

MSF Operational Management Plan
Manchester Street Food Ltd
Ducie Street Warehouse, Manchester M1

Index

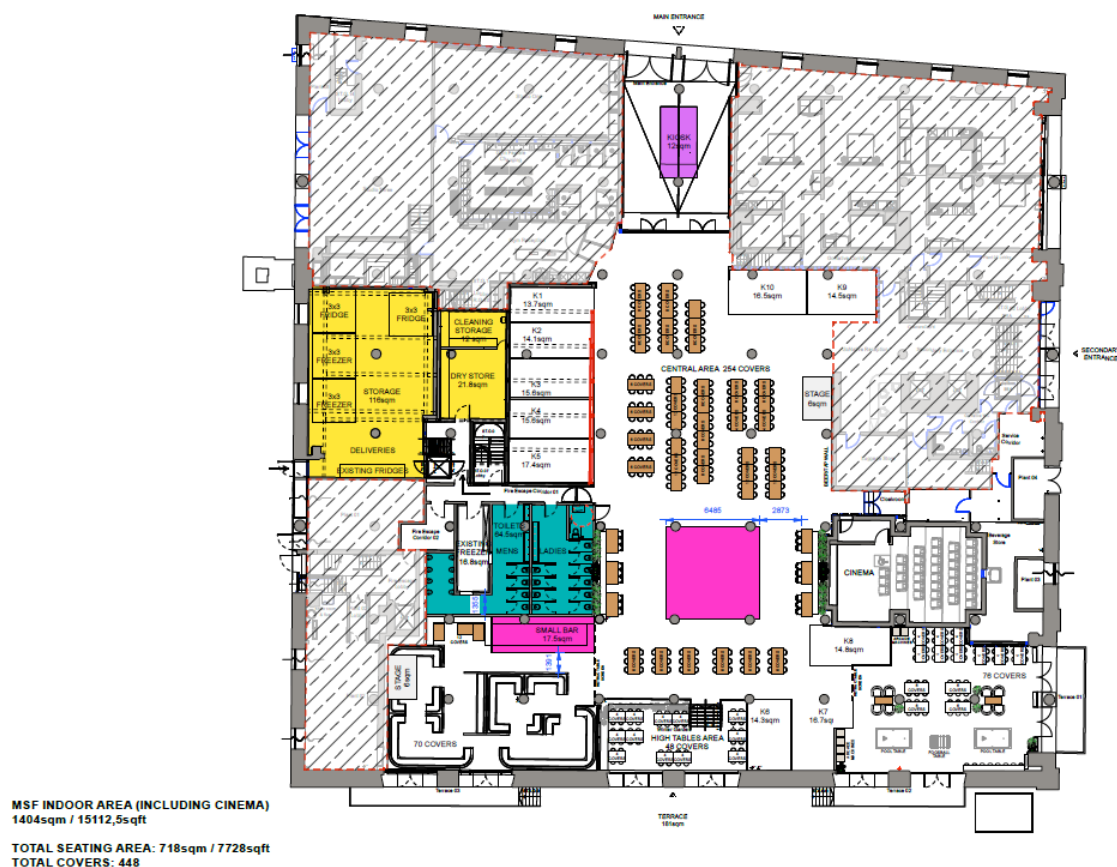
1. Introduction
2. Site Operations Overview
3. Food & Beverage Operations
4. Health & Safety and Compliance
5. Fire Safety Management
6. Licensing Compliance
7. Security
8. Environmental and Waste Management
9. Maintenance & Facilities Management
10. Emergency Procedures
11. Communications and Customer Service
12. Staff Management and Training
13. Review and Updates

Operational Management Plan for Manchester Street Food Ltd

1. Introduction

Manchester Street Food Ltd (MSF) operates from the ground and mezzanine floors of Ducie Street Warehouse, Manchester M1, under lease from Native Places Ltd. This Operational Management Plan outlines procedures and policies aligned with the terms of the Occupational Lease, the site-specific operational strategy, and MSF's operational standards.

Proposed Layout



2. Site Operations Overview

Premises Use: Food and beverage venue with indoor/outdoor seating serving hot and cold “Street Food” and drinks, served via table service by MSF staff. There will also be live

entertainment, DJ sets, and the broadcasting of live sporting events. All entertainment will be carefully managed via level setting to the acoustic system in line with the existing use.

