

BOXPARK MANAGEMENT POLICIES

OPERATION OF PREMISES LICENCE AND PROMOTION OF THE LICENSING OBJECTIVES

- 1) Operation of the Premises
- 2) Use of the Decking Areas
- 3) Age Verification Policy
- 4) Admission Policy
- 5) Responsible Alcohol Retailing Policy
- 6) Security Policy
- 7) Prevention of Nuisance and Antisocial Behaviour Policy

Operation of the Premises

- 1) Boxpark is a family friendly retail mall with a number of food, drink and hospitality (FDH) units within the development.
- 2) Sales of alcohol made within the FDH units are to be so made under the Premises Licences each FDH unit obtains from the Licensing Authority (Hackney).
- 3) Boxpark Limited does not monitor the sales of alcohol within FDH units.
- 4) Alcohol sold within the FDH units cannot be consumed within the terrace areas. FDH units may provide an off-sales service but this is to be in closed containers for consumption away from the Boxpark complex.
- 5) Sales of alcohol made in any terrace area (external sales) are to be so made under the Premises Licence held by Boxpark Limited.
- 6) The Designated Premises Supervisor named on the Boxpark Premises Licence shall be a member of Boxpark management, currently Mr Michael Murrant.
- 7) Note that no alcohol shall be sold or consumed on the Grass Area. This is supported by prominent signage and the Security Policy.

Use of the Decking Areas

- 1) Boxpark prohibits the consumption of alcohol on the decking areas unless such alcohol has been purchased from Boxpark Limited.
- 2) Sales of alcohol under the Boxpark Premises Licence shall cease at 11pm Monday to Saturday and 9pm Sunday to provide a 30 minute "drinking up time" for customers.
- 3) All FDH units are to cease off-sales of alcohol in any form at 9pm.
- 4) Signs shall be prominently displayed in the terrace areas informing customers that they cannot take their drinks away from the Boxpark Complex. Sales of alcohol under the Boxpark Premises Licence are made on these terms.
- 5) During the warmer months, the decking areas will be closed down for alcohol consumption as follows:
 - a) Commencing 10:30pm, the decking areas shall be closed down East to West.
 - b) A member of staff shall be positioned at the base of the East staircase. This person shall inform anyone arriving at Boxpark that the complex is closed.
 - c) 2 SIA door supervisors shall move through the 4 decking areas, beginning with the East deck, ensuring that all alcohol has been removed from each area before moving on. Customers will be encouraged to leave the complex.
 - d) Once the West deck has been cleared of alcohol and customers, a member of staff shall be positioned at the base of the West staircase. This person shall inform anyone arriving at Boxpark that the complex is closed.
 - e) An SIA door supervisor shall then patrol the immediate vicinity surrounding the complex to ensure all customers have dispersed.

Age Verification Policy

- 1) The age of certain persons may be questioned upon attempting to purchase alcohol
- 2) ID may be required in other circumstances as detailed within these operational policies.
- 3) Whenever ID is required, the only acceptable forms of documentation shall be:
 - a) Passport
 - b) Photocard Driving Licence
 - c) Document bearing the PASS hologram
- 4) It is a criminal offence to use false or borrowed ID to gain entry to licensed premises or to buy alcohol. The maximum penalty is a £5,000 fine and up to 10 years in prison.
- 5) The premises operates a Challenge 25 policy. This means that any person subject to the requirement to be 18 or over, will be asked to produce acceptable ID in the event that they appear to be under 25. Further details can be found at <http://www.challenge25.org/>
- 6) Whenever ID is considered by a member of staff it shall be removed from any cover and checked for signs of tampering or fraudulent production.
- 7) All FDR units are required to operate a Challenge 25 policy under their tenancy agreement.

Responsible Alcohol Retailing Policy

- 1) All Boxpark staff are to be trained on the provisions of the Boxpark Premises Licence.
- 2) All FDH units are to ensure that their staff are trained on the provisions of their respective Premises Licences.
- 3) Boxpark operates a zero tolerance policy towards underage drinking. No persons under the age of 18 will be allowed to purchase or consume alcohol on the premises.
- 4) The age requirement at point 1 will be advertised within the premises and on the premises' website.
- 5) All persons attempting to purchase alcohol shall be subject to the premises' Age Verification Policy.
- 6) All Boxpark retail staff shall be trained in the need to ensure that alcohol is only sold to persons 18 and over. Operators of FDH units are required to have training systems in place under their tenancy agreements.
- 7) Where, upon request, a potential customer is unable to produce any, or any satisfactory ID, sale of alcohol shall be refused.
- 8) In addition to the members of staff detailed at point 4, all staff shall be trained on the importance of age verification. Any member of staff who feels that a customer consuming alcohol may be under the age of 18 shall request to see the ID of that customer. Where a customer fails to produce any, or any satisfactory ID, they will be required to leave the premises and the alcohol confiscated.
- 9) Where customers fail to provide adequate ID and the source of their alcohol can be identified as a FDH unit, that unit shall receive a warning and their policies and procedures shall be reviewed by Boxpark Limited. Failing to promote the Licensing Objectives shall be grounds for termination of their lease.
- 10) Boxpark Limited is dedicated to the promotion of the Licensing Objectives and therefore requires that all FDH units provide details of their respective Designated

Premises Supervisors to be held on a central database. This information is detailed in the Appendix to this policy.

