

**MIDDLESBROUGH COUNCIL****APPLICATION FOR GRANT OF PREMISES LICENCE - ONE STOP, LOXLEY ROAD,  
THORNTREE, MIDDLESBROUGH TS3 9HT****STATEMENT OF:** Sara Hughes**CAPACITY:** Area Manager for One Stop Stores Limited**This statement is true to the best of my knowledge and belief****INTRODUCTION**

I am an Area Manager for One Stop Stores Limited. I oversee 22 stores in the North East, including 6 existing stores licensed by Middlesbrough Council; and my responsibilities include overseeing the running of the stores in my area. The Store Managers report directly to me. In turn, I report to the Regional Manager. My role includes all operational matters for the stores including ensuring stores trade in accordance with the company's policies and procedures and monitoring and supporting the performance of Store Managers across my designated area.

I was first employed by One Stop in 2011 as an Area Manager. Previously I was both a Store Manager and Area Manager for the Mills Group and have a total of 21 years in the retail business. I therefore have an in-depth knowledge of licensing compliance and One Stop's practices and procedures at store level as well as at management level.

**NATURE OF BUSINESS**

One Stop is a retail convenience business with key focus on being a store for customers in the neighbourhood. We are not a dedicated off-licence. We sell newspapers, groceries, snacks, drinks and household items. We also offer services for our customers' benefit, such as Pay Point (where you can pay your utility bills) and electronic top-up for mobile phones. The majority of our transactions do not include alcohol, but alcohol does of course remain an important part of our offer as a 'one stop shop' for our customers to get all of their local shopping needs with us. Our focus is very much on being a general convenience store for use by local people.

Although One Stop operates a large number of stores nationally we get involved in local communities. We work closely with local schools, charity groups and community organisations to help raise money or donate to fund football strips and similar. In my area we have completed approximately 960 hours community work in the last year, which has included raising money for the Teesside hospice in Middlesbrough by completing a team colour run, raising funds for local schools and breakfast clubs in schools, collecting goods and money to support food banks in Hartlepool, Billingham, Thornaby and Middlesbrough. We also have foodbanks in stores to donate to local charities and get involved in any local fundraising that is brought to us from the community including Church fund raising. In Middlesbrough we work with the local hubs providing coffee and tea for meetings, selection boxes at Christmas for the children and supporting the food banks.

At Area and store level, we take our compliance responsibilities very seriously and follow the policies and procedures that our trading law team have developed for licensing and the management of age restricted sales with our Primary Authority, Hertfordshire Council, as set out in the statement of the Licensing Manager, Sarah Marklew. These policies govern numerous aspects of our sales of age restricted products, including alcohol, including our management

systems and structure, proof of age policy, training, till prompts, refusals logs, internal test purchasing and reviews and audits.

I oversee One Stop's 6 other licensed stores in Middlesbrough, at Kings Road, North Ormesby/ Stokesley Road, Marton/ Norfolk Place, Berwick Hills/ Linthorpe Road, Middlesbrough/ Viewley Hill Shopping Centre, Hemlington and Eastbourne Road, Middlesbrough. All of these stores are in residential areas. I also oversee stores in the wider North East area, covered by Stockton on Tees Borough Council, Hartlepool Council, Redcar & Cleveland, Sunderland, Darlington and South Tyneside, again in densely populated residential areas. I am therefore familiar with managing the sale of alcohol in close proximity to residents in this region. All of my stores are licensed until 23.00 (some until 22.30 on Sundays) and our other stores in Middlesbrough are licensed from 08.00 in the morning. There is no history of any actual or proposed enforcement action in relation to our Middlesbrough stores while they have been operated by One Stop, or any history of failed test purchases in my wider area in the last 5 years.

I would note that although we are applying for alcohol hours (as amended) from 08.00 to 23.00 daily for flexibility and convenience, our actual trading times will be reviewed once we have opened and can assess local demand and requirements.

All our store managers work closely with local police and PCSOs. Our store Managers build links with the PCSO's in their area to ensure that we give them our full support and vice versa. Our stores are always happy to work with the local beat officer where appropriate. PCSO's regularly use the store facilities, pop in for a coffee and have visibility in the store for half an hour or so. We co-operate with the police by providing CCTV footage to help in the detection of crime and disorder that is not related to our Stores by providing good quality footage of individuals or groups suspected of crime in the locality. In the store in Berwick Hills we have been working with the North East Retail Crime Group over the last 3 months which supports retail businesses and the local police in identifying people involved in criminal activity. This has been so successful that we are looking to roll it out to the other Middlesbrough stores in the near future.

## **PROPOSED LOXLEY ROAD STORE**

The Store Manager for the proposed store will be named as Designated Premises Supervisor (DPS). The on-site Store Manager is therefore accountable for knowing and implementing all licence conditions within the store.

