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Democratic Services Officer: Sophie Butcher

27 November 2020

Dear Councillor

Your attendance is requested at a meeting of the **LICENSING SUB COMMITTEE** on **MONDAY 7 DECEMBER 2020 at 2.30 pm**. This meeting can be accessed remotely via Microsoft Teams in accordance with the provisions of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meeting) (England and Wales) Regulations 2020.

If for any reason Councillors lose their wi-fi connectivity to the meeting and you are unable to re-join using the link on the Outlook Calendar invitation, please re-join using the telephone number +44 020 3855 4748. You will be prompted to input a conference ID: 854 116 678#.

Yours faithfully

James Whiteman
Managing Director

MEMBERS OF THE LICENSING SUB COMMITTEE

Councillor Dennis Booth (Chairman)
Councillor Gordon Jackson
Councillor Ann McShee

QUORUM 3

THE COUNCIL'S STRATEGIC FRAMEWORK

Vision – for the borough

For Guildford to be a town and rural borough that is the most desirable place to live, work and visit in South East England. A centre for education, healthcare, innovative cutting-edge businesses, high quality retail and wellbeing. A county town set in a vibrant rural environment, which balances the needs of urban and rural communities alike. Known for our outstanding urban planning and design, and with infrastructure that will properly cope with our needs.

Three fundamental themes and nine strategic priorities that support our vision:

- | | |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Place-making | Delivering the Guildford Borough Local Plan and providing the range of housing that people need, particularly affordable homes |
| | Making travel in Guildford and across the borough easier |
| | Regenerating and improving Guildford town centre and other urban areas |
| Community | Supporting older, more vulnerable and less advantaged people in our community |
| | Protecting our environment |
| | Enhancing sporting, cultural, community, and recreational facilities |
| Innovation | Encouraging sustainable and proportionate economic growth to help provide the prosperity and employment that people need |
| | Creating smart places infrastructure across Guildford |
| | Using innovation, technology and new ways of working to improve value for money and efficiency in Council services |

Values for our residents

- We will strive to be the best Council.
- We will deliver quality and value for money services.
- We will help the vulnerable members of our community.
- We will be open and accountable.
- We will deliver improvements and enable change across the borough.

AGENDA

ITEM NO.

1 LOCAL CODE OF CONDUCT - DISCLOSABLE PECUNIARY INTERESTS

In accordance with the local Code of Conduct, a councillor is required to disclose at the meeting any disclosable pecuniary interest (DPI) that they may have in respect of any matter for consideration on this agenda. Any councillor with a DPI must not participate in any discussion or vote regarding that matter and that they must also withdraw from the meeting immediately before consideration of the matter.

If that DPI has not been registered, you must notify the Monitoring Officer of the details of the DPI within 28 days of the date of the meeting.

Councillors are further invited to disclose any non-pecuniary interest which may be relevant to any matter on this agenda, in the interests of transparency, and to confirm that it will not affect their objectivity in relation to that matter.

2 TO CONSIDER AN APPLICATION FOR A NEW PREMISES LICENCE FOR TESCO STORES LTD, RETAIL UNIT, QUEEN ELIZABETH PARK, GUILDFORD, SURREY, GU2 9JX (Pages 5 - 52)

3 ADDITIONAL DOCUMENTS SUBMITTED BY APPLICANT (FOR INFORMATION) (Pages 53 - 86)

**Please contact us to request this document in an
alternative format**

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LICENSING SUB-COMMITTEE

7 DECEMBER 2020

Application Type:	Application for a new Premises Licence	
Ward:	Stoughton	Ward Councillors: Cllr Gillian Harwood Cllr Masuk Miah Cllr Pauline Searle
Applicant:	Tesco Stores Limited, Tesco House, Shire Park, Kestrel Way, Welwyn Garden City, Hertfordshire, AL7 1GA	
Premises:	Tesco Stores Ltd, Retail Unit, Queen Elizabeth Park, Guildford, Surrey, GU2 9JX	
Proposal:	<ul style="list-style-type: none"> A new premises licence to allow the sale of alcohol for consumption off the premises between 6 am and midnight, seven days a week. 	

1. SITE LOCATION AND HISTORY

- 1.1 The premises is located in the retail unit on Queen Elizabeth Park, in a residential area of Guildford.
- 1.2 A site location map is attached at **Appendix 1**. The dots on the location map represent residential properties.
- 1.3 Budgens previously held a premises licence for the same location. This application is for half the unit licensed by Budgens. The Budgens licence was surrendered in 2015

2. APPLICATION

2.1 The applicant states the application is for a retail premises (supermarket) selling a range of goods and services. The application form, a copy of which is attached as **Appendix 2**, gives the following information in relation to the application

2.2 Licensable activities:

- Supply of alcohol

2.3 Proposed hours:

The table below shows the licensable activities and requested hours: as shown in the application form

Activities	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
(1) Supply of alcohol							
Off the premises	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00
Times premises are open to public							
	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00	06:00 – 24:00

2.4 Promotion of the four licensing objectives

In relation to the licence application, the applicant has provided the following information.

- Tesco is a large national operator with a range of head office and local support. The company has devised policies, procedures, systems and training to ensure that they sell alcohol in a responsible manner.
- There is a detailed training programme which ensures that comprehensive training is provided to employees having regard to their role and the responsibilities and such training is regularly reviewed, and appropriate records kept.
- The premises will have digital CCTV system that covers many areas of the shop floor, including the main area which will be used for display of alcohol,
- Images will be retained for a minimum of 21 days
- A member of the Management team will ordinarily be on the premises all the time the store is open, and person will have responsibility for the premises whilst the premises are open.
- The premises licence holder is fully aware of its responsibilities under a range of health and safety related legislation and has appropriate policies and procedures in place to be confident of complying with the relevant obligations which arise.
- The company has a “good neighbour” policy which seeks to ensure that the premises play an active part in the local community.
- The premises will operate a Think 25 policy. The checkouts will be programmed to prompt the checkout assistant when an alcohol product is scanned at the till to follow the Think 25 policy.
- Colleagues will receive appropriate training both in relation to the underlying law and the Tesco policy, systems and procedures. This training will be documented and repeated as often as Tesco believes to be appropriate.

If the application is granted, conditions consistent with this information will be imposed on the licence.

2.5 Consultation period and advertisement of the application

The application was accepted as valid on 16 October 2020, with the consultation period running from 19 October to 15 November 2020. The application was advertised by means of notices at the premises and a notice in the Surrey Advertiser in accordance with the regulations.

3. RELEVANT REPRESENTATIONS RECEIVED DURING CONSULTATION PERIOD

(i) Representations from other persons

Seven relevant representations were received from two local ward councillors and local residents. A copy of the representations is attached as **Appendix 3**.

4. LICENSING POLICY

The following sections of the Council’s Licensing Policy are relevant:

- Section 4: (Fundamental Principles)
- Section 11: (Licensing Hours)
- Section 12.2: (Prevention of Crime & Disorder)
- Section 12.4: (Prevention of Public Nuisance)
- Section 12.5:(Protection of Children from Harm)
- Section 13: (Licence Conditions.

5. NATIONAL GUIDANCE

The following sections of the Guidance issued in April 2018 by the Secretary of State under Section 182 of the Licensing Act 2003 are relevant:

- Paragraph 1.16 - Licence conditions – General principles
- Paragraph 1.17 – Each application on its own merits
- Paragraphs 2.1-2.6 – Crime and Disorder
- Paragraphs 2.15-2.21 – Public nuisance
- Paragraphs 2.22-2.31 – Protection of Children from Harm
- Paragraphs 9.31-9.41 – Hearings
- Paragraphs 9.42-9.44 – Determining actions that are appropriate for the promotion of the licensing objectives
- Paragraphs 10.1-10.66 – Conditions

6. MANDATORY CONDITIONS

If granted, the following mandatory conditions will be attached to the licence.

Mandatory condition - Sales of alcohol

1. No supply of alcohol may be made under the premises licence –
 - a. at a time when there is no designated premises supervisor in respect of the premises licence, or
 - b. at a time when the designated premises supervisor does not hold a personal licence, or the personal licence is suspended
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence

Mandatory condition - Age verification policy

1. The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
2. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
3. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
 - a. a holographic mark, or
 - b. an ultraviolet feature.

Mandatory condition - Permitted price for alcohol

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
2. For the purposes of the condition set out in paragraph 1—
 - a. “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
 - b. “permitted price” is the price found by applying the formula $P=D+(D \times V)$, where—
 - i. P is the permitted price,
 - ii. D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
 - iii. V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
 - c. “relevant person” means, in relation to premises in respect of which there is in force a premises licence—
 - i. the holder of the premises licence,
 - ii. the designated premises supervisor (if any) in respect of such a licence, or

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- iii. the personal licence holder who makes or authorises a supply of alcohol under such a licence;
 - d. “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
 - e. “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.
 3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
 4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.
(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

7. RECOMMENDATION:

- (I) The Sub-Committee are requested to consider the application for the grant of a premises licence on its merits.
- (II) Subject to paragraph (III) below, Section 18(2) of the Licensing Act 2003 provides that the Sub-Committee must grant the application subject only to such conditions as are consistent with the operating schedule and the mandatory conditions.
- (III) Having regard to the relevant representations made during the consultation period, the Sub-Committee must take such steps (if any) as it considers appropriate for the promotion of the licensing objectives. The steps are:
 - To impose additional conditions on the licence which are appropriate for the promotion of the licensing objectives, proportionate and which deal with the concerns of those making representations;
 - To exclude any of the licensable activities from the scope of the licence;
 - To refuse to specify a person as the premises supervisor; or
 - To reject the application.

Originator:

Peter Muir, Licensing Compliance Officer

Tel: (01483) 444110

E-Mail: peter.muir@guildford.gov.uk



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Licensing Team

5 Falcon Way
Shire Park
Welwyn Garden City
Hertfordshire
AL7 1TW

Tel: [REDACTED]
Fax: [REDACTED]
Email: [REDACTED]

16/10/2020

Licensing Unit
Guildford Borough Council
Millmead House
Millmead
Guildford
Surrey
GU2 4BB

Dear Sir/Madam,

Application for a New Premises Licence under Licensing Act 2003

Tesco Stores Ltd, Retail Unit, Queen Elizabeth Park, Guildford, Surrey, GU2 9JX

We wish to make an application for a new Premises Licence under the Licensing Act 2003 for the above proposed store

We duly enclose:

1. Application for a new premises licence under the Licensing Act 2003
2. Form of consent given by the person the applicant wishes to be the premises supervisor
3. A Plan of the premises drawn in accordance with the regulations
4. Copy of Tesco Stores Ltd's policy on the Provision of Portable Fire-Fighting Equipment.

Application Form

We have made our application in line with the legislation set out in the Licensing Act 2003 and its supporting regulations.

Plans

The area in which we propose to sell alcohol is shown on the plan.

We regret that we are not able to denote all types of safety equipment on all our store plans. We have, however, enclosed a copy of our policy on the provision of portable fire-fighting equipment within stores. This document clearly lays down the system adopted in all stores as to the placement of fire fighting equipment and safety notices.

