



To: Councillor Boulton, Convener; and Councillors Cameron, Lesley Dunbar, Grant, Greig, McLellan, Townson, MacKenzie and Sellar.

Town House,
ABERDEEN 28 January 2021

LICENSING BOARD

The Members of the **LICENSING BOARD** are requested to meet in **Microsoft Teams on TUESDAY, 2 FEBRUARY 2021 at 10.30 am.**

JENNI LAWSON
CLERK TO THE BOARD

B U S I N E S S

- 3.3 Application for Provisional Premises Licence - Aldi, Countesswells Road, Aberdeen (Pages 3 - 4)
- 3.4 Application for Provisional Premises Licence - 785 Great Northern Road, Aberdeen (Pages 5 - 26)
- 6 Premises Licence Review Hearing, Victoria Bar, 1 -5 Menzies Road, Aberdeen (Pages 27 - 74)

Should you require any further information about this agenda, please contact Arlene Dunbar ardunbar@aberdeencity.gov.uk 523411

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Agenda Item 3.3



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Esso Gordon Service Station
785 Great Northern Road, Aberdeen, AB24 2BT.
Customer Profiling Research Report
October/November 2020

Research & Reporting by

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TMCK



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Executive Summary Page Esso Gordon Service Station

Introduction

The following report outlines the findings from a customer research interviewing program carried out between Thursday 29th October and Friday 6th November at Esso Gordon Service Station, 785 Great Northern Road, Aberdeen, AB24 2BT. The research explored the buying behaviours of persons' resident in the locality of the site. Customers were asked to provide information on; their place of residence in relation to the premises, their means of travel to the premises and their purchasing behaviour in relation to fuel and groceries.

This summary page contains the results from the key objective of the research as outlined below.

Key Research Objective

[Section 123(5) seeks to determine, as interpreted in the Opinion of the Inner House of the Court of Session in *BP Oil UK Limited v City of Glasgow Licensing Board and City of Edinburgh Licensing Board (5th April 2011)* whether a recognisable number of persons in the locality see and treat the said premises as the principal source from which they, in ordinary course, purchase groceries or fuel and who would properly consider themselves materially disadvantaged or inconvenienced were these retail facilities to no longer be provided from said premises.

Materially disadvantaged or inconvenienced?



Figure 1 – Fuel Base 62

Groceries Base 0

Either Base 62

Conclusion

The results show that a proportion of persons (1.6% (+/-3.12%) in the locality) see and treat this service station on Great Northern Road as the principal source from which they, in ordinary course, purchase groceries or fuel and would properly consider themselves materially disadvantaged or inconvenienced were these retail facilities to no longer be provided from said premises.

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Research Methodology

Esso Gordon Service Station

A quantitative research study was carried out from Thursday 29th October to Friday 6th November at Esso Gordon Service Station, 785 Great Northern Road, Aberdeen, AB24 2BT with 526 customers (or 'participants'). All of whom were selected as they were exiting the store. Fieldwork was stratified to cover the core hours of off-sale of alcohol on the premises 10am until 10pm.

The structured questionnaire (please see Appendix 2 for full questionnaire) was executed via Computer Assisted Personal Interviewing (CAPI) with the use of an iPad. The screen was shared with participants so that they could view all images and questions. All participants were asked to give their full postcode in order to help map travel time and distance to location.

Sample Size

All intercepts (interviews) were conducted as participants were exiting via the main front entrance/exit; participants were selected at random to ensure sampling confidence. Upon completion of each survey, interviewers were under strict instruction to approach the second customer that passed them. By completing 526 interviews with current service station users we can be sure that the data and attitudes collected will be statistically representative of the customer base. Importantly this large number of 'base' participants allowed for statistical comparison of sub-groups.

An important sub-group within this research that will form the 'population of interest' are participants who live within the locality of the premises AND use the garage as their principal source for purchasing Fuel or Groceries [Base – 62]. This figure represents 11.8% of the entire customer population.

Population of Interest

This sub-group of 62 participants will be used to answer the key objective of the research. Whether a recognisable number of persons in the locality see and treat the said premises as the principal source from which they, in ordinary course, purchase groceries or fuel and who would properly consider themselves materially disadvantaged or inconvenienced were these retail facilities to no longer be provided from said premises.

Defining the Population of interest

Q2 – How far from this Station do you live? (Map 1)

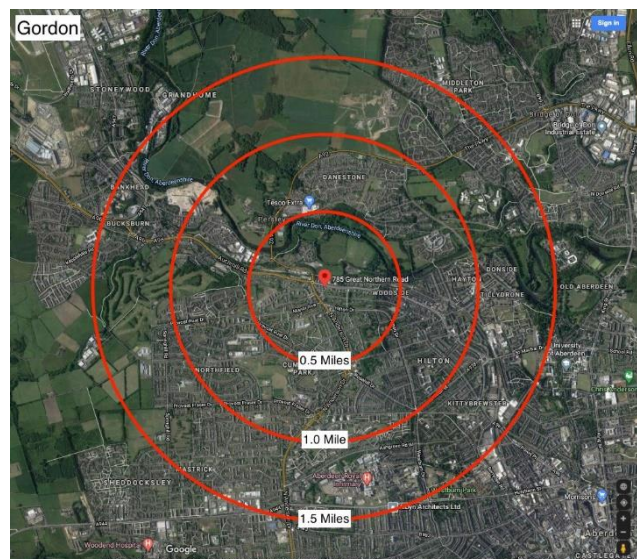
Within 1 mile = continue

1 mile+ = record postal code & close

Q7 – In the ordinary course of your purchasing habits, do you treat these premises as the principal source of: a) Petrol or DERV (Fuel)? b) Groceries?

Yes to a) *or* b) = Continue

No to a) *and* b) = Close



Map 1

Research Findings – Locality Esso Gordon Service Station

Locality to Premises

Q2 – How far away from this Service station do you live?

If codes 1-3 were selected (under 1 mile) then respondent was categorised as **living within the locality**.

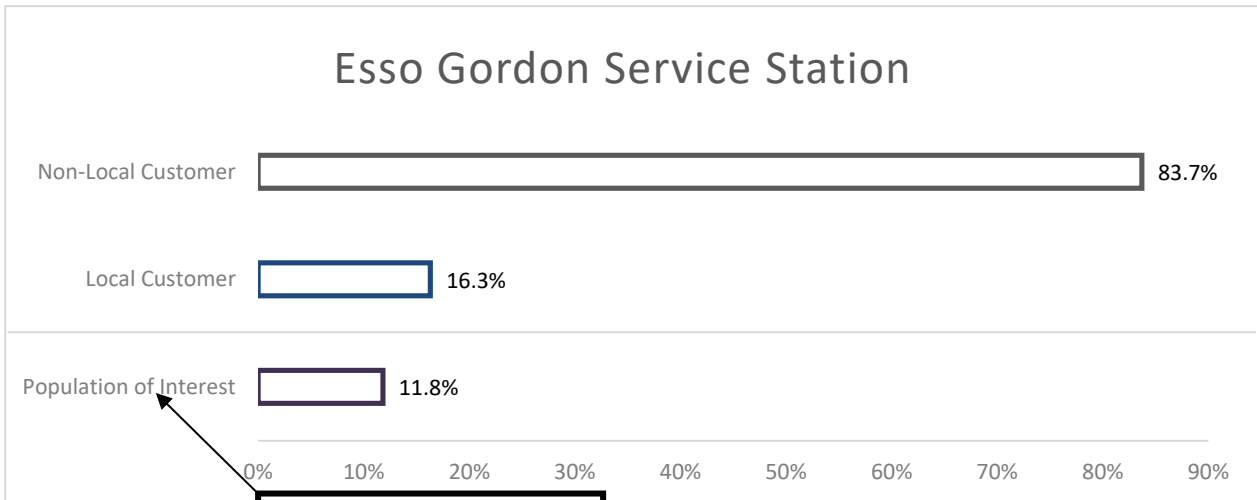


Figure 2 – Base – 526

As defined on page.4

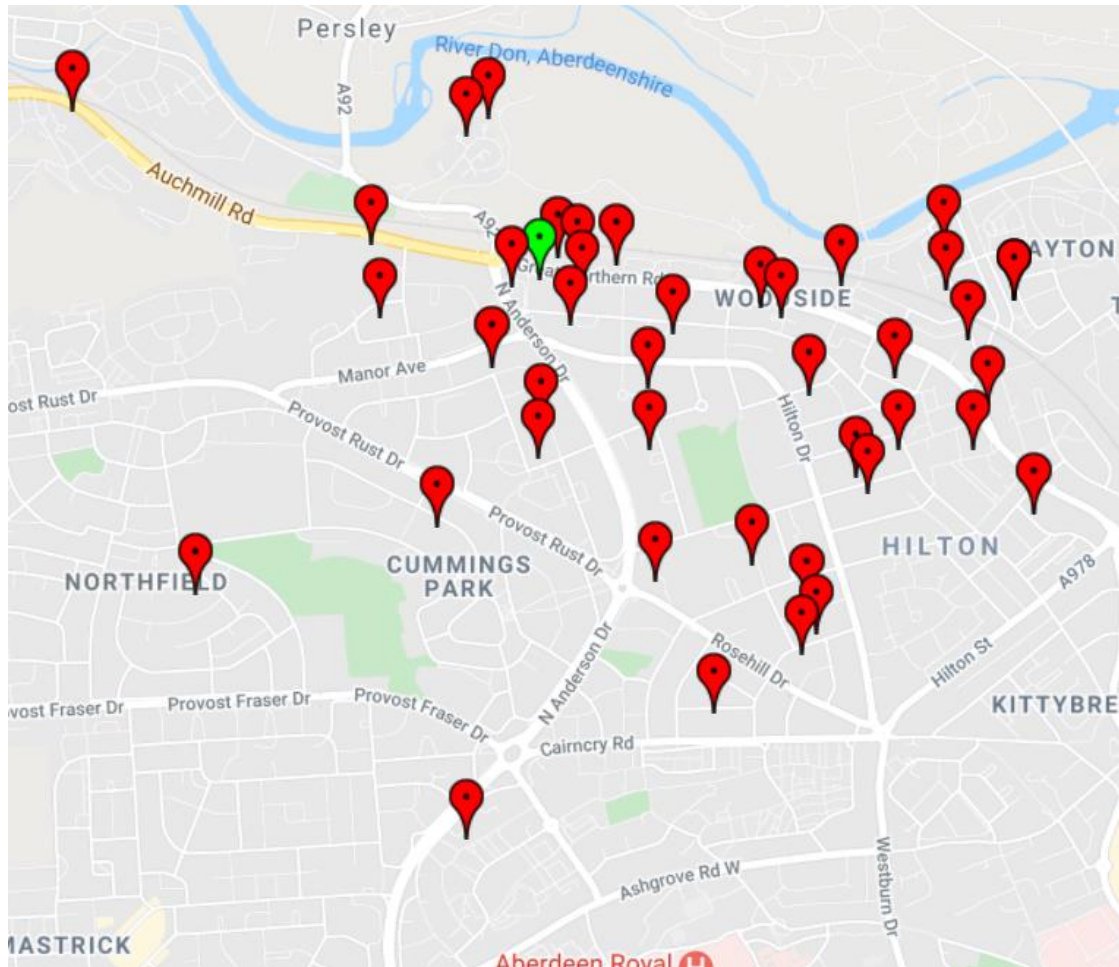
Research Findings–Geo-mapping

Esso Gordon Service

Station

All participants were asked to provide their postcode in order to allow for them to be geo-tagged on a map. Out of the 62 participants who fell into **the population of interest** 62 provided a full and complete postcode. They are represented below as red icons, in some cases the same postcode has been given and will be represented by only 1 icon.

Average distance from filling station – 0.46 miles



Map 2

Analysis of the postcode data has shown that the participants from the 'population of interest' live within a locality of 0.46 miles from the service station (green icon) on average.