I am aware that concerns have been raised locally regarding teenagers drinking and causing anti-social behaviour in nearby Thorntree Park. However, I would note that we are experienced in operating for similar times in residential locations in the local area as set out above, without any history of enforcement or licence reviews.

Our shift managers and sales assistants are required to monitor CCTV coverage and are trained to look out for anti-social behaviour and the possibility of proxy sales of alcohol and to refuse any suspected proxy sales. They are also trained in conflict management. The store will have a system called 'staff safe' which we operate at all of our stores and allows staff to alert a monitoring centre of shoplifting and anti-social behaviour by pressing a button on the central console or the wristband which all staff members are required to wear. This system will be installed in Loxley Road.

We install at least one litter bin outside each of our stores as standard. I will also require staff to carry out regular litter picks of the immediate external area throughout the day. This is important to ensure our stores remain attractive to customers, as well as to prevent nuisance to residents, so we have a vested interest in this.

I carry out regular visits to the stores in my area to supervise store management and visit each store approximately twice a month. At the same time I carry out spot checks on refusals and incident logs and cross reference the CCTV footage against any recorded incidents to ensure that this is actively managed.

All staff will be trained on the law around underage sales before being permitted to make sales of alcohol and on an on-going basis throughout their employment. The store will have a Licensing Guide kept in-store in accordance with the company standard and a refusals report will be generated daily recording both challenges and refusals of age restricted sales and the reasons (including age, drunkenness and suspected proxy sales). The Store manager will be required to check the reports on a daily basis to identify trends and I will also review this during my visits to the store.

In addition to our internal checks on the store, an independent third party carries out audits by way of test purchases on age restricted products in each licensed store around six times per year. As an Area Manager, I am informed of each of my stores' test purchase results by email within 48 hours and a monthly report of results enables me to further monitor performance and identify any trends. The reports include the description and name of the individual server and the type of alcohol that the tester sought to purchase.

## **CONCLUSION**

As an Area Manager covering a number of stores in the North East, as well as within Middlesbrough, I am familiar with the local area and experienced in managing stores in residential locations and near to parks. We have a strong track record, with no failed test purchases in the wider area in the last five years as set out above; and no enforcement/ review applications.

One Stop has robust policies in place to deal with licensing and I am confident that these policies, together with the employment and training of local staff to work in the store, will promote the licensing objectives in the proposed Loxley Road store.

**Sara Hughes**

**Dated: 15 January 2018**

## **MIDDLESBROUGH COUNCIL**

### **APPLICATION FOR GRANT OF PREMISES LICENCE - ONE STOP, LOXLEY ROAD, THORNTREE, MIDDLESBROUGH TS3 9HT**

**STATEMENT OF:** Nick Riches

**CAPACITY:** Acquisitions Manager for One Stop Stores Limited

**This statement is true to the best of my knowledge and belief**

#### **INTRODUCTION**

I am an Acquisitions Manager for One Stop Stores Limited. My responsibilities include the finding/locating and determining of suitable opportunities for conversion to small local Food Convenience Stores to trade as One Stop. I have worked for One Stop Stores Limited in this role for ten years. I have held the position of Acquisition Manager with various Retail and Development companies since 1997.

I identified the former Methodist Church on Loxley Road as a potential site for a new One Stop store. As part of the Acquisition team's initial enquiries, I investigated local competition, housing numbers, population numbers, ages and social demographics within the immediate 500 metre radius. I also determined the practicality of the building, its suitability for conversion to a One Stop convenience store and its proposed car parking provision.

#### **PROPOSED DEVELOPMENT**

The proposed store is located on the spine road running through the residential areas of Bramble Farm and Thorntree. I believe that it closed as a Methodist Church in September 2012. The property has planning permission which authorises use as a shop between the hours 06.00 until 23.00.

There will be dedicated parking at the proposed store for 20 cars. Photographs of the building and external area are attached as Annex A to this statement. One Stop will invest approximately £230,000 into this property to fit out the store to the company's standards. The landlord will be investing further monies in the region of £150,000 to improve the building itself. One Stop will also be investing in terms of employment. It is intended to recruit approximately 12 permanent members of staff from the local area. Employment costs will include future training and general compliance.

The premises will be a lock up shop providing approximately 2000 square feet of retail space with a back of house area of approximately 800 square feet. The shop front and entrance will be on The Greenway, with the entrance of the carpark situated on Loxley Road. There will be two checkouts and a free to use ATM. The checkouts will be positioned near to the entrance in order that checkout staff will be able to monitor the entrance / exit and the alcohol display. The alcohol display will not be within the immediate area of the entrance/ exit. The proposed layout of the store is more particularly shown on the plan attached to this statement as Annex B. The plan is marked up to show the position of CCTV cameras and monitors internally and externally. The external CCTV will enable staff to monitor the front and side of the store. We will install at least one external litter bin and we will carry out regular litter picks at the front of the store, as detailed in the statement of Sara Hughes, Area Manager.

