

Once the false ID has been recorded, it should be stored, along with the police half of the bailment form (where in use), in the same way that a premises handles confiscated drugs. It should be locked away in a secure place until the police are ready to collect it or the manager takes it to the police station.

How and when to contact the police

The police should consider setting up a single point of contact in the licensing team whom licenced premises may contact to deal about false ID issues. Local arrangements should be made between the police and licensed premises to outline how and when the police should be informed of incidents involving false ID.

It is good practice that false ID should be held at premises for a period not greater than 72 hours after it was handed over. This means that ID handed over on Friday evening can be held until Monday morning before being given to the police.

What to do if a person complains after handing over their ID

If someone complains that their ID has been retained, the premises manager (if available) should take the person to one side and explain why this has happened. If this person is still unhappy call the police and ask for guidance.

Signs that can be placed at entrances

Signs placed at the entrances to premises can deter young people who intend to use false ID from entering the premises, and are a means of diffusing anger towards door staff. Such signs could set out the ID policy and inform individuals that anyone using false ID will be asked to hand it over and, if they fail to do so, the police may be called. An example of wording for these signs is below, or a common example is:



“These premises operate a Challenge 25 policy. You may be asked to show ID if you appear to be under 25. If the ID that you present is suspected to be false or belonging to someone else, you may be refused entry to these premises and you may be asked to hand over the ID so that it can be given to the police. If you fail to do so, the police may be called. Gaining entry to these premises using fake ID or ID that doesn't belong to you may be a criminal offence.”

III.X WHAT TO WATCH OUT FOR REGARDING THE IDENTIFICATION OF A PERSON POSSIBLY UNDER THE INFLUENCE OF ALCOHOL

50 SIGNS OF VISIBLE INTOXICATION:

Serving alcohol to a visibly intoxicated person (VIP) is against the law. If you can tell on sight that a person has been drinking or using other drugs, the person is visibly intoxicated. Staff are not expected to know a customer's blood alcohol content as determined by a blood, breath, or urine test, but they are required to recognize visible intoxication.

Here are some of the common signs of visible intoxication. These are not all of the possible signs. If a person shows just one or two of these signs that does not necessarily mean the person is intoxicated. But if a person shows a combination of several signs, or has a sudden change of behavior, that could be a strong indication that the person is intoxicated. Remember that intoxication can result from the use of drugs other than alcohol. **IF IN DOUBT, DO NOT SERVE.**

APPEARANCE

1. Blooshot, glassy, or watery eyes
2. Flushed face
3. Droopy eyelids
4. Blank stare or dazed look
5. Twitching or body tremors
6. Disheveled clothing

SPEECH

7. Thick, slurred speech
8. Loud, noisy speech
9. Speaking loudly, then quietly
10. Rambling train of thought
11. Unusually fast or slow talking
12. Slow response to questions or comments
13. Repetitive statements
14. Bravado, boasting
15. Making irrational statements

ATTITUDE

16. Annoying other customers and employees
17. Argumentative
18. Aggressive or belligerent
19. Obnoxious or unpleasant
20. Inappropriate sexual advances
21. Overly friendly to other customers or employees
22. Boisterous

BEHAVIOR

23. Swaying, staggering, or stumbling
24. Unable to sit straight

BEHAVIOR (cont.)

25. Careless with money
26. Difficulty counting change
27. Restless
28. Depressed or sullen
29. Crying or moody
30. Extreme or sudden change in behavior
31. Overtly animated or entertaining
32. Crude, inappropriate speech or gestures
33. Drowsiness or falling asleep
34. Lack of focus and eye contact
35. Difficulty standing up
36. Unusual walk
- 37.* Can't find mouth with glass
- 38.* Falling down or falling off a chair
- 39.** Difficulty lighting cigarettes
- 40.** Lighting more than one cigarette
41. Clumsy
42. Difficulty remembering
- 43.* Spilling drinks
44. Disoriented
45. Agitated, anxious
46. Grinding teeth
47. Vomiting

OTHER

48. Odor of alcohol, drugs or chemicals
49. Excessive perspiration
50. Repeated trips to toilet or outside area.

* On Licence Premises

**Observed in smoking areas only

a. **Other ways of determining if someone is intoxicated**

Interaction with the person and their friends will help to determine whether someone is intoxicated and their level of intoxication, i.e. a friend laughs and says that `Bill is well ***** (insert slang phrase for intoxication).

Talk with the person and ask them questions such as:

How much alcohol have they consumed?

When did they last eat and how much?

Whether they consider themselves intoxicated?

What type of alcohol has been consumed?

How much has the person been witnessed drinking? If it is difficult getting a reasonable response from the person, talk to the people the customer is with.

Be sensitive to a person's right of privacy.

***THESE SIGNS ARE
NOT EXHAUSTIVE AND
NOT ALWAYS
NECESSARILY
CONCLUSIVE PROOF OF
INTOXICATION***

III.XI CONFLICT MANAGEMENT - some practical steps staff can take

Experienced Staff

An experienced and well trained member of staff will contribute to good standards of a premises and help create the right atmosphere, so customers are aware that bad behaviour will not be tolerated.

Cashiers should at all times enforce their legal responsibilities and consider the consequences of allowing alcohol into the hands of under age or intoxicated people.

In refusal of service or conflict situations, you will need a lot of patience. Try to learn from your more experienced colleagues and observe what they do and say in different situations. Practice also helps you to get it right. Reading this information is a good first step, but putting it into practice and learning from your successes and mistakes is what this section is really about!

Initial / Action Points

1. Write down 3 key phrases you can use when refusing service to someone who is underage.
2. Write down 3 key phrases you can use when refusing service to someone who is drunk.
3. Speak to friends and colleagues about their experience of situations that they gotten out of hand and how they dealt with them. Would you deal with them differently now that you have read this guide?
4. Set up an incident book for your workplace or make sure you know where the current one is kept.

Keep calm. Don't get into an argument.

Explain briefly why you cannot sell. Try saying, for example:

- 'I'm sorry, if I serve you I might be breaking the law.'
- 'We have a policy of `no proof of age, no sale.'
- 'Our company policy is not to sell these products to young people.'

Show customers notices, posters and stickers that indicate you will not serve alcohol to under 18s or sell other age restricted products.

Offer an application form for an approved proof of age scheme. E.G. CITIZEN CARD

Be positive in your refusal. Have a firm tone of voice, be confident and use direct eye contact. The law is on your side and you are doing the right thing.

Call your supervisor or manager for support if necessary/available.

Remember the object is to get the customer who is being refused goods / services out of the shop if all else fails call the Police to help remove the customer and if appropriate ban the customer from using the premises in future.



Reacting to Trouble

Most conflict can be prevented or controlled in the early stages. However, if a situation has deteriorated to a heated stage before you arrive, it can be much more difficult.

Remember your own and others' safety:

- Keep calm and try to slow things down
- Try to find out what the problem is, making sure you listen

A good way to keep in mind all the essential stages is to use the word REACT.