Security Policy

- 1) The upcoming requirement for SIA security staff shall be risk assessed on a monthly basis.
- 2) As detailed in the Premises Licence, minimum numbers of SIA security staff shall be on duty at the premises.
 - a) Monday-Wednesday
 - i) Midday to 11.30pm: An SIA licensed door supervisor is to be deployed at the premises.
 - b) Thursday and Friday
 - i) Midday to 6pm: An SIA licensed door supervisor is to be deployed at the premises.
 - ii) 6pm to 11.30pm: A minimum of 3 SIA licensed door supervisors are to be deployed at the premises.
 - c) Saturday
 - i) Midday to 6pm: A minimum of 2 SIA licensed door supervisors are to be deployed at the premises.
 - ii) 6pm to Midnight 30: A minimum of 3 SIA licensed door supervisors are to be deployed at the premises.
 - d) Sunday
 - i) Midday to 9.30pm: A minimum of 2 SIA licensed door supervisors are to be deployed at the premises.
 - e) Event Security
 - i) When special events are held at the premises a minimum of 3 SIA door supervisors are to be deployed for the duration of the event.
 - f) The above minimum levels of SIA staff are to apply 1st May - 1st September. Outside of this period the need for SIA staff will continue to be risk assessed.
- 3) The risk assessment shall cover standard operating hours as well as special events that may take place outside of standard operating hours or within standard operating hours whilst presenting particular patterns of risk.
- 4) At all times a member of management will be on site and able to provide instructions to the security team.
- 5) The premises sources SIA licensed staff from MJB Security Solutions Ltd.
- 6) SIA staff shall be deployed in line with the premises Static and Mobile Security Deployment Plan for the relevant day/event.

- 7) SIA staff supplied to Boxpark are to have sufficient experience in the control of licensed premises.
- 8) The premises' Head of Security is Sean Keelan of MJB Security Solutions Limited.
- 9) The Head of Security shall report to Michael Murrant, the Designated Premises Supervisor.
- 10) Security staff shall wear a distinctive uniform with their SIA licence badge displayed in a high visibility armband.
- 11) Security staff shall be briefed on a daily, weekly and monthly basis. Such briefings to include:
 - a) Daily:
 - i) Discussion of any incidents from previous day's trading
 - ii) Review of procedures from previous similar event (i.e. If briefing on a Thursday, review procedures from previous Thursday)
 - iii) Highlight any items of special risk
 - b) Weekly
 - i) Compile report for General Manager of all incidents. Reports to include:
 - (a) Names and contact details of all customers involved
 - (b) Copies of all ID where appropriate
 - (c) Written statements from staff involved
 - ii) Highlight any improvements to be made in operational policies
 - iii) Consider week ahead and identify any items of special risk
 - c) Monthly
 - i) Briefing with Premises Licence Holder and Security Provider
 - ii) Statistics for the month to be considered
 - iii) Consider month ahead and ongoing staffing requirements
 - iv) Premises Licence Holder concerns
 - v) Any anti-social behaviour issues

- vi) Reviews of Tenants' operating procedures
- 12) Minutes of the above meetings shall be retained on-site.
- 13) Outcomes from the above meetings shall be effectively communicated to all relevant parties. This includes customers of Boxpark; such communication to be through marketing media.
- 14) Security staff shall be trained in noise and nuisance mitigation techniques. This is to include a full understanding of the BOXPARK Noise Management Policy and Dispersal Policy.

Prevention of Nuisance and Antisocial Behaviour (ASB) Policy

- 1) Boxpark management work alongside staff and the officers of the Licensing Authority and Police to ensure Boxpark does not have a negative impact on our neighbours or the surrounding area.
- 2) In line with the Security Policy, all security staff will be trained in noise and nuisance mitigation techniques.
- 3) Customers whose behaviour may lead to noise nuisance or ASB shall be identified at an early stage. The appropriate step shall then be taken depending on the situation:
 - a) Customer may be reminded to respect our neighbours and reduce the level of their voice
 - b) Alcohol may be confiscated and the customer offered a soft drink
 - c) Customer may be required to leave the premises
- 4) By identifying potential problems at an early stage, issues of noise nuisance and ASB shall be avoided.
- 5) All relevant staff are to be trained on BOXPARK's Noise Management Policy and Dispersal Policy.