

THE CORN EXCHANGE MANCHESTER



BRAND HANDBOOK

AVIVA INVESTORS



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1.0 INTRODUCTION

1.1 THIS HANDBOOK

This publication has been produced in order to provide the food and beverage occupiers of the Corn Exchange with key information about the building, how it functions and our requirements of you, as a leaseholder. If there are any questions or issues that are not covered by this document, please contact the General Manager in the first instance, which will provide additional information as necessary.

It should be noted that this document is intended to provide practical guidelines and information only. Nothing in this document is intended as a contractual undertaking, and in all instances the terms of the relevant lease or agreement for lease prevail.

1.2 GENERAL DESCRIPTION OF THE CORN EXCHANGE

The Corn Exchange is a Grade II listed building and was constructed between 1897 and 1903. It was originally used as the Manchester Corn & Produce Exchange. The building was redeveloped in 1996 and was purchased by Aviva (Norwich Property Trust) (J.P.Morgan Europe Limited) in August 2005. The most recent redevelopment commenced in 2014.

1.3 LOCATION

The Corn Exchange lies between Hanging Ditch, Fennel Street and Cathedral Street. To the South of the Corn Exchange is Exchange Square; one of the main areas of public realm in the city centre. To the North is the Cathedral Gardens.

Also within the vicinity are the major retail destinations of the Arndale Centre, Selfridges and Harvey Nichols, as well as the leisure attractions of the Manchester Arena and the Printworks.

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The Corn Exchange is served by vehicular access from Commercial Street onto Fennel Street at the North East corner of the property. Please see Appendix I for further information on servicing.

1.4 THE CORN EXCHANGE GENERAL DETAILS

The Corn Exchange is owned by Aviva Investors (J.P.Morgan Europe Limited) who has appointed Cushman and Wakefield as managing agents.

The Corn Exchange is designed to be home to 17 premium casual dining restaurants spread over lower ground, ground and first floors, above which sits a hotel from the 2nd to 5th floors. The scheme is designed so that most food and beverage brands benefit from the central atrium, which acts as a focal point for the public and commercial elements of the property.

The property is served by:

- An entrance to the service areas from Fennel Street at the ground floor, which provides access to a service corridor into the atrium and access to the service lifts.
- From the service lift brands can access the basement service corridor which houses the bin store and various landlords' plant rooms.
- Through the building are a number of risers and plant areas further details of which can be obtained from the General Manager where needed.
- The management office for the management team is on the second floor and a security office on the first floor.

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1.5 DEFINITION OF AREAS - OCCUPIER'S AREAS AND COMMON PARTS

Your responsibilities as an occupier are set out in your lease. This legally binding document will set out the obligations of both occupier and landlord and the areas over which these responsibilities extend.

The common parts of the building are the landlord's responsibility to maintain for the shared benefit of all occupiers in the building. The landlord's costs in so doing are charged to the occupiers through the service charge. The demised area is the area that the occupier has responsibility to maintain.

The following lists offer a description but are not exhaustive.

Common parts include:

- Risers, ducts and service media (such as the common supplies of air, power, water and gas) throughout the building;
- Lifts, lift lobbies, stairs and stairwell at Fennel Street service entrance, and some common landings throughout the building;
- Ground floor entrances that lead to the central atrium and elements of the atrium itself;
- Lower ground floor and sub-basement service corridors and bin store areas;
- Exterior of the building – atrium glazing, the roof and non-demised structural elements;
- Building plant and plant rooms.

Occupier's demised areas include:

- Internal areas of their units including all wall finishes
- The doors and windows at ground and first floors
- Floor and ceiling void (except landlord's fixtures and fittings)
- Dedicated plant such as the kitchen extract duct.

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2.0 THE CORN EXCHANGE SERVICE OBJECTIVES

The Corn Exchange is one of the most innovative and unique leisure developments in the UK and the winner of a BCSC Gold Award in 2015 . Through its high quality leisure mix and the highest standards in customer care we will exceed customer expectations.

The objectives set out for the Corn Exchange is to be recognised in the industry as creating trading partnerships and service initiatives. Continuous training, innovative staff forums and an open door management policy will reinforce these beliefs.

Our objectives will be met in the following way:

- The employment of high calibre staff, with a natural aptitude to their role and a clear focus on customer care.
- An effective, professional and approachable management team.
- Accurate anticipation and interpretation of all customer needs.
- Regular monitoring and adaption to factors which could affect the provision of customer care.
- Setting achievable employees' objectives for standards in customer care.
- Apply creative thinking in all operational areas.

To ensure we maintain our leading position in the market place, and to reflect the changing face of customer demands, the General Manager and the managing agent will continually measure quality of service.

The objective of each employee within the Corn Exchange, whether brand, contractor or directly employed; is to achieve the highest professional standards, providing the ultimate service excellence and experience.

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Ultimately, the challenge is for the Corn Exchange to harness the energy, drive and enthusiasm from brands and staff into a tangible, practical and working model of excellent service that will fulfil and exceed all customer expectations.

The Corn Exchange is manned 24/7.

During office hours, the Corn Exchange Management Office

Number is: 0161 834 8961

Out of hours access to Corn Exchange, is via Security Office

Number: 0161 834 8961

Or alternatively

Cushman & Wakefield Help Desk

Number: Contact Security Control

3.0 MANAGEMENT SERVICES

3.1 THE MANAGEMENT SUITE

This office provides the day to day management of the Corn Exchange. Under the direction of the General Manager, we ensure the property functions in an efficient and economical way. We liaise with statutory bodies and comply with regulations and documentation of all inspections and certificates are held here.

All occupiers must give emergency contact details to this office on taking occupation for fitting out and provide updated information prior to opening for trade; if there are changes in contacts. In addition to the Management Office, the ground floor entrances to the atrium will be used as a reception area to provide a professional concierge service for visitors to the Corn Exchange.

