

# **45-47 Thomas Street - Operational Statement**

## **Introduction to the Directors**

Harris and Brad met in Manchester 13 years ago through their love for Manchester's vibrant music and hospitality scene.

Harris has been a key driver of success for the award-winning companies Common&Co, Zecol / Mission Mars and Zanna Hospitality Group. He has gained a great understanding of the Northern Quarter and Thomas Street, managing and overseeing operations at Trof NQ, Evelyn's / Daisy, Public, Common, Nell's Pizza and Port Street Beer House. His leadership has ensured these establishments remain profitable and consistently perform at the highest level.

Brad has been a pivotal figure in the area since opening Whiskey Jar 12 years ago, taking an empty shell in a listed building and transforming it into one of the northern quarter's longest running bars. He also ran the highly successful Alabama's brunch restaurant, taking it to the number 1 position on Tripadvisor for restaurants in Manchester, further showcasing his expertise and influence in the local hospitality scene. These two projects involved the full change of use and listed building consent, having extensive dealings with Manchester council's planning department and consultations with English heritage.

## **Building Use**

Our vision is to cultivate an inclusive community for music and hospitality enthusiasts. We aim to create a dynamic space on the ground floor that combines a bar with DJ performances throughout the week and a record and book shop operating, in a small area, during the day. Our goal is to foster a lively and creative environment where people can socialise with friends and make new connections. We will offer a curated selection of craft beer, wine, and cocktails at accessible prices, ensuring excellent value for our guests.

The first floor will serve as a versatile space. During the day, it will host yoga and wellness classes, art and craft tutorials, and other community-supporting projects. In the evening, it will transform into a vibrant events venue, providing a platform for local artists to showcase their talents. This space will be an engaging creative hub for both the local community and visitors to enjoy.

The second floor will be transformed into a dynamic coworking space, offering hot desking, meeting rooms, and podcast studios. We believe this addition is a much-needed resource in the heart of the Northern Quarter, designed to meet demand while remaining accessible through competitive pricing.

Thomas Street is already home to several vibrant and lively destinations. We plan to enhance this dynamic area with a concept that introduces a fresh element of music and culture. Our

carefully designed approach will complement existing businesses while offering something new and exciting for the local demographic.

There will be no food cooked on the premises.

## **Employment Details**

Our goal is to employ a team of 12 staff members, who will operate on the ground and first floors, including four managers and keyholders. Guests utilising the second floor will be self-catered, using the equipment we provide.

All employees will undergo comprehensive training in Health & Safety, Food Safety, Fire Safety, Licensing, Manual Handling, Allergen Management, COSHH, Conflict Management, Dealing with Sexual Harassment, Disability Awareness, and Equality & Diversity. In addition, the management team will receive specialised training in First Aid, Fire Marshal, GDPR and ACT training.

All managers will receive CCTV training and will be able to download any footage requested by the police. All staff will be trained on our Dispersal Policy.

## **Hours of Operation**

### ***Ground Floor***

|           |                                     |
|-----------|-------------------------------------|
| Monday    | 8am-1am (serving alcohol from 10am) |
| Tuesday   | 8am-1am (serving alcohol from 10am) |
| Wednesday | 8am-1am (serving alcohol from 10am) |
| Thursday  | 8am-2am (serving alcohol from 10am) |
| Friday    | 8am-3am (serving alcohol from 10am) |
| Saturday  | 8am-3am (serving alcohol from 10am) |
| Sunday    | 8am-1am (serving alcohol from 10am) |

### ***First Floor***

|           |                                                                          |
|-----------|--------------------------------------------------------------------------|
| Monday    | 8am-5pm as a studio, 7:30pm - 1am as a venue (serving alcohol from 10am) |
| Tuesday   | 8am-5pm as a studio, 7:30pm - 1am as a venue (serving alcohol from 10am) |
| Wednesday | 8am-5pm as a studio, 7:30pm - 1am as a venue (serving alcohol from 10am) |
| Thursday  | 8am-5pm as a studio, 7:30pm - 2am as a venue (serving alcohol from 10am) |
| Friday    | 8am-5pm as a studio, 7:30pm - 3am as a venue (serving alcohol from 10am) |
| Saturday  | 8am-5pm as a studio, 7:30pm - 3am as a venue (serving alcohol from 10am) |
| Sunday    | 8am-5pm as a studio, 7:30pm - 1am as a venue (serving alcohol from 10am) |

### ***Second Floor***

|           |                                 |
|-----------|---------------------------------|
| Monday    | 8am - 6:30pm (no alcohol sales) |
| Tuesday   | 8am - 6:30pm (no alcohol sales) |
| Wednesday | 8am - 6:30pm (no alcohol sales) |
| Thursday  | 8am - 6:30pm (no alcohol sales) |

|          |                                 |
|----------|---------------------------------|
| Friday   | 8am - 6:30pm (no alcohol sales) |
| Saturday | 8am - 6:30pm (no alcohol sales) |
| Sunday   | 8am - 6:30pm (no alcohol sales) |

## **Security of The Building**

We take security of customers and staff seriously and have approached a dedicated security organisation (Inspired Security) to prepare a Security Management Plan for the operation.