REACT

R Request - ask the conflicting parties to calm down or leave

E Explain - that their behaviour is unacceptable and list any rule or law that has been broken

A Appeal - say "please," turn it around and say things like, "You don't want me to get into trouble" or "if you keep this up, I won't be able to serve you" or I don't want to call the police but I will have to if you don't back down"

C Confirm - if the customer still refuses to abandon the confrontation, repeat any potential consequences and ask them if there is still anything you can do to get them to stop misbehaving

T Take Action - here you will have to ask them to leave again. If they refuse to do so, you will have to call the police. Physical force is the last resort and should never be used if you are on your own. Unless you are alone in the shop you may wish to lead the misbehaving customer towards the door, but be careful about using any level of physical force or coercion and be aware of your own safety. If all else fails call the police.

Once trouble is over, it is important to apologise to other customers for any disruption and reassure them that everything is back to normal. Recognise that you have been through a difficult situation and take a break, if possible, to regain your composure.

It is also good practice to record the incident accurately, while information is still fresh in your mind.

Recording Incidents

You should record all incidents for a variety of reasons:

- It can be used as a learning tool and can assist in communication between staff and management
- It provides an accurate record for police, company or insurance purposes
- It can help to prevent similar incidents from happening again

The record should include the following:

- Date
- Time
- What happened
- Who was involved
- How it was dealt with
- Whether police were called
- You may also wish to record the names of any witness and their contact information.

Body Language

Understanding body language can be very helpful in seeing trouble and dealing with it effectively. The table below shows the signs to look out for if someone is getting aggressive. You also need to think about your own body language. When dealing with the situation, you need to be assertive if you want people to do as you say.



BODY LANGUAGE			
	AGGRESSIVE (angry)	ASSERTIVE (in control)	PASSIVE (weak)
Body Position	Leaning forward	Upright / straight	Shrinking
Head	Chin jutting out	Firm, not rigid	Head down
Eyes	Strongly focused, staring, often piercing or glaring eye contact	Good, regular eye contact	Glancing away or downwards, little eye contact
Face	Set or firm	Expression fits the words	Smiling even when upset
Voice	Loud and emphatic	Well modulated to fit content	Hesitant or soft, trailing off at ends of words or sentences
Arms/Hands	Hands on hips, fist, sharp gestures, pointing, jabbing	Relaxed / moving easily, open palms	Aimless / still
Movement /Walking	Slow and pounding or fast, deliberate	Measured pace suited to the situation	Slow and hesitant or fast and jerky

How to get it right

It's not easy to get it right. You must try to be **assertive**, not aggressive or passive.

Don't give up. If you think carefully about your voice, your movements and being calm, everything else tends to follow.

Distance

You'll probably be aware that each person has a certain amount of "personal space". If a stranger stands too close, it is uncomfortable. In conflict situations, standing too close may be seen as a threat, so keep a comfortable distance from the person you're speaking to. Remember also that a person from a different country or culture may prefer a different amount of personal space (e.g. they may like to stand closer or further away than you do).

A barrier of some kind, such as a table, can help to keep this distance. The counter itself is a barrier. You may have found that you feel more comfortable speaking with people when you are behind the counter than when you are out on your own. This is because the physical barrier acts as a psychological barrier as well.

III.XII DUTY TO REFUSE SERVICE

It is your duty to refuse to serve under 18s and also you must refuse to serve a person if they are or appear to be drunk.

How to refuse a sale

Sometimes refusing a sale will make the customer angry. Here are some tips to help you handle difficult refusals.

Ask for proof of age. This helps the situation as it is not a direct refusal. It says that you will make the sale if they can produce valid proof of age. Only accept proof of age with a photo, and only if you are happy it is correct.

Refuse politely. If necessary repeat your refusal clearly.

Keep calm. Don't get into an argument.

Explain briefly why you cannot sell. Try saying

- 'I'm sorry, if I serve you I might be breaking the law.'
- 'We have a policy of 'no proof of age, no sale.'
- 'Our company policy is not to sell these products to young people.'

Show customers notices, posters and stickers that indicate you will not serve alcohol to under 18s or sell other age restricted products.

Offer an application form for an approved proof of age scheme.

Be positive in your refusal. Have a firm tone of voice, be confident and use direct eye contact. The law is on your side and you are doing the right thing.

Call your supervisor or manager for support if necessary.

Record details in your premises' refusal register.

Report incidents where you have felt threatened and/or intimidated.

Remember, **you commit an offence** if:

- You sell alcohol to a person who is under 18
- You allow alcohol to be sold to someone who is under 18 when you could have prevented that sale
- You sell alcohol to a person who is drunk
- You sell alcohol to a companion of a person who is drunk for the drunken person's consumption
- You allow alcohol to be sold to someone who is drunk when you could have prevented that sale

On the spot fixed penalty notices can be issued for serving alcohol to someone who is drunk or under age with prosecution also being a possibility.

If someone is drunk or disorderly they can be ejected from the premises and the police must assist if requested to do so - if you think a customer should be ejected please ensure that you seek assistance from a colleague and follow your company procedures in order to deal with the incident properly and safely.

Last Word

• However hard you work at preventing violence there is a possibility that you will be confronted by a violent customer at some stage on your premises

avoid situations if at all possible. A conflict management course for you and your staff would help avoid confrontation because you would identify earlier the key signs and take steps to defuse this problem

• Ensure that you and your staff know the company procedure for dealing with violent customers and follow it if faced with such a situation

do not hesitate to involve the police if you are concerned for your own or your staff or customers' safety

III.XIII TEST PURCHASES

Police and Weights & Measures officers may send under 18s in to your premises to attempt to buy alcohol to check compliance with the law. Under some circumstance the test purchaser may not tell the truth when asked if they are over 18 or if they have ID you **MUST** ask for approved proof of age and check it.

When an attempt is made to purchase alcohol you must either Challenge 21 or Challenge 25 (depending on the scheme used) and ask for acceptable proof of age identification from any customer who appears to be under 21 or 25 years old and is unknown to you as a person over 18 years old, if in doubt - ask for identification if you fail in this duty you may commit a criminal offence.

If you have any doubt about someone's age even, if they have produced proof of age, do not serve them with alcohol and note the refusal in the site refusal book.

III.XIV REFUSALS BOOK

If you have to refuse a sale of alcohol (or any other age restricted products such as cigarettes, tobacco, lottery tickets etc.) you **MUST** enter the details of the refusal in the **REFUSALS BOOK**. This will help you maintain evidence that under-age sales are being refused and also act as a training tool for your staff.

You have the right to refuse to sell any alcohol product, provided that the reasons for refusal are not based on discrimination on the grounds of sex, race or disability and you have a duty not to sell age restricted products to anybody under age.

Always keep letters of third party test purchases such as tobacco checks by trading standards and lottery ticket sales by Camelot.

III.XV REVIEWS

The review provisions in the Act, added to ensure an element of balance under the new regime, allow residents and businesses in the area and the regulatory authorities to voice concerns subsequent to the grant of a licence if they feel that there are relevant problems being generated at or by the premises.

Reviews are important because premises licences are not renewed (they are granted for the life of the business, subject to the annual fee paid to the local authority) so an objection can no longer be made as with the old system at renewal of the Justices' licence.

