



**Blue Ginger Bar Restaurant LTD  
(Trading as Blue Zenzer)**

**280 Watford Road  
Harrow  
HA1 3TZ**

## **Operational Site Management Plan**

### **Background**

As premises licence holder, we are required to ensure that we are following all aspects of the license requirements that are in place. This policy sets out how we will ensure compliance whilst delivering our respective services to customers using our facilities.

We want our venue to be a family focussed venue where our customers have the opportunity to enjoy good food and drinks alongside the golfing activities that they are taking part in we are inclusive to all.

We are required to follow the 4 licensing objectives detailed below:

1. The prevention of crime and disorder;
2. Public safety;
3. The prevention of public nuisance and;
4. The protection of children from harm.

As Landlords, we will be working with the collective (detailed below) to ensure that all of these objectives are met:

- Blue Ginger Bar Restaurant LTD trading as Blue Zenzer (the 4 Directors are: Ajaykumar Patel, Narendra Popat, Ketan Mandalia and Yashwant Hindocha);
- Paul Lawrence Management Ltd trading as Putt Crazy (Director: Ali Saud);
- Area F: Not currently occupied; conditions to be agreed when area is put to use.
- Area B: Not currently occupied; conditions to be agreed when area is put to use.

*NB: All areas of the site are owned by the 4 Directors listed above apart from the area leased to Paul Lawrence Management Ltd – Putt Crazy. Playgolf London and Blue Zenzer are owned and managed by the same 4 Directors (listed above).*

As a collective, we will act in the following ways to deliver the licensing objectives which will be overseen and monitored by our Designated Premise Supervisor: - Ketan Mandalia, who will ensure that licensing conditions are correctly followed and enforced in the spirit of our



organisational aims. We are also arranging for an additional DPS to be approved to support Ketan with this responsibility due to the importance of this role.

### **1. The prevention of crime and disorder**

- a. An integrated CCTV system will be in operation across the whole site which will meet Home Office standards and recordings will be held for at least 31 days. All site managers will be trained to access the CCTV and will be able to provide footage to the Police or other approved agencies.
- b. All toilets will be checked every hour when any part the site is open - checks will be carried out by the site reception team.
- c. All customer facing staff will be trained in the conditions of the sale of alcohol and will be aware of our policies in place around managing consumption. Staff will be trained by Catapult Services LTD on an annual basis.
- d. A Site Manager (or their deputy) will be responsible for ensuring staff are carrying out regular checks of the whole site to ensure that all empty glasses are collected.
- e. As a large percentage of customers to the site will travel by car, we will have clear signage and a proactive approach to discourage driving once alcohol has been consumed.

### **2. Public safety;**

- a. We will have an active car park management plan in place which will include hourly car park checks and additional measures in place when there are large scale events taking place at Wembley Stadium.
- b. We will ensure full compliance with our fire risk assessment for the site and designated staff will receive approved training provided by our designated training provider. This will enable them to act as Fire Wardens and ensure compliance of the recommendations detailed in the fire risk assessments.
- c. We will have designated first aid trained staff on site at all times. We will have suitable first aid equipment located at the site – this will be detailed in our first aid policy and provided by our designated training provider.
- d. We will take positive action to prevent customers consuming or waiting in key exit routes (for example, sitting on the stairs or consuming alcohol in the stairwells).

### **3. The prevention of public nuisance;**

- a. Alcohol will only be consumed in the designated areas on the site. CCTV will be used to prevent alcohol being consumed in any car park areas or being removed from site.
- b. We will have clear signage advising the following: consideration to our neighbours and signage indicating the approved smoking area(s) for the site.



- c. Staff will ensure all external doors are closed to contain the noise levels and ensure our neighbours are not disturbed.
- d. CCTV will be a key tool used to deliver the above requirements.

**4. The protection of children from harm;**

- a. Challenge 25 policy in place, which will include staff training for all staff on site.
  - b. Regular clearing of glasses in all areas of the site, which will be overseen by the Site Manager (or deputy).
  - c. All front facing staff will be trained to identify adults purchasing alcohol for minors. We will ensure staff are also aware of the law surrounding the service of alcohol with a table meal.
  - d. CCTV will be in place as per above.
5. As an organisation, we believe in having modern systems in place to deliver our business operation and this is key to our success. We also recognise the importance of having real people delivering good customer service. To support this, we will have a high number of staff on duty each day delivering the services offered. This will also allow us to remain fully compliant with the licensing objective detailed above.
6. There will be a duty Site Manager (or deputy) on site at all times to ensure full compliance with this policy in the absence of the DPS.
7. We will have clear systems and policies in place to ensure that the sale of alcohol is carried out correctly and in full compliance with the licensing objectives:
- 1. Good security to all areas where alcohol is stored
  - 2. All staff to receive appropriate training in the sale of alcohol (further details listed in the DPS policy).
8. We have the following company policies to underpin this Operational Site Management Plan which are held onsite:
- 1. CCTV policy; - detailing the specifics of the system and key system information;
  - 2. First Aid policy;
  - 3. Lone Worker policy;
  - 4. Fire Safety policy (including Fire Risk Assessment);
  - 5. Customer removal policy;
  - 6. Dealing with incidents policy and;
  - 7. DPS policy (which will detail alcohol training provided annually).



The above policies underpin this operational delivery plan and allow us to ensure we are providing a safe and well managed venue for our customers.

9. *All site safety, Fire Training and First Aid training will be provided by our appointed training provider and supplier Catapult Services LTD.*