

# Licensing Sub-Committee Report

Item No:	
Date:	13 June 2019
Licensing Ref No:	19/03053/LIPN - New Premises Licence
Title of Report:	Co-op 104-105 Berwick Street London W1F 0QS
Report of:	Director of Public Protection and Licensing
Wards involved:	West End
Policy context:	City of Westminster Statement of Licensing Policy
Financial summary:	None
Report Author:	Michelle Steward Senior Licensing Officer
Contact details	Telephone: 020 7641 1872 Email: msteward1@westminster.gov.uk

## 1. Application

1-A Applicant and premises			
<b>Application Type:</b>	New Premises Licence, Licensing Act 2003		
<b>Application received date:</b>	14 March 2019		
<b>Applicant:</b>	Co-operative Group Food Limited		
<b>Premises:</b>	Co-op		
<b>Premises address:</b>	104-105 Berwick Street London W1F 0QS	<b>Ward:</b>	West End
		<b>Cumulative Impact Area:</b>	West End
<b>Premises description:</b>	According to the application form, this is an application for a convenience store opening seven days a week, selling groceries, sundry items and alcohol for consumption off the premises.		
<b>Premises licence history:</b>	Although this is a new premises licence application, the Co-operative previously held a premises licence numbered 15/08759/LIPDPS, but this was surrendered on the 20 June 2017. For a full history of the surrendered licence. Please refer to <b>Appendix 3</b> .		
<b>Applicant submissions:</b>	There are no submission from the applicant.		

1-B Proposed licensable activities and hours							
<b>Sale by retail of alcohol</b>				<b>On or off sales or both:</b>			<b>Off sales</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	08:00	08:00	08:00	08:00	08:00	08:00	10:00
<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			Not applicable				

Hours premises are open to the public							
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	08:00	08:00	08:00	08:00	08:00	08:00	10:00
<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			Not applicable				

## 2. Representations

2-A Responsible Authorities	
<b>Responsible Authority:</b>	Roxsana Haq
<b>Representative:</b>	Licensing Authority
<b>Received:</b>	27 March 2019
<p>I write in relation to the application (19/03053/LIPN) submitted for a New Premises Licence for the following premises:</p> <p>Co-Op, 104-105 Berwick Street, London W1F 0QS</p> <p>As a responsible authority under section 13 (4) of the Licensing Act 2003 as amended under the Police and Social Responsibility Act 2011 the Licensing Authority have considered your application in full. The Licensing Authority has concerns in relation to this application and how the premises would promote the Licensing Objectives:</p> <ul style="list-style-type: none"><li>• Public Nuisance</li><li>• Prevention of Crime &amp; Disorder</li><li>• Public Safety</li><li>• Protection of Children from harm</li></ul> <p>This application seeks the following:</p> <p><input type="checkbox"/> Sale by retail of alcohol for consumption off the premises</p> <p>Monday to Saturday 08:00 to 23:00 Sundays 08:00 to 22:30</p> <p>The premises is located within the West End Cumulative Impact area and as such policy points CIP1, and OS2 must be considered. We note the hours applied for licensable activities are within the Council's core hours for off-licences as per policy point 2.5.26.</p> <p>"Core hours are those set out in the policy HRS1 which will generally be granted, subject to not being contrary to other policies in the licensing statement. For off-licences these hours are 08:00 to 23:00 on Monday to Saturday, and 10:00 to 22:30 on Sundays."</p> <p>Furthermore the Licensing Authority acknowledges that the applicant has offered conditions that go some way in mitigating the potential adverse effects on the licensing objectives, however, the applicant must demonstrate that they will not add to cumulative impact in the Cumulative Impact Area as per policy CIP1.</p> <p>Unless the applicant can satisfy the concerns of the Licensing Authority by demonstrating that the application will not add to cumulative impact if granted, it will be for Licensing Sub-Committee Members to determine this application, given its location within the West End Cumulative Impact area.</p> <p>Please accept this as a formal representation and I look forward to receiving any further submissions which will be forwarded on for Members information.</p>	
<b>Responsible Authority:</b>	Metropolitan Police Service
<b>Representative:</b>	PC Reaz Guerra

<b>Received:</b>	3 April 2019
<p>With reference to the above application, I am writing to inform you that the Metropolitan Police, as a Responsible Authority, object to this application as it is our belief that if granted the application would undermine the Prevention of Crime and Protection of Children from Harm Licensing Objectives.</p> <p>The venue is situated in the West End Cumulative Impact, a locality where there is traditionally high crime and disorder. We have concerns that this application will cause further policing problems in an already demanding area.</p> <p>There is insufficient detail within the operating schedule to promote the Licensing Objectives.</p> <p>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 cumulative impact problems already experienced in this area.</p> <p>It is for these reasons that we are objecting to the application.</p>	

<b>2-B Other Persons</b>	
<b>Name:</b>	[REDACTED]
<b>Address and/or Residents Association:</b>	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
<b>Received:</b>	29 March 2019
<p>I write as outgoing [REDACTED], as a Member of The [REDACTED] of which [REDACTED] is also a corporate member, as [REDACTED] and as a resident of The Salt House, which stands opposite the Co-Op supermarket on Berwick St.</p> <p>The application allows for three lots of deliveries - bakery, milk and newspapers - before 7.00am.</p> <p>No of beds/sleepers on Berwick and Peter St: 250+</p> <p>Changes in the environment since Co-Op was last on Berwick St:</p> <p>1 A new cobbled surface to Berwick Street. Stone is harder and reflects all sounds more loudly than the previous tarmac.</p> <p>2 A higher facade on Peter Street and Walker's Court East, which adds a storey and thus traps and bounces more sound back at The Salt House</p> <p>3 A much higher facade directly opposite The Co-Op on Peter Street and Walker's Court West. This adds two storeys and traps and bounces more sound back at The Salt House</p> <p>4 Facades above and beside The Co-Op are currently being rebuilt to project further over Berwick Street than previously, and this also will trap and bounce more sound back at The Salt House.</p> <p>In addition, a new late night theatre/restaurant/bar/nightclub complex for up to 600 people has been built on Peter St. This will be noisy at night</p>	



Please consider adding to the license:

Dairy bakery and newspapers may be delivered between the hours of 23:00 and 07:00 provided no reversing alarms are used in delivery vehicles.

Newspaper, milk and bread vans are small enough to drive forwards down Hopkins St, turn into Peter St, deliver, and then leave forwards along Peter St. We recommend this route.

We request that any lorries that are so big they need to reverse along Peter St should have two personnel - a driver, and a person to stand behind and ensure the safety of bystanders as it reverses.

### 3. Policy & Guidance

The following policies within the City Of Westminster Statement of Licensing Policy apply:	
<b>Policy HRS1 applies:</b>	<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> <p>For premises for the supply of alcohol for consumption on the premises:  Monday to Thursday: 10:00 to 23:30  Friday and Saturday: 10:00 to midnight  Sundays immediately prior to Bank Holidays: Midday to midnight  Other Sundays: Midday to 22:30</p> <p>For premises for the supply of alcohol for consumption off the premises:  Monday to Saturday: 08:00 to 23:00  Sundays: 10:00 to 22:30</p> <p>For premises for the provision of other licensable activities:  Monday to Thursday: 09:00 to 23.30  Friday and Saturday: 09:00 to midnight  Sundays immediately prior to Bank Holidays: 09:00 to midnight  Other Sundays: 09:00 to 22:30</p>
<b>Policy CIP1 applies:</b>	<p>(i) It is the Licensing Authority's policy to refuse applications in the Cumulative Impact Areas for: pubs and bars, fast food premises, and premises offering facilities for music and dancing; other than applications to vary hours within the Core Hours under Policy HRS1.</p> <p>(ii) Applications for other licensable activities in the Cumulative Impact Areas will be subject to other policies, and must demonstrate that they will not add to cumulative impact in the Cumulative Impact Areas.</p>
<b>Policy OS2 applies:</b>	<p>Applications will be granted subject to the relevant criteria in Policies CD1, PS1, PN1 CH1 and HRS1 and other policies in this Statement, provided it is demonstrated that they will not add to cumulative impact in the Cumulative Impact Areas.</p>

#### 4. Equality Implications

The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under section 149 of the Equality Act 2010. In summary, section 149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristics and persons who do not share it.

Section 149 (7) of the Equality Act 2010 defines the relevant protected characteristics as age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

#### 4. Appendices

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

<b>Report author:</b>	Michelle Steward Senior Licensing Officer
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**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**

<b>1</b>	Licensing Act 2003	N/A
<b>2</b>	City of Westminster Statement of Licensing Policy	7 <sup>th</sup> January 2016
<b>3</b>	Amended Guidance issued under section 182 of the Licensing Act 2003	April 2018
<b>4</b>	Metropolitan Police Service	3 April 2019
<b>5</b>	Licensing Authority	27 March 2019
<b>6</b>	Public Representation 1	29 March 2019



## **Applicant Supporting Documents**

## **Appendix 2**

1. Advice of Susanna Fitzgerald QC
2. New Staff Welcome Pack
3. Age related sales policy

**RE. THE CO-OP AND PREMISES LICENCES**  
**UNDER THE LICENSING ACT 2003**

**ADVICE**

1. I am asked to advise the Co-Op about a condition which appears in several of its premises licences granted under the Licensing Act 2003, and as to the proper interpretation of this condition.