III.XVI STREET DRINKING & SUPER STRENGTH BEER/LAGER /CIDER

Introduction

Street drinking and the availability of super strength beer, lager and cider (i.e. above 6.5% ABV - Alcohol by volume) are potential concerns that may be raised by the police and other responsible authorities when considering new licence applications and variations to existing licences. Indeed in some cases where this problem has become excessive the local authorities in partnership with the police sometimes request voluntary agreement from retailers to not stock super strength beer/lager and cider as this is the preferred drink of many street drinkers because it is generally inexpensive and gives the "buzz" street drinkers crave.

The Law

Recent legislation has given the police greater powers to address the alcohol related offence problems that they believe have fuelled a large proportion of crime and disorderly anti-social behaviour. These are specifically:

- S17 Crime and Disorder Act 1998
- S13 Criminal Justice and Police Act 2001
- S4 Licensing Act 2003
- S27 Violent Crime Reduction Act 2006
- Part 7 Police & Crime Act 2017

These acts impose duties on either or both the Police & Local Authorities or provide powers to reduce anti-social incidents that result in crime and disorder from the misuse of alcohol as well as other substances.

Various strategies are being considered and will continue to be reviewed on a local authority by local authority basis such as Early Morning Restriction Orders and Late Night Levies (to fund extra policing at night etc.) Additional legislation has also been introduced by central government to ensure a minimum level of price per unit of alcohol is enforced by the licensing section and monitored by local government to try to eradicate cheap alcohol being offered for sale in shops and pubs.

Super Strength Beer, Lager & Cider

Nothing has yet been formally announced regarding super strength beer, lager and cider products being banned or reduced in strength or the packaging in which they are offered for sale being cut in size but there is a growing consensus amongst health professionals and the police that government must do more.

Street Drinkers

Strong beers, lagers and cider have over the last decade or so have become the preferred alcohol product of choice by street drinkers who can generally be described as persons who have limited financial resources, are unemployed, have underlying health and/or mental issues and possibly homeless.



A street drinker has been defined by a community safety partnership as: "Someone who regularly drink alcohol, or is drunk in public places, and their behaviour significantly raises the risk of the following:

- Offending behaviour - if littering or urinating in public, or begging.
- Harm to themselves
- Harm to others
- Anti-Social behaviour - causing harassment, alarm or distress.
- Drawing other vulnerable people into the same type of lifestyle.
- Homelessness.

Street drinkers themselves describe health issues when asked, that mirror health problems experienced by dependent drinkers such as:

- Damage to heart, liver and stomach.
- High blood pressure.
- Double incontinence.
- Fits.
- Mental health problems.
- Depression.
- Black Outs
- Memory loss.

The ramifications of the above include:

- Anger
- Loss of self-esteem.
- Sickness in morning if no alcohol is available.
- Bleeding veins
- Stomach ulcers
- Aching bones
- Loss of balance
- Sleep deprivation

Fortunately the vast majority of adults who drink, do so responsibly whilst street drinking affects a very small minority of people. However the cost to the public is disproportionate as it is very expensive for the police, NHS, local authorities and others to initially respond to the issues caused and then fund the cost of helping the street drinkers themselves - and who in some cases do not want to accept help.

Other groups of street drinkers can be described as ethnic drinkers where drinking outside for example may be considered the social norm and therefore they drink outside as a matter of choice.

Some local authorities have adopted a legal instrument called a DPPO (Designated Public Places Order) although some may know this as a DACZ (Designated Alcohol Control Zone) both mean that should an individual drink in public and is observed causing a criminal nuisance offence by a police officer then the alcohol can be confiscated.

DPPO/DACZ are so effective that in some cases the street drinking problems are moved into areas where there is no DPPO/DACZ in force and therefore move the problem from one area to another.



Voluntary agreements to not stock cheap high strength alcohol will in some cases resolve the issue as long as it is adopted consistently by other similar retailers within the designated geographical area. Otherwise the street drinkers will just congregate near to businesses that stock their favourite product rather than loiter in the areas that do not.

III.XVII ALCOHOL DELIVERY SERVICES

There are an increasing number of licensing applications by small independent operators for the provision of off-sales of alcohol ordered by customers direct to their home via the telephone or online.

Premises that wish to deliver alcohol direct to customers should seek professional assistance on how to run such an operation be it during normal shop hours or for up to 24 hours a day.

The applicant must comply, for example, with the following:

- the premises to be licensed should be where the product is stored prior to its dispatch and not a separate call centre where the money is taken.
- the applicant cannot license the delivery vehicle.
- there needs to be a robust procedure in place to ensure the alcohol is delivered to the person ordering the product including checking proof of age. The delivery person should also, as far as possible, check that the customer is not buying alcohol for the consumption by under 18s e.g. a party at the same premises where young people are in attendance.
- the application should ensure that the four licensing objectives are not compromised.
- the advertisement of the alcohol delivery services show potential customers a full list of the terms and conditions.
- payment should not be taken at the point of delivery.

It is recommended that the applicant seeks proper guidance before submitting such an application. R.B. Licensing Services would be pleased to assist.

III.XVIII BAN ON THE SELLING OF ALCOHOL BELOW THE COST OF DUTY + VAT

The Government launched its Alcohol Strategy which was published on 17th July 2013 following the analysis of all the consultation responses received and concluded that a policy was needed to reshape the approach to alcohol and specifically reduce the number of people drinking to excess. The Alcohol Strategy is targeted at harmful and hazardous consumers and aimed to limit the impact on responsible consumers. The document set out its intention to ban below cost selling to tackle the worst examples of sales of cheap alcohol. This ban came into force on the 28th May, 2014.

The ban prevents businesses from selling alcohol at heavily discounted prices and aims to reduce excessive alcohol consumption and its associated impact on alcohol related crime and health harms.



The ban is a new licensing condition of the Mandatory Code of Practice. The Mandatory Code of Practice applies to all licensed premises, including those with club premises certificates, in England and Wales.

Responsibility for ensuring compliance within the mandatory condition part of your premises licence will always be the responsibility of the premises licence holder and/or designated premises supervisor irrespective whether the pricing was undertaken by a member of staff or not.

The level of duty plus VAT is calculated by taking the relevant excise duty figure for a particular product and the applying the current rate of VAT to this amount. Duty rates differ in accordance with the type of alcohol and often the strength of the product. There are three categories for calculating the permitted price of duty plus VAT.

The three categories are:

1. Beer
2. Spirits, spirit-based ready-to-drinks, wine and made-wine (exceeding 22% ABV)
3. Wine, made-wine and cider (not exceeding 22% ABV)

The following calculations are used to determine the permitted price for each product:

Beer permitted price = Duty + VAT

Where Duty (pence) = volume (litres) x strength (% ABV) x duty rate

Spirits, spirit-based ready-to-drinks, wine and made-wine (exceeding 22%) permitted price = Duty + VAT

Where Duty (pence) = volume (litres) x strength (% ABV) x duty rate

Wine, made-wine and cider (not exceeding 22% ABV) permitted price = Duty + VAT

Where Duty (pence) = volume (litres) x duty rate

(Note: duty rates for beer, wine, made-wine and cider are given in pounds per hectolitre. For clarity of calculation, and because of the small quantities involved, this has been translated into pence per litre, which is an identical figure. Duty rates for spirits and other products over 22% ABV are given in pounds per litre of pure alcohol. For clarity of calculation, and because of the small quantities involved, this has been translated into pence per centilitre (i.e. 10ml) of pure alcohol, which is also an identical figure.)

