

# OPERATING SCHEDULE

**Name of Applicant:** *MR MEGHDAD FARROKHZAD*

**Address of Premises:** 584 KINGS ROAD, FULHAM, LONDON SW6 2DX

## **Proposed Opening Times:**

Monday to Saturday 08:00 until 23:00

Sunday from 10:00 until 23:00

## **Proposed times for supply of alcohol:**

Monday to Sunday 10:00 until 22:30

## **INTRODUCTION**

It is the primary objective of the Proprietor, Designated Premises Supervisor (“DPS) and Management (together referred to as “the Management”) to operate in a manner designed to minimise risk to customers, employees, neighbours, or persons in the near vicinity of the premises.

The Management seek to operate successfully, providing a high-quality venue for the enjoyment of customers in a manner that does not adversely impact on the quality of life of neighbouring residents, businesses, or passers-by.

The Management will not tolerate breaches of the Law on the premises. Restaurant and bar will be operated within the terms and conditions of its Premises Licence. All staff will be made aware of and expected to embrace these objectives, acting in a manner most likely to achieve them.

## **STYLE OF OPERATION**

The Restaurant/Bar is a well-furnished premise offering a luxurious and relaxed ambience for its patrons. It will specialise in the provision of high-quality cuisine, with an unsurpassed level of service. The premises will open.

**At 08:00 serving a full breakfast menu.**

**At 10:00 the bar will open, and a light lunch menu will be available with a wide range of wines and beers on offer along with a full bar and waiting service.**

**At 18:00 a menu containing more substantial food / canopies will be available.**

# **THE PREVENTION OF CRIME AND DISORDER**

1.1 The Designated Premises Supervisor (“DPS”) is fully aware of his responsibilities under the LA 2003 Act and will be responsible for liaison with the Police and other Responsible Authorities. Should he become aware of any crime and/or disorder either within the premises or connected to the premises he will ensure the authorities are informed and supported in their actions/activities.

1.2 The Licence Holder / Designated Premises Supervisor/ Manager shall actively participate in any local Pub Watch or similar scheme, and will co-operate with initiatives promoted and supported by that Organisation. Management will also seek to play an active role in any community initiatives designed to promote “safer drinking” or minimise problems associated with alcohol and the late-night economy of the Borough.

1.3 Management are aware of and fully embrace the recommendations and sentiments of the document developed by the drinks industry in partnership with the Government, called “Social Responsibility Standards for the Production and Sale of Alcoholic Drinks in the UK”.

1.4 staff will be trained to ask for acceptable means of identification in the form of a Passport, Photo Driving Licence or a “proof of age” scheme card incorporating the “PASS” hologram. Notices shall be displayed in prominent positions around the premises advising customers of the Proof of Age policy in force at the premises.

1.5 Management recognise that no offence is committed if the purchase of alcohol is by someone over the age of 18 and is for someone aged 16 or 17 and it is either beer, wine, or cider, and it is consumed with a table meal in the restaurant and they are accompanied by someone aged 18 or over. A table meal does not include bar snacks. Nevertheless, any such sale will be subject to the policies set out in paragraph 1.8, 4.2 and 6.1.

1.6 Management will endeavour to always be available to discuss licensing concerns with the local police or local authority and will endeavour to participate in any scheme providing direct communications between Management and the Authorities.

1.7 Management will maintain a health and safety policy that is regularly under review. Risk Assessment will also be carried out and will be regularly reviewed. Staff will be aware of these policies and Management will endeavour to enforce them. Management is also aware of the special conditions with regards to covid-19. A specific Risk Assessment has been undertaken to ensure that all government and local authority guidelines are followed and any risks to customers or staff are minimised.

1.8 The staggered opening hours requested with regards to the cessation of the sale of ALCOHOL has been carefully considered by Management, the provision of free water after the ending of the supply of alcohol.

1.9 This will encourage patrons use of the premises between these times as a cool down time, when the lighting will be gradually increased, patrons will be encouraged to wait for taxis inside the venue this will allow a gradual dispersal of the premises and surrounding area.

1.10 This dispersal shall be overseen by SIA Door Supervisors (when on duty)

## **DOOR SUPERVISION**

**It is considered by the management that the requirement for Door Supervision is on a required only basis – Friday /Saturday evenings and as advised (by police licensing team) on Matchdays.**

1.11 A register shall be maintained by the DPS recording details of the SIA registered Door Supervisor. This shall record their full name, home address, and contact number, the Door Supervisor's SIA registration number and the time they commenced and concluded working. If the Door Supervisor is supplied by an agency, details of that agency will also be recorded including the name of the agency, the registered business address, and a contact telephone number. This shall be always made available for inspection by authorised officers.

