

# LOCKETT & CO DUE DILIGENCE PACKAGE OVERVIEW

Lockett & Co will provide each licensed site with a complete due diligence package to consisting of the following material:

## **1. A Premises Licence Manual:**

The manual consists of all the relevant information and guidance the licence holder would require relating to the premises licence and the requirements under the Licensing Act 2003. There is a location within the manual to store Part A of the premises licence and instruction provided regarding the requirement of the Section 57 notice and Part B Summary being displayed.

## **2. Staff Training Manual:**

This manual is designed to enable the licence holder to undertake regular in house staff training relating to alcohol and age restricted products to ensure that all staff members including any new members of staff understand their legal duties and what the requirements are under the Licensing Act 2003 for alcohol and age restricted products and the penalties that may be applicable if the law is not adhered to.

## **3. Premises Refusals Log:**

The log is to enable all staff to record all details of any refused sales to customers (for example if they are underage, do not have any ID, etc). The log allows all refusals to be kept in one place and provides the detailed information that is required under the Licensing Act 2003, which can then be produced at any time upon request to the Police, Trading Standards or other relevant officer to ensure that staff has been compliant with the requirements. This log is also signed off by the relevant DPS or site manager on a regular basis to ensure compliance.

## **4. Premises Incident Log:**

The log is to enable staff to record any incidents that occur at the premises (for example theft, non-payment for goods, drive offs, acts of aggression or violence, etc).

## **5. Refusals Cards Alcohol:**

The cards are for the staff members serving customers to give out to the customer when they are refused service when trying to purchase alcohol, telling them why they were refused. The use of the card can assist in reducing potential confrontation.

## **6. Refusals Cards Age Restricted:**

The cards are for the staff members serving customers to give out to a customer when they are refused service for age restricted products, telling them why they were refused. The use if the card can assist in reducing potential confrontation.

## **7. U 25 Drink Awareness Badges:**

The badges are for staff members to wear on their uniform, to identify to customers that they will be requesting ID from anyone who appears to be under the age of 25 when purchasing alcohol and age restricted products.

### **8. U 25 Drink Awareness Posters and Window Decal:**

The posters and window decal are provided for the premises licence holder to display in and around the premise. There are three posters as follows: 1. Advises that anyone who appears to be under the age of 25 will be asked for ID when purchasing alcohol, 2. Advises it is an offence to purchase or attempt to purchase alcohol on behalf of anyone who is under the age of 18. 3. Advises that it is a criminal offence to buy alcohol on behalf of a child. The window decal advises that anyone who appears to be under the age of 25 will be asked to produce ID when buying any age restricted product.

### **9. Tobacco Posters**

The posters are for the premises licence holder to display on or near to the cigarette gantry that it is illegal to sell tobacco products to anyone under the age of 18. The poster meets the legislative requirements that the retailer must display in respect of tobacco sales.

### **10. Staff Guide to Selling Alcohol and Age Restricted Products Booklet:**

The small booklet is provided to each member of staff at the premises and is distributed to them as part of their in house training, it is designed as an easy guide for staff members to refer to regarding their responsibilities with regard to the sale of alcohol and age restricted products.

**Please note: Any legislative changes will be advised to the premises licence holder the changes will also be updated within the material provided to each site as and when it is required.**