



Instructions For Use: LOCKETT & CO DUE DILIGENCE PACKAGE.

New Sites:

Please read the following instructions on how to use your due diligence package correctly to help protect your licence; please also take the time to familiarize yourself with the contents of the package and its purpose.

1. Premises Licence Manual:

The manual consists of all the relevant information you will need regarding your premises licence and what the requirements are under the Licensing Act; the following action should be taken – please proceed to the sections outlined and insert the relevant information as instructed below.

- 1.3 – Is your relevant licensing authority notice.
- 1.6 – Is a copy of front page of conversion/new premises licence applications.
- 1.7 – Is a copy of premises licence application notice (if applicable).
- 1.10 – Insert copy of a hearing report, if your application had to be determined by Sub Committee.
- 1.13 – Is a copy of the premises licence (part A).
- 1.14 – Is a copy of the premises licence summary (part B).
- 1.17 – Is a copy of the plan for the site.
- 2.5 – Insert copy of variation application, if an application to vary a premises licence is made.
- 2.6 – Insert copy of variation application notice, if an application to vary a premises licence is made.
- 2.8 – Insert copy of variation application hearing report, if your application to vary a premises licence has to be determined by Sub Committee.
- 2.12 – Designated Premises Supervisor (DPS) Master Form. This is to be left blank. If there is a DPS change to the site, photocopy the blank form, put the blank form back in file and fill out the photocopied form with the information required. Send the form that you have filled out to us. (Please make sure this is the original signed and date form the new DPS has filled out, we can not accept photocopies).

- 7.2 – You will find ‘Your Guide to Selling Alcohol Quizzes’ which should be kept in the premises manual. They are part of your training material and will show that you carry out staff training.
- 7.4 – You will find a training statement, you should have all staff read, sign and date this statement **after training** and keep in the premises manual. By doing this it shows that you have trained your staff and they are aware of the law when selling alcohol.
- 7.6 – Authorisation for staff to sell alcohol sheet. This sheet should be filled out by the staff member who is the Designated Premises Supervisor (DPS) and has given other staff members authorisation to sell alcohol. The DPS should have the staff member print their name, sign it, the DPS themselves sign it, write which level they have been trained to and date it. The records must be kept in the premises manual at all times.
- 7.6 – Your guide to selling alcohol issue sheet. This sheet should be filled out by staff members who have been issued with a ‘Your Guide to Selling Alcohol Booklet’. The staff member, once receiving the booklet should print their name, sign it, have the DPS sign it and date it, these records must be kept in the manual at all times.
- 7.6 – Nominated keeper of the Premises Licence. If the premises licence is registered to someone else, but you are the keeper you should have a letter indicating this (example letter enclosed), from the company/person that the licence is registered to saying they nominate the DPS/Manager of that premise to keep the licence. This letter should be kept in the file at all times.
- 7.6 – Examples of due diligence posters Challenge 25 which should be kept in the premises manual.

2. Staff Training Manual:

The manual is designed to enable you to carry out in house training of all staff on a regular basis, ensuring that all staff know their legal duties, what the requirements are under the Licensing Act and the penalties if the law is not adhered to. A guide to the training:

- Tab 1. Your Guide to Selling Alcohol and Age Restricted Products Workshop. This workshop should be delivered to **all** staff members on a regular basis. The work shop is in written form under tab 1 or can be found on the CD at the front of the manual to be inserted into a computer and be delivered as a course on power point.
- Tab 2. Quizzes that should be undertaken by staff members following the workshop; this will ensure that staff have paid attention and are aware of the course and its contents.

- Tab 3. This sheet should be filled out by staff members once they have received the 'your guide to selling alcohol booklet'. The staff member should print their name, sign it, have the DPS sign it and date it; this should be kept in the manual at all times.
- Tab 4. This sheet should be filled out by the DPS and staff members, once the staff members have been trained and the DPS has given authorisation to sell alcohol, the staff member should print their name and sign it. The DPS should sign and date it and state what level they have been trained to.
- Tab 5. Training statements should be read by the staff members once they have completed training. They should sign and date the training statements **only** if they have completed training; training statements should then be kept on file at all times.
- Tab 6. Individual staff training records and training record progress forms. These forms should be filled out each time training is carried out and kept on file at all times.
- Tab 7. Due Diligence Posters. Examples of due diligence posters that must be displayed around the premises to inform customers of your Challenge 25 Policy, and the fines they could receive if they are attempting to purchase alcohol if they are under the age of 18 or an adult attempting to purchase alcohol for a child. Staff should be made aware of these posters and the purpose.