2. I have in front of me a typical example of such a premises licence, in this case granted by Knowsley Council, for a Co-Op situated in Fazakerley. The licence authorises the licensable activity of the sale by retail or the supply of alcohol. The licensee is the Co-Operative Group Food Limited. Attached to this licence are the mandatory conditions, and various other conditions under the headings of the licensing objectives i.e. the prevention of crime and disorder, public safety, the prevention of public nuisance, and the protection of children from harm. Modifications were made to the conditions, following a hearing on 14<sup>th</sup> March 2013, which the Council considered “appropriate, proportionate and reasonable” to make “having regard to the promotion of the licensing objectives”.

3. Under the heading of “The Prevention of Public Nuisance” appears just one condition, (not modified earlier this year) which is:-

“No deliveries to take place between 10pm and 7am the following day.”

4. I understand that no deliveries of alcohol have taken place between 10pm and 7am, but it has been alleged that some deliveries of other goods which the shop sells have taken place within those hours. This condition, as I have mentioned, is typical of more than one Co-op premises licence and although the premises licence I have quoted is one granted by Knowsley Council, this Advice extends to other licences with a similar condition. Knowsley Council, I understand, have put forward the view that the condition means that no deliveries whatsoever may take place between 10pm and 7am, whereas the Co-Op and my Instructing Solicitor maintain that the condition can only refer to the deliveries of alcohol to the premises covered by the licence.

The Licensing Act 2003

5. The heading to the Act specifies that it is:-

“An Act to make provision about the regulation of the sale and supply of alcohol, the provision of entertainment and the provision of late night refreshment, about offences relating to alcohol and for connected purposes.”

6. Section 1 sets out the “licensable activities”, the first one of which is the sale by retail of alcohol.

7. By Section 2(1)(a), a licensable activity (in this case the sale by retail and supply of alcohol) may be carried on under and in accordance with a premises licence. By Section 136, a person commits an offence if he carries on a licensable activity from premises otherwise than under and in accordance with an authorisation, i.e. a licence in this case. There are various other offences relating to alcohol set out in the following

sections. Obviously, therefore, the licence is entirely concerned with making lawful, and controlling, the licensable activities.

8. By Section 4(1) a licensing authority:-

“.....must carry out its functions under this Act (“licensing functions”) with a view to promoting the licensing objectives.

(2) The licensing objectives are:

- (a) the prevention of crime and disorder;
- (b) public safety;
- (c) the prevention of public nuisance; and
- (d) the protection of children from harm.”

9. By Section 11, a premises licence means a licence which “authorises the premises to be used for one or more licensable activities”. So, as may be seen, everything is tied to the licensable activity which in this case refers to the sale by retail of alcohol.

10. A licensing authority is given power to grant a premises licence subject to conditions (see Section 18). If no relevant representations are received, the authority’s power to impose conditions is limited, but if a relevant representation is received, the authority’s power is somewhat wider. However it is still constrained as the authority may only impose conditions (other than the mandatory conditions), “appropriate for the promotion of the licensing objectives”.



11. The Co-Op requires this licence solely to enable the sale of alcohol by retail. It does not require any premises licence to carry on the main bulk of its trade, which is that of selling food and other grocery products, presumably permitted under appropriate planning permission. Therefore, it can lawfully supply food and other grocery products other than alcohol without a premises licence. If there were no premises licence in force, the Co-Op can perfectly lawfully receive deliveries of food and other grocery products at any time.

12. A licensing authority may only impose a condition so far as it considers it appropriate for the promotion of the licensing objectives in relation to a licensable activity. It does not have carte blanche to impose any condition which it considers may be appropriate to the premises. To impose such a condition unrelated to a licensable activity would be ultra vires, unlawful and irrational. This was recently illustrated in a Scottish case, Bapu Properties Limited v. City of Glasgow Licensing Board 2012 WL 488659. This was an appeal to the Sheriff's Court under the Licensing (Scotland) Act 2005 where the Licensing Board had refused an application for a variation of a premises licence in relation to a licensed Indian restaurant. The restaurant wished to extend the ambit of the licence to include an external seating area along the pavement next to the glass frontage of the restaurant. One of the reasons given by the Board to support this refusal was that the granting of the application would be inconsistent with the licensing objective of preventing public nuisance. The Board considered that granting the application would limit the space on the footpath so as to cause congestion and inconvenience to pedestrians in a busy area of the city centre.

13. The Scottish Licensing Act is not identical in its terms to the Licensing Act 2003 but it has striking similarities. It refers to “premises licences,” and licensing objectives, one of which is “preventing public nuisance.” One of the grounds for refusal of a licence is that “the Board considers that the granting of the licence would be inconsistent with one or more of the licensing objectives.” In my view, it is right that the Scottish court and the Scottish law should provide authority and guidance for the English court.

14. The Court found:-

“45. The single function of a Licensing Board under the 2005 Act is that of the licensing of the sale of alcohol. The powers to licence (sic) the sale of alcohol cannot be deployed to effect objectives not related to the sale of alcohol, but which the Licensing Board might yet find desirable. The objectives listed in Section 4 of the 2005 Act” (which are the licensing objectives), “though striking in their apparent generality, are not “free-standing” objectives. They are “licensing” objectives. The objectives, if they are to be relied upon to refuse a licence, must be “linked to the sale of alcohol” (Brightcrew Limited v. The City of Glasgow Licensing Board [2011] CSIH 46 at paragraph 26).”

The court went on to describe how the supposed public nuisance arose from the apprehended pedestrian congestion on the footpath. However the court held that congestion was not directly or materially linked to the sale of alcohol on the premises. It did not flow directly or materially from the licensing of the sale of alcohol. If it existed at all it would be attributable to the physical presence of the tables and the chairs of the restaurant’s external operation, which was already sanctioned by, inter alia, planning consent. Of course, conditions imposed on licences in England should not duplicate other

statutory provisions either, and here the Coop is entitled to sell food and other grocery products by virtue of planning permission.

15. The Court further stated:-

“48. The Board is not concerned with preventing public nuisance generally. The Board is only concerned with prevention of public nuisance so far as referable to the sale of alcohol.”

16. In the Brightcrew case (supra), at para 26, in addition to what was quoted in the Bapu case, the Inner House, Court of Session stated that, although the licensing objectives were all desirable in a general sense, that did not empower a Licensing Board to insist on matters not linked to the sale of alcohol. The same is true in England.

17. Consequently, in my view, any condition imposed has to be able to be materially and directly related to a licensable activity, which in this case is the sale by retail of alcohol. The authority do not have power under the Licensing Act to impose a condition which relates to anything other than one of the licensable activities i.e. here the sale by retail of alcohol. As was said in the Bapu Properties case (following the Brightcrew case), the authority is not concerned with preventing public nuisance generally, only with the prevention of public nuisance so far as it is referable to the sale of alcohol. A condition which purports therefore to limit all deliveries of foodstuffs or other groceries would be an unlawful condition because the authority would not have the power to impose it. However, the condition can be construed, and, in my view, must be construed, perfectly lawfully, if construed only to refer to deliveries of alcohol to be sold in the shop.

When faced with two possible interpretations, one of which would be unlawful and the other of which is lawful, the lawful interpretation is the one to be followed.

18. In contract law, “where the words of a contract are capable of two meanings, one of which is lawful and the other unlawful, the former construction should be preferred.” This principle is based on the proposition that “the parties are unlikely to have intended to agree to something unlawful.” (See Lewison “The Interpretation of Contracts,” 5<sup>th</sup> Edition at 7.1). The same can be said here: the authority is unlikely to have intended to impose a condition that was ultra vires and unlawful. Indeed, one must work on the basis that the authority intended to act lawfully and within its powers, and therefore, the condition can only refer to deliveries of alcohol.

19. I have in front of me a letter from Mrs Jane Miller in Croydon written to the local council in relation to a variation application put in by the Co-Op in respect of premises in Featherbed Lane, complaining that deliveries of bread to the Co-Op have taken place before 7am. The letter is the only representation received in respect of the application. The Licensing officer is suggesting that it is a relevant representation and therefore there needs to be a hearing. However, as I have set out above, when the authority are carrying out its duties under the Licensing Act, under section 4 (see para 8 above), the authority are concerned with matters relevant to the licensable activity in question and not public nuisance generally. Mrs Miller’s letter deals only with alleged deliveries of grocery products and has nothing to do with the retail sale of alcohol, and therefore has nothing to do with the likely effect of the grant of the application on the promotion of the licensing objectives. It therefore cannot be a relevant representation (see section 35(5)). Therefore



the application must be granted administratively without the need for a hearing (see section 35(2)).

**SUSANNA FITZGERALD Q.C.**

One Essex Court  
Temple  
London  
EC4Y 9AR.

29 April 2013

**RE. THE CO-OP AND PREMISES  
LICENCE**

**UNDER THE LICENSING ACT 2003**

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**ADVICE**

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Sandgate House  
102 Quayside  
Newcastle Upon Tyne  
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Telephone: 0191 204 4000  
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Ref RXA.AS.COO229.4 Richard Arnot

Food

coop

Main  
+  
Snack  
+  
Induction

Welcome Pack

Name:

# Welcome to your store

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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!

