

Licensing Sub-Committee Report

Item No:	
Date:	5 July 2018
Licensing Ref No:	18/03285/LIPN - New Premises Licence
Title of Report:	Co-operative, 190-192 Baker Street London NW1 5RT
Report of:	Director of Public Protection and Licensing
Wards involved:	Regent's Park
Policy context:	City of Westminster Statement of Licensing Policy
Financial summary:	None
Report Author:	Miss Heidi Lawrance Senior Licensing Officer
Contact details	Telephone: 020 7641 2751 Email: hlawrance@westminster.gov.uk

1. Application

1-A Applicant and premises			
Application Type:	New Premises Licence, Licensing Act 2003		
Application received date:	26 March 2018		
Applicant:	Co-operative Group Food Limited		
Premises:	Co-operative		
Premises address:	190 Baker Street London NW1 5RT	Ward:	Regent's Park.
		Cumulative Impact Area:	None.
Premises description:	According to the application, the premises will operate as a convenience store.		
Premises licence history:	This is an application for a new premises licence and therefore no history exist.		
Applicant submissions:	See Appendix 2. Late submissions were received on 28 th June 2018. It is unclear what conditions they replace. A copy of the schedule of conditions proposed can also be found in Appendix 2.		

1-B Proposed licensable activities and hours							
Late Night Refreshment:				Indoors, outdoors or both			
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	23:00	23:00	23:00	23:00	23:00	23:00	23:00
End:	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Seasonal variations/ Non-standard timings:		None applied for.					

Sale by retail of alcohol				On or off sales or both:			Off Sales
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	06:00	06:00	06:00	06:00	06:00	06:00	06:00
End:	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Seasonal variations/ Non-standard timings:		None applied for.					

Hours premises are open to the public							
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	06:00	06:00	06:00	06:00	06:00	06:00	06:00
End:	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Seasonal variations/ Non-standard timings:		None applied for.					
Adult Entertainment:		Not applicable.					

2. Representations

2-A Responsible Authorities	
Responsible Authority:	Environmental Health Service
Representative:	Mrs Sally Fabbricatore
Received:	6 th April 2018

This representation is based on the Operating Schedule and the ground floor plan of the premises, which is titled with the address.

The applicant is seeking the following on the **ground floor**:

1. To allow the Supply of Alcohol 'off' the premises Monday to Sunday 06:00-00:00 hours.
2. To allow the provision of Late Night Refreshment 'indoors' Monday to Sunday 23:00-00:00 hours.

I wish to make the following representation in relation to the above application:

1. The provision of the Supply of Alcohol may cause an increase in Public Nuisance in the area.
2. The provision of Late Night Refreshment may cause an increase in Public Nuisance in the area.

The applicant has proposed conditions within the operating schedule which are being considered. Further conditions may be proposed by Environmental Health in order to help prevent Public Nuisance.

The granting of the new Premises Licence as presented would have the likely effect of causing an increase in Public Nuisance in the area.

Further Comments/proposed conditions:

1. All sales of alcohol for consumption off the premises shall be in sealed containers only, and shall not be consumed on the premises.
2. No more than 15 % of the sales area to be used at any one time for the sale, exposure for sale, or display of alcohol.
3. No super-strength beer, lagers or ciders of 5.5% ABV (alcohol by volume) or above shall be sold at the premises except for premium beers, lagers or ciders, sold in glass bottles.
4. There shall be no self service of spirits on the premises except for spirit mixtures below 5.5% Alcohol by Volume.

5. Prominent signage indicating the permitted hours for the sale of alcohol shall be displayed so as to be visible before entering the premises, where alcohol is on public display, and at the point of sale.
6. Outside of the hours authorised for the sale of alcohol and whilst the premises are open to the public, the licence holder shall ensure that all alcohol within the premises (including alcohol behind the counter) is secured in a locked store room or behind locked grilles, locked screens or locked cabinet doors so as to prevent access to the alcohol by both customers and staff.
7. A challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
8. All tills shall automatically prompt staff to ask for age verification identification when presented with an alcohol sale.
9. A log shall be kept detailing all refused sales of alcohol. The log should include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall be available for inspection at the premises by the police or an authorised officer of the City Council at all times whilst the premises is open.
10. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
11. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.
12. No waste or recyclable materials, including bottles, shall be moved, removed or placed in outside areas between 23.00 hours and 07.00 hours.
13. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
14. The Licence will have no effect until the premises have been assessed as satisfactory by the Environmental Health Consultation Team and this condition has been removed from the Licence.

Responsible Authority:	Metropolitan Police Service
Representative:	PC Reaz Guerra
Received:	11 th April 2018

I am writing to inform you that the Metropolitan Police, as a Responsible Authority, will be objecting to this application as it is our belief that if granted the application would undermine the Prevention of Crime and Disorder and Protection of children from harm objectives.

The hours sought exceed Westminster's Core Hours Policy.

There is insufficient detail within the operating schedule to promote the Licensing Objectives.

An officer from this unit will be in contact with you shortly to discuss the application. However it is for the applicant to prove that this application will not add to the problems already experienced in this area.

It is for these reasons that we are objecting to the application.

Additional comments/proposed conditions:

The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All till points and all entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.

A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

All sales of alcohol for consumption off the premises shall be in sealed containers only, and shall not be consumed on the premises.

Outside of the hours authorised for the sale of alcohol and whilst the premises are open to the public, the licence holder shall ensure that all alcohol within the premises (including alcohol behind the counter) is secured in a locked store room or behind locked grilles, locked screens or locked cabinet doors so as to prevent access to the alcohol by both customers and staff.

All tills shall automatically prompt staff to ask for age verification identification when presented with an alcohol sale.

No super-strength beer, lagers, ciders or spirit mixtures of 5.5% ABV (alcohol by volume) or above shall be sold at the premises, except for premium beers and ciders supplied in glass bottles.

No single cans or bottles of beer or cider or spirit mixtures shall be sold at the premises.

No more than (15)% of the sales area shall be used at any one time for the sale, exposure for sale, or display of alcohol.

There shall be no self service of spirits on the premises, save for spirit mixtures less than 5.5% ABV.

Prominent signage indicating the permitted hours for the sale of alcohol shall be displayed so as to be visible before entering the premises, where alcohol is on public display, and at the point of sale.

All cashiers will receive refresher training on relevant alcohol laws and the licence holder's policy on challenging for ID. Such training to take place at least twice a year. Records will be maintained at the premises containing information about the training of any person who may make a sale of alcohol including the date of their training and the nature of the training undertaken. The relevant documentation shall be produced on request to a police officer or a relevant officer of a responsible authority.

The licence holder shall ensure that all cashiers are trained to ask any customer attempting to purchase alcohol, who appears to be under the age of 25 years (or older if the licence holder so elects) for evidence of age. This evidence shall be photographic, such as passport or photographic driving licence until other effective identification technology (for example, thumb print or pupil recognition) is introduced. All cashiers will be instructed, through training, that a sale shall not be made unless this evidence is produced.

An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following:

- (a) all crimes reported to the venue
- (b) all ejections of patrons
- (c) any complaints received concerning crime and disorder
- (d) any incidents of disorder
- (e) any faults in the CCTV system
- (f) any refusal of the sale of alcohol
- (g) any visit by a relevant authority or emergency service.

Prior to any "designated sporting event" (as defined in the Sporting Events Control of Alcohol Act 1985) the premises licence holder shall ensure that;

- (i) Alcohol sales in respect of cans of beer or cider are limited to no more than 4 cans per person for a minimum of four hours before the commencement of the relevant designated sporting event;
- (ii) No sales of alcohol in bottles or glass containers are made in the period four hours before the commencement of the designated sporting event;
- (iii) Alcohol sales cease for a period of one hour immediately before the commencement of the relevant designated sporting event;
- (iv) On any day where there is a relevant designated sporting event taking place, the premises will not externally advertise as a result of a local store promotion the availability of beer or cider in such a way as to be likely to be the sole inducement to attract persons to the premises who are either attending the designated sporting event or in the vicinity of the premises as a result of the designated sporting event;
- (v) All members of staff working at the premises are informed of this condition prior to taking up employment;
- (vi) On the day of the relevant designated sporting event, upon the direction of a police officer, using the grounds of the prevention of crime and disorder or public safety, the premises will immediately cease to sell alcohol until further directed by the police or until the relevant designated sporting event has finished.

As soon as possible, and in any event within 1 month from the grant of this licence, the premises shall join the local Pubwatch or other local crime reduction scheme approved by the police, and local radio scheme if available.

2-B Other Persons

Received:	12 th April 2018
------------------	-----------------------------

No sale of alcohol on Wembley football match days as per existing control of Paper Shop(in Baker Street) and closure of Witherspoon Metropolitan Bar: Licence should be in line with those premises already in the area store should be fitted with lockable refrigeration units.

Comments by Chiltern Court Residents

1. Our residents are concerned that the application does not promote the four license objectives of crime and disorder, Public Nuisance, Public Safety and the protection of children from harm.

2. We also object to any license being granted to this location. Our experience of existing levels of drunk and disorderly conduct, nuisance and concern for our children and elderly residents should not be added to.
3. Football supporters arriving in Baker Street on Wembley match days already in an intoxicated state should not be provided with yet another source of alcohol and additional litter material.
4. We fear the prospect of the operating hours of the CO-OP leading to a huge increase in our noise and disturbance levels and the day to day delivery noise levels.
5. We plead with the licensing committee to confer with the Police regarding existing extreme levels of policing and the difficulties in exercising control. We would point out that certain station entrances are already closed on match days.
6. Representatives of the Board of Directors of Chiltern Court have an appointment with executives of Transport for London to outline our concerns and submit details of the experience of our building staff. We offer the attendance of said staff at your hearing whenever the date is established.
7. One final concern is the potential interference with the London Fire Brigade Dry Riser located in the doorway of the Chiltern Court main entrance.

Received:	8 th April 2018
------------------	----------------------------

There is no shortage of outlets selling alcohol on and around Baker Street. An additional outlet is therefore unnecessary. It will contribute further to litter and vagrancy on Baker Street and provides additional risks to those of us who live here. Limiting the hours of sale of alcohol may be a compromise WCC should seek. WCC is already upgrading Baker Street; the Co-Op should therefore demonstrate how it is contributing to a better quality environment in light of this. With the frequent influx of football supporters prior to matches at Wembley, making more alcohol sales available does not seem sensible or socially responsible for this part of Baker Street.

WCC should also show greater commitment to retail diversity in this section of Baker Street which is now dominated by food and drink outlets, which in turn negatively affect the character of one of London's great thoroughfares.

Name:	St Marylebone Society
--------------	-----------------------

Received:	17 th April 2018
------------------	-----------------------------

(Co-op convenience store in Baker Street Station: As local residents, many of our members would prefer the emphasis of the store to be on groceries rather than convenience foods).

Street drinkers:

There are intermittent problems with street drinkers in the area of Marylebone Station and Baker Street Station, and there are almost always problems with beggars in the vicinity of both stations and food store chains such as Tesco.

In recent years, these problems have been somewhat alleviated by the actions of the Baker Street Quarter, but the problem requires permanent ongoing action, as these individuals or others return to the same spots after a while.

Match Days at Wembley:

We know that police ask some shops to close for some matches when they there might be drink-fuelled trouble between fans of rival teams. There are often quite substantial numbers of fans drinking at the Globe pub, etc on these days, and there have been instances of rival groups hurling missiles at each other across the Marylebone Road. This outlet will also need to be evaluated in terms of increased nuisance on these days.

Licensing Hours and cheap alcohol

In our view, if a licence to sell alcohol is granted, the co-op should not be selling cheap, high alcohol drink which will inevitably be bought by individuals who have a dependency/ may cause a nuisance locally.

This area is heavily residential, which means that residents are already subject to quite a lot of noise. Late night sales of alcohol from this outlet are likely to cause some increase in late night noise and nuisance, so we ask that the licensing committee consider restricting the proposed hours of sale.

Tesco Express at 11-15 Melcombe St, is permitted to sell alcohol 8am - 11 pm M-Sat, and 10am-10.30pm Sun.

Why would a new convenience store in Baker Street be permitted much longer hours than a similar nearby local food shop? OBJECTION.

Received:	20 th April 2018
------------------	-----------------------------

We wish to register our strong objection to the new premises licence application submitted by the Co-operative for 190-192 Baker Street, We specifically have concerns regarding all four of the licensing objectives relating to Crime & Disorder, Public Nuisance, Public Safety and the protection of Children from harm.

Having read the on-line licensing application and its apparent lack of awareness regarding the Westminster Licensing policy guidelines, knowing well the issues surrounding the sale of alcohol in the immediate locality and being aware of the new Baker Street road configuration due to become operational early next year when it becomes a two way street rather than the existing one way system we have grave concerns regarding a deterioration of the area should this licence application be permitted.

1.The first concern we raise is that of crime & disorder in the form of public drunkenness, potential under-age drinking and other low level disorder which together exacerbate other issues already experienced in the locale such as begging. Clearly there are numbers of street drinkers who are active in this locality many of whom live/sleep on the streets and a further alcohol outlet from a national company that so blatantly fails to consult, address or recognise existing problems is most unlikely to ensure sufficient & adequate measures are adopted to prevent an escalation of this most difficult of local issues.

2.No shop plan was published so we are unable to assess the location of the proposed alcohol displays or review the types of alcohol intended to be stocked in relation to the anticipated large customer flows presumably entering the store from the direction of the Baker Street station lobby and indeed from Baker Street itself.

3.We also wonder how the business will be controlled and operated especially relating to alcohol sales during the extended trading periods applied for as scant details have been provided.

The security aspects of managing large groups of customers in relatively confined spaces alone will be extremely difficult to control and will undoubtedly lead to the wholesale theft of alcohol much of it ending up in the hands of the under-age which then fails to promote the licensing

objective of the protection of children from harm as well as the aforementioned street drinkers thereby all adding to existing problems.

The proximity of Madame Tussauds and other nearby popular tourist venues will attract many UK and other foreign tourists the majority being underage children often visiting as members of large groups where constant supervision is not always possible therefore a busy shop provides ample opportunities for the illegal acquisition of alcohol.

4. We have severe concerns over the public health & safety aspect as well as the noise pollution/nuisance created by deliveries to the Co-op. We understand that the loading/unloading bay for the store is located over a 100 metres away, The application contains no details relating to the mechanics of delivery so we are forced to make assumptions as to the methods employed. Normally in common with other similar retailers the co-op stock replenishment deliveries are via metal cages on wheels which are either left at the shop and the empties are collected from the previous delivery or they are emptied as they are delivered to the store by staff. We assume it is the former of the two options but the issues are the same for both.

This will mean a constant stream of metal cages rolling along the pavement which for residents, shop-keepers and the public represent significant dangers and noise pollution (the noise from a heavy metal cage rolling along a pavement is substantial and from multiple cages over a length of time would be intolerable) especially on such crowded pavements (even if they are widened).

The chance of a cage toppling is very real and could injure passers-by or alternatively possibly spill into the street and cause a vehicle accident and/or traffic congestion.

We further understand that it is proposed to sink a lift shaft (the day to day operation itself would cause significant noise and vibration) from the pavement area down to the basement levels of the premises rather than directly into the store. Clearly only one cage at a time can be moved which suggests that either there will be a batch of cages awaiting disposal on the street or that only one cage at a time will be trundled along Baker Street which will significantly prolong the delivery cycle. We have no idea how many times a week or day will deliveries be made, presumably the busier the store the more cages or deliveries there will be. No details of delivery times were indicated on the application however we say that deliveries during normal night-time hours would disturb residents and cause significant loss of sleep whilst during the day it would be bad for all visitors, residents, businesses and road users.

5. We see no evidence that any kind of consultation with the relevant responsible authorities has taken place and therefore have little confidence in the ability of the company to deal with such a high profile location. The lack of robustness within the operating schedule shows no understanding regarding the problems this store will face and it appears the Co-op believe, if we are to read the operating schedule carefully, the issues will be consistent with a location inside a mid-band residential housing estate or secondary High street, where many of their stores are currently located.

6. The station is a major transport hub for locations further afield with exceptionally large numbers of people using the area as stop-over before moving on. We see no evidence of how the co-op will manage this major concern or even whether the Co-op is aware of its special significance.

We urge the committee to refuse this application as this firm like the Tesco's before them are only interested in obtaining a prestige site without committing themselves to the equally important responsibilities that come hand in hand.

3. Policy & Guidance

The following policies within the City Of Westminster Statement of Licensing Policy apply:

Policy HRS1 applies	<p>(i) Applications for hours within the core hours set out below in this policy will generally be granted, subject to not being contrary to other policies in the Statement of Licensing Policy.</p> <p>(ii) Applications for hours outside the core hours set out below in this policy will be considered on their merits, subject to other relevant policies.</p>
Policy OS1 applies:	Applications will generally be granted and reviews determined subject to the relevant criteria in Policies CD1, PS1, PN1 CH1 and HRS1 and other policies in this Statement.
Policy FFP1 applies:	Applications will only be granted if it can be demonstrated that the proposal meets relevant criteria in Policies CD1, PS1, PN1 and CH1.