Research Findings – Demographics Esso Gordon

Service Station

Gender

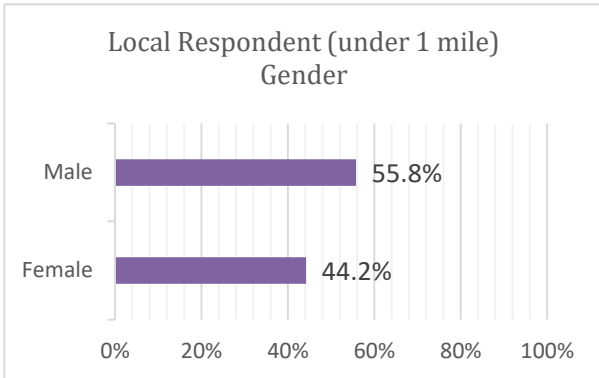


Figure 3 – Base 86

Average visits per week (local users)

Grocery Shopping Base - 84	4.15 visit per week
Fuel Purchase Base - 62	1.67 visits per week

Table 1 – Base varied

Age

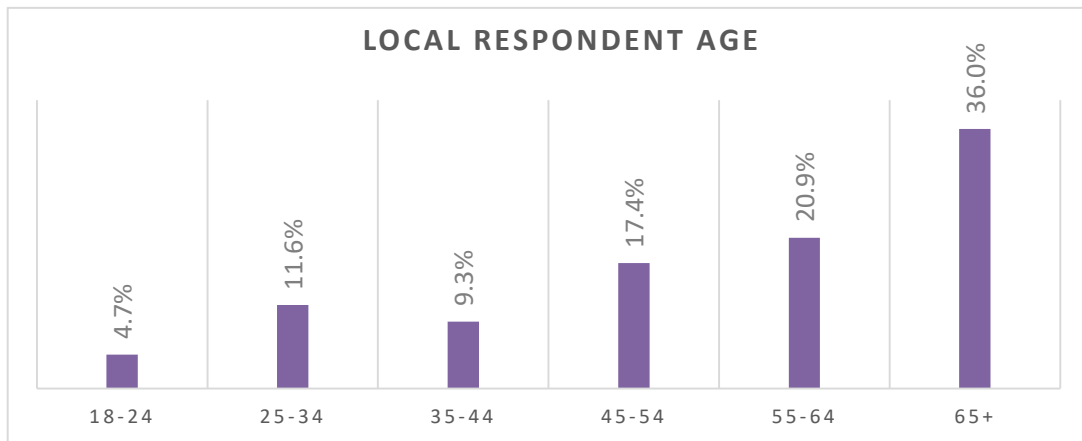


Figure 4 – Base 86

Respondent travel habits

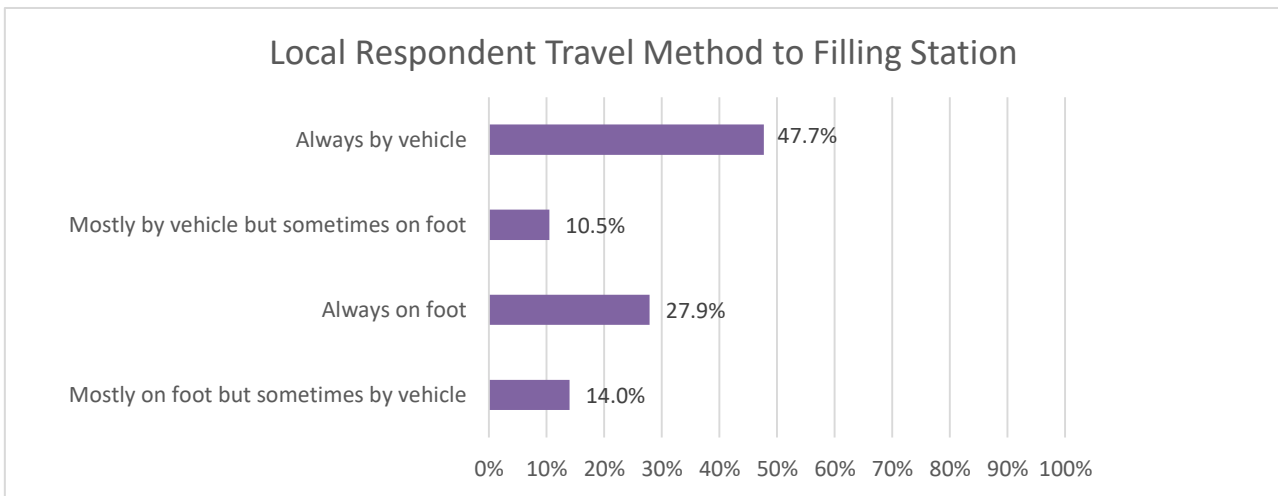
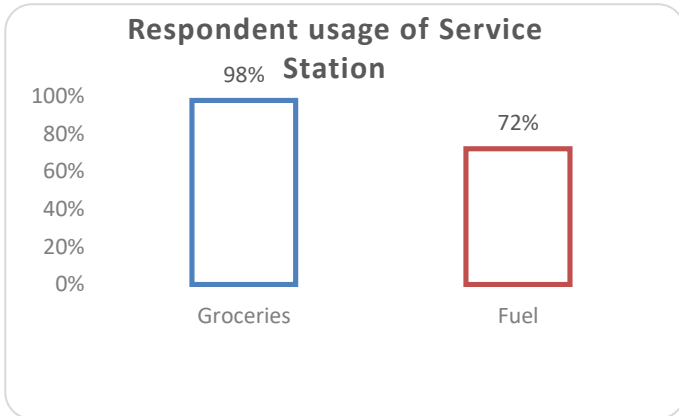


Figure 5 – Base 86

Research Findings – Premises Usage Esso Gordon

Service Station

How Esso Gordon Service Station is being used

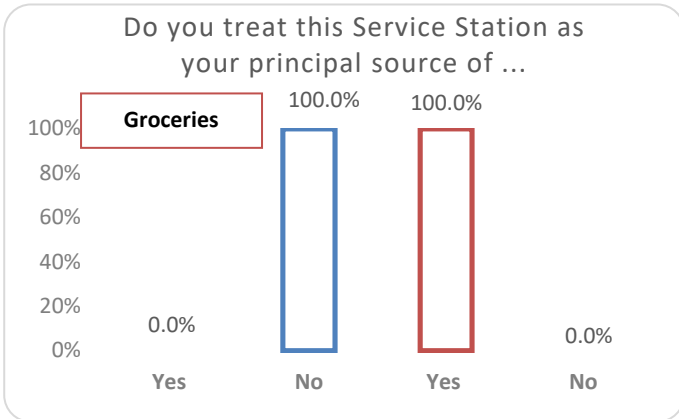


84 participants (98%)
Use service station as a source of **Groceries**

62 participants (72%)
Use service station as a source of **Petrol/DERV (Fuel)**

Figure 6 – Base 86

Defining the population of interest



Groceries, base 84 **Fuel, base 62**

Participants, who live within the locality (within 1 mile) of the service station [Base 86], were asked how they currently use the Service Station – **Figure 6**.

They were then asked if, in the ordinary course of their purchasing habits, they treated this Service Station as their principal source of Petrol/DERV or Groceries – **Figure 7**.

Figure 7 – Base Varied

62 (72.1%) local customers (participants) answered ‘yes’ to treating the service station as their principal source of either groceries or fuel. This forms the population of interest as outlined in the introduction – **Figure 8**.

Population of interest
62 participants

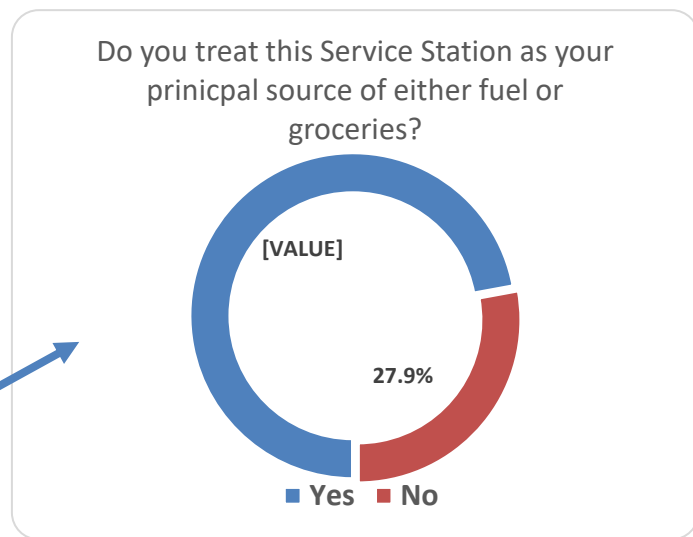


Figure 8 – Base 86

Research Findings – Key Findings Usage Esso

Gordon Service Station

Once the population of interest had been defined (Base 62), these participants were asked:
 Would you consider yourself materially disadvantaged or inconvenienced were this premises to be unable to provide you with: a) Petrol or DERV (Fuel)? b) Groceries?

Materially disadvantaged or inconvenienced?

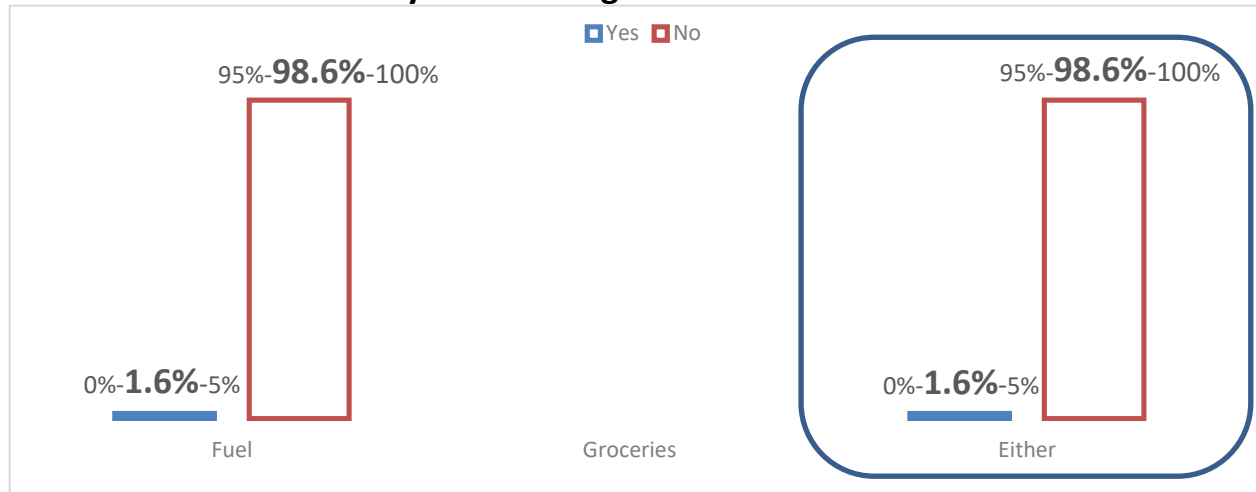


Figure 9 – Fuel Base 62

Groceries Base 0

Either Base 62

The results show that a proportion of persons in the locality (1.6%) see and treat the premises as the principal source from which they, in ordinary course, purchase groceries or fuel and that they would properly consider themselves materially disadvantaged or inconvenienced were any of these retail facilities to no longer be provided from said premises.

Bases explained

Fuel: Overall 62 participants from the locality stated that they used the station as their principal source of fuel, of these participants 1.6% (1) stated that they would be materially disadvantaged if the premises could no longer provide them with fuel.

Groceries: N/A

Either: The combined base and response for fuel and groceries.

Research Findings – Key Findings

Esso Gordon Service

Station

In order to qualify the result all participants who coded yes to being materially disadvantaged if the service station could no longer provide fuel were asked **'Would you have an alternative fuel source you could use?' Base 1**

Yes – 100% (1)

No – 0% (0)

Those who answered 'Yes' to having an alternative fuel source – 100% (1) were then asked: **Is this alternative fuel source available to you without causing you to be disadvantaged or inconvenienced in any way? Base 1**

Yes – 0% (0)

No – 100% (1)

Results show that the alternative fuel and grocery sources available to 100% of participants would cause 100% of this group to be inconvenienced.

100% (1) of those materially disadvantaged (base 1) confirmed this was still the case after considering alternatives.

Research Findings – Key Findings Esso Gordon Service Station

Station

The graph below highlights participants who live locally and use the garage as their principal source of either fuel or groceries and who, after considering local alternatives, still feel they would be materially disadvantaged or inconvenienced if the premises could no longer provide them with either.

