premises Supervisor was not there
 - A challenge 25* pack was given to Mr Arslan to take away and read
 - He was advised and agreed to use a refusal book
- He was advised to ask for identification and record everything in the refusal book even if a person produced identification
- He was informed that trading standards would continue to monitor the premises

*The Challenge 25 pack contains:- challenge 25 posters, badges, advice about how to train staff, keep records of training and a code of practice. The pack also contains a refusal book with numbered pages, an instruction card to remind staff to ask for identification and an application form for the DPS to fill out and send back to the service if they wish to join the scheme. The DPS never returned the application form.

Following the meeting the shop was put on for a revisit to test whether the action plan had been successful and to check that staff were now asking for identification and refusing sales.

On Saturday 25th February 2017 at 14:30pm, the shop was revisited. On this occasion a 16 year old female volunteer was sold a bottle of Isla Negra rose wine, 12% alcohol volume. The volunteer was not challenged as to their age or for any identification. The seller was identified as a Ms Claudia Pirv and was issued with a

fixed penalty notice for the offence. Ms Pirv stated that she had not been trained to sell alcohol and she usually worked at the bakery. She thought the volunteer looked 21. On the day two out of seven premises failed the exercise.

Trading Standards Officer, Joy Afoke, witnessed the sale and said that Mr Mustafa Arslan was behind the counter with the seller at the time of the sale and looked at the volunteer but did not stop or authorise the sale. Mr Mustafa Arslan was the person who sold alcohol to the 15 year old boy on 17th September 2016.

The DPS was at home at the time of the sale but returned to the shop after a member of staff called him. The DPS confirmed that the seller had been working at the shop for around three months and she usually worked on the bakery section. He said that he had given the seller written authorisation to sell alcohol and that all the paperwork was at home. He also said that all training records were kept at home.

Mr Arslan did produce a refusal book and the last date it was used was on 17th February 2017. There were no challenge 25 posters displayed around the shop and none of the staff were wearing challenge 25 badges. There was no evidence that any age verification policy was being operated at the premises.

The DPS informed me that there was a till prompt which was checked and the wording read "Only to sell to customers aged 18 years or over". This is a clearly an ineffective till prompt and demonstrates that the premises is not operating a challenge 25 policy.

There were no training records available during the visit and the CCTV could not be retrieved as the DPS claimed not to know the code for the system.

On 3rd March 2017 I revisited the shop with my colleague Ann Bowes. Mr Haci Arslan was present behind the counter. There were no challenge badges being worn by staff. I asked to see their refusal book and training records but he said everything was with the solicitors. He also informed me that the CCTV system would be fixed today.

During the visits a number of current licensing conditions appear to have been breached:

- CCTV images will be retained for a minimum of 28 days and will be available to the police and authorised officers of the Licensing Authority upon reasonable request.
- Every supply of alcohol under the Premises Licence must be made or authorised by a person who holds a Personal Licence.
- The premises will maintain a challenge 25 policy. – whenever a person looks or appears to be under the age of 25, they will be asked for ID to prove that they are 18 years or older.
- All staff will be trained before making sales of alcohol. – The training will include their responsibilities under the Licensing Act 2003.
- Training will be documented and made available to the police and authorised officers of the Council upon reasonable request.

The failing's at the premises gives the Trading Standards Service significant concerns as to their commitment to preventing underage sales and responsible alcohol retailing.

The trader appears to be unable to successfully operate a Challenge 25 scheme despite attempts by the Trading Standards Service to offer this valuable tool to the retailer.

The fact that two underage sales have occurred in such a short period of time is evidence that the operator is either unwilling or unable to change their manner of operation and that the trader is failing in its duty to protect children from harm. The trader has not passed any test purchase exercises to mitigate our concerns.

The trading standards service has lost confidence in the management of this venue and believe that the failures are sufficiently serious that revocation of the licence should be considered.

If the committee do not feel this is appropriate then we would suggest that robust conditions are required to prevent further underage sales at the venue and that the licence should be suspended whilst the systems and procedures are brought up to standard. However we would question whether additional conditions will be effective in changing the way this trader operates in the future. They already have numerous conditions' that are not being followed.

Please see additional statement from officers Sasha Taylor, Joy Afoke and Michelle Hammond.