### **Security Objectives**

To achieve this aim the objectives of the security plan are to:

- Minimise the risk of any person in the venue becoming a victim of violent crime
- Minimise the risk of any person in the venue coming to serious harm through the use of illegal drugs or legal highs
- Minimising the risk of persons attending or working in the venue becoming victims of acquisitive crime
- Continuously seek to identify and reduce risks vulnerable people, or groups attending the venue whether that vulnerability be due to age, disability, intoxication, or any other cause
- Minimise the risk of significant disorder or anti-social behaviour through targeted intelligence-led patrol and response to potential hotspots and any identified groups or individuals posing a threat of such disorder
- Facilitate the safe ingress and egress to the venue of all persons attending whilst seeking to minimise the disruption to and impact upon the local community. Where community impact from the venue does occur - responding swiftly and professionally to resolve issues quickly and satisfactorily
- Facilitate the safe movement of customers around the venue including diverting customers where necessary
- Maximise the safety of all personnel through the use of properly trained and accredited personnel, who have the correct level of accreditation, safety briefing, and PPE before entering the venue to start work
- Create a positive customer experience at the venue by delivering feeling of safety and reassurance through visible security presence, appropriate PPE, and engagement with customers

### **Security personnel**

#### ***Training and Briefing***

Every new member of the team undergoes a company induction before undertaking further training courses with Inspired Security.

All team members will receive a briefing on-site that will be conducted by their Head Door Supervisor, who will in turn brief the Venue Manager.

Certain aspects of a security operative's role require further training. This is addressed by the implementation of modular courses, both in the classroom and in the field, designed to improve the standard of service given. We encourage all team members to sit refresher training to ensure they're aware of current best practices. Examples of courses include:

- Health&SafetyAwareness
- Emergency First Aid at Work
- Communication (radio etiquette,voice procedures,and control of airwaves)
- ACT Counter Terrorism of Physical Intervention
- SearchProcedures

### ***Roles and Responsibilities***

This section is intended to provide a brief outline of the roles our team will be carrying out whilst on duty as a Door Supervisor at the venue.

#### **SIA Door Supervisors (DS)**

An SIA licensed Door Supervisor is required if manned guarding activities are undertaken with licensed premises when those premises are open to the public, at times when alcohol is being supplied for consumption, or when regulated entertainment is being provided, on the premises.

In providing a physical presence a SIA Licenced Door Supervisor will be required to:

- Guard premises against:
  - no unauthorised access
  - outbreaks disorder
- Protect property against:
  - destruction or damage
  - being stolen or otherwise dishonestly take nor obtained
- Provide information, should an incident happen, about what has happened.
- Supervising an allocated geographical area or specific task for each shift
- Ensuring all elements of the crowd management plan are adhered to within their given area, including social distancing measures
- Maintaining the correct uniform standards Briefing team members before the shift
- Ensuring any safety checks are carried out and logged if necessary
- Providing situational reports to the duty manager
- Checking administration of their given area or task for accuracy (e.g. incident reports, sign-in sheets, capacity records)
- Escalating serious issues to the duty manager
- Monitoring the safekeeping of any kit (e.g. radios, lap counters, search wands)
- Ensuring all members of their team are using the relevant PPE

In addition to the above, Door Supervisors will undertake all reasonable requests from the venue management team. Additional tasks in the event of an incident will include the writing of

an incident report.

### ***Uniform and Identification***

Inspired Security personnel will wear a high-visibility vest uniform. In addition, the SIA licence can be worn with a high-visibility armband or on a lanyard.

We recommend the yellow high-visibility for events, the black hi-visibility is mainly used for licensed premises.

### ***Health and Safety***

Inspired Security has a Company Health and Safety Policy supported by Risk Assessments.

Codes of Safe Working Practice are issued to personnel as and when required and are instrumental to the safe operation of a site; they are communicated through various mediums, including direct instruction, guides, briefings, signage, etc.