If this application is granted, One Stop will enter into a 15-year lease for the property, with a tenant option to break at year 10. The company will therefore be entering into a long-term commitment to the site and the local area/ community.

### **COMMENTS ON LOCAL AREA**

As a convenience store, it is important to us to be near to our customer base and therefore One Stop stores are usually located in residential areas and close to schools, but we are confident that our procedures promote the licensing objectives throughout the proposed hours for the sale of alcohol in such locations. As set out in the statement of Sara Hughes, Area Manager, we operate a number of other stores in residential areas in the wider locality. All those stores are licensed until 23.00 (some until 22.30 on Sundays) and are licensed either from 08.00 in the morning. We are therefore experienced in managing sales of alcohol in residential areas, including in Middlesbrough, throughout the times now proposed.

I would add that there are already a number of other businesses in the vicinity licensed for times similar to those applied for. I attach to this statement at Annex C a map showing the position of the store in relation to other local convenience/ news offers and details of the licence times for some of those stores (not all are licensed). Alcohol is already available in fairly close proximity in the local area for similar times to those sought under this application.

### **COMMENTS ON REPRESENTATIONS**

I am aware that local residents and Ward Councillors have made representations to the licence application; and have raised concerns around anti-social behaviour and underage drinking in the area and particularly in Thorntree Park.

As a local store, One Stop is keen to integrate within the local community. Therefore, we take any representations from local residents, responsible authorities and other parties very seriously. As such, following discussions with the Police and Public Health, we have proposed amendments to the initial application, as follows:

- 1 **Start time for the sale of alcohol to be amended to 08.00 daily** (the original application was from 06.00).
- 2 **Additional conditions to be attached as detailed in the statement of Sarah Marklew.**

It is a little difficult for me to comment on anti-social behaviour in the area currently as we do not have access to police crime figures or copy incident reports. Therefore I do not have detailed evidence in relation to the location and prevalence of such behaviour currently, the times it takes place and how/ whether current incidents of anti-social behaviour related to the sale of alcohol in the vicinity. However, I would note that our staff training includes the refusal of sales to drunk persons, conflict management to assist staff in refusing sales and numerous measures to prevent the sale of alcohol to underage persons, as more particularly detailed in the statements of Sarah Marklew and Sara Hughes. I would also highlight some of the policies and procedures that we have in place operationally to deal with behaviour in the immediate vicinity of the shop. In particular:

1. There will be external CCTV coverage as set out above. Staff will be required to monitor CCTV footage from behind the till (a monitor will be situated by the till area as shown on the plan) and back of house to identify any congregation in the immediate vicinity of the store.

2. One Stop provides training on conflict management to all members of staff in all their stores, including training on how to refuse sales of alcohol. Management and staff will use their best endeavours to move people on who are congregating outside the premises and will request that they do so quietly and respect local residents.
3. In addition, our stores have a system called 'staff safe' which allows staff if required to alert a monitoring centre to occurrences such as shoplifting and anti-social behaviour by pressing a button on the central console or the wristband which all staff members are required to wear, as detailed in the statements of Sarah Marklew and Sara Hughes.

In addition to these safeguards, we will of course also be subject to the requirements of the Licensing Act 2003 and to the mandatory conditions attached to all licences for the sale of alcohol for consumption off the premises. We also operate a number of policies and procedures to prevent underage sales and proxy sales, which will be explained in more detail by Sarah Marklew.

## **CONCLUSION**

The property has planning permission which authorises use as a shop between the hours 06.00 until 23.00. From my investigations, I do believe that the One Stop Stores format would work within the local community, we generally support the local population, obtain the majority of staff from the location and work with the local population and schools to be a Community Store.

In my opinion and experience, the hours, conditions proposed and policies and procedures in place for the sale of alcohol, which have been developed in consultation with other licensing authorities, will address the concerns raised. Therefore, I do not believe that the sale of alcohol for the proposed hours from these premises will undermine the licensing objectives. Any grant of the licence would, of course, be subject to the power of review and other enforcement mechanisms. Therefore if any problems were to be experienced on an on-going basis as a result of the provision of licensable activities at this site, the Ward Councillors and/or the residents would be able to bring this matter back before the Committee. However, I am confident that our procedures, proposed conditions and amended times will promote the licensing objectives for this store on a long term basis.