It should be noted that there are different duty rates within each of the categories of beer and wine and cider, and that the appropriate rate should be used.

Duty rates may change each year, typically following the Chancellor's Budget. Therefore, those who supply alcohol will need to ensure the new duty rates are applied to the three formulae in the preceding section when duty rates change.

Businesses and others who supply alcohol will need to ensure that their pricing systems are accurate enough to prevent any sale of alcohol below the cost of duty plus VAT. This includes ensuring that prices are accurate on shelves, barcodes, menus and price lists, where appropriate.



Care should be taken when undertaking any of the following activities:

- Multibuy promotions
- Multibuy promotions that include alcohol and non-alcohol products
- Multipack products that consist of bulk packs of alcohol
- A package that includes inclusive alcoholic drinks
- Complimentary alcoholic drinks
- Discount coupons which include alcoholic drinks
- Reward cards which can include alcoholic drinks
- Staff discount Companies can offer staff discount, as long as the price after all discounts are applied is above the permitted price of the alcohol
- Online internet sales. The ban will apply to all sales of alcohol that take place (i.e. the alcohol is despatched to the customer) within England and Wales.

If unsure regarding any of the above please contact either your wholesale supplier or contact RB Retail & Licensing Services Limited.

III.XIX RIGHT TO WORK IN THE UK

New powers to tackle illegal working in licensed premises

Under the measures, brought in as part of the Immigration Act 2016, immigration checks will be part of the process for applying for a licence. As from 6th April 2017, a premises or personal licence will not be issued to anyone who does not have permission to be or work in the UK. Being granted a licence and continuing to hold it will also be reliant on complying with the UK's immigration laws.

Additionally, the Home Office will be consulted in the same way as the police before a license is granted. If a business has any immigration offences and civil penalties, these will be considered as part of the licence application, and as a ground for making a formal request to a licensing authority for a license to be reviewed.

Immigration officers will also receive the same powers as licensing enforcement officers and the police to enter a premises being used to sell alcohol or late night refreshment, in order to investigate immigration offences. This will enable joint enforcement operations with licensing enforcement officers, and allow immigration officers to enter licensed premises without a warrant where there is intelligence of illegal working taking place.

If persons are found working in premises performing paid or unpaid work and do not have a right to work in the UK, then the premises (if licensed) can be reviewed by the local authority with a high probability that the premises licence will be revoked.

- All staff current and new must produce documentation from the list of documents reproduced on pages 3.39/3.40.
- Copies (preferably colour) of the original documents must be kept by the business as evidence of compliance and kept safely onsite. Should local licensing officers, police or representatives of any other responsible authority visit the shop and ask for proof of the right to work in the UK, you will be able to provide appropriate documentation. Failure to do so may result in a review of your premises licence and the instigation of criminal proceedings against you.

**PLEASE SEE THE RIGHT TO WORK
CHECKLIST ON THE FOLLOWING
TWO PAGES**



Home Office

Right to Work Checklist

Name of person:	
Date of check:	
Type of check:	Initial check before employment <input type="checkbox"/> Follow-up check on an employee <input type="checkbox"/>

Step 1 Obtain

- You must **obtain original** documents from either **List A** or **List B** of acceptable documents.

List A

- A 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.
- A 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, **together 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 **full** birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, **together 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, **together 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, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

List B Group 1

- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
- 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 do the work in question.
- A **current** Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence.
- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

List B Group 2

- A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is **less than 6 months old together with a Positive Verification Notice** from the Home Office Employer Checking Service.
- An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, **together with a Positive Verification Notice** from the Home Office Employer Checking Service.
- A **Positive Verification Notice** issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.



Step 2 Check

<ul style="list-style-type: none"> You must check that the documents are genuine, that the person presenting them is the prospective employee or employee, the rightful holder and allowed to do the type of work you are offering. 			
1. Are photographs consistent across documents and with the person's appearance?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
2. Are dates of birth consistent across documents and with the person's appearance?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
3. Are expiry dates for time-limited permission to be in the UK in the future i.e. they have not passed (if applicable)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
4. Have you checked work restrictions to determine if the person is able to work for you and do the type of work you are offering? (for students who have limited permission to work during term-times, you must also obtain, copy and retain details of their academic term and vacation times covering the duration of their period of study in the UK for which they will be employed)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
5. Are you satisfied the document is genuine, has not been tampered with and belongs to the holder?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
6. Have you checked the reasons for any different names across documents (e.g. marriage certificate, divorce decree, deed poll)? (Supporting documents should also be photocopied and a copy retained.)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>

Step 3 Copy

You must make a clear **copy** of each document in a format which cannot later be altered, and retain the copy securely: electronically or in hardcopy. You must copy and retain:

- Passports:** any page with the document expiry date, nationality, date of birth, signature, leave expiry date, biometric details and photograph, and any page containing information indicating the holder has an entitlement to enter or remain in the UK and undertake the work in question.
- All other documents:** the document in full, both sides of a Biometric Residence Permit.

You must also record and retain the date on which the check was made.

Know the type of excuse you have

If you have correctly carried out the above 3 steps you will have an excuse against liability for a civil penalty if the above named person is found working for you illegally. However, you need to be aware of the type of excuse you have as this determines how long it lasts for, and if, and when you are required to do a follow-up check.

The documents that you have checked and copied are from:

- List A** You have a **continuous statutory excuse** for the **full duration** of the person's employment with you. You are **not** required to carry out any repeat right to work checks on this person.
- List B: Group 1** You have a **time-limited statutory excuse** which expires when the person's permission to be in the UK expires. You should carry out a **follow-up check when the document evidencing their permission to work expires**.
- List B: Group 2** You have a **time-limited statutory excuse** which expires 6 months from the date specified in your Positive Verification Notice. **This means that you should carry out a follow-up check when this notice expires**.

Date follow-up check required:

III.XX STAFF TRAINING - Revision

The Licensing Act 2003 introduced a single integrated system throughout England and Wales to regulate the sale and supply of alcohol, the provision of entertainment to the public and the provision of late-night refreshment - the sale of hot food and hot drinks between the hours of 11pm and 5am.

Under the Act there is a statutory requirement that retail sales of alcohol can only be made from premises that have been granted a premises licence.

In addition all premises licensed for the sale of alcohol must have a designated premises supervisor (DPS) appointed for those premises who must be a personal licence holder.

Sales of alcohol can only be made or authorised by a personal licence holder.

UNDERSTANDING THE LICENSING LANGUAGE

The licensing objectives - these are the governing principles of licensing law in England and Wales. Everyone involved with any of the licensable activities including the sale of alcohol must be aware of and actively promote these objectives at work.

