Operating schedule Appendix 5

1. A CCTV system is installed internally at the premises giving coverage of the entrance and exit, alcohol and such system shall be maintained and fit for purpose

- 2. CCTV shall be in operation 24 hours a day, 7 days a week
- 3. The recording system will be able to capture images of evidential quality, and such recordings shall be retained for as long as the system is able (whilst retaining the high-quality image) and in any event for a minimum of 28 days
- 4. The system shall continually record whilst the premises is open for licensable activities and during all times when staff and customers remain on the premises
- 5. The CCTV system shall have a constant and accurate time and date generation
- 6. Management to be trained to view and download CCTV footage on receipt of an internal authorisation code. For urgent matters, at all times officers will be able to view CCTV footage to verify if a reported offence is covered and, whenever required, CCTV will be downloaded and made available to the officer as soon as reasonably practicable. For non-urgent matters, CCTV will be available to view and download at all times during normal office hours on receipt of an internal authorisation code or in any event within 48 hours
- 7. Signage will be displayed advising that CCTV is in operation.
- 8. A refusals log (which may be electronically recorded) shall be kept detailing all refused sale/supply of alcohol. The log should include the date and time of the refused sale/supply and the name of the member of staff who refused it. The log shall be available for inspection at the premises by the police or an authorised officer of the licensing authority at all times whilst the premises is open.
- 9. An incident log shall be kept at the premises for at least 12 months, and made available on request to an authorised officer of the licensing authority or the Rickmansworth Police Licensing Unit, which will record the following:
 - a. all crimes reported to the venue, or by the venue to the Police
 - b. all ejections of patrons
 - c. any complaints received
 - d. any incidents of disorder
 - e. seizures of drugs, offensive weapons, fraudulent ID or other items
 - f. any failures or faults in the CCTV system or searching equipment or scanning equipment
 - g. any refusal of the sale/supply of alcohol
 - h. any visit by a responsible authority or emergency service
 - i. the times on duty, and the licence number, of all licensed door supervisors employed by the premises.
 - j. assaults or other injuries whether or not police or medical assistance is required
 - k. all times when CCTV and electronic identification system records have been supplied to Police and licensing authority officers.
 - I. records of reasonable requests from authorised officers in accordance with condition
- 10. All outside areas will be lit to ensure public safety. All the public and disabled entrances to the hall are to be well illuminated and adhere to the DDA Act
- 11. External lighting for the premises will be turned off after the premises are closed to the public
- 12. Security lighting is controlled with dawn to dusk detectors
- 13. All emergency and disabled accesses are to be kept clear and well-marked
- 14. Toughened glass is to be used within the establishment
- 15. No glasses shall be allowed to be taken off the premises
- 16. Notices shall be displayed asking customers not to remove glasses from the premises

- 17. The premises has the benefit of a full security and fire alarm system
- 18. Evacuation signs are to be on prominent display, showing all the recognised fire exits to leave the premises
- 19. All staff are fully trained in health and safety and evacuation procedures and there are adequate first aiders at any event
- 20. A clear plan will be mounted in the hall showing where the fire extinguishers and fire blankets are as well as the fire alarms
- 21. There shall continue to be emergency lighting throughout the building
- 22. All electrical equipment, including emergency lighting, shall be checked annually and every third year PAT tested with the necessary certification being issued
- 23. Boilers and gas fittings will be safety checked and certified
- 24. The alarm and extinguishers will be checked annually
- 25. Notices with details of the emergency key holders will be displayed
- 26. Special effects such as pyrotechnics, bubble machines, smoke machines etc. shall not be allowed to be used in the hall
- 27. The front doors to the premises leading from the car park, shall be opened at the end of the evening, to encourage guests straight to their cars
- 28. Prior to installing any temporary structures, the DPS/Manager will carry out an appropriate risk assessment and/or noise management plan
- 29. Outside events on the recreation grounds are to be limited to 5 (five) per calendar year.
- 30. A noise management policy is in place that sets out sound attenuation measures to prevent or control music, singing and speech noise breakout from the premises
- 31. Where necessary noise levels will be maintained by the Manager and DPS. All reasonable measures to be taken to ensure limitation of noise
- 32. Windows and doors to be closed after 2300 hours when live or recorded music is playing
- 33. Guests will be encouraged to limit any noise when leaving or arriving at the premises late at night
- 34. Appropriate liaison with local residents shall be promoted by the premises licence holder and the DPS
- 35. Staff are trained in underage sale prevention
- 36. The premises will operate a Challenge 25 Policy for sales of alcohol
- 37. Acceptable forms of identification are (but not limited to) PASS approved proof of age cards, valid passport and photocard driving licence
- 38. Signage advising of the Challenge 25 Policy will be prominently displayed at the premises
- 39. Persons under the age of 18 will be accompanied by an adult.