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Enterprise City Handbook

Date 01/11/2023

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# ENTERPRISE CITY®

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THE FUTURE  
OF MODERN  
INDUSTRY:  
CREATING A  
NEW TECH,  
MEDIA &  
CREATIVE  
CLUSTER IN  
THE HEART  
OF THE UK

## Introduction

Welcome to Enterprise City, a distinctive new neighbourhood that seamlessly combines the best of the city center with its unique character. Built upon the success of Spinningfields, Allied London has masterfully crafted an exceptional district within Manchester. Here, you will find inspiring workspaces, captivating cultural venues, and expansive public areas.

## A Prime Location

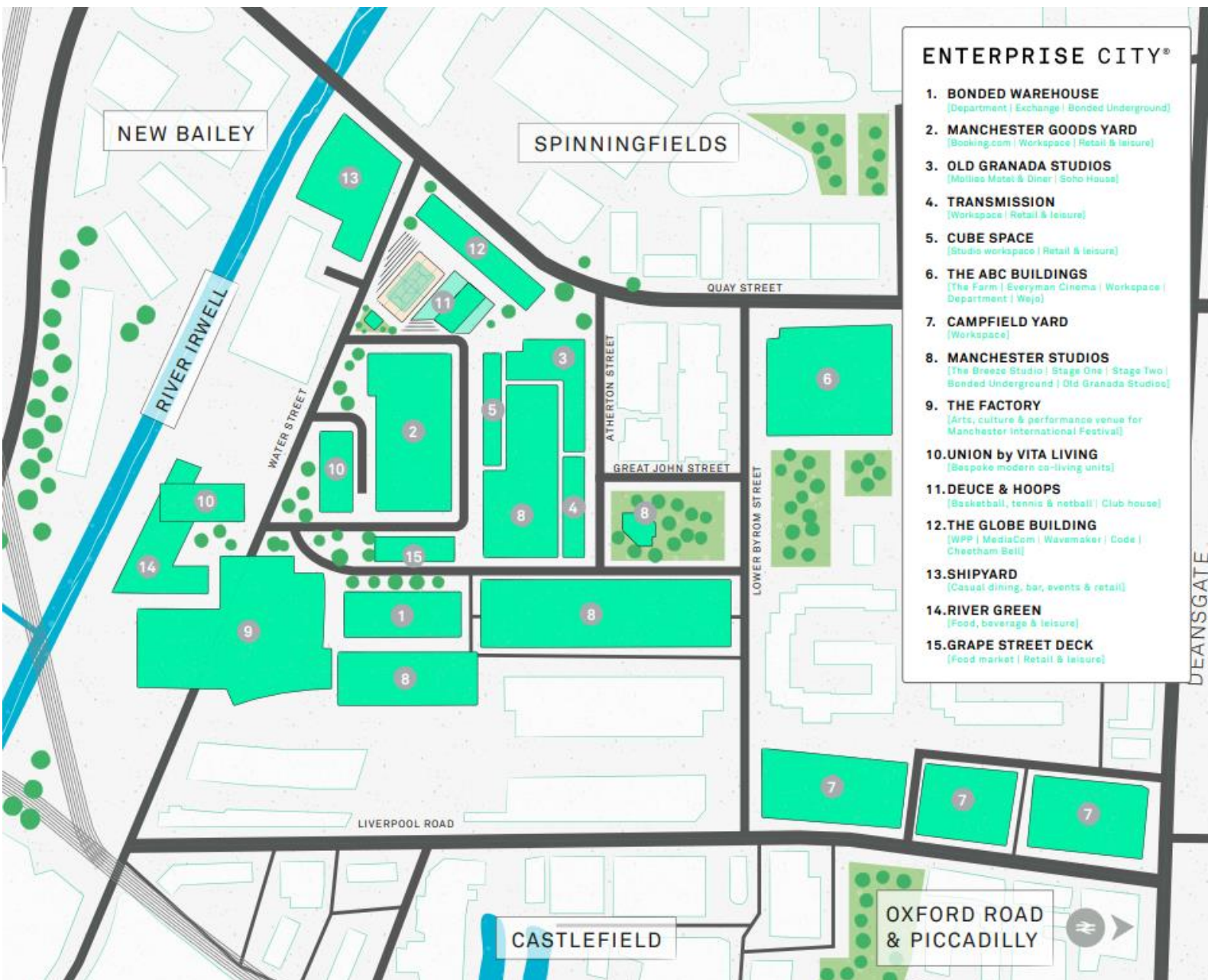
Enterprise City is strategically situated at the heart of Manchester City Centre, nestled next to the renowned Enterprise City district. It is bordered by the thriving locations of St. John's Gardens, the Museum of Science and Industry, and Castlefield, offering a diverse range of experiences right at your doorstep.

## Enriching Human Experiences

Enterprise City and the broader St. John's neighbourhood have always been committed to providing enriching human experiences to the city's residents and visitors. The vision for this community is one that evolves organically over time, fostering a collective spirit rather than a singular experience. Today, it is poised to become a cultural epicentre as it welcomes Factory International, marking the most substantial investment in a national cultural project since the opening of Tate Modern in 2000.

