

Appendix F

I would like to apologise to the Licensing Committee and the Responsible Authorities that it has been necessary to review the premises licence.

In June 2015 I took over the operations of the premises by way of becoming a premises licence holder without seeing the premises licencing conditions as I am new to the off-licence business and the complete business take over from the previous owner is happened in 2nd week of July 2015 and in those two weeks I have realised the associated conditions attached to premises so I have closed the store for two weeks in July for me to become a personal licence holder for understanding the duties, responsibilities of running an off-licence store and to become a DPS of the store at the end of July 2015.

I did understand the importance implementing the conditions associated with the premises licence so I have decided to work at the store by myself 7 days a week and with a help of one staff after 10 PM working hours because it is a convenience store recruited personal licence holders are leaving after few months of work to work in a pubs, bars.

In early months of October 2016, my store roof has fallen down and based on my 1-year trade experience, previous history of the premises (Name change advises from few officers) with the help of friends and family I have refurbished the store to become a Premier franchise.

In 2017 I have started trading as Seven days premier store and when it was Osborne wines I only used to do the business from 2 PM - 11 PM but as part of the premier store I have to open the store from 7 AM - 11 PM where I have recruited very experienced staff who are working in another off-licence store Spar in the same road and both M [REDACTED] [REDACTED] (Since end January 2017) and Z [REDACTED] [REDACTED] (After

the initial meeting with trading standards) is no longer works in the store.

In September 2017 I got very serious health issues, because of my health condition, I have trained and authorised VJ to do the premises daily duties, at the same time I have recruited, trained both U [REDACTED], R [REDACTED] as well to support VJ.

In that period U [REDACTED] failed the underage test and I have given a serious warning to both U [REDACTED], VJ on this matter and I have re-trained U [REDACTED] again and send him for the personal licence course. U [REDACTED] felt very sorry stating that he understands the seriousness of the duties in his job role and this mistake will never happen again.

VJ is an experienced person who has worked in other off-licences in the city for more than 8 years and when I sent him for the BIIAB exam he has scored 40/40 with 100% pass marks. Rob Anderson quoted him that "VJ is helpful and happy with the knowledge of what he is speaking regarding licencing objectives". I have told off VJ for not to apply for a personal licence after passing the exam and VJ felt sorry of his negligence of not putting the application by thinking that he understands the law to protect the licencing objectives saying that he has never failed the test (or) never made any underage sale and I do believe the condition of becoming a personal licence holder is to protect licencing objectives.

In November 2017 all the points made by trading standards including the suggestions related to the Vodka shots, grinders, getting personal licence holders, outside CCTV, documentation of Re-Fresher training logs, registering refusals in refusal log, new DPS because of my health condition. And with an immediate effect, I have instructed not to have any vodka shots (Due to some major refusals happen on this item), grinders (the store hasn't made any single sale on it and this is the first time supplier put them in store which is also returned) anymore and not to get from the instore visiting suppliers.

In February 2018 from the delivery U [REDACTED] put the Tetra beer on the chiller without checking the % and even not removing it completely from sales area after informing him is a mistake, he shouldn't have taken his own decision by putting the items back on the shelf even though there is no potential interest in selling this product in the store. Premier promotions and other cash & carry deliveries will be get delivered monthly to the store including alcohol products without considering stores licencing conditions and some cash and carry's do replace the items with similar kind of products when they do not have what we ordered online. I have made a request to the premier promotions delivery department to not to send any alcohol product through the monthly promotions delivery and I will pick up from the booker's depot when I go to cash and carry to not to reoccur this mistake again by any means and instead of letting my staff process the ordering I will be doing the order process to restrict in feature.

On 17th March 2018 Police conducted a test purchase operation and both U [REDACTED], R [REDACTED] present at the premises also rejected the sale of alcohol which proves that U [REDACTED] understands the importance of protecting licencing objectives and also shows that U [REDACTED] learned a lesson from the previous failure.

In March 2018, after getting notified about the submission of premises review application by trading standards,

- Stopped selling alcohol at the store in the past 3 weeks at least 10 hours a day by displaying appropriate signs to the customer till both U [REDACTED], R [REDACTED] received personal licences
- I have done a refresher training for all my staff which is documented
- Checked refusal logs on a weekly basis which is also documented
- CCTV is now secured properly
- Both U [REDACTED], R [REDACTED] now holding personal licences and

unfortunately, VJ's granddad expired so he is not available now so when he comes back he will also apply for a personal license and during his personal licence application process he will only work at the store after 22:00 hours to accompany me

- Recruited an experienced and capable person (Simon Bennett) be a DPS (Designated Premises Supervisor) of the premises to carry out day to day duties
- All the stock purchasing both online / cash and carry will be done by me and also changed the passwords of online ordering sites and have instructed my staff that they are not allowed to put any deliveries to the store

Please allow the premises to continue to trade.