Responsible Authorities

We confirm that a copy of this letter and the enclosed documents have today been sent to the Chief Officer of Police and all the relevant responsible authorities. If we have missed any of the Responsible Authorities off we would appreciate if you contact us immediately to allow us to rectify our mistake.

Advertisements

We can also confirm that notices advertising the application will be displayed at the premises from **19/10/2020 to 15/11/2020** and in a local newspaper within the required time scale.

If you have any comments or queries regarding this application, please do not hesitate to contact us so that we can resolve any issues.

We would be grateful if could acknowledge safe receipt, either in writing to the address above, or via email to .

We thank you for your assistance in this matter.

Yours faithfully



*Steven Andrzejuk, Licensing Manager
Tesco Stores Ltd.*



Provision of Portable Fire-Fighting Equipment at Tesco Stores

General

Portable fire extinguishers are provided as a means of first aid fire fighting equipment but should not be considered for use on a large fire or as an aid to escape. Their portability and immediate availability allows for prompt intervention by an individual at the start of a fire.

Therefore the suitability and location will dictate the types and quantity of fire fighting equipment that is required

Suitability

Imprex Foam Extinguisher

The general purpose extinguisher deployed at Tesco stores is a 6 Litre foam (Imprex) extinguisher. It can be used on solid carbonaceous fires (Class A) involving fuels such as timber, paper, plastic etc or on flammable liquid fires, such as petrol or cooking oil (Class B).

A simple formula is used to calculate the minimum number of general purpose (class A) and (class B) extinguishes that should be provided:

$$\frac{\text{The gross floor area (metres)} \times 0.065}{27^*} = \text{Number Class A extinguishers required (rounded up)}$$

(27 being the 'A' rating of the extinguisher)

$$\frac{\text{Largest volume of spill of flammable liquid (litres)} \times 10}{183^*} = \text{Number of Class B extinguishers required}$$

(183 being the 'B' rating of the extinguisher)

Carbon Dioxide Extinguisher

These are provided by Tesco stores on fires involving live electric equipment. There is no guidance on the numbers required, however, due to widespread use of electrical equipment in Tesco stores, they are readily available in most areas

Additionally fire blankets are available in cooking areas.

Location

A person should not travel more than 30 metres to reach a suitable fire extinguisher from any point within the store. Additional extinguishers (above those needed to achieve an 'A' rating) may need to be provided to meet this requirement, but this is unlikely due to the layout of most Tesco stores.

Where possible, extinguishers are located adjacent to fire alarm call points (which in turn are adjacent to fire exits) forming a fire point, where the alarm can be raised and a decision made whether to attempt to tackle the fire or flee through the exit.

Allocation of Fire Fighting Equipment

AREA	6 LITRE AFF	2kg CO2	FIRE BLANKET	9kg DRY POWDER	SAND BUCKET
Bakery	1	1	1		
Bake-off		1	1		
Boiler Rooms & Boiler Containers		1			
Cash Office		1			
CCTV		1			
Cleaner's Room		1			
Coffee Shop – Public Area		As per sales floor calculations*			
Coffee Shop – Preparation Area		1	1		
Corridors		As per calculations			
Customer Service Centre		1			
Electrical Intake		1			
FMC Room		1			
Generator Room/Container		1			
Hot Chicken Installation		1			
Lift Monitor Room		1			
Loading Dock Lobby		As per calculations			
Pharmacy		1			
Refrigeration Plant Room/ Containers		1			
Refrigeration Mezzanine Plant Platform		1			
Restaurant (kitchen)		1	1		
Restaurant (staff)		As per calculations			
Sales Area		As per calculations			
Staff Reception	1	1			
Stairs (for roof Plant)		1			
Sprinkler Valve/ Pump Room		1			
		1			
Tank Room & Container		1			
Training Room		1			
Warehouse/Bulk store		As per calculations			
Petrol Filling stations					
Sales Area		1	1		
Ancillary Area	1	1			
Forecourt		Two trolleys		4	4
Express Filling Stations					
Sales Area	1	1	1		
Ancillary Area	1	1			

*Calculations: 1 fire extinguisher per 400m² based on 27A rating and 183B sales floor extinguishers sited adjacent to exits and below call points as appropriate.

Allocation of Safety Signs and Notices

AREA	SIGN / NOTICE
Bakery and Bake-off Area	FIRE INSTRUCTIONS notice adjacent to break glass call point (b.g.c.p.)
Boiler Rooms & Boiler Containers	KEEP LOCKED SHUT
Clock Towers	FIRE INSTRUCTIONS notice adjacent to b.g.c.p
Coffee Shop	FIRE INSTRUCTIONS notice adjacent to b.g.c.p
Corridors	FIRE INSTRUCTIONS notice adjacent to b.g.c.p KEEP CLEAR FIRE DOOR-KEEP CLEAR on both sides of all doors other than held-open
Customer Service Centre	FIRE INSTRUCTIONS notice adjacent telephone
Electrical Intake	KEEP LOCKED SHUT notice on external side of door
Electrically Held Open Fire Doors Linked into Fire Alarm System Exterior	AUTOMATIC DOOR KEEP CLEAR on opening face of doors EMERGENCY EXIT – PUCH HARD TO OPEN on rear of each gate FIRE EXIT sign on outside of all fire doors
Female Cloaks	NO SMOKING
Generator Room/ Container	KEEP LOCKED SHUT on external side of door
Kids Club	FIRE INSTRUCTIONS notice adjacent to b.g.c.p FIRE EXIT – KEEP CLEAR notice on external side of door
Lift Monitor Room	KEEP LOCKED SHUT
Male Cloaks	NO SMOKING
Manager's Office	FIRE INSTRUCTIONS notice adjacent telephone
Plant Room/ Containers	KEEP LOCKED SHUT on external side of door
Restaurant (kitchen)	FIRE INSTRUCTIONS notice adjacent to b.g.c.p
Restaurant (Staff)	FIRE INSTRUCTIONS notice adjacent to b.g.c.p
Sales Area	FIRE EXIT sign above every fire exit TO FIRE EXIT sign above doors to protected corridors PUSH BAR TO OPEN above each set of push bars
Staff Reception	FIRE INSTRUCTIONS notice adjacent to b.g.c.p FIRE INSTRUCTIONS notice adjacent telephone
Sprinkler Valve/ Pump Room on External Side if Door	SPRINKLER STOP VALVE INSIDE EXTERNAL VENTILATION CONTROL SWITCH INSIDE (if appropriate)
Warehouse/ Bilk Store	FIRE INSTRUCTIONS notice adjacent to b.g.c.p Load level notices on lines on walls FIRE EXIT sign above every fire exit
Petrol/ Express Petrol Filling Stations Ancillary Area	FIRE INSTRUCTIONS notice adjacent to b.g.c.p KEEP LOCKED SHUT on electrical intake FIRE EXIT above rear means of escape door PUSH BAR TO OPEN
Forecourt at tank fill points* at pumps#	Individual tank fill notices with grades PETROLIUM SPIRIT – HIGHLY FLAMABLE- NO SMOKING */# NO MOBLIE PHONES *

Application for a premises licence to be granted 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/We Tesco Stores Ltd

(Insert name(s) of applicant)

apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003

Part 1 – Premises details

Postal address of premises or, if none, ordnance survey map reference or description Tesco Stores Ltd Retail Unit, Queen Elizabeth Park,			
Post town	Guildford	Postcode	GU2 9JX

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£ Not Yet Assessed, but enclosing cheque for £315 to cover fee

Part 2 - Applicant details

Please state whether you are applying for a premises licence as **Please tick as appropriate**

- a) an individual or individuals * please complete section (A)
- b) a person other than an individual *
 - i as a limited company/limited liability partnership please complete section (B)
 - ii as a partnership (other than limited liability) please complete section (B)
 - iii as an unincorporated association or please complete section (B)
 - iv other (for example a statutory corporation) please complete section (B)
- c) a recognised club please complete section (B)
- d) a charity please complete section (B)
- e) the proprietor of an educational establishment please complete section (B)

- f) a health service body please complete section (B)
- g) a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales please complete section (B)
- ga) a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England please complete section (B)
- h) the chief officer of police of a police force in England and Wales please complete section (B)

* If you are applying as a person described in (a) or (b) please confirm (by ticking yes to one box below):

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or
- I am making the application pursuant to a
 - statutory function or
 - a function discharged by virtue of Her Majesty’s prerogative

(A) INDIVIDUAL APPLICANTS (fill in as applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
Date of birth		I am 18 years old or over <input type="checkbox"/> Please tick yes			
Nationality					
Current residential address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 9-digit ‘share code’ provided to the applicant by that service (please see note 15 for information)					

SECOND INDIVIDUAL APPLICANT (if applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
Date of birth			I am 18 years old or over <input type="checkbox"/> Please tick yes		
Nationality					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 9-digit 'share code' provided to the applicant by that service: (please see note 15 for information)					
Current residential address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					

(B) OTHER APPLICANTS

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name Tesco Stores Ltd
Address Tesco House Shire Park Kestrel Way Welwyn Garden City Hertfordshire AL7 1GA
Registered number (where applicable) 00519500

Description of applicant (for example, partnership, company, unincorporated association etc.) Limited Company
Telephone number (if any) [REDACTED]
E-mail address (optional) [REDACTED]

Part 3 Operating Schedule

When do you want the premises licence to start? DD MM YYYY
[][][][][][][][][]

If you wish the licence to be valid only for a limited period, when do you want it to end? DD MM YYYY
[][][][][][][][][]

Please give a general description of the premises (please read guidance note 1) Retail premises (supermarket) selling a range of goods and services. This includes the sale of alcohol for consumption off the premises. Sales of alcohol for consumption off the premises are made from the supermarket sales floor as shown on the enclosed plan

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend. N/A

What licensable activities do you intend to carry on from the premises?