The Building Management team are available on 0161 834 8961 from 08:30 to 17:30 Monday to Sunday and manage the following services which are provided through the service charge:

- Building Services - Mechanical, Electrical, Air Conditioning
- Building Maintenance
- Cleaning
- Health & Safety/Environmental Management
- Helpdesk
- Hygiene Services
- Lift Maintenance
- Pest Control
- Concierge Services
- Security
- Refuse Management/Recycling
- Common Utilities

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The cost of the services is recovered through the service charge. At the beginning of the financial year, Cushman & Wakefield LLP will estimate the cost of services for the forthcoming year, together with any planned expenditure necessary to maintain the fabric of the building and its plant, and produce a service charge budget.

The planned expenditure is fairly apportioned between the occupiers on the basis of floor area occupied and recovered in 4 quarterly on-account payments on the usual quarter days. This is known as your on-account budget service charge.

At the end of the year, when the actual expenditure is known, the accounts are reconciled, audited and the appropriate balancing debits or credits are issued. We aim to reconcile within six months of the financial year end.

3.2 KEY PERSONNEL

Landlord

Name Aviva – J P Morgan Europe Limited
Address St Helens, 1 Undershaft, London, EC3P 3DQ
Contact Andrew Coles

Managing Agents

Name Cushman & Wakefield LLP
Address No.1 Marsden Street, Manchester, M2 1HW

Senior Surveyor – Asset Services Catherine Juskowski T. 07971 819 884
catherine.juskowski@cushwake.com

On Site Management Team

General Manager	Liam Mooney	T: 0161 834 8961 M: 07885 214062
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liam.mooney@cwss.co.uk

Operations Manager	Paul Emery	T: 0161 834 8961 M: 07885 214079
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paul.emery@cwss.co.uk

Marketing Manager	Jessica Morrissey	T: 0161 834 8961 M: 07523 438 873
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Jessica.morrissey@cushwake.com

The Management Office Address:

The Management Office

The Corn Exchange

2nd Floor

3 Fennel Street

Manchester

M4 3TR

4.0 ACCESS AND DELIVERIES

4.1 OPENING AND CLOSING HOURS FOR FOOD AND BEVERAGE OPERATORS

	(Minimum)	(Maximum)
Monday-Saturday	11:00 – 22:30	08:00 – 00:00
Sunday	11:00 – 22:00	08:00 – 00:00

All units must comply with the agreed hours, unless otherwise agreed in writing by the City Council and the Landlord/Corn Exchange Management. Please note that these are general trading hours and may be subject to change.

PLEASE NOTE: If any Brand requires to trade from their unit before or after these standard trading hours, permission must be obtained from the Corn Exchange Management team to comply with Fire Regulations.

4.2 PUBLIC ACCESS AND EGRESS

The public entrance doors to the atrium will be open at 10:30am Monday to Sunday. They will be placed on exit-only 15 minutes after closing and locked 30 minutes after closing. All access / egress outside these times should be through your unit directly (if accessible from the street) or via Fennel Street via pre arrangement.

4.3 BRAND DELIVERIES PROCEDURES

Deliveries are only possible between the hours of **06:30am – 10:00am** Monday to Sunday

PLEASE NOTE: All deliveries require prior notification to the Traffic Management Coordinator (via the Ops Manager) for allocating a delivery time.

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The vehicular access to the property is restricted to a maximum vehicle size of **10m rigid Lorries**; this must be made by approaching the Corn Exchange from Commercial Street and onto Fennel Street at the North East corner of the property.

4.3.1 Regular Deliveries

If you are expecting regular deliveries please provide a schedule of those deliveries to the Operations Manager and Traffic Management Coordinator in order for the dates and time to be allocated and to allow for coordination with other brands. Deliveries should only be made in line with the Watermans Servicing Strategy Document (Appendix I) which explains the routes of access to be used.

4.3.2 Ad-Hoc Deliveries

For ad-hoc deliveries you must confirm at least 48 hours in advance what date a delivery is required and when on that day it is expected. This is so that any non-regular deliveries can be received in coordination with others; please do not assume that there will be space any given time, the Traffic Management Coordinator will confirm what time is acceptable. Notification should comprise of:

- Delivery date and time;
- Destination unit
- Receiving company and individual contact
- Delivery company and type of vehicle

4.3.3 Other Delivery Management Rules:

- The management team control the service areas. These areas must be kept clear at all times for fire safety purposes. The disposal of waste and cardboard and the storage of trolleys/cages and bins is NOT permitted in the service corridors. A dedicated waste room is available for disposal, recycling and storage of empty bins.

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- No pallet trucks will be allowed across the atrium area. Only small two-wheeled trolleys are permitted between 09:00am and 10.30am.
- All deliveries made on wooden pallets have to be decanted immediately and pallets removed on the same vehicle. They cannot be left in service corridors. Please note there is no facility for the storage of these pallets elsewhere in the building.
- Vehicles must not block the service road. A clear route must be maintained at all times to accommodate emergency vehicles if required.
- Occupiers with the ability to have deliveries through the front of their units may wish to take advantage of this so that they are not reliant on the service lifts which may become busy.
- Unit three can no longer be serviced internally/from Fennel Street. In order to serve the isolated unit an additional service area is provided at the end of Cathedral Street on to Hanging Ditch. Servicing from this area is restricted to 6:30am to 8:00am ONLY.

Brands will have to take great care to ensure delivery vehicles reach the site at the allotted time and to show patience whilst waiting for them to unload as Manchester Council operates a restricted delivery access service to many parts of the city centre including the area around Corn Exchange. This combined with a very small delivery / service area will result in some frustrations, if procedures are not properly managed.

PLEASE NOTE: The loading bay closes at 10am. The bollards on Fennel Street will not lower after 10am. They are controlled by Manchester City Council, **NOT** the Corn Exchange.