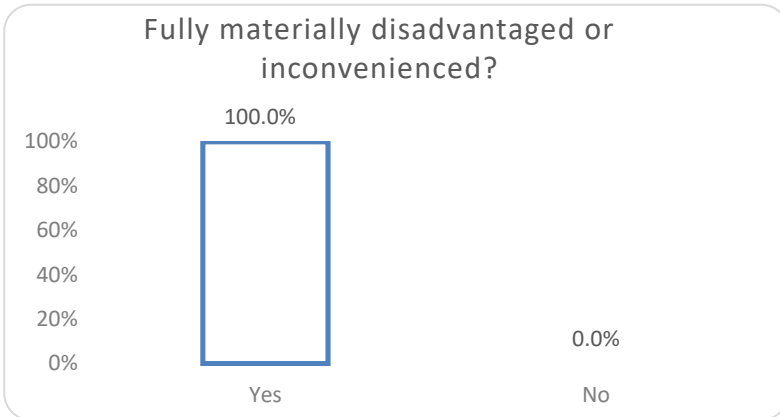
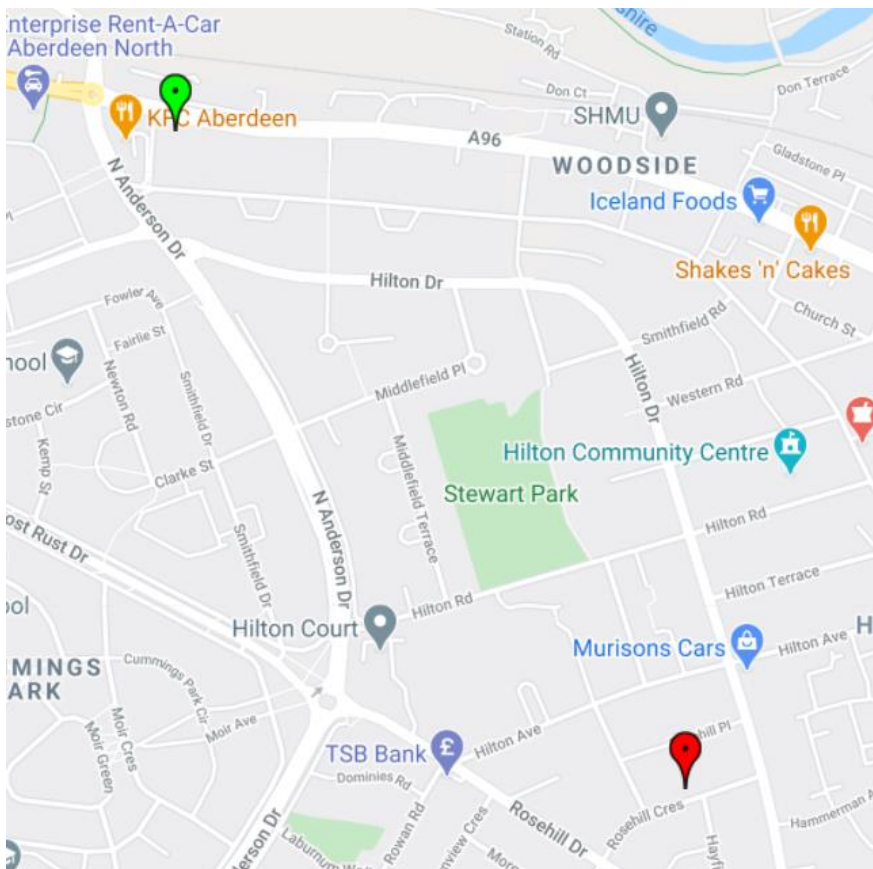


Figure 10, Base 98

The geo-map below shows where all participants (1) who coded 'yes' live; on average 0.79 miles from the station.



Map 3

Research Findings – Key Findings Esso Gordon Service Station

Station

The graphs below highlight the demographic of those who are materially disadvantaged or inconvenienced after having considered local alternatives.

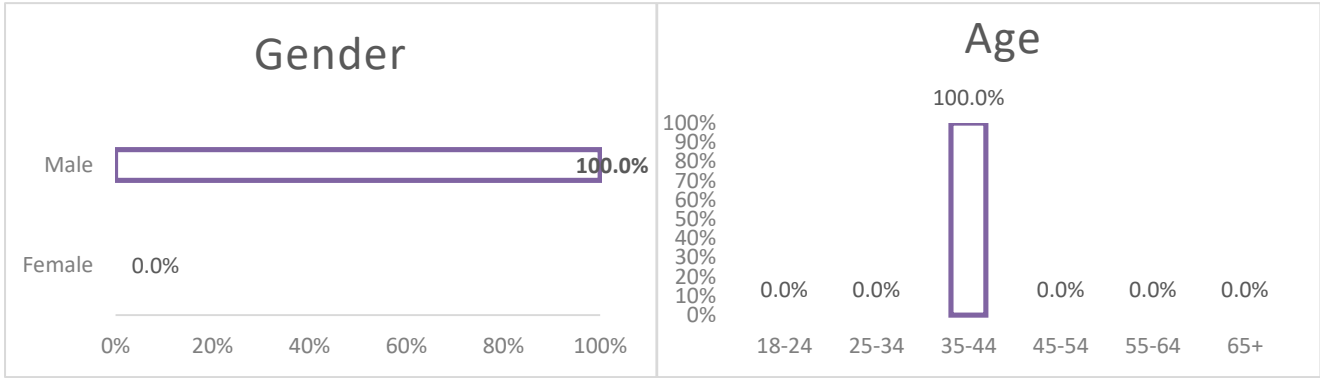


Figure 11 – Base 1

Figure 12 – Base 1

Average visits per week

Grocery Shopping <i>Base 1</i>	2.5 visits per week
Fuel Purchase <i>Base 1</i>	2.5 visits per week

Table 2 – Base Varied

About TMcK

Taylor McKenzie Research & Marketing (TMcK) are a full service agency and provide all stages in the market research process from fieldwork and recruitment, through to interviewing and analysis of data. We are also proud to host one of the UK's best viewing facilities, known as 'The Glasgow View'.

Based in Glasgow since formation in 2001 our steady growth over the past nineteen years has been down to the dedication of our skilled, reliable and creative staff.

TMcK's research team is headed up by Research Director Nicky Taylor who has extensive knowledge of consumer research in Scotland. In the past 12 months he has headed up similar quantitative research projects for KPMG, Tennent's, AXA amongst others. Nicky acts as the main contact for client and will attend briefings and debriefs and will be aided in the completion of the project by Laura Taylor (Director) and TMcK field. TMcK are Company Partners of the Market Research Society and abide by their code of conduct.

This demonstrates that we are one of a small number of Scottish companies who work with the Market Research Society in ensuring that quality standards are consistently upheld within the research industry.

About Market Research Society (MRS)

In the competitive world of market research, one name assures you of instant recognition and respect - that of MRS.

MRS is the 'voice of your profession'. Their role is to represent and communicate good practice in research to the business community, government and the public; to award accreditation and to provide support for our members.

Professional standards

All members of the Society must comply with the [MRS Code of Conduct](#) which is enforced through a disciplinary process. This is the primary means by which market research remains a self-regulated profession. A range of guidelines and advisory services provide support to members in practical implementation of the *Code*.

The *Code of Conduct* embodies the principles of confidentiality and transparency. It provides protection to research users, participants and to researchers themselves. The *Code* has the confidence of the business community, government and regulators. It embraces the principles of data protection legislation. Membership of MRS is your way of showing that you subscribe to these ethical and legislative principles.

Appendix 1 – Research Background

The Licensing (Scotland) Act 2005 defines premises that operate in whole or in part as a garage for the sale of petrol or deriv as “excluded premises”. Subject to the provisions of section 123(5) of the Act, garage premises are “excluded premises”. Where premises are “excluded premises”, sale of alcohol is not permitted. The Client wishes to explore the motivations and buying behaviours of the consumers who visit affected forecourt premises with the purpose of ascertaining whether or not their forecourt premises fall to be determined as “excluded premises” or within the exception contain under section 123(5). Section 123(5) seeks to determine, as interpreted in the Opinion of the Inner House of the Court of Session in *BP Oil UK Limited v City of Glasgow Licensing Board and City of Edinburgh Licensing Board* (5th April 2011) whether a recognisable number of persons in the **locality**¹ see and treat the said premises as the **principal source**² from which they, in **ordinary course**³, purchase **groceries**⁴ or fuel and who would properly consider themselves **materially disadvantaged** or **inconvenienced**⁵ were these retail facilities to no longer be provided from said premises.

Should the research prove that a substantial % of a **representative sample**⁶ local residents who use the outlet as their principal source of groceries and would be materially disadvantaged or inconvenienced if the outlet stopped selling groceries then it would help to form a case to include the outlet as being ‘not excluded’ from the changing legislation.

¹ **Locality** will be defined on a premises by premises basis. This will be determined via respondent answering what will be Q1 (How far away from this station do you live?) and will be confirmed with geo-mapping postcode software. Those living within the chosen distance will be deemed suitable to represent persons living in the locality and they will be further questioned on purchasing habits. Those living out with the chosen distance will be asked for their postcode and interview will be terminated.

²⁻³ **Principal source / Ordinary course**; these points must be answered by asking each respondent a question that will be interpreted consistently and fully understood.

Generally speaking, do you treat this premises as your principal source for a) Petrol or DERV (a full description of DERV will be provided in Showcard to help understanding) b) Groceries. A simple yes or no answer will be collected.

This will provide the research with its population of interest.

⁴ **Groceries**; will be defined as being food or other things used within the home.

Appendix 1 – Research Background

(continued)

⁵ **Materially disadvantaged or inconvenienced;** the term materially disadvantaged is perhaps not in the general diction of the average respondent, and we would not expect it to be used by a respondent if asked to describe how they felt about a retail outlet closing. However, when it is combined with the word inconvenienced in the Q. “Would you consider yourself materially disadvantaged or inconvenienced were this premises to be unable to provide you with a) petrol (DERV) b) Groceries?” we would expect a good understanding. An open question asking why participants would feel materially disadvantaged or inconvenienced will be asked if ‘yes’ is coded at either a) petrol (DERV) or b) groceries.

⁶ **Representative sample;** in quantitative market research studies which are to be conclusive it is very important that the data collected and the findings and recommendations made from the data are representative of the given population. In real terms this means that should the study be repeated at any given time then the results will be similar 95 times out of 100 and within an acceptable margin of error (+/-) %.

In order to achieve this, data collection should be stratified in terms of opening hours and weekend / weekday footfall and respondent selection should be entirely random.

Statistical Representation

In order for the findings to be conclusive it is very important that the data collected, the findings and recommendations made from the data are representative of the given population. In real terms this means that should the study be repeated at any given time then the results will be similar 95 times out of 100 and within an acceptable margin of error (+/-) %.

In order to achieve this, data collection was stratified in terms of opening hours and weekend / weekday footfall and respondent selection was entirely random.

The table below indicates achieved error thresholds for the overall base of participants and for the population of interest base. Error bars are present throughout each table to represent statistical relevance of each figure.

<u>Population</u>	%GIVING PARTICULAR ANSWER		
	10%/90%	30%/70%	50%
Total Base 526	+ 2.56	+ 3.92	+ 4.27
Local Base 86	+ 6.34	+ 9.69	+ 10.57
Pop of interest Base 62	+ 7.47	+ 11.41	+ 12.45

Appendix 2 – Research Questionnaire

Good morning/afternoon my name is & I am work for Taylor McKenzie Research & Marketing Ltd, an independent Scottish research agency. We are here today to better understand how this filling station is being used by its customers. We only have a few questions to ask and it is important you help so that we can ensure a representative view of all customers. It should only take 2 minutes.

Q1 Interviewer select filling station

Esso Gordon Service Station

Q2 How far away from this Service station do you live?

Showcard s2

Within 1/4 of a mile

Go to Q3

Within 1/2 a mile

Within 1 mile

Within 1.5 miles

Within 1.5 to 2 miles CLOSE

Within 2 to 10 miles (approx.) CLOSE

More than 10 miles away (approx.) CLOSE

Q3 Which of these best describes how you travel to this station?

Showcard s3

Always by vehicle

Go to Q4

Always on foot

Go to Q4

Mostly by vehicle but sometimes on foot

Go to Q4

Mostly on foot but sometimes by vehicle

Go to Q4

Other (write in).....

Go to Q3

Q4 Including today, in the past 6 months have you used this station as a source of ...

Showcard s4

Interviewer - Read out...

Petrol or DERV (fuel)

Go to Q5

Groceries

Go to Q6

Both for Petrol or DERV (fuel) and Groceries

Go to Q5

**Interviewer note - if respondent queries what qualifies as 'groceries' please give the following description -
Groceries - 'food or other things used within the home'**

Appendix 2 – Research Questionnaire

(Continued)

Q5 How often do you visit this station for the purchase of petrol or DERV (fuel)?

Showcard s5

- Every day
- 4 - 5 times a week
- 2 - 3 times a week
- Once a week
- 2 - 3 times a month
- Once a month
- Once every 2 months
- 3 - 4 times a year
- Once a year
- Less often
- First visit**

Q6 How often do you visit this station for the purchase of groceries?