1.12 Management consider that Door Supervisors will be required on Friday and Saturday when a min of two SIA Door Supervisors shall be on duty from 21:00 until the premises are closed and the immediate area is clear of patrons.

1.13 All Door Supervisors working outside the premises or whilst engaged in the dispersal of patrons at the close of business shall wear "high visibility clothing".

### **Matchday Conditions**

1.14 On days when Chelsea Football Club are playing at home or on days when a Chelsea victory parade takes place there shall be a minimum of 2 door supervisors on the premises from 3 hours before the advertised kick off time until three hours after the match has been completed.

1.15 On days when Chelsea Football Club are playing at home or on days when a Chelsea victory parade takes place, the premise shall not allow any drinking, or provision of food, in any area outside the premises for three hours before the advertised kick off time until three hours after the match has been completed.

1.16 On days when Chelsea Football Club are playing at home or on days when a Chelsea victory parade takes place plastic glasses shall be used for three hours before the advertised kick off time until three hours after the match has been completed.

1.17 On days when Chelsea Football Club are playing at home or on days when a Chelsea victory parade takes place, there shall be a minimum of [insert number] personal licence holder(s) on duty from three hours before the advertised kick off until three hours after the match has been completed.

## **TRAINING POLICY FOR STAFF**

**The DPS shall ensure that all staff at the commencement of their employment are made aware of the law regarding the refusal of supply of alcohol to any person who is drunk or who is underage and shall be trained on how to seek identification from anyone who appears to be underage. Such training will include commitment to and adoption of the Challenge 25 Scheme to prevent illegal sales to under-aged persons. Specifically, where any person thought to be under 25 wishes to purchase alcohol, staff will be trained to always ask for identification in the form of a passport, photo driving licence or a “proof of age” scheme card incorporating the “PASS” hologram.**

1.18 All staff responsible for selling alcohol shall receive regular training in the Licensing Act 2003 in terms of the licensing objectives, offences committed under the Act and conditions of the Premises Licence. Written records of this training shall be retained and made available to police and authorised officers of the Licensing Authority on request.

1.19 Management shall maintain a “open door” policy in respect of staff who have any queries or concerns regarding the operation of the premises, and regarding any matters on which they have received or would like to receive training. This will ensure that such queries are dealt with promptly, on an ongoing basis, without having to wait for the set training sessions.

1.20 Management will keep training needs under periodic review considering experience at the premises and elsewhere in the borough and wider community, so that prompt training can be given in respect of actual or possible future problems without having to wait for scheduled training to take place.

1.21 Training records of staff will be made available to the Licensing Authority or any Relevant Responsible Authority, including the police, when requested.

1.22 All new members of staff shall, before first starting to sell alcohol, be trained as to their responsibilities under the Licensing Act 2003, namely sales to underage, persons already intoxicated, sales by proxy, licensable hours, conditions attached to the premises licence. This training will be recorded in a staff training logbook and be made available on demand to any Police Officer, Police Community Support Officer, or an authorised officer of the Local Authority.

1.23 All staff shall receive continuation training regarding their responsibilities under the Licensing Act 2003 at least every six months. Such training will be recorded in a Staff Training Log showing what training has been given to whom by whom and on what date. This will be signed by the DPS as correct. These records shall be available on request to any Police Officer, Police Community Support Officer or an authorised officer of the Local Authority.

1.24 A written record of those authorised to make sales of alcohol shall be kept, (notice of delegated authority) this will be endorsed by the DPS with the date such an authorisation commences. This record shall be available to any police officer, police community support officer or authorised officer of the Licensing Authority.

1.25 An Incident Logbook shall be kept at the premises. This book will be maintained and kept for a minimum of 12 months. It shall be readily available for inspection by an Authorised Person of the Licensing Authority or a Relevant Responsible Authority throughout the trading hours of the premises. This log should record. -

1.26 all crimes reported at the venue, any visit by a relevant authority or emergency service