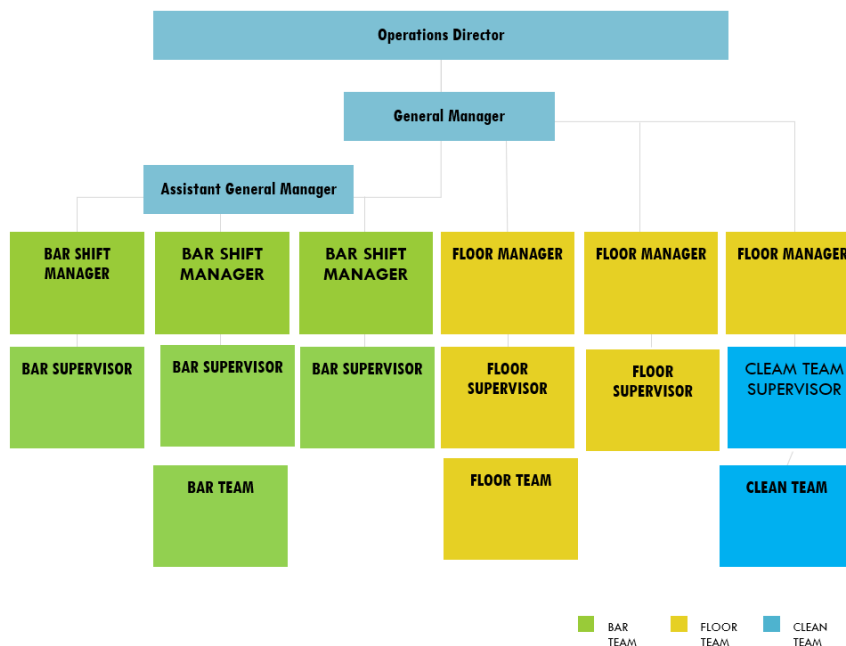
Hours of Operation:

Sunday to Thursday: 07:00 – 01:00

Friday to Saturday: 07:00 – 02:00

Outdoor seating operations: Mon-Sat 12:00-22:00, Sun 12:00-22:00

Operational Structure:



3. Food & Beverage Operations

Legal requirements

The responsibility for compliance with all relevant legislation (including regulations governing Food Safety and Health & Safety) resides with each external food vendor when covering their kitchen facilities, operations and staffing. Overall responsibility for the site is with the MSF management team. Each external food vendor is responsible for record keeping ensuring compliance and reporting any issues to the MSF's team within appropriate timescales. As a minimum these should be:

- Food safety issues: Within 1 hour of becoming aware of the issue.

- Health and Safety issues (including reporting of First Aid incidents): Within 24 hours of the issue occurring.

MSF will hold £10m Employers liability insurance. As per the legal requirement the cover provided will be through an authorised insurer and the Certificate of Insurance will be displayed in the workplace. MSF will provide cover for the whole site excluding the liability for the operations of the external food vendors. Each external food vendors catering unit must also provide their own liability insurance and have this available for inspection upon request.

All food vendors must be registered with their local Environmental Health Department. This must be done 28 days before starting to trade.

There are several relevant pieces of UK and English Food Regulation which will govern the management of day-to-day operations of the catering premises. These include (but are not limited to):

- The Food Safety Act 1990
- The Food (England) Act 2015
- The Food Information Regulations 2014
- The Food Information (England) Amendment Regulations 2021

Food businesses and food handlers must comply with the requirements of the Food Hygiene and Food Safety Regulations. This covers subjects including:

- Hygienic design and layout of premises
- Provision of specified facilities
- Types of fixtures and fittings
- Standards of cleaning, and disinfection
- Temperature control
- Pest control
- Waste management
- Personal hygiene
- Management of hot and cold food
- Storage of foods

Food Business Implementation

The management team responsible for a Food Business must implement, update and maintain a documented Food Safety Management System (FSMS) and supporting Risk Assessments based on the principles of Hazard Analysis & Critical Control Points (HACCP). This system should be managed and updated regularly. Any changes to systems, practices or materials (eg new supplier, menu changes, etc) must be reflected in the system prior to these changes being implemented.

In addition to managing any changes to the system on a regular basis, the system should be subjected to regular review. At minimum there must be a formal documented management review of the system on an annual basis.

Food handlers must be suitably trained for their roles. They must also be trained and supervised in food hygiene to a level that is appropriate for their role. Those responsible for developing and maintaining the Food Safety Management System/Food Risk Assessment must have adequate training in the application of HACCP principles. This system was developed on behalf of MSF by Alert 65, an independent food safety expert.