The four licensing objectives, all of which are of equal importance, are as follows:

- ***The prevention of crime and disorder***
- ***Public safety***
- ***The prevention of public nuisance***
- ***The protection of children from harm***

LICENSABLE ACTIVITIES

For a business to carry out any of the following activities, a premises licence is required. The licensable activities are defined as:

sale of alcohol by retail

supply of alcohol in club premises

provision of regulated entertainment

provision of late night refreshment 11pm - 5am

The penalties for carrying out a licensable activity without a licence or failure to comply with the conditions on a premises licence are severe:

**A MAXIMUM FINE OF £20,000
AND/OR 6 MONTHS IMPRISONMENT**

Make yourself aware of the hours and any conditions on the premises licence

Premises licence

The licence required by a business to allow it to carry on any of the licensable activities listed above.

The premises licence will usually be held in the name of the owner of the business or the operator and can be a company or an individual person or persons.

Personal licence

The licence needed to be held by a person to allow that person to sell alcohol from premises that hold a premises licence (that allows the sale of alcohol) and to authorise others who do not hold personal licences to do so. There must be at least one personal licence holder at your site but there can be more than one.

Designated premises supervisor

Usually the person in day-to-day control of the premises named to the Licensing Authority as the person responsible for the sale of alcohol at the premises by the premises licence holder. A person must have a current personal licence to hold this position and there can only be one named DPS for each site.

Understanding your duties with regard to the sale of alcohol

The sale of alcohol is a licensable activity controlled by law and carrying penalties that reflect the important social responsibilities that apply to people who sell it.

These penalties only relate to those people who break the law, committing what is a criminal offence punishable by measures varying from a fixed penalty notice of £90 to a £20,000 fine and/or six months imprisonment and forfeiture of the premises licence.

When selling alcohol it is your responsibility to ensure that you carry out this action lawfully. Remember you can only sell alcohol when you have been authorised to do so and then only to customers who it is lawful for you to sell it to.

Authorised sales

Regardless of your age or training you are only legally allowed to sell alcohol when you have been authorised to do so by your DPS or another personal licence holder at the site. You will only receive this authorisation when you have demonstrated to the DPS that you understand your responsibilities and the law controlling these sales. You will have to be re-authorised on a regular basis and this would normally follow refresher training in the sale of alcohol.

Do not sell alcohol unless you are sure that you have been authorised to do so.

Do not accept authorisation if you are unclear on the law and/or your responsibilities involved in these sales.

SALE OF ALCOHOL

It is a criminal offence for any person to sell or supply alcohol to a person under the age of 18.

THERE ARE NO EXCEPTIONS TO THIS

It is an offence to sell alcohol to someone under 18.

It is an offence to deliver alcohol to someone under 18.

It is an offence for anyone under 18 to purchase or attempt to purchase alcohol.

It is an offence to obtain alcohol for someone under 18.

It is an offence to sell alcohol if you are under 18 unless you are authorised to do so and the individual sale is supervised by somebody over 18 who is also authorised by a Designated Premises Supervisor.

You must not sell alcohol to someone you believe to be buying for a person under 18 (proxy purchasing).

It is an offence to allow another person to sell alcohol to somebody under 18 where you could have prevented that sale.

Those who commit such offences could be fined up to £5000.

A fixed penalty notice of £90 may be applied to the person selling the alcohol.

The holder of the relevant premises licence may also have their licence reviewed which could result in the alcohol sales at the premises being suspended for up to three months or in serious cases removed permanently.

Our rules for the sale of alcohol

In order to avoid under age sales and committing an offence we have twelve basic rules which must be obeyed at all times. These basic rules for the sale of alcohol are simple and straight forward and once a member of staff has been properly trained there can be no excuse for not obeying them at all times, please refer to Page 3.45 for Rules.



**SUMMARY OF AGE RELATED PRODUCTS TYPICALLY SOLD IN
RETAIL STORES**

You must not sell liqueur confectionery (chocolates with alcohol inside) to a person under the age of 16.

Your site may have other age-restricted products that you must know about, including:

AGE RESTRICTED PRODUCT	AGE RESTRICTION
Alcohol products	18
Cigarettes and tobacco products including from vending machines	18
Since 1st October 2015 it is illegal for retailers to sell electronic cigarettes or tobacco vapour products to underage persons	18
Fireworks	18
Knives, blades and axes (not including folding knives with blades under 3 inches long)	18
Glue, solvents and lighter fuels, Butane & refills	18
Liqueur Chocolates	16
Lottery tickets and scratch cards	16
Petrol/Diesel	16
Adult Magazines	18
Spray paints	16
Video/DVD/Games	As shown on certificate e.g. 12, 15, 18
Analgesics & medicines	Up to the discretion of the retailer

Please speak to your supervisor about the products you have on sale at your site and the age restrictions that relate to them.

Weights & measures inspectors may also send under 18 test purchasers to attempt to purchase cigarettes, tobacco or tobacco products from any premises to check compliance with the law.

**Remember, you commit an offence
if you sell age-related products
to somebody who is under age.**



MY 12 BASIC RULES FOR SELLING ALCOHOL

1. I can only be authorised to sell alcohol for the hours stated on our licence summary and once authorised will not do so outside of those hours.
2. Alcohol sales are only for consumption off the premises and I must be aware of customers actions at all times & not allow consumption on the premises.
3. I will not sell alcohol to anybody under the age of 18.
4. I will challenge anybody attempting to purchase alcohol who appears to be under the age of 21/25 (delete one) to prove that they are over 18 by producing acceptable proof of age.
5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Citizen Card.
6. I will not sell alcohol to anybody who I believe is purchasing to supply somebody under the age of 18 (proxy selling).
7. I will not sell alcohol to anybody who I believe is, or appears to be drunk.
8. I will not sell alcohol to anybody who I believe is purchasing for somebody who is, or appears to be drunk.
9. If I am in any doubt at all on numbers 3, 6, 7 and 8 as written above I will refuse the sale.
10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of (and name of) the person (if known) together with a note of the product refused.
11. I will advise my supervisor of the refusal as soon as possible and certainly no later than the end of my shift.
12. I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times.