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4.4 ACCESS FOR CONTRACTORS

Contractors are not allowed to park on site. As above, provision has been made for delivery vehicles/ contractors to park up whilst waiting to load/ unload their goods, equipment, tools, etc. but they then must remove vehicles from site.

Where contractors are required to attend site their arrival time must be arranged with the Traffic Management Coordinator or Security in Advance.

4.4.1 Project Based Contractors:

Permission to work authorisations must be issued and signed by the brand for any works being undertaken in their demise. All authorisations must include the name of the contractor and a list of personnel to be on site (a copy of Permission form is attached in Appendix II). This should then be passed to building management for approval and issue to security.

Details of all work affecting the building services must be submitted to the operations manager and managing agents for comment/approval. On arrival at site the contractor reports to the Security Control Office on the second floor of the Corn Exchange, accessible via the lifts from the Fennel Street Entrance. Contractors must sign in and out on a daily basis.

Upon receipt of a copy of the "Permission" form, security will issue a daily pass marked with the appropriate floor number within the common area that is needed to be accessed. Any contractor found on a different floor or day to that marked on this pass may be asked to leave the site. Passes must be handed back to security on completion of each shift.

PLEASE NOTE: Further information Contractor Site Rules and Works Authority can be found on Page 37. The Tenants Fit Out Guide has further details on contractor access and is available from the General Manager and Operations Manager.

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4.4.2 Regular Contractors:

Regularly attending contractors, for example, cleaning staff and similar regular services, visiting your premises are not required to sign in unless they are undertaking work within common areas. This does not include equipment maintenance.

As your operations include the regular service of your own plant and equipment it will be beneficial to make scheduled appointments with the Traffic Management Coordinator/Security for the necessary arrival times and dates, as well as the Corn Exchange Management Team where this work requires access to common areas and/or interaction with landlord's plant and equipment.

4.5 OTHER VISITOR ACCESS TO BUILDING

The Corn Exchange Management team will be available for appointments between. Between 8.30am – 5.30pm, guests that need to meet with the management team should arrive via the entrance to the service areas on Fennel Street.

All visitors to the Management Office are asked to sign in at the security office on the first floor and are issued with visitors' passes. Brands are requested to notify The Management Team in advance of the arrival of visitors so passes can be prepared to minimise delays. This can either be e-mailed to the Management Team or made via telephone.

Access to the site is available for members of staff on a 24/7 basis. Contractor access is permitted outside core hours, subject to prior notification through security and in line with the rules for deliveries and access above.

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4.6 TAXIS AND OTHER VISITOR DROP-OFF AND PICK-UP

Taxis cannot enter the property boundary. Pick-up and drop-off can be facilitated via public street access only via Cateaton Street at Hanging Ditch (near the Cathedral) and Commercial Street (corner of Fennel Street) are the closest points where a drop off may occur.

4.7 VEHICLE PARKING

There is no vehicle parking other than for deliveries as described above, all delivery and contractor vehicles need to have vacated the site within their allotted delivery time.

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5.0 CORN EXCHANGE OPERATIONAL SERVICES

5.1 COMMON PARTS CLEANING SERVICES

The cleaning services for Corn Exchange common areas are undertaken by the landlord's contractor on a daily basis on a 24 hour shift pattern. Most cleaning of the common areas will take place after normal trading hours in preparation for the following day. This will include the common floor in the atrium, the ground floor entrances, the service corridors, management rooms and other areas used for common services.

A team of specialist cleaners are appointed and responsible for the periodic high level cleaning of the atrium glazing.

Tenants are responsible for the cleaning their own demised trading areas and demised seating areas within the atrium. The landlord is only responsible for cleaning the non-demised area. **Please see section 6.2 below for further information on your cleaning obligations.**

5.2 SECURITY SERVICES

The Corn Exchange benefits from guarded and patrolled security 24 hours a day. This activity is jointly undertaken by the concierge host team who are supported by monitored closed circuit television. As security is an important element of the building, **please refer to the Security Procedure in section 6.1 further in the report.**

5.3 PEST CONTROL SERVICES

A specialist contractor has been appointed to undertake the regular maintenance to prevent infestation of the internal common areas. Brands are responsible for the pest control within their own demises.

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5.4 REFUSE DISPOSAL

The landlord has appointed a specialist waste removal contractor to undertake the disposal of waste on a daily basis. The landlord provides a common waste room where brands are responsible for taking their waste to at the two scheduled 'drop off' times each day. These times are regularly reviewed with brands and are subject to change (with prior notice) during peak trading periods.

This service will weigh and identify the waste so that each brand only pays for its fair share. The landlord's appointed contractor provides a service to take the refuse from the waste room to street level, where it is collected. [Please see Section 6.3 for further details of tenants' obligations for waste.](#)

5.5 MAIL DELIVERY

The Corn Exchange has been allocated a post code of M4 3DU. Additionally each unit has been given its own address and unit number which can be obtained from the management team. A list of the agreement addresses has been attached to the initial welcome letter.

Royal Mail deliveries will therefore be directed to brands own units. However in the unlikely event that deliveries are received by the management team, this post will then be held by the security office to await collection. Brands are responsible for collecting their own items. They will only be given to previously authorised members of the brand's staff. Security will notify brands when any post has been delivered.

6.0 BRANDS/OCCUPIERS OBLIGATIONS

6.1 SECURITY

The Corn Exchange benefits from guarded and patrolled security, supported by monitored CCTV, 24 hours a day. The concierge host team and CCTV monitoring are the front line of security for all common parts of the building. The concierge host team are also SIA registered and will be able to produce their licence at all times when on duty.

PLEASE NOTE: The host concierge host team are not the Police and do not have the same powers as them. They have the same powers as you.

If a member of the security team is called to your unit to assist, they can only assist you until the Police arrive. They cannot make an arrest if they do not witness a crime. The Police should be called by the brand manager to attend the unit and the unit personnel should detain the alleged culprit. Please obtain your Head Office policy and legal procedures for dealing with aggressive behaviour or vandalism.