3. Premises Refusals Log:

The log is where staff will record any refused sales to customers (for example if they are underage, appeared to be drunk, proxy sale, did not have any ID, etc). This log allows records of all refusals to be kept in one place. If the Police or Trading Standards attend the premise, if you are making the correct ID checks and refusing sales to anyone who is under 18 years of age, you have documented evidence to prove you have been compliant.

If a customer comes into your premise, and you refuse a sale of alcohol or age restricted product, you will need to:

- Record this information in this log, including date, time, person who refused service and the reason why service was refused, and give them a refusals card. (Instructions for refusals card below).

4. Premises Incident Log:

The log is where staff will record any incidents that occur in your premises (for example theft, non payment for service, violence, etc).

If any of these incidents or any other relevant incidents occur, you will need to:

- Record them in the incident log including details of the event, who was involved, date, time, crime reference number if there was police involvement and any other applicable information.

5. Refusals Cards (per 1000 for alcohol):

The cards are for staff members to give out to customers when they are refused service when attempting to purchase alcohol, telling them why they were refused. The use of the card can assist in reducing potential confrontation.

If a staff member refuses to sell alcohol to the customer they will need to:

- Tick the reason why they refused the sale on the card.
- Stamp or write the name of the premise on the back.
- Date and sign the card.

Once they have done this they can give the card to the customer. They should record the refused sale in the Refusal Log as indicated in the instructions for the refusal log.

6. Refusals Cards (per 500 for age restricted products):

These cards are for staff members to give out to a customer when they are refused service for age restricted products, telling them why they were refused.

If a staff member refuses to sell age restricted products to the customer they will need to:

- Tick the reason why the sale was refused on the card.
- Stamp or write the name of the premise on the back.
- Date and sign the card.

Once they have done this they can give the card to the customer. They should record the refused sale in the refusal log as indicated in the instructions for the Refusal Log.

7. U 25 Drink Awareness Badges Challenge 25 (per 20):

These badges are for staff members to wear, showing customers that they will be requesting ID from anyone who appears to be under the age of 25 when purchasing alcohol. It will inform customers that

this is company policy, rather than just a staff member being awkward or unfair requesting ID.

- All staff members on the premise should wear these badges at all times when serving costumers.

8. U 25 Drink Awareness Posters Challenge 25 (per set A3, A4 & A2):

These posters must be displayed around your premise, portraying the following messages:

1. Anyone who appears to be under the age of 25 will be asked for ID when purchasing alcohol.
2. It is a criminal offence to buy alcohol on behalf of a child. You could face a £5000 fine.
3. It is an offence for persons under 18 years to purchase or attempt to purchase alcohol. You could receive a fine of £1000.

Again these posters are there to advise customers that this is company policy, and will assist in the prevention of underage requests for alcohol.

- These posters **must** be displayed around the premise and be visible to customers at all times.

9. Staff Guide to Selling Alcohol Booklet (per 10):

This small booklet is an easy guide for staff members to refer to regarding their responsibilities with regard to the sale of alcohol. The booklet has been designed so that it can kept in a pocket or under the counter.

- All staff members should be issued with one of these booklets upon completion of training.
- After staff are issued with the booklets they should sign the 'your guide to selling alcohol booklet' issued sheet which can be found in the staff training manual as indicated in the staff training manual instructions.

Disclaimer:

Whilst all reasonable endeavours to cover alcohol and age restricted products have been used in the design of the due diligence package, the product must be used in accordance with the instructions provided, and accurate records must be maintained at all times. Lockett & Co. cannot be held liable for any actions taken against a premise for non compliance.