

Appendix E

1. All persons that sell or supply alcohol to customers must have licensing training.
 - a. Training must take place within six weeks of employment
 - b. Any new employees will be supervised until the training has taken place
 - c. Refresher training should be repeated a minimum of every six months or earlier if required due to changes of legislation.
 - d. Training records must be kept on the premises and shall contain the nature, content and frequency of all training.
 - e. Records must be made available for inspection by police, police licensing officer and authorised officers from Medway Council on demand either electronically or in hard copy.
2. The premises must operate a Challenge 25 scheme and prominently advertise this at the entrance and within the premises.
3. The premises licence holder or designated premises supervisor must keep an incident register. Staff must be trained to complete the register immediately after the incident but no later than the end of their shift. The register must be kept on the premises and will detail:
 - a. Day, date and time of incident
 - b. Nature of incident
 - c. Resolution
 - d. Each entry is to be checked and signed by the DPS/Licensee no later than 1 week after the entry has been made

The register must be made available to Police, Police Licensing Officers and authorised officers from the Local Authority either electronically or hard copy upon request.

4. The licence holder and/or designated premises supervisor shall ensure that at least one personal licence holder is available on the premises.
5. Clear and legible notices must be prominently displayed at all exits requesting customers to respect local residents and leave the area quietly.
6. CCTV will be provided in the form of a recordable system, capable of providing pictures of evidential quality in all lighting conditions particularly facial recognition.
 - a. Cameras shall record all ingress and egress to the premises, fire exits and all areas where the sale and supply of alcohol occurs.
 - b. Equipment must be maintained in good working order, with recordings correctly time and date stamped. Recordings MUST be kept in date order, kept for a period of 31 days and handed to police and authorised officers on demand.
 - c. The premises licence holder must ensure at all times a DPS or appointed member of staff are on the premises and are capable and competent at downloading CCTV footage in a recordable format to the police and local authority on demand.
 - d. The recording equipment and discs/tapes shall be kept in a secure environment under the control of the DPS or other responsible named individual.

- e. An operational daily log report must be maintained and endorsed by signature, indicating the system has been checked and is compliant. In the event of any failures, any action taken is to be recorded.
 - f. In the event of technical failure of the CCTV equipment the premises licence holder or DPS must report the failure to the police licensing officer immediately.
(licensing.north.division@kent.police.uk).
7. The Designated Premises Supervisor will undertake a risk assessment in respect of the provision of door supervisors for any unusual events and where deemed appropriate a minimum of 1 door supervisors will be employed.