It is important for brands to fully support Centre Management staff who do assist by ensuring criminal proceedings are implemented to the full extent. We strongly encourage you to report every incident. We can only continue to assist you if you have a consistent approach to reporting crime.

24 HOUR EMERGENCY TELEPHONE NUMBER: 0161 214 5107

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6.1.1 SECURITY WITHIN BRANDS' DEMISE

Beyond the common areas, it is your responsibility to secure your own demised areas.

Each of the external access points to your demised areas benefits from a new door with security features installed. If your unit has access to the common service corridors there is an electronic release to pass from within your unit to the common areas and an electronic access system that requires a coded key fob to pass from the service corridors into the demised area.

Brands may wish to install intruder alarm systems how this must not be done do without notifying the management team of emergency contacts.

Brands access from the common areas will be limited to only their own demises and permitted common facilities. Access to all other landlord's services must be made via the Management Team. Access to other brands' units is not permitted.

6.1.2 SECURITY PATROLS AND CONTROL

Patrols are carried out regularly over a 24 hour period. Corn Exchange security staff will not enter your premises unless you have specifically requested it or they have a specific reason to. If you require your own manned security presence then you should arrange this under your own cost.

The security control room is manned 24 hours a day with security cameras monitored throughout this time, linked to digital recording equipment. All life safety systems are connected to and monitored from this room. The Fennel Street service entrance is linked by an intercom to the Security control room from which access is controlled.

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6.1.3 OUT OF HOURS AND KEY HOLDING (EMERGENCY CONTACTS)

It is an absolute requirement that you provide out of hours emergency telephone numbers for key staff members and that this is kept regularly updated. This is necessary for us to contact you in the event of major security alerts, partial or total destruction of the building or because of critical system activations within your demised area. We will not abuse the information you give us.

Due to frequent manager and staff changes it is important that the security team and Corn Exchange Management team have an up-to-date list of key holders and their out of hours contact numbers. Please list (using the form provided in Appendix III) those individuals who can gain access your demise and will be contactable should an emergency arise during non-business hours (*key holder 1 will be called first*)

6.2 CLEANING

Brands are responsible for the cleaning of their own demised areas, which includes both external and atrium seating areas. Your lease will detail the extent that you are responsible for. Brands will be responsible for the cleaning of shop fronts, canopies, windows, internal areas, atrium doors and balustrades. All cleaning should be completed before the building opens to the public each day (10:30am).

PLEASE NOTE: Those Brands that have atrium flooring should note that the floor is made from York stone and should confirm with the General Manager and Operations Manager the recommended method and products that should be used for cleaning the areas demised to you.

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6.3 GENERAL WASTE

All brands must provide capacity within their units for holding waste from one day's trade. This is particularly important for those brands that do not have internal access to the basement corridor.

Waste is only to be transferred into the common waste room in the basement northern corridor once the Corn Exchange has closed for trade, for most brands this will be after 11pm. Waste transfer across the atrium floor is not permitted until every brand operating in this area has closed and customers have left.

Please Note: waste must only be delivered to the waste room between **9am – 10.30am** Monday to Sunday. Then again between **10:30pm – 12.30am** Monday to Thursday, **11:00pm – 1:30am** Friday & Saturday and **9:30pm – 11.30pm** on Sunday.

It is your responsibility to ensure that the waste is taken to the waste room only in the bins provided. Waste from trading or from deliveries must not be left in any other common area, corridor, lobby, lift or entranceway at any time. Once the bins containing waste have had stickers placed on them to identify the unit number they are coming from, they can then be delivered from unit to the waste room. The waste management team will refuse to accept any bins that have not been properly labelled (Labelling Stickers are provided upon request). The waste room will be manned at all times during 'drop off windows', empty bins can be provided to be taken back to units for the next day's trade.

The waste will be weighed by the waste management team, this weight is used to determine how much waste is being produced by each brand so that the cost for the handling and disposal of such waste is fairly apportioned.

All waste once it has been weighed will be taken by the waste management team from the waste room to street level for collecting from Fennel Street, brands must

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not put any bins out in this area themselves and must follow the correct waste procedure.

The landlords cleaning team are also responsible for providing clean and serviceable bins. However it is every brands responsibility to ensure that there is NO cross contamination of waste streams. In addition that general and food waste has been bagged and cardboard flattened. The waste management team will refuse to accept and waste bins that are presented in an unacceptable condition.

6.4 RECYCLING

The Corn Exchange actively encourages the recycling of waste and operates a recycling scheme through the waste contractor 'Fresh Waste Services Limited'. Please refer to the Corn Exchange Waste Strategy Document which details the streams of recycling in place. This will be reviewed on a regular (biannual) basis to ensure that we are carrying out the optimum amount of recycling.

Regular collections of recycled waste are made daily. Currently the waste streams are:

- Food
- Glass
- General Waste – including Card

To assist in this scheme, we ask that the waste is properly segregated within the unit using the provided marked bins and taken to the waste store room in the basement area to the Fennel Street side of the building.

Food waste must be double bagged prior to placing in the appropriate bin. In addition the majority of general waste must also be double bagged before being placed in the appropriate bin. Larger pieces of cardboard can be placed in the general waste bins without bagging them (as long as they are dry and flattened); all small items of cardboard must be placed in a bin bag and placed in the general waste bins.

A review of the recycling will be undertaken on site once all restaurants are fully open and operational and then again once the hotel has opened.

6.5 HEALTH & SAFETY MANAGEMENT

Each brand is responsible for the safety of their employees, contractors and visitors within their own demise. Should you see an incident or anything else that creates a Health and Safety hazard or issue, you are responsible for taking whatever action you can to resolve the situation. In addition you must also contact the Corn Exchange management for further advice and they will act as necessary to promptly resolve the situation.