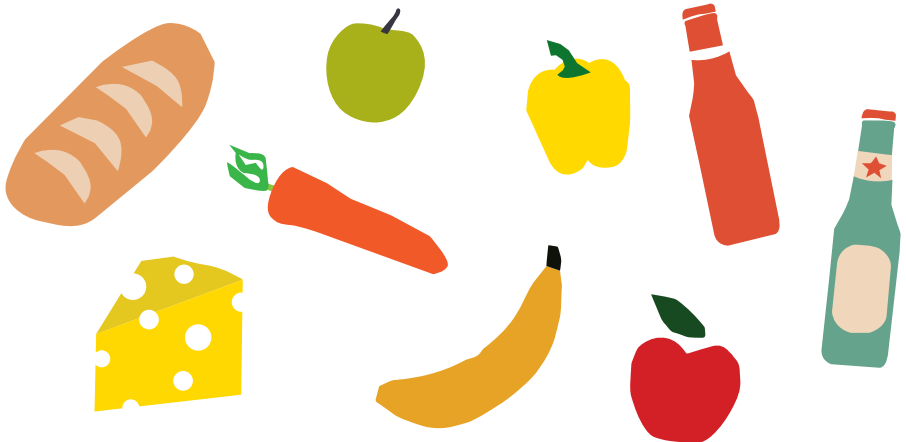




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# Your core journey

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## Day 1

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### 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

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### 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

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### 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

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### 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

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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

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# Welcome to our Co-op

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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/](http://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

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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](https://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](http://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](http://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](mailto: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

**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.

## 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.

## Join us

If you want to become a member, or are interested about finding out more, email us at [aspire@coop.co.uk](mailto:aspire@coop.co.uk) or get in touch via Twitter @aspire\_co\_op

# Respect

LGBT+ Network

**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](mailto:respectlgbt@coop.co.uk) or get in touch via Twitter @cooprespectLGBT

## 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.

# Policy and procedure

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**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.

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



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.

## 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

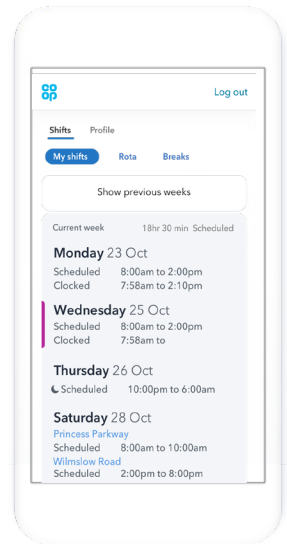
Shifts allows you to view your working schedules on your mobile device. Simply go to [shifts.coop.co.uk](https://shifts.coop.co.uk) and enter your employee number and mobile number to receive a login code.

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

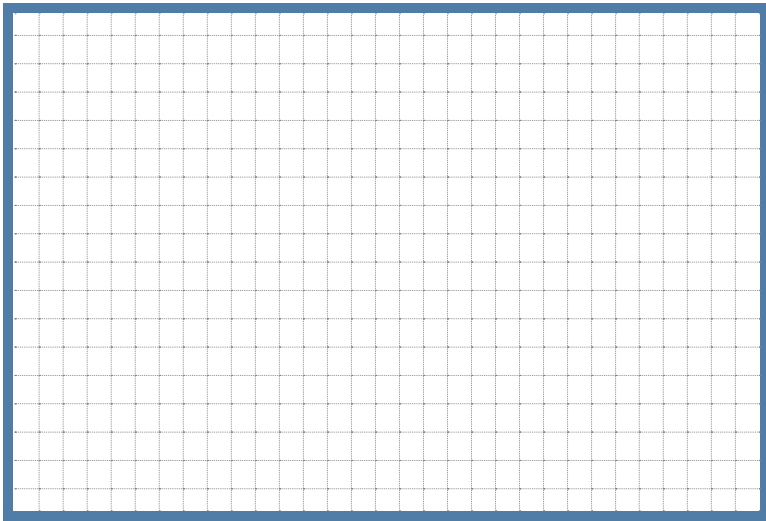
**Make sure your mobile number is correct in the MyHR system so you can access it. If any of the information is incorrect, then speak to your manager. You can find more information on Shifts on How Do I.**



# Notes



# Explore your store

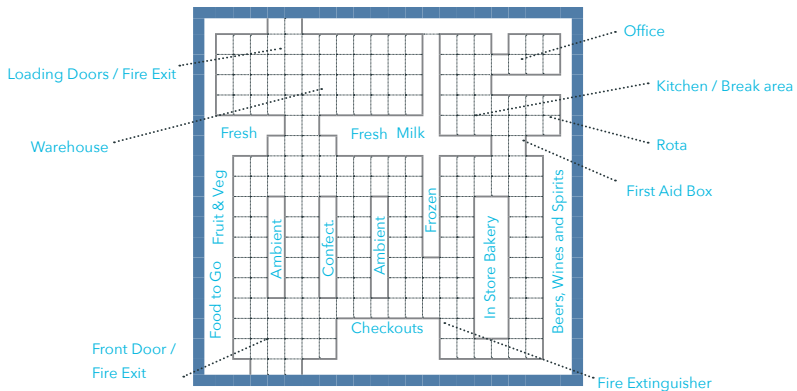


Now that you've had a tour and learnt a bit about your job, your first task is to find your way around.

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

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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?

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

---

What does this mean for our customers?

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## Our Ethics

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

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

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

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# Community and membership

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# Membership in your community

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**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

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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

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# 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.

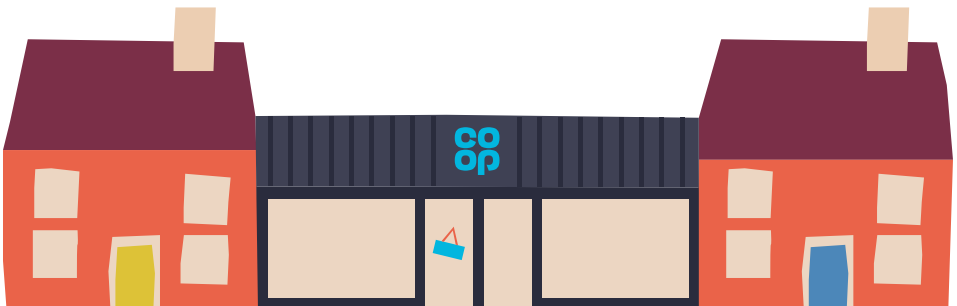
We've provided you with a checklist below to make sure you cover everything you need to in your first week.

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"> <li>Scotland</li> <li>England</li> <li>Wales</li> </ul>	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 refer to How Do I for training 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.
GDPR	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 "General Data Protection Regulation (GDPR)". Log in using your employee number as your username and password.



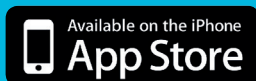
# Shop floor basics

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



Open the velcro on the top



Pull open to reveal the two side panels



Fold back the two panels



Open out the whole panel, then fold it underneath



Secure the side panels down using the velcro pads



Remove the lense covers



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

# Welcome to Co-op

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# Invitation



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

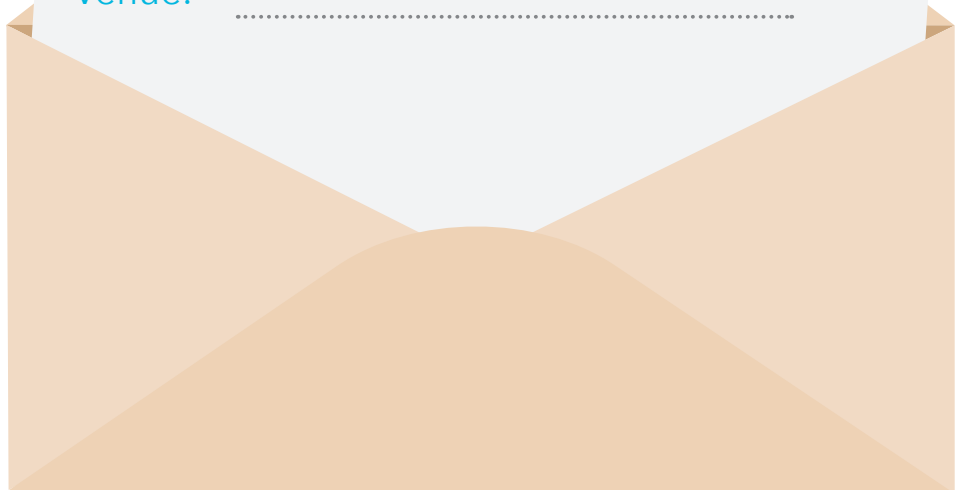
It will be a fun and relaxed event all about looking at how you can have a positive impact on our customers and making your store the best it can be.

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

Date: .....

Time: .....

Venue: .....



# Department training

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# Electronic Point of Sale (EPOS)

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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  
88  
000000000722 813141 1P

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

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**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

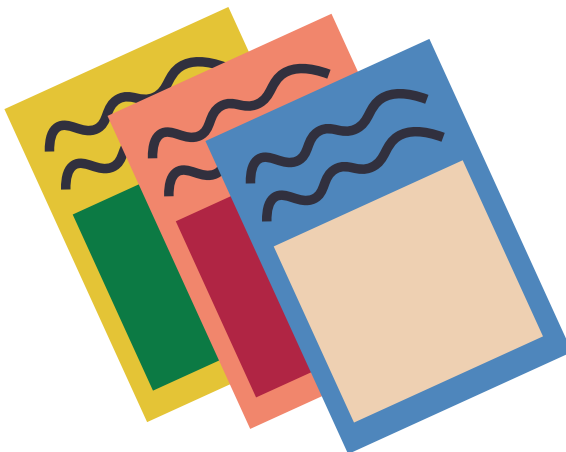
In this module we'll look at what great merchandising looks like and what you need to do on a weekly basis to keep your news and mags section looking great for our customers.

