Appendix 1

Application for a premises licence to be granted under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

		KIRK INVESTMENTS LTD				
apply descri releva	for a jibed in ant lice	name(s) of applicant) premises licence under section Part 1 below (the premises) ensing authority in accordance emises details	and I/we are	makin	g this applicat	tion to you as the
		ess of premises or, if none, ord	nance survey	map re	ference or desc	cription
JOF	PLING	STORES HOUSE REET				
Post	town	SUNDERLAND			Postcode	SR1 1DP
Tele	phone	number at premises (if any)				
Non	-domes	stic rateable value of premises	£0			
		olicant details				
riease	state v	whether you are applying for a	premises licen	ce as	Please ticl	k as appropriate
a)	an in	dividual or individuals *			please comple	ete section (A)
b)	aper	son other than an individual *				
	i	as a limited company/limited lipartnership	ability	\boxtimes	please compl	ete section (B)
	ii	as a partnership (other than lim	ited		please compl	ete section (B)
	iii	as an unincorporated association	on or		please comple	ete section (B)
	iv	other (for example a statutory	corporation)		please compl	ete section (B)
c)	a rec	ognised club			please comple	ete section (B)

d)	a charity					please comp	olete section (l	3)
e)	the proprietor	of an education	nal establishm	ent		please comp	plete section (l	3)
f)	a health service	e body				please comp	olete section (I	3)
g)	a person who is Care Standards independent ho	s Act 2000 (c1-	4) in respect o			please comp	plete section (I	3)
ga)	a person who is Part 1 of the H (within the me- independent ho	ealth and Soci aning of that P	al Care Act 20 art) in an			please comp	olete section (I	3)
h)	the chief office England and W		a police force	in		please comp	olete section (I	3)
* If yobox b	ou are applying elow):	as a person de	scribed in (a)	or (b) p	lease (confirm (by ti	icking yes to o	ne
premi	carrying on or prises for licensable	le activities; or		ess whic	h inv	olves the use	of the	
1 am 1	making the appli statutory funct a function disc	-		jesty's p	rerog	ative		
(A) IN	DIVIDUAL AP	PLICANTS (fill in as appli	icable)				
(A) IN	DIVIDUAL AP	PLICANTS ((fill in as appli	icable)				
(A) IN	DIVIDUAL AF	PPLICANTS ((fill in as appli			er Title (for		
	Mrs [☐ Ms		exan	•		
Mr Surna	Mrs [Miss	☐ Ms	s 🗌 First na	exan mes	nple, Rev)	yes	
Mr Surna Date	Mrs [Miss	☐ Ms	s 🗌 First na	exan mes	•	yes	
Mr Surna Date Natio	Mrs [ame of birth	Miss I ar	☐ Ms	s 🗌 First na	exan mes	nple, Rev)	yes	
Mr Surna Date Natio	of birth onality ent residential ss if different from the see address	Miss I ar	☐ Ms	s 🗌 First na	exames	nple, Rev)	yes	
Mr Surna Date Natio Curre addre premi	of birth onality ent residential ss if different from the see address	I ar	☐ Ms I m 18 years old	s 🗌 First na	exames	nple, Rev) Please tick	yes	
Mr Surna Date Natio Curre addre premi Post t Dayti E-ma (optio	mrs [ame of birth onality ent residential ss if different fro ises address own ime contact tele til address	I ar	Ms M	First na	exames	Please tick		

