

BIRMINGHAM CITY COUNCIL

PUBLIC REPORT

Report to:	Licensing Sub Committee A
Report of:	Interim Assistant Director of Regulation & Enforcement
Date of Meeting:	Monday 28th June 2021
Subject:	Licensing Act 2003 Premises Licence – Review
Premises:	Tims Wine Cellar, 298 Haunch Lane, Kings Heath, Birmingham, B13 0QS
Ward affected:	Billesley
Contact Officer:	David Kennedy, Principal Licensing Officer, licensing@birmingham.gov.uk

1. Purpose of report:

To consider an application to review a Premises Licence.

2. Recommendation:

To consider and determine the review application.

3. Brief Summary of Report:

Review application received on 29th April 2021 from the Chief Inspector of Weights & Measures in respect of Tims Wine Cellar, 298 Haunch Lane, Kings Heath, Birmingham, B13 0QS.

Representations have been received from West Midlands Police and Birmingham City Council Licensing Enforcement, as responsible authorities.

4. Compliance Issues:

4.1 Consistency with relevant Council Policies, Plans or Strategies:

The report complies with the City Council's Statement of Licensing Policy and the Council's Corporate Plan to improve the standard of all licensed persons, premises and vehicles in the City.

5. Relevant background/chronology of key events:

The Chief Inspector of Weights & Measures applied on 29th April 2021 for a review of the Premises Licence under Section 51 of the Licensing Act 2003 for Tims Wine Cellar, 298 Haunch Lane, Kings Heath, Birmingham, B13 0QS.

Representations have been received from West Midlands Police and Birmingham City Council Licensing Enforcement, as responsible authorities, which are attached at Appendices 1 and 2.

Review application is attached. See Appendix 3.

The Premises Licence is attached at Appendix 4.

Site location plans are attached at Appendix 5.

The hearing was initially scheduled before Licensing Sub-Committee A on Monday 21st June 2021. However the premises licence holders appointed representative requested that the hearing be adjourned in order for all parties to consider the additional documents. These documents are attached as separate appendices to this report.

A copy of the determination is attached at Appendix 6.

On 18th May 2021, an application was submitted to the Licensing Section to transfer the premises licence, from Gurnek Dhesi to Rajveer Khella, which sought to take immediate effect.

When carrying out its licensing functions, a licensing authority must have regard to Birmingham City Council's Statement of Licensing Policy and the Guidance issued by the Secretary of State under s182 of the Licensing Act 2003.

The Licensing Authority is also required to take such steps as it considers appropriate for the promotion of the licensing objectives, which are: -

- a. The prevention of crime and disorder;
- b. Public safety;
- c. The prevention of public nuisance; and
- d. The protection of children from harm.

6. List of background documents:

Copy of the representations as detailed in Appendices 1 – 2.

Review Application Form, Appendix 3.

Copy of Premises Licence, Appendix 4.

Site location plans, Appendix 5.

Copy of the determination from Monday 21st June 2021, Appendix 6.

7. Options available

Modify the conditions of Licence
Exclude a Licensable activity from the scope of the Licence
Remove the Designated Premises Supervisor
Suspend the Licence for a period not exceeding 3 months
Revoke the Licence
No Action

Where the authority takes a step to modify conditions or exclude a licensable activity, it may provide that the modification or exclusion is to have effect for only such period (not exceeding three months) as it may specify.

From: Huram Taj
Sent: 11 May 2021 10:49
To: Licensing
Subject: RE: [External]: New Licence review: 3732: Tim's Wine Cellar 298 Haunch lane Birmingham B13 0QS

Good Afternoon Licensing,

West Midlands Police support the representation made by Birmingham Trading Standards regarding Tim's Wine Cellar Limited Trading at 297 Haunch Lane, Birmingham B13 0QS. The premises licence number is 3732

The representation submitted is supported under the public safety and prevention of crime & disorder licensing objectives.

The evidence submitted by trading standards, gathered from a joint intel lead visit with West Midlands Police Licensing Team and followed up with further enquiries by Trading Standards, clearly demonstrate the premises licence holders disregard for the Licensing objectives by supplying counterfeit alcohol and selling it to the general public.

Birmingham Trading Standards received a referral from The National Food Crime, Food Standards Agency (FSA) on February 23rd 2021, relating to suspected counterfeit wine being supplied from specific premises in Birmingham recognised as Tim's Wine Cellar Limited.