(please see sections 1 and 14 and Schedules 1 and 2 to the Licensing Act 2003)

- | | |
|----------------------------------------------------------------------|----------------------------|
| Provision of regulated entertainment (please read guidance note 2) | Please tick all that apply |
| a) plays (if ticking yes, fill in box A) | <input type="checkbox"/> |
| b) films (if ticking yes, fill in box B) | <input type="checkbox"/> |
| c) indoor sporting events (if ticking yes, fill in box C) | <input type="checkbox"/> |
| d) boxing or wrestling entertainment (if ticking yes, fill in box D) | <input type="checkbox"/> |
| e) live music (if ticking yes, fill in box E) | <input type="checkbox"/> |

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- f) recorded music (if ticking yes, fill in box F)
- g) performances of dance (if ticking yes, fill in box G)
- h) anything of a similar description to that falling within (e), (f) or (g)
(if ticking yes, fill in box H)

Provision of late night refreshment (if ticking yes, fill in box I)

Supply of alcohol (if ticking yes, fill in box J)

In all cases complete boxes K, L and M

A

Plays Standard days and timings (please read guidance note 7)			<u>Will the performance of a play take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 4)		
Mon					
Tue			<u>State any seasonal variations for performing plays</u> (please read guidance note 5)		
Wed					
Thur			<u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Fri					
Sat					
Sun					

B

Films Standard days and timings (please read guidance note 7)			Will the exhibition of films take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	<input type="checkbox"/>			
				Outdoors	<input type="checkbox"/>			
				Both	<input type="checkbox"/>			
Day	Start	Finish	Please give further details here (please read guidance note 4)					
Mon								
Tue								
Wed						State any seasonal variations for the exhibition of films (please read guidance note 5)		
Thur								
Fri						Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list (please read guidance note 6)		
Sat								
Sun								

C

Indoor sporting events Standard days and timings (please read guidance note 7)			<u>Please give further details</u> (please read guidance note 4)
Day	Start	Finish	
Mon			<u>State any seasonal variations for indoor sporting events</u> (please read guidance note 5)
Tue			
Wed			
Thur			<u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u> (please read guidance note 6)
Fri			
Sat			
Sun			

D

Boxing or wrestling entertainments Standard days and timings (please read guidance note 7)			<u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input type="checkbox"/>			
				Outdoors	<input type="checkbox"/>			
				Both	<input type="checkbox"/>			
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 4)					
Mon								
Tue								
Wed						<u>State any seasonal variations for boxing or wrestling entertainment</u> (please read guidance note 5)		
Thur								
Fri						<u>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sat								
Sun								

E

Live music Standard days and timings (please read guidance note 7)			<u>Will the performance of live music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<u>Please give further details here</u> (please read guidance note 4)		
Tue					
Wed			<u>State any seasonal variations for the performance of live music</u> (please read guidance note 5)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sat					
Sun					

F

Recorded music Standard days and timings (please read guidance note 7)			<u>Will the playing of recorded music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<u>Please give further details here</u> (please read guidance note 4)		
Tue					
Wed			<u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 5)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sat					
Sun					

G

Performances of dance Standard days and timings (please read guidance note 7)			<u>Will the performance of dance take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<u>Please give further details here</u> (please read guidance note 4)		
Tue					
Wed			<u>State any seasonal variations for the performance of dance</u> (please read guidance note 5)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sat					
Sun					

H

<p>Anything of a similar description to that falling within (e), (f) or (g) Standard days and timings (please read guidance note 7)</p>			<p>Please give a description of the type of entertainment you will be providing</p>		
Day	Start	Finish	<p><u>Will this entertainment take place indoors or outdoors or both – please tick</u> (please read guidance note 3)</p>	Indoors	<input type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue			<p><u>Please give further details here</u> (please read guidance note 4)</p>		
Wed					
Thur			<p><u>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</u> (please read guidance note 5)</p>		
Fri					
Sat			<p><u>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</u> (please read guidance note 6)</p>		
Sun					

I

Late night refreshment Standard days and timings (please read guidance note 7)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<u>Please give further details here</u> (please read guidance note 4)		
Tue					
Wed			<u>State any seasonal variations for the provision of late night refreshment</u> (please read guidance note 5)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sat					
Sun					

J

Supply of alcohol Standard days and timings (please read guidance note 7)			Will the supply of alcohol be for consumption – please tick (please read guidance note 8)	On the premises	<input type="checkbox"/>
				Off the premises	<input checked="" type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	State any seasonal variations for the supply of alcohol (please read guidance note 5)		
Mon	06:00	00:00			
Tue	06:00	00:00			
Wed	06:00	00:00			
Thur	06:00	00:00			
Fri	06:00	00:00			
Sat	06:00	00:00			
Sun	06:00	00:00			
			Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list (please read guidance note 6)		

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):

Name Steven Nicholas Andrzejuk	
Date of birth	██████████
Address ██████████ ██████████ ██████████	
Postcode	██████████
Personal licence number (if known) LICPL/02966/15	
Issuing licensing authority (if known) North Herts District Council	

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9).

L

Hours premises are open to the public Standard days and timings (please read guidance note 7)			<u>State any seasonal variations</u> (please read guidance note 5)
Day	Start	Finish	
Mon	06:00	00:00	
Tue	06:00	00:00	
Wed	06:00	00:00	
Thur	06:00	00:00	
Fri	06:00	00:00	
Sat	06:00	00:00	
Sun	06:00	00:00	
<u>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</u> (please read guidance note 6)			

M

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)

Tesco is a large national operator with a range of head office and local support. The company has devised policies, procedures, systems and training to ensure that they sell alcohol in a responsible manner.

There is a detailed training programme which ensures that comprehensive training is provided to employees having regard to their role and the responsibilities and such training is regularly reviewed and appropriate records kept.

b) The prevention of crime and disorder

The premises will have digital CCTV system that covers many areas of the shop floor, including the main area which will be used for display of alcohol, Images will be retained for a minimum of 21 days
A member of the Management team will ordinarily be on the premises all the time the store is open and person will have responsibility for the premises whilst the premises are open.

c) Public safety

The premises licence holder is fully aware of its responsibilities under a range of health and safety related legislation and has appropriate policies and procedures in place to be confident of complying with the relevant obligations which arise.

d) The prevention of public nuisance

The company has a “good neighbour” policy which seeks to ensure that the premises play an active part in the local community.

e) The protection of children from harm

The premises will operate a Think 25 policy. The checkouts will be programmed to prompt the checkout assistant when an alcohol product is scanned at the till to follow the Think 25 policy.

Colleagues will receive appropriate training both in relation to the underlying law and the Tesco policy, systems and procedures. This training will be documented and repeated as often as Tesco believes to be appropriate.

Checklist:

Please tick to indicate agreement

- I have made or enclosed payment of the fee.
- I have enclosed the plan of the premises.
- I have sent copies of this application and the plan to responsible authorities and others where applicable.
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.
- I understand that I must now advertise my application.
- I understand that if I do not comply with the above requirements my application will be rejected.
- [Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (please read note 15).

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED.

Part 4 – Signatures (please read guidance note 11)

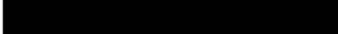
Signature of applicant or applicant’s solicitor or other duly authorised agent (see guidance note 12). **If signing on behalf of the applicant, please state in what capacity.**

Declaration	<ul style="list-style-type: none"> • [Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15). • The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or
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	her proof of entitlement to work, or have conducted an online right to work check using the Home Office online right to work checking service which confirmed their right to work (please see note 15)
Signature	
Date	16/10/2020
Capacity	Hardish Purewal – Licensing Manager

For joint applications, signature of 2nd applicant or 2nd applicant’s solicitor or other authorised agent (please read guidance note 13). If signing on behalf of the applicant, please state in what capacity.

Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14) Licensing Team, Tesco Stores Limited, 5 Falcon Way (Maldon), Shire Park			
Post town	Welwyn Garden City	Postcode	AL7 1TW
Telephone number (if any)			
If you would prefer us to correspond with you by e-mail, your e-mail address (optional) 			

Notes for Guidance

1. Describe the premises, for example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.
2. In terms of specific regulated entertainments please note that:
 - Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
 - Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
 - Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
 - Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
 - Live music: no licence permission is required for:
 - a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
 - Recorded Music: no licence permission is required for:
 - any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.

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- any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.
 - Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
 - Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
 - any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
 - any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
 - any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
 - any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.
3. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
 4. For example the type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
 5. For example (but not exclusively), where the activity will occur on additional days during the summer months.
 6. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
 7. Please give timings in 24 hour clock (e.g. 16.00) and only give details for the days of the week when you intend the premises to be used for the activity.
 8. If you wish people to be able to consume alcohol on the premises, please tick 'on the premises'. If you wish people to be able to purchase alcohol to consume away from the premises, please tick 'off the premises'. If you wish people to be able to do both, please tick 'both'.
 9. Please give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups or the presence of gaming machines.
 10. Please list here steps you will take to promote all four licensing objectives together.
 11. The application form must be signed.
 12. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
 13. Where there is more than one applicant, each of the applicants or their respective agent must sign the application form.
 14. This is the address which we shall use to correspond with you about this application.
- 15. Entitlement to work/immigration status for individual applicants and applications from partnerships which are not limited liability partnerships:**

A licence may not be held by an individual or an individual in a partnership who is resident in the UK who:

- does not have the right to live and work in the UK; or
- is subject to a condition preventing him or her from doing work relating to the carrying on of a licensable activity.

Any premises licence issued in respect of an application made on or after 6 April 2017 will become invalid if the holder ceases to be entitled to work in the UK.

Applicants must demonstrate that they have an entitlement to work in the UK and are not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity. They do this in one of two ways: 1) by providing with this application copies or scanned copies of the documents listed below (which do not need to be certified), or 2) by providing their 'share code' to enable the licensing authority to carry out a check using the Home Office online right to work checking service (see below).

Documents which demonstrate entitlement to work in the UK

- An expired or current passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK [please see note below about which sections of the passport to copy].
- An expired or current passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- A Registration Certificate or document certifying permanent residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **when produced in combination with** an official document giving the

person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to work relation to the carrying on of a licensable activity.
- A **current** Residence Card issued by the Home Office to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights or residence.
- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with an endorsement indicating that the named person may stay in the UK, and is allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A Certificate of Application, **less than 6 months old**, issued by the Home Office under regulation 18(3) or 20(2) of the Immigration (European Economic Area) Regulations 2016, to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence.
- Reasonable evidence that the person has an outstanding application to vary their permission to be in the UK with the Home Office such as the Home Office acknowledgement letter or proof of postage evidence, or reasonable evidence that the person has an appeal or administrative review pending on an immigration decision, such as an appeal or administrative review reference number.
- Reasonable evidence that a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence in exercising treaty rights in the UK including:
 - evidence of the applicant's own identity – such as a passport,
 - evidence of their relationship with the European Economic Area family member – e.g. a marriage certificate, civil partnership certificate or birth certificate, and
 - evidence that the European Economic Area national has a right of permanent residence in the UK or is one of the following if they have been in the UK for more than 3 months:

- (i) working e.g. employment contract, wage slips, letter from the employer,
- (ii) self-employed e.g. contracts, invoices, or audited accounts with a bank,
- (iii) studying e.g. letter from the school, college or university and evidence of sufficient funds; or
- (iv) self-sufficient e.g. bank statements.

Family members of European Economic Area nationals who are studying or financially independent must also provide evidence that the European Economic Area national and any family members hold comprehensive sickness insurance in the UK. This can include a private medical insurance policy, an EHIC card or an S1, S2 or S3 form.

Original documents must not be sent to licensing authorities. If the document copied is a passport, a copy of the following pages should be provided:

- (i) any page containing the holder's personal details including nationality;
- (ii) any page containing the holder's photograph;
- (iii) any page containing the holder's signature;
- (iv) any page containing the date of expiry; and
- (v) any page containing information indicating the holder has permission to enter or remain in the UK and is permitted to work.

If the document is not a passport, a copy of the whole document should be provided.

Your right to work will be checked as part of your licensing application and this could involve us checking your immigration status with the Home Office. We may otherwise share information with the Home Office. Your licence application will not be determined until you have complied with this guidance.