All personnel have access to Health & Safety training. The level is appropriate to the roles being undertaken at the venue

All company personnel and workers are made aware of their responsibilities whilst on site. They must observe the health and safety regulations at the venue.

### ***Risk Assessment***

A full risk assessment will be undertaken regarding Inspired Security personnel and their involvement with the venue.

The assessment has been carried out as an employer's statutory requirement under the Health and Safety at Work Act (1974). It complies with the Management of Health and Safety at Work Regulations (1999).

### ***PPE***

Inspired Security personnel are issued with and will use the following PPE as part of their uniform: High-visibility vests; wool hats; waterproof jackets; noise reducing ear plugs.

## **Security and Crowd Management Operations**

The Director of Inspired Security and Head Door Supervisor of the venue will ensure the management of a robust, safe, and professional security operation as agreed with the client, working within the parameters of the law. Inspired Security will ensure all personnel are fully trained and briefed on their roles. The Head Door Supervisor will ensure that the appropriate PPE is worn by personnel members in line with the role they are undertaking at the venue.

### ***Ingress***

Ingress will be managed at the single entrance point to the venue from Thomas Street and will be controlled by Inspired Security, in partnership with the venue management team.

Customers may be refused entry if they are trying to gain entry to the venue if they are breaching the terms and conditions of entry, all refusals will be logged in the venue documentation.

The security personnel will ensure the appropriate management of the welfare of customers /personnel ensuring that anyone in need of welfare is dealt with appropriately.

### ***Capacity Log Book***

Door Supervisors are responsible for the upkeep of the capacity log book to ensure venue capacities are adhered to.

### ***Searching***

Inspired Security searches on behalf of, and under the instruction of, the venue management team, and as such any search activity and prohibited items are agreed upon before the opening of the venue.

The Door Supervisors will search according to a policy agreed upon with venue management.

Often the attitude or the persona of an individual makes personnel aware that there may be an issue with them or that they may have something to hide; so, a search will be instigated. The policy is as follows:

- Searches only to be conducted by SIA Licenced members of personnel
- Permission must always be sought before a search is carried out
- The appropriate PPE must be worn at all times
- Same Sex Person Searching only
- Bags are classed as objects and therefore can be searched by either sex
- Nobody is exempt from the Search Procedure
- Right of admission is reserved subject to an attendee agreeing to be searched

- Polite and courteous manner to be maintained
- All non-desirable/illegal items found should be reported to the duty manager
- Always thank those involved for their cooperation

In the event that a search is refused, the individual will be asked to leave the venue or be refused entry.

### ***Public Safety***

It is the responsibility of the security team within the venue to Monitor the crowd for disorder, including toilet access:

Provide welfare checks on customers within their specific area

Monitor individual's health and safety and;

- Remove From Venue Frequiredand;
- Assess The Individual's Welfare If Deemed Necessary

Update the duty manager on issues within the venue.

Security personnel will ensure that all members of the public and personnel are adhering to conditions of entry. They will report any safety issues to the Duty Manager with a detailed description of what the issue is (e.g. disorder etc.)

### ***Ejections***

Ejection from the venue should be a last resort and after reasonable warning(s) have been given to the individual(s) concerned. Ejection from the venue would be deemed necessary in the event individual(s) repeatedly breach house rules, and/or behave in any way that contravenes licensing objectives.

Procedure - In the event it is deemed necessary to eject, then an SIA Licenced Door Supervisor will:

- Call through details of the incident to the duty manager
- The venue management team should be included in deciding if eviction or ejection is the right course of action
- Collect and wear appropriate PPE (if required)
- The welfare of the individual should be considered – specifically their means of travelling home from the venue
- Fill out an incident report as soon as possible after the incident
- The line of demarcation is agreed to be at the main entrance to the venue. Once the ejected person is over this threshold they are considered to be off the property and the Police should deal with any further incidents off the site.

### ***Evacuation & Major Incidents***

An evacuation may require the participation of multiple services, agencies, and authorities. All security personnel will be briefed in line with the venue evacuation plan on their involvement should a major incident or evacuation occur.

Any accessible customers will be briefed by the venue's Duty Manager concerning how and when they will be evacuated, assistance will be provided by members of the security team as required.

## ***Egress***

The Door Supervisors, in partnership with the venue management, will oversee customers' egress from the venue.

To limit disruption within the community, customers will be asked to exit the premises in a quiet and non-disorderly manner by Door Supervisors and by highly visible signage. Customers will be asked to disperse away from residential areas on Thomas Street.

