

Premises: **Unit 1 Rosa Luxemburg Apartments**
 Ashley Road
 Tottenham Hale
 London
 N17 9ST

Document: **Management Plan**
 Version 001

Date: **16 March 2023**

This Management Plan is supplemental to the terms of the Premises Licence (the "Licence") granted to the above Premises and the terms of the Licence shall prevail over this document.

In operating Unit 1, Rosa Luxemburg Apartments as a Taproom and bottle shop, the Tenant has agreed to abide by the following management procedures and obligations:

Hours of Operation:

The hours of operation will be hours will be:

- Sunday to Thursday - 10:00 to 23:00
- Friday to Saturday - 10:00 to 23:30

All outside areas shall be closed and cleared of customers by 22:00 hours. Adequate notices shall be displayed to inform patrons of this requirement.

The premises licence holder shall take appropriate measures to ensure that patrons using the outside areas do so in a quiet and orderly fashion.

Alcohol sales shall stop 30 minutes before closing to allow a drinking up period.

Operational Conditions:

1. Signs shall be prominently displayed on the exit doors advising customers that the premises is in a Public Space Protection Order Area (or similar) and that alcohol should not be taken off the premises and consumed in the street. These notices shall be positioned at eye level and in a location where they can be read by those leaving the premises.

2. A digital CCTV system to be installed in the premises:

- (a) Cameras must be sited to observe the entrance doors from both inside and outside.
- (b) Cameras on the entrances must capture full frame shots of the heads and shoulders of all people entering the premises i.e. capable of identification.
- (c) Cameras must be sited to cover all areas to which the public have access including any outside smoking areas.
- (d) Provide a linked record of the date, time of any image.
- (e) Provide good quality images - colour during opening times.
- (f) Have a monitor to review images and recorded quality.
- (g) Be regularly maintained to ensure continuous quality of image capture and retention.
- (h) Member of staff trained in operating CCTV at venue during times open to the public.
- (i) Digital images must be kept for 31 days.

The equipment must have a suitable export method, e.g. CD/DVD writer so that Police can make an evidential copy of the data they require. Copies must be available within a reasonable time to Police on request.

3. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Police, which will record the following:

- (a) All crimes reported to the venue
 - (b) All ejections of patrons
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- (c) Any complaints received
- (d) Any incidents of disorder
- (e) Any faults in the CCTV system
- (f) Any visit by a relevant authority or emergency service

4. The premises licence holder must ensure that all Personal Licence Holders, those with delegated authority, and staff employed by or contracted to the relevant licensed premises; register and successfully complete the nationally recognised counter terrorism training product referred to as ACT eLearning package within 10 days of the Premise Licence application being made or can demonstrate that the ACT eLearning product has been successfully completed by those employed or contracted to the relevant licensed within the preceding 12 month period of the licence being granted (ACT eLearning Certificates are provided on successful on-line completion). Guidance: To obtain further ACT eLearning information (FAQ) visit <http://www.NaCTSO.GOV.UK> or to register as a business or individual for ACT eLearning visit <https://ct.highfieldelearning.com/>

5. Suitable beverages other than alcohol (including drinking water) shall be equally available for consumption.

6. Prominent, clear and legible notices shall be displayed at all public exits from the premises requesting customers respect the needs of local residents and leave the premises area quietly. These notices shall be positioned at eye level and in a location where those leaving the premises can read them.

7. Staff shall actively discourage patrons from congregating around the outside of the premises.

8. All refuse and bottles shall be disposed of in bins quietly so as not to disturb neighbours or local residents. There shall be no disposal of glass bottles outside between 23:00 hours and 07:00 hours.

9. All staff shall receive induction and refresher training (at least every three months) relating to the sale of alcohol and the times and conditions of the premises licence.

10. All training relating to the sale of alcohol and the times and conditions of the premises licence shall be documented and records kept at the premises. These records shall be made available to the Police and/or Local Authority upon request and shall be kept for at least one year.

11. A 'Think 25' proof of age scheme shall be operated and relevant material shall be displayed at the premises.

12. A written record of refused sales shall be kept on the premises and completed when necessary. This record shall be made available to Police and/or the Local Authority upon request and shall be kept for at least one year from the date of the last entry.

13. No one under the age of 18 years shall be permitted to enter the premises unless accompanied by an adult.

14. Except in cases of emergency or staff illness, a personal licence holder is to be present on the premises and supervise the sale of alcohol, throughout the permitted hours for the sale of alcohol.

15. At least 1 SIA registered supervisor shall be on duty at the premises at least 3 hours before the scheduled kick off time until close on any day that a Premier League football match is held at the Tottenham Hotspur Stadium.

16. At least 2 SIA registered supervisors shall be on duty at the premises at least 3 hours before the scheduled kick off/event start time until close on any day that a high risk event or match (to be determined and notified by the Metropolitan Police in advance) is held at the Tottenham Hotspur Stadium.

17. At least 3 hours before the scheduled kick off/event start time until close on any day that a Premier League football match is held at the Tottenham Hotspur Stadium the premises licence holder shall use drinking vessels made of toughened glass or plastic and shall be designed not to have a sharp edge when broken.

Community Engagement:

The operator shall liaise with the Rosa Luxemburg Resident's Association to advise of any special events or changes to the terms of the Licence and where requested in writing by the Rosa Luxemburg Resident's Association, the operator will attend the Resident's Association's meetings.

The operator shall provide a dedicated email address and phone number to allow those in the adjacent Rosa Luxemburg Apartments to contact the Licence Holder to discuss any concerns about the operation of the Premises. The operator shall respond within 2 working days to any such concerns.

Each day, the area directly adjacent to the Premises shall be swept clear of litter and all refuse shall be properly stored in the allocated refuse stores.

The operator of the Premises shall liaise with the adjacent land owner of the Berol Link (Building 1), who is responsible for the management and maintenance of the Berol Link.

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