SECOND IN	DIVID	UAL .	APPLIC	ANT	(if app	olicabl	e)					
Mr 🗌	Mrs		Miss			Ms			Title (
Surname						Firs	st na	mes				
Date of birt	h			I ar	m 18 y	ears o	ld or	over		Plea	se tick y	yes
Nationality												
Where appli checking ser note 15 for i	vice), t	he 9-d										
Current reside address if di premises add	fferent	from										
Post town								F	Postco	de		
Daytime co	ntact to	elepho	ne numb	er								
E-mail addı (optional)	ress											
B) OTHER A lease provid ive any regis ody corpora	le name stered :	e and :	registere er. In th	e case	ofap	artne	rshi	p or ot	her jo	int ve	nture (
Name LADYKIRK	INVE	STME	ENTS LIN	MITE	D							
Address TECHNOLO BRADBUR' NEWTON A CO DURHA DL5 6DA	Y ROA YCLII	D	,									
Registered n	umber	(where	applicat	ole)								

	scription of applicant (for example, partnership, company, uninconstruction of applicant (for example, partnership, company, uninconstruction)	orporated association etc.)
Tel	ephone number (if any)	
E-r	nail address (optional)	
Part	3 Operating Schedule	
Wh	en do you want the premises licence to start?	DD MM YYYY 1 5 0 3 2 0 2 0
	ou wish the licence to be valid only for a limited period, en do you want it to end?	DD MM YYYY
CO	ase give a general description of the premises (please read guidar NVENIENCE STORE OPERATING OVER GROUND FLOOF MMERCIAL AREA OF THE CITY CENTRE.	
	000 or more people are expected to attend the premises at any time, please state the number expected to attend.	
What	licensable activities do you intend to carry on from the premises	s?
(plea	se see sections 1 and 14 and Schedules 1 and 2 to the Licensing	Act 2003)
Pro	vision of regulated entertainment (please read guidance note 2)	Please tick all that apply
a)	plays (if ticking yes, fill in box A)	
b)	films (if ticking yes, fill in box B)	
c)	indoor sporting events (if ticking yes, fill in box C)	
d)	boxing or wrestling entertainment (if ticking yes, fill in box D)	
e)	live music (if ticking yes, fill in box E)	

f)	recorded music (if ticking yes, fill in box F)	
g)	performances of dance (if ticking yes, fill in box G)	
h)	anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)	
Pro	vision of late night refreshment (if ticking yes, fill in box I)	
Sup	oply of alcohol (if ticking yes, fill in box J)	\boxtimes

In all cases complete boxes K, L and M

Plays Standard days and timings (please read		read	Will the performance of a play take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
guidan	ice note 7	')		Outdoors	
Day	Start	Finish		Both	
Mon			Please give further details here (please read gu	idance note 4)	
Tue					
Wed			State any seasonal variations for performing guidance note 5)	olavs (please re	ad
Thur					
Fri			Non standard timings. Where you intend to use for the performance of plays at different times the column on the left, please list (please read goods).	s to those listed	in l
Sat		- a - a - a - a - a - a - a - a - a - a	•	,	,
Sun					

Films Standard days and timings (please read			Will the exhibition of films take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
	ice note 7		(presso rous guidanes acts s)	Outdoors	
Day	Start	Finish		Both	
Mon	1		Please give further details here (please read gui	dance note 4)	-
Tue	All had married to the				
Wed			State any seasonal variations for the exhibition read guidance note 5)	of films (plea	ıse
Thur					
Fri			Non standard timings. Where you intend to use for the exhibition of films at different times to column on the left, please list (please read guida	those listed in	
Sat				,	
Sun					

Indoor sporting events Standard days and timings (please read guidance note 7)		nd read	Please give further details (please read guidance note 4)
Day	Start	Finish	
Mon			
Tue			State any seasonal variations for indoor sporting events (please read guidance note 5)
Wed		***************************************	
Thur			Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list (please read guidance note 6)
Fri			<u> </u>
Sat			
Sun			

Boxing or wrestling entertainments Standard days and timings (please read guidance note 7)		nd	Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
				Outdoors	
Day	Start	Finish		Both	
Mon	M		Please give further details here (please read gui	idance note 4)	
Tue					
Wed	***************************************		State any seasonal variations for boxing or wreentertainment (please read guidance note 5)	estling	
Thur					
Fri			Non standard timings. Where you intend to use for boxing or wrestling entertainment at differ listed in the column on the left, please list (please)	ent times to t	hose
Sat			note 6)	J	
Sun		(PPA) 140 PA)			

