

**DELIVEROO HOP LTD – UNIT 1 RANGEMOOR INDUSTRIAL ESTATE,
BERNARD ROAD, LONDON N15 4ND
PART M – PROPOSED OPERATING SCHEDULE INCLUDING
PROPOSED CONDITIONS**

a) General

Deliveroo is an established food delivery service which places customers and their needs at the centre of everything the company does. It has extensive systems, policies and safety procedures to manage all aspects of the service. The company is a responsible employer. The company also acts responsibly with respect to self-employed contracted riders and provides full training to all Deliveroo riders and also offers development programmes through the Deliveroo Academy (<https://www.deliveroorideracademy.co.uk/>).

As an operator within the fast-moving food delivery industry, Deliveroo is constantly improving the robustness of its service. In particular, additional technological solutions continue to enhance the strength and safety of its operational model - including the safe sale and supply of alcohol. Deliveroo's operational management plan (OMP) records the robust systems and processes Deliveroo has in place to satisfy the licensing objectives. These processes are regularly reviewed to ensure that they remain fit for purpose, and in relation to all four licensing objectives, the following condition is proposed:

- The operations of the site shall be performed in compliance with the Alcohol section of the Operational Management Plan (OMP), and the OMP shall be shared with the absolute minimum of delay upon the reasonable request of a Police or authorised officer.

The applicant offers a number of voluntary conditions in relation to this licence application and these are attached and referenced within the relevant sections below.

b) The prevention of crime and disorder

The property is a secure property with security measures including secure door access, remote accessed CCTV system and a professionally installed and monitored intruder alarm. Given the nature of the premises and service no door supervisors or other measures associated with traditional alcohol service premises are necessary, nor are on-premises drug and alcohol misuse by patrons relevant.

All entry and exit points will be covered by CCTV that enables frontal identification of every person entering in any light condition. The system will continually record whilst the premises are open for trading and all recordings will be stored for a minimum period of 30 days with date and time stamping. During this period, the recordings will be available to the police or authorised council officers with a staff member from the premises who is conversant with the operation of the CCTV system on the premises and available to liaise with the police and/or council officers at all times when the premises are open for trading. Deliveroo has a dedicated policing inbox (policingsupport@deliveroo.co.uk) and is always willing to cooperate with reasonable requests from the police. A number of voluntary conditions are offered in relation to the installation of CCTV for crime prevention. Further example initiatives that form part of the company's operation include the rolling out of voluntary training in partnership with Neighbourhood Watch, covering issues such as handling confrontation and spotting the signs of crime.

All delivery riders that contract with Deliveroo are trained in age verification (including prior to commencing delivery services for Deliveroo and mandatory refresher training) and procedures are in

place to ensure that age restricted products are not supplied to those who have not provided appropriate identification or who are drunk. See the information provided and voluntary conditions under the licensing objective of “protection of children from harm” for further information.

In relation to this licensing objective, the following conditions are proposed:

- The premises shall install and maintain a comprehensive CCTV system. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for trading. All recordings shall be stored for a minimum period of 30 days with date and time stamping. Viewing of recordings shall be made available with the absolute minimum of delay upon the reasonable request of a Police or authorised officer throughout the entire 30-day period.
- A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open for trading. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
- All images downloaded from the CCTV system must be provided in a format that allows them to be viewed on readily available equipment without the need for specialist software.

c) Public Safety

There are no outdoor areas that will be used for licensable activities. As this is primarily a delivery service there will be no congregation of members of the public outside the premises and so no drinking of alcohol or alcohol related nuisance or safety issues emanating from the property.

All riders who contract with Deliveroo are trained in age verification processes including specific instruction that they must not deliver alcohol to a customer if they believe the customer to already be drunk (see below for further information). Training also specifies that age-restricted products can only be left with the customer at the delivery address (unless the customer does not provide proof that they are over 18, in which case the delivery of age-restricted products is refused) and must not be delivered to a public place.

d) The prevention of public nuisance

There are no outdoor areas that will be used for licensable activities. As this is primarily a delivery service there will be no congregation of members of the public outside the premises and so no drinking of alcohol or alcohol related nuisance emanating from the property.

In relation to this licensing objective, the following conditions are proposed:

- All sales of alcohol for consumption off the premises shall be in sealed containers only and shall not be consumed on the premises.
- Prominent, clear, and legible notices must be displayed at all exits requesting self-employed delivery agents to respect the needs of local residents and to leave the premises quietly.

e) The protection of children from harm

The applicant has in place comprehensive systems to ensure age verification prior to the provision of alcohol. Orders will be placed online through the Deliveroo app or website and picked at the premises for delivery. Before placing an order for alcohol on the Deliveroo platform, a customer is required to provide their date of birth to confirm they are aged 18 or over.

There is a multi-flag system to alert delivery riders to the presence of alcohol (or other age restricted products) within an order: (1) it will be highlighted on the receipt included with the delivery that an age restricted product is contained in the order; (2) riders will receive a warning through their rider app that an age restricted product is included before accepting that order; and (3) riders are prompted to check the customer's identification if the order contains an age restricted product before they are able to mark the delivery as complete.

As part of their induction training, all delivery riders must undertake training on age verification processes. This training is refreshed every 6 months as part of a mandatory process and riders cannot continue to use the rider-side app (which allows them to accept orders) without reviewing a refresher training video. Customers are required to provide an accepted form of identification at the door prior to the order being handed over. In every order containing alcohol the Deliveroo rider is required to complete an age verification process through their app which has a function for the rider to enter the customer's date of birth (taken from their identification) and the app will confirm that the customer is over the required age for the product. A rider cannot mark an order as "completed" (and therefore will not be paid for the order) until this process has been completed. Accepted forms of identification are a passport, UK or European Union photocard driving licence, photographic identity card bearing the national Proof of Age Standards Scheme (PASS) hologram or a National identity card issued by a European Union member state, Norway, Iceland, Liechtenstein or Switzerland. Riders are trained not to deliver alcohol to a customer who already appears to be drunk or to public places.