**Nick Riches**

**Dated: 16 January 2018**

Annex A - Photographs of existing site

Annex B - Layout plan for proposed store

Annex C - Plan of local area, photos and details of other licensed premises

**Annex A: Photographs of Existing Site**









**Summary of Licence Times:**

**Kellywine, 7 Beresford Crescent**

Monday 8am - 11pm  
Tuesday 8am - 11pm  
Wednesday 8am - 11pm  
Thursday 8am - 11pm  
Friday 8am - 11pm  
Saturday 8am - 11pm  
Sunday 10am - 10.30pm

**Sale of Alcohol - Seasonal Variations**

Good Friday 8am - 10.30pm  
Christmas Day 12 Noon - 3pm and 7pm - 10.30pm

**Charlies Mini Market, 1-3 Shelton Court:**

Monday to Sunday: 9am to 10pm

**Billie Tyler's, 37 Marshall Avenue:**

Monday 8am - 11pm  
Tuesday 8am - 11pm  
Wednesday 8am - 11pm  
Thursday 8am - 11pm  
Friday 8am - 11pm  
Saturday 8am - 11pm  
Sunday 10am - 10.30pm

**Sale of Alcohol - Seasonal Variations**

Good Friday 8am - 10.30pm  
Christmas Day 12 Noon - 3pm and 7pm - 10.30pm

**Fleet Stores, 48 Cargo Fleet Lane:**

Monday to Sunday: 8am to 11pm

## MIDDLESBROUGH COUNCIL

### APPLICATION FOR GRANT OF PREMISES LICENCE - ONE STOP, LOXLEY ROAD, THORNTREE, MIDDLESBROUGH TS3 9HT

STATEMENT OF: Sarah Marklew

CAPACITY: Licensing Manager for One Stop Stores Limited

**This statement is true to the best of my knowledge and belief**

#### INTRODUCTION

I am the Licensing Manager for Licensing for One Stop Stores Limited, which operates over 775 stores across England, Wales and Scotland. My responsibilities include developing processes and systems to deliver improved compliance standards, advising the business on legal requirements and liaising with external agencies. I have been employed by One Stop for over 9 years.

#### ONE STOP STORES

As set out in the witness statement of the Area Manager, Sara Hughes, One Stop is a retail convenience business with a key focus on being a general convenience store for customers in the local neighbourhood. We sell various household and grocery items as well as alcohol; and offer services such as Pay Point and phone top-up.

Compliance with the licensing objectives is very important to us as a company. For example, we entered into a Primary Authority partnership with Hertfordshire County Council, who have conducted a full review of our policies and procedures to assess whether they are adequate to ensure age restricted products are not sold to individuals below the permitted age. Hertfordshire have concluded we have in place adequate systems of training, policies and procedures.

I attach as Annex A to my statement the Primary Authority Advice which summarises our relevant policies and confirms that our systems are considered adequate. I also attach a poster summarising our 'staff safe' system as Annex B. In addition to our in-house policies, One Stop is a member of the Retail of Alcohol Standards Group (which promotes responsible sales of alcohol) and a number of our stores are involved in Community Alcohol Partnerships (working with Trading Standards, Police and Local Schools).

#### APPLICATION FOR GRANT OF PREMISES LICENCE - PROPOSED HOURS

Our original application was for the grant of a Premises Licence to allow the sale of alcohol from 06.00 to 23.00 daily. This is in accordance with the Guidance issued under section 182 of the Licensing Act which states (at paragraph 10.15) that: "*Shops, stores and supermarkets should normally be free to provide sales of alcohol for consumption off the premises at any times when the retail outlet is open for shopping unless there are good reasons, based on the licensing objectives, for restricting those hours.*" I am also aware that under Middlesbrough's statement of Licensing Policy (paragraph 7.4), in predominately residential areas, the Licensing Authority will normally expect licensable activities to cease at 11pm, which is in line with the end time proposed for this store.

However, following discussions with the police and public health, we have since proposed to **amend the start time for sales of alcohol to 08.00.**

## **PROPOSED CONDITIONS**

A number of conditions were proposed in the original application, including CCTV, staff training, Challenge 25, refusals register and till prompts. Following discussions with the police, we have also proposed additional amended conditions in relation to CCTV specifications, incident and refusal logs, training records, acceptable identification, proof of age notices, participation in off licence forums and a condition to prevent the sale of high strength lagers, beers and ciders (except for artisan products). A full list of the conditions proposed is attached as Annex C to my statement for clarity.

I believe that the conditions proposed are appropriate and proportionate to address the licensing objectives for this application throughout the times proposed for the sale of alcohol.

## **OPERATIONAL DETAILS**

Our key operational details and training procedures are set out in the Primary Authority Advice at Annex A. All staff at the new store would be trained in accordance with the company's e-learning training package and all other policies detailed in the Primary Authority Advice would apply. In addition to age restricted information, our training deals with conflict management to assist staff to refuse sales effectively and to support them when dealing with potentially difficult situations.