Live music Standard days and timings (please read		read	Will the performance of live music take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
guidan	ce note 7	")		Outdoors	
Day	Start	Finish		Both	
Mon			Please give further details here (please read gui	dance note 4)	
Tue					
Wed			State any seasonal variations for the performa (please read guidance note 5)	nce of live m	ısic
Thur					
Fri			Non standard timings. Where you intend to us for the performance of live music at different t listed in the column on the left, please list (please)	imes to those	
Sat			note 6)	J	
Sun					

Recorded music Standard days and timings (please read		nd	Will the playing of recorded music take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors					
	ce note 7			Outdoors					
Day	Start	Finish		Both					
Mon			Please give further details here (please read guidance note 4)						
Tue									
Wed			State any seasonal variations for the playing of (please read guidance note 5)	recorded mu	sic				
Thur									
Fri			Non standard timings. Where you intend to us for the playing of recorded music at different t listed in the column on the left, please list (please	imes to those					
Sat			note 6)						
Sun									

Performances of dance Standard days and timings (please read guidance note 7)			Will the performance of dance take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
		read	(Productive new p)	Outdoors	
Day	Start	Finish		Both	
Mon			Please give further details here (please read gu	idance note 4)	
Tue					
Wed			State any seasonal variations for the performation (please read guidance note 5)	ance of dance	
Thur					
Fri			Non standard timings. Where you intend to u for the performance of dance at different time the column on the left, please list (please read a	s to those liste	ed in
Sat					
Sun					

descri falling (g) Standa timing	ing of a seption to a seption to a seption to a seption (ard days a seption of a se	that e), (f) or nd read	Please give a description of the type of entertainn providing	ient you will b	e
Day	Start	Finish	Will this entertainment take place indoors or	Indoors	
Mon			outdoors or both - please tick (please read guidance note 3)	Outdoors	
				Both	
Tue			Please give further details here (please read gui	dance note 4)	
Thur			State any seasonal variations for entertainmen description to that falling within (e), (f) or (g) guidance note 5)		
Fri					
Sat			Non standard timings. Where you intend to us for the entertainment of a similar description t within (e), (f) or (g) at different times to those I column on the left, please list (please read guida	o that falling isted in the	S
Sun					

	hment rd days a		Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
timings (please read guidance note 7)			,	Outdoors	
Day	Start	Finish		Both	
Mon			Please give further details here (please read gui	dance note 4)	
Tue				12,	
Wed		- Advisory	State any seasonal variations for the provision refreshment (please read guidance note 5)	of late night	
Thur					
Fri			Non standard timings. Where you intend to us for the provision of late night refreshment at d those listed in the column on the left, please list	ifferent times	
Sat			guidance note 6)	•	
Sun					

Supply of alcohol Standard days and timings (please read guidance note 7)		and	Will the supply of alcohol be for consumption – please tick (please read guidance note 8)	On the premises	
				Off the premises	\boxtimes
Day	Start	Finish		Both	
Mon	1000	2000	State any seasonal variations for the supply of a read guidance note 5) N/A	alcohol (pleas	е
Tue	1000	2000			
Wed	1000	2000			
Thur	1000	2000	Non standard timings. Where you intend to use for the supply of alcohol at different times to the column on the left, please list (please read guidar	ose listed in t	<u>s</u> he
Fri	1000	2000	N/A	ioo note oj	
Sat	1000	2000			
Sun	1000	1700			

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):

Name SEEMA JAGOTA	
Date of birth (
Address	
Postcode	
Postcode Personal licence number (if known) TO BE CONFIRMED	

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9).