It is the responsibility of the management team to determine the appropriate level of training, instruction and supervision required for all staff and to ensure that this is delivered and suitably documented.

Food Hygiene Ratings

Following a food safety inspection from the local council, a business will receive a Food Hygiene Rating Scheme (FHRS) rating as part of the English Food Hygiene Rating Scheme. FHRS Ratings help customers choose where to eat or buy food – high ratings are good for business.

Ratings are a snapshot of the standards of food hygiene & safety found at the time of inspection; however, it is the responsibility of the business to always comply with food regulations.

The Food Hygiene Rating is based on:

- Hygienic handling of food including preparation, cooking, re-heating, cooling and storage.

- Cleanliness and condition of facilities and building - including appropriate layout, ventilation, hand washing facilities and pest control.
- Hygienic management of food safety including the system or checks in place to ensure food sold or served is safe to eat, and that food safety is always well managed and good standards maintained. Following an inspection, the business will be given one of these ratings:

Based on the inspection, businesses are given a rating between 0 and 5.

- **5:** Hygiene standards are very good.
- **4:** Hygiene standards are good.
- **3:** Hygiene standards are generally satisfactory.
- **2:** Some improvement is necessary.
- **1:** Major improvement is necessary.
- **0:** Urgent improvement is required.

Exempt Premises means the business has been inspected by a local authority food safety officer, met the pass criteria, but does not meet the criteria to be part of the scheme. If a new business has been set up, or there is a new owner, the business will not have a food hygiene rating. These businesses will be identifiable by their '**Awaiting Inspection**' certificate on the Food Standards.

Following an inspection, businesses can appeal their rating, have a 'right to reply' and can request a re-visit from their local council.

Food Deliveries and Collection

The site management team, will manage the safe and efficient operation of food delivery drivers collecting orders from individual kitchens via a separate delivery collection point located on the side of the MSF building- these delivery requests will come via third-party platforms such as Deliveroo, Uber Eats, and Just Eat.

Staffing Responsibilities

Role	Responsibility
Kitchen Management	Receive the order, Prepare and package orders; verify order details; hand off to servers
Site Management	Oversee traffic flow, enforce driver rules, manage servers and delivery of food to collection points Monitor side entrance, restrict access to internal areas
Cleaning Staff	Keep collection area clean, dry, and free of obstructions