Please tick yes

Have you made an application for review relating to this premises before ☐

If yes please state the date of that application

Day Month Year

1							
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If you have made representations before relating to this premises please state what they were and when you made them

N/A

Please tick yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ☒
- I understand that if I do not comply with the above requirements my application will be rejected ☐

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 3)

Signature of applicant or applicant's solicitor or other duly authorised agent (See guidance note 4). **If signing on behalf of the applicant please state in what capacity.**

Signature



Date

28/03/17

Capacity

Trading Handlars Specialist

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 5)

Post town

Post Code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

1. The ground(s) for review must be based on one of the licensing objectives.
2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
3. The application form must be signed.
4. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
5. This is the address which we shall use to correspond with you about this application.

LONDON BOROUGH OF HAVERING

Statement of witness

(Criminal Procedure Rules, r27.2; Criminal Justice Act 1967, s9; Magistrates' Courts Act 1980, s5B)

Statement of: Sasha Taylor

Age of Witness (True age to be shown where witness is a juvenile or person involved in serious crime enquiry, otherwise "over 18" will suffice)

Occupation Trading Standards Specialist

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 in it anything which I know to be false or do not believe to be true.

Dated the 14th day of March 2017...

Signed:.....

I am Sasha Taylor Trading Standards Specialist for the London Borough of Havering. I have worked for the Borough for 25 years.

I can confirm that on 25th February 2017 the service carried out an underage sale test purchasing exercise using a 16 year old female volunteer. The volunteer was weighed and measured by Ann Bowes before we left our office.

Other officers present were Trading Standards Officers Joy Afoke and Ann Bowes. One of the premises we visited was Costcutter 193 Upminster Road South Rainham Essex. This was a revisit to the shop after they had failed a previous test purchase on 17th September 2016.

The volunteer was instructed to attempt to test purchase alcohol. Joy Afoke went into Costcutter followed by the volunteer. Whilst I waited around the corner. Shortly after, the volunteer left the shop and handed me a bottle of wine that she had been sold. It was a bottle of Isla Negra Rose wine with an alcohol volume of 12%.

The time of the sale was approximately 14:30 Joy Afoke witnessed the sale. After the sale we took the volunteer to a safe place and went back into the shop accompanied by two police officers.

When we arrived in the shop there was a male and a female working behind the counter and another male working on the shop floor. I showed my credentials to the male on the shop floor and he said that he would get the owner down. Shortly

Signed :.....

STATEMENT OF :

after the Designated Premises Supervisor Memhet Arslan arrived at the shop. I explained him what had happened and that we needed to speak to the female behind the counter who had sold alcohol to the volunteer. The seller gave her name as Ms Claudia Maria Pirv. Ms Pirv came from behind the counter and we all went out to a back room away from the shop floor.

At 14:40 I cautioned Mr Arslan at and asked him the following. How long had the seller been working at the shop? He replied 3 months. Is she authorised to sell alcohol? He said yes. I asked him how he had authorised her? and he said in writing. I asked if he had the documentation at the shop but he said it was at home. He said the training records were also kept at home. I asked if he operated a training policy at the shop. He said he had signed up for challenge 21 but not received anything. But I informed him he had been given a pack at the meeting he attended at our offices. I asked him if he had any other shops and he said no. I asked if the CCTV was working. He said he could not operate the CCTV as his brother had the code and he was on holiday. The refusal book was checked and the last date of entre was 17th February 2017.

The seller informed me she had not been trained to sell alcohol and she usually worked in the bakery within the shop.

I explained to Mr Arslan that the seller would receive a fixed penalty notice for the offence of selling alcohol to a minor and he would be called in for a tape recorded interview to discuss the failing.

Before we left the shop I went behind the counter and scanned the bottle of wine that the volunteer had purchased and the message appeared which read " Only sell to customers aged 18 years or over"

On 3rd March 2017, I revisited Costcutter to hand deliver the failure letter. Mr Haci Arslan was present behind the counter. He was not wearing any refusal badge. He said the CCTV system was being fixed by the end of the day. He said he was not using the Havering refusal book. All training documents were at the solicitors and he was booking staff onto the NARTS training course.

Signed :.....

LONDON BOROUGH OF HAVERING

Statement of witness

(Criminal Procedure Rules, r27.2; Criminal Justice Act 1967, s9; Magistrates' Courts Act 1980, s5B)

Statement of: Michelle Hammond

Age of Witness (True age to be shown where witness is a juvenile or person involved in serious crime enquiry, otherwise "over 18" will suffice)

Occupation Senior Trading Standards Officer

This statement, consisting of two 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 in it anything which I know to be false or do not believe to be true.