NONE

\mathbf{L}

open t Standa timing	premise to the pul and days a s (please ace note 7	blic ind read	State any seasonal variations (please read guidance note 5) N/A
Day	Start	Finish	
Mon	0000	2400	
Tue	0000	2400	
Wed	0000	2400	
	9		Non standard timings. Where you intend the premises to be
Thur	0000	2400	open to the public at different times from those listed in the column on the left, please list (please read guidance note 6) N/A
Fri	0000	2400	
Sat	0000	2400	
Sun	0000	2400	

Describe the steps you intend to take to promote the four licensing objectives:
a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)
AS SET OUT IN THE OPERATING SCHEDULE SUBMITTED WITH THE APPLICATION
b) The prevention of crime and disorder
AS SET OUT IN THE OPERATING SCHEDULE SUBMITTED WITH THE APPLICATION.
c) Public safety
AS SET OUT IN THE OPERATING SCHEDULE SUBMITTED WITH THE APPLICATION.
d) The prevention of public nuisance
AS SET OUT IN THE OPERATING SCHEDULE SUBMITTED WITH THE APPLICATION.
e) The protection of children from harm
AS SET OUT IN THE OPERATING SCHEDULE SUBMITTED WITH THE APPLICATION.

Checklist:

Please tick to indicate agreement

•	I have made or enclosed payment of the fee.	\boxtimes
•	I have enclosed the plan of the premises.	\boxtimes
•	I have sent copies of this application and the plan to responsible authorities and others where applicable.	\boxtimes
	I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.	\boxtimes
•	I understand that I must now advertise my application.	\boxtimes
•	I understand that if I do not comply with the above requirements my application will be rejected.	\boxtimes
•	[Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (please read note 15).	_ ⊠

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED.

Part 4 - Signatures (please read guidance note 11)

Signature of applicant or applicant's solicitor or other duly authorised agent (see guidance note 12). If signing on behalf of the applicant, please state in what capacity.

Declaration	• [Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15).
	The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or

	her proof of entitlement to work, or have conducted an online right to work check using the Home Office online right to work checking service which confirmed their right to work (please see note 15)
Signature	
Date	19 resurary 2020
Capacity	SOLICITOR AND AGENT FOR THE APPLICANT

For joint applications, signature of 2nd applicant or 2nd applicant's solicitor or other authorised agent (please read guidance note 13). If signing on behalf of the applicant, please state in what capacity.

Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14)

SARAH SMITH

SINTONS

THE CUBE

BARRACK ROAD

Post town	NEWCASTLE	JPON TYNE	Postcode	NE4 6DB
Telephone number (if any)		0191 226 4897		•
If you would Sarah.smith	d prefer us to corre @sintons.co.uk	spond with you by e-mail,	, your e-mail addres	s (optional)

Notes for Guidance

- Describe the premises, for example the type of premises, its general situation and layout
 and any other information which could be relevant to the licensing objectives. Where
 your application includes off-supplies of alcohol and you intend to provide a place for
 consumption of these off-supplies, you must include a description of where the place will
 be and its proximity to the premises.
- 2. In terms of specific regulated entertainments please note that:
 - Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
 - Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
 - Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000,
 - Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
 - Live music: no licence permission is required for:
 - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
 - Recorded Music: no licence permission is required for:
 - any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - o any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and