4. Appendices

Appendix 1	Premises plans
Appendix 2	Applicant supporting documents
Appendix 3	Premises history
Appendix 4	Proposed conditions
Appendix 5	Residential map and list of premises in the vicinity

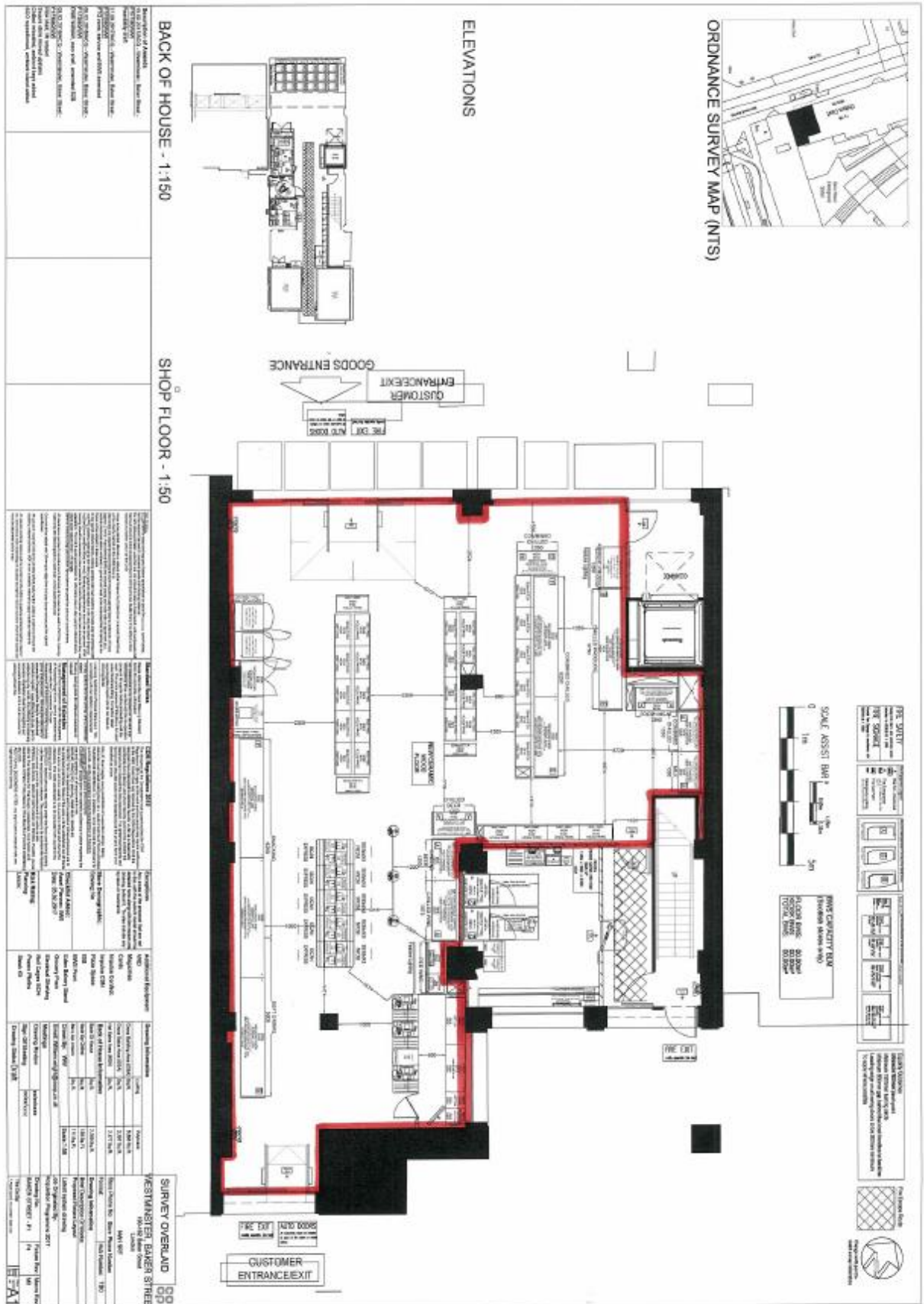
Report author:	Miss Heidi Lawrance Senior Licensing Officer
Contact:	Telephone: 020 7641 2751 Email: hlawrance@westminster.gov.uk

If you have any queries about this report or wish to inspect one of the background papers please contact the report author.

Background Documents – Local Government (Access to Information) Act 1972

1	Licensing Act 2003	N/A
2	City of Westminster Statement of Licensing Policy	7 th January 2016
3	Amended Guidance issued under section 182 of the Licensing Act 2003	April 2018
4	Application Form	26 th March 2018
5	Representation – MET Police Service	11 th April 2018
6	Representation – Environmental Health Service	6 th April 2018
7	Representation	12 th April 2018
8	Representation	8 th April 2018
9	Representation	17 th April 2018
10	Representation	20 th April 2018

Premises Plans



Applicant Supporting Documents

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)

The applicant has given thought to the potential impact of the grant of this application on the four licensing objectives and, having regard to the locality, considers that the following conditions are appropriate.

b) The prevention of crime and disorder

1. The premises shall maintain a CCTV system which gives coverage of all entry and exit points. The system shall continually record whilst the premises are open and conducting licensable activities. All recordings shall be stored for a minimum period of 28 days and shall be capable of being easily downloaded. Recordings shall be made available upon the receipt of a request by an authorised Officer of the Police or the Local Authority.

2. There shall be "CCTV in Operation" signs prominently displayed at the premises.

3. An incident log (whether kept in a written or electronic form) shall be retained at the premises and made available to an authorised Officer of the Police or the Local Authority.

4. The premises shall operate a proof of age scheme, such as a Challenge 25, whereby the only forms of acceptable identification shall be either a photographic driving licence, a valid passport, military identification or any other recognised form of photographic identification incorporating the PASS logo, or any other form of identification from time to time approved by the secretary of the state.

5. The premises will be fitted with a burglar alarm system

6. The premises will be fitted with a panic button system for staff to utilise in the case of an emergency.

c) Public safety

The premises licence holder shall ensure that the appropriate fire safety, and health and safety regulations are applied at the premises.

d) The prevention of public nuisance

A complaints procedure will be maintained, details of which will be made available in store and upon request.

e) The protection of children from harm

1. All staff will receive comprehensive training in relation to age restricted products and in particular the sale of alcohol. No member of staff will be permitted to sell age restricted products until such time as they have successfully completed the aforementioned training.

2. An age till prompt system will be utilised at the premises in respect of age restricted products.

3. A refusals register (whether kept in written or electronic form) will be maintained at the premises and will be made available for inspection upon request by an authorised Officer of the Police or the Local Authority.



Jessica Donovan
Public Protection and Licensing
Westminster City Council
22nd Floor
Portland House
Bressenden Place
SW1E 5RS

Your Ref:
Our Ref: (L)RXA.AV.COO238.557
Document No: wh21107272v1
Date: 26 June 2018
Direct Line: +44 (0) 191 204 4365
Direct Fax: +44 (0) 191 204 4001
Email Address: richard.arnot@wardhadaway.com

Dear Jessica

Our Client and their application for a premises licence at 190-192 Baker Street, London, NW1 5RT (18/03285)

Further to the above, and the hearing listed on the 5th July, I enclose 5 copies of my client's Core Colleague Training Manual and Age Matters Information to which I will refer the Committee.

In addition, I have enclosed an email from Cynthia Poole of the St Marylebone Society dated 31st May, I have also attached amended conditions which you may have already seen and can confirm that we would proceed on the basis of your core hours rather than those with which we originally applied.

I would be grateful if you could please acknowledge receipt.

Yours sincerely

Richard

Richard Arnot
Partner

Enclosure(s)

Ward Hadaway Solicitors

Sandgate House, 102 Quayside, Newcastle upon Tyne NE1 3DX
Tel: +44 (0)191 204 4000 Fax: +44 (0)191 204 4001 DX: 730360 Newcastle upon Tyne 30
Email: legal@wardhadaway.com Web: www.wardhadaway.com

Also at: Leeds and Manchester

Authorised and Regulated by the Solicitors Regulation Authority
(Registration Number 204387) A list of Partners is available at all offices.



Richard Arnot

From: SMS <planning@stmarylebonesociety.org>
Sent: 31 May 2018 14:58
To: Richard Arnot
Subject: The Co-op at Baker St Station

Dear Mr Arnot

Thank you for your letter, and apologies for the delay in getting back to you.

We appreciate that you are aware of the particular problems that can arise around a station, especially in a heavily residential area, so if the licencing hours are limited to deal with the various issues you mention in your "conditions", that would be very helpful. Very late night noise can make life miserable for residents.

We note that the licencing hearing has been postponed.

Our members are not against the proposed Co-op, in fact I am sure they will welcome it, especially if it adds to local variety in unprocessed food for home consumption, as opposed to fast food for tourists. There is another branch of the co-op in Park Road which is much used by local residents, and has a cashpoint, and we hope that that one is to remain.

There are some concerns about the proposed design of the facade - the station building is listed and there are design guidelines for new shopfronts. Discussion with Westminster's Planning dept should help resolve this.

We note that residents of Chiltern Court have some anxieties about noise and loading, but I understand they have already been in touch with the person named on the licencing notice in Baker Street Station.

kind regards
Cynthia Poole
for the St Marylebone Society

CONDITIONS

1. CCTV

- 1.1. The Premises Licence Holder shall install and maintain a CCTV system at the premises giving coverage of all entry points and areas to which customers have access in any lighting conditions.
- 1.2. Such CCTV system shall continuously record whilst the premises are open for licensable activities and shall be capable of providing frontal identification of customers.
- 1.3. All CCTV recordings shall be retained for a minimum of 31 days and shall be date and time stamped.
- 1.4. CCTV recordings should be made immediately available for inspection upon receipt of a request by the Police and Authorised Officer of the Licensing Authority.
- 1.5. A member of staff shall always be present on the premises whilst they are open who is capable of operating the CCTV system and able to facilitate immediate viewing of CCTV footage upon the request of the Police and Authorised Officer of the Licensing Authority.

2. Proof of Age

- 2.1. A Proof of Age Scheme, such as Challenge 25, shall be operated premises whereby the only acceptable forms of identification are a valid passport, UK driving licence, any form of identification containing the PASS hologram, military identification or any other form of identification time to time approved by the Secretary of State.

3. Incident Log

- 3.1. An Incident Record, whether kept in written or electronic form, shall be maintained at the premises and made available on request to the Police or an Authorised Officer of the Licensing Authority. The Incident Record shall record any complaints received in connection with the licensable activity committed at the premises, any faults with the CCTV system, any refusal to sell alcohol at the premises, and any visit to the premises by a responsible authority in connection with the licensable activity permitted at the premises.

4. Training

- 4.1. All relevant staff shall be trained in relation to their responsibilities under the Licensing Act 2003.
- 4.2. Training Records shall be correct and made available for inspection upon receipt of request from the Police or an Authorised Officer of the Licensing Authority.

5. Miscellaneous

- 5.1. A notice must be displayed in the premises explaining that it is an offence for persons under the age of 18 to purchase alcohol.
- 5.2. A panic alarm and system shall be installed and maintained at the premises.

- 5.3. A burglar alarm system shall be installed and maintained at the premises.
 - 5.4. An electronic till prompt system shall be installed and maintained at the premises which reminds staff to ask for age verification.
 - 5.5. During the hours that the premises is open but not authorised to sell alcohol, all alcohol within the trading area shall be secured behind locked screens that customers do not have access to it.
 - 5.6. No more than 15% of the trading area shall at any one time be given over to the display of alcohol.
 - 5.7. Notices shall be displayed in the premises confirming that the hours during which alcohol may be sold.
 - 5.8. There shall be no self-service of spirit, save for mixed spirits with an ABV of 5.5% or less.
 - 5.9. No spirit measures of less than 20cl shall be sold at the premises, save that this prohibition shall not apply to mixed spirits.
 - 5.10. Notices shall be displayed at the exit to the premises requesting that customers should leave quietly.
6. Super strength beer, lager or cider
 - 6.1. No beer, lager or cider of 5.5% ABV or above shall be sold at the premises save that this prohibition shall not apply to premium products such as craft and microbrewery products, or products produced to commemorate specific event or similar.
7. Noise
 - 7.1 No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a public nuisance.
8. Deliveries
 - 8.1 No deliveries to the premises shall take place between 23:00 and 07:00 on the following day save that this restriction does not apply to newspapers and magazines or diary or bakery products.
9. EHO Approval
 - 9.1 No licensable activity shall be permitted at the premises until the premises have been inspected by the Environmental Health Consultation Team and they have confirmed that policies and procedures are in place which enables the Premises Licence Holder to fulfil the conditions attached to this licence.
 - 9.2 The inspection of the premises shall be concluded within 3 working days of EHCT being notified by the Premises Licence Holder that the premises is about to open.
 - 9.3 EHCT shall notify the Premises Licence Holder that they are so satisfied, or what steps need to be taken to rectify any inadequacies, within 24 hours of the inspection taking place.

9.4 If EHCT do not fulfil the requirements of 9.2 and 9.3 then the Premises Licence Holder may, in any event, conduct licensable activities.

10. Football matches at Wembley Stadium

10.1 When a football match is taking place at Wembley Stadium the following conditions shall apply on that day.

10.2 No more than 4 cans of beer or cider shall be sold to an individual customer during the 4 hours before designated kick-off time.

10.3 There shall be no sale of alcohol, with the exception of wine, in bottles during the 4 hours before designated kick-off time

10.4 No alcohol shall be sold during the hour before the designated kick-off time

10.5 The manager of the premises shall comply with any direction given by the Police to stop selling alcohol until the football match has ended.

10.6 All relevant members of staff shall be made aware of the terms of condition 10.

Food

CO
OP

Main

Core
+
Colleague
+
Induction

Snack

Welcome Pack

Drink

Name:

Welcome to your store

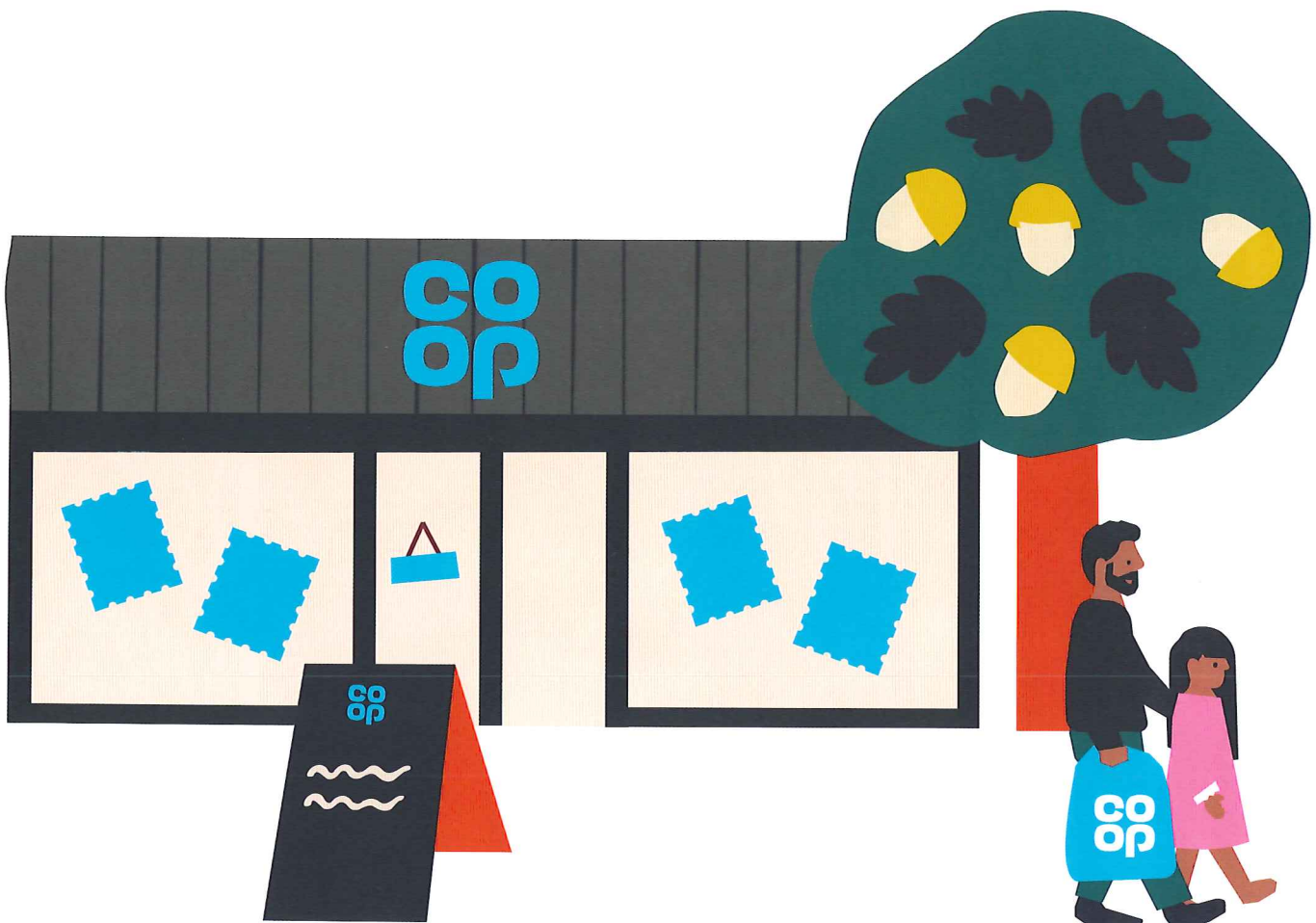
This pack will help you through your induction period with us.

There'll be activities, checklists and space for you to make notes and jot down ideas.

Don't worry, your Store Manager and Buddy will be with you every step of the way.