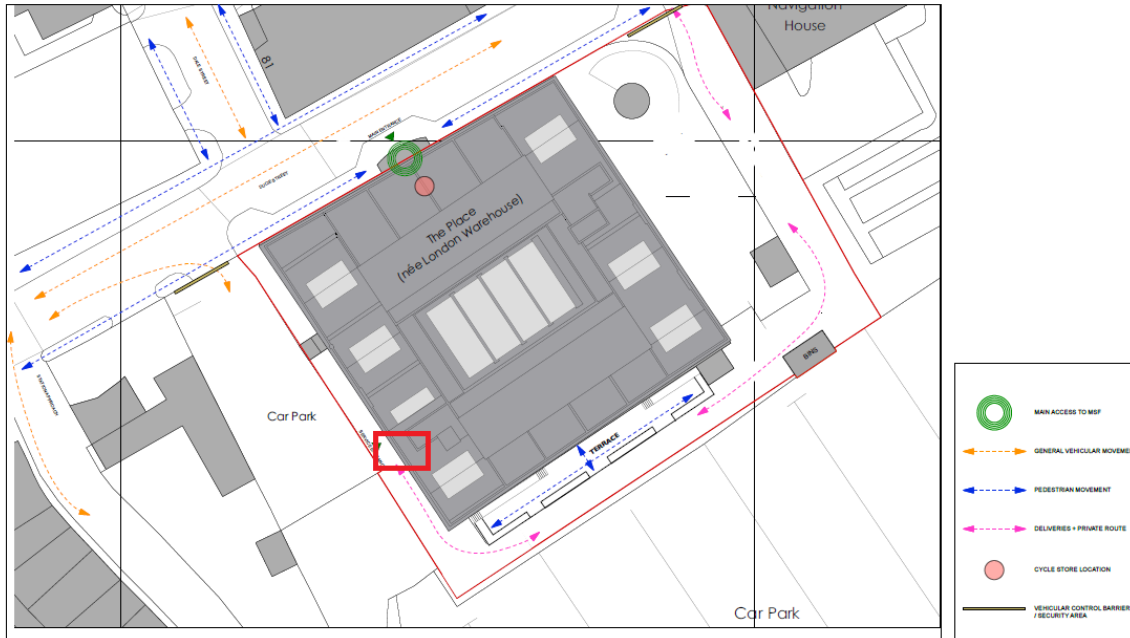
Site Layout and Collection Point

- The side door on Dulcie Street will serve as the sole collection point for all 10 kitchens.
- Pedestrian pathway markings and barriers will separate the driver waiting zone from vehicle access areas.
- Signage will direct drivers to the correct entrance and inform them of site rules.

Delivery Driver Management Procedures

Arrival & Check-In

- Drivers must approach the side door collection point only.
- QR code posters at the entrance allow optional check-in (for security or customer service tracking).
- Drivers must not enter kitchen areas or wander the site.
- Collection Point marked below
- Direction of traffic area highlighted in pink



Order Collection

- Orders will be clearly labelled with order numbers and platform (e.g., Deliveroo #456).
- Staff will verify the driver's platform and order before handing over the food.
- Handover must be quick and professional to minimize waiting times and maintain food temperatures.
- Drivers will be asked to wait outside until their order is ready—no entry into storage area or corridors allowed.

Health & Safety Measures

- Traffic separation: Vehicles and pedestrians to use distinct routes.
- No idling: Drivers to switch off engines while waiting.
- Slip/trip prevention: Clear and maintain the entrance path.
- Lighting: Ensure collection area is well-lit during early morning and evening hours.
- Emergency access: Fire exits and emergency routes must always remain clear at all times.

Food Safety Compliance (HACCP-aligned)

- Orders must be handed over quickly to prevent time/temperature abuse.
- Hot and cold items should be stored separately until handover.
- No driver access to food storage or preparation areas.
- Any spillage or compromised order must be reported and replaced before collection.

Review & Monitoring

- Operational procedures will be reviewed monthly or after any major incident.
- Feedback from kitchen staff and drivers will be collected to improve processes.
- Signage, markings, and barriers will be inspected weekly.
- Contingency Planning
- In case of extreme congestion, a holding area will be activated nearby (e.g., a rear yard or overflow zone).
- Temporary closures of the collection point will be coordinated across all 10 kitchens and communicated via the delivery platforms if required.

Risk Assessment: Delivery Drivers Accessing Dulcie Street Site via Side Door

Hazard	Who is at Risk	Risk (Before Controls)	Control Measures	Risk (After Controls)
Moving Vehicles near Side Door	Delivery drivers, kitchen staff, visitors	Likelihood: High Severity: High	Marked pedestrian only zones	Likelihood: Low Severity: Medium
Congestion & Overcrowding	Delivery drivers, staff	Likelihood: Medium Severity: Medium	Staggered collection times Designated waiting areas Encourage drivers to wait until orders are ready	Likelihood: Low Severity: Medium
Poor Visibility / Blind Corners	Delivery drivers, staff	Likelihood: Medium Severity: High	Install convex mirrors High-visibility signage Staff caution when opening doors	Likelihood: Low Severity: Medium
Slips, Trips and Falls	Delivery drivers, staff	Likelihood: Medium Severity: Medium	Regular cleaning of access area Good lighting Remove	Likelihood: Low Severity: Low

			obstacles and litter	
Unauthorized Access / Security Risk	Staff, property	Likelihood: Medium Severity: Medium	Door kept locked and monitored Access limited to order collection area only Clear signage for drivers	Likelihood: Low Severity: Low

4. Health & Safety and Compliance

Health and Safety at Work Policy

Statement of intent

MSF is committed to taking reasonable steps to safeguard the health, safety and welfare of our staff, contractors, members of the public visiting our premises (including customers) and anyone who may be affected by our business activities. We will ensure all relevant steps are taken to identify and manage the health and safety risks in our workplace. Provide and maintain safe premises, equipment and safe systems of work and, where necessary, provide suitable personal protective clothing and equipment for our staff. This will include working with our sub-contractors to ensure that they understand that they are responsible for the health and safety of their own staff and operations within their kitchen environments. MSF will carry out monthly audits of these health and safety management activities which fall within the subcontractors' responsibilities to ensure that they are being implemented and controlled effectively.

