

SONATA MANCHESTER LTD.

OPERATING SCHEDULE

Staff shall be trained in the requirements of the Licensing Act 2003 with regard to the Licensing Objectives.

A) The Prevention of Crime and Disorder

1. A full CCTV system shall be maintained and operated at the premises with cameras positioned both internally and externally.
2. Recorded CCTV images will be maintained and stored for a period of twenty-eight days and shall be produced to the Police or Licensing Authority upon request.
3. CCTV will be in operation at any time a person is in the premises. Where CCTV is recorded onto a hard drive system, any DVDs subsequently produced will be in a format so it can be played back on a standard PC or DVD player.
4. Any person left in charge of the premises must be trained in the use of any such CCTV equipment, and be able to produce CCTV images to an officer from a responsible authority upon request.
5. The need for SIA registered door personnel will be risk assessed by a person in a managerial position. When employed, door staff will wear high visibility armbands.
6. When employed, a register of those door staff employed shall be maintained at the premises and shall include:
 - (i) the number of door staff on duty;
 - (ii) the identity of each member of door staff;
 - (iii) the times the door staff are on duty.
7. Open containers of alcohol shall not be removed from the premises, save for consumption in any delineated external area set aside for that purpose and under the control of the premises licence holder.
8. Staff will be trained in the laws relating to under age sales, and that training shall be documented and repeated at 6 monthly intervals.
9. A refusals book will be maintained at the premises, and made available to an officer of a responsible authority upon request.

B) Public Safety

1. A first aid box will be available at the premises at all times.
2. Regular safety checks shall be carried out by staff.
3. Management shall liaise with the Fire Authority as necessary to ensure compliance with all necessary fire regulations.
4. The premises shall maintain an Incident Log and public liability insurance.

C) The Prevention of Public Nuisance

1. Noise from amplified music or voices shall not be such as to cause a noise nuisance to occupants of nearby premises.
2. The exterior of the building and external area shall be cleared of litter at regular intervals.
3. Notices will be positioned at the exits to the building requesting customers to leave in a quiet manner.
4. Doors and windows at the premises are to remain closed after 11pm, save for access and egress.
5. A Dispersal Policy will be implemented and adhered to (see attached).
6. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
7. Any customers leaving the premises to smoke shall be monitored by a member of staff or door staff (when employed)

D) The Protection of Children From Harm

1. A "Challenge 21" Policy shall be implemented in full and appropriate identification sought from any person who appears to be under the age of 21. The only acceptable forms of ID are photographic driving licences, passports, HM forces warrant cards, EU/EEA national ID card or similar document or a form of identification with the "PASS" hologram.
2. Staff training will include the Challenge 21 Policy and its operation. In particular, staff shall be trained to take such action as is necessary to prevent the sale of alcohol to persons over the age of 18 where those customers are engaged in the distribution of alcohol to persons under the age of 18. The training must be given to a new member of staff before they commence employment and all staff must receive refresher training every 6 months.

E) Waste Management

1. Within the bar and store area, there will be adequate separate recycling bins and general waste bins on the premises. Waste will be put out for collection at designated refuse spot for the building daily after service.
2. All waste always kept in correct bins in a designated bin store on the premises until put out after service for collection, ensuring no accumulation of waste outside the premises.
3. Waste will be collected by a suitable commercial waste disposal provider utilising collection bags in line with Manchester City Council policy. Bags will be collected from the kerbside up to 7 days a week, with separate bags for general waste and separated recycling.

F) Deliveries

1. Deliveries will occur during business hours and will utilise the designated loading bay on Cross Street to avoid disruption to neighbours.

G) Dispersal Policy

1. The purpose of this Dispersal Policy is to ensure, so far as it is possible, that minimum disturbance or nuisance is caused to our neighbours and to ensure that the operation of the premises makes the minimum impact upon the neighbourhood in relation to potential nuisance

and anti-social behaviour. This will be achieved by exercising pro-active measures towards and at the end of the evening.

2. By ensuring that this Dispersal Policy is brought to the attention of Management and Staff we will seek to encourage the efficient, controlled and safe dispersal of our patrons during our closing period.
3. At the end of the evening management and staff will assist with the orderly and gradual dispersal of patrons.
4. Staff Members (including door personnel when employed) will advise patrons to leave the premises quickly and quietly out of respect for our neighbours.
5. Notices will be displayed requesting our customers to leave quietly and in an orderly manner out of consideration to neighbours and their attention will be drawn to these notices by members of staff.
6. We will actively discourage our customers from assembling outside the premises at the end of the evening.