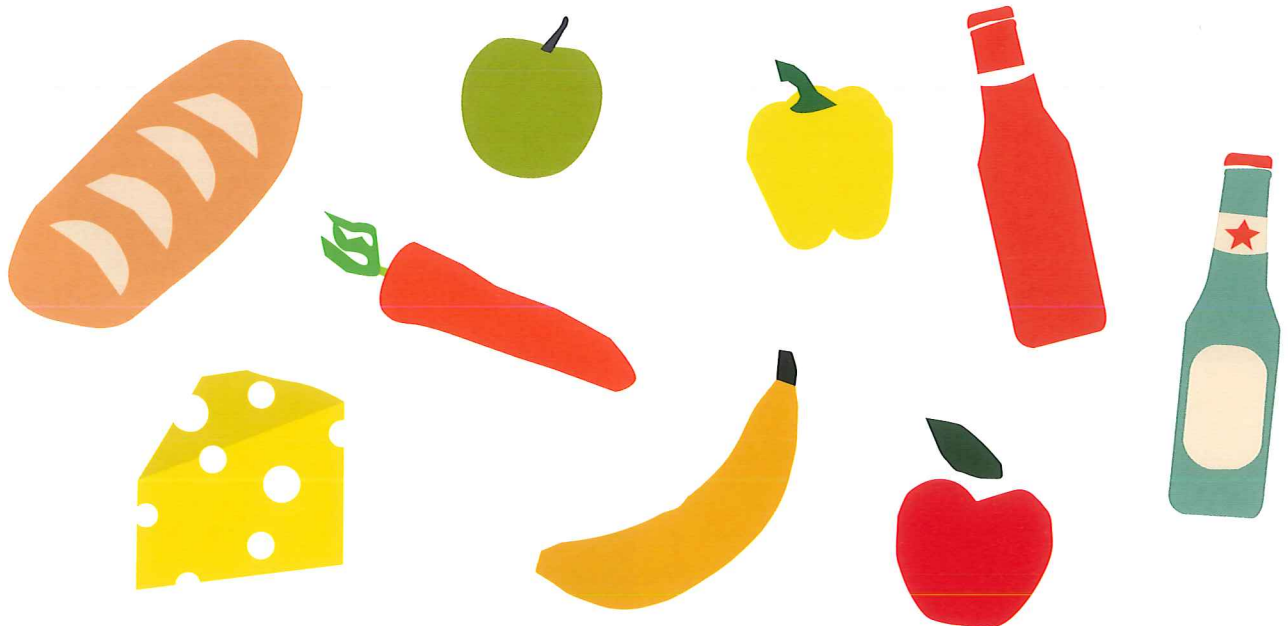
You'll learn most things in store but you will also be heading out for a day.

This is your pack to look after and keep. As the saying goes, the more you put into it, the more you will get out of it!



Contents

Your core journey	4
Finding your bearings	5
Community and membership	11
Core modules	15
Welcome to Co-op	21
Department training	23
Additional department training	31
Ready, set, go!	33



Your core journey

Day 1

Let's get started!

Day 1 is all about getting you set up to be great in your role.

Your first day will be spent with your Store Manager or Buddy, finding your bearings in your store and learning all about our Co-op difference.

To ensure you're safe and we abide by the law, you may need to complete some additional modules. Don't worry though, your Store Manager or Buddy will take you through these.

Week 1

We're setting you up for success!

During your first week you will need to complete all of your core modules. These include things such as Age Matters and Shop floor basics. You'll do these either on e-learning or with the help of your Buddy.

You'll find a full list of what you need to complete in the 'Core modules' section of this pack.

Week 2 - 12

Become a specialist!

These areas are optional and will be based on your development and what your store needs.

If you have these departments in store and they are of interest to you, have a conversation with your Store Manager about getting trained on them.

They include departments such as Bakery, Delicatessen, Food Safety Level 2, Post Office, and Cash.

Week 2 - 4

Department Savvy!

We want you to know all of the basic departments in the store, so, during your first 4 weeks you'll be learning all about Electronic Point of Sale (EPOS), News and Mags and Checkouts.

Welcome to Co-op!

During this time you'll also need to attend an event called 'Welcome to Co-op' which is a really fun and informative day with other new colleagues from your area, to learn about our Co-op and how you can have a positive impact on our customers and your store.

Reviews

During your first 12 weeks with us your line manager will spend time with you at weeks 4, 8 and 12 to review your progress and support you during your induction period with us.

Finding your bearings



Welcome to our Co-op

What happens when down-to-earth, decent, hard-working people, who are free to use their best judgement, work for an organisation which carefully balances profits with ethics for the benefit of its members?

The answer is that you get magic. Co-op magic. Be part of it.

Welcome

You're starting work for one of the largest co-operative consumer groups in the world and we have a lot to be proud of. Over the next few weeks, you'll be introduced to our business and learn more about our history but for now, let's talk about the really important things, like finding your way around your store, our policies, and some of the great benefits you'll get by working with us.

One of the first things that will happen is that your Store Manager will link you up with a Buddy. Your Buddy will help you navigate the first few weeks and will show you the ropes. Don't be afraid to ask questions, it's important to us that you feel comfortable and happy at work which is what your Buddy is there for.

Don't forget to have a look at our website, which has lots of information about our policies, perks and people: colleagues.coop.co.uk/

You're going to meet your team and learn lots over the next few weeks.

Make some notes about the basics below to help you remember:

My Store Manager's name is:

My Team Manager's name is:

My Team Leader's name is:

My Buddy's name is:

My teams' names are:

If I am not able to come in I should call:

Pay day is:

My holiday entitlement is:

My membership number is:

*** It's really important that on day 1, you log on to MyHR and enter your bank details - if you don't do this, we won't know where to pay you.**

Our Co-op and you

Aside from a great business and fantastic people, there are plenty of other reasons to work with us.

Co-op Colleague Membership

Great rewards when you buy Co-op own brands. 5% for you, plus 1% for your local community.

Electrical

5% colleague discount on a huge range of electrical goods, plus Co-op membership rewards on selected items.

Food

Great food for less, with 10% discount on top of your 5% membership rewards.

Funeralcare

Exclusive colleague discounts on funeral arrangements and pre-paid funeral plans.

Insurance

Special colleague discounts of up to 25% on home, pet and motor insurance, plus savings on breakdown cover.

Legal Service

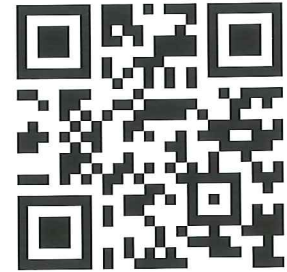
5% off Conveying, Will, Family, Personal Injury and Probate and Estate Administration.

Pensions

Helping you save for the retirement you want, with valuable contributions from the Co-op.

Plus much more, including:

- Child care vouchers
- Death in Service
- Retail and Leisure Discounts
- Rental Deposit Loans
- Credit Union



Simply scan the QR code above or go to:

coop.co.uk/benefits

To register, just have your employee number and national insurance number handy.

You can access the site from work or home, meaning you can take advantage of our offers at any time.

Useful Contacts

USDAW

The Co-op recognises the rights of employees to be members of trade unions and, as a long term supporter of the trade union movement, **actively encourages** membership by all employees. Co-op recognises **USDAW** as the appropriate trade union to represent colleagues and negotiates terms and conditions yearly.

Please visit the USDAW website at www.usdaw.org.uk or call **0800 030 8030** for more information.

Employee Assistance Programme

Offers a range of services such as counselling, information, signposting and support across a wide range of issues such as personal and work related concerns, legal and financial advice, health, and child and elder care.

The EAP service is **confidential**, available **24/7** and run by an **independent** provider.

Call **0800 069 8854**

For online support visit:

www.validium.com

Username: **Coop**

Password: **Group1844**

Bullying and Harassment

We do everything we can to make our Co-op a great place to work, where colleagues feel safe and comfortable to be themselves. Our Bullying and Harassment Policy is available to everyone on the intranet.

If you have any worries, you can contact the **Whistle Blowing** helpline on **0800 374 199**.

Or contact the Co-op Food **Bullying, Harassment and Discrimination** helpline on **0844 728 0165** or by email at h&bcomplaints@coop.co.uk

Your case will be handled sensitively and with integrity.

.....
"Here at the Co-op we strive to create an environment that embraces individuality, celebrates the fact that everyone is different yet equal and where every colleague is treated with dignity and respect.

Our Co-op is very proud to attract such a diverse workforce. Creating a culture where colleagues can be authentic, honest, and true. Where individuals are encouraged to flourish, feel engaged and rewarded. We remain a reputable inclusive employer amongst our peers, recognising that 'variety is the spice of life' and that self-expression and creativity are essential when enable colleagues to develop their full potential."

Aspire

Women's Career Network

What do we do?

We offer:

- Regular communication with other, like-minded colleagues with similar aims.
- Facilitated and informal networking opportunities both across and outside of the Co-op.
- Access to a broad range of resources to enable you to plan and move towards progressing your career.
- 'Lunch and crunch' sessions that enable you to broaden your personal and professional development.
- Opportunities to engage with the network and contribute to it's future either through your Aspire Steering Team or contributing articles and ideas to the Aspire member magazine.

Aspire is an informal support system for Co-op women who wish to pro-actively develop themselves, build a network or advance their career with the Co-op.

We are a fully inclusive network and welcome male members who want to get involved. Aspire holds several events each month which include informal networking discussions, lunch and learn workshops and 'roundtable' sessions where senior women share their career journey.

Join us

If you want to become a member, or are interested about finding out more, email us at aspire@coop.co.uk or get in touch via Twitter @aspire_co_op

Respect

LGBT+ Network

What do we do?

Support

Going through a difficult time because of your sexuality or gender identity, or know someone who is? We're here for you.

Develop

We help colleagues get the most out of their careers through mentoring schemes, training and careers advice.

Inform

LGBT+ issues matter. We make sure that colleagues' voices are heard at the highest levels of our Co-op.

Socialise

Events give colleagues a chance to meet new people and learn more about LGBT+ issues, culture and history.

Respect is the Co-op's lesbian, gay, bisexual and transgender (LGBT+) network.

We have two simple aims: to make sure LGBT+ colleagues can be themselves at work and to promote LGBT+ equality throughout the Co-op and beyond.

We believe that creating a workplace where everyone can flourish is up to all of us; that's why everyone is welcome to join Respect, whether you identify as LGBT+ or not.

Join us

If you want to become a member, or are interested about finding out more, email us at respectLGBT@coop.co.uk or get in touch via Twitter @cooprespectLGBT

Policy and procedure

Here at the Co-op we are proud of presenting a professional image to our customers.

We'll provide you with a uniform in order to keep you looking smart, and any other appropriate protective clothing to protect our food products from sources of contamination. But, we don't want to be too strict; we respect individual differences and understand you may sometimes want to express yourself through how you look.

If you have long hair, false nails or nail extensions, be sensible - make sure they don't get in the way of you carrying out your job.



To minimise any risk to health and safety, if you wear jewellery, tuck any loose items out of harm's way.

Piercings that might get caught or fall out shouldn't be worn.

Remember to wear your name badge so customers and colleagues know who you are.

We don't want to make our customers sick so hands and nails must be kept clean and tidy.

Keep your feet safe by wearing clean, dark, flat shoes that protect your toes.

Other things you need to know

Make sure that your Manager or Buddy has gone through the following policies with you. You can also find all our policies on How Do I, or on the intranet under HR > People Policies. If you have any questions, don't be afraid to ask.

- Advanced rate of pay and when you'll be eligible
- How to book a holiday and the amount of notice you need to give
- The Day 1 Policy Information sheets
- How to clock in and out
- How to read and understand the rota
- How to report sickness and that you've understood the Absence Policy

We know there may be times when you need to be off work due to health or other reasons. It's important that you read and understand the Absence Policy and follow the instructions.

You will not be paid for the first 3 days of any sickness absence.

Shifts

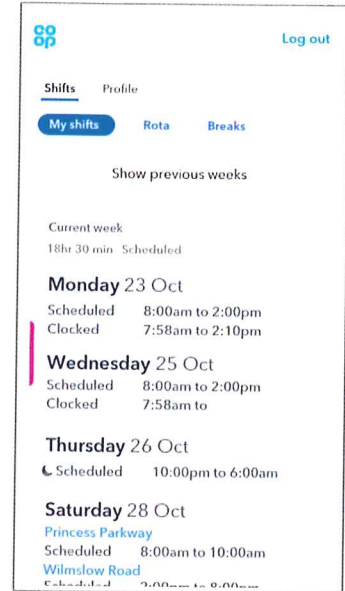
Shifts allows you to view your working schedules on your mobile device. Simply go to shifts.coop.co.uk and enter your employee number and mobile number to receive a login code.

However, if you do need a paper copy of your schedules you can request this from your Manager if you need to.

Here's what Shifts will show you:

- Future and past schedules - 3 weeks in the future and 12 weeks in the past
- Paycodes
- Live clock-times - to see when you clocked in/out
- Rota - to see when your colleagues are working
- Shift preferences - to see your contract hours and maximum and minimum shift
- Pay dates
- Break Rules - see what breaks you're entitled to
- The store you're working in
- Manager's highlighted on the rota in bold

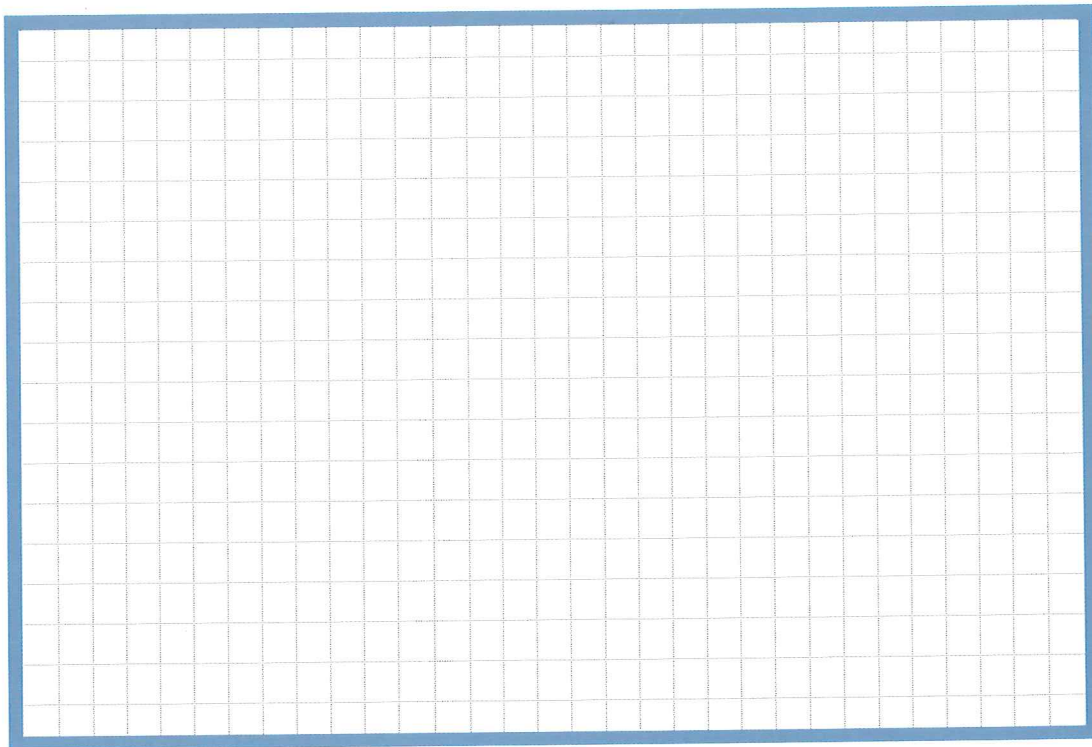
Make sure your mobile number is correct in the MyHR system so you can access it. If any of the information is incorrect, then speak to your manager. You can find more information on Shifts on How Do I.



Notes

A series of horizontal dotted lines provided for taking notes.

Explore your store

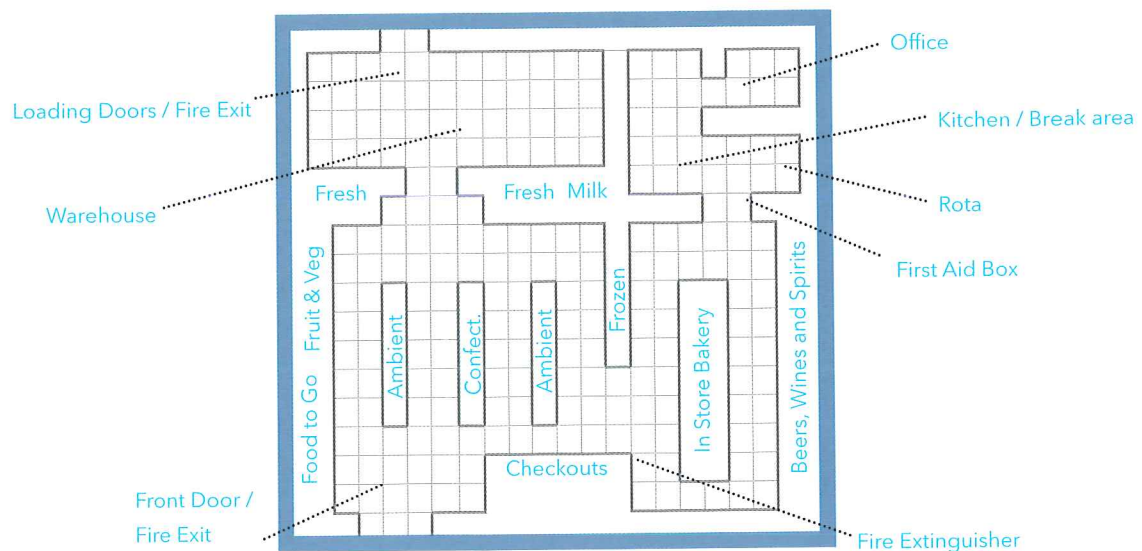


Now that you've had a tour and learnt a bit about your job, your first task is to find your way around.

Use the grid above to draw a sketch of your store, it doesn't have to be perfect but going around and having a look at what goes where will really help you find your feet. There's an example at the bottom of the page.

Here's a few ideas of things to show:

- First Aid Box
- Emergency Exits
- Warehouse
- Back Office / Kitchen
- Location of Rota
- Location of Fire Extinguishers
- Shop layout (include Ambient, Frozen, Confectionery, Fresh, Food to Go, Checkouts etc.)



More about us

Now's a great time to have a look around your store and learn a bit more about it. Have a go at answering these questions:

Our Food

Find an Irresistible product - what is it?

What makes it Irresistible?

Find a promotion - how do you know it's a promotion?

How much is our Co-op bread?

Where does our Co-op Pinot Grigio come from?

What does the Red Tractor mark tell you about our meat?

Your Store

What time does your store open and close on a weekday?