Showcard s5

- Every day
- 4 - 5 times a week
- 2 - 3 times a week
- Once a week
- 2 - 3 times a month
- Once a month
- Once every 2 months
- 3 - 4 times a year
- Once a year
- Less often
- First visit**

Q7 Generally speaking, do you treat this premises as your principal source for:

Showcard s6a & s6b

Interviewer - Read out full statement above for both petrol and groceries

	Yes	No
Purchasing Petrol or DERV (fuel)	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing Groceries	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Would you consider yourself materially disadvantaged or inconvenienced were this premises to be unable to provide you with:

Showcard s7

	Yes	No
Petrol or DERV (fuel)	<input type="checkbox"/>	<input type="checkbox"/>
<i>Would you have an alternative fuel source you could use?</i>	<input type="checkbox"/>	<input type="checkbox"/>
Is this alternative fuel source available to you without causing you to be disadvantaged or inconvenienced in any way?	<input type="checkbox"/>	<input type="checkbox"/>

If no: Why is this? (probe fully)

Appendix 2 – Research Questionnaire

(Continued)

Q9 **Would you consider yourself materially disadvantaged or inconvenienced were this premises to be unable to provide you with...**

Showcard s7b

	Yes	No
Groceries	<input type="checkbox"/>	<input type="checkbox"/>
<i>Would you have an alternative grocery source you could use?</i>	<input type="checkbox"/>	<input type="checkbox"/>
Is this alternative grocery source available to you without causing you to be disadvantaged or inconvenienced in any way?	<input type="checkbox"/>	<input type="checkbox"/>

If no: Why is this? (probe fully)

Q10 **Record Gender**

- Male.....
- Female

Q11 **Which of these age groups do you fall into?**

Showcard s8

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Interviewer Say: Could you please tell me your home postcode, this is so we can get a better understanding of store catchment. This data will never be used for contacting you and will never be passed on with any personal information. Interviewer please enter with a space, as follows.... e.g. G2 4EZ

Postcode

Appendix 3 – Open Ended Responses

"Q8b - Would you consider yourself materially disadvantaged or inconvenienced were this premises to be unable to provide you with Fuel? If yes: Why is this?"

"Road restrictions"

Q8e: If NO: Why would this fuel source cause you to be disadvantaged or inconvenienced? Include as much detail as possible:

"Q8e"

"Road restrictions"

Appendix 4 – Postcodes of Population of Interest

AB24 4PU	AB24 4HL	AB24 4JL	AB24 2BT
AB24 4NR	AB16 7BL	AB16 5DS	AB24 4LE
AB16 7XJ	AB24 4DQ	AB24 2BQ	AB24 2BQ
AB24 4JN	AB24 2BT	AB24 4LG	AB16 5JG
AB24 2AS	AB24 4NR	AB24 2BT	AB24 4LE
AB24 2GE	AB24 4HH	AB24 2BT	AB21 9WN
AB24 2XE	AB24 4ER	AB16 5JG	AB24 4HR
AB24 2GF	AB16 7YX	AB24 4HS	AB24 2BG
AB21 9NN	AB24 2XE	AB16 7XD	AB24 2BG
AB24 4DE	AB24 4PD	AB24 2BG	AB24 4EN
AB24 4JN	AB16 7XD	AB24 2BQ	AB24 4GB
AB24 4NR	AB21 9WJ	AB21 9LR	AB24 2DB
AB24 4AW	AB16 9HJ	AB24 2SF	AB24 2RX
AB24 2AS	AB24 4LE	AB16 7UJ	AB24 2BL
AB24 2GF	AB24 4LG	AB24 2BQ	AB24 2SB
AB24 2BT	AB24 2BT		

Gordon Service Station, Aberdeen

Statement by Site Manager for Gordon Service Station

I have the principal day to day management responsibility for the Gordon Service Station and the nearby North Anderson Drive Service Station. Both services stations are owned by Motor Fuel Limited and the North Anderson Drive SS is licensed for the sale of alcohol.

The proposed licence to sell alcohol licence is key part of the convenience store offer at Gordon Service Station. This is particularly so during the coronavirus pandemic during which we have one of the few essential businesses that remain open. I live locally to both premises and have seen the increase in local customers using the stations for essential convenience shopping, as they stay local.

I have seen the results of the market research survey results and I do see that the customers interviewed formally demonstrated a low level of reliance on the premises. I see that a local of commuters were interviewed.

In my experience, we have a lot of local customers who rely on us. This can be seen in the market research report at page 4, where the local customers interviewed (86) are visiting the premises on average over 4 times per week. This relates to my own experience of our regular customers.

Whilst I understand that the statutory test is not about demand for alcohol, we get lot of customers very frequently asking for alcohol at our premises, as they find it difficult to go the North Anderson Drive due to the location and limited parking availability. Our team have seen many disappointed customers when they come to know that we do not sell alcohol.

I have spoken to many of our local customers who live between 615-852 Great Northern Road where they fully support our proposal. If needed, I am happy to take their contact details and will forward to the relevant Officers for their kind consideration.

I believe the market research this will be not the true reflection of the customer base and their use of the store.

Date: 27/01/2021

Signed: 

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Stephen McGowan

From: Michael Thomas <michaelthomas@g1group.co.uk>
Sent: 14 December 2020 10:11
To: Stephen McGowan
Cc: Jim McDougall
Subject: FW: Government Restrictions.
Attachments: lock down closure checklist.docx

Hi Stephen

Below is email that went out to all partners on 7th October informing them off what action to take with the Government lock-down instructions.

I will get Angie to send on an email with all the previous newsletters and emails with guidance we issued for lock-downs.

Cheers,

Michael.

From: Michael Thomas
Sent: 07 October 2020 19:50
To: Angela O'Donnell
Subject: Government Restrictions.

Hi Angie

Can you send this out to the partners when you get a minute?

Cheers,

Michael.

Dear Partner

As I am sure you are aware, the Scottish Government have today announced further restrictions on pubs and restaurants. These measures are being introduced in an effort to stop the recent rise in Covid infections across the country.

These measures come in to force from 6pm on Friday 9th October 2020.

Below is a summary of the restrictions;

1. NATIONWIDE RESTRICTIONS (excepting central belt areas):

Hospitality (food and drink): all premises may only open indoors between 6am and 6pm, with no sales of alcohol

Hospitality (food and drink): premises may open outdoors until 10pm, with sales of alcohol (where licensed)

Takeaways (including from pubs and restaurants) can continue

Evening meals may be served in accommodation for residents only but no alcohol can be served

Current meeting rules, maximum of six people from two households, continue to apply

Specific life events, such as weddings and funerals, may continue with alcohol being served, with current meeting rules for these events (20 person limit in regulated premises only)

2. CENTRAL BELT AREA RESTRICTIONS focusing on five health board areas (Ayrshire & Arran; Forth Valley; Greater Glasgow & Clyde; Lanarkshire; Lothian):

All licensed premises will be required to close, with the exception of takeaway services

Cafés (unlicensed premises) which don't have an alcohol licence will be able to open between 6am and 6pm

Takeaways (including from pubs and restaurants) can continue

Evening meals may be served in accommodation for residents only but no alcohol can be served

Specific life events, such as weddings and funerals, may continue with alcohol, with current meeting rules for these events (20 person limit in regulated premises only)

No group exercise classes for indoor gyms and sports courts, pools with an exemption for under 18s

No adult (18+) contact sports or training, except professional sports, indoor or outdoor

No outdoor live events

Snooker/pool halls, indoor bowling, casinos and bingo halls are to close

Public transport use should be minimised as much as possible, such as for education and work, where it cannot be done from home

Current meeting rules, maximum of six people from two households, continue to apply.

3. PUB CLOSE DOWN PROCEDURES AND SECURITY

As a result of these measures, a lot of our pubs will have to close up for the 2 weeks. I have attached to this e-mail a copy of our Close Down Procedures. This is the same document that was issued back in March, and can be used by partners as a guide on how to protect your establishment during any period of closure.

4. BEER LINES

Avani have issued some instructions around what to do with your beer lines over the 2 week period. If you are continuing to trade in any way, then obviously you do not need to take any action. If Avani already look after your beer lines, then their technicians will be in touch with you to guide you on what to do. If not, then they have advised you not to put your lines in water for the period of closure. This can seemingly taint your lines. They advise that it is better to either leave beer in the lines, or to blow them through and leave them in air, ready to be connected once again before you re-commence trading.

5. SUPPORT

We are hoping that the Scottish Government will announce on Thursday what the support will look like for each partner. We have been led to believe that the support will take the form of assistance with paying wages for staff, combined with a grant based on your Rateable Value. But this has not yet been confirmed. As soon as the Scottish Government announce what this support looks like, I will be back in touch to discuss this further.

This is a very tough and worrying time for us all. And I will attempt to keep you updated with any information we find out, as soon as we get it.

I hope that you, your families and staff are all safe and well.

Take Care,

Michael.

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Dear Partner

In the event of a forced lock-down being instructed by the Government, the following checklist should be used to ensure your pub is as safe and secure as it can be. This “lock-down” may happen in the next few days, so please go through this check-list TODAY and make sure you are prepared for any eventuality.

Your pub may be closed for up to 2 weeks or more, so you need to make sure that every step is taken to protect it from any break-ins, or civil disturbance that may occur during the lock-down. You do not want your pub to be seen as an easy target.

We have had reports in some pubs in the last few days of unknown customers paying great attention to the location of stock, AWP’s and cash drawers. These people are, we believe, preparing to target pubs in the event of a lock-down.

	ACTION TO BE TAKEN.
1.	Ensure your alarm company have up to date contact names and numbers.
2.	Ensure your local Police station have up to date names and numbers for key holders.
3.	Test your alarm now to ensure no faults are present. If faults exist, you must get your alarm engineer out TODAY to fix it.
4.	Ensure only designated people have keys and alarm codes for the pub. Get spare keys cut quickly if necessary to ensure the main responsible people have access to the pub in case of emergency.
5.	Check all locks for main doors and shutters work properly before trying to close for the day. You do not want to discover this last thing at night. Check that the access doors to your cellar from the street are locked properly.
6.	Ensure all perishable stock is bagged and removed from the building to stop any infestations occurring.
7.	Remove all TV’s from the walls where possible. Either store them in a locked room, or remove from the building.
8.	Do not leave cash in the building. Bank as much cash and change as you can this morning.
8.	Check that your CCTV system is working properly and that it is set to record. Ensure any external cameras are working well, and that the lense is clear in order to record anyone attempting to enter your premises.
9.	Clear your gantry before leaving the building, and put the stock in a locked cupboard or room. Do not leave ANY stock visible from outside the building.
10.	If you have window shutters, use them. If you do not, can the windows be boarded from inside? At very least, make sure the blinds or curtains are drawn to stop people looking inside.
11.	Move all loose furniture and combustible materials away from windows.
12.	Empty all cash drawers. Leave the empty drawer on top of the till.
13.	DO NOT lock up the pub on your own before leaving. Please ensure that there are AT LEAST 2 of you present at the time. More if possible. Ensure that anyone locking up has a safe passage home, and that they call you to confirm they have made it home safely.
14.	Before leaving, check all rooms, toilets and cupboards to ensure no-one is still in the building.
15.	Do not leave any combustible debris outside the pub. Bring in all bins that are at risk of being set on fire while the pub is shut. For food venues, please ensure that no oil drums are left outside the building. Clear the area around the pub from anything that can be

	set on fire, or used to break windows, or used to climb on the roof of the pub.
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Please carry out these checks NOW in order to ensure that you are ready and prepared for any sudden announcement of a lock-down.

Iona Weekly Newsletter – 3rd Edition

Good Morning Everyone, and welcome to the third edition of the Iona Newsletter. Despite the pubs being closed, there is still loads happening, which is great to see. I know that you have all now put in your applications to the local councils for your grants. And hopefully we will all start to see those grants being paid out in the next week or so. As I said last week, if you need anything please get in touch either on my mobile (07768888491) or my e-mail michaelthomas@g1group.co.uk . I hope you, your families, and your teams are all keeping safe and well.

1. PUB SECURITY : Please continue to check your closed pub every few days to make sure that it has not been broken in to or vandalised. If you notice anything suspicious during your checks, please notify the local Police and me on the number given above.
2. PUB RE-DECORATION : Time to focus on some good news now. It is great to see some amazing work being carried out by you the Partners during this closure period. Loads of you have taken the opportunity to get in to the pubs and give them a real spring clean which is fantastic to see. A special mention goes out to Stephen at The Tenement who has submitted the pictures below, thanks for doing that Stephen!

I also heard that the following partners have been busy with the paintbrush over the last week; Tracy at The Storm Queen. Iain at The Gretna Inn. Jaqui at The Bell Rock. Natasha at The Old Govan Arms. Ben at The Joker. Marco at The Swan. And Anne at The Harmony Bar. Please send in pics of your amazing handy-work and we can share the ideas with the other partners.



