

CIS TOWER, MILLER STREET

Operational Management Strategy



CONTENTS

1. WHAT IS THE OPERATIONAL STRATEGY FOR?	3
2. MANAGEMENT STRUCTURE.....	3
3. BUILDING MANAGEMENT PLAN – OFFICE SPACE	3
4. RETAIL/F&B OPERATIONAL MANAGEMENT STRATEGY	7
5. PUBLIC REALM MAINTENANCE & EVENTS MANAGEMENT STRATEGY	10

1. WHAT IS THE OPERATIONAL STRATEGY FOR?

This Operational Strategy for the CIS Tower has been prepared to provide a high-level summary including some detail around how an owner or occupier anticipate managing the building and public realm around the building that is contained within the same ownership.

2. MANAGEMENT STRUCTURE

On completion of the refurbishment works, it is anticipated that Devonshire (CIS Tower) Ltd will implement a dedicated on-site Estate and Building Management Team who will be responsible for the day-to-day operational services of the building. The appointed Estates and Building Management Team will be responsible for appointing Approved Service Providers who will be contracted to perform a variety of common area duties including but not limited to Front of House/Concierge for the multi-tenanted Office space; Security for both the Building and the Public Realm; M&E maintenance; Cleaning; Lifts; Window cleaning; Landscaping; Fabric repair; Waste management; Event Management.

3. BUILDING MANAGEMENT PLAN – OFFICE SPACE

The Building Management Plan (BMP) will contain useful factual information and details of the operation of the Building. Its principal objectives are to: -

- a) Ensure the efficient running of the building in compliance with all relevant health, safety and other statutory requirements;
- b) Minimise any disruption or annoyance to occupiers and users of the Building and;
- c) Ensure that anyone using the Building experiences a rewarding and productive working environment.

Changes to the Building Management Plan

The BMP may be updated from time to time. Changes to it will be notified in writing. The Landlord reserves the right to amend the services and procedures set out in this BMP.

Access To The Building

Access/Security

The reception desk will be manned by a receptionist from 08.00hrs until 17.00hrs Monday to Friday. Outside these core hours the Building will be remotely monitored internally and externally by CCTV and a door access system will be employed.

An intruder alarm system will be installed to key external points of access. If activated this will raise the alarm to the Front Desk or if out of hours, to a remote call out monitoring station.

Visitors

All visitors entering the Building will be required to sign in electronically at the reception desk. They will be issued with a visitor's pass which is to be returned to the ground floor reception on leaving the building.

Visitors who arrive unannounced will not be allowed access to the Building pending tenant confirmation. To minimise delay tenants may advise the reception desk of intended visitors in advance.

The visitor passes will have details of the Building Health & Safety and Fire/Emergency procedures printed on the reverse.

Welfare Facilities

Common washroom facilities and showers together with disabled person's facilities are available.

In the event of an accident in the common parts of the building this event should be reported direct to the building management team in addition to the completion of tenant's own reporting procedures.

Couriers

All couriers should report to the Building reception. For security reasons couriers will be asked to remove any crash helmets or other headgear that hides facial features.

Couriers/deliveries will not be allowed on to the floors without the Tenants' authorisation. Tenants will be contacted by phone to either collect and sign for deliveries or authorise the courier to deliver to the floor.

Parking

There are no car parking facilities on site. There is a dedicated service delivery bay located on Hanover Street directly opposite a bridge link into the building. The Building has a dedicated cycle storage hub and showers.

Emergencies

In case of an emergency contact the reception desk or the out of hours Help Desk.

Fire Precautions

The responsibility for safety from fire relies on all occupiers and strict adherence to the rules is important.

Disabled persons

It is important that reception is notified if there are disabled persons in the Building so that appropriate arrangements can be made to suit their circumstances.

Fire Notices

Fire Action Notices are affixed at all exits and adjacent to all break-glass points.

Tenant Works

Any works to be undertaken by occupiers should be undertaken in line with the Tenant Fit-Out guide issued by the Landlord and prior to commencing works, all contractors should have a site induction with the building management team.

Visitors

Visitor's passes also detail procedures, please ensure that visitors comply with these procedures, particularly the means of escape.

Evacuation of Building

Will be in accordance with the approved fire strategy for the building

Bomb Procedures

Searches of Bags and Packages

There may be occasions when searches of bags and packages carried on to the premises will be made. We would request that everyone co-operate with the requirement as it is intended for everyone's safety.

No unattended suitcases or briefcases are to be left in the reception area or in any of the common areas.

Bomb Alerts

In the event of a bomb, tenants will be notified by the Building Manager/ Building security and will be instructed to act in accordance with Police advice given.

Medical Emergencies

It is the responsibility of each tenant to satisfy the requirements of the Health & Safety (First Aid) Regulations 1981 in respect of properly trained first aid personnel, first aid boxes and record keeping.