Example of refusal log

RB Retail & Licensing
Services Limited

REFUSAL LOG

DATE: 12th July 2017	TIME: 17.02	PRODUCT: can of Boddingtons
Reason for refusal: looked under 18, no ID with him and got aggressive		
Description of person: white male, 6'3", goatee beard, short blond hair, earring in both ears, blue jeans, black hoody.		
Till Operator Aaron Brown	Manager Geoffery James	
Premise Supervisor Geoffery James	Area manager n/a	

DATE: 18th July 2017	TIME: 6.55 pm	PRODUCT: Bulmers Cider
Reason for refusal: Girl looked under 21, not happy with ID shown as she would not give it to me		
Description of person: white, 5'7", long black gothic style hair, black vest top and black trousers, lots of tattoos and jewellery		
Till Operator Miranda Hastings	Manager Geoffery James	
Premise Supervisor Geoffery James	Area manager n/a	

DATE:	TIME:	PRODUCT:
Reason for refusal:		
Description of person:		
Till Operator	Manager	
Premise Supervisor	Area manager	



SECTION IV (4): Due diligence records



IV.0 A: Alcohol procedure and law quiz

Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly Date: Answered incorrectly:

Please ring around the answer that you think MOST correct - there is only ONE correct answer

INITIAL TRAINING 1

Staff signature:



**IV.0 B: Alcohol
procedure
and law quiz**

Site:	Site Address:
-------	---------------

Master Answers

INITIAL TRAINING 1

Staff signature:

IV.1 A: Alcohol procedure and law quiz

Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly Date: Answered incorrectly:

Please ring around the answer that you think MOST correct - there is only ONE correct answer

INITIAL TRAINING 2

Staff signature:



IV.1 B: Alcohol procedure and law quiz

Site:	Site Address:
-------	---------------

Master Answers

INITIAL TRAINING 2

Staff signature:



IV.11 A: Alcohol procedure and law quiz

Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly Date: Answered incorrectly:

Please ring around the answer that you think MOST correct - there is only ONE correct answer

REFRESHER TRAINING 1

Staff signature:



IV.II B: **Alcohol procedure and law quiz**

Site:	Site Address:
-------	---------------

Master Answers

REFRESHER TRAINING 1

Staff signature:



IV.III A: Alcohol procedure and law quiz



Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly Date: Answered incorrectly:

Please ring around the answer that you think MOST correct - there is only ONE correct answer

REFRESHER TRAINING 2

Staff signature:

IV.III B: **Alcohol procedure and law quiz**

Site Name:	Site Address:
------------	---------------

Master Answers

REFRESHER TRAINING 2

Staff signature:



IV.IV A: Alcohol procedure and law quiz

Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly Date: Answered incorrectly:

Please ring around the answer that you think MOST correct - there is only ONE correct answer

REFRESHER TRAINING 3

Staff signature:



IV.IV B: Alcohol procedure and law quiz

Site Address:	Site Name:

Master Answers

REFRESHER TRAINING 3

Staff signature:



IV.v TRAINING STATEMENT

Premises name:

Premises address:

TRAINING STATEMENT

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally. These range from a fixed penalty notice of £90 to a criminal conviction with a fine of up to £20,000 and/or 6 months imprisonment.

I warrant that:

1. Once authorised I can only sell alcohol during the hours specified on our Licence Summary as displayed on the premises.
2. Alcohol sales are only allowed for consumption off the premises and I will not allow consumption on the premises.
3. I will not sell alcohol to anybody under the age of 18.
4. I will challenge anybody attempting to purchase alcohol who appears to be under the age of 21/25 (delete one) to prove that they are over 18 by producing acceptable proof of age.
5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Citizen card.
6. I will not sell alcohol to an adult who I believe is purchasing to supply somebody under the age of 18 (proxy selling).
7. I will not sell alcohol to an adult who is, or appears to be drunk.
8. I will not sell alcohol to anybody who I believe is purchasing for somebody who is, or appears to be drunk.
9. If I am in any doubt at all regarding numbers 3, 6, 7 and 8 as written above I will refuse to make the sale.
10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of and name of the person if known together with a note of the product refused.
11. I will advise my supervisor of the refusal as soon as possible and certainly no later than at the end of my shift.
12. I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times.

Staff Name (print):

Signature:

DPS Name (print):

Signature:

Date:

Two copies to be signed - one for the staff member and one to be filed in the premises manual in each staff members training file in Section 7

IV.VI AUTHORISATION TO SELL ALCOHOL

Licensing Act 2003

Site Name & Number:

Site Address:

Authorisation for Staff to sell Alcohol

As the Designated Premises Supervisor (DPS) I confirm that the following staff have been fully trained in the sale of alcohol and alcohol products and that in my opinion they have demonstrated their understanding of the legal requirements relating to these sales.

(Initial training level is indicated by the initials IT and refresher training by the initial R).

I therefore authorise by delegated authority the following staff to sell alcohol from these premises known as:

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Training level</i>	<i>Date</i>

PLEASE NOTE THAT REFRESHER TRAINING IS TO BE CARRIED OUT AT LEAST EVERY 12 MONTHS FOR EACH STAFF MEMBER



IV.vii DPS CHECKLIST SUMMARY



ANNUAL DPS REFRESHER TRAINING PLANNER		
Year:	Staff member planned to receive refresher training	DPS Initials
JANUARY		
FEBRUARY		
MARCH		
APRIL		
MAY		
JUNE		
JULY		
AUGUST		
SEPTEMBER		
OCTOBER		
NOVEMBER		
DECEMBER		

IV.VIII

Licensing Act 2003
DPS Premises Licence Monthly Checklist

Site Name:.....

Site No:.....Total No of Staff:.....

Licensable Activities authorised by the premises licence:

Sale of Alcohol by Retail

Late Night Refreshment

Regulated Entertainment

Are there any specific conditions listed on the premises licence * yes/no

Are all staff aware of these conditions and are they being adhered to yes/no

Do the site's **opening** hours match the hours listed on the licence yes/no

Do the site's **alcohol** trading hours match those listed on the licence yes/no

Does the DPS named on the licence still work at the site yes/no

Does the site sell hot food/hot drinks between 11pm & 5am * yes/no

Is Late Night Refreshment approved on the licence for these hours yes/no

Does the site have any Regulated Entertainment * yes/no
(background music and live radio do not count as regulated entertainment)

Is Part B summary of the premises licence prominently on display yes/no
(ie. behind the counter)

Is the letter showing the nominated keeper of the licence on display yes/no
(ie. behind the counter)

Is Part A the main part of the premises licence available for inspection yes/no

Where is it kept?.....

continued on second sheet



continued from page one

Is all Challenge 21 material clearly on display yes/no

Please list all Personal Licence Holders working at the site including yourself and note the licence numbers and expiry date

.....
.....
.....

Have all cashiers been issued with "your guide to selling alcohol" yes/no

Have all cashiers taken the "alcohol sales questionnaire" yes/no

Have all cashiers signed a "training statement" yes/no

Have all cashiers signed the "authorisation for staff to sell alcohol" yes/no

Have you signed the "authorisation for staff to sell alcohol" yes/no

Does each cashier have complete records maintained for the above yes/no

When was refresher training last carried out

How many staff have had refresher training

When was the refusals book last used and by whom

Is it being countersigned by you AND the area manager yes/no

continued on third page



continued from page two

- Are you named on the premises licence as the DPS yes/no
- Are your name/address details current & correctly listed on this licence yes/no
- Do all staff use Challenge 21 / Challenge 25 at all times (delete one) yes/no
- Do you have your personal licence with you during working hours yes/no
- Do all other personal licence holders have their licences with them too yes/no
- Are their name/address details current & correctly listed on their licence yes/no

Signed:.....Date:.....

Print Name:.....