Find your store's True North compass - what's your store doing well in?

What does this mean for our customers?

Our Ethics

How much money does the One Foundation receive for every litre of Co-op water sold?

Find a bar of Co-op chocolate - what does it tell you about Fair Trade?

What other things can you find in store that are fairly traded?

Community and membership



Membership in your community

Our Co-op Membership not only brings benefits to you but also benefits your local community.

Your Buddy will now tell you all about our membership offer and how that works in your local community.

To help you be the best you can, we have a challenge for you. Fill in the questions below after your conversation with your Buddy. You might need to speak to other colleagues or your Store Manager to find the answers.

About membership

What % reward is 'for you'?

What % reward is 'for your community'?

Where can members find out their reward balance?

What Co-op businesses can members earn reward in?

Colleague member benefits

How do you become a colleague member?.....

What % discount do colleague members get in store?.....

Community

What are your three local causes?

How are the local causes chosen?

How do members choose which local causes to send their community reward to?

Membership in your community

Joining membership

How much does it cost to become a member?

What ways can customers become members?

What do customers need to do in order to register their temporary card?

Can temporary card holders spend rewards?

More on membership

What are independent Co-op societies?

What can our members do on their online account?

How to join as a colleague

If you are already a member of our Co-op you should call our membership contact centre on **0800 023 4708** with your employee number and they will convert you to a colleague member.

If you are not a member already you can join online and quote your employee number to become a colleague member.

Talking membership

This is your first introduction to the world of 'talking membership' with our customers, you will learn more about this when you attend your 'Welcome to Co-op' event.

A good thing to remember is that your colleagues will be clued up with membership; watch how they introduce it to our customers.

You are a customer yourself so consider how you would like membership to be mentioned to you. We really want you to use your judgement. For example, if a customer looks like they are in a rush it might not be a good time to mention all aspects of our membership offer, just like on the other hand, if a customer has a full basket or trolley we will have more time to talk through the key benefits of the offer.

Here's a few suggestions of things you could say and a re-cap of the key messages:

Are you a member of our Co-op?

Hello, can I swipe your membership card?

Did you know you can donate 1% of what you spend on own brand products to one of three local causes?

Talking Membership

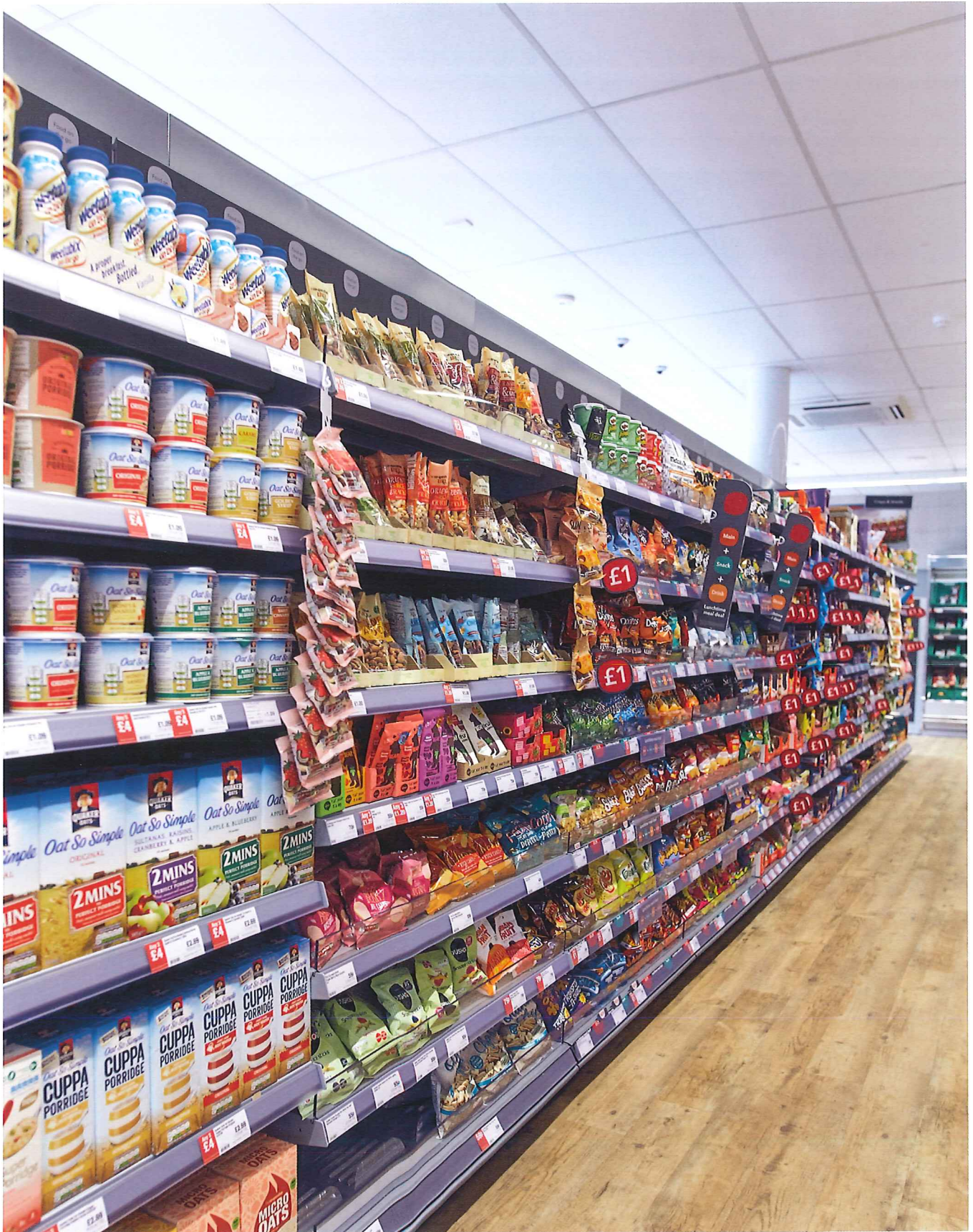
Shop—Own brand products and services
Join—£1 buys a share in our business

5% for you when you choose Co-op products and services

1% for your community when you choose Co-op products and services



Core modules



Setting you up for success

Your core modules are essential to set you up in your new role.

They should be completed in your first week but some need to be completed before you do certain tasks, as it's the law.

We've provided you with a checklist below to make sure you cover everything you need to in your first week.

What do you need to do?	When you need to do it by	Delivered by		Details	
		CITRUS	Manager/ Buddy		
Day 1 Policy Information Sheet	Day 1			We need you to know about our policies on HR Shared Services > People Policies and How Do I	
Essential Petrol Skills (petrol sites only)	Day 1			If you work in one of our petrol sites please complete this before starting any work so you know how to work safely with petrol.	
Health and Safety	Day 1			Your safety is important to us and it's essential that you know the health and safety rules to follow in your store.	
Scottish Licensing (Scotland only)	Day 1			If you work in one of our Scottish stores, it's the law that you need to complete this before going on the shopfloor.	
Tobacco Display Ban <ul style="list-style-type: none"> Scotland England Wales 	Before working on checkouts			There are different rules depending on where your store is and the size of your store. Your Store Manager will assign the right module for your store.	
Age Matters (Level 1)	Before working on checkouts			We want you to follow our Challenge 25 Policy to protect you and our Co-op when you're selling restricted products, which is why you need to complete this before working on the checkouts.	
Post Office Local (Post Office Local stores only)	Before working on checkouts			If your store has a Post Office Local kiosk you will need to complete these modules before dealing with any Post Office services that we offer.	

Setting you up for success

Food Safety	Before handling any products			We want to keep our customers healthy so it's important that you are aware of our food safety practices in store before handling any of our products.
Availability	Week 1			We want our products to be available at the right time, in the right place in the right quantity for our customers to buy.
Energy & Environment Induction	Week 1			We want to be energy efficient as it protects the environment and it reduces our costs.
Keeping it safe	Week 1			We want you to feel safe at work. Although some of the situations in this module are few and far between you need to know what to do if any of them happen in your store.
Shopfloor basics	Week 1			Our customers expect great shopfloor standards when they visit your store so we're going to show you what you need to do to meet those standards.
Information Security Training	Week 1			You must complete your training during your first week. Using the store's workstation, go to the Food Intranet Home page and in "Quick Links" on the right side of the screen, click on "Information Security & Data Protection Training". Log in using your employee number as your username and password.



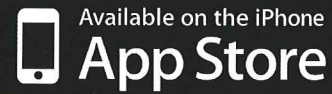
Shop floor basics

In this module you will learn all of the core tasks you'll need in order to do a brilliant job on the shop floor.

We'll guide you through what good looks like and what you can do to make a difference in your store and for our customers. By the end of the module you'll have the skills and confidence to get started.

The module will consist of a pre work 'Shop floor app' where you'll watch a series of virtual reality clips. Be sure to watch these before starting the module. After that you'll complete a series of activities and questions, using the Shop floor workbook which your Buddy will hand to you. There will be various activities for you to complete on your own and with your Buddy.

To download the app, simply search **Co-op Shop Floor** in the App Store or Google Play Store



Logging in

Your log in is your store hub number, ask your Manager or Buddy if you're unsure.

Your store will have a virtual reality headset for you to use, there's some instructions on the next page on how to use the headset. If you prefer not to use the headset that's fine, you can choose the option on the screen. Try sitting down whilst watching the clips for the first time.

Headset Instructions



1 Open the velcro on the top



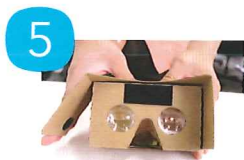
2 Pull open to reveal the two side panels



3 Fold back the two panels



4 Open out the whole panel, then fold it underneath



5 Secure the side panels down using the velcro pads



6 Remove the lense covers



7 Pop your device inside, make sure it's secure using the rubber band

Welcome to Co-op



Invitation



**You are invited to attend a
'Welcome to Co-op' event.**

It will be a fun and relaxed event all about looking at how you can have a positive impact on our customers and making your store the best it can be.

Book your event with your Store Manager and note the details below:

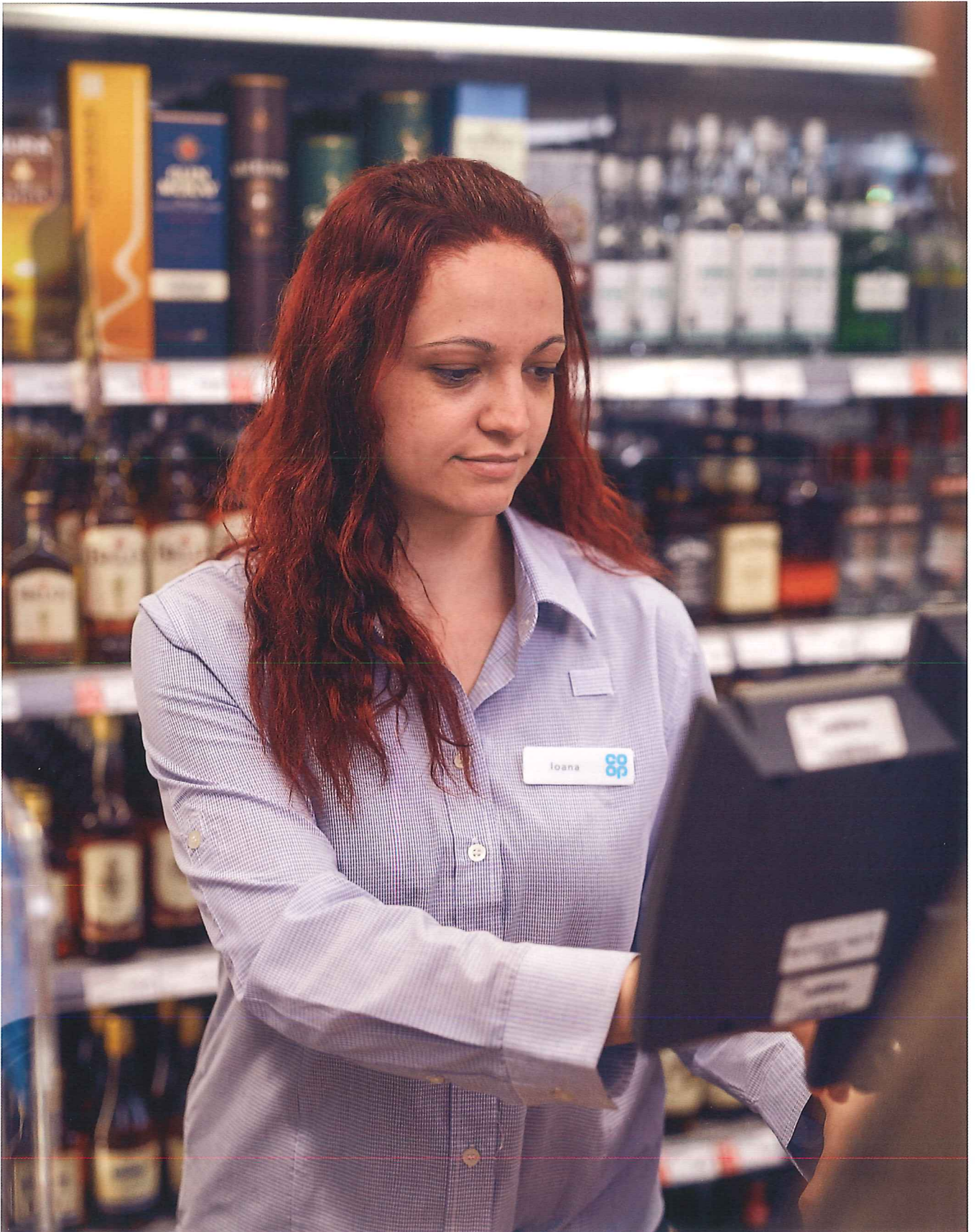
Date:

Time:

Venue:



Department training



Electronic Point of Sale (EPOS)

For this module you should complete the questions below with support from your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

Shelf Edge Labels (SELs)

Why are SELs important?

.....

.....

.....

Where do SELs sit?

.....

.....

What information is shown on a SEL? Use your knowledge to complete the information below:

£1.00
£1.00 per item

Co-op Irresistible Xmas Chocolate Star Muffin EACH

Energy: 2186kJ/523kcal Contains Egg, Milk, Soya, Wheat

000000000722 813141 1F

What else is shown on the SEL for produce? Why's it important?

.....

.....

Find the SEL for Diet Coke cans, what's different about it? What does the symbol mean?

.....

.....

What do you do if there's a SEL missing?

.....

Electronic Point of Sale (EPOS)

Point of Sale (POS)

What other labelling and signs can you see around the store?

.....

.....

.....

What's a POS kit and when would you use it?

.....

.....

.....

What's a planogram? How do you use it to position products?

.....

.....

.....

What advertising can you see from outside your store? Why is it important?

.....

.....

.....

What do you do if there's a POS sign missing?

.....

.....

.....

How do you run a price check on the shelves?

.....

.....

.....

Warehouse

For this module you should complete your 'Colleague Warehouse Workbook' which will be given to you by your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

Pre-work



Watch the Warehouse clip on the Shop floor app before completing the module.



News and Mags

We want to offer our customers great News and Mags all day, everyday. We'll show you all the processes from delivery to returns and explore how we can do this in the most cost effective way for our Co-op.

Your News and Mags training is delivered via CITRUS and then you should buddy up with another colleague to shadow them so you get the on-job experience before being let loose on your own.

Your Store Manager needs to assign the following modules for you to complete:

Module 1 - Delivery and Service Levels

In this module we'll look at how your news and mags get to your store and how you should check to ensure you get everything you're being charged for by the supplier.

Module 2 - Merchandising & Weekly Activity

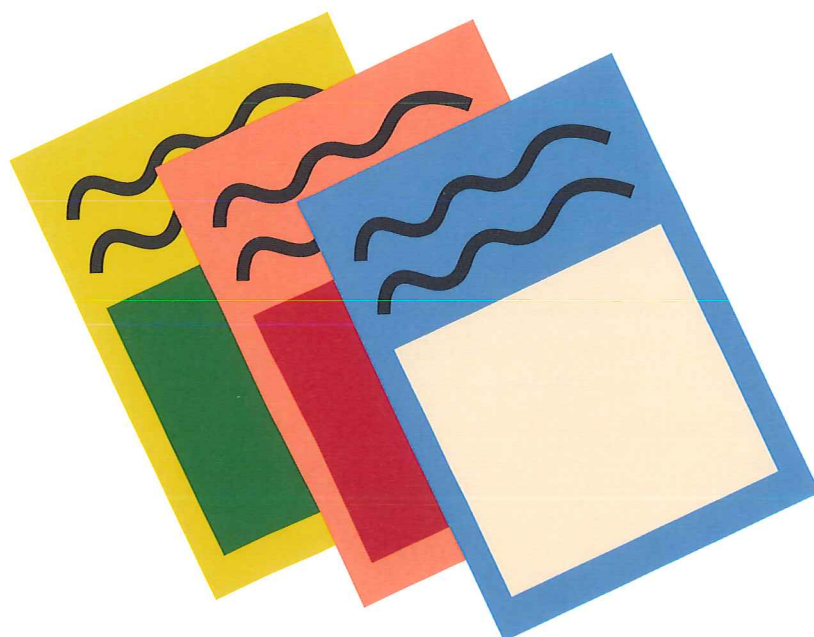
In this module we'll look at what great merchandising looks like and what you need to do on a weekly basis to keep your news and mags section looking great for our customers.

Module 3 - Returns & Documentation

In this module we'll look at how to complete the returns process and the documentation that you need to complete, along with it to make sure your store gets the right credits.

Module 4 - Order Levels & Customer Orders

In this module we'll look at how you can amend your order levels if you're getting too much stock, or not enough stock and how you can order one-off requests for customers.