Home Office online right to work checking service

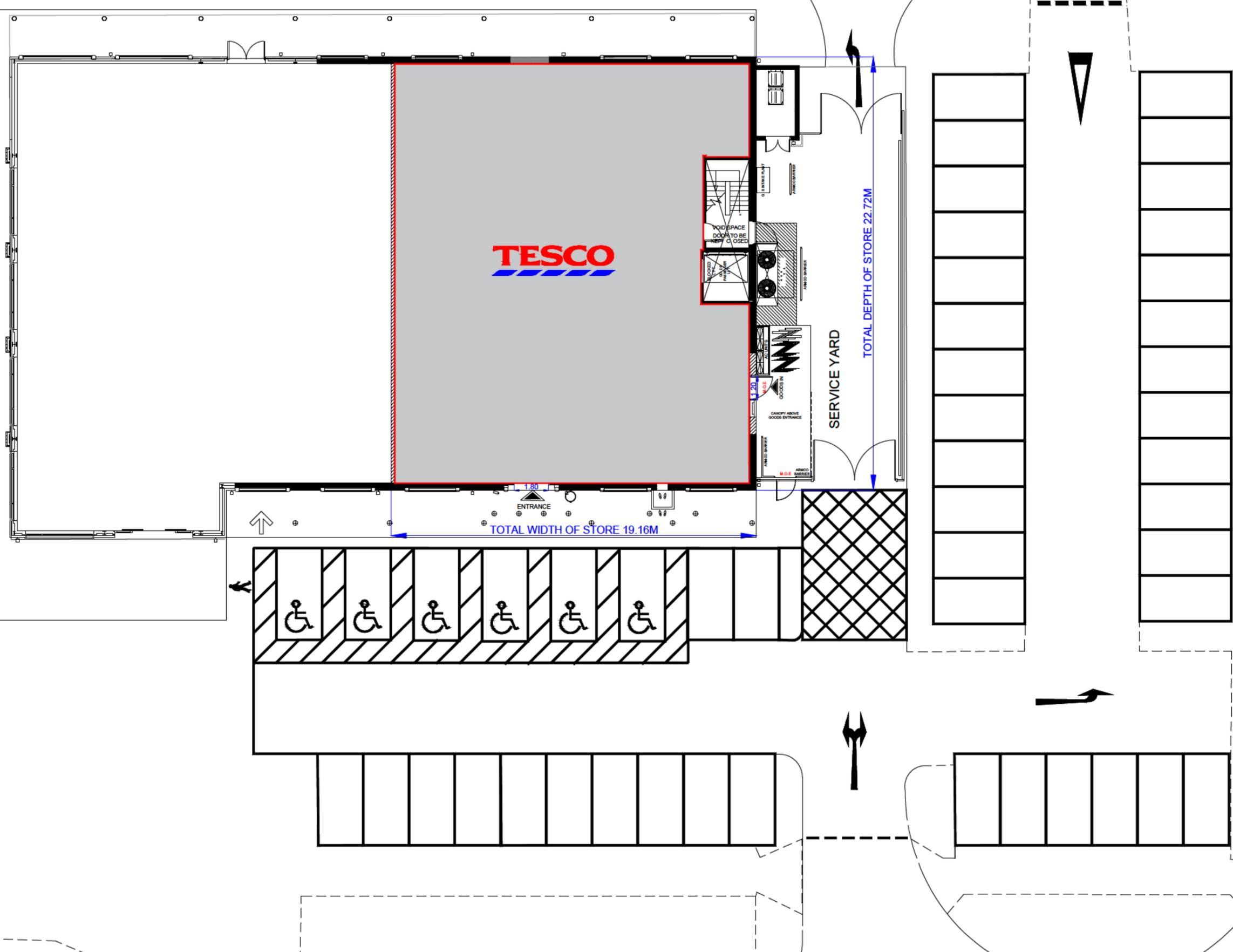
As an alternative to providing a copy of the documents listed above, applicants may demonstrate their right to work by allowing the licensing authority to carry out a check with the Home Office online right to work checking service.

To demonstrate their right to work via the Home Office online right to work checking service, applicants should include in this application their 9-digit share code (provided to them upon accessing the service at <https://www.gov.uk/prove-right-to-work>) which, along with the applicant's date of birth (provided within this application), will allow the licensing authority to carry out the check.

In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be checked online. The Home Office online right to work checking service sets out what information and/or documentation applicants will need in order to access the service. Applicants who are unable to obtain a share code from the service should submit copy documents as set out above.

RAILTON ROAD



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REV	DATE	AMENDMENTS

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TESCO

ADDRESS: RETAIL UNIT,
QUEEN ELIZABETH
PARK,
GUILDFORD,
SURREY,
GU2 9JX

FIRE DETECTION LEGEND

- SOUNDER
- VISUAL INDICATOR (BEACON)
- 8KG 27A FOAM & 2KG CO2 EXTINGUISHERS
- AREA COVERED BY SMOKE DETECTION
- BREAK GLASS CALL POINT

PROJECT
GUILDFORD RAITON RD EXP

DESCRIPTION
PROPOSED SITE
BWS LICENSE LAYOUT

DRAWING NO. 4760pg##BWSPLAN.dwg

PHASE **3&4** ISSUE **##**

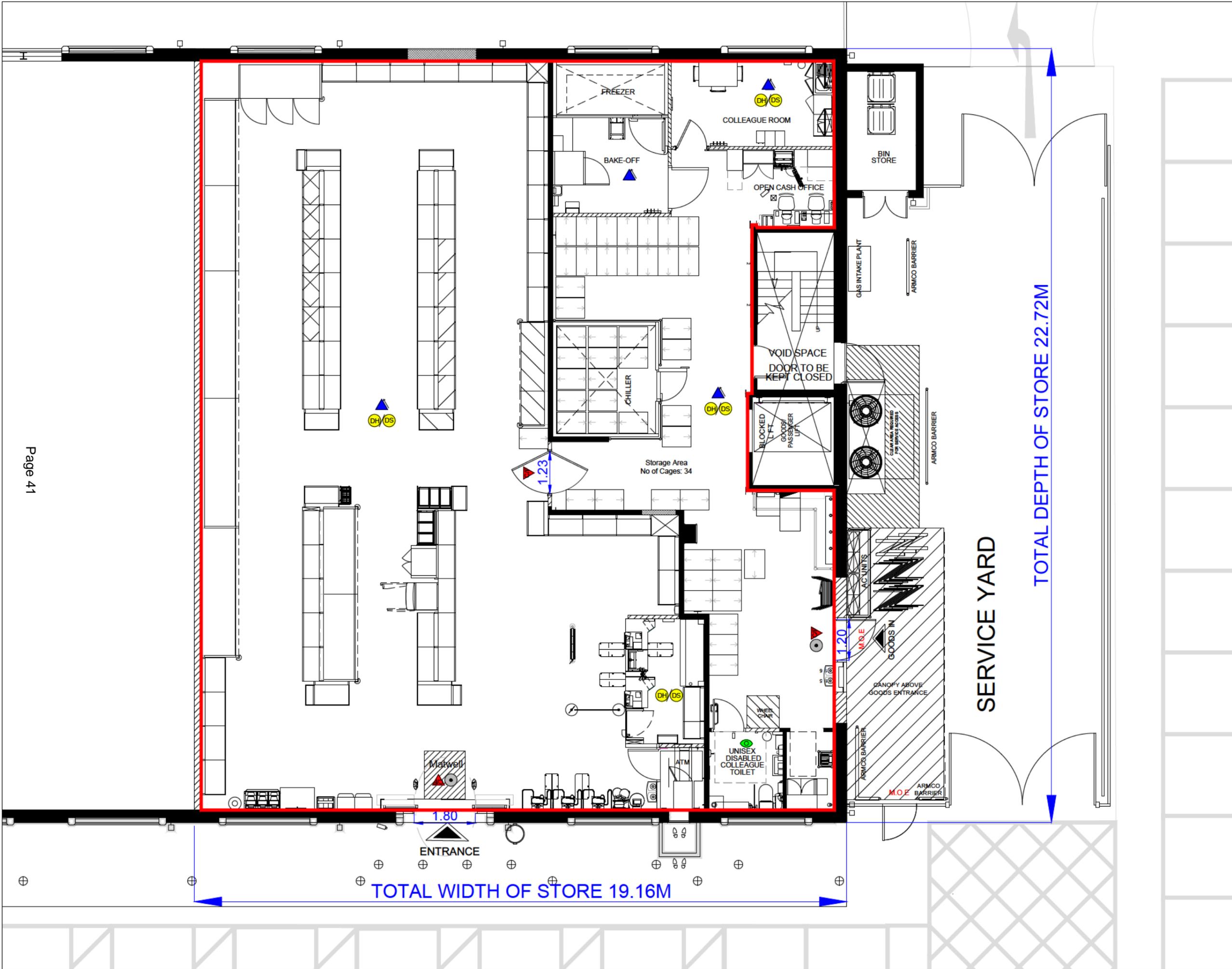
SYSTEM ID. No.4760bg##BWSPLAN.dwg

SCALE **1:200@A3** DATE **13.10.2020**

UK PLANNING MANAGER **NICOLA CASWELL**

TESCO
STORE PLANNING

TESCO STORES LIMITED
EXPRESS GROUP
PLUS BUILDING, THE BOULEVARD, SHIRE PARK,
WELWYN GARDEN CITY, HERTFORDSHIRE, AL7 1GB UK
TELEPHONE 01707 395150



REV	DATE	AMENDMENTS
<p>ADDRESS: RETAIL UNIT, QUEEN ELIZABETH PARK, GUILDFORD, SURREY, GU2 9JX</p>		
<p>FIRE DETECTION LEGEND</p> <ul style="list-style-type: none"> SOUNDER VISUAL INDICATOR (BEACON) 8KG 27A FOAM & 2KG CO2 EXTINGUISHERS AREA COVERED BY SMOKE DETECTION BREAK GLASS CALL POINT 		
<p>PROJECT GUILDFORD RAITON RD EXP</p>		
<p>DESCRIPTION PROPOSED RETAIL BWS LICENSE LAYOUT</p>		
<p>DRAWING NO. 4760gag##BWSPLAN.dwg</p>		
<p>PHASE 3&4 ISSUE #</p>		
<p>SYSTEM ID. No. 4760g##BWSPLAN.dwg 4760g##BWSPLAN.dwg</p>		
<p>SCALE DATE 1:100@A3 13.10.2020</p>		
<p>UK PLANNING MANAGER NICOLA CASWELL</p>		
<p>TESCO STORE PLANNING</p>		
<p>TESCO STORES LIMITED EXPRESS GROUP PLUS BUILDING, THE BOULEVARD, SHIRE PARK WELWYN GARDEN CITY, HERTFORDSHIRE, AL7 1GB UK TELEPHONE 01707 395150</p>		

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 Appendix #

TOTAL DEPTH OF STORE 22.72M

TOTAL WIDTH OF STORE 19.16M

SERVICE YARD

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From: [Andrew Rogoyski](#)
To: [Regulatory Services](#)
Subject: Licensing Application - Queen Elizabeth Park
Date: 21 October 2020 12:02:49

Dear Sirs,

I would like to OBJECT to the proposed liquor license being applied for by Tesco Stores Ltd, at the proposed site in Queen Elizabeth Park, Guildford, GU29JX. My residence is the closest to the proposed supermarket and I am significantly concerned on the grounds of safety, security and public order.

The application is asking for a license to sell alcohol between 06:00 and midnight. These proposed licensing hours would encourage crime and disorder, exacerbating the existing problems of youths hanging around the supermarket building and the New Life Church building in the evenings (this has been a problem for years, even since the closure of the Budgens supermarket). When Budgens was open, there were frequent disturbances in the evening, accompanied by littering, broken glass and damage to property (for example, a tree outside the supermarket was sawn down by a gang of youths one evening).