**IF YOU HAVE ANSWERED NO TO ANY
QUESTION APART FROM ONES
MARKED BY * THEN YOU MUST
CONTACT YOUR LINE MANAGER
IMMEDIATELY**





IV.IX Alcohol staff training pamphlet and log sheet
Licensing Act 2003

As the Designated Premises Supervisor (DPS) I confirm that the following staff have been issued with their own copy of the Alcohol Training Pamphlet.

Staff Name (print)	Staff Signature	DPS Signature	Date Issued

Site Name:

Site Address:

IV.X Nominated keeper of the premises licence

Date

Premises Address:

Re: Nominated Keeper of the Premises Licence

With reference to the premises licence for this site, I/We, Any Company Ltd, nominate the Designated Premises Supervisor/Manager for these premises to be the keeper of the licence.

Signed:

Print Name:

Position:

Company Name:

REFUSALS BOOK

- for -

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



IV.XII: Staff training pamphlet



IV.XIII: Designated premises supervisor consent form (DPS)



Consent of individual to being specified as premises supervisor

I _____
[full name of prospective premises supervisor]

of

_____ *[home address of prospective premises supervisor]*

hereby confirm that I give my consent to be specified as the designated premises supervisor in relation to the application for

_____ *[type of application]*

by

_____ *[name of applicant]*

relating to a premises licence _____
[number of existing licence, if any]

for

_____ *[name and address of premises to which the application relates]*

and any premises licence to be granted or varied in respect of this application made by

[name of applicant]

concerning the supply of alcohol at

[name and address of premises to which application relates]

I also confirm that I am entitled to work in the United Kingdom and am applying for, intend to apply for or currently hold a personal licence, details of which I set out below.

Personal licence number

[insert personal licence number, if any]

Personal licence issuing authority

[insert name and address and telephone number of personal licence issuing authority, if any]

Signed

Name (please print)

Date

SECTION V (5) : Product Knowledge



V.I PRODUCT KNOWLEDGE

Please copy this section leaving a copy at the point of sale to support your staff when needed.

• *How wine is made*

HARVEST

Winemaking begins with the grape harvest, the time for picking is determined by scientific testing of the juice's sugar and acid content, but the decision to pick is still subject to chance.

CRUSHING

After picking, the grapes are transported to the winery and they are crushed and de-stemmed to produce 'must,' which is treated with sulphur dioxide to kill any harmful microbes.

PRESSING

The separation of the juice from the skins, stems and pips is known as the pressing. For red wine, the juice is separated at a later stage, with rose wine the juice is run off after a short time, but white wines are pressed immediately after crushing before the juice picks up the tannins and pigments from the skins and stems.

FERMENTATION

The juice or 'must' is transferred to a fermentation tank, where pure wine yeasts are added. During the process of fermentation the yeast acts upon the sugars in the grape juice, converting them into alcohol and carbon dioxide. Under normal conditions, the yeast will go on working until all the sugar is converted to alcohol, therefore, the wine would be dry. However, it is possible to stop fermentation by adding sulphur to kill the yeasts or by filtering the yeasts out.

RACKING

After fermentation the wine is transferred to a new tank and the process of racking or clarification begins. The wine is allowed to stand quietly so all the suspended material falls to the bottom: the residue is known as the 'lees.' The clear wine is then pumped off and undergoes a final clarification prior to blending and/or bottling. Most wines will go into wooden casks for ageing during which time they are racked periodically.

BOTTLING

This final process is carried out under scrupulously clean conditions. The right moment must be chosen to bottle the wine; white wines and light reds are usually bottled a few months after they are made, but the finer wines spend up to five years in cask. Some types of wine need bottle aging as well, to reach their full potential.

• *Wine labels*

HOW TO READ A WINE LABEL

1. **CONTENTS:** All alcoholic drinks must show the contents either in litres or centilitre. In 1989 EEC regulations decreed that the standard wine bottle size would be 75cl. An 'e' stated after the contents indicates that all necessary quality checks have been completed by the bottler.

2. **COUNTRY OF ORIGIN:** This must appear on the label regardless of where the wine comes from. Only wines from the EEC may be blends of more than one country. Such a blend must have on the label, in english, 'a blend of wines from different countries of the EEC.'

3. **NAME & ADDRESS OF BOTTLER:** By law, in case of complaint, the name and address at which the bottler can be contacted must appear on the label. If the wine is bottled outside the EEC, the name of the importer should be shown.

4. **ALCOHOL CONTENT:** Alcohol content is measured in per cent by volume. The possible range is from 6.5% to 20% or more.

5. **TABLE WINE:** Refers to light wine produced in EEC. It must be labelled as such, but if produced outside the EEC, it need only be labelled 'wine.' If the wine meets certain yield and quality factors, it can be described as Vin de Pays, etc.

6. **QUALITY WINES:** Stringent labelling requirements, and must show the region of production as well as country. No blending is allowed. The words 'Quality Wine' or equivalent must be shown:

FRENCH:	VDQS.AC.AOC
ITALIAN:	DOC.DOCG
GERMAN:	Qba.QmP
SPANISH:	Ditto

• Food and wine

FISH AND SEAFOOD: Can be served with a whole range of whites, from dry Burgundies to light Loire wines. Fresh water fish like trout go well with Chablis or German Mosells. Salmon goes well with dry whites or reds such as Chinon or Beaujolais.

GAME: Hearty robust Burgundy wines, or those from the Rhone or Italy. If the game is served cold, Bordeaux is best.

ROASTS & CASSEROLES: Roast beef is perfect with red Burgundies and Bordeaux. Other roasts go well with Rhones, Californian reds, Italian reds and the classic Spanish red, Rioja.

SMOKED FOOD: Smoked fish is best with dry white Bordeaux and fino sherries or Alsace grape varieties. German wines are also popular.

CHEESE: Strong acidic English cheese are complimented by good ports and red wines such as Chateaufneuf or Barolo. Choose sweet or strong regional wines to accompany continental cheeses.

DESERT WINES: Dessert wines are very sweet, and are traditionally served chilled with the dessert course or fruit. One never needs to drink much of these wines, and one bottle will serve up to eight people.

Sweet dessert wines reach their peak among small districts of Sauternes and Barsac in France. These golden wines produced from Semillon and Sauvignon grapes are large and fragrant and age well in the bottle.

• **Wine sweetness guide**

WHITE WINE:

The following gives an indication of the sweetness of some popular wines, those marked 1 being the driest and 9 the sweetest, with the numbers spanning the remaining dry to sweet spectrum.

- | | | | |
|----|--|----|--|
| 1. | Muscadet
Chablis
White Bordeaux
Pouilly Fume
Bergerac Blanc | 5. | Vouvray Demi Sec
Liebfraumlch
Medium British Sherry |
| 2. | White Burgundy
Chenin Blanc
Chardennay
Pinot Grijio
Soave
Rioja
Fino Sherry | 6. | Demi Sec Sparkling Wine
Demi Sec Champagne
Medium Spanish Wine |
| 3. | Anjou Rose
Dry Amontillado Sherry
Dry White Vermouth | 7. | Asti Spumante
Rosso/Bianco/Rose Vermouth
Pale Cream Sherry |
| 4. | Moselle Kabinett
Rhine Kabinett
EEC Wines
Yugoslav Laski
Portuguese Rose/Vinho Verde | 8. | Sauternes
Barsac
Rich Cream Sherry |
| | | 9. | Marsala |

RED WINE:

The Guide starts with wines which are comparable to Beaujolais - light and easy to drink, at the other end of the scale at 'E', the wines are more concentrated with more depth and fullness.