JOPLING STORES, JOPLING HOUSE, JOHN STREET, SUNDERLAND SR1 1DP OPERATING SCHEDULE

- 1. The Premises Licence Holder and Designated Premises Supervisor shall ensure that at all times when premise are open for any licensable activity, there are sufficient, competent staff on duty at the premises for the purpose of fulfilling the terms and conditions of the Licence and for preventing crime and disorder.
- 2. A CCTV system shall be designed, installed and maintained in proper working order, to the satisfaction of the Licensing Authority and in consultation with Northumbria Police. Such a system shall:
 - a) be operated by properly trained staff:
 - b) be in operation at all times that the premise are open to the public;
 - c) ensure coverage of all entrances and exits to the licensed premises internally and externally;
 - d) ensure coverage of such other areas as may be required by the Licensing Authority and Northumbria Police;
 - e) provide continuous recording facilities for each camera to a good standard of clarity. Such recordings shall be retained on paper or otherwise may be put on tape or otherwise (for a period of 28 days) and shall be supplied to the Licensing Authority or Police Officer on request.
- 3. There shall be displayed suitably worded signage of sufficient size and clarity at the point of entry to the premises and in a suitable location at any points of sale advising customers that underage sales of alcohol are illegal and that they may be asked to produce evidence of age.
- 4. A 'Challenge 25' policy shall be implemented and maintained, including staff training to prevent underage sales, and ensuring that all members of staff at the premises shall seek credible photographic proof of age evidence from any person who appears to be under the age of 25 and who is seeking to purchase age restricted products and shall refuse to sell such products to anyone who appears to be under the age of 25 unless that person provides credible photographic proof of age evidence. Such credible evidence, which shall include a photograph of the customer, will either be a passport, photographic driving licence, or Proof of Age card carrying a 'PASS' logo.
- 5. A refusal register shall be maintained and shall be made available upon request, the refusals to be supported by CCTV cameras.
- 6. The premises will operate a till prompt system (EPOS) which will be run in accordance with Challenge 25. The system shall be in operation at all times the premises are open to the public.
- 7. Staff shall refuse to sell age restricted products to any adult who they suspect to be passing age restricted products to those underage (i.e. proxy sales). Details of these refusals shall be recorded, and records kept on the premises.
- 8. The premises licence holder and designated premises supervisor shall cooperate with any crime prevention initiatives which are promoted by the Licensing Authority or Northumbria Police.

- 9. All staff engaged, or to be engaged, in the sale of alcohol on the premises shall receive the following training in age restricted sales:-
 - a) induction training which must be completed and documented prior to the sale of alcohol by the staff member (such training to include the prevention of underage sales, proxy purchasing, sales to drunks, conflict resolution, the Challenge 25 Policy and correct form of ID);
 - b) refresher/re-enforcement training at intervals of no more than 6 months.
- 10. Training manuals and all staff documented training records will be kept at the premises available for inspection by an appropriate Local Authority Officer or Police Officer on request.
- 11. At any time when the premises are open to the public, and licensed to sell alcohol, there will be a personal licence holder on the premises.
- 12. An SIA registered door supervisor will be employed, and on duty at the premises, at all times that the premises are open to the public and licensed to sell alcohol.
- 13. Alcohol shall only be displayed in the areas designated and indicated by green hatching on the plan annexed to this licence.
- 14. There shall be no sale of single cans of beer, lager, cider or perry from the premises.
- 15. The premises licence holder shall not sell beer, lager or cider with an ABV of more than 5.5 %. The aforementioned restriction shall not apply to premium products such as craft or speciality beer, lager or cider in which case products falling within this definition may be sold with an ABV of above 5.5%. A list of premium products will be agreed in writing between the premises licence holder and the Police in advance.
- 16. The licence holder shall consider any request from Northumbria Police to withdraw any brand of alcohol drinks or size of bottle of alcohol. Such request must only be made by the police acting reasonably and based on proper evidence that the sale of such products is detrimental to licensing objectives. The request may only be made by an officer having the rank of Chief Inspector or higher.
- 17. No persons carrying open vessels of alcohol shall be served at any time and such persons will be asked to leave the premises immediately.
- 18. If the general public congregating outside the premises are causing anti-social behaviour, the management shall request that they leave, and if the problem persists the Police shall be called to support.
- 19. Any customer will be banned from the premises if they are identified as attempting to purchase alcohol on behalf of persons under 18 and persons who are already prohibited from entering the store.
- 20. The premises will train its staff on how to identify, deal with and refuse service of alcohol and solvents (sniffable products) to street drinkers. Such training will be documented and include:
 - a) what to look for in identifying street drinkers
 - b) identifying known street drinkers and associates using intelligence kept and collected at the premises and in association with partner agencies
 - c) the law

- d) how to refuse a sale
- e) conflict situations and management support, and
- f) a scenario based questionnaire
- 21. The premises will operate and retain a record of persons banned from purchasing alcohol from the premises, which will form part of staff training and shall include those persons considered to be street drinkers or known associates. Such information shall be supplied from partner agencies and through the store's own records, including CCTV and staff knowledge.