

ANSWER TO THE QUESTION PART 3 . OPERATING SCHEDULE /

Operating Schedule

Regency Supermarket and Restaurant are operating from Sunday 10:00-23:00, Monday to Thursday 10:00-23:00, Friday and Saturday 10:00-24:00. The licensable activities I intend to carry out for my application includes on and off Supply of Alcohol and Recorded Music (Indoor) from Monday to Sunday and Late Night Refreshment from Friday and Saturday (Restaurant only, exclude supermarket).

Delivery service will be provided for both supermarket and restaurant. This service will be operated same time as opening hours Sunday 10:00-23:00, Monday to Thursday 10:00-23:00. Friday and Saturday 10:00-24:00.

When comes to age-restricted items such as; knife, beer, wine, cooking wine and other alcoholic drinks, Challenge 25 age verification policy will be operated within the supermarket, restaurant, online and delivery service. For delivery service, same age verification policy will be operated, drivers will check the customer's ID for all orders containing age-restricted items, even if the customer looks older than the legal age for buying those items. All staffs training will be given and all training record will be kept and made available immediately upon request from any responsible authority.

There will be two duty manager running the supermarket and restaurant, and both manager are personal licence holders. All staff will be made aware that anti-social behaviours would not be tolerated on the premises.

I will appoint myself as a Designated Premises Supervisor (DPS) who has day-to-day responsibility for the running of the business, as I have been working in the retail and catering industry for over 10 years within the role.

ANSWER TO THE QUESTION PART "M" - LICENSING OBJECTIVES.

Promotion of Four Licensing Objectives**a) Here are the steps I intend to take to promote the four licensing objectives**

We will focus the steps to be taken to promote the licensing objectives, which must be addressed when licensing functions are undertaken. Each objective is of equal important. Effective training to all staff, so that they are aware of the premises licence and the requirements to meet the four licensing objectives.

b) The Prevention of Crime and Disorder

A digital colour CCTV system has been installed for the premises that will cover both indoor and outdoor area, which included entrances, exits, supermarket shop floor, restaurant sitting area and the backyard area of the premises in order to address the prevention of crime objective. The CCTV system will be maintained, working and recording at all times 24 hours a day, 7 days a week. The recordings will be of good evidential quality to be produced if necessary. Copies of the recordings will be kept available for any responsible authority for 28 days. (Subject to Data Protection Requirement). Copies of the recordings shall be made available to any Responsible Authority within 48 hours upon request. (Subject to Data Protection Requirement). Copies of the recordings will display the correct time and date of the recording. Duty Manager will ensure that there are sufficient members of staff available during the hours of operation to be able to download evidence from the CCTV system at the request of the police or responsible authority. (Subject to Data Protection Requirement).

To tackle any disorder from the customer on the restaurant, we will reduce the potential for excessive queue lines with a well managed and efficient door policy. (Online or Telephone booking system policy). Gradual change in music style and increasing lighting levels if necessary. Staff training in preventing disorder will be provide to give them the knowledge and confidence to deal with difficult situations. Again, we do not encourage excessive drinking.

A clear and legible notice outside the premises indicating the normal hours under the terms of the premises licence during which licensable activities are permitted. A clear and conspicuous notices warning of potential criminal activity, such as theft, that may target customers will be displayed at the supermarket. Not selling of alcohol to drunk or intoxicated customers. Customer will not be sought by means of personal solicitation outside or in the vicinity of the premises. Prevention and vigilance in illegal drug use at the retail unit area. All staff will be well trained in asking customers to use premises in an orderly and respectful manner and prevent drinking alcohol at the supermarket and restaurant area.

c) Public Safety

A full risk assessment taking into account. Public Safety will be carried out at the premises to identify potential hazards posed to staff or customer and setting out precautions to manage the hazards. A glass collection policy for regular collection of glassware by staff and the prevention of glassware from being taken into external areas. Signs will be put up to remind customer no drinks are allow to take out of the premises. Spillages and broken glass will be

cleaned up immediately to prevent floors from becoming slippery and unsafe. We will provide a free taxi phone service and a safe waiting area for customer inside the premises.

All staff will be trained adherence to environmental health requirements. Training and implementation of underage ID checks (Challenge 25 age verification policy). All parts of the premises and all fittings and apparatus therein, door fastenings and notices, lighting, heating, electrical, air-condition, sanitary accommodation and other installations, will be maintained at all times in good order and in a safe condition.

d) The Prevention of Public Nuisance

All staff will be trained on the content of the policy to ensure a commitment to good noise management. All record will be kept of the date and name of the person trained and made available for inspection by the local Licensing Authority. When customers leaving our premises, we will remind customers to leave quietly. Signs will be put up asking customers to respect the needs of local residents and our staff will supervise customers leaving premises after closing time.

Deliveries of goods necessary for the operation of the business will be carried out at such a time or in such a manner as to prevent nuisance and disturbance to nearby residents. Customers will be asked not to stand around loudly talking in the street outside the premises, again notice will be put up to remind our customers.

The movement of bins and rubbish outside the premises will be kept to a minimum after 23:00. This will help to reduce the levels of noise produced by the premises. Any lighting on or outside the premises will be positioned and screened in such a way so as to not cause a disturbance to nearby residents. Adequate waste receptacles for use by customers will be provided in the local vicinity.

e) The Protection of children from Harm

We will operate a Challenge 25 Age Verification Policy, that the only acceptable proof of age identification shall be a current passport, photo card and driving licence, military ID card, or identification carrying the PASS logo. We will display relevant signs at point of sale. No proof, no sale, age verification policy. Staff training will be giving on when and how to refuse a sale. Documented staff training will be given regarding staff's obligation under the Licensing Act 2003. All records shall be kept for a minimum of one year and will be made available immediately upon request from any Responsible Authority.