

HFC CHICKEN

19 London Road
London SE1 6JX
020 8616 2608

12 September 2017

Southwark council
Licensing Unit
160 Tooley Street
London SE1 2QH

Dear Sir/Madam

I write this letter in regards to our application for the late night refreshment license. I would like to amend our operating schedule to closing time Sunday to Thursday 00:00 hours and Friday and Saturday 01:00 hours in accordance with the Southwark Statement of Licensing policy 2016-2020.

Sincerely,

[Redacted signature]

HFC Chicken's General Dispersal Policy

HFC Chicken stands to trade as they operate a good neighbor policy throughout its estate. We see cleanliness and close relationship with the local residents as a general rule to keep our customers. The company takes complaints very seriously and all complaints are dealt with the Manager effectively and quickly.

In relation to dispersal HFC Chicken operates in a neighborly manner by controlling noise, cleanliness and lighting, all of this is controlled by:

- Not playing music or making loud noises at the premises
- Keeping a high staff to customer ratio
- Strong management presence at all time including closing time to allow customers to leave quietly
- Disposing refuse at a reasonable time
- Not serving any bottle drinks
- Keeping a refuse for customers and patrolling regularly for litters
- Keeping lighting to a minimum
- Informing customers half an hour prior to closing
- Appropriate signage placed at exit doors

Experience shows that our premises tend to get busy during lunch and dinner time therefore dispersal is never an issue during closing time

HFC Chicken's Child Protection Policy

At HFC Chicken we highly value children's custom. Therefore we value all their rights including their right to be protected from harm. It's our policy to protect all children the same regardless of age, gender, disability, racial heritage, sexual orientation, religious beliefs or identity. It is also our policy to follow all legislations in protecting a child. We do not collect or record any personal information from children.

We urge parents to regularly monitor and supervise their children's activities and school hours. We will act as responsible adults throughout their visit in and out of the premises. We will stop any danger that the child maybe in that can be stopped. This is achieved by:

- Keeping extra staff during school closing times
- Keeping an eye out for any exploitation or abuse
- Stopping children from being bullied by their peers or others
- Stopping any argument or violence from breaking out
- Dispersing in a polite manner
- Keeping all schools informed of any violent behavior
- Calling the local authorities when necessary

We are part of Safe Heaven for Jimmy and we also encourage children to come to us for any aid.