MSF will:

- Provide safe working arrangements for the storage, transport, handling and use of equipment, materials, chemicals and substances.
- Consult with our staff to make sure that our health and safety arrangements are appropriate, robust and are practical to implement.
- Implement emergency procedures, including evacuation in the case of fire or other serious incidents.
- Provide clear instructions, information and training to ensure that our staff can carry out their work safely.

- Seek to prevent accidents and ill health.
- Regularly monitor and review our health and safety arrangements and make changes where necessary, informing staff appropriately.

Health and Safety responsibilities

Responsible Persons:

For MSF the person responsible for the overall site Health and Safety is Gareth Trail Operations Director the venue General Manager taking responsible for managing this on a day-to-day basis.

Employee responsibilities:

In taking on these responsibilities the business expects that its employees will:

- Co-operate on health and safety matters by following the health and safety rules.
- Take reasonable care of their own health and safety.
- Report all health and safety concerns to those responsible for health and safety i.e. the Responsible Person

Health and Safety arrangements

Risk assessments

All relevant risk assessments will be carried out and the necessary control measures will be implemented.

Sub-contractors will be responsible for carrying out their own risk assessments, compliance checks and record keeping and shall be regularly audited to ensure that these are effective and well maintained.

All risk assessments will be reviewed regularly and whenever business circumstances, hazards and/or risks change.

The Risk Assessments can be found in “Section 2 – Risk Assessments” of this document. The Risk Assessments include Control of Substance Hazardous to Health (COSHH) risk assessments. They will either be completed by MSF’s staff or external companies such as those supplying our chemicals.

The Management Team (including a named responsible person) must carry out suitable risk assessments for the business activities to ensure that those working within the business can remain safe. These should

include:

- Identifying any hazard which could cause illness or injury within the premises or activities of the business.
- An assessment of the risk of each hazard occurrence and potential outcomes should the hazard occur.
- Details of controls to mitigate, manage or eliminate the risk.

All operations to comply with UK health and safety law, including:

Health and Safety at Work Act 1974

Fire Safety Order 2005

Food Safety Act 1990

Risk assessments (H&S, Fire, Food Safety, COSHH) conducted and reviewed regularly.

Daily safety checks, incident logging, and accident reporting systems in place through Alert 65.

First aid equipment and trained personnel onsite during all operational hours.

Training

All staff and contractors will be given appropriate training in health and safety matters such that they may carry out their work activities safely. Staff will be trained in the appropriate use of any personal protective equipment provided. Staff will be consulted on health and safety matters when changes to health and safety arrangements are needed and as risk assessments are reviewed.

Evacuation

Staff will be consulted about any evacuation plans or arrangements.

Evacuation routes will be kept clear, will be well signposted and any evacuation plans will be tested regularly.

5. Fire Safety Management

Fire Risk Assessment

The Regulatory Reform (Fire Safety) Order 2005 requires that a "Responsible Person" identifies reduces and manages the risk of fire within a business, in order to safeguard all "relevant persons" who are or may be lawfully on the premises. The necessary measures must be identified by carrying out Fire Risk Assessments and safety ensured by implementing the necessary controls.

General training on Fire Risk Assessment controls/measures must be carried out. This should include frequent training on Emergency Evacuation Plans. In addition, where firefighting equipment is provided staff must be trained in its use.

As part of managing fire safety within the premises, MSF is committed to identifying, managing and controlling the risks in our workplace. A thorough risk assessment shall be carried out, documented and regularly reviewed to ensure that this remains the reality at any one point in time. As part of the management of Fire Safety, each sub-contractor shall be responsible for the identification, control and documentation of fire safety risks within their own kitchen workspace. MSF shall provide suitable fire safety equipment as identified by risk assessments. Where a sub-contractor identifies a requirement for such equipment MSF shall have the right to review these risk assessments to ensure that they are fit for purpose. Where they are found to not be fit for purpose MSF shall have the right to conduct their own risk assessment and impose this upon the vendor.

MSF shall provide and maintain such fire safety equipment as detailed is necessary by these risk assessments. MSF shall also ensure that all Fire Exits are suitably signposted and kept clear throughout the premises.

MSF will conduct weekly Fire Alarm Tests to coincide with Natives Places. The testing will be recorded and documented. Each Shift will have a nominated Trained Fire Marshall

conducting walk around routine inspections of the venue while on shift, actioning any issues that arise.