3. GRANT APPLICATIONS : As I stated earlier, all of those partners who are eligible have now placed their applications for their grants. At the time of writing, some of the councils have actually started to pay out on these grants which is great to see. As usually happens with councils, there seems to be some “administrative errors” being made which are delaying some pay-outs. Please keep in contact with me on any of these issues, and we will see if we can help smooth them out in any way.
4. PAYE SUPPORT : I attached the support guide last week to help you out with getting the 80% PAYE support. Please make sure that your accountant is on top of this now to ensure you do receive this support.
5. BEER AND CIDER STOCK : PLEASE, PLEASE, PLEASE MAKE SURE THAT YOU GO ON TO THE TCB WEB PAGE AND LOG ANY KEGS THAT ARE GOING OUT OF DATE!!!! TCB will not uplift any kegs if they are not registered on the web link below! This is vital to ensure that you do not lose any money on stock that goes out of date while you are closed. I have also questioned TCB on what will be happening re credit for any kegs that were already broached at the time of closure. I am waiting on an update from TCB on this, so as soon as I hear I will send it on to you. Below is a link to the site that you need to visit in order to register the kegs that need uplifting;
<https://www.surveymonkey.co.uk/r/L52TVSG>
 Please make sure that you fill this in with the details as soon as you can.
6. MYPUBSHOP.COM : A new initiative has been launched in order to allow pubs to operate as shops. Powered by StarStock, mypubshop.com will give pubs nationwide the ability to take and process orders online. This is intended to provide them with income whilst they will not be allowed to function in their traditional role. It is easy to register with, and is a not for profit initiative, as all profits made are donated to the NHS. If you feel that your local community would benefit from this, then log on and see what is involved. If you need any help in doing this, give me a call and I can see what we can do to help out.
7. HOSPO LIVE : HOSPO Live is a site that has been set up by Flow Training in an effort to provide people who work in the Hospitality industry a portal where they can feel that they are not alone in this situation. It is a Facebook page, but you do not need to be signed up to Facebook to utilise it. Sessions include wellbeing and fitness classes, hospitality masterclasses, interviews with industry icons, business brunches and more, brought to you by the likes of Mr Lyan, London Cocktail Club’s JJ Goodman, UK Hospitality’s Kate Nicholls, Disney’s Dan Cockerell, and Asma Khan (Netflix’s Chef’s Table, Owner of Darjeeling Express). There are different talks and presentations throughout the day. And every day starts with a fitness session that I am sure you will all be desperate to take part in! the link to access the site is;

[Facebook.com/HospoLive](https://www.facebook.com/HospoLive).

I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

Michael.

Iona Weekly Newsletter – 7th Edition

Good Morning Everyone, and welcome to the seventh edition of the Iona Newsletter.

I hope you and your families are all keeping well. There have been some amazing examples this week of people trying to make the most of the situation by starting up home deliveries which I will go in to later on. It is really great to see, and shows some amazing entrepreneurial spirit.

It is also great to hear that a lot of you are now getting your grant money paid out by your local councils. Hopefully this will take away some of the stress for you at this time. If you have still not received yours yet, please keep calling and e-mailing your local authority to chase them along.

As I said last week, if you need anything please get in touch with me either on my mobile (07768888491) or my e-mail michaelthomas@g1group.co.uk . I hope you, your families, and your teams are all keeping safe and well.

1. PUB SECURITY : Please continue to check your closed pub every few days to make sure that it has not been broken in to or vandalised. I have had a couple of calls this week from the Police. They have been requesting copies of CCTV from our pubs to help with investigations in to incidents that happened around our pubs. It is really important that you maintain your CCTV system please during this time. If you notice anything suspicious during your checks, please notify the local Police and me on the number given above.
2. GOVERNMENT SUPPORT : This week the Chancellor announced a new Bounce Back Loan that is available from Monday to all partners. It is Government backed, and is interest free for 12 months. This could be a vital source of cash for you to utilise in the coming weeks, so please take the time to read up on it and see if it is appropriate for your business during this difficult time. I have attached a link to the Government web page here;
<https://lnkd.in/g7K7pgu> If you are still unsure about what financial support is available to you, the Government have created this useful web page. All you need to do is click on it, then input your details, and it will list all the support that is available to you. A really useful site, that doesn't take long to use;
<https://www.gov.uk/business-coronavirus-support-finder>
3. HAND SANITIZER : when you re-open, one of the requirements will no doubt be that you have a supply of hand sanitizer available for your customers to use. We have a small supply of hand sanitizer dispensers that we can order for you. These will be priced at £10, and can be screwed in to a wall or pillar. We will also have a small supply of the hand sanitizer to fill these dispensers. If you would like to take advantage of these units and the sanitizer, please get in touch with me ASAP to order these before they run out.
4. COUGH OR SNEEZE SCREENS : Another item you may have to think about when re-opening is to have a sneeze or cough screen at the serving point. Similar to the ones you see used at till points in supermarkets or corner shops currently. If we have enough partners looking for these, we can get them manufactured for £24 each. Again, if you would like to take this offer up please get in touch with me ASAP to sort this out.
5. BEER AND CIDER STOCK : There are still unfortunately lots partners who have not filled in the keg uplift form for TCB. If you don't inform TCB of what kegs you have that will be out of date, you will not receive any credit for it. This includes informing them of what broached

kegs you had on when you were forced to close. This could be worth thousands of pounds to you, so please use the link below asap.

<https://www.surveymonkey.co.uk/r/L52TVSG>

6. DIAGEO COCKTAIL TRAINING - Diageo Brand Ambassadors are currently working on the World Class Cocktail competition. But they have taken time out to put up some cocktail training classes on their FB page. Why not share this with staff members to keep them busy during the lockdown? The page can be found on <https://www.facebook.com/WorldClassUnitedKingdom/>
7. BEER LINES – When we shut down in March, it was great to see that you all pulled water through your beer lines. In order to protect the lines from deteriorating. The longer we stay closed, it is now best for your lines not to have water left in them, as this may slightly taint the lines. It is best to blow them through so that only air remains in the lines. I have attached a link to a You Tube video that takes you through the steps you need to take to achieve this <https://m.youtube.com/watch?v=iFryuPKwdqY&feature=youtu.be>
8. PUB RE-DECORATION : No pictures this week, but a mention to John Doyle at The Blane Valley in Glasgow. John and his family are heading in to the Blane Valley this week to completely re-decorate inside and out. They will also include ripping out the toilets and installing new ones, and new tiling. Good luck John!

I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

Michael.

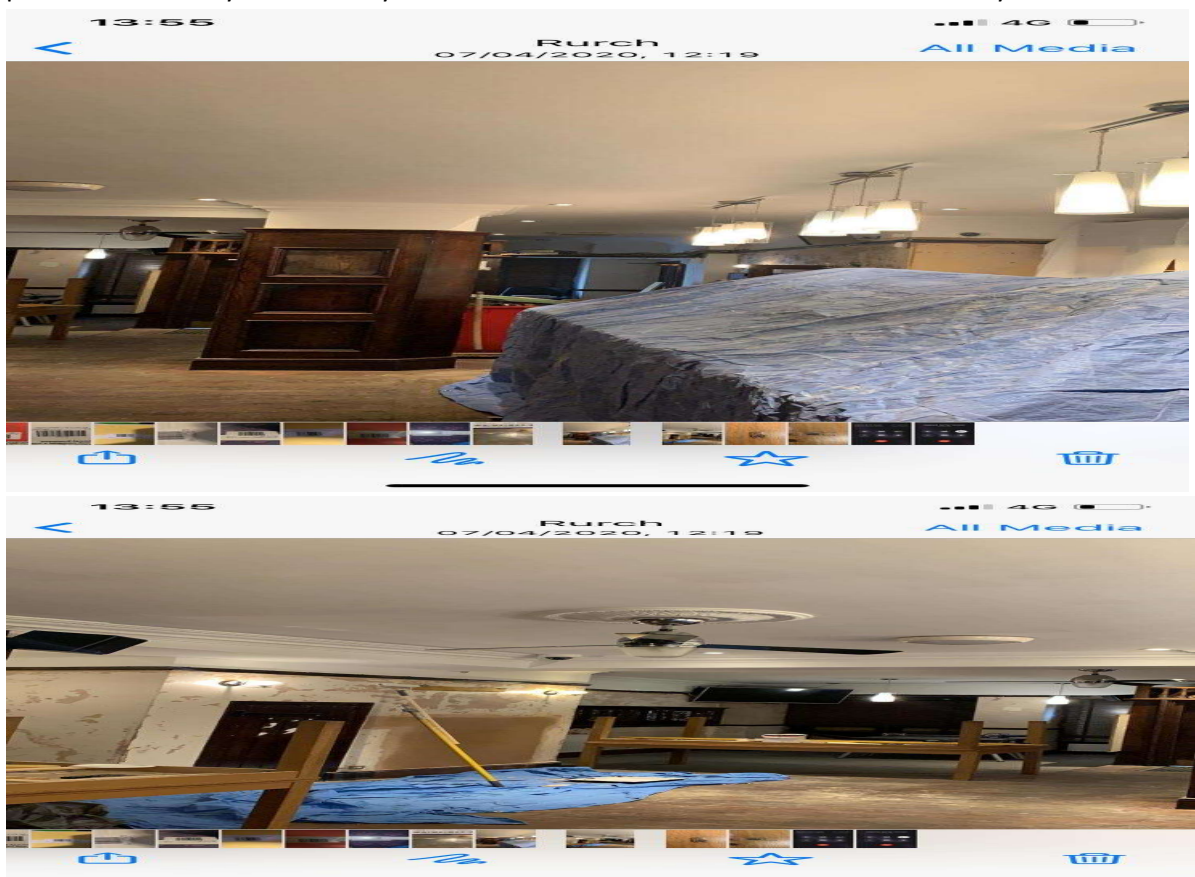
Iona Weekly Newsletter – 4th Edition

Good Morning Everyone, and welcome to the fourth edition of the Iona Newsletter.

I am sure by now you are all settling in to a routine of Jo Wicks work-outs, followed by some home schooling, and walking the dog 10 times a day in different coats! I know you will all be very eager to get back to normal, and get the pubs back open again. In order to make sure you are ready to go as soon as we are given the nod by the Government. We can now start to give you ideas and help to get your units ready for the day that notice is given. We need to make sure that you are a step ahead of your competition when it comes to re-launching. Hopefully the advice we give you in the next few weeks will help you be the best in the area when the punters are let loose once again.

As I said last week, if you need anything please get in touch with me either on my mobile (07768888491) or my e-mail michaelthomas@g1group.co.uk . I hope you, your families, and your teams are all keeping sane, safe and well.

1. PUB SECURITY : I know I say this every week, but it is VITALLY important. Please continue to check your closed pub every few days to make sure that it has not been broken in to or vandalised. If you notice anything suspicious during your checks, please notify the local Police and me on the number given above.
2. PUB RE-DECORATION : More and more of you are taking the opportunity to re-decorate your units during the lockdown. This is great to see. This week we have pictures from Tracey at the Storm Queen. Tracey has stripped back all of the wallpaper, and has had the walls re-plastered. All ready to be freshly re-decorated for her customers. Great work Tracey!



3. GRANT APPLICATIONS : It is great to see that some of the local councils have started to pay out on the Covid Business Support Grants. Some units in Glasgow, and some in East Lothian have received their pay-outs this week. Please keep checking your e-mails daily to check for updates from your local councils in-case they are requesting any new information from you.
4. BEER AND CIDER STOCK : The majority of partners have now went on-line and filled in the detail for their TCB uplift. Please make sure that you also note down what broached kegs you have on site as well. TCB will possibly have to credit you back for these. So please make sure that you note them on the TCB site. There is a section on the survey for all broached kegs. The link to the site is below;
<https://www.surveymonkey.co.uk/r/L52TVSG>
Please make sure that you fill this in with the details as soon as you can.

FRIDGE PLANOGRAMS

Each week we will take an area of your pub, and help you focus on it in an effort to give you some ideas to improve your pub when you re-open. This week we will look at your Fridges. Fridges are a very important part of your selling space, and are far too often neglected. How often have your back bar fridges just turned in to a place to store the staff's sandwiches and milk for the tea???

We have attached to this e-mail some layout plans for your fridges. These plans go from units that only have 1 fridge, right up to units that have 6 fridges. Please use them. They contain what we believe should be the minimum stocking range for your pubs. They contain the best selling lines in Scotland. Feel free to add to this range if you have something that sells well in your unit. But please use this as a MINIMUM stocking range. If you would like them printed off and laminated for you to use then let me know and I can arrange this for you.

I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

Michael.

Iona Weekly Newsletter – 8th Edition

Good Morning Everyone, and welcome to the eighth edition of the Iona Newsletter.

As I said last week, if you need anything please get in touch with me either on my mobile (07768888491) or my e-mail michaelthomas@g1group.co.uk . I hope you, your families, and your teams are all keeping safe and well.