There are areas of shared responsibility, for example with the new Regulatory Reform (Fire Safety) order 2005, brands operating in the building are required to provide written evidence of Fire Risk Assessments and hazard analysis reports, as well as evidence to show that an effective management system has been put in place to document and maintain the standards of the new regulations. The Regulations place responsibility on the owner and its agent to ensure compliance with the regulations. In this instance, we are required to co-ordinate, monitor and control your activities.

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6.5a Fines for breaches of Tenant responsibilities concerning Fire Activations and misuse of equipment.

A number of tenants put the safety of themselves and others at risk by their behaviour. These actions fall broadly into two main categories, anti-social or inappropriate behaviour and malicious activation of the fire alarms or tampering with fire equipment.

Listed are examples of the types of behaviour, which are considered completely unacceptable on site and the fines likely to be imposed.

Incidents will be referred to the General Manager who will determine if the issue can be dealt with by them. The tenant will be given the opportunity to accept or deny the charge. If the tenant accepts the charge then the General Manager will deal with the case following due process and a penalty may be imposed. The tenant can appeal against the penalty but not the charge if accepted. If the tenant denies the charge then it is referred to the Property Manager for action.

Offence	Indicative Fine (per Tenant)
Late to Evacuate following a fire alarm activation	£75.00
Failure to Evacuate following a fire alarm activation	£250.00
Maliciously discharging a Landlord Fire Extinguisher	£150.00 plus charge to replace and clean area
Items left in Fire Exit routes	£150.00
Tampering with Landlord Fire Extinguisher	£100.00 plus cost to replace
Damaged/Removed Fire Signs	£80.00 plus cost to replace
Fire Door Propped Open	£75.00
Fire/Smoke Sensor Activation leading to Unnecessary evacuation	£1000.00 plus cost to make good
Manual Call Point Activation leading to evacuation	£500.00 plus cost to make good
Covered Sensor/Sounder	£150.00 plus cost to make good
Damaged/Removed Sensors & Sounders	£250.00 plus cost of making good
Blocked Fire Exit	£250.00
Damage to Fire Door	£150.00 plus cost to make good

6.6 SEATING

The following policies under 6.6 apply to all seating that is located within the Atrium and also External Terraces surrounding the Corn Exchange. Brands may only use the designated seating areas for their unit, as identified in their Lease.

Furniture

The furniture supplied by the brand, will be approved by the Landlord before it is purchased and put into position. The Tenant Design Guide must be referred to before purchasing and laying out any furniture. This can be obtained from the General Manager.

Any damaged furniture must be removed and either repaired or replaced. The cost of the repair or replacement of furniture will be at the brand's cost. All repairs to damaged furniture must be carried out off-site, not on-site.

The replacement of furniture items must be on a like-for-like basis, or an acceptable replacement approved by the Landlord. Low cost garden furniture will not be permitted and is not consistent with the design standards.

Seating Demarcation

- Brands will be advised of demarcation styles (either planters or tensile barriers). Please refer to the Tenants Design Guide.
- All planting must be of an appropriate size to ensure it does not restrict any public access spaces, or overlap onto other unit's demised areas.
- Planters must be monitored for cleanliness on a weekly basis and maintained on a monthly basis to ensure all plants are still healthy.
- Brands must ensure that all plants are sufficiently watered. Dying or unhealthy plants must be replaced by the Tenant at their cost

Terrace Flooring

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The day-to-day cleaning of the demised atrium flooring and external terrace paving area will be the responsibility of the Brand. Any damage to the atrium or external paving areas must be immediately reported to the Landlord.

Spillages

Brands are required to carry out risk assessments on the transportation of food and beverages to and from seating areas. Effective procedures must be developed and implemented governing the management of spillages in walkways caused as a result of serving food and drink in the external spaces. This will include the use of statutory signage. Any spillage of Coke, Wine or any Fat and Oil based substance (such as mayonnaise) on the atrium stone floor must be cleaned up immediately to prevent any staining to the floor.

6.6.1 OPERATION OF ATRIUM SEATING

In addition to the rules that apply to all seating, the following apply to the internal seating to the atrium. Chairs should not be placed on tables at anytime whilst the atrium is open to customers. Cleaning of seating areas is only to be conducted when the atrium is closed. All tables, chairs and barriers should be placed back in position before the building is opened to customers.

Chairs and tables must be removed from the atrium area on request so that floor areas can be cleaned. Otherwise brands are responsible for keeping their atrium seating areas cleaned in between these times.

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6.6.2 OPERATION OF EXTERNAL TERRACE AREAS

Brands may only use the designated external terrace area for their unit, as identified in their Lease. No other spaces may be used for external seating, without prior consent from the Landlord and Local Authority. No extensions or additions will be allowed to the external terraces without prior consent from the Landlord.

The maintenance and cleaning of the external terrace areas is critical to ensure that the terrace is presented to the highest standard throughout their operation.

Daily Opening Procedures

Every Brand must ensure that all external and internal terrace areas are set and 'ready for business' 30 minutes before the unit opens. Fennel Street will have a later external set up time to allow for service vehicles to clear. Ready for business means the following:

- Tables and chairs positioned in the correct locations within the external and internal terrace demise.
- Tables should be set up correctly but without the cutlery, crockery and glassware.
- Should Brands wish to set the tables with cutlery, crockery and glassware, the external terrace area must be staffed at all times.
- Canopies should be opened and checked for cleanliness and condition.
- External and internal terraces must be cleaned and free from debris.
- Signage to be clean and positioned correctly. Daily specials to be signed, if appropriate, using the agreed signage format. No hand written signage or A-Boards will be permitted.

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During Opening Hours

The external terraces will be the 'shop-window' not only of brands, but the Corn Exchange as a whole.

- Brands must ensure that the part of the external terraces, which comprise their demised area, is adequately staffed and maintained throughout the trading day.
- Tables must, where possible, be cleaned and re-set within 5 minutes of becoming vacated.
- Floor areas must be kept free from debris and spillages throughout the trading day.