- 1.27 all ejections of patrons
- 1.28 any complaints received.
- 1.29 any incidents of disorder
- 1.30 all seizures of drugs or offensive weapons
- 1.31 any faults in the CCTV system
- 1.32 any refusal of the sale of alcohol any entry refusals
- 1.33 The name of the DPS or PLH responsible for the premises at any given time.
- 1.34 All calls made to the premises where there is a complaint made by a resident or neighbour of noise, nuisance or anti-social behaviour by persons attending or leaving the premises. This shall record the details of the caller, the time and date of the call and the time and date of the incident about which the call is made, and any actions taken to deal with the call.
- 1.37 All other incidents of noise, nuisance, anti-social behaviour, or crime by persons attending or leaving the premises of which any member of staff or door supervisor becomes aware, including, where appropriate, whether the police were called.
- 1.38 Any incidents in relation to the use of any force by staff or door supervisors in the removal of persons from the premises. It shall record the time and date of the occurrence, name or brief description of the person removed, and details of the staff involved.
- 1.39 What, how and when steps were taken to preserve any crime scene information including details of any witnesses.
- 1.40 The premises will operate a zero-tolerance policy towards drugs.

**In the event of any items such illegal substances or other items for unlawful use or sale are found, they will be confiscated and the customer either refused entry to the premises and thereafter barred or if already in the premises will be escorted out of the premises and thereafter barred. Seized illegal substances will be placed in the locked "drug box" and handed to the police as soon as reasonably possible. All such incidents will also be recorded in the Incident Book on site. Drug/Weapon Box: A well secured storage box will be located at the premises in which all drugs and offensive weapons found or seized at the premises will be stored to await collection by the police. This box will be kept locked and secured in the "Management's office" and will be accessed by Management only when depositing items or when being emptied by police.**

- 1.41 A prominent notice will be displayed at the entrance to the premises notifying customers that a Zero Tolerance to Drugs Policy is being operated at the premises.
- 1.42 At all times emergency exits will be kept clear and unobstructed.
- 1.43 Members of staff will always co-operate with police in any investigations that the police initiate.
- 1.44 No one will be allowed entry into the premises if they appear to be drunk.
- 1.45 It will be emphasised to staff, and they will be appropriately trained, to always remain calm and non-confrontational.
- 1.46 At the start of each opening day Management will check escape routes, exits including fire doors are in order and not obstructed, free of trip hazards, and will check to ensure emergency exit

signs are working and that the emergency lighting system is in order. Staff will be briefed to be aware of these requirements and monitor them throughout the time that the premises is open.

**High-Definition CCTV shall be installed, operated and maintained, at all times that the premises are open for licensable activities and;**

1.47 shall be checked every two weeks to ensure that the system is working properly and that the date and time are correct. A record of these checks, showing the date and name of the person checking, shall be kept, and made available to Police or authorised Council officers on request.

1.48 one camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering.

1.49 shall cover any internal or external area of the premises where licensable activities take place.

1.50 recordings shall be in real time and stored for a minimum period of 31 days with date and time stamping.

1.51 footage shall be provided free of charge to Police or authorised council officer within 24 hours of a request.

1.52 a staff member from the premises that is conversant with the operation of the CCTV system shall be always on the premises. This staff member will be able to show police or authorised officers of the Licensing Authority recent data footage with the minimum of delay when requested. This data or footage reproduction shall be almost instantaneous.

1.53 The CCTV system serving the premises shall: be maintained, fully operational and in good working order always (if the system breaks down then it will be entered into the Incident Log and every effort to have the fault repaired as soon as possible).

1.54 Notices advising that CCTV has been installed on the premises will be posted up so that they are clearly visible to the public within the licensed premises.

1.55 Where glass bottles are used in the premises, they will be retained or disposed of on the premises.

1.54 No customers will be admitted or permitted to leave when carrying open or sealed glass bottles or glasses.

1.59 The alcohol storeroom will be kept locked at all times including when the premises are open to the public except when access is necessary for replenishment.

1.60 Any alarms installed in the premises shall be maintained in working order.

## **THE PROMOTION OF PUBLIC SAFETY**

**Management will make all reasonable efforts to maintain good relations with those living and working in the vicinity. Appropriate meetings can be held if required, at which such people can comment on the operation of the restaurant/bar.**

**Once all building works are completed and before the premises opens to the Public a Fire and Electrical Risk Assessments will be undertaken by qualified/Registered companies and all necessary certificates will be available for inspection by all Responsible Authorities.**

2.1 The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.

2.2 The installed digital CCTV system will record for 31 days all public areas of the premises which will monitor all public safety issues. The DPS will be responsible to carry out a fire and health and safety risk assessments for licensed premises all notices in relation to public health and safety will be displayed.

2.3 The DPS will ensure that the premises operate in line with existing health and safety legislation and is aware that it is also the responsibility of the premises licence holder that this legislation is adhered to.