Checkouts

There is a 'Core Checkout Guide' opposite for you to use whilst completing your 'Colleague Checkout Workbook'. Your workbook will be handed to you by your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

Here's some instructions on how to fold up your 'Core Checkout Guide':

Front

The front page of the Core Checkout Guide contains several sections:

- Saving Stamps:** A section explaining how to use stamps on receipts to earn rewards.
- Gift Cards:** Information about how to purchase and use gift cards.
- Lottery:** Details on how to participate in the store's lottery.
- Wards and Returns:** A section for handling returns and exchanges.
- Carrier Bags:** Information about the store's carrier bag policy.
- Program:** Details about the store's loyalty program.
- Never scan the till barcode on the back of the gift card. This is a shop the customer but not accept it.**

 A central image shows a cashier smiling at a customer at the checkout counter.

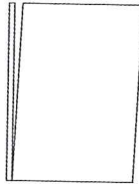
Back

The back page of the Core Checkout Guide features:

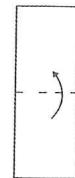
- Standards:** A list of key performance indicators and standards for the checkout team.
- Things that shouldn't be on the kiosk:** A list of items that should not be placed on the self-checkout kiosk for safety and security reasons.
- Visitor sign in:** A section for recording visitor information for security purposes.
- Customer Conversation: Deals:** A section providing tips and strategies for engaging with customers and promoting deals.
- Age Related Sales Challenges:** A section discussing challenges related to selling age-restricted products.
- 25 UNDER 25? CHALLENGE:** A promotional graphic for a challenge aimed at younger customers.

Folding instructions

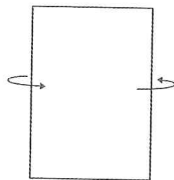
1 Tear out the Core Checkout Guide



4 Fold along the centre horizontally



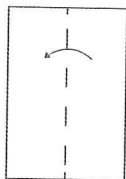
2 Flip the Core Checkout Guide so the back page is facing you



5 Fold along the centre horizontally again



3 Fold down the middle vertically



6 Your Core Checkout Guide is complete and ready to carry in your pocket





GO OP Core Checkout Guide

GO
OP

Carrier Bags

The law requires all stores to charge for single use carrier bags given out.

The 5p charge applies to the following bags:

- Standard single use carrier bags - the customer must be charged 5p for each carrier bag taken
- The 5p charge doesn't apply to the following:
 - Thin plastic bags for loose produce
 - Any plastic bags used for raw unpackaged meat, poultry or fish (only applicable in stores with butchery or fish counters)
 - Paper bags used for loose bakery items, loose food to go products or pick 'n' mix sweets
 - Flower bags
 - Cardboard wine carriers

Ask customers if they have their own bag, if not offer one, informing them of the 5p charge or the bag for life option. Offer to pack the customer's bag for them. Thank them and say good bye.

Voids and Refunds

- To void a single item: press Line Void > Enter the number of the line you need to take off the bill
- To void the whole transaction: press Managers Function > Void Transaction > Yes
- For a refund: press Managers Function > Refund > scan the product > select the correct reason code. If the customer doesn't want to make a complaint press No
- For customer complaints follow the till prompt to fill in the customer details > press No if the customer doesn't have a membership card or Yes and scan if they have a card
- Enter the amount of the refund then press cash if the customer paid cash for the item. Press EFT if the customer paid with a card. Ask the customer to sign the refund receipt and place in the till. Give the customer the value in money if it's a cash refund
- Complete the transaction by pressing Managers function > No Sale > Yes then place the receipt in the till

Lottery

- Process the Lottery through the Lottery terminal following the Lottery terminal training guide which can be found on How do I policies > Lottery training guide
- Scan the Lottery ticket barcode on the till. If the barcode does not scan, press Lottery > Lottery sales > type in the amount of the ticket > Enter
- A prompt will then ask you if the customer is over 25. Follow the Challenge 25 Policy to complete this section of the transaction
- Scan any other items the customer may have and complete the transaction as normal. Ensure the customer receives their Lottery ticket
- Thank them for their custom and wish them a good day

PayPoint

PayPoint is a well-recognised brand that enables customers to pay a wide variety of bills including utility bills, with cards, keys, tokens etc. and allows for mobile and overseas top ups to be purchased.

- Carefully follow the screen instructions when carrying out all transactions. Only when the transaction has completed should you give the customer back their card, key or bill, and hand them their PayPoint receipt
- For transport ticket transactions, remember to place and seal the receipt within the receipt wallet provided
- If you're not sure if you can accept a customer's card, key or bill - just try it or look through your terminal touch screen menus
- A small percentage of PayPoint transactions will fail. This is caused by a network failure with PayPoint
- The till will display a prompt then add the value of the failed transaction to the change due on the till screen and on the receipt

Gift Cards

- Scan the long barcode on the back of the gift card, when the sale appears on the till screen, check the amount is correct
- Once a gift card is activated, the transaction should never be voided unless a card is declined or the customer does not have enough cash
- If this is the case you should send the gift card back to the supplier. Phone operational store support for more information on 0844 262 2001 Option 2
- Scan any other items the customer may have and complete the transaction as normal
- Once the transaction is complete you will get a gift card receipt with the customer's normal receipt. Make sure you give the customer both receipts. Thank them for their custom and wish them a good day

Never scan the little barcode on the back of the gift card. This will charge the customer but not activate it.

Saving Stamps

Sales

- Press Service > Saving Stamps > enter the amount of saving stamps the customer requested. Complete the transaction as normal
- When the till opens give the customer the amount of saving stamps requested. As the stamps are sticky, always make sure that you've only given out the right amount

Redemption

- Make sure the customer has stuck all the saving stamps onto a saving stamp card and filled in their details on the back of the card
 - At the payment screen enter the value of the saving stamps and press saving stamp
 - Put a pen mark across the stamps to show they've been used and place the saving stamps into your till
 - Each saving stamp is the value of £1. Change can only be give up to the value of 99p.
- Saving stamps can't be used to buy lottery, concessions, coffee shop products or fuel

Standards

To ensure we deliver and meet customer expectations every time they choose to shop with us, we have store standards in place to keep things running smoothly.

- Make sure all damaged and loose stock has been removed
- Keep all items in the right place and labelled
- Replenish kiosk supplies (till rolls / carrier bags) in the designated area
- Wipe down surface areas to keep them clean
- Make sure the floor is clean and clear of slip, trip and fall hazards
- Tidy and replenish kiosk displays
- Keep the cigarette gantry doors closed with price list displayed
- Adopt a 'clean as you go' process on all sections
- Ensure all legal signage is displayed
- Make sure there are clean customer baskets available – trolleys if applicable
- Keep the managers workstation clear and clutter free
- During busy periods make sure the combi Post Office till has colleagues to cover
- Make sure your kiosk is set up to planogram
- Keep the kiosk door free from clutter and parcels
- Keep carrier bags stocked up so that they're available when the customer needs one



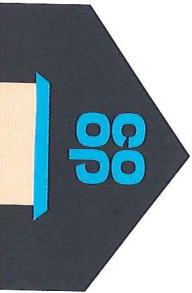
Things that shouldn't be on the kiosk:



- Reduced to clear products
- Anything that blocks customers or causes a safety issue
- Multiple charity boxes
- Lost and found items

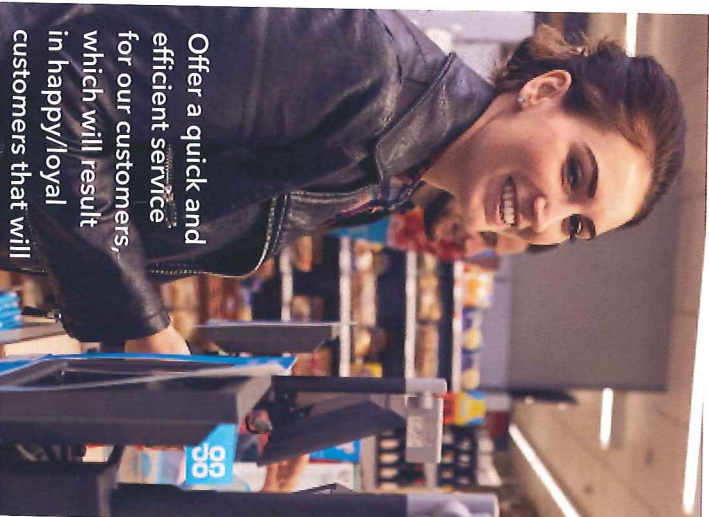
Visitor sign in

- Any contractors must sign in and out of the visitors book upon arriving at and leaving the store
- Let contractors know your store's fire safety provisions, procedures and arrangements upon arrival at the store. The 'visitor/contractor instructions sheet' should be attached to the front of the visitors book for this purpose
- Any accidents or incidents involving a contractor must be reported using the Accident process
- Let contractors know of any site specific hazards which they should be aware of during their visit, such as deliveries



A great looking kiosk gives our customers the right impression about our stores - clean and well organised

Maintain a clean, tidy, clutter-free and efficient Kiosk with everything in the right place and readily available



Offer a quick and efficient service for our customers, which will result in happy/loyal customers that will

Customer Conversation: Deals

- Increasing awareness of our offers in stores gives customers the confidence that we as a business offer great value for money
- Engaging with customers also provides a high level of customer service and shows customers that we care about their needs - we don't see them as just another transaction
- Always be aware of what's currently on promotion
- Engage with customers on the shop floor and chat to them about what's in their basket - remember to greet them with eye contact and a smile
- Chat with the customer on both the shop floor and the kiosk, offering alternatives and meal solutions where necessary

Age Related Sales Challenges

A Challenge 25 process is used to confirm the age of any person trying to buy an age restricted item. You must challenge any customer who appears to be under the age of 25, to produce an acceptable form of identification if they're buying an item which is age restricted. The till point will also remind you to do this.



Please be prepared to show ID when buying age restricted products

Additional department training



Ready, set, go!

The following questions are designed to help you remember the information you've learnt during your induction. Jot down your answers and show them to your Store Manager who will be able to check them for you. It's important that you complete these as they are part of your induction sign off.

Introduction to Co-op

Name the Ways of Being Co-op values and describe what they mean to you.

What does it mean to be a member of our Co-op?

What rewards do members get?

Ready, set, go!

How do you set up new members using a temporary card?

Community

What are the local causes your store supports?

How were the local causes selected?

Ready, set, go!

Shop floor

What type of customers visit your store?

What times of the day is your store busiest?

On average how much money does your store make each week?

Walk around your shop floor with your Store Manager or another colleague imagining that you're a customer. Talk to them about anything you think could be improved on your shift or in the future. Write a couple of key points down afterwards to summarise what you talked about with them.

Ready, set, go!

Service

How can you provide great service on the shop floor?

How can you provide great service when you're on the checkout?

How can you help to manage queues in your store?

What do customers think about your store?

Ready, set, go!

News and Mags

Showcase the News and Mags section to your Store Manager or another colleague and describe how it shows 'what good looks like'. Write a couple of key points down afterwards to summarise what you talked about with them.

Bakery (if trained)

Showcase your Bakery department to your Store Manager or another colleague after you've been working in it. Describe 'what good looks like' in the Bakery. Write couple of key points down afterwards to summarise what you talked about with them.

Store Manager sign off

Once you've completed the questions above sit down with your Store Manager who will check them for you. They should then sign below to confirm that they have checked these and signed off your induction.

Store Manager name:

Store Manager signature:

Date:

Notes



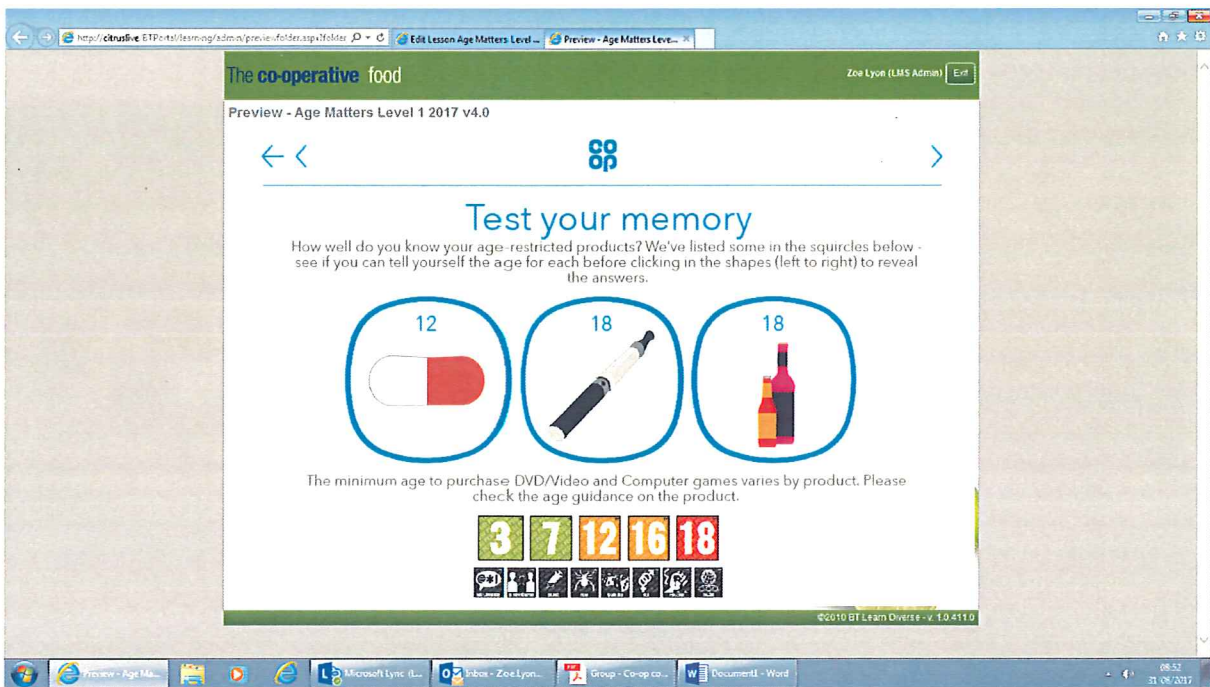
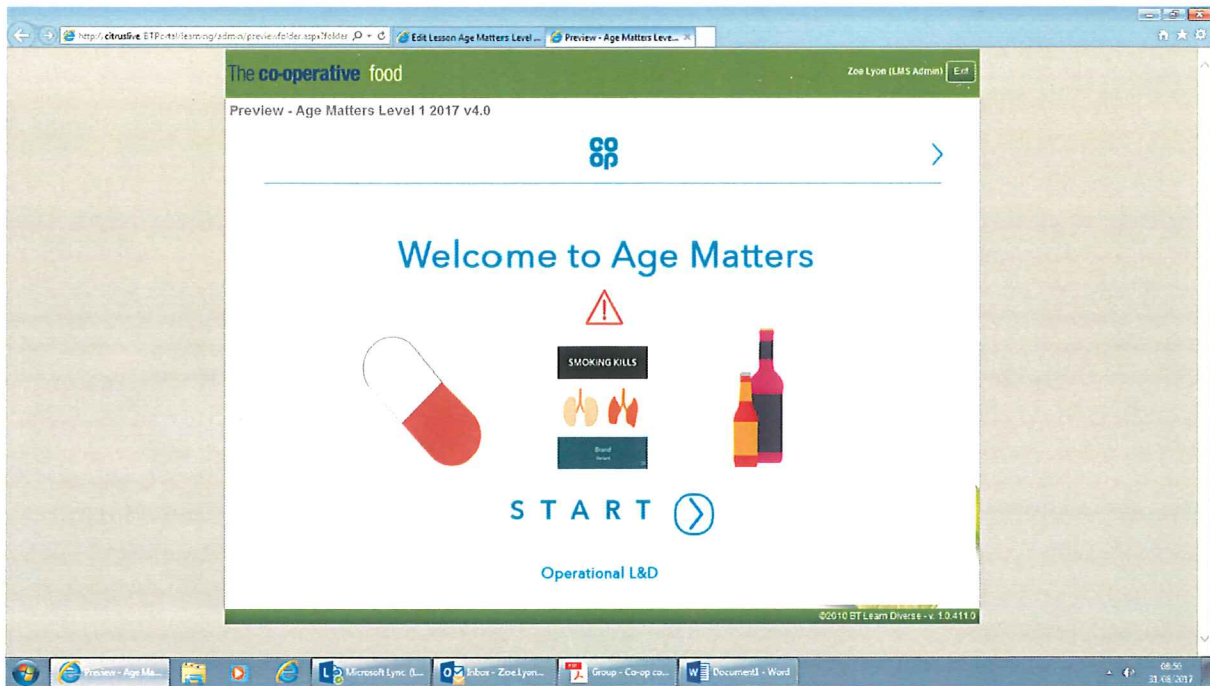
A series of horizontal dotted lines providing a template for writing notes.