On March 9th 2021 Trading Standards with West Midlands Police visited the premises. This visit leads to the seizure of 409 bottles of counterfeit branded wine.

The brand representatives of the counterfeit wine have been working with the wine inspectorate section of the FSA for over a year, in a national effort to crack down this large scale counterfeit operation of which, its various products are the centre of.

The success of such a large scale operation will require the use of organised crime gangs to distribute and sell the products through legitimate businesses with the cooperation of traders, trading via illegitimate methods.

The purchase of illicit or counterfeit alcohol is done so by, most commonly a caller at the premises with a van carrying the counterfeit products, offered to the business at a much cheaper price than at recognised wholesalers, paid with cash in turn circumventing UK duty being paid, taxes being paid and all traceability of purchase as will not appear on company accounts.

These methods to circumvent the legitimate trade controls further maximises the profits for organised crime distributors and the premises purchasing to sell onto the public.

Although invoices have been supplied by the premises licence holder to trading standards, as expected there's no way to correlate these to the 409 counterfeit bottles seized from the premises and the lack of traceability of this counterfeit wine further emphasises the premises complicity to sustaining this large scale criminal activity.

The sheer amount of seized counterfeit alcohol shows the premises takes a nonchalance attitude towards trading legally to consumers with total disregard for the licensing objectives and the health of its customers.

The volume of counterfeit wine seized shows the premises management are willing to invest a significant amount of money into illegal activity with the hope of further monetary gains at the expense of its customer base.

Situated in a highly residential area, a large portion of these customers would be loyal regulars who have purchased goods for years at the store putting their faith and trust in the premises management. This trust has provided the foundation for the premises to exploit and cash in for profit, with little or no regard of the ramifications for those who fall victim directly from the sale of these counterfeit good and indirectly from these sales of counterfeit goods.

Direct sale of the counterfeit goods puts the consumer at risk, as they believe they are purchasing and consuming a recognised brand for safe consumption to enjoy as they please.

Counterfeit wine is produce to bare resemblance to other recognisable products exploiting an already established customer base and demand for the product. The counterfeit will be made as cheaply as possible in an unregulated environment. Although testing of the counterfeit wine has shown it doesn't currently pose any significant risk to health upon consumption, there's absolutely no way of the premises being aware of this and is down to luck rather than judgment that it is in fact safe. The premises are gambling with the consumer's health for monetary gain.

As well as risks to the consumer, the brands reputation is also at risk of being damaged as the quality of the wine will not reflect the legitimate product. This in turn could damage the already established customer base of this popular brand when consumers unfortunately purchase a counterfeit product believing to be legitimate, not meeting their expectations and then decide to purchase other wine products not associated with this brand.

Tims Wine Cellar trades using illegal trade practices gaining an advantage on other local businesses. The illicit alcohol is purchased at a much cheaper price therefore comes with bigger profit margins if sold at the recommended retail price. However, if wishing to deter sales from other businesses, the price of these counterfeit goods can be offered to the general public at a price that simply isn't competitive within a legitimate market of traders being able to match due to paying the correct duty and taxes on their own products. Local Licensed businesses could find it unsustainable to compete alongside premises who act in such an unscrupulous manor.

The premises licence holder has provided a channel to successfully fund and support organised crime gangs. Although we are limiting this to talking about counterfeit wine, the money generated from this operation leads to funding other operations of criminal activity which has even more negative impacts on the wider community.

West Midlands Police have no confidence in the management of these premises. There's a clear understanding of knowing the purchase of these products is illegal, the planning to conceal this at the premises and pass off with legitimate products and the sheer quantity of illicit alcohol shows the premises management have no intention to uphold the licensing objectives prioritising profit and monetary gain over the general consumer and wider community.

West Midlands Police see the only suitable solution is for the premises licence to be revoked.

From: Gary Callaghan
Sent: 25 May 2021 15:59
To: Licensing
Subject: Review of Premises

RE: TIM'S WINE CELLAR
298 HUNCH LANE
KINGS HEATH
BIRMINGHAM
B13 0QS

I wish to support the review by Trading Standards Department in respect of the above named premises. The review of Premises Licence 3732 was as a result of to a recent visit to the shop, by Trading Standards and Police which resulted in a large quantity of illicit alcohol be seized . This was as result of intelligence passed to Trading Standards.