Customers will be asked to disperse from the venue footprint and make their way to local amenities such as takeaways, taxi ranks, and public transport links.

30 minutes before closing, the egress process will commence. This includes:

- Lowering the volume of the PA and speaker system
- Changing the style of music to trigger a change in customer behaviour
- Elevating the lighting within the venue
- Calling 'last orders' at the bar

During this 30 minute window, it is expected customers will begin to leave the venue.

At Venue Closing:

Lighting will be elevated to maximum levels  
The PA and speaker system will be turned off  
Door Supervisors will ask customers to leave

Post Closing

The venue recognises it has a responsibility to ensure customers have dispersed appropriately within the community.

Door Supervisors will continue to disperse customers away from the community for a period of up to 30 minutes post-closing. During this period customers will be repeatedly encouraged to disperse, and groups will be broken up and urged to move on.

Customer behaviour will be continually monitored, and should the need arise, local Police are informed of any behaviour occurring which may become criminal or disorderly.

Provided customers have been dispersed sufficiently 30 minutes post-closing, Door Supervisors will stand down. If a significant number of customers still remain or there is the potential for customer behaviour to become disorderly, the venue management will be informed, and Door Supervisors may remain on duty for an extended period to support the egress process further.

### ***Medical, First Aid & Welfare***

Security duties will extend to ensuring the welfare and safety of all customers within the venue. If deemed necessary and a customer is unwell or is vulnerable, the door supervisor will inform the Duty Manager. A decision will be made on the customer's current welfare state, it may be necessary to contact 111 for medical advice or 999 in the event of an immediate threat to life or serious illness.

### ***Fire Safety Management***

Fire safety management will be conducted by the venue management team and not fall under the responsibility of Inspired Security.

Security personnel will be aware of available fire exits and ensure they are clear as part of the pre-opening checks and before the venue closure ensure all exits are secure. In a fire situation, security duties will extend to following instructions from competent persons and acting as fire marshals in the event of any evacuation.

### **Mitigation of Noise Travel**

We engaged NOVA Acoustics to conduct a comprehensive noise impact assessment for the surrounding areas. Based on their recommendations, we are implementing the following measures to mitigate noise transmission:

- Installing double glazing on ground and first-floor windows to minimise sound breakout
- Introducing music limiters for amplified sound to ensure compliance with local noise sensitive receptor (NSR) requirements
- Acquiring sound level meters for regular monitoring and recording of music levels by management
- Instructing security staff to keep doors closed at all times to prevent noise leakage
- Ensuring that, in the absence of security staff, the on-duty manager and team will maintain closed doors. All team members will undergo thorough training on noise management as part of their induction

These steps are part of our commitment to maintaining a respectful and harmonious relationship with our community.

## **Smoking**

Smoking is strictly prohibited within the premises. Guests who wish to smoke will be directed to designated outdoor areas, compliant with regulations requiring less than 50% enclosure by walls.

The staff on site and the security team will be responsible for ensuring that smoking remains confined to clearly marked, appropriate areas, while managing crowd capacities.

Signage will be prominently displayed to remind guests to minimise noise and be mindful of the surroundings.

## **Waste and Servicing**

Prior to its collection we will store waste in the back of house area behind the bar. To address this, all waste will be stored in bags, separated by recyclable materials, and collected daily by our commercial waste company. At the end of the business day, the bags will be moved to the front of the building for collection by the waste management company between 08:00 am - 10:00 am daily. Glass bottles will be dealt with the same way and our team will receive extensive training to ensure that noise associated with moving those bags is minimised.

Our primary delivery day from suppliers will be Wednesday, with occasional small top-ups on other days if necessary. All deliveries will take place between 08:00 am - 20:00 pm Monday - Saturday and 10:00 am - 18:00 pm on Sunday and Bank Holidays. Deliveries will be made through the front of the building and directly transported to the ground-floor cellar. All empty beer kegs will be collected on designated delivery days.

## **Emergency Access Staircase & Additional Air Conditioning Unit Installation**

A new steel emergency access staircase is proposed for the first-floor rear elevation. This will only be used in the event of an emergency and will at all other times be closed. The rear elevation is not visible from any residential properties and its impact on the building's exterior appearance will be minimal.

We plan to repurpose the two existing air conditioning units already installed on the premises. Additionally, we will install a new 7kW unit to service the top floor. A technical specification for the additional condenser unit has been provided and is also assessed as part of the submitted Noise Impact Assessment which confirms that all three units would not cause any amenity issues associated with noise. All work will be carried out by accredited air conditioning professionals to ensure compliance with industry standards.