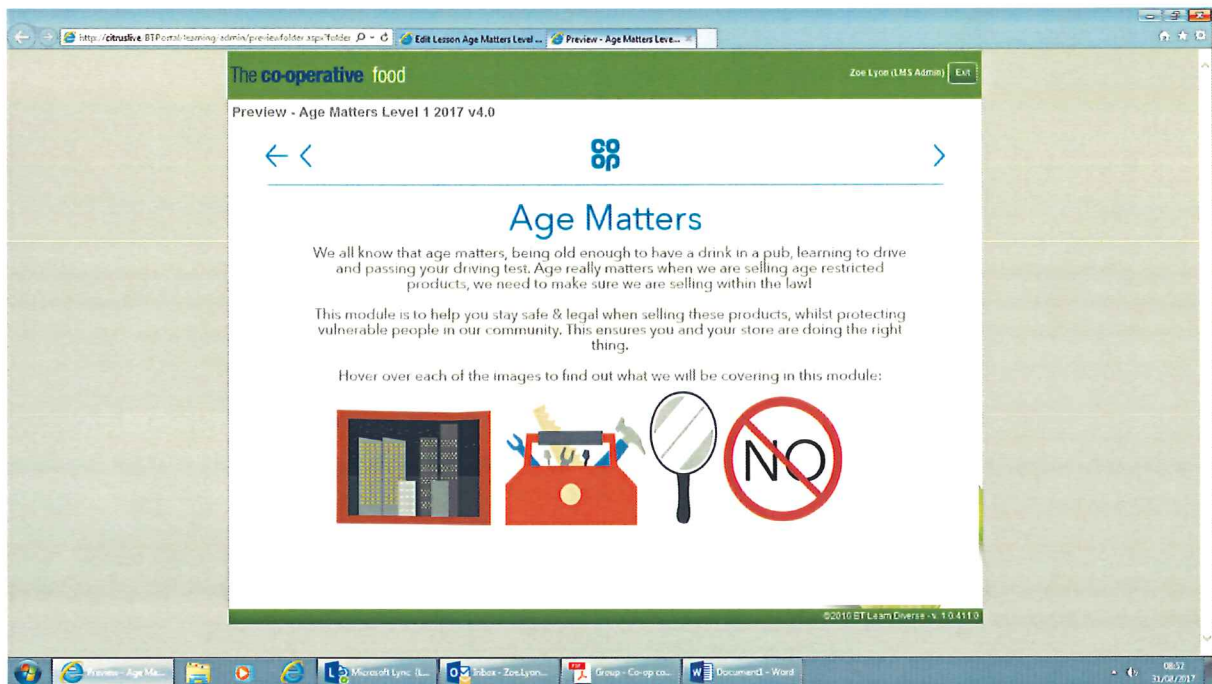


Designed by Co-op Food HR 2017

Owned and distributed by Co-op Food HR. Any unauthorised reproduction, distribution or use of this material is not permitted. For internal use only.

Version: 1.4





The Bigger Picture – The impact of selling products to under age people

The Toolkit – What tools are there to help you

How old do I look? – Challenge 25, the when and how

Just say no – Refusing a sale

http://citruse BT Portal Learning/admin/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) | Exit

The co-operative food

Preview - Age Matters Level 1 2017 v4.0

← < > →

Checks are ramping up

Recently there has been an increased emphasis on stores that sell Knives, Hair Dyes and Solvents. Click the squircles to reveal more info:

- Knives** For stores that sell kitchen knives, due to police and community concerns over knife crime we will see increased test purchases on these.
- Solvents** The law has recently changed on solvents - there is now no minimum age for restricting their sale. You need to use your best judgement - refuse the sale if you believe a customer is buying with the intention of using them to get 'high'. Have you read the Solvents factsheet which explains more? This can be found in the Age Restricted Sales area of CITRUS Policy.
- Hair Dyes** Stores that sell these must read and understand the new associated document. This can also be found in the Age Restricted Sales area of CITRUS policy.

©2010 BT Learn Diverse - v. 1.0.411.0

08:58 31/08/2017

http://citruse BT Portal Learning/admin/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) | Exit

The co-operative food

Preview - Age Matters Level 1 2017 v4.0

← < > →

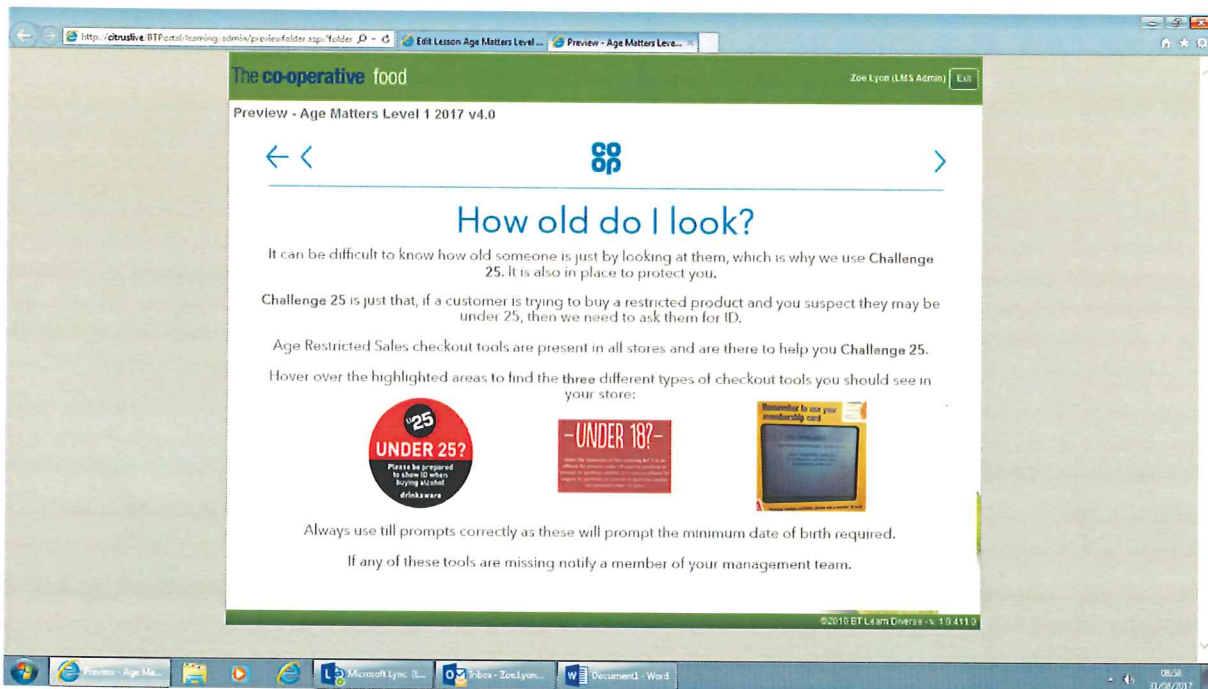
Challenge 25 - What does it mean?

You're told to abide by 'Challenge 25' - but what does that actually mean? Hover over your choice from below (read them carefully!):

- A** If you think a customer buying alcohol or other related products is under the age of 25, you are advised to ask for ID to see if they are old enough to do so.
- B** If you think a customer buying alcohol or other related products is under the age of 25, you should inform a colleague that you are selling an age-related product.

©2010 BT Learn Diverse - v. 1.0.411.0

08:58 31/08/2017

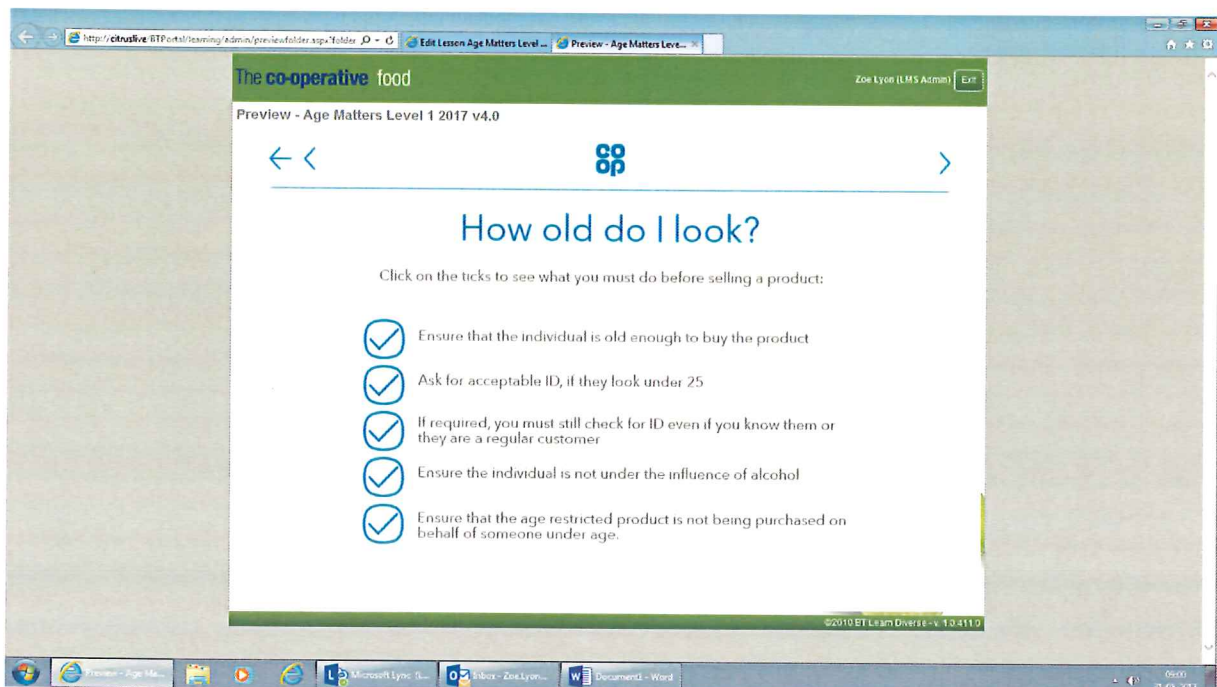


Hover overs

Challenge 25 Badge

Age restricted Point of Sale

Customer facing till screen



http://citruslive.ETP.../learning/sdmx/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Exit

Preview - Age Matters Level 1 2017 v4.0

← < > →

How old do I look?

From time to time the police and other enforcement officers will conduct test purchases to check our systems and procedures work in preventing under age sales. Therefore it is vital that the Challenge 25 policy is being used.

If you are notified you have failed a Test Purchase (FTP), then you must notify your manager immediately.

Please remember that the same process for following Challenge 25 will need to apply when supervising a self-checkout (AST). Before you authorise the purchase you need to be confident that they are old enough to purchase the product.

©2016 BT Learn Divers - v. 1.0.411.0

Taskbar: Preview - Age Ma... Microsoft Lync... Zae Lyon... Document1 - Word 09:00 31/08/2017

http://citruslive.ETP.../learning/sdmx/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Exit

Preview - Age Matters Level 1 2017 v4.0

← < > →

How old do I look?

When checking someone's ID, it can be hard to tell if it is genuine, just by looking at it. Hover over the ID for some tips to help spot a fake ID. There are 5 key areas to find.

Compare the customer to the ID. Does the person presenting the ID actually resemble the picture?

Or does he resemble the picture too closely?

Here's what to look for:

- If the customer is wearing exactly the same clothing and hairstyle as the photo on the ID, be suspicious. The ID might have been made hours before.
- Look for slight differences in facial features. People often present the IDs of close family members as their own.

Look for signs of anxiety. If the customer is avoiding eye contact, or looking nervous, be suspicious.

If you're still unsure, smile at the customer and say, "I think I need my manager to take a look at this." If it's fake, the customer will want it back immediately, and you can hand it back and refuse the sale. If it's real, he or she will probably be fine with having a second set of eyes on the ID.

©2016 BT Learn Divers - v. 1.0.411.0

Taskbar: Preview - Age Ma... Microsoft Lync... Zae Lyon... Document1 - Word 09:01 31/08/2017

The co-operative food Zoe Lyon (LMS Admin) [Exit](#)

Preview - Age Matters Level 1 2017 v4.0

← < > →

How old do I look?

When checking someone's ID, it can be hard to tell if it is genuine, just by looking at it. Hover over the ID for some tips to help spot a fake ID. There are 5 key areas to find.

DRIVING LICENCE

Ask the customer for information from the ID such as their date of birth. If he or she has stolen someone else's ID, they might not remember smaller details.

If the customer cannot give their personal information without hesitation then it may be a fake or stolen ID.

If in doubt ask for additional photo ID. A lot of fake IDs are legitimate IDs that were lost, stolen or transferred. If that's the case, the customer won't have any additional ID as backup.

Look for signs of anxiety. If the customer is avoiding eye contact, or looking nervous, be suspicious.

If you're still unsure, smile at the customer and say, "I think I need my manager to take a look at this." If it's fake, the customer will want it back immediately, and you can hand it back and refuse the sale. If it's real, he or she will probably be fine with having a second set of eyes on the ID.

©2019 BT Learn Divers - v. 1.0.411.0

The co-operative food Zoe Lyon (LMS Admin) [Exit](#)

Preview - Age Matters Level 1 2017 v4.0

← < > →

How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID. The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:


Please note that any of the above identification can only be accepted if there is a photo included.

©2019 BT Learn Divers - v. 1.0.411.0

http://citruslive-ETPportal/learning/admin/preview/folder.aspx?folder_ID=... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Exit

Preview - Age Matters Level 1 2017 v4.0

← ←  →

How old do I look?





Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:

Any photo Passport (UK or Foreign) is acceptable.

As with any ID you are shown, be sure that it is genuine before accepting.

Please note that any of the above identification can only be accepted if there is a photo included.


©2010 BT Learn Divers - v. 1.0.411.0

0902 31/08/2017

http://citruslive-ETPportal/learning/admin/preview/folder.aspx?folder_ID=... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Exit

Preview - Age Matters Level 1 2017 v4.0


← ←  →

How old do I look?




Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:



Any photo Driving Licence, provisional included (UK or Foreign) is acceptable as long as you are sure that it is genuine.

Please note that any of the above identification can only be accepted if there is a photo included.


©2010 BT Learn Divers - v. 1.0.411.0

0902 31/08/2017

http://ctruslive-ETPortals/learnwp/admin/preview/folder.aspx?Folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Edit


Preview - Age Matters Level 1 2017 v4.0


← <  > →

How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.
The till will always prompt you when selling age related products.


Hover over the images below to see which ID's can be accepted in our stores:






Ide of Man (IOM) Stores - local relevant ID cards can be accepted.

The main ID card used in IOM for alcohol is 'Proof of ID' card





Please note that any of the above identification can only be accepted if there is a photo included.

©2010 BT Learn Diverse - v. 1.0.411.0


Taskbar: Preview - Age Ma... Microsoft Lync (L... In-box - Zoe Lyon... Document - Word

09:02 31/08/2017

http://ctruslive-ETPortals/learnwp/admin/preview/folder.aspx?Folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Edit


Preview - Age Matters Level 1 2017 v4.0

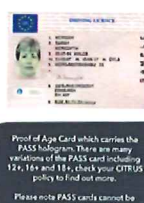
← <  > →


How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.
The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:








Proof of Age Card which carries the PASS hologram. There are many variations of the PASS card including 12+, 14+ and 18+. Check your CTRUS path to find out more.

Please note PASS cards cannot be accepted in the Ide of Man.



Please note that any of the above identification can only be accepted if there is a photo included.

©2010 BT Learn Diverse - v. 1.0.411.0

Taskbar: Preview - Age Ma... Microsoft Lync (L... In-box - Zoe Lyon... Document - Word

09:07 31/08/2017

http://ctruative.STPportal/learning/admin/previewfolder.aspx?Folder_ID = C Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Exit

Preview - Age Matters Level 1 2017 v4.0


← < > →

How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:



Additionally in Northern Ireland, Electoral Identity Cards are accepted.

Please note that any of the above identification can only be accepted if there is a photo included.

©2010 BT Learn Diverse - v. 1.0.411.0

0203 31 08 2017

http://ctruative.STPportal/learning/admin/previewfolder.aspx?Folder_ID = C Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Exit

Preview - Age Matters Level 1 2017 v4.0

← < > →

The Bigger Picture

There are many repercussions to under age selling.

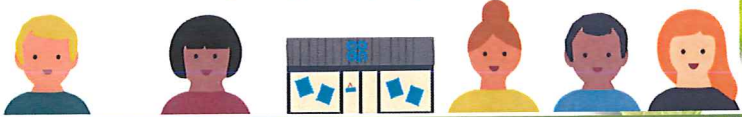
Failing to uphold your responsibilities can have serious consequences to you and your store.

Hover over each picture below to find out more:

You:

1. On the spot fine of £90 (Scotland £200)
2. Potential disciplinary process and job at risk
3. Taken into custody, fingerprinted and DNA swab taken
4. Court proceedings, with an unlimited fine, formal caution or imprisonment.

Remember to always ask for an acceptable form of ID. The challenge 25 Policy is there to protect you.




©2010 BT Learn Diverse - v. 1.0.411.0

0203 31 08 2017

http://cbrasive.ETP.../admin/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) | Exit

Preview - Age Matters Level 1 2017 v4.0


<<  >>

The Bigger Picture

There are many repercussions to under age selling.
Failing to uphold your responsibilities can have serious consequences to you and your store.
Hover over each picture below to find out more:

The Customer:

1. An unlimited fine if caught buying a restricted product for someone under age
2. Embarrassment
3. Possible criminal record
4. Could impact career prospects.




©2010 BT Learn Diverse - v. 10.411.0

Taskbar: Microsoft Lync, Office - Zoe Lyon..., Document1 - Word, 09:04 31/08/2017

http://cbrasive.ETP.../admin/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) | Exit

Preview - Age Matters Level 1 2017 v4.0


<<  >>

The Bigger Picture

There are many repercussions to under age selling.
Failing to uphold your responsibilities can have serious consequences to you and your store.
Hover over each picture below to find out more:

The Store:

1. Licence could be suspended or revoked
2. Right to sell selected or any restricted products could be removed
3. Loss of sales
4. The incident could also be reported in the media, resulting in bad press and poor local reputation.



©2010 BT Learn Diverse - v. 10.411.0

Taskbar: Microsoft Lync, Office - Zoe Lyon..., Document1 - Word, 09:04 31/08/2017

http://cituslive.ETP.com/learning/admin/preview/folder.aspx?Folder_ID = C Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) Exit

The co-operative food

Preview - Age Matters Level 1 2017 v4.0


← < > →

The Bigger Picture

There are many repercussions to under age selling.
Failing to uphold your responsibilities can have serious consequences to you and your store.
Hover over each picture below to find out more:

The Wider Community:

1. Alcohol abuse accounts for 47% of violent crimes committed each year
2. 33,000 people die from excessive drinking each year
3. There is 1 death a week from solvent abuse.



©2010 BT Learn Divers - v. 1.0.411.0


Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:04 31/08/2017

http://cituslive.ETP.com/learning/admin/preview/folder.aspx?Folder_ID = C Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) Exit


The co-operative food

Preview - Age Matters Level 1 2017 v4.0

← < > →



The Bigger Picture



The People in Our Community

When selling restricted products, we also need to pay attention to **who** we are selling to.