Daily Closing Procedures

External terraces must remain fully operational until the earlier of either the time at which the unit closes or 11pm, at which point use of the external seating must end. This is a planning requirement for the operation of the property.

The daily closing procedure of the external seating should comprise the following:

- Canopies to be checked for cleanliness and condition before being retracted and secured.
- Table tops, chairs, planters and the floor are to be cleaned thoroughly.
- All loose furniture is to be either taken inside the unit for safekeeping during all non-trading hours if the unit is closing, or;
- If the unit is trading after 11pm the table and chairs must be tidied away against the building, stacked and clearly marked that they are not for public use after 11pm.

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Wet/Windy/Winter Weather Procedures

In the event of wet or extreme windy weather that will prevent the use of external terraces, Brands must ensure that the following Terrace procedures are applied:

External terraces should be prepared for normal opening hours with the following key changes:

- Wet Weather
 - Furniture set as if ready for normal trade.
 - Tables should be left clean and clear of debris, but not set for service.
- Windy Weather
 - Canopies retracted.
 - Tables should be left clean and clear of debris, but not set for service.
- Winter Weather
 - All Tenants will re-populate and de-populate the external terraces at the same time, again agreed with the Landlord.

6.6.3 EXTERNAL CANOPIES

- Brands will be provided with a canopy with an allocated signage zone.
- Brands will be provided with an electrical connection point and remote control.
- The base of heated a canopy should be no closer than 200mm to the nearest solid object to avoid damage to the canopy and frame.
- Heaters must be mounted in the agreed location and with a 'dead mans switch', to prevent the risk of fire, if the canopy is closed without turning the heater off.
- Canopies must be maintained by each Tenant with regular safety checks on the general condition of the canopy covering and fixings.

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Brands must clean and maintain their heaters fitted to canopies. Any damaged canopies must be removed from the external terrace and either repaired or replaced. The cost of the repair or replacement of the canopies will be at the Brand's cost. All repairs to damaged canopies must be carried out off- site, not on-site.

6.7 NOISE CONTROLS AND MUSIC POLICY

All brands must adhere to the noise limits required by the planning consent (in line with the approved Environmental Noise Study prepared by Sol Acoustics July 2013 and the Supplementary Environmental Noise Study dated February 2014 prepared by Sol Acoustics) this applies to the internal restaurants and external seating areas. The report is available from the General Manager.

When complaints are received about excessive noise the management team will investigate and monitor. If the noise is found to be in breach of the limits required by the planning consent the brands will be required to take appropriate action to reduce the noise to acceptable levels.

Music played within units that are open to the internal atrium will be at a level that does not cause a disturbance or 'nuisance' to neighbours. Any brand wishing to play music directly into the atrium will need to apply for permission to do so from the centre management team who have absolute discretion to allow or refuse permission.

6.8 SMOKING POLICY

The policy will apply to both customers and staff. No smoking (including Electronic Cigarettes) is allowed within the building, food and beverage units or servicing areas. A specific smoking shelter is not provided.

Should staff want to smoke they must do so away from the property and proceed to the corner of Fennel Street and Corporation Street, or the corner of Hanging Ditch and Cathedral Street. Smokers should not smoke close enough to the property, within its doorways (including Emergency Exits), or any other property, (including the Hotel) as to disrupt or affect businesses in the vicinity or customers enjoying the services of those businesses. Brands should ensure their staff are acting responsibly and not litter areas around the building and use the bins provided by MCC.

Each brand is required to have their own policy for dealing with customers who wish to smoke. If you will not permit smoking within your external area please direct your customers to follow the same rules for staff as above. Please ensure customers are NOT directed to smoke within the covered ramp entrances to the internal atrium.

All Brands that permit smoking in their seating area must ensure that external tables are provided with a designated ashtray. Used ashtrays must be removed as guests depart and replaced with clean ashtrays for new customers. Debris from smoking will be placed in a non-combustible container, not disposed of in a normal refuse container.

Cigarette bins must be emptied on a daily basis to prevent bad odours and the whole area, including planters, must be cleaned and maintained throughout the day, with a thorough clean down at the end of each day.

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6.9 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.

When customers are leaving via the common atrium exits they should be directed to use the Exchange Square exit after 11pm. The main doors will be exit only 15 minutes before closing and locked 30 minutes after closing

6.10 FIRE SAFETY AND REGULATIONS

Under the Health and Safety at Work Act 1974 all buildings have set procedures for carrying out: -

- Testing of fire safety systems.
- Regular 6 monthly evacuation drills.
- Dealing with fire system alarm activations.
- Dealing with emergency situations such as fire, bomb threat, etc.

This section explains why we undertake the various tests.

6.10.1 Fire Systems Testing

The building owners have a statutory obligation to carry out weekly testing of the fire systems. Brands and their employees have a statutory obligation to co-operate in safety tests and procedures (this includes having staff available to conduct these tests). Most of the testing of systems such as sprinkler pumps, hydrant pumps and other systems goes on largely unnoticed by brands. The testing of the fire alarm system is the main and most noticeable weekly event. The test is carried out by

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setting off the fire systems in various parts of the building to simulate a real fire alarm.

The timing of the fire alarm system tests is kept as regular as possible so that brands can plan around the inevitable disruption but also so that the maximum number of building occupants hear the testing and are able to familiarise themselves with the signals. These weekly tests will take place every Wednesday and Thursday morning between 7:30am and 8:30am. You will be notified by the Operations Manager of your weekly test day and time. It is brand's responsibility to ensure when their day/time for the weekly test is agreed, they have staff available to assist with this.

One of the most important aspects of the weekly test is to give brands the opportunity to listen to the alarm output in their demise, familiarise themselves with the signal and to report any defects.