The training package has been reviewed by Hertfordshire County Council as part of our Primary Authority Partnership with them and a safe & legal poster will be issued to the store every three months to confirm and evidence staff understanding of the legal requirements and the company's policy and procedures. In addition, all One Stop stores are required to keep a Licensing Guide in-store in accordance with the company standard. This will include details of legal requirements and company policies and procedures for reference by all members of staff and store management.

## **CONCLUSION**

We are seeking the grant of a Premises Licence to allow the sale of alcohol for the amended times and subject to the amended conditions proposed to the responsible authorities. We are required under licensing legislation to promote the licensing objectives, including the prevention of public nuisance and the prevention of crime and disorder.

We have developed policies and adopted safeguards which we believe address the licensing objectives. In my view, this is supported by the fact that there is no history of enforcement action, reviews, or failed test purchases in relation to Middlesbrough in the last 5 years. For these reasons, I do not believe that granting this application for the hours proposed would have an adverse impact on the licensing objectives.

**Sarah Marklew**

**Dated: 15 January 2018**

Annex A - Primary Authority Advice and Policy Summary detailing One Stop policies, procedures and training arrangements.

Annex B – Staff Safe poster

Annex C - Schedule of Proposed Licence Conditions.



## APPENDIX A

Reference:  
Underage

## Primary Authority Advice

Sales 01

Trading names advice applies to : One Stop Stores Limited

Advice 'live' applicable from : 4/09/2015

### REQUESTED ADVICE

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General Advice

Policy /procedure signoff

Specific advice requested including relevant legislation, guidance and sections.

Does One Stop Limited have in place adequate policies and procedures to ensure that age restricted products are not sold to individuals who are below the permitted age.

Relevant legislation:

- Anti-Social Behaviour Act 2003 (S.54)
- Cigarette Lighter Refill (Safety) Regulations 1999 (Reg.2) and Consumer Protection Act 1987
- The Pyrotechnic Articles (Safety) Regulations 2015
- National Lottery Act 1993 (S.13) and National Lottery Regulations 1994
- Intoxicating Substances (Supply) Act 1985 (S.1)
- Children and Young Persons Act 1933 (S.7)
- Children and Young Persons Act (Protection from Tobacco) Act 1991
- Video Recordings Act 2010 & 1984
- The Licensing Act 2003 (In relation to the sale and supply of age restricted goods/services)
- Criminal Justice Act 1988 (in relation
- Nicotine Inhaling Products (Age of Sale and Proxy Purchasing Regulations 2015

## **ADVICE PROVIDED**

Primary Authority advice is provided that One Stop Stores Limited has in place adequate system of training, policies and procedures to ensure that age restricted products are not sold to individuals who are below the permitted age.

The Primary Authority would not be prepared to support enforcement actions which challenge the adequacy of these procedures to ensure compliance with the legislation listed above.

## **Additional information for LA's**

**(including next steps should a problem arise)**

Having reviewed the systems in detail it is submitted that any problems encountered will be the result of a local procedural failure. The systems considered are summarised in the Policy Summary document on Age Restricted Products. The Frequently Asked Questions also provides some further guidance.

If there are any further queries, please consult with the Primary Authority Officer.



## **Policy Summary – Underage Sales & Tobacco Display**

### **1. Important Note**

- This document is a summary of One Stop's policies and procedures to ensure the sale of age restricted products are made in accordance with the relevant legislation.
- The document also includes One Stop's policy on the rules relating to the Tobacco Display ban.
- If you require further information or would like to approach One Stop in a formal manner in relation to this area, please contact the Primary Authority through either phone, email or the appropriate form on the Primary Authority Register.
- Please note that some One Stop stores are franchise owned. The procedures outlined below apply only to One Stop owned stores. All franchise stores will have outside signage stating "One Stop – Working with....." then the legal trading name of the franchisee.

### **2. One Stop Policy**

"It is One Stop policy that age restricted products are not sold to persons below the required age, to comply with the legal requirements governing these products and to provide the appropriate training for colleagues to be confident in asking for and checking the proof of age of the customer and support colleagues in refusing a sale."

### **3. Training Procedures.**

- The training provided for all staff on age restricted sales is part of an overall training package for new starters and there is regular refresher training and every three months the Safe and Legal poster is to be signed and dated by each store colleague, confirming their understanding of the company's policies on age restricted products.
- Age restricted product training modules are all within the 'e-Learning' training system that **all** staff must complete. One Stop does employ people under the age of 18, but they restrict those individuals ability on the till to not be able to sell over 18 restricted products. This will then prompt the individual to call for a supervisor.
- Training is carried out in stores for new starters and must be completed prior to the colleague being put on the tills.
- Staff are not permitted to work on the tills and sell such restricted products until this training is completed.
- These subject specific modules are part of an overall modular e-learning 'Bronze, Silver, Gold workbook' training system which includes sections on Age Restricted Products, Think 25 policy, Dealing with Refusals and Going

Dark (One Stop's policy on selling tobacco in compliance with the display rules).