If it is necessary to summon an ambulance by dialling 999 the Building Reception should also be advised so that they can direct the ambulance crew on their arrival.

Deliveries & Collections

General

A loading bay and services delivery area will be available.

Goods Deliveries

Advance notice must be given to building reception of all large item goods deliveries. The reception has the right to ask tenants to alter delivery times to avoid congestion in and around the Building and the larger Public Realm.

No Smoking Policy

This is a NO SMOKING building. For the avoidance of doubt this includes reception, atrium, and external areas adjacent to the building entrances, the stairs, lift lobbies, toilet areas and all tenant areas.

Tenants should instruct their staff not to smoke immediately outside the entrances to the building. The building reception/security staff have instructions to ask anyone smoking immediately outside to move away.

Cleaning & Refuse Collection

Cleaning

The landlord arranges for the cleaning of all the internal and external common areas to include the main reception, atrium, lifts, lift lobbies, stairs and washrooms, car park, Public Realm. Any issues should be referred to the building management team immediately.

The landlord also arranges external window cleaning and the cleaning of glass areas to the common parts on a regular basis

Tenants are responsible for the cleaning of the demised areas including the internal side of the windows within their demised areas.

Refuse Collection

There is a dedicated refuse area located in the building. Any refuse generated by occupiers should be taken to the refuse area by the occupiers own cleaning contractor/staff. Only normal daily office refuse should be taken to the refuse store. For major office cleanouts tenants should make provision for the refuse to be dealt with separately.

It is the Tenant's responsibility under the Environmental Protection Act 1990, Section 34, Code of Practice (Duty of Care), to ensure that all waste leaving their premises is securely sealed in bags/containers. Any items such as chemical containers, medical waste, electrical equipment etc. that are not 'mixed office waste' should be removed by your own assigned contractor.

Occupiers should ensure that any cleaners appointed directly by them are made aware of the Code of Practice.

Recycling

Occupiers will be encouraged to operate a recycling scheme with the aim to recycle as much refuse as possible.

Reporting Of Maintenance Issues

All issues regarding heating, common parts lighting and ventilation, should be referred to the building management team. The management team will inform/instruct the respective contractor directly. This will allow all contractors to be monitored on their Service Level Agreements. Tenants will be informed by reception staff of when the issue will be rectified.

Contractor's Rules/Permits To Work

Permit Procedure

These apply to contractors attending site, when dealing with the common areas and landlord's plant in tenant's accommodation. Permits to work are available from the building management team. Method statements and risk assessments must be submitted at least 48hrs in advance and first approved by the Building Manager.

Contractors working without a valid permit will be asked to leave site immediately.

Drilling and other noisy work is not permitted between 08:00 and 17:00 hrs Monday to Friday. This sort of work should be carried out in the evening or early morning.

Health & Safety

Each Tenant will be legally bound by the Lease to adhere to all relevant H&S Regulations.

4. RETAIL/F&B OPERATIONAL MANAGEMENT STRATEGY

Introduction

This document is prepared to support the proposals to provide Retail & Leisure Classes at Ground Floor and Basement Levels, and Bar and Restaurant Classes at Levels 24 and 25 of the CIS Tower.

Policies

Premises' Operating Schedule

The operating times may differ dependent on precise occupier profile but will typically be in accordance with all relevant legislation and Local Authority requirements.

Queue Management Policy

Due to the relaxed and welcoming nature of the proposed operations we do not anticipate regular queues outside of the premises. However, certain events or activities may require a queue management system. On such occasions the following policy will be adhered to;

- An appropriate level of tenant staff will be on hand to steward the queue
- Signage displaying conditions of entry will be clearly displayed
- Rope and post will be used to ensure that the queue is controlled and not blocking emergency exits or blue routes.

Dispersal Policy

A dispersal policy shall be implemented and adhered to;

- Staff and door staff (when employed) shall assist in the dispersal of customers and visitors as they exit the site
- Customers and visitors will be asked to keep noise to a minimum as they depart
- Notices at exits shall remind customers and visitors to leave quietly
- A telephone number of a taxi company will be kept behind the bar.

Smoking Policy

A smoking policy shall be implemented and adhered to;

- Smoking areas within the site shall be covered by the premises' CCTV system
- Suitable receptacles shall be provided to ensure cigarette butts are disposed of appropriately
- All smoking areas shall be kept clean and tidy.

Music Policy

A music policy shall be implemented and adhered to;

- Recorded background music will be played

- All music will be played at an appropriate volume in line with the Acoustic Assessment submitted as part of this application.

Outside Seating Policy

Due to the nature of the public realm there is limited opportunity to introduce external seating, where possible it will be minimal. The appointed Building & Estate Management Team will regulate any impact this has on cleaning and security, liaising with the maintenance and management team to ensure the estate is kept safe, clean and tidy.

