

**SISTER MANCHESTER
OUTLINE OPERATIONAL MANAGEMENT STRATEGY**

1. PURPOSE OF THE OPERATIONAL STRATEGY

The Operational Management Strategy for Plot C has been prepared to outline how Sister Manchester anticipate resourcing the management of the new buildings (C1 and C2) and the Public Realm Strategy and Services.

3. BUILDING MANAGEMENT PLAN – PLOT C

The Building Management Plan (BMP) for Plot C will be developed in alignment with the building's phased occupation and ongoing operational requirements. The BMP will be issued in digital format and is likely to be made accessible to occupiers via a dedicated platform.

Objectives of the BMP

The aims of the Plot C BMP are to:

- a) Support the safe and efficient operation of the building in accordance with statutory health and safety requirements;
- b) Promote a well-managed and responsive environment for customers and visitors;
- c) Provide guidance to support a positive and productive building user experience.

Ongoing Development

The BMP will evolve alongside the operational needs of the building. It will be subject to periodic review and update, with further detail and procedures introduced as the building nears completion and occupation. Customers will be notified of changes via the digital platform.

Access & Security

A detailed access and security strategy will be developed prior to occupation. It is currently envisaged that access will be managed through a combination of manned services, building management systems, and digital access control. Out-of-hours protocols and security measures (including CCTV and intercom access) will be confirmed in due course. As part of the Plot C development, the Secure by Design accreditation from GMP will be obtained.

The Crime Impact Statement within the planning documents gives further detail around security recommendations and measures that will be taken as part of the design.

Visitor Management

Visitor procedures will be confirmed closer to practical completion. These are expected to include a digital registration process via the building's app platform and may incorporate options for QR code access or pre-registration by customers.

General principles will prioritise building security, ease of access, and fire safety compliance for all users. Visitor information will include emergency and evacuation procedures.

Health, Wellbeing & Welfare Facilities

Plot C will include accessible welfare facilities within shared areas of the building, including provision for disabled users. A cycle hub is proposed and will include lockers, showers, and secure storage.

Plans for food and beverage offerings, and for the inclusion of coworking space or informal meeting space, to be determined and informed by incoming occupier requirements. The intention is to provide a varied, diverse offer which meets the needs of the local community, residents and workers. These amenities may include access to self-service refreshments, informal seating areas, and digital connectivity, subject to final design.

Deliveries & Couriers

A delivery and courier management strategy will be developed as part of the operational mobilisation plan. This will include proposals for managing access, notification procedures, and security protocols for goods movement through the building.

Parking

No general-use or publicly available car parking will be provided as part of Plot C development.

Three (DDA-compliant) parking spaces will be made available within close proximity to the building, please refer to the Design and Access Statement and Transport Assessment for further information. These will be provided to meet statutory obligations and ensure inclusive access.

No EV charging infrastructure is currently proposed as part of the development.

Emergencies

Emergency management procedures will be defined and communicated prior to occupation. These will include the identification of key contacts, reporting mechanisms, and reference to the building's digital incident response plan.

An overarching Incident Management Plan will be embedded within the Smart Spaces platform and updated as operational responsibilities are finalised.

Fire Safety

A building-wide Fire Evacuation Plan will be produced by the Landlord and integrated into the digital customer handbook. All occupiers will be responsible for complying with fire safety protocols and for communicating procedures to their visitors.

Evacuation of the Building

In the event of an emergency, all staff should cease their duties and assist with the safe and orderly evacuation of the building. Visitors must be informed and guided to the nearest available exit.

Fire Action Notices will be displayed adjacent to all exits and break-glass points. Designated Fire Wardens will oversee the evacuation of their respective floors and common parts, ensuring no areas are left unaccounted for.

Evacuees should assemble at the designated Assembly Point.

During evacuation:

- All internal doors should be closed.
- Electrical and gas appliances should be turned off if safe to do so.
- Re-entry to the building is not permitted until authorised by emergency services or building management.