## 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

**Saving Stamps**

- Make sure the customer has enough stamps to receive the next stamp.
- Check the customer's stamp card to ensure they have enough stamps to receive the next stamp.
- Check the customer's stamp card to ensure they have enough stamps to receive the next stamp.

**Gift Cards**

- Check the customer's gift card to ensure they have enough balance to purchase the item.
- Check the customer's gift card to ensure they have enough balance to purchase the item.

**Lottery**

- Check the customer's lottery ticket to ensure they have enough balance to purchase the item.
- Check the customer's lottery ticket to ensure they have enough balance to purchase the item.

**Carrier Bags**

- Check the customer's carrier bag to ensure they have enough items to purchase the item.
- Check the customer's carrier bag to ensure they have enough items to purchase the item.

**Yards and Refunds**

- Check the customer's yard to ensure they have enough items to purchase the item.
- Check the customer's yard to ensure they have enough items to purchase the item.

**Printout**

- Check the customer's printout to ensure they have enough items to purchase the item.
- Check the customer's printout to ensure they have enough items to purchase the item.

**Core Checkout Guide**

## Back

**Standards**

- Check the customer's standards to ensure they have enough items to purchase the item.
- Check the customer's standards to ensure they have enough items to purchase the item.

**Things that shouldn't be on the kiosk:**

- Handed to other products
- Spilling back to customers
- Screen a coffee line
- Multiple items issues
- Lost and found items

**Visitor sign in**

- Check the customer's visitor sign in to ensure they have enough items to purchase the item.
- Check the customer's visitor sign in to ensure they have enough items to purchase the item.

**Age Related Sales Challenges**

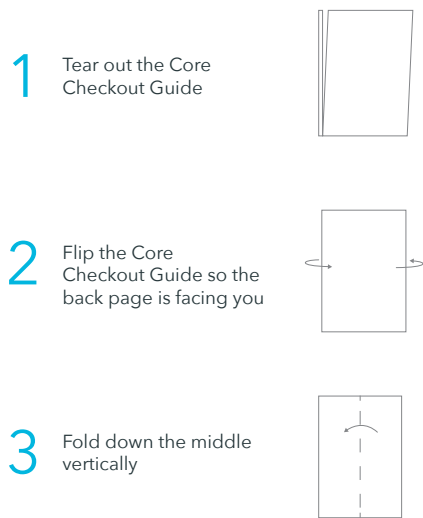
- Check the customer's age related sales challenges to ensure they have enough items to purchase the item.
- Check the customer's age related sales challenges to ensure they have enough items to purchase the item.

**Customer Conversation: Deals**

- Check the customer's customer conversation deals to ensure they have enough items to purchase the item.
- Check the customer's customer conversation deals to ensure they have enough items to purchase the item.

**25 UNDER 25?**

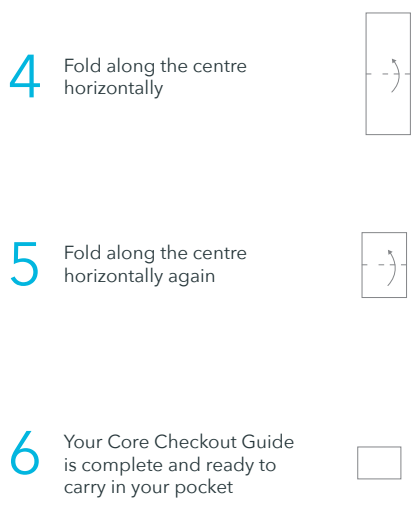
## Folding instructions



**1** Tear out the Core Checkout Guide

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

**3** Fold down the middle vertically



**4** Fold along the centre horizontally

**5** Fold along the centre horizontally again

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



# GO OP Core Checkout Guide

GO  
OP

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

- 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
- 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

## Redemption

- 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

## Sales

# Saving Stamps

**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.**

# PayPoint

- The till will display a prompt then will move into refund mode with the value of the failed transaction pre-populated on the basket screen
- The cashier should press sub-total and complete the refund using the original tender method (either EFT or a mix of EFT and cash)
- The customer will be asked to reinsert their bank card and re-enter their pin, a customer copy refund receipt will be produced. NB: the refund may take a couple of days to be credited back into the customer's bank account
- The till will display a prompt and will auto cancel the EFT, no receipt is produced and the customer will NOT be asked to re-insert their bank card. NB: the value of this transaction may be displayed as a pending transaction in the customer's bank account for up to 10 days
- 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 need 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

# 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

# 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

# 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 produce
- Any plastic bag made for soft goods
- poultry or (only fish) 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.

# 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 (fill 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 lists 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 manager's 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 return to our stores

## 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.





# Additional department training

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# Become a specialist

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There are some departments we have that your store may or may not have. These are specialist areas and not all colleagues will need to be trained on them. If you're interested in these and your store has them, have a conversation with your Store Manager to let them know.

## Bakery/Hot Food/Coffee

We want our customers to love our prepared food departments. We'll show you what you need to do to cook and display the products and how to make sure our products are available. We'll explore food safety in relation to our prepared food departments and how this can impact on our customers.

**You will need to have completed the Food Safety Level 2 course.**

## Delicatessen

We want to offer our customers a great deli service. We will show you how to operate a deli and how to make our products look their best. We'll explore what you need to do to deliver great customer service.

**You will need to have completed the Food Safety Level 2 course.**

## Post Office

We want to give our Post Office customers great service whilst operating within Post Office guidelines. We'll show you what services are available and how to meet our customers needs.

## Cash

We want our cash to be handled with care. We'll show you what you should do with our cash to handle it securely. We'll explore how cash handling is an important part of your role and what could happen when we don't follow the correct processes.



# Ready, set, go!

---



# 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.

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

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What rewards do members get?

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# Ready, set, go!

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

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## Community

What are the local causes your store supports?

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How were the local causes selected?

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# Ready, set, go!

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## Shop floor

What type of customers visit your store?

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What times of the day is your store busiest?

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

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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.

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# Ready, set, go!

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## Service

How can you provide great service on the shop floor?

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

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How can you help to manage queues in your store?

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What do customers think about your store?

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# 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.

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## 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.

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## 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: .....





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Version: 1.6 (23.07.18)



# Age related sales

Are you up for the challenge?





# Hi there.

Welcome to your age related sales module.

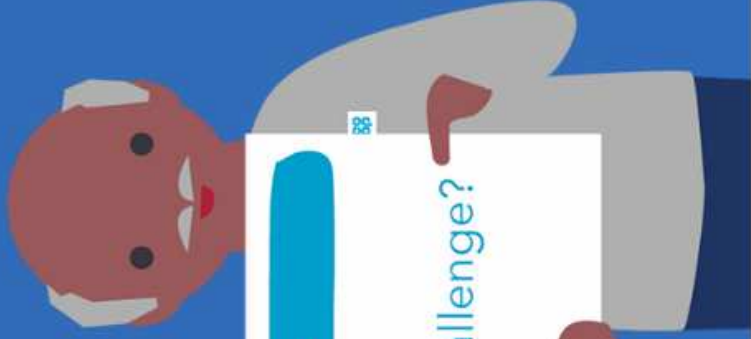
Over the next 10 minutes or so you'll learn about how you must protect your community, your Co-op and yourself by selling 'restricted' products the right way.

'Restricted' products include things like alcohol, cigarettes, lottery and high-caffeine drinks and you need to know how to process those sales, so you don't break the law or disappoint your community.

**Click the next button** to start.







**1. Keeping our promises**

- 2. Our product range
- 3. Are you up for The Challenge?
- 4. Check it out!





# Can you sell it?

We sell a big range of products in our stores. We're happy to sell products to our customers, but there are some products we have to be a bit more careful about.

Have a look at these customers. Are we allowed to sell them their selected product? **Choose yes or no** and **then click the next button** to see how you did.



Reset





# Can you sell it?

Our responsibility to protect our communities is part of what makes us Co-op - it's what we do.

The law states that you're not allowed to sell any of those products to these customers.

If you do sell products to customers you shouldn't, then:

- Co-op could be prosecuted
- you could be fined and end up being charged by the police
- you could damage the reputation of your store
- your store could potentially lose its license, which would reduce sales, even the store closing, putting you and your colleagues at risk of losing their job

We're a responsible retailer.  
We protect our colleagues.

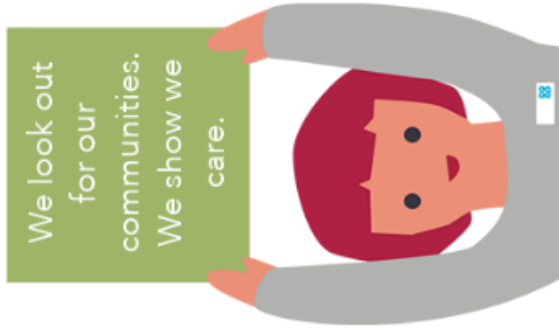




# Can you sell it?

Regulations exist to protect young and vulnerable people, to protect the communities that we serve and the people who live there.

Your job is to make sure that you only sell restricted products to people who are legally entitled to buy them. That's what being a responsible retailer is all about.



I don't like seeing kids hanging around the park drinking and causing trouble. I'd be disappointed if I saw they'd got alcohol from my Co-op. I trust Co-op to do the right thing. I'm a member and we're better than that.