Demised Areas

The Tenant may only use the designated external terrace area for their unit, as identified in the red line plan in the lease,

No other spaces may be utilised for external seating, without prior consent from the landlord. No extensions or additions will be allowed to the external terraces without prior consent from the landlord.

Daily Opening Procedures

The tenant must ensure that all external terrace areas are set and 'ready for business' at least 30 minutes before the unit opens for business. Ready for business will require the following:

- Tables and chairs positioned in the correct locations within the external terrace demise.
- Tables should be set up correctly but without cutlery, crockery and glassware.
- Should tenants wish to set the tables with cutlery, crockery and glassware, then the external terraces must be staffed at all times.
- Parasols should be opened and checked for cleanliness and condition.
- Floors within the demised external terraces must be cleaned and free from debris.
- Signage to be cleaned and positioned correctly. No handwritten signage of A-Boards will be permitted.
- Screens should be clean and free from spillages or marks.

During Opening Hours

The external terraces will be the 'Shop-Window', not only of the unit but of the Estate as a whole. The tenant must ensure that the part of the external terraces, which comprise their demised area, is adequately staffed and maintained throughout the trading day.

- The tenant must ensure that sufficient dedicated service staff are always present in the external terrace areas 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 and open until the unit has closed. Tenants must not commence closing down procedures until the unit closes. The daily closing procedure should comprise the following:

- Parasols to be checked for cleanliness and condition before being lowered and secured.
- Tabletops, chairs, planters and the floor are to be cleaned thoroughly.
- All loose furniture is to be taken inside the unit for safe keeping during all non-trading hours.
- Screens and signage should be cleaned daily and will remain in the public domain overnight.

Vertical Drinking

Consumption of alcohol outside should only be by seated customers in outdoor seating areas. The Premises must be licensed. No vertical drinking is permitted externally on the estate.

Branding & Signage

All branding, advertising and signage either within the outside seating area or externally visible must be approved by the Landlord and must not display any other company name or logo.

Wet / Windy / Winter Weather Conditions

In the event of wet or extreme windy weather that will prevent the use of external terraces, the tenant must ensure that the following tenant procedures are applied. External terraces should be prepared for normal opening hours with the following changed:

Wet Weather

- Parasols should be raised with furniture set as if ready for normal trade.
- Tables should be left clean and clear of debris, but not set for service.

Windy Weather

- Parasols should be left down.
- Tables should be left clean and clear of debris, but not set for service.
- Windbreakers (if fabric) are to be unclipped.
- All loose furniture is to be stacked away as appropriate.

Winter Weather

- During the winter months, when it is impractical and uneconomic to operate the external terraces, the furniture and all materials may be removed and placed in an appropriate secure storage facility off site, upon agreement with the landlord.
- All tenants will re-populate and de-populate the external terraces at the same time, again agreed with the Landlord.

Smoking

Each tenant will decide their smoking policy for their external terrace. This policy excludes Bar and Restaurant classes in Level 24 and 25.

If the tenant decides to operate a 'no smoking' policy, then this must be appropriately policed and managed.

If the tenant permits customers to smoke, then additional checks must be done to ensure that external terraces are clear from all smoking debris, including cigarette butts and packets.

All external tables must be provided with a designated ashtray if smoking is allowed. Used ashtrays must be removed as customers depart and replaced with a clean ashtray for new customers.

Debris from smoking will be placed in a non-combustible container, not disposed of in a standard refuse container.

All smoking within outside seating areas must comply with current legislation (Smoke Free Legislations 2007). Smoking is not permissible in 'Substantially Enclosed Spaces' which Manchester City Council

define as 'Premises are considered 'substantially enclosed' if they have a ceiling or roof, but have an opening in the walls, which is less than half the total area of the walls.

Security Operating Schedule

The Prevention of Crime & Disorder

A CCTV system is to be in operation to cover internal and external areas of the premises.

Public Safety

- A daily safety check shall be carried out at the premises before it opens each day.
- A first aid box shall be made available to staff and customers who may require it.
- All staff will be trained in the evacuation procedure in the case of a fire and/or other emergency. Public liability insurance shall be maintained for the premises.
- An accident book shall be kept on the premise
- The premises and surrounding area shall be kept clean and tidy.

The Prevention of Public Nuisance

Policies shall be drafted and adhered to in respect of dispersal and use of external demised space.

5. PUBLIC REALM MAINTENANCE & EVENTS MANAGEMENT STRATEGY

Public Realm Maintenance

The appointed Building and Estate Management company will contract out to an Approved Service Provider to undertake the following services on the Public Realm within land registry ownership title:

- Health & Safety Risk Assessments
- CCTV monitoring & management
- External Cleaning & Litter Picking
- Regular landscaping maintenance visits
- Planned Preventative Maintenance Strategy
- PPM M&E maintenance visits
- Repairs as required