Bomb Procedures

Bag and Package Searches

Security procedures may include searches of bags and packages at building entrances. These measures are for the safety of all occupants and visitors, and your cooperation is appreciated. Unattended items should be reported immediately to the Building Manager / Host or Security.

Bomb Alerts

In the event of a bomb threat, customers will be notified by the Building Manager / Host or Security. Occupiers must act in accordance with the advice issued by the Police and building management.

Medical Emergencies

Each customer is responsible for ensuring compliance with the Health & Safety (First Aid) Regulations 1981, including provision of trained first aiders and suitable first aid supplies.

In the event of a serious incident, customers should dial 999. Building Host or Security should also be informed to support emergency service access.

No Smoking Policy

Plot C will operate a strict NO SMOKING policy throughout all internal areas and external spaces adjacent to entrances. This includes:

- Reception and atrium
- Lift lobbies and stairwells
- Toilet areas and customer spaces

Cleaning & Refuse Collection

Cleaning

The landlord will be responsible for the cleaning of all common areas, including main reception, lifts, lobbies, stairwells, washrooms, and external public realm. External window cleaning and other cleaning protocols will be established and confirmed closer to practical completion.

Customers will be responsible for cleaning within their demised areas.

Refuse Collection

A refuse storage area will be provided at the Lower Ground Floor back of house (BOH) facility, with access facilitated by a dedicated servicing tunnel to allow refuse vehicles to avoid the public realm.

Details of the refuse collection service – including frequency and operational hours – please refer to the Waste Management Strategy prepared by Civic Transport for further details.

Occupiers will be required to manage waste in line with statutory duties under the Environmental Protection Act 1990. Specialised waste types such as hazardous or electrical waste must be managed by the occupier's appointed contractor.

Recycling

An appropriate recycling provided within the scheme. Please refer to the Waste Management Strategy prepared by Civic. A site-wide recycling strategy will be developed and shared in due course. Customers will be expected to participate in any schemes put in place to support the project's sustainability goals.

Servicing and Deliveries

A detailed servicing and delivery strategy will be brought forward at a later stage. Deliveries and servicing – including waste collection – will make use of the proposed servicing tunnel to reduce impact on the surrounding public realm. Please find further details within the Waste Management Strategy prepared by Civic. Specific arrangements for booking, scheduling, and vehicle access will be confirmed in due course. Further information and details are to be submitted to MCC as Local Planning Authority for agreement via future condition discharge.

Reporting of Maintenance Issues

A dedicated system for reporting issues related to Common Area services and Landlord managed plants will be developed in advance of occupation.

Further detail on how occupiers and staff will report and track maintenance issues will be brought forward in the final stages of operational planning.

Contractor Management

All contractors appointed to work on Plot C – whether during the build, fit-out or operational phase – will be required to meet agreed health, safety, and insurance standards.

A formal contractor vetting process and minimum insurance requirements will be implemented by the future managing agent, though these are subject to confirmation. Contractor access protocols and site conduct requirements will be developed as part of the future operational framework.

Health & Safety

Building Management will be responsible for health and safety within the Common Areas of Plot C. It is anticipated that this will include routine inspections, external assessments, and compliance with all relevant legislation and best practice standards.

Further detail – including frequency of inspections, appointment of consultants, and H&S policy documents – will be issued at a later stage.

All customers will be expected to comply with statutory Health & Safety obligations and adhere to the requirements outlined in their lease.

COMMERCIAL RETAIL OPERATIONAL STRATEGY

Premises' Operating Schedule

The operating times for the commercial retail units at Plot C have not yet been fully determined. Premises Operating Schedule is dependent on future incoming occupiers and will be agreed via future condition discharge applications. The operating hours may vary depending on the nature of the occupier and their individual requirements. All operations will comply with relevant legislation and Local Authority regulations, and these terms will be formalised in the Occupational Leases between the landlord and customers.

Further details regarding the operating schedule will be defined and agreed upon before occupation of the units.