1. TEMPERATURE CHECKS FOR CUSTOMERS : As your planning for re-opening continues, it may well be worth looking in to purchasing a hand held temperature checker to be used on people entering your establishment. It may well be a requirement of re-opening that you can check peoples temperatures before they enter your pub or restaurant. These hand held devices can be purchased on-line and the price is currently around the £40 mark. But you can guarantee the price of these devices will rocket if it becomes law that you need to have one. I have attached a link below to give some examples of what they look like and cost; [Digital Non-Contact Infrared Thermometer Forehead Instant Reading, Fever Alarm](#),
2. GOVERNMENT SUPPORT : If you are still unsure about what financial support is available to you, the Government have created this useful web page. All you need to do is click on it, then input your details, and it will list all the support that is available to you. A really useful site, that doesn't take long to use; <https://www.gov.uk/business-coronavirus-support-finder>
3. HAND SANITIZER : when you re-open, one of the requirements will no doubt be that you have a supply of hand sanitizer available for your customers to use. We have a small supply of hand sanitizer dispensers that we can order for you. These will be priced at £10, and can be screwed in to a wall or pillar. We will also have a small supply of the hand sanitizer to fill these dispensers. If you would like to take advantage of these units and the sanitizer, please get in touch with me ASAP to order these before they run out.
4. COUGH OR SNEEZE SCREENS : Another item you may have to think about when re-opening is to have a sneeze or cough screen at the serving point. Similar to the ones you see used at till points in supermarkets or corner shops currently. If we have enough partners looking for these, we can get them manufactured for £24 each. Again, if you would like to take this offer up please get in touch with me ASAP to sort this out.
5. BEER AND CIDER STOCK : TCB have started to uplift stock from some units this week. It looks like they are starting to uplift Tennents and Caley Best from units first. The other products will be uplifted later on in the process. If TCB try to make contact either by e-mail or phone, please reply back to them asap to ensure you get the next available uplift slot.
6. DIAGEO COCKTAIL TRAINING - Diageo Brand Ambassadors are currently working on the World Class Cocktail competition. But they have taken time out to put up some cocktail training classes on their FB page. Why not share this with staff members to keep them busy during the lockdown? The page can be found on <https://www.facebook.com/WorldClassUnitedKingdom/>
7. BEER LINES – When we shut down in March, it was great to see that you all pulled water through your beer lines. In order to protect the lines from deteriorating. The longer we stay closed, it is now best for your lines not to have water left in them, as this may slightly taint the lines. It is best to blow them through so that only air remains in the lines. I have attached

a link to a You Tube video that takes you through the steps you need to take to achieve this <https://m.youtube.com/watch?v=iFryuPKwdqY&feature=youtu.be>

8. THE CARDROSS INN : Kudos this week goes to David Davidson and the team at The Cardross Inn. David has been getting involved with the local community in recent weeks in an effort to help lift spirits. He is running 2 initiatives in the village. The first is called "Operation Steak Pie", where local customers can nominate people in the village that they feel deserve a treat in the form of a slap up meal delivered from the Cardross Inn. This is going out to Key Workers, or even elderly within the village, and is being funded by a Go Fund Me page. David is also trying to get the village help brighten up the Cardross Inn building by submitting pictures of Rainbows that he is displaying in the windows of the pub and the rooms above. A great way of keeping the local people involved with the pub even though it is closed. Great work David!

I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

Michael.

Iona Weekly Newsletter – 13th Edition

Good Morning Everyone, and welcome to the thirteenth edition of the Iona Newsletter.

As I said last week, if you need anything please get in touch with me either on my mobile (07768888491) or my e-mail michaelthomas@g1group.co.uk . I hope you, your families, and your teams are all keeping safe and well.

1. COVID RENT SUPPORT : As you will be aware, we as a company have supported you by reducing the rent levels to 50% during the lock-down period. We also agreed that you could, if needed, defer the April and May rent, and spread that amount over a 12 month period to assist your cash flow. The current rent concession runs out on 23rd of July. We have decided to further assist you by extending this 50% rent concession for a further 2 months. I have said all along that we are willing to work with our pubs to try and help you get back up and running as soon as possible after lock down. And we hope you agree that this move is a positive one that will help your cash flow in the coming months. This move now takes the 50% concession up to the 23rd of September 2020. That will be 6 months of 50% rent. The equivalent of 3 month's rent free. The deferred rent period ended on 1st June, and we now need all pubs to start re-paying their rent and payback amounts on a weekly basis. We hope that you take this extension of the rent concession as a positive move, and one that will help you plan your finances after re-opening.
2. ENERGY CHECKLIST: I am sure that you are all looking at your cost lines in an effort to make sure your operation is as lean as possible. Two massive costs that you all have are gas and electricity. I have attached to this newsletter a checklist sent in from Nationwide consultants. It helps you look at some measures that you can take to ensure your utility costs are as low as possible. If you are looking to change provider for utilities, please do contact me as we may be able to help you look at the lowest cost option for your unit.
3. DISPOSAL OF OUT OF DATE BEER: We are still waiting to get a definite answer from TCB as to what they are doing regarding the uplifting of Diageo and other stock from your cellars. In the event that they say you have to dispose of this stock down the drain, there is a form you will need to fill in for Scottish Water. I have attached this form to this Newsletter. It is a simple and quick form to fill in, and will cover you in the event that you do need to dispose of stock down the drain.
4. RISK ASSESSMENT, RISK ASSESSMENT, RISK ASSESSMENT : Glasgow City Council have this week set up a One Stop Shop where people can ask them questions about anything regarding re-opening. As soon as we get the details on the contact number for this we will send it out. BUT the one thing that we were told during the brief on this today was that they will be demanding that Partners carry out a RISK ASSESSMENT before they are allowed to re-open. Please take the time to work on the template I sent out a few weeks ago in the Re-launch brochure. THIS IS VITAL IF YOU WANT TO RE-OPEN AGAIN AFTER LOCK-DOWN. This cannot be stressed enough.
5. TENNENTS "LOCAL" APP: Have you downloaded the App yet? Is this something you could use after re-opening? Or could you use it to bolster your home delivery and take-away business? I will be having a demonstration of the app this week from Tennents so I will be able to feed back more on this next Monday, but please take them time to download it on

your phones and take a look at it. Remember it is a far cheaper option than Just Eat or Deliveroo, and it can be used by your customers to order from their tables.

6. STEPS TO RE-OPENING : On Thursday 28th, Nicol Sturgeon announced that we can now move in to Stage 1 of the journey out of lock-down. This is a great move, and allows us all to have a bit more freedom. But it is also a step closer to having pubs with beer gardens re-open again. As this is now becoming very close, I have produced a guide to the steps you now need to take to ensure you re-open legally and safely. The Re-Launch document is attached to this newsletter. As it is a fairly chunky piece of reading, the newsletter is fairly short this week. Please go through it, as it applies not only to those who may be opening their beer gardens soon. But also to every pub that will hopefully reopen in the coming months. Please take the time to complete the Risk Assessment. This will no doubt be examined if you receive a visit from the EHO after re-opening, so please take the time now to complete it.
7. ITEMS TO HELP YOU RE-LAUNCH – In last week’s re-launch document, we gave you details of the various items that you could order to help you, your staff and customers keep safe after re-launch. Please remember that these items can take some time to be delivered, and there is always a risk that stock will run out. So it is wise to order these things early just to be on the safe side, even if you are not opening your beer garden. I have attached the contact details for Mark from Instock below, and a list of the main items that will be needed;

Contact Mark Aldridge on 07770613610 or e-mail
 mark.aldridge@instockgroup.co.uk to place your orders.
 (The prices below are subject to VAT at the applicable rate,
 and change at any time)

Face Masks (Ear Loop 50 pk) £34.00
 2M Distance Floor Sign (30cm) £15.00
 Visors 10pk £20.00
 Thermometers Each £66.00
 Spray Aeresol Disinfectant 300ml £1.80
 Disinfectant Surface Wipes 1000pk £15.00
 Re-useable Plastic Pint Glasses 100pk £26.00
 Flat Lids for Pint Glasses 1000pk £40.00

8. PICNIC BENCHES – if you are re-launching your beer garden or outside area soon, you may be in need of some new picnic benches. I have a supply of 6 seater picnic benches that will be delivered next week. They are delivered fully made, not flat packed. The cost is £157 each. If you would like any of these please send me an email and ill arrange to have them delivered to you.

I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

Michael.

Iona Weekly Newsletter – 5th Edition

Good Morning Everyone, and welcome to the fifth edition of the Iona Newsletter.

I hope you are all continuing to keep safe and well. We have had some great news this week from the Government regarding the offer of grants being extended to partners with multiple businesses, and also the extension of the furlough offer for staff members. More on this later on in the newsletter.

It is also great to hear that a lot of you are now getting your grant money paid out by your local councils. Hopefully this will take away some of the stress for you at this time. If you have still not received yours yet, please keep calling and e-mailing your local authority to chase them along.

As I said last week, if you need anything please get in touch with me either on my mobile (07768888491) or my e-mail michaelthomas@g1group.co.uk . I hope you, your families, and your teams are all keeping safe and well.

1. PUB SECURITY : Please continue to check your closed pub every few days to make sure that it has not been broken in to or vandalised. I have had a couple of calls this week from the Police. They have been requesting copies of CCTV from our pubs to help with investigations in to incidents that happened around our pubs. It is really important that you maintain your CCTV system please during this time. If you notice anything suspicious during your checks, please notify the local Police and me on the number given above.
2. PUB RE-DECORATION : This week it is time to recognise the great work being carried out by Ed at The Bridge Inn, Glasgow. Ed has painted the whole pub, and it is looking great. Really fresh and inviting. And I am sure the customers will really appreciate the work Ed has put in when he re-opens again





3. GRANT APPLICATIONS : As you know, under the original Government proposals re the grants, partners who had more than one business only qualified for one grant pay-out. Thankfully the Scottish Government changed their policy this week. Below is a comment from our advisors at Gerald Eve on the changes to policy;

This morning the Scottish Government announced extended relief measures to assist business amidst the Covid-19 crisis.

Included within this new package of measures is £120 million to extend the Small Business Grant scheme to ensure that, in addition to a 100% grant on the first property, small business ratepayers will be eligible to a 75% grant on all subsequent properties. As ever more detail is required; for instance what tests, if any, will be applied and whether the additional grant(s) will be restricted to commercial properties with rateable values within the Small Business Bonus thresholds OR simply mirror the Covid19 grant aid thresholds already in place.

It is clear that, as is the case for the original grant aid, applications for the additional grants WILL be required; and the arrangements for the extended Small Business Grant will be in place to receive applications on 5 May.

As soon as we receive more updates from Gerald Eve on this process we will share it with you.

4. BEER AND CIDER STOCK : There are still unfortunately some partners who have not filled in the keg uplift form for TCB. If you don't inform TCB of what kegs you have that will be out of date, you will not receive any credit for it. This includes informing them of what broached

kegs you had on when you were forced to close. This could be worth thousands of pounds to you, so please use the link below asap.

<https://www.surveymonkey.co.uk/r/L52TVSG>

SPIRITS RANGE AND DISPLAY

Each week we will be looking at an area of your business, and giving you hints and tips to get it looking at it's best for re-opening. This week we will look at an area that makes you a whole heap of profit, but is sometimes given the least amount of thought. Your spirits display and the range you stock.

STEP 1 : Take this opportunity to strip it bare, and give it a really good clean. Re-paint it if possible. Give the mirror a deep clean, and fix any lighting in that area. The drinks that you serve from this area can make you the highest profit levels in your business, so try your best to make it look like a premium area. Look at it from the customer's point of view, and ask yourself, "Would I want to pay a premium price for a product from that display???"

STEP 2 : Your Range! If when you were stripping the bottles off of the display, you found some that were deep in dust, and hadn't been touched for months...why do you have them??? That is dead money sitting on your shelves. No point stocking it if you only sell 2 measures of it every Christmas.

The list of spirits that you can stock is endless. But below is a list per category of the current top selling products on the market.

STEP 3 : Now that you have cleaned the area, and updated your range of products, its time to re-lay the products in a manner that will attract the most attention from the customers. AND make you the most money. Below are some tips to get the most from your range;

DISPLAY THE PRODUCTS IN CATEGORY GROUPS – Make sure that you have a different section for Whisky, Vodka, Gin, Rum's and Liqueurs. By blocking these products together, you make it easy for the customer to shop your display. It also helps your staff get the customer to upsell from the basic pouring range, to a more premium product.

REMOVE ALL UNSALEABLE CLUTTER - Make sure that when you are setting up your new display, that you do not take up valuable space displaying items that make you no money...like keys, notebooks, old darts trophies, pool chinks, etc etc.

SET UP A "NEW PRODUCT" AREA ON YOUR DISPLAY – Every couple of weeks try to introduce something new to your range, and display it in this space. This is a great way to introduce your customers to new products, and get them to be a bit more adventurous in their choices.

BACK UP YOUR NEW DISPLAY WITH IMPROVED STAFF KNOWLEDGE – Speak to your BDM about getting Diageo to help improve the product knowledge of your team. Diageo have been great with our pubs lately in arranging training courses for team members to help them understand the products better. This helps their confidence levels, which in turn helps them sell more premium products for you.

GROUP RELATED ITEMS TOGETHER FOR THE NEXT SALE – Always take the opportunity to link premium products together in your display. This helps your customer make the decision on what they want to purchase. An example of this is to display some premium priced Tonics beside your gin display.

I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

Michael.

Iona Weekly Newsletter.

The current situation is very worrying for every one of us. As an industry we have never had to go through something as devastating as the Corona Virus. We want to make sure that as Pub Partners, we do everything that we can to alleviate any of your fears during this time. And the best way to do this is to communicate with you. This newsletter will be emailed and posted out to you at the beginning of each week. We plan to use it to keep you up to date with any actions you need to take. We will also use it to try and pass on any top tips that partners in other pubs are using. There is a danger during this time that you will feel on your own and isolated, so we need to get the message across that we are all in this together.