When a store opens a store, we make a promise to be a responsible retailer, upholding the law and doing the right thing for our customers, colleagues and members. Only selling restricted products to the right people is part of that promise.

I saw a bunch of children, probably no more than 14, all sitting smoking on the bench in the village. That makes me wonder who sold them the cigarettes. Surely not the Co-op!



# Keeping our promises

When Co-op opens a store, we make a promise to be a responsible retailer, upholding the law and doing the right thing for our customers, colleagues and members. Only selling restricted products to the right people is part of that promise.

Click on each of the people below to see what they have to say.



When a store opens a store, we make a promise to be a responsible retailer, upholding the law and doing the right thing for our customers, colleagues and members. Only selling restricted products to the right people is part of that promise.

It's not always easy to say 'no' to customers. You know that it might get peoples backs up if they get asked for 'ID. But I'd much rather do the right thing. It's the law after all I know I'm protecting myself and my team. That's what matters most.

When a store opens a store, we make a promise to be a responsible retailer, upholding the law and doing the right thing for our customers, colleagues and members. Only selling restricted products to the right people is part of that promise.

We're a close-knit community. The staff in my Co-op are good, decent and hardworking people like me. I want them to say 'no' to people if that's the right thing to do - just like I would.

- When we're given a licence to sell restricted products, we promise to fulfil our legal obligations too. They are:
- Preventing crime and disorder
  - Securing public safety
  - Preventing public nuisance
  - Protecting children from harm
  - Protecting and improving public health (only in Scotland)



# How you can help?

So what's your role in all this? And how can we help you?

Click on each of the images below to see how we'll help each other to sell 'restricted' products the right way.



## Your promise to our Co-op

Well, it's as simple as making sure you know what the rules are and then following them.

You need to commit to challenging customers when necessary and supporting your colleagues in doing the same.

## Our promise to you

We'll train you, support you and give you the right tools to help you do the right thing for your community, your Co-op and yourself.



<b>Petrol:</b> legal age - 16 If they're driving a vehicle, you can assume that a customer is at least 17. But under 16s shouldn't be allowed to fill vehicles or cans to help a driver.	<b>Gas cylinders:</b> legal age - 18 These are restricted products and can only be sold to over 18s.	<b>Solvents:</b> legal age - any Some solvents can be used for 'getting high' (substance abuse). Products such as lighter fluid, aerosols, Tippex thinner, glues, oven cleaner and whipped cream aerosols shouldn't be sold if you suspect they're being abused.	<b>Acids:</b> legal age - 18 Products such as highly corrosive drain cleaner can't be sold to under 18s. You'll be alerted by a pop prompt if a product falls in this category.
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Tobacco:</b> legal age - 18 Applies to all cigarettes, cigars, rolling tobacco and papers like Rizlas. Nicotine products like gum or lozenges are also restricted. Lighters, doors should not be opened until you have verified Customer app.	<b>Lighters:</b> legal age - any There's not a legal restriction but our policy is not to sell matches or lighters to anyone under 16.	<b>E-cigarettes:</b> legal age - 18 Nicotine Vapour Products (NVP) contain nicotine and so e-cigarettes and e-liquids are restricted.
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------

# What do we sell that has restrictions about who can purchase it?

You may be surprised by how many products in your store require proof of age before you can sell them to your customers. Below are four categories. Click on each one to see the products concerned.



<b>Lottery:</b> legal age - 16 Lottery ticket and scratchcard sales, but also paying out prizes is age restricted too.	<b>DVDs and games:</b> legal age - varies between 12, 15 and 18 The age required to purchase a DVD or game is shown on the ID for: • 15 and 18 rated films • 12, 16 and 18 rated games	<b>Hair dye:</b> legal age - any Hair dye doesn't have an age restriction, however sales of these products must be monitored as they could be used to make explosive devices. You must let your manager know if anyone buys unusual amounts.	<b>Medicines:</b> legal age - 12 or 16 Most medicines are restricted to over 12s. Painkiller sales must be limited, e.g. no more than two packets of ibuprofen at a time. Aspirins, Bonjela and laxatives shouldn't be sold to under 16s.
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<b>Alcohol:</b> legal age - 18 Beer, wine, spirits, alcopops, cider - alcohol is probably the best known restricted product. But did you know liqueur chocolates (16) and alcohol-free beers, wines and spirits (18) are also restricted?	<b>High caffeine drinks:</b> legal age - 16 We have voluntarily agreed to restrict high caffeine drinks to anyone under the age of 16. Lots of caffeine is considered unsuitable for children.	<b>Party poppers and crackers:</b> legal age - 16 and 12 Party poppers shouldn't be sold to under 16s whilst crackers can't be sold to anyone under 12. Fireworks and sparklers (including indoor sparklers) shouldn't be sold to under 18s.	<b>Knives:</b> legal age - 18 Knives cannot be sold to anyone under 18. Knife crime is a major problem so stores that sell knives are under extra scrutiny. Restrictions don't include small pocket knives, scissors, razor blades, corkscrews or pizza cutters.
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<p><b>Petrol:</b> legal age - 16</p> <p>If they're driving a vehicle, you can assume that a customer is at least 17. But under 16s shouldn't be allowed to fill vehicles or cans to help a driver.</p>	<p><b>Gas cylinders:</b> legal age - 18</p> <p>These are restricted products and can only be sold to over 18s.</p>	<p><b>Solvents:</b> legal age - any</p> <p>Some solvents can be used for 'getting high' (substance abuse). Products such as lighter fluid, aerosols, Tippex thinner, glues, oven cleaner and whipped cream aerosols shouldn't be sold if you suspect they're being abused.</p>	<p><b>Acids:</b> legal age - 18</p> <p>Products such as highly corrosive drain cleaner can't be sold to under 18s. You'll be alerted by a till prompt if a product falls in this category.</p>
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<p><b>Tobacco:</b> legal age - 18</p> <p>Applies to all cigarettes, cigars, rolling tobacco and papers like Rizlas. Nicotine products like gum or lozenges are also restricted. Cigarette gantry doors should not be opened until you have verified Customer age.</p>	<p><b>Lighters:</b> legal age - any</p> <p>There's not a legal restriction but our policy is not to sell matches or lighters to anyone under 16.</p>	<p><b>E-cigarettes:</b> legal age - 18</p> <p>Nicotine Vapour Products (NVP) contain nicotine and so e-cigarettes and e-liquids are restricted.</p>
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<p><b>Lottery:</b> legal age - 16</p> <p>Lottery ticket and scratchcard sales, but also paying out prizes is age restricted too.</p>	<p><b>DVDs and games:</b> legal age - varies between 12, 15 and 18</p> <p>The age required to purchase a DVD or game is shown on the case. You should ask for ID for:</p> <ul style="list-style-type: none"> <li>• 15 and 18 rated films</li> <li>• 12, 16 and 18 rated games</li> </ul>	<p><b>Hair dye:</b> legal age - any</p> <p>Hair dye doesn't have an age restriction, however sales of these products must be monitored as they could be used to make explosive devices. You must let your manager you know if anyone buys unusual amounts.</p>	<p><b>Medicines:</b> legal age - 12 or 16</p> <p>Most medicines are restricted to over 12s. Painkiller sales must be limited. e.g. - no more than two packets of ibuprofen at a time. Aspirins, Bonjela and laxatives shouldn't be sold to under 16s.</p>
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# How do you know it's restricted?

How can you tell whether a product is restricted?

**Choose which of these statements is correct, then press Submit.**

- A) It always says on the packaging
- B) Your manager tells you
- C) The till will usually prompt you

Submit



# Our toolbox

If you look around the store, you'll see lots of things that will help you do the right thing when selling restricted products.  
**Click on the tools below** for more information.

Till prompts

Badges

Shelf signage

Till prompts

The till will usually prompt you if a product being sold has an age restriction on it. We follow the Challenge 25 procedure (more on this later!) and the till will ask you how old you think the customer is. Follow the instructions onscreen and ask your manager if you're unsure.

Badges

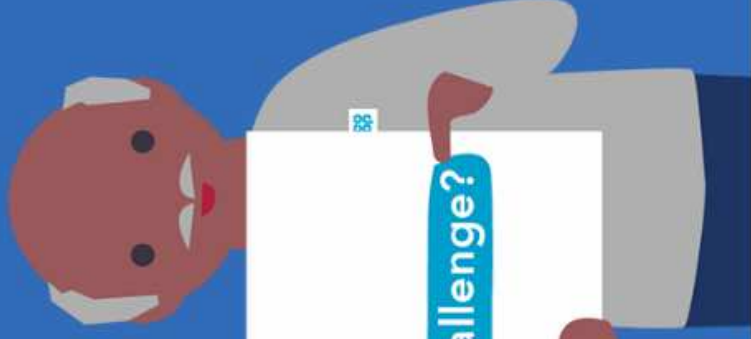
Store colleagues wear badges that indicate our policy around selling restricted products. This acts as a reminder to customers, but also to colleagues, about the requirements in store.

Shelf signage

Where restricted products appear on shelves, there is usually signage that tells the customer there's an age restriction. There are also product specific signs like the tobacco notices on the cigarette gantry or the alcohol permitted hours notices. You should get familiar with the signage at your own store. It will help you explain the restrictions that are in place for products.



1. Keeping our promises
2. Our product range
- 3. Are you up for The Challenge?**
4. Check it out!





Question 2 of 4

Do you think this statement is  
True or False

'If they look over 18, then it's OK to make the sale.'

