

1. CCTV shall be in use at the premises.
  - (i) Where a CCTV system is to be installed, extended or replaced, it shall be to an appropriate standard as agreed with the Licensing Authority in consultation with the Police. Where existing CCTV systems are to be replaced or extended the replacement or extension to the system shall be concluded by the date the licence is granted and the system be fully operational on that date;
  - (ii) The CCTV equipment shall be maintained in good working order and continually record when licensable activity takes place;
  - (iii) The premises licence holder shall ensure images from the CCTV are retained for a period of 31 days. This image retention period may be reviewed as appropriate by the Licensing Authority;
  - (iv) The correct time and date will be generated onto both the recording and the real time image screen;
  - (v) If the CCTV equipment (including any mobile units in use at the premises) breaks down the Premises Licence Holder shall ensure the designated premises supervisor, or in his/her absence other responsible person, verbally informs the Licensing Authority and the Police as soon as is reasonably practicable. This information shall be contemporaneously recorded in the incident report register and shall include the time, date and means this was done and to whom the information was reported. Equipment failures shall be repaired or replaced as soon as is reasonably practicable and without undue delay. The Licensing Authority and the Police shall be informed when faults are rectified;
  - (vi) The premise licence holder shall ensure that there are trained members of staff available during licensable hours to be able to reproduce and download CCTV images into a removable format at the request of any authorised officer of the Licensing Authority or a constable;
  - (vii) There shall be clear signage indicating that CCTV equipment is in use and recording at the premises during opening hours.

The CCTV system shall include all external areas of the premises.

2. All staff to be trained in the prevention of underage sales to a level commensurate with their duties. All such training to be updated as necessary, for instances when legislation changes, and should include training on how to deal with difficult customers. The training should be clearly documented and signed and dated by both the trainer and the member of staff receiving it. The documentation shall be available for inspection on request by an authorised officer of the Licensing Authority or a constable.
3. An approved proof of age scheme shall be adopted, implemented and advertised within the premise such as 'Challenge 25' whereby an accepted form of photographic identification shall be requested before any alcohol is sold to any person who appears to be under 25 years of age. Acceptable proof of age shall include identification bearing the customers photograph, date of birth and integral holographic mark or security measure. Suitable means of identification would include PASS approved proof of age card, photo-card driving licence and passport. Publicity materials notifying customers of the operation of the Challenge 25 scheme shall be displayed at the premises, including a Challenge 25 sign of at least A5 size at the entrance to the premises and where practicable at each point of sale.

4. The premises licence holder shall require the designated premises supervisor, or in his / her absence other responsible person, to keep an 'incident / refusals' logbook in a bound book in which full details of all incidents are recorded. This shall include details of any refused sales and shall give details of the persons involved, incident description, time and date, actions taken and final outcome of the situation. This shall be completed as soon as possible and in any case no later than the close of business on the day of the incident. The time and date when the report was completed, and by whom, is to form part of the entry. The logbook is to be kept on the premises at all times records should be kept for a minimum of 12 months and shall be produced to an authorised officer of the Licensing Authority or a constable when required.
5. The premises licence holder, premises supervisor or event manager, shall ensure that measures shall be put in place to remove litter or waste arising from customers and to prevent such litter from accumulating in the immediate vicinity of the premises or neighbouring premises.
6. A clear notice shall be displayed at any exit to the premises to instruct customers to respect the needs of local residents and leave the premises and the area quietly.
7. The premises supervisor, manager or other competent person shall manage all areas to ensure that customers do not behave in a noisy, rowdy or offensive manner.
8. The premises licence holder shall ensure that a clearly visible notice will be placed on the premises advising those attending, that the Police will be informed if anyone is found in possession of controlled substances or weapons.
9. The entrance door to the shop will be closed to customers between the hours of 23.00 & 05.00 (the doors can be closed earlier should the licence holder so elect). Any sales between these hours will be made through the night pay window.
10. The premises will install an electronic shunt lock which can be operated remotely from behind the serving counter.
11. The premises will introduce till prompt system to help remind staff to ask for ID when appropriate to do so.
12. Between the hours of 23.00 & 05.00 hours the pumps nearest the road will be switched off and then coned off.
13. Areas of the forecourt not deemed necessary for use between 23.00 & 05.00 hours will be coned off.
14. No external illumination will be left on between the hours of 23.00 & 05.00 hours 7 days a week except for lighting connected to site safety, the Pole sign and the shop fascia signage.
15. Spirits will only be displayed behind the counter and will not be self service.
16. Alcohol will not be displayed within 5 metres of the store entrance.
17. A direct telephone landline number for the business will be displayed in a prominent location should a member of the public wish to raise a concern.