1. PUB SECURITY : I know that many of you have now followed the steps on the initial closure checklist we sent out last Thursday. Just in-case you haven't, we have attached it again for you to use. During the period of closure you will need to physically check the pub at least every 2 days. We have attached a short checklist that you can use to make sure you have a record for your Insurance Company that this was happening. If you notice anything suspicious during your checks, please notify the local Police and your BDM.
2. BEER LINES IN WATER : By now you should have put all of your beer and cider lines in water. Your lines will be out of use for many weeks, and if beer and cider stays in those lines, it will damage the lines, and you will not be able to use them when you re-open. We have attached the guidance from Avani on how best to carry out this process again.
3. RENT SUPPORT : As we mentioned last week, we will not be collecting rent or other payments for the next 4 weeks. Week commencing 6th of April we will hopefully have an idea of how much longer the closure will be, and we will review again if this period has to be extended.
4. GOVERNMENT SUPPORT : You will be aware that there is support available from your local authority in the form of Rates and Grant support. We need you to confirm to your BDM that you have started the process of claiming this support. Please make it a priority today to contact your local authority and start this process. This funding is there to make sure that your business survives in order to be up and running again as quickly as possible when you are allowed to re-open. Below is a link to a useful article in The Morning Advertiser that contains advice on how to go about starting this process;
https://www.morningadvertiser.co.uk/Article/2020/03/20/What-financial-help-is-available-to-pubs-during-coronavirus?utm_source=copyright&utm_medium=OnSite&utm_campaign=copyright
5. PAYE SUPPORT : It would be wise to speak to your accountant for help and assistance in making sure you can claim for this assistance. I have attached a link to the Government web site that details how to claim the support
<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses#support-for-businesses-through-the-coronavirus-job-retention-scheme>
6. BEER AND CIDER STOCK : Over this weekend we have asked TCB if they will be uplifting full and in date kegs from the pubs. They are still looking in to this and will get back to us as soon as they have a final decision on this process. They have supplied us with details that you should be following to ensure you don't have any issues with your lines during the closure

period. They have also given us details for their Tech Services guys who are available to help with any issues you may have. Their contact details are included in the attached slides.

7. **BDM CONTACT** : During this closure period, your BDM is still there to help you. The BDM's will call you at least once per week to make sure you are ok, and answer any questions you may have. They will need to check how you are progressing with the claims for support, and that you are carrying out your security checks. Please take the time to talk with your BDM, as they are here to help. I am also available at any time to take your calls if you have any queries. My number is 07768888491.
8. **GETTING READY FOR RE-OPENING** : It may seem a very long way away just now, but now is the time to start planning for when you can re-open. As the weeks go by, this newsletter will give you ideas on what to do to get ready, and will let you know how we can support you to get ready for this. The first thing that many partners have started to do it to carry out a deep clean and a re-decoration. This is a great idea, and will no doubt be noticed by your customers when they eventually come back in. it will give them confidence that your pub is a safe and pleasant place to visit and spend time in. why not start to give regular updates on your social media channels on the steps you are taking? Take your customers with you on the cleaning and decoration process and let them know that the pub is still there, and will be ready for them to use again as soon as the Government say it is safe to re-open. We will share some great examples of this in next weeks newsletter!

I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

Michael Thomas

Iona Weekly Newsletter – 10th Edition

Good Morning Everyone, and welcome to the tenth edition of the Iona Newsletter.

As I said last week, if you need anything please get in touch with me either on my mobile (07768888491) or my e-mail michaelthomas@g1group.co.uk . I hope you, your families, and your teams are all keeping safe and well.

1. TENNENTS “LOCAL” APP : I have attached a presentation from TCB that gives you details of a new App they have designed. This app is designed to allow publicans to run and advertise their home delivery offers. BUT it can also be used for table service in your units when you re-open again. This will be vital in ensuring that you can operate within the possible new guidelines that may be implemented after lock-down ends. This app operates in the same way as the more popular “Just Eat” or “Deliveroo”, but at a fraction of the cost to yourselves. It is a far, far cheaper option, and one that will allow the smallest of operations to use it and benefit from it. Please take the time to read through the presentation, and see if the app will help you. Also try to download it on to your phone from the App Store, and have a look at it.
2. STEPS TO RE-OPENING : On Thursday this week, Nicola Sturgeon announced that if the R number stays below 1 in the next 3 weeks, then pubs with beer gardens may be allowed to open some-time near the end of June or early July. This is amazing news if you have an outside licensed space. The BDM’s will be speaking to the relevant partners over the next week to make sure that your plans are taking shape for re-opening. And also to see if we can support with any POS or social media graphics to help advertise your re-opening. The speech also paved a way for a possible re-opening of all pubs (under social distancing conditions) possibly a month after this. Please make sure that you are making plans for this to happen, and that your pub will be ready to go as soon as you re-open. I have been asking TCB today to give us some re-assurances around deliveries in the run up to re-opening. As soon as I hear back from them, I will pass on the information to you all.
3. TEMPERATURE CHECKS FOR CUSTOMERS : As your planning for re-opening continues, it may well be worth looking in to purchasing a hand held temperature checker to be used on people entering your establishment. It may well be a requirement of re-opening that you can check people’s temperatures before they enter your pub or restaurant. These hand held devices can be purchased on-line and the price is currently around the £40 mark. But you can guarantee the price of these devices will rocket if it becomes law that you need to have one. I have attached a link below to give some examples of what they look like and cost; [Digital Non-Contact Infrared Thermometer Forehead Instant Reading, Fever Alarm](#),
4. GOVERNMENT SUPPORT : The Chancellor announced last week that he will extend the Furlough support until October. But there will be an element of employer contribution. The full details of this scheme can be found on the Government support web page shown below; <https://www.gov.uk/business-coronavirus-support-finder>
5. HAND SANITIZER : Andy Morgan sent out an e-mail this week with details of the hand sanitizer, dispenser and masks that can be ordered for you from In-stock. A lot of partners have taken the opportunity this week to place an order via Andy, so thanks for that. There is still time to do this if you have not done so already. Please make sure that you are ready for re-opening!

6. COUGH OR SNEEZE SCREENS : Another item you may have to think about when re-opening is to have a sneeze or cough screen at the serving point. Similar to the ones you see used at till points in supermarkets or corner shops currently. If we have enough partners looking for these, we can get them manufactured for £24 each. Again, if you would like to take this offer up please get in touch with me ASAP to sort this out.
7. BEER AND CIDER STOCK : TCB have started to uplift stock from some units this week. It looks like they are starting to uplift Tennents and Caley Best from units first. The other products will be uplifted later on in the process. If TCB try to make contact either by e-mail or phone, please reply back to them asap to ensure you get the next available uplift slot.
8. BAR 6 : This week we are heading to Sunny Wishaw to share an example of the great work that is being done across the pubs while you are closed. Gordon and Wendy at Bar 6 have taken the tips we spoke about a few weeks ago re the back bar, and giving it a real spring clean. They have sorted out their range, cleaned the whole area down. And re-painted it to give it a fresher look. They have also invested in a new bar top. It is all looking really good guys, a big improvement, well done Gordon and Wendy!





I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

Michael.

Iona Weekly Newsletter – 2nd Edition

Hi Everyone, and welcome to the 2nd Edition of the Iona Weekly Newsletter. This first week of the Lockdown has been very strange for all of us. There has been loads of information coming out this week, and I will attempt to cover it all in this newsletter, just to make sure no-one missed anything. I also have an opportunity for you to keep your brain ticking over with some on-line learning. And a link to a hospitality site that aims to keep us all healthy and informed during the next few weeks. As I said last week, if you need anything please get in touch either on my mobile (07768888491) or my e-mail michaelthomas@g1group.co.uk . I hope you, your families, and your teams are all keeping safe and well.

1. **PUB SECURITY** : Please continue to check your closed pub every few days to make sure that it has not been broken in to or vandalised. If you notice anything suspicious during your checks, please notify the local Police and me on the number given above.
2. **BEER LINES IN WATER** : It is vital that your beer and cider lines are cleaned and kept in water during the duration of your closure. If you have not done this yet, please get it done now as the longer your lines remain with product in them, the harder they will be to use again when you re-open.
3. **RENT SUPPORT** : Your BDM will have called you this week to discuss the rent support we are offering for the next 2 months. You will all be contacted again this week to discuss the procedure for repayment of any deferred rent at the end of the 2 month period. Again, if this situation continues past 2 months we will look again at the support on offer.
4. **GRANT APPLICATIONS** : All of the local authorities in Scotland have now opened up their portals to take applications for rates support. Remember you will either get £10k or £25k depending on the rateable value of your property. I have attached an example form for you to look over. This form is not to be used and is an example from Edinburgh Council. You will be contacted this week by one of the team to ask if you have made your application yet, and if you have heard anything back from your local authority yet. **IT IS VITAL THAT IF YOU HAVE NOT DONE SO ALREADY, THAT YOU MAKE YOUR APPLICATION NOW!** You need this money to make sure you can survive this lockdown. It is your money, claim for it NOW!
5. **PAYE SUPPORT** : I have attached a guidance leaflet from BEST HR that helps you understand how to go about claiming the PAYE support to help cover 80% of your staff's costs during the lockdown. Remember the staff need to be in "furlough" in order to get this assistance.
6. **SELF-EMPLOYED INCOME SUPPORT SCHEME** : Below is a summary of the measures for those who are self-employed that were announced by the Chancellor during today's press conference.

The Government will be establishing the Self-Employed Income Support Scheme, with those eligible receiving a cash grant worth 80% of their average monthly trading profit over the last three years.

This will cover 95% of people who receive the majority of their income from self-employment.

The Scheme will be open to those with a trading profit of less than £50,000 in 2018-19 or an average trading profit of less than £50,000 from 2016-17, 2017-18 and 2018-19.

To minimise fraud, only those who are already in self-employment and meet the above conditions will be eligible to apply. HMRC will identify eligible taxpayers and contact them directly with guidance on how to apply.

Grants will be paid in a single lump sum instalment covering all 3 months and will start to be paid at the beginning of June.

HMRC will use existing information to check potential eligibility and invite applications once the scheme is operational.

Those who pay themselves a salary and dividends through their own company are not covered by the scheme but will be covered for their salary by the Coronavirus Job Retention Scheme if they are operating PAYE schemes.

<https://www.businesssupport.gov.uk/self-employment-income-support-scheme/>

7. BEER AND CIDER STOCK : TCB announced this week that as part of their support they will pick up any out of date kegs and replace them with new in date stock at the end of the lockdown. We are waiting to hear back from Diageo to see if they will do the same with Guinness, but I am pretty sure that they will do. Below is a link to the site that you need to visit in order to register the kegs that need uplifting;

<https://www.surveymonkey.co.uk/r/L52TVSG>

Please make sure that you fill this in with the details as soon as you can.

8. FLOW ON-LINE TRAINING : we want to make sure that you are able to keep your brain ticking over during the long days ahead. In order to help you do this I am looking to give partner's access to our Flow Training On-Line Portal. This site allows you to sit modules in Health & Safety, Food Safety, Employment Law, Customer Service, Cellar Management and Stock Control. This will be available for the first few partners who want to take it up. To take advantage of this opportunity please email me on the address above.
9. HOSPO LIVE : HOSPO Live is a site that has been set up by Flow Training in an effort to provide people who work in the Hospitality industry a portal where they can feel that they are not alone in this situation. It is a Facebook page, but you do not need to be signed up to Facebook to utilise it. Sessions include wellbeing and fitness classes, hospitality masterclasses, interviews with industry icons, business brunches and more, brought to you by the likes of Mr Lyan, London Cocktail Club's JJ Goodman, UK Hospitality's Kate Nicholls, Disney's Dan Cockerell, and Asma Khan (Netflix's Chef's Table, Owner of Darjeeling Express). There are different talks and presentations throughout the day. And every day starts with a fitness session that I am sure you will all be desperate to take part in! the link to access the site is;

[Facebook.com/HospoLive](https://www.facebook.com/HospoLive).

I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

Michael.

Iona Weekly Newsletter – 6th Edition

Good Morning Everyone, and welcome to the sixth edition of the Iona Newsletter.

I hope you and your families are all keeping well. There has been some amazing weather this week, so I hope you have had the opportunity to chill in your gardens for a while. I know the sun is usually something most of you never see as you are working so hard inside the pubs.

It is also great to hear that a lot of you are now getting your grant money paid out by your local councils. Hopefully this will take away some of the stress for you at this time. If you have still not received yours yet, please keep calling and e-mailing your local authority to chase them along.

As I said last week, if you need anything please get in touch with me either on my mobile (07768888491) or my e-mail michaelthomas@g1group.co.uk . I hope you, your families, and your teams are all keeping safe and well.

