

CORN EXCHANGE MANCHESTER

ATRIUM BAR - MANAGEMENT STRATEGY

INTRODUCTION

The Corn Exchange is a grade 2 listed building, accommodating 17 Food and Beverage units (class A3) on the lower ground, ground and upper levels. The upper floors of the Corn Exchange are used as an aparthotel.

The property is located in the heart of Manchester and bound by Hanging Ditch, Fennel Street and Cathedral Street. Neighbouring occupiers include Manchester Cathedral, Chetham's School of Music, Chetham's Library, Manchester Arndale, The Printworks and The National Football Museum.

Pedestrian access is extremely good around the site with a tram link directly outside and the bus station a short walk away, Vehicle access however is extremely restricted by the local council to create pedestrian walkways throughout the area.

This management strategy for the proposed atrium bar takes into account the above factors and details the operational approach that needs to be adopted to ensure neighbouring occupiers are not adversely affected.

PROPERTY MANAGEMENT

As Managing Agent of the Corn Exchange on behalf of J.P.Morgan Ltd, Cushman & Wakefield LLP is committed to providing a high-quality property management service. Our aim is to provide a safe, clean and well supported environment for our customers and from which our brands can operate.

On site management and supervision is provided by the Centre Manager and Operations Manager who are on site between the following hours:

Monday to Friday 07:00 AM to 19:00 PM

In addition, "hosts" are utilized to meet and greet customers arriving at the Corn Exchange and are the first point of contact. They have received World Host customer service training and actively approach customers.

SECURITY:

The property is manned by security as per the following hours and numbers of staff:

		<u>No. of Security Staff on Site</u>
Monday	00:00 AM to 00:00 PM	2
Tuesday	00:00 AM to 00:00 PM	2
Wednesday	00:00 AM to 00:00 PM	2
Thursday	00:00 AM to 00:00 PM	2
Friday	00:00 AM to 00:00 PM	3
Saturday	00:00 AM to 00:00 PM	3
Sunday	00:00 AM to 00:00 PM	2

CCTV is in operation within the Corn Exchange and covers the proposed unit location and entrance / exit points. Coverage is obtained via 25 cameras which are monitored at all times by the site security team. Images are recorded and retained for 28 days.

ATRIUM BAR HOURS OF OPERATION

The proposed unit will open and close within the permitted hours, as set out below;

	(Minimum)	(Maximum)
Monday-Thursday	11:30 – 22:30	11:00 – 23:00
Friday-Saturday	11:30 – 23:30	11:00 – 23:30
Sunday	12:00 – 22:30	11:00 – 22:30

The Atrium Bar unit demise will be set out with chairs and table. When not trading all furniture will be stored securely within the unit.

- Chairs and tables must be in their correct positions, clean and free of any debris prior to the Atrium doors opening at 10:30; every day
- Tables must, where possible, be cleaned and re-set within 5 minutes of becoming vacated.
- The floor area must be kept free from debris and spillages at all times throughout the trading day.
- Broken glass must be cleared immediately

Chairs and tables must be removed from the atrium area on request so that floor areas can be cleaned. The Atrium Bar unit is responsible for keeping their Atrium seating area cleaned in between these times.

It is not permitted for the unit to play any form of music during its hours of operation.

The unit must adhere to the closing and customer exit rules, detailed in this section.

- Alcohol is not served to anyone who is, or appears to be under age
- No-one who appears to be heavily under the influence of Alcohol is served on arrival at the Bar, or continues to be served whilst at the Bar
- Sufficient numbers of staff trained in customer service are present to prevent any situation involving the sale of Alcohol, becoming 'out of hand' and causing a disturbance in the Atrium. These management controls will be supported by the presence of the Corn Exchange Host / Concierge Team who will be on duty and present in the Atrium during the hours of the Bar's operation. In addition to their normal 'customer service' duties they will have a watching brief on the activity at, and the operation of the bar. The brief will be to intervene and support the bar staff in any situation before it escalates or becomes 'out of hand'. They are also in direct radio contact with Security Control, who will also be monitoring the Bar via CCTV.
- In the event of assistance being required, in the first instance contact the on duty Host/Security Control; followed by the police (if necessary)
- Customers are not permitted to remove glassware or bottles from the Corn Exchange

WASTE MANAGEMENT

The waste generated by the proposed unit would utilise the existing supply within the restaurant trading adjacent to this bar. This is managed as in accordance with the tenant handbook and would be stored in lockable receptacles to separate the waste streams, to be decanted later into a wheelie bin and then processed as in accordance with the waste strategy for the site. If the space was to be used for the retail of Coffee or a deli offering we would expect most of the waste generated to be cardboard packaging and a small amount of food waste. The waste is taken to our waste room in the basement prior to site opening following deliveries and at 11pm when the atrium closes to members of the public.

HYGIENE/ WELFARE MANAGEMENT

Hygiene facilities can be provided in a few options, the facility to run hot and cold water into the space is a possibility due to the location of existing utility supplies below the unit including drainage, the less intrusive option would be to have a mobile refillable hygiene station with hot water and washing facilities and a removable waste capturing facility to be emptied in line with general waste management timings. The unit does not have toilet facilities so an option would be to have an agreement for minimal usage for staff only of an adjoining brand or alternatively access to the management staff toilets located on the 2nd floor of Fennel Street.

DELIVERY MANAGEMENT

Deliveries to the unit would be restricted to access timings as all the brands are linked to as from 06:00 until 10:30 7 days a week with parking restrictions in place on Fennel Street and controlled by Manchester City Council bollard access. The number of deliveries would be dependent on the operator and their choice of suppliers' as to smaller more frequent or fewer bigger deliveries, with an agreed storage facility.

Deliveries to this unit can be direct to the unit from Fennel Street or alternatively through Fennel Street main delivery doors into the service lifts and a basement storage area.

CLOSING AND CUSTOMER EXIT RULES

At the end of a trading day all brands, including their staff and their customers should be respectful of neighbours in the vicinity of the Corn Exchange. It is brands' responsibility to remind customers to be mindful of their actions when leaving their units. Brands on Fennel Street and Cathedral Street should direct customers towards Commercial Street and Hanging Ditch, respectively away from Cathedral Gardens.

The Fennel Street doors to the Atrium will be changed to an 'Entrance Only' operation from 22:00 each evening by our Host team, thus preventing any exit from the Atrium Bar onto Fennel Street and into Cathedral Gardens after this time.

Exit onto Cathedral Street is limited via the Emergency Exit doors, in the event of an evacuation from the building. Under normal circumstances there is not an exit for customers onto Cathedral Street.

When customers are leaving the Atrium, they will be directed to use the Exchange Square exit after 22:00. The main doors into exchange Square will be exit only 15 minutes before closing and locked 30 minutes after closing.