



Alcohol Delivery & Age Verification Policies and Procedures

This policy applies in relation to the sale or supply of alcohol.

Every employee will be required to complete training and show understanding of these policies and procedures when they start their employment (and prior to their first delivery) This training will be recorded and kept on file. Refresher training will be conducted at a minimum of every 3 months subsequently.

Each store has a Designated Premises Supervisor (DPS) who is responsible for ensuring that the procedures detailed below are being followed. The DPS holds a personal licence and legally, every supply of alcohol under a Premises Licence must be made or authorized by a person who holds a Personal Licence. You can find out who your DPS is on the copy of the Premises Licence Summary displayed in your store.

In addition, the licence summary will also include the times we are permitted to deliver alcohol. Your trainer/manager will explain this along with the licence conditions and your responsibilities. Some stores may have additional restrictions on alcohol sales - this will be covered in your training.

Your DPS will give you the authority to sell alcohol on their behalf following this training. A notice to this effect is displayed in your store.

Customers will not be present at the store for transactions. Transactions will be made online only. All alcohol and other age restricted products sold are stored at the premises and delivered directly to the customer.

A Premises Licence comes in two parts. The full licence (Part A), sets out details of the licence holder; name of the DPS; hours; licensable activities and conditions. The licence summary (Part B) sets out the same information with the exception of the conditions. An example of a licence summary can be seen here:

Licensing Act 2003 Premises Licence															
Premises Licence Summary Premises Licence Number: 2626/100456/LAPB															
Premises details Postal address of premises, or if none, OS map reference or description of the premises: 3/11 Imperial Road Unit 3C Imperial Studios 7 Imperial Road Post town: London Post code: SE20 2AG Telephone: 07550996632															
Where the licence is time limited the dates: Not applicable															
Licenable activities authorised by the licence: Sale of Alcohol Off the Premises The licence authorises the carrying out of the following licenable activities on the days and at the times specified below: Sale of Alcohol Off the Premises: <table border="1"> <tr><td>Monday</td><td>08:00 - 08:00</td></tr> <tr><td>Tuesday</td><td>08:00 - 08:00</td></tr> <tr><td>Wednesday</td><td>08:00 - 08:00</td></tr> <tr><td>Thursday</td><td>08:00 - 01:00</td></tr> <tr><td>Friday</td><td>08:00 - 01:00</td></tr> <tr><td>Saturday</td><td>08:00 - 01:00</td></tr> <tr><td>Sunday</td><td>08:00 - 01:00</td></tr> </table> The opening hours of the premises:		Monday	08:00 - 08:00	Tuesday	08:00 - 08:00	Wednesday	08:00 - 08:00	Thursday	08:00 - 01:00	Friday	08:00 - 01:00	Saturday	08:00 - 01:00	Sunday	08:00 - 01:00
Monday	08:00 - 08:00														
Tuesday	08:00 - 08:00														
Wednesday	08:00 - 08:00														
Thursday	08:00 - 01:00														
Friday	08:00 - 01:00														
Saturday	08:00 - 01:00														
Sunday	08:00 - 01:00														
Where the licence authorises supplies of alcohol whether these are on and / or off supplies: Off the premises only															
Name, (registered) address, of holder of premises licence: Siney Group Ltd Marc Brunel House, FLAT G4 136 Wapping High Street London E14 3PL															
Registered number of holder, for example company number, charity number (where applicable): 112278000															
Name of designated premises supervisor where the premises licence authorises the supply of alcohol: Mr Alec Dent															
State whether access to the premises by children is restricted or prohibited: No Restrictions															
Signed: Authorised Officer	Date: 27.07.2020														

Our policies and procedures:

1. Age Verification

We strictly follow an age verification policy called 'Think 25'.

- A. All orders containing age restricted items will be marked with a red age verification sticker (example below) and a copy of the receipt is added to the bag to provide a record of the contents. If stopped by the police, you may be requested to produce this receipt as evidence of the purchase.