Choose your answer and press Submit.

- A) False
- B) True

Submit

No I'm afraid that's the wrong answer. Click anywhere to continue.



## I wonder how old they are?

It can be hard to judge people's ages correctly. Research has shown that it's really difficult for someone to guess the ages of people who aren't in their own peer group.

It's also hard to judge the age of someone from a different ethnic background than your own.

In short - it's really difficult to guess correctly.

So do yourself a favour and if you're not sure of their age then ask for ID!





# I wonder how old they are?

To ask someone for ID could be difficult, but fear not - you've got 'Challenge 25' on your side.

Signs and posters throughout your store let customers know that they could well be asked for ID.

Remember, challenge 25 and the law are there to

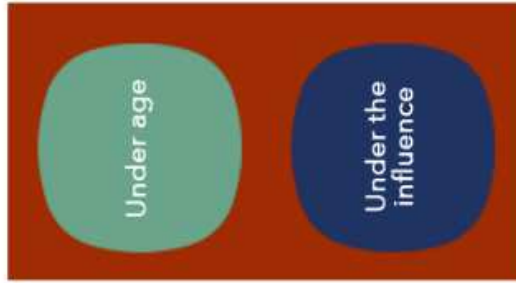
- protect young and vulnerable people
- protect you
- protect your community
- protect our Co-op





# Challenging is a good thing

Challenging is good for many reasons. Click on the squircles below for a few examples.



**Under age**

This is when the product that a customer is trying to buy has an age restriction on it. Like alcohol, tobacco or caffeine drinks.

At our Co-op we follow the 'Challenge 25' guidance - meaning we need to check ID to prove that they are old enough to buy that particular product.

This challenge helps us protect ourselves, our colleagues, our customers and our Co-op.

**Under age**

**Under the influence**

Another type of challenge is when we think the customer is under the influence of alcohol, drugs or solvents. We have a legal and moral responsibility to restrict that sale too.

Signs of intoxication include:

- Slurred speech
- Stumbling or swaying
- Flushed face
- Dropping things
- Smell of alcohol

You have to be a bit careful though as some of these could be signs of an illness. The main thing is to trust your instincts - if you think that selling a product could increase a risk of harm to that person, then you should refuse. It's part of looking out for our customers and our community.



Question 3 of 4

## Proxy sales

Do you think this statement is true or false?

'If you think that an adult is buying beer or cigarettes on behalf of a young person that they're with, then that's fine. Providing they are 18, it's up to them what they do with the product afterwards.'

Choose your answer and press Submit.

- A) True
- B) False

That's wrong, **click anywhere** to continue.

Submit

That's wrong, **click anywhere** to continue.





# Proxy sales

The statement was false, if you think it's being bought for an under-age person or someone who's already under the influence of alcohol, then you should refuse the sale.

Proxy purchasing is against the law and we should make that clear to people.

Take a look at the signs here.



Underage customers outside the store



Young people approaching adults as they come in



Using lots of change

Someone of the correct age buying a product you just refused to sell





A failed purchase could lead to you or a colleague losing your job. If you were involved, you might have to go to court or be interrogated by the enforcement officers. You could be personally fined and in worst case scenarios be charged by the police.

## We're all about doing the right thing

It's really important that we do the right thing with our customers. To protect customers and store colleagues, there are 'test purchasers' to make sure we always make the right choices around restricted sales.

**Click on each** to find out what happens if we do sell products to underage customers.



We could be prosecuted and even lose our licence to sell products like alcohol and tobacco. That could lead to reducing the size of our team. We might even need to close the store.

There are people whose job it is to try and find retailers that don't uphold the law for restricted sales. They look like normal customers, but if you allow them to buy a restricted product and don't challenge them or don't check their ID, then there are serious consequences.



## Test purchases

Throughout the year, your store will be visited by a 'test purchaser' - someone who'll come in and try to buy something that requires proof of ID.

They won't say 'Hi, I'm here to do a test purchase', they'll just be like any other customer. Except this time, they're checking we're following the law.

The reason we do these checks is to protect our customers, colleagues and our Co-op.

So remember to do your checks - not just to beat the test purchasers, but to keep everyone safe.





# Some great ways to challenge

So you can see that it's good to always challenge when you're not sure. But there are some things that you can do that will make challenging customers much easier and mean they are more likely to respond well to the challenge.

Click on each image below for some tips on how to make asking for someone's ID a lot easier.



No surprises

Always make eye contact



Be confident, be yourself

Fantastic customer service



You don't need to be robotic and read a script. You can just say what comes naturally. Be polite, be firm and just be yourself.

Genuine customers who meet the restrictions will not mind being asked for ID. Turn it into a conversation - 'Oh I've heard that film's really good, but quite violent' or 'My mum really likes merlot too'.

Talk to customers in advance of reaching the tills. 'Did you know there's an age restriction on this product? Might be worth getting your ID ready.'

Direct eye contact is difficult for people who are deliberately trying to mislead you. Trust your instincts - if you think you shouldn't sell the product, then don't.



Question 4 of 4

# Good things to say

Which of these would be good things to say when challenging a sale?

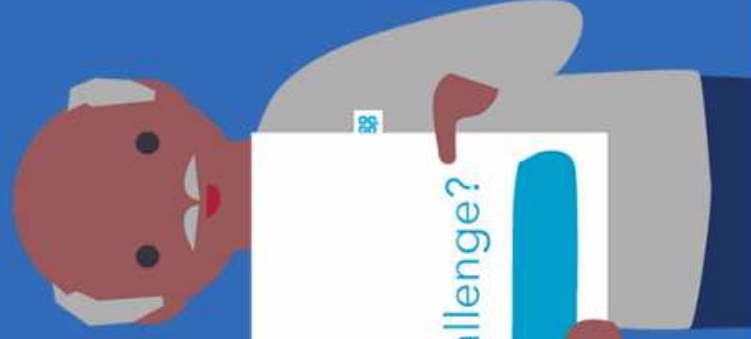
**Choose which of these statements are correct, then press Submit.**

- 1. Wow, you look like you've had a skinfull
- 2. I'm sorry, but the law means I can't serve you if you don't have ID
- 3. Have you seen the signs? We have the Challenge25 policy
- 4. It's really boring, I know, but I'm not allowed to sell you cigarettes if I think you're under age. I wish I could.
- 5. Get out and don't come in here again
- 6. I'm sorry, but I have to check your ID - you're lucky enough to look under 25!

Submit

**Sorry, that's not right. Answers 2,3 and 6 are all correct. Be professional. Be polite. But be clear - this is the law. You can make it less personal by referring to the rules and regulations that are in place- it's the law, I can lose my job, get fined, they check up on me.... Remember - genuine customers won't mind!**

**Click anywhere to continue.**



1. Keeping our promises
2. Our product range
3. Are you up for The Challenge?
- 4. Check it out!**







# Spotting the fake

So how can we make sure that we only sell restricted products to the right people? We ask for photographic ID.

Novelty cards are quite easily obtained from the internet. Could you spot one? One of the people below is using a fake ID. Which one do you think is fake? **Click on your choice** now.



This is a fake ID.

Novelty ID cards can be bought from the internet – often they are called ‘International driving permit’ or ‘Driving card’ instead of licence. Look for language that doesn’t seem right. If you sell to someone who’s using fake ID then you’re breaking the law and your store might lose its licence.

**Click on the ID above** to see how to spot a fake.

Here’s how to spot a fake:

- Compare the customer to the ID. Do they look like the picture?
- Are they wearing the same outfit? That could mean it was created that day and is a fake
- Look for facial differences. Particularly the levels of the eyes and the ears in relation to the mouth. Could it be a family member’s ID?
- A lot of fake IDs are stolen or borrowed – ask the customer for additional ID if you’re not sure
- Look for signs of anxiety. If the customer is avoiding eye contact or acting nervously, be suspicious
- If you’re still not sure, smile and say ‘I just need to check this with my manager’. Genuine customers won’t mind at all, but if it’s a fake they’ll immediately want it back



# Check it out

You must ask for ID from a customer if they're buying an age restricted product and look under 25. It needs to have their photo on it. Here are some forms of ID that we accept in our Co-op stores. **Click on them now.**



Any passport is acceptable, either from the UK or overseas. They need a photo, date of birth and a holographic or ultra violet feature.



Proof of age cards  
PASS Cards, such as CitizenCard or Young Scot. Some cards are issued to under 18s so take care it's the right age.

Regional cards  
Isle of Man stores can accept the relevant regional cards. In Northern Ireland, Electoral Identity cards can be used.

Provisional or full driving licences are acceptable. They need a photo, date of birth and a holographic or ultra violet feature. You can run your thumb over the front - the steering wheel is slightly raised on a genuine licence.





# Working with the tills

It's always best to work out whether the customer has the legal right to buy a product BEFORE scanning it on the till. This takes away some of the customer expectation. However, the tills themselves will nudge you into the right course of action by making sure you're checking what you need to. **Click on the numbers** to find out about each step.

- 1 Till asks 'Does the customer look over 25?'
- 2 Make eye contact
- 3 Yes/No
- 4 Ask for ID if you select No
- 5 Select ID type
- 6 Indicate no ID if no ID
- 7 Male/female?



### 1. Till asks Does the customer look over 25?

You should already have been thinking about this, but in case you've not noticed they've got a restricted product in a full basket, this will remind you. And remember - this about being 25, not 18!