The premises licence holder Gurnek Singh DHESI has a responsibility to promote and adhere to the Licensing Act 2003 objectives

Gurnek Singh DHESI has a responsibility to consumers to trade legally. By selling counterfeit wine, this affects other businesses by taking away legitimate trade. The financial benefit of selling counterfeit wine must also be considered. Counterfeit wine is often sold cheaper than wholesale prices from legitimate sources and then this is sold on at profits to unsuspecting consumers. Counterfeit Alcohol is worse than non-duty as it is specifically manufactured to look like genuine brands and mislead customers into making purchases of substandard products

The review will ensure confidence in management of the shop to not engage in and encourage criminal activity which also affects citizens of Birmingham as well as others.

The owner, Gurnek Singh DHESI should have been able to produce invoices / receipts from genuine wholesalers, he has been unable to do this in relation to the wine seized

In my opinion Gurnek Singh DHESI and the Designated Premises Supervisor Talvinder DHESI have failed to promote the following Licensing Act 2003 objectives
Crime & Disorder
Public Safety
The Protection of Children From Harm.

Regards
Gary Callaghan

Gary Callaghan
Licensing Enforcement Officer
Birmingham City Council Licensing Enforcement
Address: Birmingham City Council, Licensing Section, Phoenix House, Valepits Road, Garretts Green, Birmingham B33 0TD
Website: www.birmingham.gov.uk/licensing Twitter: @BCCLicensing

**Application for the review of a premises licence or club premises certificate under the
Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Rupinder Sangha (on behalf of Donna Bensley Chief Inspector of Weights & Measures)

Apply for the review of a premises licence under section 51 of The Licensing Act 2003 for the premises described in part 1 below.

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description	
Tims Wine Cellar 298 Haunch Lane Birmingham, B13 0QS	
Post town BIRMINGHAM	Post code (if known) B13 0QS

Name of premises licence holder or club holding club premises certificate (if known) Tims Wine Cellar

Number of premises licence or club premises certificate (if known) 3732

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

2) a responsible authority (please complete (C) below) **YES**

3) a member of the club to which this application relates

Premises licence review Tims Wine Cellar 298 Haunch Lane, Birmingham, B13 0QS Ref: 9918418. Page 1

(please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr Mrs Miss Ms Other title
(for example, Rev)

Surname First names

I am 18 years old or over Please tick ✓ yes

Current postal address if different from premises address

Post town Post Code

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address; Rupinder Sangha Birmingham Trading Standards 1-3 Ashted Lock Way Aston Birmingham B7 4AZ Our Ref: 9918418
Telephone number (if any)
E-mail address (optional)

This application to review relates to the following licensing objective(s)

- | | |
|---|---------------------------------|
| | Please tick one or more boxes ✓ |
| 1) the prevention of crime and disorder | Yes |
| 2) public safety | Yes |
| 3) the prevention of public nuisance | <input type="checkbox"/> |
| 4) the protection of children from harm | Yes |

Please state the ground(s) for review (please read guidance note 2)

On 23 February 2021 Birmingham Trading Standards Service received a referral from The National Food Crime, Food Standards Agency (FSA), Incidents & Resilience Unit, 7th Floor Clive House, 70 Petty France, Westminster, London, SW1H 9EX.

This referral related to suspected counterfeit wine being supplied from a premise in Birmingham, namely Tims Wine Cellar Limited trading at 298 Haunch Lane Birmingham B130QS

The lot code identified as L0140 06:56 E1 had been seen on counterfeit bottles of wine, that had been seized on other operations from suspected counterfeit wine bottles across the Country.

On the 9 March 2021 the premises, Tims Wine Cellar at 298 Haunch Lane Birmingham B130QS, was inspected by Officers from Birmingham Trading Standards Service and West Midlands Police licensing team.

During the inspection Officers examined a variety of branded wine on the shelf and in the stock room.

The lot numbers on the bottles were cross referenced with the known counterfeit lot numbers provided by the brand reps.

The ones with the same lot numbers identified were then seized by officers and loaded onto the departmental van, including cases of the wine from the stock room and the shop floor.

In total 409 bottles of wine were seized from the premises on 9 March 2021.

The Premises Licence Holder Mr Gurnek Singh DHESI was present at the time of the inspection and advised officers, that the stock had been purchased from various wholesalers.