Serving alcohol until midnight will present a clear noise and nuisance problem for local residents, attracting late shoppers, creating traffic problems and disorder issues.

The cafe in the New Life Church building, adjacent to the proposed Tesco supermarket, is frequented by young mothers and small children. The availability of alcohol a few yards away, coupled with the littering which is likely to occur will adversely affect this important part of the local community.

The proposed entrances and exits for the Tesco supermarket are not visible by local residents (they are only overlooked by the local offices in the business park). This means that in the evenings the entrance and exit will be obscured, encouraging nuisance and crime, fuelled by access to liquor at the proposed store.

I suggest that Tesco apply for a much more constrained liquor license that only allows the sale of alcohol during hours more suited to a quiet residential area. My suggestion would be 11am until 9pm, stopping earlier on a Sunday.

I look forward to your sympathetic response,

Best regards,

Andrew

Dr Andrew Rogoyski


Click [here](#) to report this email as spam.

Peter Muir

From: Dinah Bisdee [REDACTED]
Sent: 21 October 2020 11:16
To: Regulatory Services
Subject: Tesco application for licence, QE Park, GU2 9JX

Follow Up Flag: Follow up
Flag Status: Completed

To Licensing Authorities, Guildford Borough Council

I am writing to object to the proposed opening hours for the proposed Tesco store in Queen Elizabeth Park, Guildford.

I have no problem with a liquor licence as long as they enforce strictly the age limits for buying alcohol. However, as a local resident living only a short distance from the store site, I object to the idea that it will be open till midnight 7 days a week.

We have had problems around here with litter, noise and anti-social behaviour, which was linked to the Budgens store when it was open. Budgens were hopeless about enforcing age limits for buying alcohol so there was a lot of under-age drinking.

And for the store to be open till midnight means that local residents will be plagued with noise until late at night.

Please insist that the store closes at 9 pm.

Thank you

Regards

Dinah Bisdee

[REDACTED]

--

Dinah Bisdee (Dr.) [REDACTED]

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From: [Pauline Searle](#)
To: [Regulatory Services](#)
Subject: Tesco Stores Ltd, Queen Elizabeth Park, [UNC]
Date: 28 October 2020 12:35:11

I would like to object to the request for an extension of hours by the new Tesco Store Ltd proposed on Queen Elizabeth Park, Stoughton.

The original application for the old Budgens Stores specified the opening hours should be no longer than 0700- 2200 Monday – Saturday and 10-00 – 1800 Sunday.

This was put in place to ensure that the residential amenities of nearby properties are protected

.

The new application times are for 600 – midnight seven days a week. In my view as Local Councillor for Stoughton this will cause huge problems for local residents.

This site is NOT on a main road but in a quiet residential area. There has been element of Anti Social behaviour at this site especially with underage drinkers in the past these extended hours will only add to the issue.

This application will certainly impact on one or more of the Licencing objectives : especially (1) The prevention of Crime and Disorder (3) The prevention of public nuisance (4) Protection of Children from Harm.

Kind Regards,

Pauline

Pauline Searle
Guildford Borough Councillor for Stoughton

Agenda item number: 2
Appendix 3

From: [Gillian Harwood](#)
To: [Regulatory Services](#)
Cc: [adrian swift](#)
Subject: tesco
Date: 29 October 2020 17:53:06

I have the same issue as Pauline Searle and the residents I object to the request of the hours by the new tesco stores as proposed on queen Elizabeth park Stoughton the opening hours should be 700 10 00 Monday and Saturday and Sunday hours 10 00 18 00 if not done by these hours their will be a lot of problems and anti social behaviour and it is build up in a resident area we do not need this councillor gill Harwood

From: [Bill Perkins](#)
To: [Regulatory Services](#)
Subject: TESCO STORES LTD. Retail Unit, Queen Elizabeth Park, Guildford GU2 9JX
Date: 08 November 2020 18:20:53

Application for a new premises licence.

I OBJECT to the proposal for the following reasons.

Whilst welcoming the Tesco store to the QEP estate, I am concerned that the proposed extended opening hours and associated licence for the sale of alcohol will cause additional nuisance to a significant number of residents. My particular concern is the application to extend the hours for the sale of alcohol until Midnight. The permitted hours should end no later than 10pm.

Previous experience when the premises were managed by Budgens was that the shop attracted young people to the area in the evening and, despite Budgens best efforts, alcohol was purchased and consumed in the immediate area and on the adjacent Greens, leading to noise and nuisance. Our house backs onto the green area, hence my concern that such nuisance might extend later into the night.

W A Perkins

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Peter Muir

From: nick holloway [REDACTED]
Sent: 10 November 2020 16:45
To: Peter Muir; Regulatory Services
Cc: [REDACTED]
Subject: Tesco Express Queen Elizabeth Park GU2 9JX - Liquor Licence Application Comments
Attachments: Tesco Exp QEP notewd.docx

Dear Mr Muir

I am writing to object to the hours proposed by Tesco Express for their liquor licence at the QEP store.

I feel 6am to 12am is far too long for a Residential Estate and is likely to cause various problems listed below.

The Store currently can open from 7am to 10pm, which I am aware they have applied to change to 6am to 11pm
So why they do they need the extra hour on the licence?

I have separately commented on their application to extend the opening hours, which I have attached a copy of below, as it has many relevant points to this application as well ,including limiting the hours to 7am to 10pm

My comments are:

Crime & Disorder

- We currently have some instances of Antisocial behaviour from youths in the "Town Square" next to the store and the Community Centre and we are working with the Police to stop this.
- I believe this will get worse as the store will become a Magnet and meeting place for them and no doubt they will try to obtain Alcohol one way or another.
- Wilful damage to gardens and seats in the area occurs.

Public Safety

- They can be and have been abusive using foul language and frighten women with their intimidating behaviour. This can only get worse in the later hours proposed.

Prevention of Public Nuisance

- The behaviour of these youths often leads to excessive noise and shouting late into the evening and this will get worse with later hours.
They often walk through the Estate on their way home, shouting and breaking lights, causing a nuisance to all.

Protection of Children from Harm

- As in the past with the Budgens store, under 18 youths will likely be provided with alcohol by elder youths or will steal it from the store.

I would like to think that Tesco will employ a security guard to help prevent the above occurring and equip the store both internally and externally with CCTV cameras to monitor the premises.

Nicholas Holloway



I welcome Tesco Express (TE) to QEP and many residents are pleased to be having a convenience store open again on QEP

However, I must also support the householders living close to TE in objecting to the excessive hours of opening proposed.

In similar way to this application, I would also submit these comments regarding the Tesco Express Alcohol Licence Application of 6am to 12am.

The original hours for this store were more than adequate and I feel that the 2 extra hours proposed at either end of the day will likely cause noise in socially unacceptable hours, especially the pre-opening and post closing hours from five till 6 am and 11 to 12 am, as TE opens up and closes down.

The difference between these hours is significant, as these are hours where people are normally asleep and any noise can be disruptive.

There are a number of other retail outlets in the Local and Guildford areas and most are operating within the 7 am to 10 pm range.

Our local Nisa store in Grange Road is 7am to 10pm

Indeed TE operate 7am to 10pm in Knaphill and Ash Vale.

Other local convenience stores to note on housing estates in the area are Budgens on the Fairfield Estate: 7am till 8 pm and Waitrose on Goldsworth Park: 8am to 8pm and 9pm on Friday.

In the past, the Budgens store here was very quiet pre 8am and especially after 9pm and in its latter days, the store used to close at 9pm, as it was not worth staying open till 10pm.

Budgens hours were: 7am to 10pm and 10am to 6 pm on Sundays.

The other issue to note is the problems with antisocial behaviour by youths gathering and loitering around "Town Square" and the store area.

There already is a problem with this in the "Town Square" and TE will provide a bigger magnet than the area already does.

In the past, the youths sometimes obtained alcohol from the store by older ones buying it and then sharing it amongst others.

The extra hour from 10 to 11pm would likely hold an attraction for youths and the resultant noise and problems would be a further nuisance and disruption to both the residents nearby and other areas of the estate, where the youths travel through on their way home, shouting and kicking over bollard lights, many of them via Hopkin Close to the bridge in Robin Way and over the railway line to the Bellfields Estate.

The TE application places emphasis on the whole viability of the store being affected by not having these extra 2 hours. I find that extremely unlikely with my experience of stores in the area, as they are very quiet in the early morning/late evening.

TE "Providing local residents with easy access to grocery goods throughout the day in an area which is otherwise lacking in provision"

This is not correct, it will not be an "Oasis". There are 2 Corner Shops, a Little Waitrose, a Co-op and a Sainsburys Local in the area, all within reach of QEP.

Another fact which the application is based on is the opening hours of 6:30 to 11pm granted to the Nuffield Health Gym in 2005.

The gym is now open 6:30 am to 10pm Mon/Fri and 8 to 8 on Sat/Sun.

Customers here like to exercise before work in the morning and later at night and this facilitates this, but not unto 11pm.

There is minimal noise generated by this use compared to opening & closing noise and delivery vehicles arriving and being unloaded.

The previous operators of the store obviously did not feel the need to follow suit in applying for extended hours, probably because they knew that there was minimal extra business to be had by staying open longer.

TE "On this basis it is argued that local residential properties will be not be adversely affected by extended opening hours"

I do not agree.

There are many comments submitted by other residents on this application, stating they feel it will adversely affect them, and have provided retrospective evidence from when the last store was in operation.

I conclude that because of all the reasons given above, the opening hours should not be extended.

This is primarily a residential estate where residents should be protected from antisocial noise and disruption in a similar way to the Fairlands and Goldsworth Park Estates.

I have tried to make contact with Tesco to discuss how, we in QEP, can work together to minimise the impact of the store on QEP, but as yet have received no reply.

On a point of accuracy, the application by TE contains two inaccuracies in that there is not, and has never been, a doctors surgery in the centre and the street referred to is actually Grange Road not Street.

From: [Tijana T](#)
To: [Regulatory Services](#)
Cc: [Philip Harris](#)
Subject: Objection to the application by TESCO STORES limited to sell alcohol at Retail Unit, Queen Elizabeth Park, GU2 9JX
Date: 15 November 2020 19:49:55

We would like to make an objection with respect to this license application by Tesco Stores Ltd to sell alcohol at the premises Retail Unit, Queen Elizabeth Park, GU2 9JX on the basis of prevention of public nuisance and protection of children from harm.

The proposed hours during which sale of alcohol is to take place are from 6:00 - 00.00.

We are concerned that early-morning and late-night sale of alcohol (before 7:00 and after 22:00) will encourage anti-social behaviour and cause public nuisance.

Families living in the area often bring their children for a walk to the green and the paved area around the premise, where they can roller-blade, and ride scooters and bicycles. The building next door, now in use by the QE New Life church, is used by many providers of children's clubs and activities.

It is unfortunate that wherever alcohol is sold, the area often becomes spoiled by vomit, broken glass, and other packaging waste. These rarely get cleaned up promptly. So that the public can continue to enjoy the use of this area for recreational purposes, we would like to request that the licensing hours be shortened to 7 - 22:00.