- The training is comprehensive and includes:
  - > An outline of the legal position (includes information on the age restricted nature of the products).
  - > Detailed information on the law governing all relevant products.
  - > Staff Training is recorded online and records of completion are held in store and at Head Office.
  - > Confirmation (dated and signed) of staff training and colleague understanding of the age restricted sales policies are on the 'Safe & Legal Poster' for all staff who have undertaken all relevant training. This poster is issued every 3 months for all colleagues to complete. These posters are counter signed by the Area Manager. This is available to view in each store.
  - > Details of the legal responsibilities for colleagues and the company.
  - > Role play scenarios and tests are also part of the online e-learning modules detailing how the policies are proactively used.

#### **4. Key Policies:**

- a. One Stop operates a Think 25 policy throughout their stores for all age restricted products. This is communicated to staff through the online e-learning modules and throughout stores with posters and shelf edge labels.
- b. Till Prompts: One Stop's Think 25 policy is further supported by till prompts, where their till systems recognise age restricted products and prompts the user through a number of screens to check the age of the customer in line with Think 25.
- c. There is a separate age check button on the tills for tobacco sales, as it is a key policy that age checks must be carried out prior to tobacco products being removed from the gantry and scanned through the till, where staff believe customers to be under 25.
- d. The till system also produces automatic reports (Age Authorisation Reports) detailing all challenges and refusals of any age restricted product. These are monitored by Store/Shift Managers. They can be used to monitor that all colleagues are following the Think 25 policy and to identify any further training needs.
- e. All stores are to display their Premises Licence Summary in clear plastic wallets on the till counter door. The full licence and DPS licences are stored in each store's Licensing Folder and available for inspection upon request.
- f. Accepted forms of ID are: Passport, Pass hologram Cards and Photo-card Driving licence.
- g. One Stop carry out internal test purchasing through an external service provider to check if staff are following the Think 25 policy. Details of these visits are recorded and monitored by Head Office and they only use persons over the age of 18 but clearly under 25.

- h. Failed Test Purchase Policy: One Stop have a failed test purchase policy in place for all failed, internal or external, test purchases. A thorough investigation is undertaken by store management to establish the facts. There is guidance on this investigation procedure on the company's on-line 'staff net' system.

#### **5. In store checks that procedures have been followed**

- Store and Shift Managers are to carry out the daily tasks on the 'Routine Pad List' that details all the relevant important checks for the day. These checks include running the 'Age Authorisation Report' for all refused sales. These tasks are recorded as completed and form part of a store audit, as well as part of an Area Managers checks that each store is complying with company policies.

#### **6. Further information**

- See the Frequently Asked Questions document for Underage Sales.
- If you have any further queries, please contact the Primary Authority Officer by phone, email or via the Primary Authority Register.

## Frequently Asked Questions

1. What training is given to staff prior to working on the till?
2. What checks are made to ensure that training has taken place?
3. Is refresher training provided and how frequent is it?
4. How does One Stop ensure staff understand the training given?
5. Are written records kept?
6. What notices are displayed in shop for customers and staff?
7. Does One Stop operate a Think 21/25 Policy for all age restricted products?
8. What age restricted products does One Stop sell?
9. What types of ID are accepted?
10. Does One Stop have till prompts?
11. Does One Stop keep a refusals book?
12. Is any guidance provided for staff on how to refuse sales?
13. How does One Stop monitor stores and individuals to ensure that the policies and procedures are being correctly followed?
14. What documents should be asked for at a store to check that the training has been completed?
15. Which documents are available through the Primary Authority?
16. I've identified a potential weakness in the system, what should I do next?
17. I cannot find the answer to the question that I'm looking for?

1. **What training is given to staff prior to working on the till?**  
Comprehensive training modules on age restricted products form part of new starters e-learning training package. These modules must be completed prior to new starters working on the tills and completed by every member of staff in store.
2. **What checks are made to ensure that training has taken place?**
  - There is a questionnaire at the end of the module which must be completed; the pass mark is set at 80% to ensure that staff have a high level of understanding)
  - Staff have to sign and date the Safe & Legal Poster every three months.
3. **Is refresher training provided and how frequent is it?**
  - Yes, refresher training is provided twice a year
  - Staff complete the Think 25 e-Learning module and an Age Restricted Sales Worksheet.
  - The Store Manager and Area Manager are responsible for ensuring staff training is complete.
4. **How does One Stop ensure staff understand the training given?**  
The Store Manager and Area Manager are responsible for ensuring staff training is complete. This can be monitored using the e-learning training report and by the Safe & Legal Poster.
5. **Are written records kept?**  
Yes, staff sign the Safe & Legal Poster to confirm the e-learning module has been completed. These can be accessed online at each store.