Queue Management Policy

At this stage, it is not anticipated that regular queues will form outside of the retail units. However, should the nature of specific events or activities require a queue management system, the following guidelines will be adhered to:

- Appropriate staff will be available to manage and assist with queues as necessary.
- Signage will be clearly displayed to inform customers of entry conditions.
- Queueing areas will be demarcated to ensure that queues do not obstruct emergency exits or designated routes.

These details will be further refined once customer-specific requirements are established.

Dispersal Policy

A dispersal policy will be considered for Plot C, and will be implemented as required. The guidelines will include:

- Assistance from staff (including door staff when necessary) to facilitate the safe and efficient dispersal of customers and visitors.
- Customers and visitors will be encouraged to exit the premises quietly, with signage in place to remind them.

Music Policy

A music policy will be developed for Plot C once the retail customers and their requirements are known. Initial guidelines may include:

- Background music to be played at appropriate levels in certain internal areas.
- All music will comply with any acoustic assessments and sound level regulations, ensuring it is appropriate for the space.
- No amplified music will be played outside.

Details surrounding this policy will be refined as the design and customer mix evolve.

Outside Seating Policy

The use of external seating areas will be determined based on the types of retail and food and beverage customers within Plot C. Any outdoor seating will be managed in coordination with the building's maintenance and security teams to ensure the space remains safe, clean, and presentable.

Key considerations will include:

- The hours of use for external seating areas will be agreed upon with customers prior to occupation.
- No additional external seating will be allowed without prior approval from the landlord.

Further details will be clarified once the type of retail provision and customer mix are finalised. Where necessary, further details will be submitted and agreed via future condition discharge applications.

Daily Opening Procedures

While specific procedures for the external seating areas will be developed once customers are confirmed, the following is anticipated:

- Customers will be expected to ensure external terrace areas are set up and 'ready for business' before opening, which may include positioning tables and chairs appropriately.
- The external areas will need to be cleaned and free of debris, and signage will be displayed correctly.
- Any parasols and screens should be checked for cleanliness and condition.

Details will be confirmed with customers based on the finalised design and operational requirements.

During Opening Hours

Retail units will play a key role in presenting a positive image for both the customer and the development as a whole. Customers will be expected to maintain and staff these areas throughout trading hours. Specific expectations may include:

- Ensuring sufficient service staff are available at all times to maintain the external areas.
- Keeping tables clean and re-set promptly as they are vacated.
- Ensuring the floor and surrounding areas are kept clear of debris.

Once customer and operational specifics are confirmed, more detailed guidelines will be provided.

Prevention of Crime & Disorder

A digital CCTV system will be considered as part of the security provision for the premises, covering both internal and external areas, including any spaces with public access. The specific design and implementation details for the CCTV system, including camera placement and storage systems, will be confirmed closer to the operational phase of the development.

- The CCTV system will be designed to meet all relevant legal and regulatory requirements.
- The clarity and quality of CCTV images will be sufficient for the purposes of surveillance, including potential facial recognition where applicable.
- CCTV footage will be retained for a minimum period of 28 days, and the footage will be accessible and in a format that can be easily reviewed.
- CCTV equipment will be regularly maintained to ensure it remains in good working condition.

Details surrounding the CCTV system, its positioning, maintenance, and operational processes will be further refined as the design progresses. A plan indicating the location of CCTV cameras will be submitted once the final layout is agreed upon.

Public Safety

The premises will adhere to safety protocols to ensure the well-being of staff, customers, and visitors:

- **First Aid:** A first aid kit will be provided for staff and customers in case of emergencies.
- **Fire & Emergency Evacuation:** Staff will be trained in the fire evacuation procedures and other emergency protocols. The premises will maintain public liability insurance as required.
- **Accident Reporting:** An accident book will be kept on the premises, and all incidents will be logged, regardless of severity.
- **Toilets & Premises Maintenance:** The toilets and premises will be kept clean and well-maintained at all times.

These protocols will be finalised and communicated once specific customers and operational requirements are established.