Dr Tijana Timotijevic and Prof Philip Harris



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Let's take a look at the underage scenario below. This is one of the most common areas of conflict that often leads to anti social behaviour. If your device doesn't have sound, turn on the subtitles using the  button below the video. Pay attention, there is a question at the end of the video:

What would you have done differently?

Select your answer below and submit.

- Remain calm and explain the think 25 policy
- Call your manager straight away as they are obviously underage
- Nothing, I think she handled it really well

File Edit View Favorites Tools Help
Suggested Sites Web Slice Gallery course Operational Law

Stop and think - Conflict Resol...
Stop and think - Conflict Resol...
Stop and think - Conflict Resol...

Correct

A flat refusal with no explanation is likely to be met with an unfavourable response and a colleague's negative attitude could escalate the situation. We need to avoid these conflicts, keeping our colleagues and customers safe.
The way you respond can make the customer behaviour better or worse.

Continue



If you come across as being defensive, customers could reflect that behaviour, however, if you are calm, level headed and explain the reasoning, this should defuse the situation.

Try to put yourself in their shoes. Most people respond well to a polite but firm explanation. It may be difficult in the heat of the moment to react without thinking but remember to stop and think.



The screenshot shows a web browser window with a blue navigation bar at the top. The bar contains a left-pointing arrow, the word "Scenarios", and a hamburger menu icon. Below the bar, the browser's address bar shows "course/Operational Law". The page content includes a title "Operational Law" and a list of three items, each with a blue square icon and the text "Stop and think - Conflict Resol...". The browser's menu bar at the bottom includes "File", "Edit", "View", "Favorites", "Tools", and "Help".

The following pages are short multiple choice scenarios. What would you do in these situations?



A customer is acting suspiciously. You feel they may attempt to steal a product. What is the best method to deter the customer from shoplifting?

Select one answer below and submit.

- Follow the customer around the store watching their every move
- Approach the customer in a warm friendly manner and offer help
- Tell the customer to leave the store immediately



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Checking You Know Your Stuff on **Legal Refresher Training.** Legal 2 Training

Key Point

You should not be signed off until you have answered all validations correctly. Once you have completed all questions correctly, both you and your trainer should sign and date your Training Record Card.



Question booklet

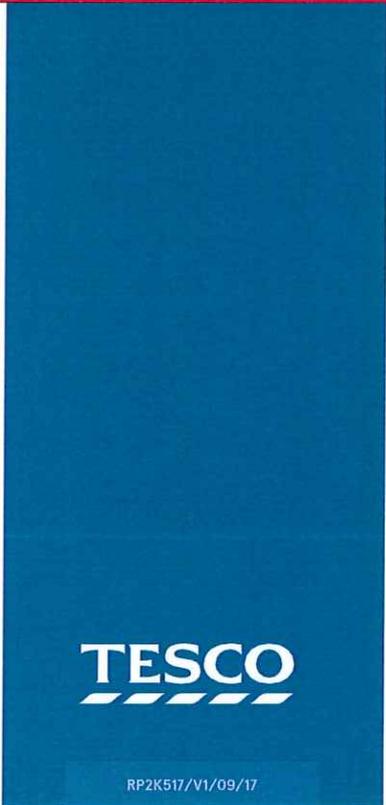
This validation signs you off as having completed your Legal 2 Refresher training.

Answer all the questions. Your trainer will mark your sheet when you are finished. For Age Restricted Sales, you must have received your refresher training before completing the validation questions.

Trainee's name _____
Trainee's signature _____

Trainer's name _____
Trainer's signature _____

Date of completion / /



Good Luck!

Age Restricted Sales.

All colleagues and managers

Remember, you must have received your refresher training before completing these validation questions.

Question 1

Describe the **four** steps to the Age-Restricted Sales Policy.

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Question 2

When should you not sell alcohol to a person?

- a. When the person buying the alcohol is under18.
- b. When an adult is shopping with a person who appears under18.
- c. When you know the alcohol is being bought by an adult on behalf of a person under18.
- d. When the alcohol is being bought by a person who appears to be drunk.

- a
- b
- c
- d

Question 3

Which of the following examples of ID are acceptable types of proof of age?

- a. Military ID.
- b. Membership Card.
- c. Photo Driving Licence.
- d. Any ID Card with a PASS Logo.
- e. A Work ID.
- f. Utility Bill.
- g. Library Card.
- h. Garda Proof of Age Card.

- tick
- -
 -
 -
 -
 -
 -
 -

For trainers use only

If answered incorrectly:
Retrained and re-validated on:

If answered incorrectly:
Retrained and re-validated on:

If answered incorrectly:
Retrained and re-validated on:

For trainers
use only

Question 4

Name **four** things you should check when presented with a Proof of Age ID.

1. _____
2. _____
3. _____
4. _____

Question 5

Give **six** examples of age restricted products that we apply the Think 25 Policy to?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Question 6

What are Lottery test purchasers testing for?

- a. To ensure we don't sell to under 16 years olds
- b. To ensure we comply with the Think 25 policy for every transaction
- c. To ensure all customers purchasing a Lottery product are asked for ID

tick

- (a)
(b)
(c)

Question 7

An under 18 Customer Assistant seeks authorisation for a sale of alcohol, who is responsible for the sale?

- a. Both the under 18 and the adult who authorised the sale.
- b. Just the under 18.
- c. Just the adult who authorised the sale.
- d. Nobody.

- (a)
(b)
(c)
(d)

If answered incorrectly:
Retrained and
re-validated on:

For trainers
use only

Question 8

A group of young people who you assess to be 18 or 19 have some alcohol in their basket. Who should be asked to prove their age?

- a. None of them as they all look over 18
- b. Only the person paying for the items
- c. All of them in the group

- a
- b
- c

If answered incorrectly:
Retrained and
re-validated on:

Question 9

A customer approaches the checkout with some paper plates, plastic cups, food suitable for a picnic and a metal kitchen knife. You assess them to be approximately 20 years of age. Which of the following is correct?

- a. The knife is age restricted so you should Think 25 and ask to see identification. Proceed with the sale if the identification shows a photo of the customer, is on Tesco's approved list, appears to be genuine and shows them to be over 18
- b. Looking at the other items the customer is buying, you think that the knife will be used for a picnic rather than committing a crime and so it is ok to sell it without Thinking 25.
- c. Immediately inform the customer that you can't sell the knife to them.
- d. As you have assessed the person to be over 18, you should proceed with the sale.

- tick
- a
 - b
 - c
 - d

If answered incorrectly:
Retrained and
re-validated on:

Question 10

Which one of the following is False?

- a. Both cigarettes and nicotine containing products (e.g. e-cigarettes) have a legal restriction of 18. Tesco applies the Think 25 policy to both types of product.
- b. It is illegal to display tobacco products to anyone under 18 so you must Think 25 before opening the tobacco doors.
- c. If you sell e-cigarettes to anyone under 18 you can receive a criminal record and Tesco can also be prosecuted.
- d. It is acceptable to have tobacco on permanent display (doors open) during busy periods (to save time) and if the tobacco doors have broken.

- tick
- a
 - b
 - c
 - d

If answered incorrectly:
Retrained and
re-validated on:

Question 11

A customer is trying to purchase more than 2 packets of painkillers (paracetamol, ibuprofen or aspirin) and the till prompts are preventing the sale, do you:

- a. Put the additional packets through the till as a separate transaction
- b. Tell the customer to come back later to purchase more
- c. Politely explain that the till prompts are there for safety reasons and refuse to sell more than the till will allow

- tick
- a
 - b
 - c

If answered incorrectly:
Retrained and
re-validated on:

Checking You Know Your Stuff

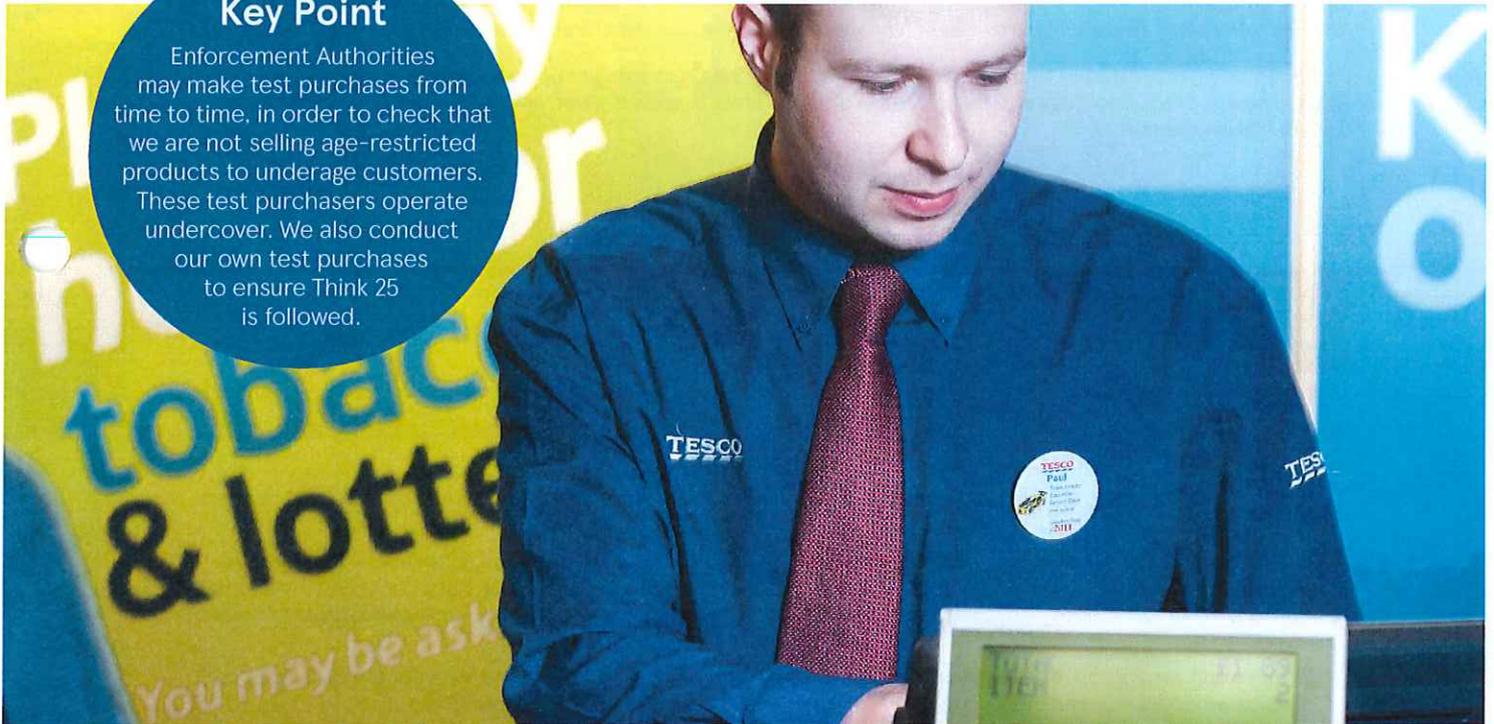
Age Restricted Sales Skills.

Refresher training for everyone.

Location
Store floor
Time
15 mins
Group size
10

Key Point

Enforcement Authorities may make test purchases from time to time, in order to check that we are not selling age-restricted products to underage customers. These test purchasers operate undercover. We also conduct our own test purchases to ensure Think 25 is followed.