**6. What notices are displayed in shop for customers and staff?**

- Statutory notices are displayed.
- There are 'Think 25' posters and shelf edge labels distributed around the store and specifically in the area where alcohol products are displayed.

**7. Does One Stop operate a Think 21/25 Policy for all age restricted products?**

- One Stop has a Think 25 policy for all age restricted products.

**8. What age restricted products does One Stop sell?**

- Alcohol
- E-Cigarettes
- Fireworks
- Tobacco
- Knives
- Solvents
- DVD's
- Party poppers
- Christmas Crackers
- Lottery

**9. What types of ID are accepted?**

- Pass Hologram Cards
- Passport
- Photocard Driving Licence

**10. Does One Stop have till prompts?**

- Yes, all age restricted products are recognised on the till system when scanned, which then triggers the Think 25 age check message and a series of till prompts will commence and guide staff through the age check process.
- There is also a separate till button "Age check" for tobacco sales. This is for staff to press to run the series of till prompts without scanning a product, where an age check is deemed appropriate. It is One Stop's policy that all tobacco product sales are age checked first prior to the tobacco products being removed from the closed gantry and scanned.

**11. Does One Stop keep a refusals book?**

- Yes, this is an electronic log called the 'Age Authorisation Report' and is automated from the electronic till prompts. This report is a summary of all challenges and refusals actioned by the store and can be generated at any time for monitoring and identifying staff training requirements.
- Store Managers are also sent an automatic 'end of day report' with the number of refusals recorded on the till for the previous day and week to date so that this element can also be monitored.

Both reports are monitored weekly via the Routine Pad list.

**12. Is any guidance provided for staff on how to refuse sales?**

- Yes, as part of the e-learning training there is a module titled "Dealing with Refusals". This module explains the policy that all age checks must be recorded and how to go about refusing a sale confidently. There are also a number of role play scenarios as part of this module.
- The in-store 'Licensing Guide' also has a section on "how to challenge a sale".

**13. How does One Stop monitor stores and individuals to ensure that the policies and procedures are being correctly followed?**

- Store Managers and Shift Managers also monitor sales and age checks are being carried out by generating the Age Authentication Report on a regular basis as detailed in the daily/weekly Routine Pad List.
- The Routine Pad List and Safe and Legal poster is checked by the Area Manager on planned visits to the store and during annual audit visits completed by the Internal Audit Team to ensure that they are complying with the policy.

**14. What documents should be asked for at a store to check that the training has been completed?**

- Check that the "Age Restricted Products" e-learning training modules have been completed.
- Ask to see the "Safe and Legal Poster" to see the members of staff that have completed and signed the form stating they understand the policies and procedures on age restricted and tobacco products.
- Ask to see the Routine Pad List for evidence that stores have completed their important tasks relating to age checks and refusals reports are being carried out.

**15. Which documents are available through the Primary Authority?**

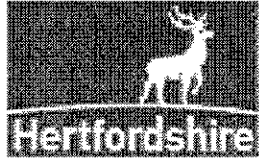
- Copies of the Age Restricted Sales and Tobacco display ban e-learning screenshots
- Copy of the Safe & Legal Poster
- Copies of the till prompt screen shots
- Screen shots of the Routine Pad List questions

**16. I've identified a potential weakness in the system, what should I do next?**

- Please discuss your concerns with the Primary Authority Officer. Contact details are available through the Primary Authority Register.

**17. I cannot find the answer to the question that I'm looking for?**

- Please discuss your concerns with the Primary Authority Officer. All contact details are available through the Primary Authority Register.



# Staff Safe

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Serious Incidents and disorder in our Stores are rare occurrences, but when they do happen we need to be in a position to protect our Colleagues and Customers.

Staff Safe enables you to raise an alert to the Staff Safe Monitoring Centre. Operators at the Monitoring Centre will be able to hear what is being said and will be able to make announcement(s) via the speakers, which will help you when dealing with any such Incidents.

The Monitoring Centre can also call for the Emergency Services to help you deal with serious Incidents.