Dated the 23 day of March 2017

Signed:.....

I am employed by the London Borough of Havering as a Senior Trading Standards Officer. As part of my duties I carry out test purchased on licenced premises using volunteers who are under 18. These operations are carried out to help with the protection of children against alcohol.

On 17th September I was accompanied by my colleagues Mrs Ann Bowes, Trading Standards Officer and Mrs Sasha Taylor, Specialist Trading Standards Officer, together with two volunteers, one female age 14 and one male aged 15.

At approximately 1:25pm I entered the premises known as Costcutter at 193 Upminster Road South, Rainham Essex. I was followed in by the male volunteer. We made two separate purchases. This was for the volunteer to make an independent purchase and appeared to be on his own but while I was supervising at all times.

The male volunteer was served first, by a man I now know to be Mr Mustafa Arslan. The volunteer purchased items of confectionary and a single can of Budweiser alcoholic Lager. Mr Arslan did not ask for Identification or the age of the volunteer.

I left the shop and re visited moments later with my colleague Ann Bowes. We identified ourselves and explained to Mr Arslan that I had witnessed the sale of alcohol to the volunteer. Mr Arslan asked me to speak to his son who came into the shop.

Signed :.....

STATEMENT OF :

A man who I now know to be Mr Mehmet Arslan and who is the Designated Premise Supervisor came into the shop and myself and Ann Bowes identified ourselves to him and I explained that I had witness the sale.

I asked for the refusal book and was told by a female member of staff that they did not need to keep a refusal book or record they had refused a sale.

I asked if there was any challenge 25 policy in place and Mr Mehmet Arslan said there was not

I asked if there were any training records for staff that he could show me, Mr Mehmet Arslan said there was not any available.

On 23rd September 2016 I sent a letter notifying of the test purchase failure to Mr Mehmet Arslan as the Designated Premise Supervisor and to his brother, Mr Haci Arslan as he is joint premise licence holder with Mr Mehmet Arslan. I produce this as exhibit MEH/1

On 23rd September 2016 I sent a letter to both Mr M Arslan and Mr H Arslan on asking them to come to a meeting to discuss the matter. I produce this letter as MEH/2

On 26 September 2016 Mr Mustafa Arslan was given a fixed penalty notice for the sale of the alcohol to the underage volunteer by PC Neill KD406. During this visit I met Mr Haci Arslan. He said he had received by letters and I said that it would be a good idea to bring any relevant documents with him to the pre review meeting such as training records etc.

On 3rd October 2016 Mr Memet Arslan attended a pre review meeting with myself, Mr Arthur Hunt, Licensing Officer for London Borough of Havering and Belinda Goodwin, Metropolitan Police Licencing Officer. I produce the agenda of this meeting as MEH/3 and my notes from the meeting as MEH/4

Signed : 



Public Protection

London Borough of Havering
Mercury House, Mercury Gardens
Romford RM1 3SL

Telephone: 01708 433485

Fax: 01708 432554

email: michelle.hammond@havering.gov.uk

**Text Relay for the deaf, speech impaired
or hard of hearing: 18001 01708 432777**

Date: 23 September 2016

Costcutter
193 Upminster Road South
Rainham
RM13 9BB

Your Reference:
My Reference: MEH/019275

Dear Sir/Madam

Licencing Act 2003

Notification of Test Purchase Result – FAIL

Costcutter, 193 Upminster Road South, Rainham, RM13 9BB

This service has recently conducted a compliance check on your business by means of a test purchase exercise. During this exercise, an age restricted product/ service was supplied to a young person, contrary to the requirements of the above legislation, which prescribes an age restriction of 18 years.

This letter provides details of the test purchase exercise for your information:

Premises: Costcutter
193 Upminster Road South
Rainham
RM13 9BB

Exercise conducted: 17 September 2016 1-2pm

Reason for the exercise:

Reports of youths drinking alcohol in local area

Age restricted product/ service: Alcohol

Test purchaser: Male age 15

Sales staff involved:

Male sale assistant

Who identified himself as Mr Mustafa Arslan

DOB 15th March 1955

Of 56 Dunloe Street, London E2 8EN

Proof of age: The volunteer was not asked to show any proof of age

The till was checked by Trading Standards Officer Mrs Bowes and a prompt regarding age restricted product was present when alcohol was scanned.