Not only do we need to ensure the customer is old enough to purchase the item, we also need to ensure they are not intoxicated. This can be seen in various physical elements, such as:

- Slurred speech
- Stumbling or swaying
- Flushed face
- Dropping things/difficulty picking them up
- Smell of alcohol on the person

The above elements could also be a sign of illness rather than intoxication. This can be a difficult call to make. There is no reason for us not to sell to someone who is unwell. However we do have a responsibility to make sure they do not come to any harm. If you need more advice then speak to your manager.

This is a good example of thinking about and looking out for the people in your community.

©2010 BT Learn Divers - v. 1.0.411.0

Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:05 31/08/2017

http://citrustive.EIPortal/learning/admin/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Lev...

The co-operative food Zoe Lyon (LMS Admin) Exit

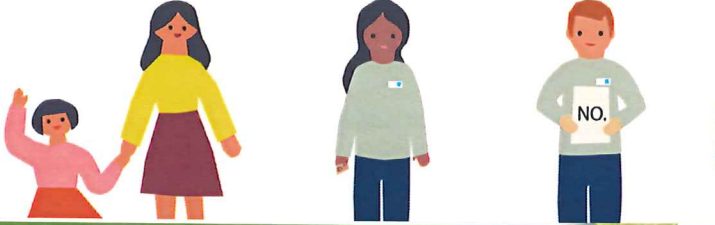
Preview - Age Matters Level 1 2017 v4.0

← < > →

Just say no.

Hover over the images to find out what we will be looking at next:

Proxy Sales



©2010 BT Learn Divers - v. 1.0.411.0

Windows taskbar: Preview - Age Ma... Microsoft Lync... Inbox - Zoe Lyon... Document1 - Word 03:05 31/08/2017

http://citrustive.EIPortal/learning/admin/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Lev...

The co-operative food Zoe Lyon (LMS Admin) Exit


Preview - Age Matters Level 1 2017 v4.0

← < > →

Just say no.

Hover over the images to find out what we will be looking at next:

Asking for ID




©2010 BT Learn Divers - v. 1.0.411.0

Windows taskbar: Preview - Age Ma... Microsoft Lync... Inbox - Zoe Lyon... Document1 - Word 03:06 31/08/2017

http://cfnusive.ETPortal/learning/admin/preview/folder.aspx?folder_id=... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Edit


Preview - Age Matters Level 1 2017 v4.0

← ←  → →

Just say no.

Hover over the images to find out what we will be looking at next:

Refusing a Sale




©2010 BT Learn Diverse - v. 1.0.411.0

Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:06 31/08/2017

http://cfnusive.ETPortal/learning/admin/preview/folder.aspx?folder_id=... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Edit

Preview - Age Matters Level 1 2017 v4.0

← ←  → →

The Licensing Objectives

As a responsible retailer we need to ensure we are upholding the licensing objectives.

These are set out by the licensing authority.

These are (click the numbers):

- ① The prevention of crime and disorder
- ② Public safety
- ③ Prevention of public nuisance
- ④ The protection of children from harm
- ⑤ Additionally in Scotland, protecting and improving public health

©2010 BT Learn Diverse - v. 1.0.411.0

Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:17 31/08/2017

http://citrutive.ETP.../admin/previewfolder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) [Exit]

Preview - Age Matters Level 1 2017 v4.0

← < > →

Just say no - Proxy Sales

We can support the 'Prevention of children from harm' licensing objective by ensuring we are not selling any age related products to people underage. If you believe an age restricted product is being bought for someone under-age you have a responsibility to refuse the sale. This is known as a proxy sale.

There are common things to look out for, if you believe a proxy sale is taking place.

Click on the images to find out what these are:

Young people loitering outside the store, speaking to different customers.

Products that appeal to young people e.g. Alcopops, Vodka, cheap wines, cider and lager.

Purchases made using lots of small change.

Alcohol only sales.

Customers may also be unaware that purchasing alcohol for someone under age is an offence and they could be fined up to £5,000.

©2010 BT Learn Divers - v. 10.4110

Windows taskbar: Internet Explorer, Preview - Age Ma..., Microsoft Lync (...), Inbox - Zoe Lyon..., Document1 - Word, 09:09 31/08/2017

http://citrutive.ETP.../admin/previewfolder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) [Exit]

Preview - Age Matters Level 1 2017 v4.0

← < > →

Just say no

In spite of the previous points it can be very difficult to know if a proxy sale is taking place. Lets take a look at 2 scenarios. Click the scenario you think could be the proxy sale:

- Martin comes in with four of his mates
- Martin has ID to show that he is 19
- He is buying a 24 pack of beer.

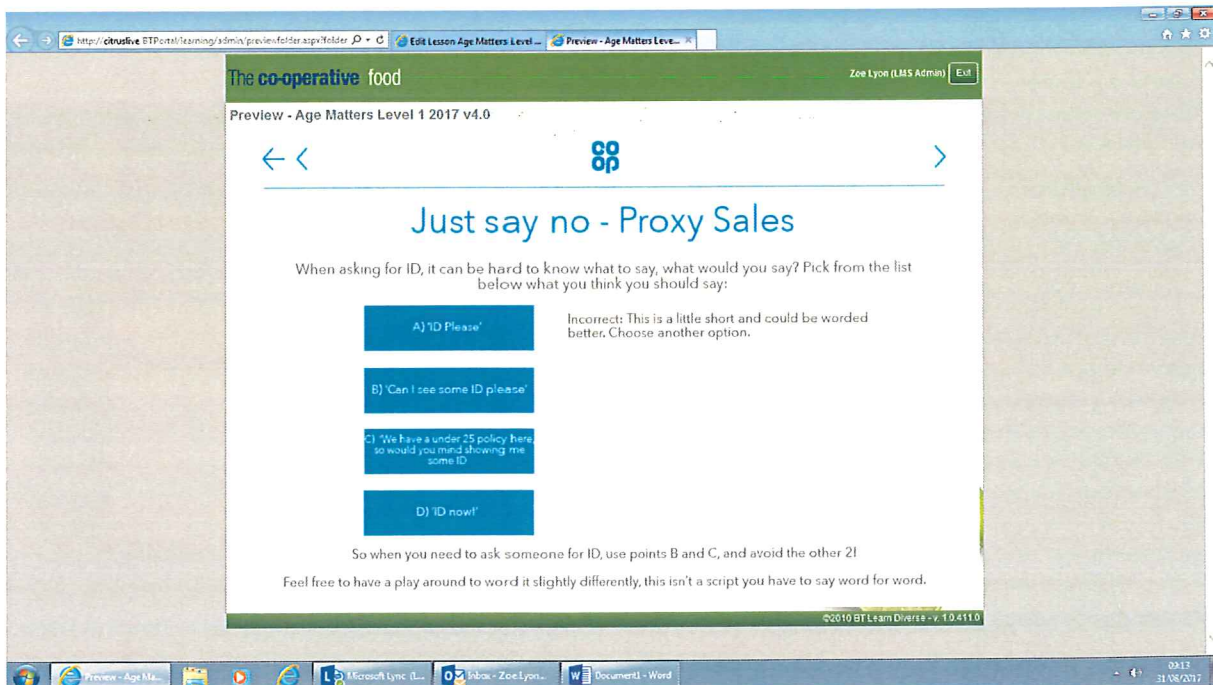
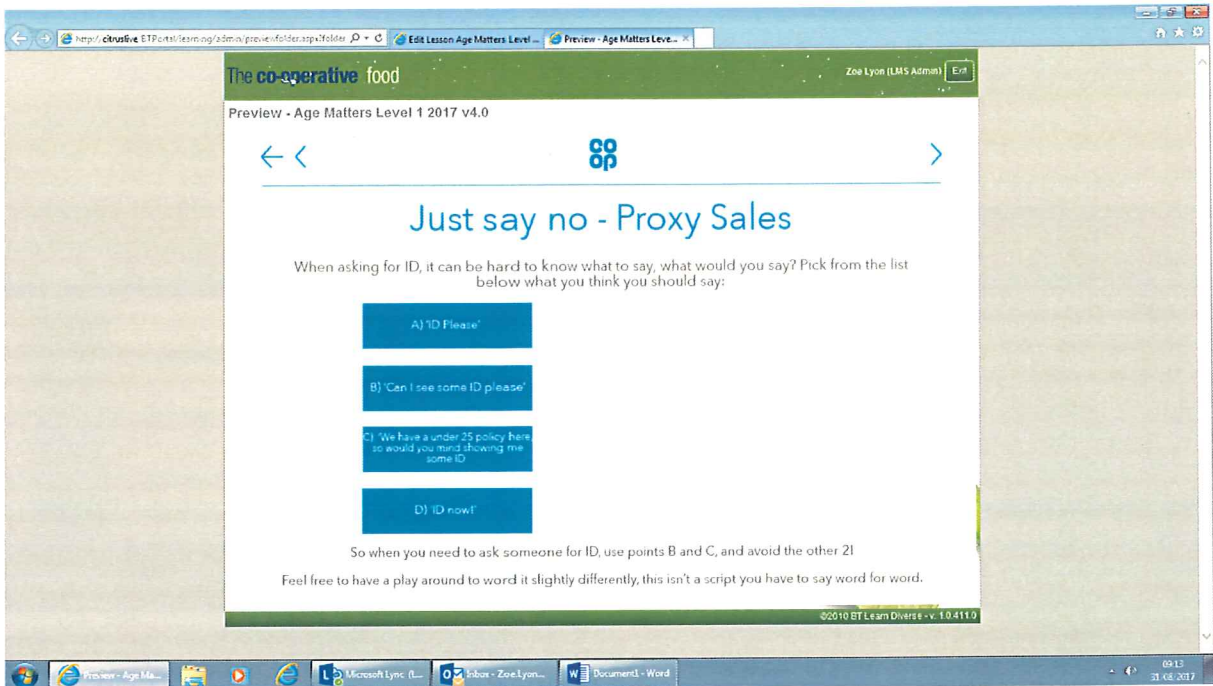
This could be a proxy sale. It is unlikely that Martin is going to drink all 24 himself! As he came in with others we would need to ask if the beer was for them too. If so we would need to ID them also.

This doesn't look like a proxy sale. It is most likely that Barbara has bought the bottles of wine for herself to take home or maybe to a friends.

- Barbara comes into the shop with her two grandchildren aged 11 and 14
- She comes in to buy a bottle of wine.

©2010 BT Learn Divers - v. 10.4110

Windows taskbar: Internet Explorer, Preview - Age Ma..., Microsoft Lync (...), Inbox - Zoe Lyon..., Document1 - Word, 09:12 31/08/2017



http://cfnrutive.ETFootale/learning/xdmin/previewofolder.aspx?folder_ID = Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zee Lyon (LMS Admin) Exit

Preview - Age Matters Level 1 2017 v4.0

← < > →

Just say no - Proxy Sales

When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:

- A) 'ID Please'
- B) 'Can I see some ID please'
- C) 'We have a under 25 policy here so would you mind showing me some ID'
- D) 'ID now!'

Short but covers the necessary points and is professional.

So when you need to ask someone for ID, use points B and C, and avoid the other 2!

Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.

©2010 BT Learn Diverse - v. 1.0.411.0

Preview - Age Ma... Microsoft Lync (L... Inbox - Zee Lyon... Document1 - Word 09:17 31.08.2017

http://cfnrutive.ETFootale/learning/xdmin/previewofolder.aspx?folder_ID = Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zee Lyon (LMS Admin) Exit

Preview - Age Matters Level 1 2017 v4.0

← < > →

Just say no - Proxy Sales

When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:

- A) 'ID Please'
- B) 'Can I see some ID please'
- C) 'We have a under 25 policy here so would you mind showing me some ID'
- D) 'ID now!'

This is good as its offers a full explanation in a clear and concise way.

So when you need to ask someone for ID, use points B and C, and avoid the other 2!

Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.

©2010 BT Learn Diverse - v. 1.0.411.0

Preview - Age Ma... Microsoft Lync (L... Inbox - Zee Lyon... Document1 - Word 09:14 31.08.2017

http://citusive-ETP.../learning/admin/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) [Exit]

Preview - Age Matters Level 1 2017 v4.0

← < > →

Just say no - Proxy Sales

When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:

- A) 'ID Please'
- B) 'Can I see some ID please'
- C) 'We have a under 25 policy here so would you mind showing me some ID'
- D) 'ID now!'

Incorrect: This one we definitely wouldn't use, could come across as rude and unprofessional. Choose another option.

So when you need to ask someone for ID, use points B and C, and avoid the other 2!

Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.

©2010 BT Learn Diverse - v. 1.0.4110

09:14 31/08/2017

http://citusive-ETP.../learning/admin/preview/folder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) [Exit]

Preview - Age Matters Level 1 2017 v4.0

← < > →

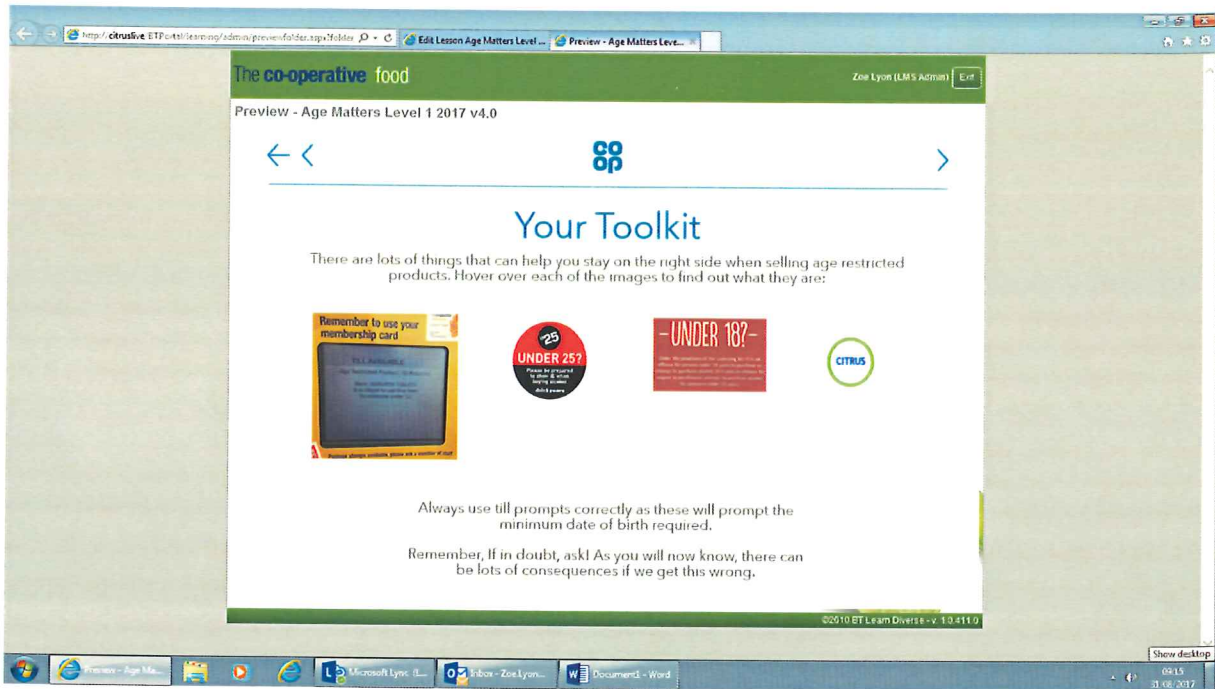
Just say no

Click on the numbers to reveal the 7 behaviours which can help when refusing a sale:

- 1 PROFESSIONAL
It is so important to be professional at all times, especially when a customer isn't happy.
- 2 EYE CONTACT
Sounds so easy right? Make sure you make eye contact with the customer when talking to them.
- 3 RESPECT
Always show respect to the customer. You can do this by letting them have their say and listening attentively.
- 4 CLEAR
When you are speaking to the customer you need to be clear and concise at all times. This means being aware of how fast you are talking and ensuring that they can hear you.
- 5 LISTEN
It is quite a skill to really listen to what someone is saying; it also involves listening to how they are saying it. This could really show what a customer is feeling or thinking.
- 6 POSITIVE
Always be positive and show this in your body language, tone of voice and eye contact.
- 7 WARM
Your tone of voice and body language should be warm and non-defensive.

