

Quick Commerce
Freshfields Brighton

Draft Operating Schedule as at 3 September 2021 clean copy

1. The sale of alcohol from the premises shall be for delivery only by a delivery rider. Members of the public will have no access to the premises.
2. (a) Digital CCTV and appropriate recording equipment to be installed, operated and maintained throughout the premises internally and externally to cover all public areas, including the entrance to the premises. The system shall be on and recording at all times the premises licence is in operation.
(b) The CCTV cameras and recording equipment must be of sufficient quality to work in all lighting levels inside the premises at all times.
(c) CCTV footage will be stored for a minimum of 31 days.
(d) The management will give full and immediate cooperation and technical assistance to the Police in the event that CCTV footage is required for the prevention and detection of suspected or alleged crime.
(e) The CCTV images will record and display dates and times, and these times will be checked regularly to ensure their accuracy.
(f) Subject to GDPR guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV, and will be able to download selected footage onto a disk (or other electronic portable device acceptable to Sussex Police) for the police without difficulty or delay and without charge to Sussex Police.
(g) Any breakdown or system failure will be notified to the police immediately & remedied as soon as practicable.
(h) In the event of the CCTV system hard drive being seized as evidence as part of a criminal investigation by Sussex Police or for any other reason, the premises will be expected to install a replacement hard drive or a temporary replacement drive as soon as practicable.
3. An incident log/register shall be maintained to record all incidents of crime and disorder occurring on delivery of products. This log/register will be available for inspection by a police officer or other authorised officer on request.
4. Alcohol will only be delivered to residential and business addresses.
5. Alcohol will not be delivered to customers at a park, in an open space or the beach.,
6. Delivery riders must be instructed to abort delivery where that sale is believed to be a "street sale" or to an open space. All such instances will be recorded in the refusals/incidents log.
7. The premises licence holder shall not sell beer, lager or cider with an alcohol content over 6.5% ABV (alcohol by volume) save for products agreed (email will suffice) with the police. This restriction shall not apply in respect of the specialist branded, premium priced products - for example craft ales, local or microbrewery specialist products, boxed gifts or national celebratory/commemorative beer, lager or cider.
8. There shall be no sale of spirits in vessels smaller than 35cl.
9. Members of the public will not be allowed to enter the premises.
10. Riders will be permitted to collect orders and deliver on foot, by pedal bike, electric bike (or other electric vehicle) only.
11. Riders will not be permitted to smoke in the immediate vicinity of the premises.
12. Riders will not be permitted to congregate in the immediate vicinity of the premises.

13. Riders will be instructed not to loiter in the vicinity of residential premises.

14. No collections of waste or recycling materials (including bottles) from the premises shall take place between 22:00 hours and 08:00 hours on the following day.

15. Prominent, clear and legible notices must be displayed at all exits requesting staff and couriers to respect the needs of local residents and to leave the premises and the area quietly.

16. All delivery riders will be employed directly by the licence holder or a group company of the licence holder.

17. The premises licence holder will ensure that an age verification policy will apply whereby all delivery riders will be trained to ask any customer to whom alcohol is delivered, who appears to be under the age of 25 years to produce, before being sold alcohol, identification being a passport or photocard driving licence bearing a holographic mark or other form of identification that complies with any mandatory condition that may apply to this licence.

18. All delivery riders shall receive training in age restricted sales.

- Induction training must be completed and documented prior to the delivery of alcohol by the rider.
- Refresher/reinforcement training must be completed and documented at intervals of no more than 6 months.

Training records will be available for inspection by a police officer or other authorised officer on request.

Training records will be electronically stored by the licence holder for a period of 12 months.

19. A warning shall be displayed on the digital platform on which an order is placed informing customers that they must be aged 18 or over to make a purchase of alcohol and notifying customers that the rider will carry out age verification on delivery. The customer will be required to declare that he or she aged 18 or over. If the rider is not satisfied that the customer is aged 18 or over any alcohol in the order will be withheld.

20. All riders shall be trained to record refusals of sales of alcohol in a refusals log/register. The log/register will contain:

- details of the time and date the refusal was made;
- the identity of the rider refusing the sale;
- details of the alcohol the person attempted to purchase.

This log/register will be available for inspection by a police officer or other authorised officer on request.

21. All alcohol sale orders shall be made via an online platform for delivery only and must be paid for by debit or credit card or other mobile payment or digital wallet service.

22. An alcohol verification sticker shall be applied to the delivery package so that alcohol can be easily retrieved by the delivery person to prevent an illegal sale. Details of the order (including the type, amount of alcohol, name, and address of the customer) must be included with the order. All delivery drivers and riders must allow any Police Constable or Local Authority Officer to inspect any alcohol or order details on request.

23. There shall be no delivery that includes alcohol from the premises between 0000 and 0800.