Staff Fire Safety training will be conducted during all inductions and refreshed annually.

Evacuation plans will be displayed and tested quarterly.

Fire exits will be maintained clear, signage illuminated, and extinguishers checked monthly.

6. Licensing Compliance

Premises Licences

MSF is responsible for managing and maintaining the premises license in line with Licensing Act 2003.

Personal Licences:

Individuals who sell or supply alcohol on site premises will hold a personal licence, which demonstrates their competency, alongside regular cellar management and safe sale of alcohol training.

A Challenge 25 policy will be enforced for alcohol service.

An incident and refusals log will be maintained and reviewed weekly.

Noise management protocols will be in place including restrictions on amplified sound in-line with the landlord-approved acoustic reports.

7. Security

The prevention of Crime and Disorder

The following measures are compliant to the Crime Impact Statement that has been produced by Greater Manchester Police.

A full CCTV system shall be maintained and operated at the premises with cameras positioned both internally and externally around the site.

Recorded site CCTV images will be maintained and stored for a period of twenty-eight days and shall be produced to the police or Licensing Authority upon request.

Plans indicating the position of CCTV cameras are to be made available if required to Greater Manchester Police prior to the premises opening.

Any person who appears to be intoxicated or who is behaving in a disorderly manner will not be allowed entry to the premises. Any person within the premises who appears to be intoxicated or who is behaving in a disorderly manner will be given care and consideration when being asked to leave the site.

Staff will be trained to adopt a zero-tolerance policy towards illegal drugs within the premises.

MSF does not sell drinks in glass containers. The only glass items provided to customers are wine bottles. Staff will be trained to reduce the risk of bottles being used as weapons and causing accidents. Management will ensure that bottles are collected on an on- going and frequent basis, make regular inspections for broken glass and clearing up glass and any spillages immediately.

A zero-tolerance policy to the use of illegal drugs and 'legal highs 'will be maintained at all times. Building and tenant management will ensure staff are trained in drug awareness to ensure incidents are handled in a practical manner, and that drug use is identified.

Management will ban known offenders from the site and share information with the police and licensed premises in the area.

Management will regularly consult with the local police crime reduction adviser, if required.

External exit doors for the common demise will be locked and operated via a pin code keypad.

The Security Contractor will be confirmed in due course.

Theft of Personal Property

Management and security will be trained on property patrol measures to identify any unattended items. Should the owner not be identified items will be placed in the care of the centre management.

All lost property enquiries will be logged and recorded for traceability.

The following details will be recorded in the process:

- Customer details, if known
- Which part of the venue was the customer in
- What time did they enter the venue
- When did they notice they had lost the item
- Did they notice anyone around them or suspicious behaviour

At the end of each night all lost items are logged in the lost property folder which is then located in the office for easy reference. The items are stored in the locked lost property cupboard/area in the management office.

Management, staff and security operating procedures to be implemented and trained in being on the lookout for suspicious behaviour in toilets to prevent stolen items being 'dumped'. All lost items in the toilets will be handed to management on finding them to be processed as per lost property procedures.

Exclusion of Weapons and Illicit Drugs

MSF operates a zero tolerance towards guests attempting to bring any weapons or illicit drugs into the venue.

MSF will adhere to all licensing laws, recommendations and requests from GMP police and the Local Licensing Authority. MSF will cooperate with the aforementioned groups, and grant access to the venue when required. This will also be extended to other official groups such as local 'crime cars', undercover officers, 'Drug and Alcohol Action Teams '(DAAT) and Crime and Disorder Reduction Partnership representatives (CRDRP).

Anyone having illicit drugs and/or weapons found on them (regardless of the class of drug) shall have the items confiscated.

Confiscated substances and weapons shall be held in our drop safe and MSF will arrange for the police to collect periodically.

Anyone who is found to have illicit drugs and/or weapons on their person will be denied entry.

Anyone who is found to have illicit drugs and/or weapons on their person will be apprehended where possible and the police will be called.

Said persons will not be apprehended if it will cause undue risk to the security team and other people present. For example, if 15 guests approached the entrance and were aggressive, and one of them was found to be in possession of illicit drugs, it would not be prudent to apprehend them.

If it is not appropriate for the security team to apprehend someone, as much information from and regarding the guest(s) is to be obtained to pass on to the police. Such as detailed description, accents, number of people and the direction they headed.

