

## Simon Barnes 42082011

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**From:** Rinku Ghai <hnhglobalstores@gmail.com>  
**Sent:** 18 September 2023 15:23  
**To:** Licensing Thurrock  
**Subject:** Re: EXTERNAL - Re: New Grant - Dunlop Road Stores - Police Enquiries  
**Attachments:** image001.jpg  
**Categories:** Need to Action

Dear Simon,

I hope this message finds you well. Thank you for your prompt response and for providing clarification on the conditions for my premises license application.

I want to emphasize that I am more than willing to comply with all the conditions outlined in your previous email. Specifically, I would like to highlight my commitment to the following key points:

### 1. **CCTV Surveillance:**

- I am fully prepared to install and maintain a closed-circuit television (CCTV) surveillance system that meets the specified requirements.
- The CCTV cameras will not only cover all entrances and exits but also **ensure comprehensive coverage in areas where alcohol sales take place.**
- I will ensure that all CCTV equipment is in good working order, correctly time and date stamped, and that recordings are retained for a **minimum period of 30 days.**
- I understand the importance of promptly providing viewable copies of recordings to the police or licensing authority staff within 48 hours upon reasonable request.
- I will ensure that signs notifying customers of CCTV operation, meeting the recommended size of 200 x 148 mm, are prominently displayed at all entrances at all times when the premises conducts licensable activities. I am already considering most reputed camera's for companies like **HikVision** & also trying to find the best deal on cameras in places like Costco.

### 2. **Challenge 25 Scheme:**

- The implementation and strict enforcement of a Challenge 25 scheme are a top priority for me. I will require age verification from anyone who appears to be under the age of 25.
- I am committed to accepting the specified forms of identification, including Proof of age cards with the **PASS Hologram, Photocard driving licenses, Passports, or Ministry of Defence Identity Cards.**
- Signs indicating the **Challenge 25** policy will be clearly displayed at each point of sale and in areas where alcohol is displayed, meeting the minimum size requirement of 200mm x 148mm.

### 3. **Refusals Record:**

- I understand the importance of maintaining a refusals record at the premises, documenting all refusals to sell alcohol. Entries will include the **date, time, and the name of the staff member responsible for the refusal.**

- Entries will be made promptly, within 4 hours of the refusal, and the record will be readily available to the relevant authorities upon request.
- I will ensure that the refusals **record is kept for a minimum of 12 months, whether in electronic form or a bound document.**

#### 4. **Staff Training:**

- Training for all staff involved in alcohol sales or supply will be provided to meet the highest standards of responsible service. This includes **training on child protection, recognizing signs of drunkenness, and the duty not to serve intoxicated individuals.**
- **Refresher training** will be conducted at least every six months, and comprehensive training records will be maintained on the premises for a minimum of 12 months, ensuring **immediate access for police, trading standards, or licensing authority staff upon request.**

I want to assure you that I take these conditions seriously and am fully committed to adhering to them in the operation of my premises. Please feel free to reach out if you require any further information or have additional instructions. Your guidance is greatly appreciated, and I look forward to proceeding with the necessary steps to ensure compliance.

Thank you for your understanding and support in this matter.

Kind Regards,

Rinku Ghai

On Mon, 18 Sept 2023 at 15:11, Licensing Thurrock <[licensing.thurrock@essex.police.uk](mailto:licensing.thurrock@essex.police.uk)> wrote:

Good Afternoon Rinku,

Thank you for the clarification.

I have now considered your application and would like to request the following conditions be considered by yourself, some are new others are re-wording/extensions of your supplied worded conditions:

1. The premises shall have installed and maintain a closed circuit television surveillance (CCTV) system which at all times complies with the below requirements:
  - a. CCTV will be provided in the form of a recordable system, capable of providing pictures of evidential quality {in all lighting conditions} particularly facial recognition;
  - b. CCTV cameras shall cover all entrances {and exits} and the areas where alcohol sales take place;
  - c. Equipment must be maintained in good working order, be correctly time and date stamped, recordings must be kept in good working order and kept for a minimum period of 30 days;
  - d. Upon the reasonable request of the police or licensing authority staff, within 48 hours viewable copies of recordings will be provided.