Response to questions on age:

The volunteer was not asked their age

Should you require any advice or information on complying with the law on age restricted products and services please contact myself, Michelle Hammond on 01708 434356

Yours faithfully

Michelle Hammond
Senior Trading Standards Officer

Mehmet Arslan & Hacı Arslan
142 Upminster Road South, Rainham, RM13 9AX

Clean • Safe • Proud



Public Protection Bringing together Environmental Health & Trading Standards



Mr Mehmet Arslan &
Haci Arslan
142 Upminster Road South
Rainham
Essex
RM13 9AX

Housing & Public Protection

London Borough of Havering
5th Floor, Mercury House
Mercury Gardens
Romford RM1 3SL

Telephone: 01708 434356

Fax: 01708 432717

email:

michelle.hammond@haverling.gov.uk

Textphone: 01708 433175

Date: 23 September 2016

Dear Mr Arslan

Licensing Act 2003**Supply of Alcohol to Minor**

Costcutter, 193 Upminster Road South, Rainham, RM13 9BB

You will recall that on 17th September 2016, officers from this Service visited the above shop of which you are the Designated Premise Supervisor, as part of an underage alcohol test purchasing exercise. During the visit a member of your staff, Mr Mustafa Arslan, sold alcohol to a person under the age of eighteen, this sale was witnessed by myself.

The sale of the alcohol to an underage person is in contravention of the above legislation and it is therefore necessary for this service to request a meeting with you in relation to this matter, to discuss how you and your staff can prevent serving persons underage in the future.

The Metropolitan Police Licensing Officers will be invited to the meeting together with the London Borough of Havering Licensing Team.

I would request that you bring a copy of your Alcohol Licence with you. It is not compulsory but you may wish to bring a licensing consultant to the meeting.

The date of the meeting will be

Monday 3rd October 2016 12:30PM

The venue will be

5th Floor Mercury House, Mercury Gardens, Romford, Essex. RM1 3SL

If you have any questions please contact me by email or call me on the above number.

Yours sincerely

Michelle Hammond
Senior Trading Standards Officer

**Agenda
Pre-review Meeting**

Room MH5a, Mercury House @ 12:30

**Concerning:
Costcutter 193 Upminster Road South, Rainham
Sale of Alcohol to volunteer on 17 September 2016**

Attendees: Michelle Hammond, Trading Standards
Arthur Hunt, LBH Licencing
Belinda Goodwin, MPS Licencing
Mr M Arslan, DPS and Premise Licence Holder
Mr H Arslan, Premise Licence Holder

1. Introductions
2. Sale of Alcohol on 17th September 2016
3. Role of the Premises Licence Holder
4. Staff With Personal Licences
5. Staff Training Records
6. Refusal Books/Systems in place
7. Conditions breached
8. Action Plan
 - a. Read licence conditions
 - b. Suitable person in control of shop at times of DPS absence
 - c. Challenge 25.
 - d. Use refusal book
 - e. Ask for I.D/record even when produced
 - f. Continued Monitoring by Trading Standards

Notes from Pre Review meeting 3rd October 2016

Costcutter 193 Upminster Road South, Rainham

Concerning

Sale of single can of Budweiser Lager 4.8% vol to volunteer aged 15 years on 17 September 2016

People Present

Arthur Hunt, Licencing; Belinda Goodwin, Police Licencing; Michelle Hammond, Trading Standards; Mr A Arslan, DPS of premises

Notes

Mr H Arslan not present as needs to cover shop as brothers share this responsibility

Sale of alcohol, was not disputed, Mr Arslan said his father has many letters from another borough where he has passed test purchases in the past. These were not brought to meeting

No staff have personal licences, only have father and one other member of staff serving apart from DPS and his brother.

Father who sold on 17th September 2016 does not have personal licence

No staff training records

Action Plan

- Ensure licence conditions are known
- Keep training records for all staff
- Make a formal document of staff who are authorised to sell
- Ensure that a suitable person in control of shop at times of DPS absence
- Gave Challenge 25 – explained that should show brother and sign and send back if agreed as this should be read and agreed, did not want him to feel under duress to sign.
- Refusal book should be used for any issues, even if happy with ID, make a note asked as shows good due diligence
- Trading Standards Will make further Test purchase attempts
- Arthur Hunt Licencing Officer to re visit in 3 months to give them time to get things up and running

LONDON BOROUGH OF HAVERING

Statement of witness

(Criminal Procedure Rules, r16.2; Criminal Justice Act 1967, s9)

Statement of: JOY AFOKE

Age of Witness: OVER 18

This statement, consisting of 4 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 in it anything which I know to be false or do not believe to be true.