Anyone seen or presumed (using reasonable judgement) to be under the influence of controlled or illegal substances will be refused from entering the premises.

In addition, please be aware that all Managers are instructed to call the Police in any case where a weapon or drug dealing is involved or suspected.

In the event of seizure of a weapon or drugs:

Ensure the process is witnessed.

Confiscate the item found.

Record and log details in the drugs / weapons register.

Place drugs in sealed bags (provided by police).

Place knives or sharp objects in a weapons tube (provided by police).

Call police and inform them of seizure.

In the event of a large quantity of drugs or a weapon being found, call the police immediately. Where possible the suspect should be detained (subject to staff safety).

Drug Seizures

An entry will be made in the drugs register for every seizure. The process will be witnessed. The register will contain the following information.

1. Date / time item found
2. Location found
3. Details of the person who found them, and of any witnesses
4. Description of item

5. Seal number of property bag
6. Any action taken (e.g., person detained, police called)
7. Signature of person seizing
8. Signature of manager
9. Details of person searched (if available)

Door supervisors used based on risk assessment and operational demand.

Crowd management for events includes use of barriers and staff stewards.

Public Safety

First aid boxes will be contained within each Vendors kitchen and throughout the main areas of the of the venue. All management are trained in First Aid for Work. A designated first aider will be on site at all times. All staff will be trained on the locations of the relevant first aid kits.

Regular safety checks to the site shall be carried out. Staff shall maintain an Incidents Log.

Noise Mitigation

Ducie Street Warehouse is in a primarily commercial area however there is a residential building Navigation House in the next block heading north along Ducie Street, and hotels opposite and to the south of the building. There are further residential buildings along Ducie Street. Therefore, the regulations stipulate that noise between 11pm - 7am must be kept to an absolute minimum (31dB). Outside of these hours we will restrict and reduce noise as much as practically possible to keep disruption to neighbours to a minimum.

MSF will operate to the existing noise mitigation standards and limits as per the current F&B offering provided in the venue by Native Places MSF landlord.

High Risk Activities for noise disruption are:

Waste collections

Glass collections

Stock Deliveries

Late night operations in external areas / Guests leaving the building

Noise Type	Responsible Person	Control Measures
Waste Collections	MSF Operational Teams	No waste collections occur in public areas. All waste is located and collected from the designated waste collection located behind and services are restricted to a period of 7am – 8pm daily.
Glass Collections	MSF Operational Teams	<p>Glass is transferred internally via service corridors and lifts down to the internal underground loading bay</p> <p>Glass will not be transferred before 7am and after 11pm</p> <p>Glass will not be collected by waste carrier before 7am</p>

<p>Stock Late night operations in external areas / Guests Leaving Site Deliveries</p>	<p>MSF Operational Teams</p>	<p>All deliveries are via loading bay and no external offloading is permitted</p> <p>All kegs must be dropped onto a crash mat and not directly onto the ground.</p> <p>Where possible kegs should be delivered on a pallet using a pallet truck and tail lift.</p>
<p>Late night operations in external areas / Guests Leaving Site</p>	<p>MSF Operations Management</p>	<p>In all public service areas only disposable food packaging and reusable polycarbonate is in use ensuring that there is little to no noise from placing items on tables</p> <p>MSF promote table service to reduce footfall to and from public service areas. At ESF 84% of orders are delivered to the table.</p> <p>External areas will closed at a pre-determined time and customers will be moved internally</p> <p>Guests are encouraged to move quietly by MSF Operational Teams</p>

The operational noise limits are set out in the Environmental Noise Survey and Noise Impact Assessment Report 32488/NIA prepared Hann Tucker Associates. These limits set out the noise restrictions MSF must adhere to.

Amplified sound levels within the venue will be controlled at source to be no more than the maximum noise limits.

The nearest noise sensitive premises (NSPs) are highlighted in the report. These are as follows:

- Navigation House (residential)
- Stay city apartment hotel

Management will regularly monitor surrounding premises to ensure that the residential community surrounding the site is not disturbed.

Amplified music will be restricted as per the appended report to specific levels within the venue.

At the end of the evening, management and security personnel will be employed to assist with the orderly and gradual dispersal of patrons.

Notices will be displayed requesting customers to leave quietly and in an orderly manner out of consideration to neighbours.

Management of Outside Seating

An external seating area will be provided to allow customers dine in a pleasant al fresco environment QR codes and table delivery will reduce the customer footfall in and out the outside area

Designated members of staff will be employed to monitor the outside area whilst it is in use.