The volume or sound level of the signal brands receive has to be above certain predetermined levels. If those levels appear to be too loud this is frequently because the alarm signal has to be at such a level whereby it cannot be ignored and can be heard in all areas of the office/demise. If the signal level is too low this should be reported to the Corn Exchange Management team. Brands are obliged to ensure that any faults are reported and that repairs/adjustments are carried out. Brands are also responsible for ensuring that all their staff hear the alarms and that all areas within their demise have adequate alarm facilities.

6.10.2 Fire Evacuation Drills

Fire evacuation drills are arranged approximately every six months. As with weekly fire alarm testing the drill is carried out so that most brands have the opportunity to participate. The reason for the evacuation drill is to give brands, fire marshalls and Building Management the opportunity to practice and refine the procedures.

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Any mistakes, errors or failures in the drill are considered to be a “lesson learned”. It is therefore imperative that we receive feedback from all brands.

The procedures adapted for the fire evacuation drills are varied to bring a degree of realism to the event. During evacuation drills we attempt, as far as practically possible, to follow the building fire procedures.

6.10.3 Fire Marshalls

Brands fire marshalls are required to: -

- Ensure their allocated area is clear/evacuated at the appropriate time.
- Ensure that as many staff as is practically possible take part in the fire drills and ensure that staff is aware of their responsibilities and the building procedures.
- Ensure there are no customers left in toilets or other common areas.
- Ensure visitors, disabled persons or others who are either unfamiliar with the building **or require assistance for any other reason are assisted.**
- Report that the floor/area is clear or that assistance is required by use of the fire telephone located in the fire escape lobbies.
- Ensure brands' employees are marshalled at the allocated assembly point. Check that everyone is accounted for. Take a roll call of employees.
- Report the results of the roll call at the assembly point to the building's Roll Call Coordinator (usually a member of the management or security teams).

The above fire marshall's duties are only those relevant to fire drills and evacuations. Other duties/responsibilities exist but are not included in this document.

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6.10.4 Fire System Activations

As with every other building of any size and complexity there will be occasional fire system activations resulting from non-critical events. Whilst we do everything we can reasonably do to avoid “false” and/or non-critical alarms we are unable to prevent every activation.

There are several reasons for activation of the alarm systems. The most common reasons being as follows: -

- Activation by contractors:
- Contractors causing dust and fumes setting off smoke detection devices.
- Contractors carrying out hot works.
- Contractors working on tenants systems linked to the building fire alarm system.
- Contractors damaging system wiring or devices during demolition or construction.

There are stringent procedures in place to control the works of contractors and thereby ensure that there are correct measures to prevent the accidental activation of the fire systems. If it is found that a contractor has acted in a way whereby they have avoidably activated the fire systems they may be fined, the works will be suspended until proper measures are in place, or in some circumstances the contractor may be barred from site.

- Activation by mechanical/electrical failure:
 - o Any motor bearing, fan belt or other moving equipment that is faulty may give off smoke or fumes.
 - o There are systems within the building that are so critical that if they lose power, due to fuse failure or power loss or fail to function for any reason; they will trigger the fire alarm system.

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- Activation during maintenance, modification and testing:
 - o It is occasionally necessary to work on a live system to trace faults. If during this work the fire panel receives a fault signal from elsewhere in the building it will fail-safe and go straight into alarm.
 - o In weekly testing, during the draining down and refilling of sprinkler systems, air can become trapped in the system.

The above are the most common reasons but other reasons have been recorded. These include:

- o Vandalism, i.e., deliberate setting off of the alarms
- o Human error, e.g., a genuine mistake made by a contractor or fire systems engineer.
- o Faulty devices in the fire system.
- o Software faults in the fire systems

When the above factors are considered, it can be seen how difficult it is to ensure that nothing of a non-critical nature activates the fire systems.

6.10.5 Fire/ Emergency Evacuation Procedures

EMERGENCY ASSEMBLY POINT

There is **one** emergency assembly point at all times. This is:

ON CATHEDRAL GARDENS CLOSE TO ENTRANCE TO THE NATIONAL FOOTBALL MUSEUM.

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The photograph below shows the exact location of the assembly point.



The assembly point is unprotected from the elements and is some distance from the Building for safety reasons. It does need to be positioned far enough away from the Building that staff are protected from flying glass, debris and shock waves in the event of an explosion.

In the event of an emergency please observe the following:

The designated Fire Marshall on duty should report to the Role Call Coordinator at the **EMERGENCY ASSEMBLY POINT** and confirm if all staff is accounted for and units are clear of customers.

If you have staff missing, report this to the Roll Call Coordinator immediately. They will report it to the emergency services.

The On-Site Management team will take charge of the situation at the Building until the emergency services arrive.

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6.11 General Regulations

In addition to the rules and regulations above, in the interest of all those using the Corn Exchange you should be aware of, and adhere to, the following rules and regulations:

- i. Signage – All signs or other written material attached to windows or doors **must** be professionally produced. These should be kept to a maximum of 5% of the window enabling customers to see the interior of your unit.

No signage will be allowed on the external face of your windows.

The Landlord has the right to remove any signs that do not comply with this.

- i. No canopies or other projections shall be attached to the outside walls of the premises or the building of which they form part.
- ii. No radio or television aerials may be erected on the roof or exterior walls of the demised premises without prior written consent from the Landlord.
- iii. Distribution of leaflets in the Corn Exchange, or at Corn Exchange entrances is not permitted. Distribution in the building's grounds will be controlled by Corn Exchange Management and is strictly prohibited unless prior permission from the General Manager has been given.
- iv. The brand occupier shall not operate any equipment, apparatus or instrument that emits any odour or causes a noise discernible outside the demised premises, which may be deemed offensive by Corn Exchange Management.

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7.0 CONTRACTOR SITE RULES & WORK AUTHORITY

This section should be read in conjunction with the Fit out Guide.

Your lease provides that no works of alteration or improvement should be undertaken without the landlord's prior written consent. This consent is normally given by way of a Licence for Alterations. Upon receipt of consent, you are required to conform to the system we operate of issuing an Authorisation to Work before granting access to your contractors.