2.4 Management will make all reasonable efforts to maintain good relations with those living and working in the vicinity. Appropriate meetings can be held if required, at which such people can comment on the operation of the restaurant/bar.

2.5 Management will keep a log of all lost property and the police will be notified of this. The restaurant/bar will retain the items for three months.

2.6 A telephone number will be made available to any local resident or member of public if any matters of concern arise in relation to the operation of the premises, and this will reinforce the assurances the management.

2.7 The rear Garden area will only be accessed from inside of the premises. This will allow correct monitoring of patrons using this area. A push bar fire release handle will be fitted in the case of emergency evacuation of the premises is required.

2.8 Signs are placed at the exit to the venue reminding patrons of this rule and that it is a residential area and that they are to respect residents with a view to noise generated.

2.9 Staff members and Security at the venue will ensure that this condition is respected by patrons.

2.10 Management will ensure that comprehensive arrangements exist to enable the safe evacuation of all disabled occupants in the event of an emergency.

2.11 An adequate and appropriate supply of first aid equipment and materials shall be available on the premises.

## **THE PREVENTION OF PUBLIC NUISANCE**

Although the Management do not anticipate any problems concerning noise/nuisance, it will nevertheless liaise and cooperate with the relevant departments at the London Borough of Hammersmith & Fulham and residents should any problems arise.

3.1 All plant and equipment including Ventilation and extraction shall be correctly installed, operated, maintained, and regularly serviced, all in accordance with the manufacturer's instructions, to ensure that it is operating correctly and efficiently so as not to cause a nuisance to neighbours arising from noise or odour.

3.2 Prominent, clear and legible notices at the exit to the premises shall be displayed on the premises requesting customers to respect the needs of local residents and to leave the premises and the area quietly.

3.3 Waste bottles or other glass shall not be disposed of or transported in bulk through any external area between the hours of 22:00 and 08:00 the following day.

3.4 A person nominated by Management shall be responsible for monitoring noise level to ensure, as far as reasonable, that residents are not disturbed.

3.5 Adequate and suitable secure receptacles shall be provided to receive and store refuse from the premises.

3.6 Receptacles for refuse storage and shall be maintained in a clean condition.

3.7 Litter shall be always prevented and where identified, regularly cleared from the vicinity of the premises.

3.8 Management acknowledge the potential for neighbourhood noise and disturbance when customer's exit at night, and especially at closing time.

3.9 All reasonable efforts will be made to minimise this potential nuisance and it will be the responsibility of all members of staff to support this policy.

3.10 Notices will be displayed at the exit asking customers to leave quickly and quietly.

3.11 The staggered times requested in the Application for Premises Licence, where the supply of alcohol ceases before closing time of the premises, will promote a more even spread of customer exits from the premises at night, helping to minimise the potential for noise at traditional closing times.

3.12 Any artificial lighting on the premises must not cause nuisance due to glare unless the Metropolitan Police have confirmed in writing that it is considered necessary to prevent crime and disorder. This is particularly relevant to the motion sensor floodlight at the back exterior of the premises.



## **THE PROTECTION OF CHILDREN FROM HARM**

It is a criminal offence to supply alcohol to a person aged under 18 years. If any member of staff suspects that a customer is under 25 years of age and that person wishes to purchase alcohol, staff will ask for identification in the form of a Passport, Photo Driving Licence or a "Proof of Age Scheme" card incorporating the "PASS" hologram. This is in line with the "Challenge 25 Scheme". If identification is not produced or is considered unsatisfactory the customer/user will not be served alcohol and the DPS or PLH informed. When such an incident occurs, a record will be kept in the Incident Report Book.

4.1 A prominent and clear notice shall be displayed at the point of entry into the premises and at the bar advising customers that they may be asked to produce evidence of their age.

4.2 A prominent and clear notices shall be displayed in prominent areas of the premises that the premises operate a "challenge 25 proof of age policy"

4.3 If a customer is exhibiting signs of intoxication within the bar, the customer will be asked to behave in a manner so as not to upset other customers and be offered non-alcoholic refreshment if he/she wishes to remain in the premises. If necessary, the customer should be asked to leave, but every effort made to make him/her do so amicably and quietly. A taxi (at his/her expense) might be called to take them away if required.

4.4 The bar will not conduct alcoholic drinks promotion that the police or licensing authority would class as "irresponsible".

4.5 The consumption of alcohol is restricted to the areas identified on the plan attached to the operating schedule.