Members of staff will ensure that tables are cleared quickly, and all glass removed at regular intervals.

No drinks will be allowed to be taken from the outside seating area onto Ducie Street.

All patrons to be clear of the terrace by 22.00.

After 22.00, the outside area will be closed and monitored by members of management and security.

Smoking

Smoking is only permitted in designated smoking zones. Smoking is not permitted underneath any part of the internal roof structure, units, toilets, service area and corridors.

Smoking Bins/Sand Pits/Ashtrays will be provided and emptied.

MSF Staff and Vendors will smoke in the designated smoking area, not on the terraces or other entrances.

8. Environmental and Waste Management

Waste Management Policy

It is a legal requirement for food businesses to manage waste effectively. MSF acknowledges that good waste management practice helps prevent food contamination. Equally, management of non-food waste can help reduce the risk of health and safety issues such as trip hazards or the risk of fire and will ensure all staff are suitably trained in carrying out good waste management practices.

MSF is responsible for waste removal from the site and will instruct an outsourced company to remove waste from site. Compactors will be placed within boundaries and collection monitored weekly. MSF is responsible for collating the waste so that it can be effectively and safely disposed of, and where possible recycled. In order to do this suitably constructed bins made from easily cleanable materials will be provided throughout the premises and will be emptied and cleaned on a regular basis.

MSF's staff will not manage the sanitary waste bins provided in the toilets. These will be managed by an external contractor.

Recycling and general waste segregation enforced.

Vendors are required to follow MSF cleaning and waste disposal protocols.

Weekly waste audits and monthly site inspections.



Bin Compactor Location

Oil Collection

Oil collection will be the sole responsibility of each of the subcontracted vendor who will arrange for collection of waste oil on a weekly basis. This will be monitored and reviewed by MSF management and fed back to vendors weekly.

Pest Control

Pest control is important as it helps prevent the spread of disease, reduces waste and contamination of food, prevents damage to facilities and is a requirement of UK food law. It also can be a risk to business reputation.

MSF will appointed a pest control contractor. They will carry out eight inspections of the site per year, twice per quarter. They will also provide follow up visits should any pest activity be identified.

Traps and monitors for pests will be placed in the kitchens, back of house (storage, etc) areas, bars and cellars. In addition, they will service the electronic fly killers which MSF will site in each kitchen unit.

MSF staff will be trained to report any signs of pest activity such as:

- Droppings
- Evidence of nesting
- Grease marks or tracks such as those left by rodents following a track over time
- Physical damage to structures or electrical wiring
- Marks on structures or packaging due to gnawing

Should a member of the MSF staff identify any of the above, this shall be reported immediately to the senior manager on site. In turn, this person will request the Pest Control Contractor to attend site as quickly as possible. It shall be the responsibility of the Pest Control Contractor to determine corrective actions, including advising on what to do with any affected products or materials. The MSF management team shall be responsible for isolating any affected products or materials whilst awaiting this advice.

Records of any pest control visits, either routine or urgent, shall be recorded in the Pest Control Folder.

9. Maintenance & Facilities Management

Reactive and planned maintenance delivered by approved contractors.

Plant and equipment servicing log maintained.

All utilities mapped and isolation points identified.

Preventative maintenance of ventilation, extraction, and grease management systems in line with manufacturer and regulatory guidance.

Grease Traps Provided for each of the Vendor Units, maintained and serviced on a quarterly basis

10. Emergency Procedures

Aligned with Site Emergency Incident Plan.

Incident types include fire, gas leak, structural damage, water failure, terrorism.

Site-specific response roles designated (Bronze Command).

Escalation protocols defined to Silver/Gold command levels where applicable.

11. Communications and Customer Service

Onsite managers are contactable during all trading hours.

Clear signage and public information on safety, allergen info, and operating hours.

Public complaints logged, acknowledged within 48 hours, and investigated.

12. Staff Management and Training

Daily briefings, monthly training refreshers.

Personal hygiene, accident reporting, evacuation and allergen awareness mandatory training.

All training logged and reviewed quarterly.

13. Review and Updates

This plan will be reviewed every six months or in response to operational changes Prior to opening.

Key performance indicators include hygiene ratings, audit compliance, complaint resolution rate, and incident reports.

Approved by: Gareth Trail Operations Director

Date: [To be completed upon approval]