## **Silent Activation**

- To protect your safety, if there is an Incident where you would not want the person to know that they are being monitored then you should either:
  - Press the red button on your Staff Safe Wristband
  - Press your existing Panic Alarm
- The Monitoring Centre will listen in to the Store to assess what is happening
- If required, they will call the Police
- If the Monitoring Centre can hear "normal" activity they will speak over the system, asking you to confirm that everything is ok
- Only answer if you feel that it is safe to do so

## **Audible Activation**

For anti-social behavior by a group or individual, or in a shoplifting situation where you are not comfortable dealing with yourself, you should:

- Press the red button on the Control Panel
- A loud siren noise will be heard, and after a few moments the Monitoring Centre will verbally speak to the Store, issuing a warning:
  - "These premises are being externally monitored, One Stop do you require any further assistance"
- The Monitoring Centre will continue to listen in to the Store until the situation is heard to be resolved, and if necessary call the Police

## **Out of Hours Activations**

- If the main Store alarm is set off when you are closed, the Monitoring Centre will be contacted by the Intruder Alarm Receiving Centre
- The Monitoring Centre will transmit the following message on several occasions:
  - "We are aware that this is a break in. The store is being monitored, and the police are on their way"
- The Monitoring Centre will alert the Police and inform the Key Holder (who should attend the Store in line with normal process)

The Monitoring Centre can then hear what is being said. The Monitoring Centre will make announcements via the speakers - these are live announcements not recordings and you will be able to talk to the Monitoring Centre to give them information via the control panel.

You should keep communications flowing between you and the Staff Safe Monitoring Centre as this will then enable the operator to make further announcements and call the Emergency Services for help if required. When the Incident has been resolved, tell the Monitoring Centre that you are now okay.



## **Annex C – Schedule of Conditions Proposed**

- 1 Hours for the sale of alcohol to be amended to 08.00 to 23.00 daily.
- 2 A digital Closed Circuit Television System (CCTV) will be installed and maintained in good working order and be correctly time and date stamped.
  - (a) The system will incorporate sufficient built-in hard-drive capacity to suit the number of cameras installed.
  - (b) CCTV will be capable of providing pictures of evidential quality in all lighting conditions, particularly facial recognition.
  - (c) Cameras will encompass all ingress and egress to the premises, outside areas and all areas where the sale/supply of alcohol occurs.
  - (d) The system will record and retain CCTV footage for a minimum of 28 days
  - (e) The system will record at all times when the premises are open for the purposes of licensable activities.
  - (f) The system will incorporate a means of transferring images from the hard-drive to a format that can be played back on any desktop computer.
  - (g) The Digital recorder will be password protected to prevent unauthorised access, tampering, or deletion of images.
  - (h) There will be at all times, when the premises is open, a member of staff on duty with access to the CCTV system who is trained in the use of the equipment.
  - (i) Upon receipt of a request for a copy of CCTV footage from Police, Licensing Officers or any other Responsible Authority, the member of staff will produce the footage within 24 hours or less if urgently required for investigations of serious crime.
  - (j) CCTV footage must be made available to be viewed by the Police, Licensing Officers or other Responsible Authorities on request during an inspection of or visit to the Premises
- 3 Incidents will be logged in accordance with company policy (no later than 24 hours after the incident) and will record the following:
  - (a) Time, date and details of incidents/ complaints of crime and disorder or anti-social behaviour; and
  - (b) Crimes reported to the store.
- 4 The incident log will be made available to police, licensing officers and other responsible authorities on reasonable request.
- 5 Training in relation to Challenge 25, under age sales, sales to adults on behalf of minor (proxy sales), sales to intoxicated persons, refusals registers, incident records and all other conditions on the Premises Licence must be provided and undertaken by all members of staff

(whether paid or unpaid) before he / she makes a sale, supply or delivery of alcohol and at least every six months thereafter.

- 6 Documented training records must be completed in respect of every member of staff and must include the name of the member of staff trained, date, time and content of the training. The record must be signed by the member of staff who has received the training, the Designated Premises Supervisor/ Premises Licence Holder or external training providers.
- 7 Documented training records must be kept at the Premises and made available to the Police, Licensing Officers and all other Responsible Authorities on request or during an inspection
- 8 Staff must require ID in the form of a current ten year passport, photo card driving licence or PASS Hologram identity card from any customer who appears to be under the age of 25 and verify the customer is over the age of 18 before any sale of alcohol is made
- 9 There shall be notices at all points of sale and at all entrances and exits informing customers and reminding staff that the premises is operating a proof of age scheme which includes a "Challenge 25 policy.
- 10 A refusals log will be kept and maintained at all times up to date in accordance with company policy recording the date, time, type of product refused, reasons for every refusal to sell alcohol to a customer and the name of the member of staff refusing the sale. The refusals log will be made available to police, licensing officers and other responsible authorities on reasonable request. The Premises Licence Holder/Designated Premises Supervisor must monitor the refusals log on a monthly basis.
- 11 There shall be no sales of lager, beer, cider or perry product with an ABV of 6.5% or above. This does not apply to genuine premium or artisan products which may have an ABV of over 6.5%.
- 12 The Premises Licence Holder/ Designated Premises Supervisor will participate in any 'Responsible Retailing' scheme and any relevant training / campaigns which the Police or Local Authority provide or recommend.
- 13 The Premises Licence Holder/Designated Premises Supervisor will participate in any local Off Licence forums held by the Local Authority.