7.1 OBTAINING CONSENT

Please provide the following information in duplicate to Cushman & Wakefield LLP and the Corn Exchange Management team:

- Details of the Professional Team appointed for the design and carrying out of the works;
- Details of the manner in which you will structure the responsibilities of your Professional Team, Works' Contractor and subcontractors;
- Details of the proposed construction schedule for the works;
- Proposals for the liaison, co-ordination and co-operation between the Landlord, Building Management team and your Professional Team, Works' Contractor and subcontractors;
- Proposals for the means, dates and times of access to the premises;
- Proposals for the dates and times of delivery to the Premises of materials and equipment intended for incorporation or use in the works;
- Proposals for the storage on-site of the materials and equipment intended for incorporation in the works;
- Proposals for the method by which (on a daily basis) surplus materials, refuse and rubbish of the brand, its contractors, servants and agents are to be removed;

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- Proposals for minimising dust, grit and noise during the carrying out of the works;
- The names, addresses and telephone numbers of two team members who are contactable 24 hours a day in connection with any matter arising from the works,

We draw your attention to the fact that before works can proceed; written approvals must be obtained from the District Surveyor, Fire Officer, Environmental Health Officer and Landlord's Insurer.

In turn, the landlord has an obligation to seek superior landlord's consent to the works. We strongly recommend that adequate time is allowed for approval to be granted to the application. Indicative approval fees for the landlord's surveyors and solicitors will be notified upon receipt of your application for consent. These fees will be payable irrespective of whether the works are undertaken.

7.2 REQUESTS FOR AUTHORISATION TO WORK

Contractors will be refused entry to site unless they can produce a valid Authorisation to Work. Request for Authorisation to Work (Permits to Work) must be completed and signed by all brands for works carried out within their demise. There are three separate permits:-

PART 1 For works within brands' demise only and for works on brands' equipment which does not require access to landlord's areas, risers, etc. and does not involve modification of fixed services, i.e.: water supplies/electrical installation/partitions, etc.

PART 2 To be completed by the Building Management team; for works involving access outside tenants' demise, modification of fixed services, etc., local authority and/or landlord's permits.

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PART 3 Special works (Hot Works – works to fire alarms, fire detection systems). This form is available from the Building Management office only.

All the above permits must be signed by the brand and approved/countersigned by Building Management.

Minor Works Permit

This permit is to be used for minor works only: -

Permitted works include maintenance of equipment, i.e. kitchen and bar equipment, telecoms equipment, furniture assembly and relocation, cleaning, etc.; within the brands own demised area.

- 24 hours' notice must be given to building management of all proposed works, particularly to works involving fire alarm/fire protection services to ensure the incumbent site M & E engineers, have isolated the areas of work.
- The building management team **must** be notified by the brand/contractor when special works under a Part 3 permit are due to commence, and on completion, so that isolation and de-isolation can be arranged. This will avoid the risk of fire alarms being activated and disruption being caused to the building and other tenants. Proper liaison with the Building Management team will ensure that the appropriate parties are notified and on standby.
- Occupiers are responsible for their contractors working within their demises and any of the common areas of the building and should ensure all safety precautions are adhered to.

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- Site specific method statements, risk assessments and a programme of work will be requested from the contractor before works commence.
- Brands' contractors must be advised of the building's fire evacuation procedures in the event of an emergency.

7.3 SITE RULES

An Authorisation to Work is granted subject to the following terms and conditions:

- All contractors must liaise at all times with Building Management and comply with the agreed programme and method of working. All contractors are required to adhere to items 1 to 16 below:
- Contractors must have a contractors pass and must have it available for inspection at all times.
- All contractors must report to Security.
- There is no provision for contractor parking on site. Vehicles may be parked for a maximum stay of 15 minutes for loading/unloading in the service bay by prior arrangement. Access to common areas for contractors will be via the Fennel Street service entrance and goods lift only.
- Contractors are to use the goods lift only for goods and operatives.
- Access to the building common parts including lift landings, plant rooms, risers etc. Will only be available by prior agreement arranged with the General Manager and Operations Manager.
- Where access is through common parts contractors are required to protect carpeting, walls and ceiling surfaces from damage to the satisfaction of the General Manager.
- Hours of working and in particular noisy works are to be agreed with the General Manager and Operations Manager in advance.
- All waste is to be bagged, held in an area to be agreed with the General Manager and removed from the site by the brand's contractor on a daily

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basis. Contractor waste must not be placed in the landlord's waste bins. Please refer to the requirements for vehicle and courier deliveries outlined earlier in this document and observe the protocols regarding access via Fennel Street.

- Emergency stairs are not to be used other than in the event of fire.
- Incoming and outgoing goods must be taken directly to and from the goods lift area and may not be left in any common area at any time.
- The landlord's building services including electricity, water, fire alarm, sprinkler system, air conditioning and lifts must not be interfered with except by prior agreement arranged with the General Manager and Operations Manager– a work permit system applies.
- Any work likely to cause or interfere with the fire alarm detectors may only be carried out by prior agreement arranged with the General Manager or Operations Manager under a special works permit.
- Any damage resulting from contractor's works is to be reported to the General Manager or Operations Manager without delay on the day the damage occurs.
- Smoking within the building is prohibited.
- Building Management reserves the right to refuse access to any contractors not observing the building rules.

8.0 CORN EXCHANGE FACILITIES

A description of Facilities available at the Corn Exchange can be found in the landlord's specification document prepared by 5 Plus Architects.

9.0 COVID 19



Tenant Recovery
Readiness Letter Ter



Recovery
Readiness_How-To (



Retail Readiness
Solutions for Occup



The Safe Six
Checklist.pdf

10.0 CONCLUSION

Please be informed that the content of the guide is not exhaustive and can be added to from time to time as deemed necessary by the landlord or its managing agents.

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