- B. Customers will be informed that if they appear to be under the age of 25 upon delivery then they will be asked for evidence to prove that they are over the age of 18. The evidence must include their photograph, date of birth, and a holographic mark to prove that they are 18 years of age or older. The only evidence that will be accepted will be the following:

- A photo card driving licence.
- A passport.
- A proof of age card bearing the PASS hologram.
- Military ID card.
- Biometric residents' permit.

- C. Individuals who provide proof of age will be asked to sign for their delivery and/or allow for their identification to be seen/photographed by the delivery person.
- D. Individuals who are unable to provide proof of age as outlined above will be refused delivery and a record of the refusal will be logged by the delivery person and reported to the manager on returning to the store. The manager will record the details in the refusal log and a note will be added to the customer's online account.
- E. If our delivery person believes that the alcohol has been ordered for consumption by anyone under the age of 18 (proxy sale) they will refuse delivery and again, this will be recorded by the delivery person and logged in store as a refusal with a note added to the customer's online account.
- F. A statement outlining our Think 25 and refusal policy will be clearly displayed on the relevant pages of our website/app.
- G. All orders can only be paid for by debit or credit card in advance - no cash sales are permitted.
- H. Orders are only permitted for delivery. No orders may be collected from the store.

Please see Section 4 'Working Safely' for further information for when complying with these policies would endanger the safety of drivers.

2. Intoxicated customers and potentially problematic scenarios

In addition to age verification, for deliveries of alcohol we will also ensure the following policies are followed:

- A. Individuals who appear to be intoxicated will be refused delivery with a record made of this by the driver and reported to the store manager who will record as a refusal and add a note to the customer's online account.
- B. Our delivery personnel will refuse deliveries to premises where they believe that the delivery of alcohol would create or exacerbate a potentially problematic scenario such as an unruly house party or large event.
- C. In addition to the above, were we to be made aware of potential problem addresses/areas through feedback and/or experience then we would look to make a note on our systems and to send delivery riders to these locations in pairs for additional rider safety.

Please see Section '4. Working Safely' for further information for when complying with these policies would endanger the safety of drivers.

3. Public Safety & Public Nuisance

In accordance with our responsibilities regarding public safety and public nuisance we also have the following policies and procedures in place:

- A. All deliveries are made by bicycle or electric vehicles to reduce the noise and environmental impact of our service.
- B. CCTV is in place covering both the inside and outside of our premises. Recordings are kept for a minimum of 31 days and can be viewed on request by the relevant authorities.
- C. Our premises are fitted with self-closing doors with only employees, contractors and authorised persons admitted access. There is no public access to our premises.
- D. Signage is posted outside each premises reminding employees, contractors and authorised visitors to avoid congregating and making noise/nuisance.
- E. Designated receptacles are in place for the tidy disposal of waste, recycling and cigarettes in each location.
- F. Our drivers are paid on an hourly basis (as opposed to per job/delivery) which significantly reduces the chance of congregation/loitering as they can be reassigned work within the store in between deliveries.
- G. All drivers shall always exhibit good mannerism as well as communicating politely with any and all neighbours and/or the general public
- H. All drivers to carry appropriate identification.

4. Working safely

The wellbeing of our employees is paramount, and we are committed to keeping them, our customers and the public safe at all times, as such:

- A. If a driver perceives any potential threat or violent situation in the course of their work, they are to put their own safety first and should cancel the delivery and report the matter to their manager and to the police, if appropriate. This includes drunken, violent, or threatening behaviour whether actual or implied.
- B. If the driver feels that due to such a situation, they are unable to comply with this policy and complete the delivery, they should prioritise their own safety. Once they have removed themselves to a safe location, they should then contact their manager and the police, if necessary.
- C. If a customer violates any section of this policy or creates a situation that impacts the safety of our drivers, the DPS will attach notes to the customer's account and if necessary, block them from being able to use Weezy's service in the future.

- D. Orders will be checked and vetted prior to dispatch to flag any orders that may be deemed suspicious or risky (e.g., any prior issues relating to nuisance, intoxication, or proxy sales attempts).
- E. In any scenario where we, or the delivery person, considers there may be additional risk specific to a location or circumstance, as per Section 2.C we would arrange for a pair of drivers/riders to make the delivery