Please provide as much information as possible to support the application (please read guidance note 3)

In total 409 bottles of various varieties of counterfeit wine was seized from the shop on 9 March 2021.

All wine seized from the shop on the 9 March 2021 was later confirmed as a new counterfeit variety by the brand representatives of the wine.

The brand reps have been working with the wine inspectorate section of the FSA to trace the source of these products. The counterfeit codes are now published on FSA National Food Crime Unit Alert Bulletin- NFCU/2020/04 (Counterfeit Wines).

The bulletin also states that many of the counterfeit varieties have been sent for analysis and "although the traceability of the suspect wines is unclear, there are currently no specifically identified concerns for health regarding the consumption of these products"

In joint working with the FSA and the brand reps of the wine it would appear that this is a large-scale operation, (probably originating abroad) using organised crime gangs in the UK to distribute and sell the products.

When officers went to the shop on 29 March 2021 the person in charge; Mr Gurnek Singh DHESI, said that it was his business and produced a number of invoices dating back to 19 August 2020

The invoices provided by Mr DHESI were from three different wholesalers over the on the following dates:

- 19 August 2020
- 17 September 2020
- 29 September 2020
- 19 October 2020
- 27 October 2020
- 31 October 2020
- 13 November 2020
- 5 December 2020
- 14 December 2020

All the invoices were for the business name of Tim's Wine Cellar. It is not possible to correlate the purchases made from the wholesalers to the items displayed for sale in the shop, the wholesaler's receipts do not show the lot numbers for the wine seized.

The Premises Licence Holder is listed as Mr Gurnek Singh DHESI

The Designated Premises Supervisor is Mr Talvinder DHESI

Previous history of this shop.

There is no previous history of similar issues at this shop in recent years.

Recommendations.

Licenses issued by local authorities requires the person to be a fit and proper person to hold the license and have a degree of responsibility to consumers to trade legally and as a business to trade fairly. By selling counterfeit wine, consumers lose confidence in genuine goods and this affects other businesses by taking away legitimate trade. The financial benefit of selling counterfeit wine must also be considered. Counterfeit wine is often sold cheaper than wholesale prices from legitimate sources and then this is sold on at profits to unsuspecting consumers.

Counterfeit Alcohol is worse than non-duty as it is specifically manufactured to look like genuine brands and mislead customers into making purchases of substandard products which may even be harmful. In this case the product is not harmful but that is likely in order to avoid detection and so prolong the scam.

We do not know how long this has gone on for or how many other innocent members of the public were affected. In this way it is obvious to see how a brands image can be damaged by such action

It subverts the normal supply chains of legitimate trade as it is controlled by criminal organisations who seek to maximise profit by avoiding legitimate controls and systems. No duty will have been paid on the products either.

The review will need to ensure confidence in management of the shop to not engage in and encourage criminal activity which also affects citizens of Birmingham as well as others.

The owner should be able to provide full traceability; this doesn't appear to be the case to date. Although the product does not present health risks, buying goods from unknown sellers indicates a lack of concern for the safety of the products sold.

We invite Committee to consider all available options in relation to this request for a review. 409 bottles of counterfeit wine found on inspection; it is unknown how many have been sold. Enquiries are ongoing in relation to any criminal offences in relation to this matter.

Have you made an application for review relating to the premises before

No

If yes please state the date of that application

Day	Month	Year

If you have made representations before relating to the premises please state what they were and when you made them

N/A

Please tick ✓ yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate YES
- I understand that if I do not comply with the above requirements my application will be rejected YES

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). If signing on behalf of the applicant please state in what capacity.

Signature

.....

Date 29/04/2021

.....

Capacity Trading Standards Officer

.....

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Post town

Post Code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

Premises licence review Tims Wine Cellar 298 Haunch Lane, Birmingham, B13 0QS Ref: 9918418. Page 8

LICENSING ACT 2003**PREMISES LICENCE**

Premises Licence Number:

3732 / 3

Part 1 - Premises details:

Postal address of premises, or if none, ordnance survey map reference or description Tims Wine Cellar 298 Haunch Lane Kings Heath	
Post town: Birmingham	Post Code: B13 0QS
Telephone Number: Not Specified	

Where the licence is time limited the dates N/A

Licensable activities authorised by the licence M2 Sale of alcohol by retail (off the premises)
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The times the licence authorises the carrying out of licensable activities				
Monday - Saturday	10:00	-	22:00	All
Sunday	11:00	-	21:00	All