Orders that are refused because no acceptable form of identification was provided will automatically be recorded centrally once a rider confirms they have been unable to complete the order.

The following link provides further information on the Deliveroo training for riders on age verification: <https://riders.deliveroo.co.uk/en/delivering-alcohol>

In relation to this licensing objective, the following conditions are proposed:

- At the time an electronic order is placed for alcohol the purchaser will be subject to terms and conditions that confirm that they must be over the age of 18 to purchase alcohol on Deliveroo.
- A Challenge 25 proof of age scheme (or a scheme of higher compliance, such as universal proof of age scheme, regardless of perceived age) shall be operated upon each delivery where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport, national identity card or proof of age card with the PASS (Proof of Age Standards Scheme) Hologram.



OPERATIONAL MANAGEMENT PLAN

The Deliveroo site at: Unit 1 Rangemoor Industrial Estate, Bernard Road, Tottenham, N15 4ND

Order Process

All orders are placed online using the Deliveroo app or web page - no orders can be placed in person on-site. Once an order has been placed, it can only be delivered using Deliveroo Riders - members of the public are not able to collect any orders from the site in person.

Operating Hours

Site operating hours	Days of the week
07:00 - 00:00	Monday - Sunday

Code of Conduct

All employees and visitors to the Site will be required to comply with this OMP where applicable and conduct themselves in the following manner:

- they will comply with all laws, rules and regulations applicable to the operation of the Site, and any instructions given by Site staff;
- they will behave in a professional manner, and treat Site staff and neighbours with respect; and
- they will not create unnecessary noise in the immediate vicinity around the Site.

The Code of Conduct will be clearly displayed on Site and the on-Site staff will be responsible for ensuring that all new visitors to site (including Riders) are made aware of it

From the hours of 8pm until close, the site management team will ensure that all external noise emanating from the Site is kept to a minimum and that rider behaviour is closely monitored.

Rider Collection

Delivery vehicles (including scooters, bicycles and e-bikes) will be required to park within the areas indicated on the Lease Plan and Riders will be required to comply with all local laws and regulations relating to such parking.

An area will be made available inside of the property for Riders to collect their order and wait times will be set to a minimum to allow for fast and efficient collection.

Riders will be notified of an order via the Deliveroo app and the Deliveroo technology ensures that they will arrive on-site in time for collection. The site team will be responsible for monitoring CCTV to ensure that Riders are not congregating outside of the unit in large groups.

All Riders will be required to comply with all relevant Deliveroo policies and procedures. Details of these will be shared with Riders when they register with Deliveroo, and can be accessed at any time using the following link: <https://roocommunity.com/deliveroo-riders-community/>.

If a Rider on Site fails to comply with any Deliveroo policy or procedure (Site-specific or otherwise), a complaint will be reported to Deliveroo Rider Support by the Site staff. Following a complaint being made, the Rider will receive a notification, informing the Rider that they have breached Deliveroo's policy or procedure. If a Rider continues to breach the policy or procedure, and receives three notifications for any violation during a 90 day period, their contract with Deliveroo will be terminated. Deliveroo will ensure that a record of all Deliveroo orders collected from the Development and the corresponding Rider ID is maintained for a period of six calendar months to ensure that Deliveroo is able to identify any Riders reported to Deliveroo as not complying with any of the above policies or procedures.

It is important to note that Riders are not contracted to Deliveroo exclusively and could be contracted to provide services for a number of other online food delivery companies (e.g. Uber Eats, Just Eat). Deliveroo is unable to identify Riders who are providing services to other online food delivery companies and not logged on to the Deliveroo app.

Noise

Noise levels will be monitored to ensure that they are acceptable at all times, this forms part of our site manager's weekly checks.

Signage

Signs are placed on site reminding riders and employees to respect their neighbours and leave the site quietly.

Please see Appendix B for examples.

Deliveries to the Site

Supplier deliveries will be scheduled around the needs of the business and the site team will always be on site to coordinate and receive goods.

Refuse Collection

Refuse collection is managed by Veolia.

Deliveroo is committed to being environmentally friendly and a significant proportion of waste generated on Site is recycled. Recycling bins are placed on Site encouraging people to recycle, and waste is separated into glassware, plastic and cardboard where possible.

We use a reputable pest control contractor to ensure best practices are maintained both inside and outside of the unit. The contractor will conduct an audit of the Site prior to opening and will have an ongoing schedule of visit thereafter.

Water, Gas and Power

The Site is operated in accordance with the operation and management guidelines issued by the applicable contractors. We do not anticipate requiring mains upgrades and assume the existing infrastructure will be sub metered and will suffice.

Lighting

There will be LED flood lighting outside the Site which operates on a sensor for safety reasons. This is static and non-flashing, and kept at a low level to reduce glare.

Site Security

A full remote monitored CCTV system will be in operation at the Site with cameras positioned both internally and externally.

Recorded CCTV images will be maintained and stored for a period of thirty days and will be produced to the Police or Licensing Authority upon request.

All site managers are trained in the use of CCTV equipment.

Communication with Local Neighbours

Deliveroo is committed to maintaining an excellent relationship with our neighbours and local Council. To that end, we have set up a dedicated email that may be used to notify us of any concerns and or suggestions.

Appendix B

Indicative signage on Site