Signs must be displayed at all entrances advising customers that CCTV is operating at the premises and shall be a minimum size of 200 x 148 mm and clearly legible at all times when the premises conducts licensable activities.

2. A Challenge 25 scheme shall be operated, whereby any person who appears to be under the age of 25 years of age is required to produce on request an item which meets the mandatory age verification requirement (photo, name, date of birth and either a holographic mark or ultraviolet feature) and is either a:
  - a. Proof of age card bearing the PASS Hologram;

- b. Photocard driving licence;
  - c. Passport; or
  - d. Ministry of Defence Identity Card.
3. The premises shall clearly display signs at the each point of sale and in areas where alcohol is displayed advising customers that a 'Challenge 25' policy is in force. At the point of sale, such signs shall be a minimum size of 200mm x 148mm.
  4. A refusals record shall be maintained at the premises that details all refusals to sell alcohol. Each entry shall, as a minimum, record the date and time of the refusal and the name of the staff member refusing the sale. All entries must be made as soon as possible and in any event within 4 hours of the refusal and the record must be made immediately available to police, trading standards or licensing authority staff upon reasonable request. The refusals record shall be either electronic or maintained in a bound document and retained for at least 12 months from the date of the last entry.
  5. All staff engaged in the sale or supply of alcohol on the premises shall have received training in relation to the protection of children from harm (including under-age sales), how to recognise drunkenness and the duty not to serve drunk persons. Refresher training shall be carried out at least every six months. Training records shall be kept on the premises (or otherwise be accessible on the premises) for a minimum of 12 months and made immediately available to police, trading standards or licensing authority staff upon reasonable request.

Please consider carefully the above, if you have any concerns please get in touch so that we can discuss and reach an agreed position. If you are unsure you can of course seek independent legal advice from a licensing specialist.

In regards to your premises plan I must warn you that the current plan will need changing prior to any sales under any granted licence is undertaken, a premises plan must reflect all fixed structures within the premises and, at present, your plan only shows the outline of the premises and does not include your till structure. As such I must remind you that once the final design of your store is agreed you will need to undertake a minor variation to correct the plan prior to undertaking any alcohol sales under this licence.


Once you have considered the above please can you come back to me with any areas needing discussion and/or your agreement.


Kind Regards

**Simon Barnes (82011)**

Licensing Officer – Brentwood & Thurrock



 101 (Ext: 42082011)

 07773 935612

 [licensing.epping.and.brentwood@essex.police.uk](mailto:licensing.epping.and.brentwood@essex.police.uk)

 [licensing.thurrock@essex.police.uk](mailto:licensing.thurrock@essex.police.uk)

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**From:** Rinku Ghai <[hnhglobalstores@gmail.com](mailto:hnhglobalstores@gmail.com)>

**Sent:** 12 September 2023 15:38

**To:** Licensing Thurrock <[licensing.thurrock@essex.police.uk](mailto:licensing.thurrock@essex.police.uk)>

**Subject:** EXTERNAL - Re: New Grant - Dunlop Road Stores - Police Enquiries

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Thank you for providing the clarification, Mr. Barnes,

I appreciate your prompt response and the additional information you've provided regarding the layout of your premises and the planned additions. This information will be valuable in our review process.

To summarize:

1. **Side Room Usage:** The side room will be utilized as a combined stock and staff room.
2. **Fixed Till Position:** A fixed till position will indeed be in place, as it was in the previous store.
3. **Fridges:** Four fridges will be added to the premises, with the following breakdown:

- 2 for Alcohol
- 1 for Soft Drinks
- 1 for Chilled/Dairy Products

This information will be taken into consideration as we evaluate your premises license application. If any further questions or concerns arise during the review process, we will be in touch with you promptly.

Thank you for your cooperation, and please feel free to reach out if you have any additional queries or if there's anything else we should be aware of.

Sincerely,

Rinku Ghai +447366389858

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