

GENERAL

1. CCTV shall be installed, operated, and maintained, to function all times that the premises is open for licensable activities. Said CCTV will comply with the following criteria:
 - a. The licensee will ensure that the system is checked every two weeks to ensure that the system is working properly and that the date and time are correct.
 - b. A record of these checks, showing the date and name of the person checking, will be kept and made available to the police or other authorised officer on request;
 - c. The Police will be informed if the system will not be operating for longer than one day of business for any reason;
 - d. One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering;
 - e. The system will provide full coverage of the interior of the premises and any exterior part of the premises accessible to the public and produce clear and unobstructed footage in any lighting condition;
 - f. The system will record in real time and recordings will be date and time stamped;
 - g. At all times during operating hours, there will be at least 1 member of staff on the premises who can operate the system sufficiently to allow Police or authorised Council officers to view footage on request.
 - f. Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to the police or other authorised officers on request (subject to the Data Protection Act 2018) within 24 hours of any request.
 - g. Signage stating that CCTV is in operation will be clearly and prominently displayed at the premises.
 - h. The use of CCTV at the premises shall be registered with the Information Commissioners Office [ICO].

2. An incident log shall be kept at the premises, and made available on request to the police or an authorised officer, which will record:
 - (a) Any and all allegations of crime or disorder reported at the venue
 - (b) Any and all complaints received by any party
 - (c) Any faults in the CCTV system
 - (d) Any visit by a relevant authority or emergency service
 - (e) Any and all ejections of patrons
 - (f) Any and all seizures of drugs or offensive weapons

3. The licence holder will ensure that all staff are trained on relevant matters, including the conditions of the premises licence, age restricted products and [if they are ever left in charge of the premises] the operation of the CCTV system and how to deal with visits from authorised officers. The licensee shall keep written records of training and instructions given to each member of staff, detailing the areas covered to include the Licensing Objectives, identifying persons under 25, making a challenge, acceptable proof of age & checking it, making & recording a refusal, avoiding conflict & responsible alcohol retailing. Staff shall sign to confirm that they have received and understood the training. All staff who work at the till will be trained for their role on induction and be given

refresher training every six months. The written training records kept for each staff member will be produced to police & authorised council officers on request

THE PREVENTION OF CRIME AND DISORDER

4. In the event that crime or serious disorder is, or appears to have been, committed on the premises, the management will immediately ensure that:
 - a. The police and, where appropriate, the London Ambulance Service, are called immediately;
 - b. As far as is safe and reasonably practicable, all measures will be taken to apprehend any identified suspects pending the arrival of the police;
 - c. As far as is safe and reasonably practicable, all measures will be taken to preserve any identified crime scene pending the arrival of the police;
 - d. Any and all appropriate measures are taken to fully protect the safety of all persons present on the premises at all times during operating hours.
5. The premises to operate a zero tolerance policy to illegal drugs use by customers or staff. Staff shall perform regular checks of the toilets to prevent illicit drug use. This policy will be made available to any of the responsible authorities on request.
6. The numbers of door staff at the premises shall be subject of a written risk assessment completed by a competent person. This risk assessment shall be retained on the Premises and made immediately available to an authorised officer of a responsible authority upon request.
7. A member of the management team from the premises will have control and direction of the security team at the premises when it is open for licensable activity.
8. The premises will operate a vulnerability policy which will be made available to any of the responsible authorities on request. As part of this policy the premises will have a safe space for vulnerable people.
9. The premises will operate a drugs policy. This policy will be made available to any of the responsible authorities on request.

THE PREVENTION OF PUBLIC NUISANCE

10. Prominent, clear and legible notices must be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
11. The premises will operate a noise management plan and dispersal policy. These policies will be made available to any of the responsible authorities on request.

12. Regular patrols by members of staff will take place externally, to ensure that no noise emanating on the premises, will give rise to a nuisance at any noise sensitive properties in the vicinity.

PUBLIC SAFETY

13. The premises licence holder shall conduct a risk assessment for the general operation of the premises. This will include fire, health and safety and emergency evacuation. It will cover all areas of the premises, including the bar/restaurant and any outside areas.
14. The premises' fire risk assessment will be made available to any responsible authority immediately upon request.
15. The Licence Holder shall ensure that all emergency lighting is checked on a weekly basis. Entrances, exits and passageways shall be kept clear.

THE PROTECTION OF CHILDREN FROM HARM

16. The premises will operate the 'Challenge 25' proof of age scheme.
 - i. All staff will be fully trained in its operation.
 - ii. Only physical production of suitable forms of photographic identification, such as passport or UK driving licence, or a holographically marked PASS scheme cards, will be accepted. A screenshot or digital document copy will not be sufficient except for Government Approved digital ID.
17. Children to be supervised by the accompanying adult at all times.