The opening hours of the premises				
Monday - Saturday	10:00	-	22:00	
Sunday	11:00	-	21:00	

Where the licence authorises supplies of alcohol whether these are on and/or off supplies Off Supplies
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Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence Mr Gurnek Dhesi	
Post town:	Post Code:
Telephone Number: Not Specified	
Email N/A	

Registered number of holder for example company number or charity number (where applicable) N/A

Name, address, telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol Talvinder Dhesi	
Post town:	Post Code:
Telephone Number: N/A	

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol	
Licence Number 036032	Issuing Authority SANDWELL METROPOLITAN BOROUGH COUNCIL

Dated 14/09/2017

SHAID YASSER
Senior Licensing Officer
For Director of Regulation and Enforcement

Annex 1 – Mandatory Conditions

No supply of alcohol may be made under the premises licence (a) at a time when there is no designated premises supervisor in respect of the premises licence, or (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

Every retail sale or supply of alcohol made under this licence must be made or authorised by a person who holds a personal licence.

The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. The policy must require individuals who appear to be the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either— (a) a holographic mark, or (b) an ultraviolet feature.

(1) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

(2) In this condition:— (a) “permitted price” is the price found by applying the formula $P = D + (D \times V)$, where— (i) P is the permitted price, (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (b) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979; (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence— (i) the holder of the premises licence, (ii) the designated premises supervisor (if any) in respect of such a licence, or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.

(3) Where the permitted price would not be a whole number of pennies, the permitted price shall be taken to be the price rounded up to the nearest penny.

(4) Where the permitted price on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax, the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Annex 2 – Conditions consistent with operating schedule

2a) General conditions consistent with the operating schedule

The Premises Licence Holder shall ensure that staff are trained in respect of the licensing legislation and on adhering to the conditions of Licence.

Customers shall not be permitted to take open glass containers outside of the Premises.

2b) Conditions consistent with, and to promote the prevention of crime and disorder

The Premises Licence Holder shall ensure that a CCTV system is installed at the Premises that records the inside of the Premises and the immediate vicinity outside of the Premises. The CCTV system shall be recording at all times during the hours permitted by the Licence.

Incident book and refusals register to be maintained at the premises.

Two staff members will be present during evening hours.

The premises licence holder will not engage in any drink promotions that encourage illegal, irresponsible or immoderate consumption.

2c) Conditions consistent with, and to promote, public safety

No enforceable conditions identified from operating schedule.

2d) Conditions consistent with, and to promote the prevention of public nuisance

No enforceable conditions identified from operating schedule.

2e) Conditions consistent with, and to promote the protection of children from harm

The premises licence holder will ensure that notices are prominently displayed at the premises advising that no under age persons will be served and that proof of age will be required.

A Challenge 21 Scheme will be operated at the premises.

Annex 3 – Conditions attached after hearing by licensing authority

3a) General committee conditions

N/A

3b) Committee conditions to promote the prevention of crime and disorder

N/A

3c) Committee conditions to promote public safety

N/A

3d) Committee conditions to promote the prevention of public nuisance

N/A

3e) Committee conditions to promote the protection of children from harm

N/A

Annex 4 – Plans

The plan of the premises with reference number **102680-3732/3** which is retained with the public register kept by Birmingham City Council and available free of charge for inspection by appointment only. Please call the Licensing Section on 0121 303 9896 to book an appointment.







BIRMINGHAM CITY COUNCIL

LICENSING SUB-COMMITTEE - A

MONDAY 21 JUNE 2021

TIM'S WINE CELLAR
298 HAUNCH LANE, KINGS HEATH, BIRMINGHAM B13 0QS

That the application to review the licence brought by the Chief Officer of Weights and Measures under the Licensing Act 2003, in respect of Tim's Wine Cellar, 298 Haunch Lane, Kings Heath, Birmingham B13 0QS, be adjourned.

The solicitor acting for those from the premises asked for more time, in order that the other persons from the responsible authorities could consider the applicant's additional documents, which had been served at a late stage. All the representatives from the responsible authorities agreed that additional time would assist. It was therefore decided that the hearing shall be adjourned to:

Monday 28th June 2021, at 12 noon.

This will be an online meeting conducted via Microsoft Teams.