1. PUB SECURITY : Please continue to check your closed pub every few days to make sure that it has not been broken in to or vandalised. I have had a couple of calls this week from the Police. They have been requesting copies of CCTV from our pubs to help with investigations in to incidents that happened around our pubs. It is really important that you maintain your CCTV system please during this time. If you notice anything suspicious during your checks, please notify the local Police and me on the number given above.
2. GOVERNMENT SUPPORT : If you are still unsure about what financial support is available to you, the Government have created this useful web page. All you need to do is click on it, then input your details, and it will list all the support that is available to you. A really useful site, that doesn't take long to use;
<https://www.gov.uk/business-coronavirus-support-finder>
3. BEER AND CIDER STOCK : There are still unfortunately lots partners who have not filled in the keg uplift form for TCB. If you don't inform TCB of what kegs you have that will be out of date, you will not receive any credit for it. This includes informing them of what broached kegs you had on when you were forced to close. This could be worth thousands of pounds to you, so please use the link below asap.
<https://www.surveymonkey.co.uk/r/L52TVSG>
4. DIAGEO FREE INFORMATION PHONE LINE - Diageo are establishing a free trade phone line to help independent licensed business owners in the UK. The new line will help give information to customers, from both the on and off-trade, on how to access the tax relief and commercial measures announced by the Government last week. The phone line, 0207 728 2556, will be available from Monday 23rd March and is free to call. You can also enquire via email: Publican.Support@uk.gt.com. This is a really great service.
5. DIAGEO BAR ACADEMY - anyone working across the drinks trade will be given the opportunity to attend a complimentary Diageo Bar Academy Training Course, via www.diageobaracademy.com . The training consists of virtual training and online learning. Training includes modules such as the 'business of bar tending,' which provides practical advice and may help to manage through quieter trading periods. I have attached a schedule for this to the newsletter. A great opportunity to get some on-line training for your staff to keep them busy during this time.

6. HOME DELIVERY AND TAKE-AWAY – as you will no doubt be aware, the number of pubs now using home delivery and take-away is growing and growing. Not just for the delivery and serving of take away food, but also for home delivery of cocktails and beers. Here is a link to a story in the Daily Record this week highlighting a young couple who are trying hard to make this work during the lockdown <https://www.dailyrecord.co.uk/news/scottish-news/coronavirus-punters-cocktails-motherwell-pub-21891728>

Our very own Donald McLaughlan at The Black Bull in Mid Calder has been making a real go of his take-away service as well. Donald runs his take-away on a Friday and Saturday from 2pm till 7pm. Originally he says he ran it to try and help sell through the cask stock he had, but it has proved really popular, that he kept it going. A great service to the local community, but also a way of keeping some income going through the pub during this difficult time. Well done Donald!

And well done to Carrie at The Hazel Arms in Johnstone, who is starting the home delivery service this weekend. Our very own Sean has drawn up some social media graphics to help her advertise this. Best of luck Carrie!

7. PUB RE-DECORATION : this week we have a cracking picture from Iain down at The Gretna Inn. Ian has been hard at work making the outside of his pub look amazing for when he gets to re-open. What an amazing floral display Iain, brilliant work!



I hope that you and your families are all keeping safe and well. And I look forward to sharing some better news with you in the weeks to come.

Take care,

00IPP Licensing Due Diligence

conducted for

Victoria Bar

Audit Title

Licensing

Conducted on

18/02/2019, 15:20

Prepared by

Jim Mcdougall

Score

24/25 - 96%

Completed on

18/02/2019, 15:24

Audit - 24/25 - 96%

Question	Response	Details
Statutory Notices		Score (24/25) 96%
Over 18's notice displayed?	Yes	
Children's and young persons notice displayed?	Yes	
Licensing summary displayed?	Yes	
Challenge 25 notices on display?	Yes	
Tobacco licence & notices displayed?	Yes	
Drug misuse notices in the toilet?	Yes	
Weights & Measures notice displayed?	Yes	
Price lists displayed - Promotional activity compliant?	Yes	
Opening hours displayed?	Yes	
House Paperwork		Score (15/16) 93.75%
Copy of premises license on site - DPM correct?	Yes	
Copy of operating & layout plan on site?	Yes	
Staff training records on site - Checked against rota?	Yes	
Drug policy on site and in place?	Yes	
Review of incidents & refusal book - Have there been any incidents?	Yes	
Landline to contact the police in the case of an emergency ?	Yes	
Does the venue have a relationship with the police?	Yes	
Peak Trading Operations		Score (5/5) 100%
DPM working peak hours?	Yes	

Question	Response	Details
Personal License holders on site during peak times?	Yes	
First aided on site?	N/A	
CCTV operational & staff know how to use?	Yes	
Door staff required during peak times?	N/A	
Door entry policy in place?	N/A	
Toilet checks being carried out and recorded?	Yes	
Accepted forms of ID - Driving licence & Passport only ?	Yes	
Copy of a valid electrical certificate on site?	Yes	
Copy of a valid gas certificate on site?	Yes	
Copy of Insurance certificate on site?	Yes	
Copy of Fire Risk Assessment on site?	No	To be carried out and inspected next visit.



Jevgeni Latosev
Rebus Trading Ltd
Victoria Bar
1 Menzies Road
ABERDEEN
AB11 9AY

19 February 2019

Dear Jevgeni,

Following completion of your Due Diligence licensing checklist, please see below the actions that have to be carried out by yourself following on from this review.

- Copy of valid fire risk assessment to be on site – 1 week.

I will follow these up within 10 days to ensure that the actions have been organised and completed.

Compliance with all of the above is essential and part of your lease agreements. Should you have any further queries please contact me on the number below to discuss.

Regards

Jim McDougall
Business Development Manager
07791 610115

PARTNER BUSINESS MEETING


Outlet Name: Victoria Bar BDM: Jim McDougall
 Retailer: Terguson Date: 29/7/19
 Current Barrelage: Target Barrelage:

Points for Discussion:

Actions Agreed:

✓ discuss DD		
✓ Review progress		
✓ Jen to confirm bar plan he wishes for bar		
✓ Still 2 weeks work left		

Cellar Standards Check Carried Out with Partner?

 Date of next meeting:
 Signed by BDM: [Signature] Signed by Retailer: [Signature]

00IPP Licensing Due Diligence

conducted for

Victoria Bar

Audit Title

Licensing

Conducted on

29/07/2019, 15:27

Prepared by

Jim Mcdougall

Score

25/25 - 100%

Completed on

29/07/2019, 15:34

Audit - 25/25 - 100%

Question	Response	Details
Statutory Notices		Score (25/25) 100%
Over 18's notice displayed?	Yes	
Children's and young persons notice displayed?	Yes	
Licensing summary displayed?	Yes	
Challenge 25 notices on display?	Yes	
Tobacco licence & notices displayed?	Yes	
Drug misuse notices in the toilet?	Yes	
Weights & Measures notice displayed?	Yes	
Price lists displayed - Promotional activity compliant?	Yes	
Opening hours displayed?	Yes	
House Paperwork		Score (16/16) 100%
Copy of premises license on site - DPM correct?	Yes	
Copy of operating & layout plan on site?	Yes	
Staff training records on site - Checked against rota?	Yes	
Drug policy on site and in place?	Yes	
Review of incidents & refusal book - Have there been any incidents?	Yes	
Landline to contact the police in the case of an emergency ?	Yes	
Does the venue have a relationship with the police?	Yes	
Peak Trading Operations		Score (5/5) 100%
DPM working peak hours?	Yes	

Question	Response	Details
Personal License holders on site during peak times?	Yes	
First aided on site?	N/A	
CCTV operational & staff know how to use?	Yes	
Door staff required during peak times?	N/A	
Door entry policy in place?	N/A	
Toilet checks being carried out and recorded?	Yes	
Accepted forms of ID - Driving licence & Passport only ?	Yes	
Copy of a valid electrical certificate on site?	Yes	
Copy of a valid gas certificate on site?	Yes	
Copy of Insurance certificate on site?	Yes	
Copy of Fire Risk Assessment on site?	Yes	



Jevgeni Latosev
Rebus Trading Ltd
Victoria Bar
1 Menzies Road
ABERDEEN
AB11 9AY

30 July 2019

Dear Jevgeni,

Following completion of your Due Diligence licensing checklist I am pleased to see that all areas are satisfactory. This is a great achievement and thanks for working so hard to ensure this is the case.

Regards

Jim McDougall
Business Development Manager
07791 610115



Jevgeni Latosev
Rebus Trading Ltd
Victoria Bar
1 Menzies Road
ABERDEEN
AB11 9AY

4 October 2019

Dear Jevgeni,

Following completion of your Due Diligence licensing checklist I am pleased to see that all areas are satisfactory. This is a great achievement and thanks for working so hard to ensure this is the case.

Regards

Jim McDougall
Business Development Manager
07791 610115

00IPP Licensing Due Diligence

Licensing DD

Complete

Score	100%	Failed items	0	Actions	0
Audit Title					Licensing DD
Client / Site					Victoria
Conducted on					2nd Sep, 2020 11:28 AM UTC
Prepared by					Jim Mcdougall

Audit		100%
Statutory Notices		100%
Over 18's notice displayed?	Yes	
Children's and young persons notice displayed?	Yes	
Licensing summary displayed?	Yes	
Challenge 25 notices on display?	Yes	
Tobacco licence & notices displayed?	Yes	
Drug misuse notices in the toilet?	Yes	
Weights & Measures notice displayed?	Yes	
Price lists displayed - Promotional activity compliant?	Yes	
Opening hours displayed?	Yes	
House Paperwork		100%
Copy of premises license on site - DPM correct?	Yes	
Copy of operating & layout plan on site?	Yes	
Staff training records on site - Checked against rota?	Yes	
Drug policy on site and in place?	Yes	
Review of incidents & refusal book - Have there been any incidents?	Yes	
Landline to contact the police in the case of an emergency ?	Yes	
Does the venue have a relationship with the police?	Yes	
Peak Trading Operations		100%
DPM working peak hours?	Yes	
Personal License holders on site during peak times?	Yes	
First aided on site?	N/A	
CCTV operational & staff know how to use?	Yes	
Door staff required during peak times?	N/A	
Door entry policy in place?	N/A	
Toilet checks being carried out and recorded?	Yes	

Accepted forms of ID - Driving licence & Passport only ?	Yes
Copy of a valid electrical certificate on site?	Yes
Copy of a valid gas certificate on site?	Yes
Copy of Insurance certificate on site?	Yes
Copy of Fire Risk Assessment on site?	Yes

00IPP Licensing Due Diligence

Licensing DD

Complete

Score	96.97%	Failed items	1	Actions	0
Audit Title					Licensing DD
Client / Site					Victoria
Conducted on					19th Oct, 2020 11:01 AM UTC
Prepared by					Jim Mcdougall

Failed Items

1 failed

Audit / Covid -19

Has the partner completed their Covid Risk Assessment?

No

Audit

1 failed, 96.97%

Statutory Notices

100%

Over 18's notice displayed?	Yes
Children's and young persons notice displayed?	Yes
Licensing summary displayed?	Yes
Challenge 25 notices on display?	Yes
Tobacco licence & notices displayed?	Yes
Drug misuse notices in the toilet?	Yes
Weights & Measures notice displayed?	Yes
Price lists displayed - Promotional activity compliant?	Yes
Opening hours displayed?	Yes

House Paperwork

100%

Copy of premises license on site - DPM correct?	Yes
Copy of operating & layout plan on site?	Yes
Staff training records on site - Checked against rota?	Yes
Drug policy on site and in place?	Yes
Review of incidents & refusal book - Have there been any incidents?	Yes
Landline to contact the police in the case of an emergency ?	Yes
Does the venue have a relationship with the police?	Yes

Peak Trading Operations

100%

DPM working peak hours?	Yes
Personal License holders on site during peak times?	Yes
First aided on site?	N/A
CCTV operational & staff know how to use?	Yes
Door staff required during peak times?	N/A
Door entry policy in place?	N/A
Toilet checks being carried out and recorded?	Yes

Accepted forms of ID - Driving licence & Passport only ?	Yes
Copy of a valid electrical certificate on site?	Yes
Copy of a valid gas certificate on site?	Yes
Copy of Insurance certificate on site?	Yes
Copy of Fire Risk Assessment on site?	Yes

Covid -19

1 failed, 87.5%

Is the venue recording customer details for Track & Trace purposes?	Yes
Is there a supply of hand sanitizer available for the customers and staff to use?	Yes
Is there a supply of masks and visors available for staff to use?	Yes
Does the venue have appropriate social distancing signage displayed throughout the venue?	Yes
Has the partner completed their Covid Risk Assessment?	No
Is the venue operating with table service, and no standing allowed?	Yes
Has the venue increased the ventilation within the unit?	Yes
Has the venue got a policy in place for increased levels of cleaning and sanitizing throughout the unit? And does this include toilets?	Yes

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