Dated the 20th March 2017.

Signed: 

I am a Trading Standards Officer at the London Borough of Havering Trading Standards(Town Hall, Main Road, Romford RM1 3BD). I have been employed in this position since January 2007. The Trading Standards Service have a duty to enforce the Licencing Act 2003. As part of my role, I undertake test purchases of items prohibited for sale to persons under the age of 18.

In making this statement, I do so from the notes taken on the 25th of February 2017 during a test purchase operation for sales of alcohol to under age persons which I took part in.

Also present on this test purchase operation were Ann Bowes, Trading Standards Officer, Sasha Taylor, Specialist Trading Officer, PC James Barkley and PC Ben Jaggard of the Metropolitan Police.

The volunteer on the day was a 16 year old female. Her date of birth is the 15th of September 2000. She was weighed, measured and photographed with myself before the operation. She weighed 60 kg and was 5ft 2.2' in height.

We went to the Costcutter store at 193 Upminster Road South, Rainham RM13 9BB shortly before 2:30pm. I went into the shop first and the volunteer followed shortly afterwards. I witnessed the volunteer take a bottle of Isla Negra bottle of

Signed: 

STATEMENT OF : JOY AFOKE

wine to the till. There was a man behind the counter who looked up and looked away. The lady behind the till took the bottle and scanned it. She did not ask for age or ID from the volunteer. The lady also served me.

The bottle of Isla Negra bottle of wine, with an alcohol content of 12% was handed over to Ann Bowes, who put it in evidence bag number N0248077 and sealed it. I produce the bottle of wine as Exhibit JA/CC/1.

I went back into the shop with Sasha Taylor, PC James Barkley and PC Ben Jaggard. The Designated Premises Supervisor Mr Mehmet Arslan was not in the shop so Sasha Taylor asked for him to be called in.

I recorded from questions asked by Sasha Taylor that the seller's name is Miss Claudia Maria Pirv, date of birth 22nd October 1986.

Ms Pirv stated that she did not ask for ID or age because she thought the volunteer looked 21 years of age. She stated that she had worked in the shop for 3 months.

Mr Mehmet Arslan stated that he had gone home for lunch for his reason for not being in the shop. He stated that the seller did not usually work behind the till as she works in the bakery section of the shop. He stated that she was helping on the day because the usual salesperson was on holiday.

Sasha Taylor cautioned Mr Mehmet Arslan at 2:40pm and asked if the seller was trained. Mr Arslan stated that she was, but when asked to produce the training record, he stated that there were at home.

Sasha asked to see the CCTV recordings and was informed that the brother who had the code was away he was therefore unable to retrieve any information from the recordings.

On request from Sasha Taylor I took pictures of the refusal book which I produce as Exhibit JA/CC/2

Signed










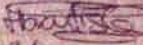














STATEMENT OF : JOY AFOKE

The till prompt was checked by Sasha using another bottle of alcohol and the bottle that was sold to the volunteer, on both occasions the till prompt stated: 'Only for sale to customers aged 18 years'.

I now know the other man who was behind the till as Mr Mustafa Arslan father of Mr Mehmet Arslan.

Signed



Date	Time	Product	Reason for Refusal	Signature	Witness Signature	Other D
05/10/16	20.26	Cigarettes	No ID			
05/10/16	20.32	Cigarettes	No ID			
05/10/16	20.32	Cigarettes	Being for someone refused			
18/10/16	19.54	Cigarettes	No ID			
28/10/16	16.17	E-liquid	No ID			
04/11/16	10.05	Alcohol	No ID			
08/11/16	15.46	Cigarettes	No ID			
15/11/16	16.56	Cigarettes	No ID			
15/11/16	16.56	Cigarettes	ID does not not old enough			
19/11/16	10.42	Alcohol	No ID			
04/12/16	13.41	Cigarettes	No ID ID not old enough			
17/02/17	15.45	Cigarettes	No ID	