### 2. Make eye contact

Eye contact is so important for both you and the customer.

It's a mark of respect and will help you proceed with a sale in the best way.

### 3. Yes/No

Enter whether you think the customer looks 25.

Pressing Yes means you'll continue with the sale.

### 5. Select ID type

Choose which type of ID you've been shown and whether it's valid for that product.

Remember to check for fake or novelty cards plus checking the date of birth on the till.

### 6. Indicate no ID if no ID

No ID, no sale. We have to stand by our rules - they protect us and our community.

At any time you can use the 'Customer Refusal' button. You don't have to fill in a book - it's all done electronically. But it's important for us to keep track of refusals so we can spot any patterns.

### 4. Ask for ID if you select No

Ask the customer for photo ID if you think they don't look 25.

Use your tools like badges and the Challenge 25 material in store to support your ask.

### 7. Male/female?

We need to record details of the refusal. Select the gender of the customer.

We'll need some extra details like whether it was an age restriction, intoxication or a proxy sale too.

related to. Click on the numbers to find out about each step.

### What about ASTs?

#### Assisted service tills (ASTs)

Assisted service tills (ASTs) process is slightly different. When the customer scans the product the warning light will flash. Attach the AST fob to the till or attendant screen. You must follow the usual Challenge 25 procedure. Make sure you still make eye contact with the customer or call another colleague if you can't. Follow the prompts on the till but note they are slightly different to regular tills. Self-scan tills are often targeted by under-age customers because they don't have to deal with a cashier.

### Working with the tills

It's always best to work on whether the customer has the legal right to buy a product BEFORE scanning it on the till. This takes away some of the customer expectations. However, the tills are designed to be used in a way that makes your job easier. We'll be looking at how to use the tills in a way that makes your job easier. Click on the numbers to find out about each step.

- 1. Till asks 'Does the customer look over 25?'
- 2. Make eye contact
- 3. Yes/No
- 4. Ask for ID if you select No
- 5. Select ID type
- 6. Indicate no ID if no ID
- 7. Male/female?



# It's OK to say 'no'

If you ever think that the customer shouldn't be buying a restricted item, either because they don't have ID or they are under the influence of alcohol or drugs, then it's your right to refuse the sale.

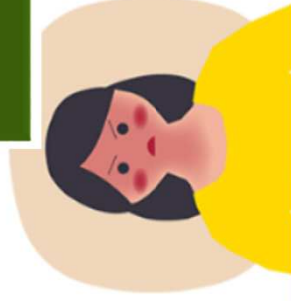
Click on each to read more.



Management and reporting



Complaints



Escalations



If you feel like the situation is getting out of hand, or a customer is acting aggressively, you should call your manager. Be tactful, and polite - but you should never be threatened into continuing with a sale. Trust your instincts and refuse sales that you're not sure of.

Close

We need to keep track of any refusals. Store managers check reports weekly to make sure that colleagues are regularly challenging customers. Some stores will have more challenges than others (for example, a university town) and different times of year will be have more challenges than others (the end of exam time). But managers will be concerned if they see a drop in unexplained challenges.

Close

If a customer is upset, you can give them the Customer Relations number. But you should feel confident that you are upholding the law and doing the right thing.

Close



# Stronger Co-op, stronger communities

This course has shown you why it's important to challenge sales on restricted products.

Everyone who works in a Co-op store needs to do the right thing to protect themselves, their colleagues, customers and communities. We want a safe Co-op for our Members, customers and colleagues every single day. Make sure you:



1. Know which products are restricted
2. Understand how our policy is communicated in our stores
3. Always ask for ID if you think they're under 25
4. Watch out for fake IDs, proxy sales and intoxicated customers
5. Follow the till prompts; they'll help you do the right thing
6. Ask your manager if you're ever unsure



# Stronger Co-op, stronger communities

Selling the right products to the right people is at the heart of what we do. It's what we've done for hundreds of years in the communities that we serve. It's part of Being Co-op.



That's the end of the course. If you've got any questions, talk to your manager.  
**Click the close button** (top right of the window) to exit.





# Quiz Results

You Scored: **10**  
Maximum Score: **40**  
Correct Questions: **1**  
Total Questions: **4**  
Accuracy: **25%**  
Attempts: **1**

**Sorry, you failed!**

[Review quiz](#)





**The opening hours of the premises:**

Monday to Saturday: 08:00 to 23:00  
Sunday: 10:00 to 22:30

**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption off the Premises.

**Part 2**

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:**

Co-operative Group Food Ltd  
1 Angel Square  
Manchester  
M60 0AG

**Registered number of holder, for example company number, charity number (where applicable)**

IP26715R

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:**

Name: Mr Jahidul Islam

*Please note: It is the policy of the Licensing Authority not to display the address details of a designated premises supervisor.*

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol:**

Licence Number: 13225  
Licensing Authority: London Borough Of Tower Hamlets

Date: 4 November 2015



**This licence has been authorised by Mr Ola Owojori on behalf of the Director - Public Protection and Licensing.**

## Annex 1 – 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.
- 5(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.
- 5(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.
- 5(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 which reproduce the effect of any restriction imposed on the use of the premises by specified enactments**

**Conditions Applicable to the Sale of Alcohol**

6. Alcohol shall not be sold or supplied except during permitted hours.

In this condition, permitted hours means:

- (a) On weekdays, other than Christmas Day, 08:00 to 23:00;
- (b) On Sundays, other than Christmas Day, 10:00 to 22:30;
- (c) On Christmas Day, 12:00 to 15:00. and 19:00 to 22:30;
- (d) On Good Friday, 08:00 to 22:30.

NOTE: The above restrictions do not prohibit:

- (a) during the first twenty minutes after the above hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;
  - (b) ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
  - (c) sale of alcohol to a trader or club for the purposes of the trade or club;
  - (d) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces.
7. Alcohol shall not be sold in an open container or be consumed in the licensed premises.

**Annex 2 – Conditions consistent with the operating Schedule**

None

### **Annex 3 – Conditions attached after a hearing by the licensing authority**

None





City of Westminster  
64 Victoria Street, London,  
SW1E 6QP

Schedule 12  
Part B

WARD: West End  
UPRN: 100023471756

Premises licence  
summary

Regulation 33, 34

Premises licence  
number:

15/08759/LIPDPS

Part 1 – Premises details

Postal address of premises:

Co-op  
104-105 Berwick Street  
London  
W1F 0QS

Telephone Number: Not Supplied

Where the licence is time limited, the dates:

Not applicable

Licensable activities authorised by the licence:

Playing of Recorded Music  
Private Entertainment consisting of dancing, music or other entertainment of a like kind for consideration and with a view to profit  
Sale by Retail of Alcohol

The times the licence authorises the carrying out of licensable activities:

Playing of Recorded Music

Unrestricted

Private Entertainment consisting of dancing, music or other entertainment of a like kind for consideration and with a view to profit

Unrestricted

Sale by Retail of Alcohol

Monday to Saturday:

08:00 to 23:00

Sunday:

10:00 to 22:30

*For times authorised for Christmas and Good Friday see conditions at Annex 1*

The opening hours of the premises:

Monday to Saturday:

08:00 to 23:00

Sunday:

10:00 to 22:30



**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption off the Premises.

**Name and (registered) address of holder of premises licence:**

Co-operative Group Food Ltd  
1 Angel Square  
Manchester  
M60 0AG

**Registered number of holder, for example company number, charity number (where applicable)**

IP26715R

**Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:**

**Name:** Mr Jahidul Islam

**State whether access to the premises by children is restricted or prohibited:**

N/A

**Date:** 4 November 2015

**This licence has been authorised by Mr Ola Owojori on behalf of the Director - Public Protection and Licensing.**

<b>Application</b>	<b>Details of Application</b>	<b>Date Determined</b>	<b>Decision</b>
06/03810/WCCMAP	Master Licence	11 September 2005	
06/10137/LIPDPS	Application to vary the Designated Premises Supervisor	9 October 2006	Granted under delegated authority
08/02628/LIPDPS	Application to vary the Designated Premises Supervisor	4 April 2008	Granted under delegated authority
08/10865/LIPDPS	Application to vary the Designated Premises Supervisor	11 December 2008	Granted under delegated authority
09/02387/LIPDPS	Application to vary the Designated Premises Supervisor	15 April 2009	Granted under delegated authority
10/07831/LIPDPS	Application to vary the Designated Premises Supervisor	18 October 2010	Granted under delegated authority
10/08794/LIPVM	Application for a minor variation	24 November 2010	Granted under delegated authority
12/01801/LIPDPS	Application to vary the Designated Premises Supervisor	30 March 2012	Granted under delegated authority
12/05400/LIPV	Application for a full variation	Withdrawn	Withdrawn
12/10223/LIPDPS	Application to vary the Designated Premises Supervisor	24 January 2013	Granted under delegated authority
13/00094/LIPT	Application to transfer the premises licence	24 January 2013	Granted under delegated authority
13/08072/LIPDPS	Application to vary the Designated Premises Supervisor	9 December 2013	Granted under delegated authority
15/08759/LIPDPS	Application to vary the Designated Premises Supervisor	4 November 2015	Granted under delegated authority

**There is no appeal history**

## 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.
- 5(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.

5(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.

- 5(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 install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. 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.

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. 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.
9. 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. No beer, lager or cider with an ABV of 5.5% or more shall be sold at the premises, save that this prohibition shall not apply to premium beer, lager or cider.