Training card

The purpose of this session is to refresh your knowledge of the law and Tesco policies around selling age-restricted products.

What you need to know/do

Trainer's Note! This training card is to be used as the Legal Age-Restricted Refresher twice a year to refresh all colleagues.

Some products we sell can only be legally sold to customers above a certain age. You are personally responsible for selling these products and you and anyone involved in the sale can be prosecuted if you break the law.

TESCO

ARSREF1-V2-09/18

Police and Trading Standards departments make test purchases from time to time, in order to check that we are not selling age-restricted products to under age customers.

These test purchasers are undercover and are allowed to give incorrect information which may lead you to make the sale (*in the Republic of Ireland, test purchasers are not allowed to give incorrect information*).

The National Lottery carry out test purchases in all stores throughout the year. They send in mystery shoppers who are old enough to buy Lottery products but who look under 25. This is to see whether we ask them for ID to follow our Think 25 policy. These test purchases can happen at any till across the store, PFS and even when claiming a prize.

Test purchasers may attempt to engage you in friendly conversation as a means of distraction to encourage you to make the sale. They may also be dressed in business wear to appear older, always remember to Think 25 before making the sale.

Key
Point!

Getting It Wrong

Implications to you

You may

- Receive a Penalty Notice for Disorder (PND) or be asked to attend a formal recorded interview, under caution (e.g. £90 PND/fine in England and Wales for the sale of alcohol to a minor)
- Receive a Court appearance and a potential criminal record.
- Receive a substantial fine, or even the potential for up to two years imprisonment, in certain circumstances (e.g. £2500 for the sale of tobacco to a minor).
- Receive disciplinary action, which may result in suspension without pay and/or your dismissal.

Implications for the Company and your colleagues:

- Stores may lose the ability to sell alcohol, tobacco or lottery products.
- Your colleagues may be prosecuted. For example, the store licence holder for alcohol (*store manager*) may receive a fine of up to £20,000 (*England/Wales*) and a criminal record.
- Negative press and social media activity leading to loss of reputation for Tesco.
- A further substantial fine issued to Tesco as a company.
- It may impact on our ability to apply for licences in the future.

Tobacco display ban.

The legislation on tobacco includes restrictions on our display of tobacco products. It is a criminal offence to simply show a tobacco product to anyone under 18, even if no sale takes place (*maximum sentence is two years imprisonment for displaying the product to anyone under 18*). Remember you are only allowed to open the tobacco doors to:

- Respond to a request of a person of 18 or over to purchase a product or ask for information about a product.
- Re-stock
- Clean
- Deal with a maintenance issue
- Train colleagues

At all other times, the doors must remain closed.

Trainer's Note!

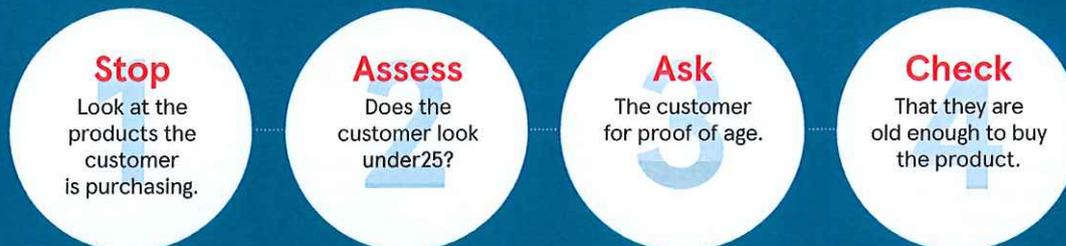
Ask trainees if they can remember the age-restrictions on products we sell. Use the table on the following page to check their answers.

Age-restricted products	Age Policy	Age restriction	Notes
Alcohol (and zero-alcohol branded products e.g. Becks Blue)	Think 25	18	All alcoholic drinks and products containing alcohol above 0.5%. Under responsible retailing our policy is to also restrict zero-alcohol products that are marketed and aimed at adults.
Tobacco products	Think 25	18	Cigarettes, cigars, pipe and rolling tobacco, cigarette papers, smokeless tobacco.
Nicotine inhaling products, i.e., E-cigarettes	Think 25	18	From 2015, sale of these products to anyone under 18 is illegal
Butane refills	Think 25	18	
Psychoactive substances i.e., Any products containing solvents (<i>glue, aerosols</i>)	Think 25	Do not sell to any age if you suspect the product is being abused	From April 2016 new laws mean it is illegal to supply any person (of any age) with substances which you know or suspect are being bought for their psychoactive effects. For example solvent glue may be sniffed for its mind altering effects. If you suspect anyone is buying any substance to use for its psychoactive properties, the sale should be refused, in the same way that you would refuse the sale of alcohol to someone who is already drunk.
Knives Including household cutlery, axe and razor blades, any items with a blade or sharp point which could be adapted to cause injury to persons	Think 25	18	Excludes folding knives with a blade less than 3"; razor cartridges where less than 2mm of blade is exposed; skewers; corkscrews; screwdrivers; pruning saw; plasterboard saw; peelers; children's cutlery; wooden/plastic cutlery.
Scissors	Think 25	18	Tesco operate a voluntary 18 age restriction on scissors. Tesco policy is to treat these the same as knives: Think 25 and only supply to people aged 18 or over.
High Caffeine Energy drinks	Think 25	16	Defined as those containing caffeine greater than 15mg/100ml (e.g. Red Bull and Monster), often labelled as "high caffeine". Does NOT include sports drink (e.g. Lucozade sport) or ready to drink coffees.
Category 2 outdoor sparklers/ fireworks (<i>fireworks for external use</i>). Indoor fireworks, sparkler candles.	Think 25	18	
Category 1 Fireworks (<i>small, usually indoor</i>). sparklers, Indoor fireworks, sparkler candles.	Think 25	16	
Lighters and matches, kitchen/long reach/candle lighter	Think 25	16	Tesco operate a voluntary 16 age restriction on these products. Tesco policy is to Think 25 and only supply to people aged 16 or over.
Liqueur chocolates	Think 25	16	
Party poppers	Think 25	16	
All lottery and Scratchcards products including The Health Lottery	Think 25	16	Test purchases can take place on draw based games, Scratchcards, Lottery at till and prize pay out. Remember to Think 25 on every transaction.
Petrol	Think 25	16	The age restriction applies to the actions of dispensing and paying for the fuel
Aerosol paints	Think 25	16	
Paracetamol, ibuprofen, aspirin, laxative	Think 25	16	Tesco apply the 16 age restriction on these products as some medicines are known to be harmful when taken in large quantities. There is also a restriction on the number of boxes of some medicines that can be sold through main bank, please follow the instructions on the till, politely decline sales where necessary and refer customers to the pharmacy where larger quantities can be sold.
Christmas crackers	Colleague judgement	12	Ask colleagues to use their judgement.
DVD/computer games/magazines with DVD's, some music CD's	Think 25	Age given on product	Operate Think 25 policy, except for 12 rating where we ask colleagues to use their judgement.

Think 25.

To protect yourself from selling to under age people, you should always ask for proof of a customer's age if you think they look under 25 (*we call this Think 25*). This gives you a margin for error when judging peoples' ages.

The process is:



Be proactive if you think that an under age person might attempt to buy an age-restricted product. You do not have to work at a checkout to Think 25, you can approach anyone on the store floor and inform them that they will need ID to prove their age in order to buy the product.

Age Verification and Religious Dress:

- Age verification process must be applied by law, colleagues should follow the Think 25 process: Stop, Assess, Ask and Check for ID if in doubt. The customers face must be visible otherwise colleagues are unable to verify age against suitable ID.
- Colleagues can request that the customer reveals their face if covered, for the purposes of age verification only. If the customer is uncomfortable or refuses then colleagues should politely refuse the sale of the product(s) in question.
- We do not wish for any customers to be challenged on religion or religious dress however, colleagues must feel comfortable in selling any products with an age restriction..

Repeat the main points such as:

- The Think 25 process.
- Who's liable for an age-restricted sale

The acceptable types of identification:

- Any Passport.
- Photo Driving Licence (*including provisional*).
- Any National Identification Card.
- Any PASS Card with the PASS hologram.
- Military Identification Card (*United Kingdom and Northern Ireland*).

Ask the trainees what they should check when presented with a proof of age ID?

Answers can include:

- Is it a form of identification Tesco accept?
- Is the photograph of the customer?
- Is it genuine identification?
- Does it have a hologram?
- The date of birth (*is the customer old enough to buy the product*)?
- The ID has not been tampered with.

Key Point!

The document itself does not need to be in date and you can accept expired documents. You just need to ensure that the photograph represents a true likeness of the customer and that you can complete the above checks.

Key Point!

Remember it is illegal to even display tobacco products to anyone under 18 so you must complete the 4 stages of the check before you retrieve the product from the gantry.

Your chance to practice.

Discuss different ways to ask for proof of age:

- How do people ask?
- What works well?
- Do they have any advice for others?

Discuss people's experience of difficult situations

Prompt

If a customer gets annoyed that you have asked them for proof of age, you should:

- Remain calm and let the customer have their say.
- Conduct yourself in a professional manner and remember to treat people as you would like to be treated.
- Always offer to store the product until the customer can return with the correct ID to purchase the product.
- Call another colleague or manager if you feel uncomfortable and need support.

Discuss how to authorise sales of alcohol

Prompt

If you are under 18, you must get all alcohol sales authorised by a person who is aged 18 or over

- Both you and the authoriser are legally responsible for the sale, so you must both Think 25.
- Be aware of areas like Scan as you Shop or self serve tills, as often this may be used by under age customers trying to buy products they are not entitled to. Remember to **Stop, Assess, Ask and Check** before authorising the sale.

Discuss how to spot a drunk person or someone who may abuse a solvent or other psychoactive product

Prompt

It can be a challenge knowing which substances can be abused. There isn't a definitive list, but the following are the most common:

- Solvent based adhesives (*glues*)
- Aerosols (*they often contain butane as a propellant*)
Solvent-based marker pens
- Some types of paint/paint thinners/paint removers
Dry cleaning fluids
- Nail varnishes/removers
- Shoe and other polishes
- Typewriter correction fluids
- Liquid lighter fuels
- Petrol.
- Anti-freeze
- Nitrous oxide containers

LOOK OUT FOR PEOPLE BUYING MANY OF THESE PRODUCTS AT ONCE OR BUYING THEM REGULARLY.

WATCH OUT FOR GROUPS OF TEENAGERS. REMEMBER THAT, EVEN IF THE PERSON BUYING THE PRODUCT IS OVER 18, YOU MUST NOT SELL IT TO THEM. REMEMBER THEY MAY ALSO SHARE WITH OTHER PEOPLE, INCLUDING CHILDREN. CHILDREN AS YOUNG AS 7 HAVE BEEN KNOWN TO BE INVOLVED IN SUBSTANCE ABUSE.

Signs of psychoactive substance abuse and/or someone being drunk include:

- Traces or smell of solvents on the customer's clothes or breath;
- Drowsy, vacant or glazed expression;
- Unsteadiness;
- Slurred speech or other signs similar to drunkenness;
- Red eyes;
- Red spots or sores around the mouth and nose;
- Uncontrolled or excessive giggling;
- Rowdy or silly behaviour.