©2010 BT Learn Diverse - v. 1.0.4110

09:15 31/08/2017

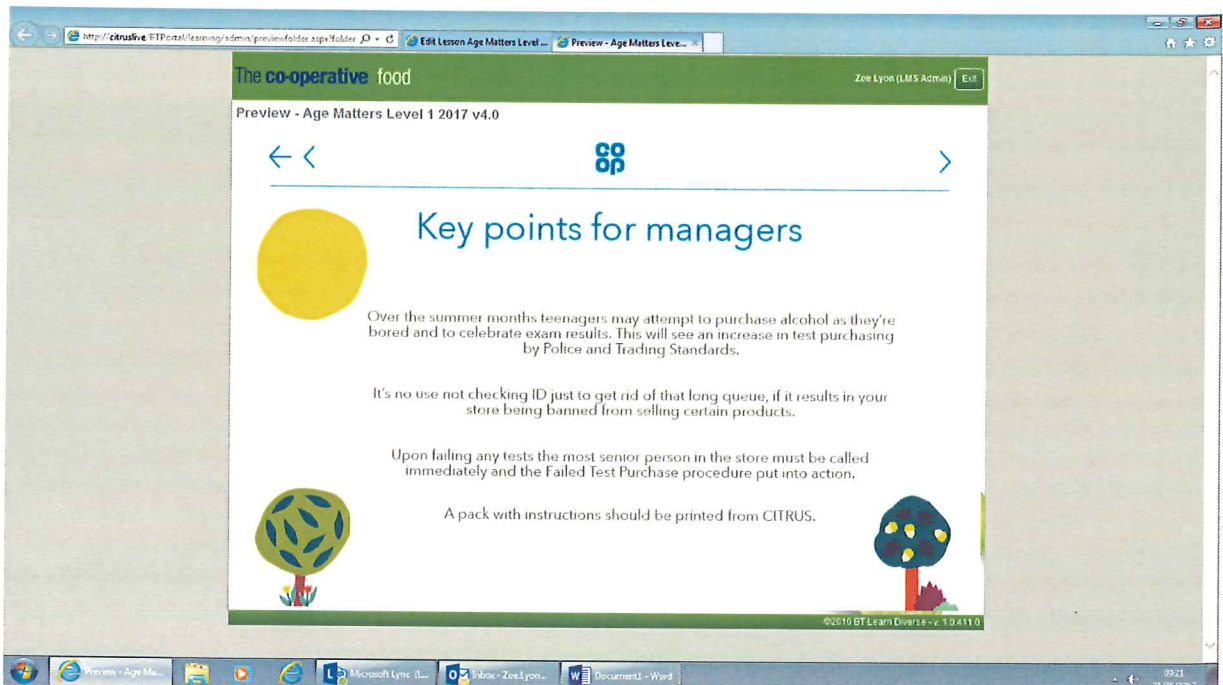


Customer Facing Till Screen

Challenge 25 badge

Age restricted Point of Sale

CITRUS Policies



http://cfnrfive.BTportal/learn/ng/admin/preview/folder.aspx?folder_ID=... Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) Exit

The co-operative food

Preview - Age Matters Level 1 2017 v4.0

Summary

You have almost completed the Age Matters Level 1 module. You should now know (click the ticks):

- Why we enforce Challenge 25
- The steps to take when refusing a sale
- What proxy sales are and how to spot them
- The tools available to you to avoid potential underage sales

©2010 BT Learn Divers - v. 1.0.411.0

Preview - Age Ma... Microsoft Lync (L... Inbox - Zoe.Lyon... Document1 - Word 09:27 31.08.2017

http://cfnrfive.BTportal/learn/ng/admin/preview/folder.aspx?folder_ID=... Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) Exit


The co-operative food

Preview - Age Matters Level 1 2017 v4.0

Congratulations

Thank you for completing this module, you have taken an important step in staying legal when selling restricted products.

Please exit this module and return to your training page and follow the instructions to complete the test.



Thank you!

©2010 BT Learn Divers - v. 1.0.411.0

Preview - Age Ma... Microsoft Lync (L... Inbox - Zoe.Lyon... Document1 - Word 09:27 31.08.2017

Premises History

There is no licence or appeal history for the premises.

CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers necessary for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as necessary for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

Mandatory Conditions

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
 - (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.
5.
 - (i) 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.
 - (ii) For the purposes of the condition set out in paragraph 5(i) above -
 - (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
- (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.

(iii). Where the permitted price given by Paragraph 5(ii)(b) above 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.

(iv). (1) Sub-paragraph 5(iv)(2) below applies where the permitted price given by Paragraph 5(ii)(b) above 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.

Conditions consistent with the operating schedule

6. The premises shall maintain a CCTV system which gives coverage of all entry and exit points. The system shall continually record whilst the premises are open and conducting licensable activities. All recordings shall be stored for a minimum period of 28 days and shall be capable of being easily downloaded. Recordings shall be made available upon receipt of a request by an authorised Officer of the Police or the Licensing Authority.

Alternate condition proposed by the Police:

The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All till points and all

entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.

7. There shall be CCTTV in Operation signs prominently displayed at the premises.
8. An incident log (whether kept in a written or electronic form) shall be retained at the premises and made available to an authorised officer of the Police or Local Authority.
9. The premises shall operate a proof of age scheme, such as a Challenge 25, whereby the only forms acceptable identification shall be either a photographic driving licence, a valid passport, military identification or any other recognised form of photographic identification incorporating the PASS Logo, or any other form of identification from time to time approved by the secretary of the state.

Alternate condition proposed by the Police:

An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following:

- (a) *all crimes reported to the venue*
 - (b) *all ejections of patrons*
 - (c) *any complaints received concerning crime and disorder*
 - (d) *any incidents of disorder*
 - (e) *any faults in the CCTV system*
 - (f) *any refusal of the sale of alcohol*
 - (g) *any visit by a relevant authority or emergency service.*
10. The premises will be fitted with a burglar alarm system.
 11. The premises will be fitted with a panic button system for staff to utilise in the case of an emergency.
 12. The premises licence holder shall ensure that the appropriate fire safety, and health and safety regulations are applied at the premises.
 13. A complain procedure will be maintained, details of which will be made available in store and upon request.
 14. All staff to receive comprehensive training in relation to age restricted products and in particular the sale of alcohol. No member of staff will be permitted to sell age restricted products until such time as they have successfully completed the aforementioned training.

Alternate condition proposed by the Police:

The licence holder shall ensure that all cashiers are trained to ask any customer attempting to purchase alcohol, who appears to be under the age of 25 years (or older if the licence holder so elects) for evidence of age. This evidence shall be photographic, such as passport or photographic driving licence until other effective identification technology (for example, thumb print or pupil recognition) is introduced. All cashiers will be instructed, through training, that a sale shall not be made unless this evidence is produced.

15. An age till prompt system will be utilised at the premises in respect of age restricted products.

Alternate condition proposed by the Police:

All tills shall automatically prompt staff to ask for age verification identification when presented with an alcohol sale.

16. A refusals register (whether kept and written or electronic form) will be maintained at the premises and will be made available for inspection upon request by an authorised Officer of the Police or Local Authority.

Conditions proposed by the Police

17. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

18. All sales of alcohol for consumption off the premises shall be in sealed containers only, and shall not be consumed on the premises.
(Condition 18 also proposed by Environmental Health)

19. Outside of the hours authorised for the sale of alcohol and whilst the premises are open to the public, the licence holder shall ensure that all alcohol within the premises (including alcohol behind the counter) is secured in a locked store room or behind locked grilles, locked screens or locked cabinet doors so as to prevent access to the alcohol by both customers and staff.
(Condition 19 also proposed by Environmental Health)

Applicant proposes amended wording:

During the hours that the premises is open but not authorised to sell alcohol, all alcohol within the trading area shall be secured behind locked screens that customers do not have access to it.

20. No super-strength beer, lagers, ciders or spirit mixtures of 5.5% ABV (alcohol by volume) or above shall be sold at the premises, except for premium beers and ciders supplied in glass bottles
(Condition 20 also proposed by Environmental Health)

Applicant proposes amended wording:

No beer, larger or cider of 5.5% ABV or above shall be sold at the premises save that this prohibition shall not apply to premium products such as craft and microbrewery products, or products produced to commemorate specific event or similar.

21. No single cans or bottles of beer or cider or spirit mixtures shall be sold at the premises.
22. No more than (15)% of the sales area shall be used at any one time for the sale, exposure for sale, or display of alcohol.
(Condition 22 also proposed by Environmental Health)

Applicant proposes amended wording:

No more than 15% of the trading area shall at any one time be given over to the display of alcohol.

23. There shall be no self service of spirits on the premises, save for spirit mixtures less than 5.5% ABV.
(Condition 23 also proposed by Environmental Health)

Applicant proposes amended wording:

There shall be no self-service of spirit, save for mixed spirits with an ABV of 5.5% or less.

24. Prominent signage indicating the permitted hours for the sale of alcohol shall be displayed so as to be visible before entering the premises, where alcohol is on public display, and at the point of sale.
(Condition 24 also proposed by Environmental Health)

Applicant proposes amended wording:

Notices shall be displayed in the premises confirming that the hours during which alcohol may be sold.

25. All cashiers will receive refresher training on relevant alcohol laws and the licence holder's policy on challenging for ID. Such training to take place at least twice a year. Records will be maintained at the premises containing information about the training of any person who may make a sale of alcohol including the date of their training and the nature of the training undertaken. The relevant documentation shall be produced on request to a police officer or a relevant officer of a responsible authority.
26. Prior to any "designated sporting event" (as defined in the Sporting Events Control of Alcohol Act 1985) the premises licence holder shall ensure that;
- (i) Alcohol sales in respect of cans of beer or cider are limited to no more than 4 cans per person for a minimum of four hours before the commencement of the relevant designated sporting event;
 - (ii) No sales of alcohol in bottles or glass containers are made in the period four hours before the commencement of the designated sporting event;
 - (iii) Alcohol sales cease for a period of one hour immediately before the commencement of the relevant designated sporting event;
 - (iv) On any day where there is a relevant designated sporting event taking place, the premises will not externally advertise as a result of a local store promotion the availability of beer or cider in such a way as to be likely to be the sole inducement to attract persons to the premises who are either attending the designated sporting event or in the vicinity of the premises as a result of the designated sporting event;
 - (v) All members of staff working at the premises are informed of this condition prior to taking up employment;
 - (vi) On the day of the relevant designated sporting event, upon the direction of a police officer, using the grounds of the prevention of crime and disorder or public safety, the premises will immediately cease to sell alcohol until further directed by the police or until the relevant designated sporting event has finished.

27. As soon as possible, and in any event within 1 month from the grant of this licence, the premises shall join the local Pubwatch or other local crime reduction scheme approved by the police, and local radio scheme if available.

Conditions proposed by the Environmental Health not agreed with applicant:

28. A challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

Applicant proposes amended wording:

A Proof of age scheme, such as Challenge 25, shall be operated at the premises whereby the only acceptable forms of identification are a valid passport, UK Driving Licensing, any form of identification containing the PASS hologram, military identification or any other form of identification time to time approved by the Secretary of State.

29. All tills shall automatically prompt staff to ask for age verification identification when presented with an alcohol sale.

Applicant proposes amended wording:

An electronic till prompt system shall be installed and maintained at the premises which reminds staff to ask for age verification

30. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

Applicant proposes amended wording:

No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to public nuisance.

31. No waste or recyclable materials, including bottles, shall be moved, removed or placed in outside areas between 23.00 hours and 07.00 hours.

32. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.

33. The Licence will have no effect until the premises have been assessed as satisfactory by the Environmental Health Consultation Team and this condition has been removed from the Licence.

Applicant proposes amended wording:

No licensable activity shall be permitted at the premises until the premises have been inspected by the Environmental Health Consultation Team and they have confirmed that policies and procedures are in place which enables the Premises Licence Holder to fulfil the conditions attached to the licence. The inspection of the premises shall be concluded within 3 working days of EHCT being notified by the Premises Licence Holder that the premises is about to open.

EHCT shall notify the Premises Licence Holder that they are so satisfied, or what steps need to be taken to rectify any inadequacies, within 24 hours of the inspection taking place. If ECHT do not fulfil the requirement the Premises Licence Holder may, in any event, conduct licensable activities.

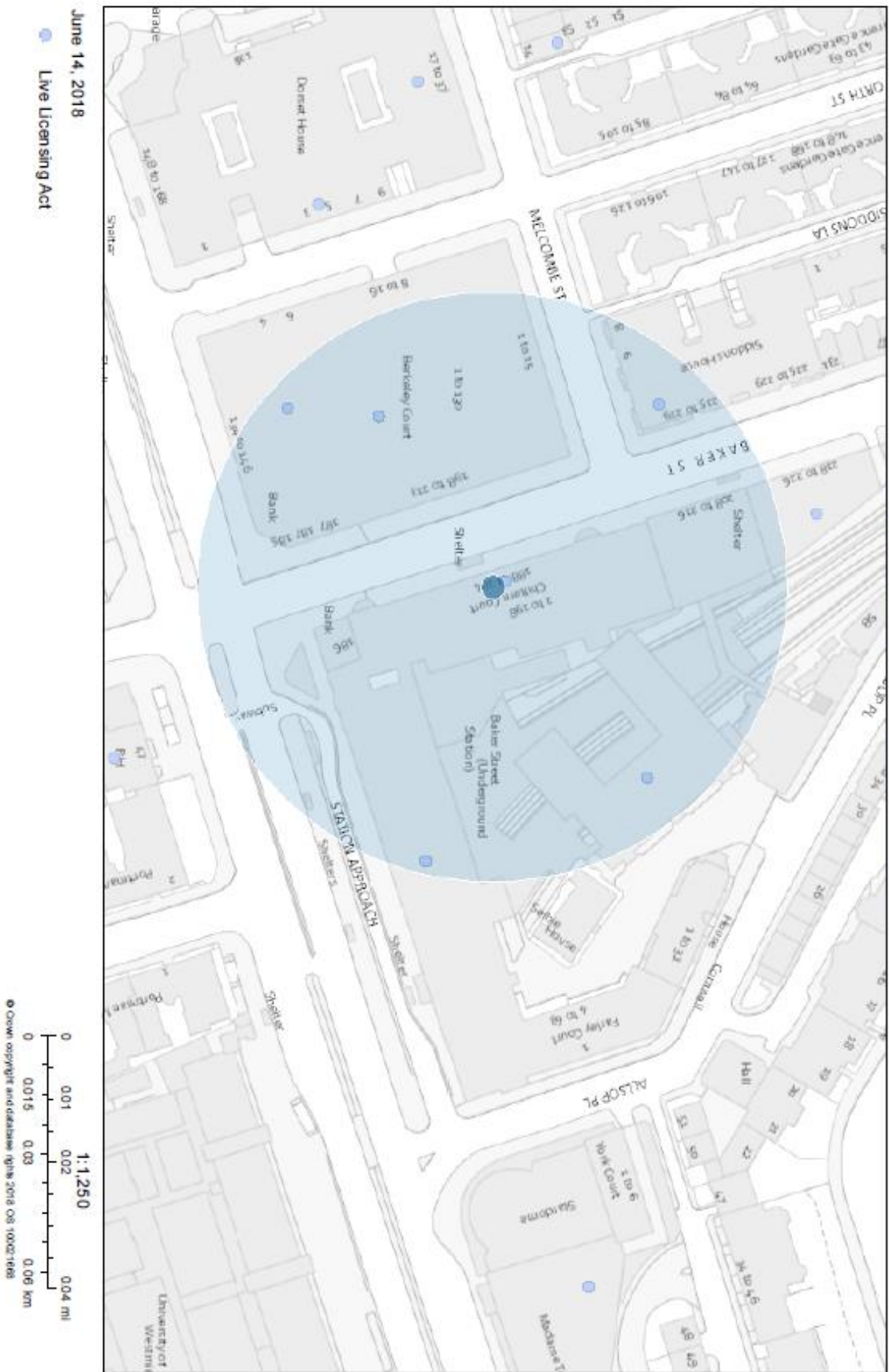
Conditions proposed by Environmental Health and agreed with applicant:

34. A log shall be kept detailing all refused sales of alcohol. The log should include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall be available for inspection at the premises by the police or an authorised officer of the City Council at all times whilst the premises is open.

Condition 35 proposed by Environmental Health – both EH and applicant agree this condition to be deleted:

35. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.

Residential Map and List of Premises in the Vicinity



Co-operative, 190 Baker Street

Premises within 75 metres of: Co-Operative, 190- 192 Baker Street, NW1 5RT			
p / n	Name of Premises	Premises Address	Licensed Hours
18/03689/LIPDP S	Yo! Sushi	194 Baker Street London NW1 5RT	Monday to Saturday; 10:00 - 00:30 Sunday; 12:00 - 00:00
16/14143/LIPV	Baker Street News	202 Baker Street London NW1 5RT	Monday to Sunday; 00:00 - 00:00
16/08817/LIPT	Cinnamon Spice	12-14 Glentworth Street London NW1 5PG	Monday to Saturday; 10:00 - 23:00 Sunday; 10:00 - 22:30
15/11337/LIPDP S	Pizza Hut	187 Baker Street London NW1 6UY	Monday to Saturday; 10:00 - 00:30 Sunday; 12:00 - 23:30
06/11925/WCC	Nambu-tei Japanese Restaurant	Berkeley Arcade 209A Baker Street London NW1 6AB	Monday to Saturday; 10:00 - 23:00 Sunday; 12:00 - 22:30
18/03949/LIPDP S	Tesco	11-15 Melcombe Street London NW1 6AE	Monday to Sunday; 06:00 - 00:00
17/12765/LIPDP S	Lantica Pizzeria Da Michele	197 Baker Street London NW1 6UY	Monday to Saturday; 10:00 - 00:30 Sunday; 12:00 - 00:00
18/01981/LIPT	Cinnamon Spice	12-14 Glentworth Street London NW1 5PG	Monday to Saturday; 10:00 - 23:00 Sunday; 10:00 - 22:30
15/06926/LIPN	Treats	Platform 1 & 2 Baker Street Station Marylebone Road London NW1 5LA	Monday to Sunday; 00:00 - 00:00
15/06461/LIPN	Treats	Buffet Bar In Metropolitan Line Ticket Hall Baker Street Station Marylebone Road London NW1 5LA	Monday to Sunday; 00:00 - 00:00
15/06968/LIPN	Treats	Shop B In Jubilee Line Ticket Hall Baker Street Station Marylebone Road London NW1 5LA	Monday to Sunday; 00:00 - 00:00
15/11890/LIPR W	Francesca Restaurant	215 Baker Street London NW1 6XE	Monday to Sunday; 07:00 - 21:00

16/08143/LIPVM	Arizona	134 Marylebone Road London NW1 5PH	Monday to Sunday; 09:00 - 06:00
15/04818/LIPDP S	One Stop Food And Wine	142 Marylebone Road London NW1 5PH	Monday to Saturday; 08:00 - 23:00 Sunday; 10:00 - 22:30
14/07362/LIPN	The Pie Shop	Ground Floor 5 Station Approach Marylebone Road London NW1 5LD	Monday to Saturday; 07:00 - 00:00 Sunday; 09:00 - 22:30
18/02822/LIPDP S	M & S Food On The Move	Ground Floor Station Approach 7A Marylebone Road London NW1 5LD	Monday to Sunday; 07:00 - 00:00
18/00875/LIPVM	The Metropolitan Bar	7 Station Approach Marylebone Road London NW1 5LD	Monday to Saturday; 09:00 - 00:30 Sunday; 09:00 - 00:00