**Alternative condition proposed by the Police so as to form part of the operating schedule**

10. **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.**
11. All relevant staff shall be trained in relation to their responsibilities under the Licensing Act 2003
12. 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.
13. 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.
14. There shall be no self-service of spirits on the premises, save for spirit mixtures less than 5.5% ABV.
15. Outside 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 customers.

**Alternative condition proposed by the Police so as to form part of the operating schedule:**

15. **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.**
16. A notices must be displayed in the premises explaining that it is an offence for persons under the age of 18 to purchase alcohol.
17. A panic alarm and system shall be installed and maintained at the premises.
18. A burglar alarm system shall be installed and maintained at the premises.
19. All tills shall automatically prompt staff to ask for age verification identification when presented with an alcohol sale.
20. No miniature bottles of spirits of 20cl or below shall be sold from the premises.
21. 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 dairy or baker products.
22. No licensable activities shall take place at the premises until the premises has been assessed as satisfactory by the Environmental Health Consultation Team at which time this condition shall be removed from the Licence by the Licensing Authority.
23. 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.
24. 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.
25. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.
26. No waste or recyclable materials, including bottles, shall be moved, removed or placed in outside areas between 23:00 hours and 07:00 hours.
27. 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.
28. No single cans or bottles of beer or cider shall be sold at the premises except premium products.

**Alternative condition proposed by the Police so as to form part of the operating schedule:**

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

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

**Conditions proposed by the Police and agreed with the applicant so as to form part of the operating schedule:**

30. A minimum of one SIA licensed guard shall be on duty at the premises at all times during which it is open to the public.

**Conditions proposed by the Police:**

31. For the day of the 'London Pride Parade'
- Alcohol sales in respect of cans of beer or cider are limited to no more than 4 cans per person.
  - The premises will not externally advertise local promotions of alcohol.
  - No sales of alcohol in bottles or glass containers are made during this period.
  - 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.

**Conditions proposed by the Environmental Health**

None

**Conditions proposed by the Interested Party**

32. Dairy, bakery and newspapers may be delivered between the hours of 23:00 and 07:00 provided no reversing alarms are used in delivery vehicles.
33. Newspaper, milk and bread vans are small enough to drive forwards down Hopkins Street, turn into Peter Street, deliver, and then leave forwards along Peter Street.
34. Any lorries that are so big they need to reverse along Peter Street should have two personnel - a driver, and a person to stand behind and ensure the safety of bystanders as it reverses.



## Residential Map and List of Premises in the Vicinity

## Appendix 5



**Resident Count: 246**

<b>Licensed Premises within 75 metres of Co-op, 104-105 Berwick Street, London, W1F 0QS</b>				
Licence Number	Trading Name	Address	Premises Type	Time Period
13/04632/LIPN	Foxcroft & Ginger	3 Berwick Street London W1F 0DR	Cafe	Monday to Thursday; 08:00 - 23:00   Friday; 08:00 - 00:00   Saturday; 09:00 - 00:00   Sunday; 09:00 - 22:30
14/09063/LIDPSR	(Restaurant)	Basement And Ground Floor 6 Walker's Court London W1F 0BU	Restaurant	Monday to Saturday; 10:00 - 01:00   Sunday; 12:00 - 00:00
14/09064/LIDPSR	Restaurant	Basement And Ground Floor 6 Walker's Court London W1F 0BU	Restaurant	Monday to Saturday; 10:00 - 01:00   Sunday; 12:00 - 00:00

18/11625/LIPDPS	Absurd Bird	25 Peter Street London W1F 0AH	Restaurant	Monday to Thursday; 10:00 - 23:30   Friday to Saturday; 10:00 - 00:00   Sunday; 12:00 - 22:30   Sundays before Bank Holidays; 12:00 - 00:00
12/08457/LIPDPS	Bone Daddies	30 - 31 Peter Street London W1F 0AP	Restaurant	Monday to Saturday; 10:00 - 00:30   Sunday; 12:00 - 00:00
11/11034/LIPDPS	Banana Tree Restaurants Ltd	103 - 109 Wardour Street London W1F 0UN	Restaurant	Monday to Thursday; 10:00 - 00:30   Friday to Saturday; 10:00 - 01:30   Sunday; 12:00 - 00:00
15/08865/LIPN	The Box	11 - 12 Walker's Court London W1F 0BZ	Night clubs and discos	Monday to Saturday; 09:00 - 04:00   Sunday; 09:00 - 00:30
17/00277/LIPVM	The Box	11 - 12 Walker's Court London W1F 0BZ	Night clubs and discos	Monday to Saturday; 09:00 - 04:00   Sunday; 09:00 - 00:30
13/09851/LIPN	The Boulevard Theatre	8 - 9 Walker's Court London W1F 0BY	Theatre	Monday to Thursday; 09:00 - 23:30   Monday to Saturday; 09:00 - 01:00   Monday to Sunday; 09:00 - 22:00   Friday to Saturday; 09:00 - 00:00   Sunday; 09:00 - 22:30   Sundays before Bank Holidays; 09:00 - 00:00
14/06422/LIPT	Soho Cinema	8 - 9 Walker's Court London W1F 0BY	Cinema	Monday to Sunday; 09:00 - 01:00
17/06767/LIPT	Yalla Yalla	Basement And Ground Floor 1 Green's Court London W1F 0HA	Restaurant	Monday to Saturday; 10:00 - 00:30   Sunday; 12:00 - 00:00
17/10558/LIPDPS	Yalla Yalla	Basement And Ground Floor 1 Green's Court London W1F 0HA	Restaurant	Monday to Saturday; 10:00 - 00:30   Sunday; 12:00 - 00:00

14/09057/LIDPSR	(Nightclub)	Development Site At 1 - 4 Walker's Court And 8 - 10 Brewer Street London W1F 0SB	Night clubs and discos	Monday to Saturday; 09:00 - 03:30   Sunday; 12:00 - 01:00   Sundays before Bank Holidays; 12:00 - 03:30
14/09062/LIDPSR	Unit D	Development Site At 1 - 4 Walker's Court And 8 - 10 Brewer Street London W1F 0SB	Night clubs and discos	Monday to Saturday; 09:00 - 03:30   Sunday; 12:00 - 01:00   Sundays before Bank Holidays; 12:00 - 03:30
19/04378/LIPDPS	Amathus	Hammer House 113-117 Wardour Street London W1F 0UN	Shop	Monday to Saturday; 08:00 - 23:00   Sunday; 10:00 - 22:30
18/14531/LIPDPS	Byron	99 Wardour Street London W1F 0UF	Restaurant	Monday to Thursday; 10:00 - 23:30   Friday to Saturday; 10:00 - 00:00   Sunday; 12:00 - 22:30   Sundays before Bank Holidays; 12:00 - 00:00
15/09155/LIPV	Lina Stores	18 Brewer Street London W1F 0SH	Shop	Monday to Friday; 00:00 - 00:00   Saturday; 00:00 - 00:00   Sunday; 00:00 - 00:00
18/03699/LIPDPS	Randall & Aubin	16 Brewer Street London W1F 0SQ	Cafe	Monday to Saturday; 10:00 - 00:30   Sunday; 12:00 - 00:00
19/01979/LIPT	Polpetto	11 Berwick Street London W1F 0PL	Restaurant	Monday to Thursday; 09:00 - 23:30   Friday to Saturday; 09:00 - 00:00   Sunday; 09:00 - 22:30
18/02179/LIPVM	Cutter And Squidge	20 Brewer Street London W1F 0SJ	Shop (large)	Monday to Wednesday; 09:30 - 21:00   Thursday; 09:30 - 22:00   Friday; 09:30 - 23:00   Saturday; 10:00 - 23:00   Sunday; 11:00 - 21:30
17/07738/LIPDPS	Chilango	24 Brewer Street London W1F 0SN	Restaurant	Monday to Friday; 10:00 - 23:00   Saturday; 10:00 - 00:00   Sunday; 12:00 - 22:30

14/08656/LIPT	Wok To Walk	Ground Floor 4 Brewer Street London W1F 0SB	Cafe	Monday to Saturday; 11:00 - 01:00   Sunday; 11:00 - 00:00
06/12416/WCCMAP	Soho Food And News	2 Brewer Street London W1F 0SA	Shop	Monday to Sunday; 09:00 - 03:00
17/05557/LIPT	(Former 'Bunnychow')	74 Wardour Street London W1F 0TE	Restaurant	Monday to Saturday; 07:30 - 23:30   Sunday; 07:30 - 23:00
14/09446/LIPN	Pickle And Toast	72 Wardour Street London W1F 0TD	Cafe	Monday to Wednesday; 07:00 - 23:00   Thursday; 07:00 - 23:30   Friday; 07:00 - 00:00   Saturday; 08:00 - 00:00   Sunday; 08:00 - 22:30
19/00157/LIPCH	Adanami	30 Brewer Street London W1F 0SS	Recording Studio	Monday to Sunday; 00:00 - 00:00
16/01861/LIPVM	Janetira Eat Thai	28 Brewer Street London W1F 0SR	Restaurant	Monday to Saturday; 10:00 - 00:30   Sunday; 12:00 - 00:00
18/10483/LIPDPS	Janetira Eat Thai	28 Brewer Street London W1F 0SR	Restaurant	Monday to Saturday; 10:00 - 00:30   Sunday; 12:00 - 00:00