Key Point!

Remember, it is illegal to sell alcohol to someone who is already drunk.

Discuss selling computer games and DVDs

Prompt

When selling DVDs or computer games with an age-rating of 12, use your judgement to assess whether the customer is aged 12 or above. You do not have to Think 25, but it is illegal to sell if the customer is under 12. If in doubt, refuse the sale.

- When selling DVDs or computer games with an age-rating of 15, you should Think 25 and ask for a Passport. If they are over 17 years old they may be able to produce a photo-driving licence.
- If an adult is buying a DVD or computer game and has a child lower than the rating with them, you should not refuse the sale, as proxy sales laws do not apply and it is the responsibility of the parent.

Your chance to practice. *continued*

Discuss or role play the following scenarios

How would they deal with the situations?

You are walking across the store floor and notice a group of young people pooling their money and looking at some alcohol.

> **Prompt**
Think 25 and if any of the group look under age you should inform them that they will all need to prove their age.

A man wants to buy a kitchen knife. You think he looks 23 years old but he doesn't have any proof of his age.

> **Prompt**
Politely refuse the sale.

A girl that you know wants to buy alcohol from you. You know she is 17.

> **Prompt**
Politely refuse the sale.

A man gets annoyed when you refuse to sell him a lottery ticket because you think he is under age when you Think 25. He only has a credit card as proof of age.

> **Prompt**
Keep calm and use your helpful and friendly skills. You are right to refuse the sale as a credit card is not acceptable proof of age. You could ask a manager for support.

A man wants to buy a bottle of wine. You think he looks 30 years old.

> **Prompt**
Sell him the bottle without asking for proof of age.

A man of about 40 with two teenagers (possibly his sons) approaches the checkout to buy alcohol.

> **Prompt**
Sell him the alcohol.*

A Dotcom driver is delivering an order containing beer. A young person wants to receive the delivery. He has no proof of age.

> **Prompt**
Do not deliver the goods. Return the entire delivery to the store and refund the customer.

A man asks to compare two packs of cigarettes before he buys them. You think he looks 24. What should you do?

> **Prompt**
Think 25 and verify his age by asking to see his ID before showing him the cigarettes.

* It is not against the law to sell alcohol to a customer if they have a person under the age of 18 with them. It is an offence if we know that the customer is buying alcohol to pass it onto somebody under the age of 18. This is known as a proxy sale.

Ask your trainees to complete the Age Restricted Sales questions in their Refresher Trainee Pack.

Using the Trainers Pack, review each trainee's answers. Ensure that the trainees have answered each question correctly and discuss any incorrect answers with the trainee. Record any corrections on the question pack with the trainee. Complete the reverse of each trainee's Training Record Card (RP2 K 136) with the following information:

- Date of training.
- Description - Age Restricted Sales Refresher Training.
- Trainee's signature.
- Trainer's name and signature.

Where You Can Get More Information/Support

- Warm Welcome to Tesco Module Two - Age Restricted Sales.
- Age restricted Sales DVD
- Store Operating Manual.*
- Your manager.

* This is not applicable in the Republic of Ireland.

Notes

Lined area for notes with horizontal ruling lines.



Warm Welcome to your store

HELLO

Serving Britain's shoppers a little better every day

Age Restricted Sales

How old do you have to be to buy...



?



?



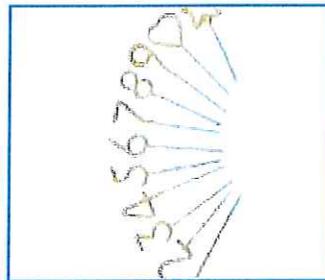
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Age Restricted Sales

How old do you have to be to buy...



18



18



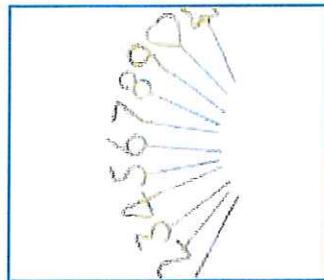
16



18



16



16



Age Varies



18



12



18



16



16



18



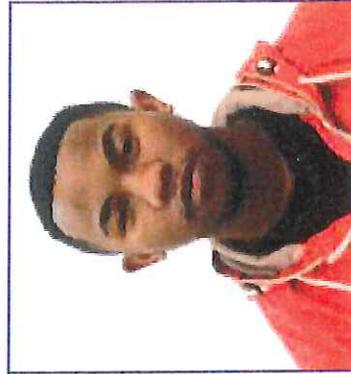
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18

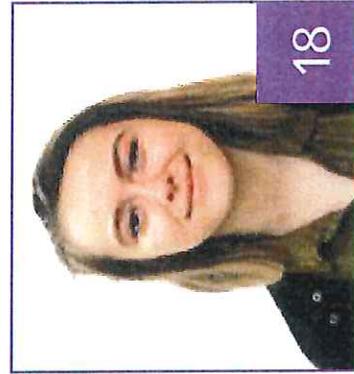
Assess

Do they look over 25? ...



Assess

Do they look over 25? ...



Some tips when judging age

Appearance – They may be trying to make themselves look older, girls could be wearing excessive make-up.

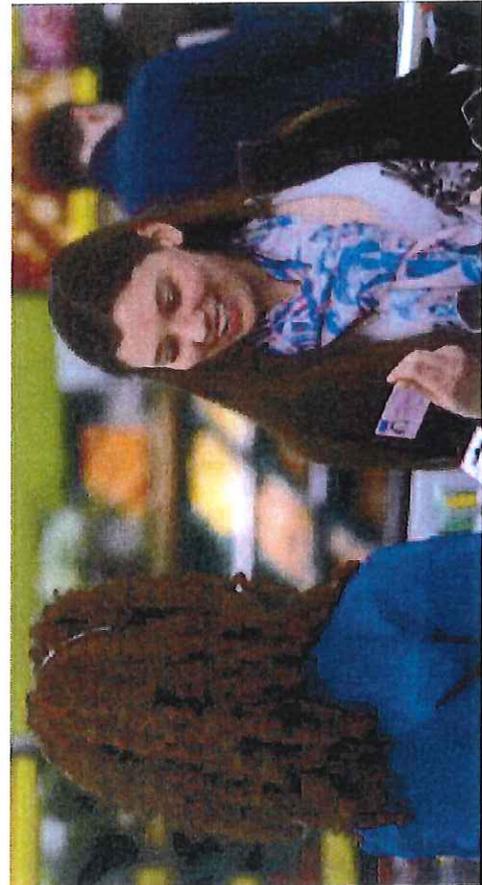
Height – Do not always assume that if someone is tall they are old enough.

Behaviour – They may be a little nervous, avoiding eye contact, fidgeting or they may be very confident and chatty to distract you.

How are they paying – Loose change could have been collected from a group also be aware some children do have credit or debit cards.

What are they buying – Some types of alcohol are more attractive to children like alcopops, however they are increasingly buying a variety of alcohol, what else are they buying.

Ask



Check

Are these forms of identification we accept?



Check

Are these forms of identification we accept?

- Check if it's a form of Identification Tesco accept;
- Is the photograph of the customer in front of you;
- Is it genuine, has it been tampered with;
- Check all information is correct (is the customer old enough to buy the product).



What happens if I get it wrong

You are responsible for selling Age restricted products and can be prosecuted if you break the law. This could result in:

CHECK THIS IS GENERIC ENOUGH, ASK DO WE NEED IT?

- On the spot fine
- You could receive a fine up to £5,000
- You could receive a criminal record
- You could face disciplinary action you to and including dismissal
- The licence holder could be fined up to £20,000
- The licence holder could receive a criminal record
- The licence holder could be imprisoned for 6 months
- The store could lose it's ability to sell age restricted products

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What else do I need to know

Enforcements Authorities may make test purchases in order to check we are not selling age restricted products to underage customers, these test purchasers operate undercover, we also conduct our own test purchases to ensure we **Think 25**. Failing a test purchase is described above.

If you are under 18, you must get all alcohol and fireworks sales authorised by a person over 18, both of you are legally responsible for the sale, both of you must **Think 25**.

Areas like scan as you shop and self service are often used by under aged customers to buy age restricted products, remember, **Stop, Assess, Ask and Check**.

Age Verification and Religious Dress

Our age verification process must be applied by law, all colleagues should follow the Think 25 process: **Stop, Assess, Ask and Check** for ID if in doubt. The customers face must be visible otherwise colleagues would be unable to verify age against suitable ID.

Colleagues can request that the customer reveals their face if covered, for the purposes of age verification only. If the customer is uncomfortable or refuses then colleagues should politely refuse the sale of the product(s) in question.

We do not wish for any customers to be challenged on religion or religious dress however, colleagues must feel comfortable in selling any products with an age restriction.

Being Responsible in retail

Selling Alcohol to someone already drunk

It is against the law to sell alcohol to someone who is already drunk

Key things to look for

- Slurred speech
- Unstable
- Eyes are glazed over
- May be giggly
- You may be able to smell alcohol on their clothes and breath

The part you play:

- This applies to all points of sale, including checkouts, Home Delivery and Click and Collect. You should explain to the customer that you are unable to sell (or deliver) them any more alcohol, in a calm and polite manner.
- Be careful in this situation as someone who has had a drink may not be behaving normally and could react very badly. Always call your manager, who will support you if you feel a situation is getting out of hand.

The part we play:

- We will support you where needed if a situation arises, we would work with other managers and instore guards to keep you and customers safe.

Being Responsible in retail

Licensing objectives

The Licensing Act establishes four licensing objectives (five in Scotland) that any business selling alcohol should promote. All colleagues should be aware of these and how we ensure that Tesco helps promote them.

Key points

The four licensing objectives are:

- The Prevention of Crime and Disorder
- Public Safety
- Prevention of Public Nuisance
- The Protection of Children from Harm

And in Scotland the fifth licensing objective is:

- Protecting and improving Public Health

The part you play:

- Always follow 'Think 25' and do not sell alcohol to anyone that does not pass the check (this helps protect Children from Harm). Do not sell alcohol to someone that is already drunk (Crime & Disorder/Public Nuisance).

The part we play:

- We have robust training and age verification schemes in place and promote 'Think 25' at point of sale and at the checkout. We have CCTV installed throughout the store and have guarding in place where required. We also work closely in the community and with other retailers to tackle underage drinking.
- We agree any conditions on our Premises Licence and adhere to the authorised sales times. We also have a Designated Premises Supervisor (DPS) (or Premises Manager in Scotland) who authorises you to sell alcohol.
- Most of this information will be contained on the summary licence which must be displayed at the front of the store.

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Think 25 - What Good Looks Like

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A4 Think 25 poster on every OFD



Think 25 SEL. A minimum of one per alcohol mod



Think 25 SEL on all promotion ends. A minimum of one per mod



A4 Think 25 poster in a prominent position by checkouts



A4 Think 25 poster in a prominent position by checkouts



A4 Alcohol Think 25 poster

RP2K726

SEL Alcohol Think 25

RP2K266

A4 Alcohol Think 25 poster - Wales

RP2K726-W

TESCO express

TESCO
safe & legal

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Period 5 - Week 19

Agenda item number: 3
Appendix 4