- | | | | |
|----|--|----|--|
| a. | Bardolino
Lambrusco Rosso
Beaujolais | c. | Bordeaux Rouge/Claret
Cotes du Rhone
Chinon
Rioja
Bergerac Red |
| b. | Cotes de Rousillon
Pinot Noir
Red Burgundy
Valpolicella
Spanish Red Wine | d. | Chateaufeuf du Pape
Chianti |
| | | e. | Cyprus Red
Barolo
South African Shiraz |

White Grape Varieties

CHARDONNAY:

The principle white grape of Burgundy and also Champagne, California and Australia. Wines range from pale green to a golden straw in colour.

CHENIN BLANC:

Produces pale greenish tinged wines.

GEWURZTRAMINER:

The spicy speciality of Alsace. Dark, gold and pungent. Also grown in Germany, Australia & California.

MUSCAT/MOSCATO:

Aromatic smell, used in Italian sparkling wines and sweet fortified wines.

RIESLING:

Produces nearly all German fine wines. Pale green/gold, sharp and aromatic.

SAUVIGNON:

Produces soft dry and fruity wines, sometimes smoky.

TREBBIANO/UGNI BLANC:

A versatile grape used in French and Italian blends to give bite and acidity. Also used for distillation in Cognac.

PALAMINO:

Classic Spanish variety, used for making Sherry. Also grown in California, Australia, Cyprus and South Africa.

Red Grape Varieties

CABERNET SAUVIGNON:

From Bordeaux region of France, produces dark, dry wines which require considerable ageing.

GAMAY:

Only makes first class wines, grown in Beaujolais. Light, fruity and acidic, the wines are designed to drink young.

NEBBIOLO:

Also known as 'Spanna,' it is grown in North West Italy. Produces deep brownish-red wines, high in alcohol and tannin.

PINOT NOIR:

From the Cote d'Or in Burgundy, produces delicate silky wines. In champagne it is pressed before fermentation to make white wines.

SYRAH

The best red grape of the Rhone. The wines tend to be intense and high in alcohol, deep in colour and smoky and spicy when aged. The Australian (Hermitage) makes some excellent wines.

V.II ALCOHOL STRENGTHS

HOW MUCH?

Because of the different strengths and varying sizes of serving measures, the actual amount of alcohol you drink is measured in units.

1 unit = 8 grams or 1cl of pure alcohol

This is equivalent to:

1 pub measure of spirits (40% alcohol)

Small glass of fortified wine, Sherry etc. (17-20% alcohol)

A glass of table wine (10-12% alcohol)

A half pint of beer (4% alcohol)

The following table shows normal or main range of alcoholic strengths for a variety of types of drink. The strengths must by law be shown on the label by the term '% volume' which states the percentage of the total liquid made up of pure alcohol.

PRODUCT	% Volume
Alcohol free wine	Less than 0.05%
De-alcoholised wine	Less than 0.5%
Reduced alcohol products	1.2 - 5.5%
Light wine	8.5 - 13%
Sherry, Port	15 - 22%
Spirits	37 - 40%
Liqueurs	18 - 40%

SECTION VI (6): Other licensable activities



VI.1 LATE-NIGHT REFRESHMENTS

Since 24th November 2005 you are committing a criminal offence if you sell hot food or hot drink (i.e. above ambient temperature) in your premises after 23.00 hours until 05.00 on any day without the grant of this provision on a current premises licence.

The only authority to sell hot food and hot beverages during the hours of 23.00 hours to 05.00 hours comes from your premises licence and it is only valid if you have applied for this provision under the Act.

If you are in any doubt at all about this activity contact Richard Baker Licencing Consultant for advice.

If the hot food or hot beverages are supplied to the customer via a customer payment vending machine, and providing the customer inserts the payment and removes the product themselves and is not served by premises staff, a licence is not needed.

The only other exception to this are residents in hotels and guest houses, under all other retailing circumstances this provision is required on a premises licence, even if you do not sell alcohol. This includes heating products in a microwave, either by staff or customers and coffee dispensers and jug coffee sales or pot noodle machines!

If you have late-night refreshment as a licensable activity the operating details can be found on your premises licence and summary in section 1.

The area of display or supply and point of production and sale will also be shown on your premises plan.

If you wish to engage in this activity and do not have the provision as a licensable activity on your licence contact RB Retail & Licensing Services Limited for details of how we can assist you to secure this this on your behalf.

VI.II AN OUTLINE OF REGULATED ENTERTAINMENT

Since 24th November 2005 you are committing a criminal offence if you provide regulated entertainment on your premises at any time of the day or night without the grant of this provision on a current premises licence.

This applies whether you sell alcohol or not and whether or not you provide food and beverages in any form at any time.

Regulated entertainment is defined in the Act by paragraph 2(0) of schedule 1:

performance of a play

exhibition of a film

indoor sporting event

boxing or wrestling entertainment

*performance of live music

playing of recorded music

performance of dance

entertainment of a similar description to the performance of live music, the playing of recorded music or the performance of dance where the entertainment takes place in the presence of an audience and includes all forms of live music, dance, theatre and shows as well as presentations and showing of films, pre-recorded TV, DVDs, videos etc.

All theatres, cinemas, concert halls and night clubs are now required to have this provision on their current premises licence and restaurants, member clubs and pubs are also required to have it where such a licensable activity occurs.

*As of 26th March 2015 - Premises do not need a premises licence to stage a performance of live music or the playing of recorded music if:

- It takes place between 8am - 11pm and;
- It takes place at an alcohol on-licensed premises and;
- And the audience is no more than 500 people
- In some circumstances a licence may be required - **Check with RB Retail & Licensing Services Limited.**

There are qualifying exemptions which include:

- film exhibitions
- education/information/advertisements
- museums and art galleries

incidental or background music

- shops
- garages
- pubs
- lifts
- restaurants
- shopping malls
- etc.

tv and radio broadcasts

- must be live not recorded e.g.
 - live football
 - live sport commentary

religious services or places of religious worship

garden fetes - unless for private gain

Morris dancing

Amusement machines are not classed as regulated entertainment and are not classed as regulated entertainment and are not therefore licensed under the premises licence but they must be licensed under other legislation.

The details of the grant of the provision of entertainment for your premises is to be found on your premises licence in section 1 of this manual, with further details on your plan.

Should you have any queries on this licensable activity, or if you are unclear as to whether it applies to you or not, or if you wish engage in this activity and do not have the provision as a licensable activity on your licence contact RB Retail & Licensing Services Limited for details of how we can assist you to secure this on your behalf.

SECTION VII (7): Staff training records



Staff Training Records



Site Address:

.....

.....



Training Records

Staff Name:

Date: Training Given:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

SECTION VIII (8): Licence Documents