A DESTINATION FOR  
ENTERPRISE, CREATIVITY,  
INNOVATIVE WORKING &  
SOCIALISING

## Enterprise City Estate Map



## Management Contacts

Form Property Management serves as the appointed Managing Agents entrusted with the responsibility of overseeing the open estate areas within Enterprise City. Our mission is to provide management services that offer the best value to the Estate, all the while supporting the ongoing development and ensuring seamless communication for both estate occupants and visitors.

Form understands the importance of continuous communication in maintaining the estate's excellence as an enduring focal point in Manchester. To achieve this, our dedicated estate team regularly conduct consultation meetings with estate occupants and stakeholders. Our goal with these meetings is to encourage collaboration and gather important insights to ensure that the estate continues to be prestigious for years to come. We welcome estate occupiers and visitors to contact us anytime via email at [helpdesk@formproperty.co.uk](mailto:helpdesk@formproperty.co.uk) regarding any matters related to the estate.

| Contact                   | Email                                                                                                          | Number       | Operating times |
|---------------------------|----------------------------------------------------------------------------------------------------------------|--------------|-----------------|
| Helpdesk                  | <a href="mailto:helpdesk@formproperty.co.uk">helpdesk@formproperty.co.uk</a>                                   | 08448267217  | 24/7            |
| Security control<br>Adept | <a href="mailto:stjohnssecurity@adeptcorporateservices.co.uk">stjohnssecurity@adeptcorporateservices.co.uk</a> | 07917 095972 | 24/7            |

## Services

Enterprise City is firmly committed to maintaining top-tier standards of excellence, encompassing both physical upkeep and health and safety management. Our dedication extends to ensuring the safety and well-being of all our visitors within this uniquely dynamic environment that operates around the clock.

A Pledge to Excellence Across Diverse Areas:

- 1. Cleaning:** Adept Corporate Services is entrusted with the responsibility of maintaining cleanliness in the public areas of Enterprise City. To ensure optimal responsiveness during the ongoing construction phase, we meticulously plan and execute cleaning operations on a reactive basis. We encourage occupants to promptly report spills or presentation-related issues to our 24-hour Helpdesk for immediate attention.
- 2. Maintenance:** Agilis, our trusted partner, leads estate maintenance, adapting their efforts to align with the evolving development trajectory. Presently, Agilis oversees the maintenance of the operational substation, which represents a vital piece of Mechanical and Electrical equipment in use.
- 3. Pest Control:** Enterprise City maintains a robust pest control regimen across its public realm spaces. This comprehensive protocol includes regular inspections to identify and address rodent and pest infestations. We strongly advise occupants to proactively arrange for pest control within their premises, particularly in areas where food is involved. Upholding impeccable hygiene practices significantly reduces the likelihood of pest issues. Residents are encouraged to promptly inform the 24-hour Helpdesk of any pest concerns to facilitate swift resolution.
- 4. Landscaping:** Groundskeeping and Landscaping are integral components of our property's maintenance. Given the seasonal nature of these tasks, we are committed to engaging a preferred contractor to ensure the impeccable care of our grounds. A comprehensive groundskeeping schedule has been established to ensure the systematic maintenance of our landscape.
- 5. Waste Management:** Efficient waste management throughout the estate is a priority, and this process is meticulously supervised. We have installed state-of-the-art Big Belly bins, which are innovative solar-powered trash compacting units. These bins are not only environmentally friendly but also significantly enhance waste management on our estate. They are regularly serviced and emptied by our trusted partner, Adept Cleaning Services, ensuring that our waste disposal operations are seamlessly maintained.

**6. Signage Strategy:** Our signage strategy adapts with the ongoing Development across the estate. An existing scheme addresses various areas within Enterprise City, encompassing all estate occupants. As Development advances, the strategy ensures coherence and effectiveness.

**7. Gritting:** Nurture Gritting Services is our trusted winter gritting service provider. They collaborate with The Met Office, an esteemed weather forecasting partner, to access daily Road Surface Temperature (RST) forecasts. Each morning this is then seamlessly integrated into their custom-designed service activation software. This advanced system operates automatically, activating gritting services for designated sites when the RST is expected to fall to zero.

## Access

For all deliveries to Enterprise City, it is essential to coordinate with the Estate Manager and Security Team. When making booking requests, kindly include the following details:

- The anticipated arrival time of the vehicle.
- The vehicle's registration number.
- The intended destination for the vehicle and the purpose of the visit.
- The expected duration of the visit.
- The first and last name of the driver of the vehicle.
- A contact telephone number for the driver of the vehicle.

Enterprise City places a strong emphasis on public safety, given its extensive pedestrian areas. Each vehicle granted access to the estate is allowed a maximum stay of 20 minutes. ES Parking is responsible for parking enforcement on the St. John's Estate. Unauthorized parking is strictly prohibited unless authorized by Estate Management. Requests for additional time can be made through the 24-hour Helpdesk, and they will be carefully considered on a case-by-case basis.

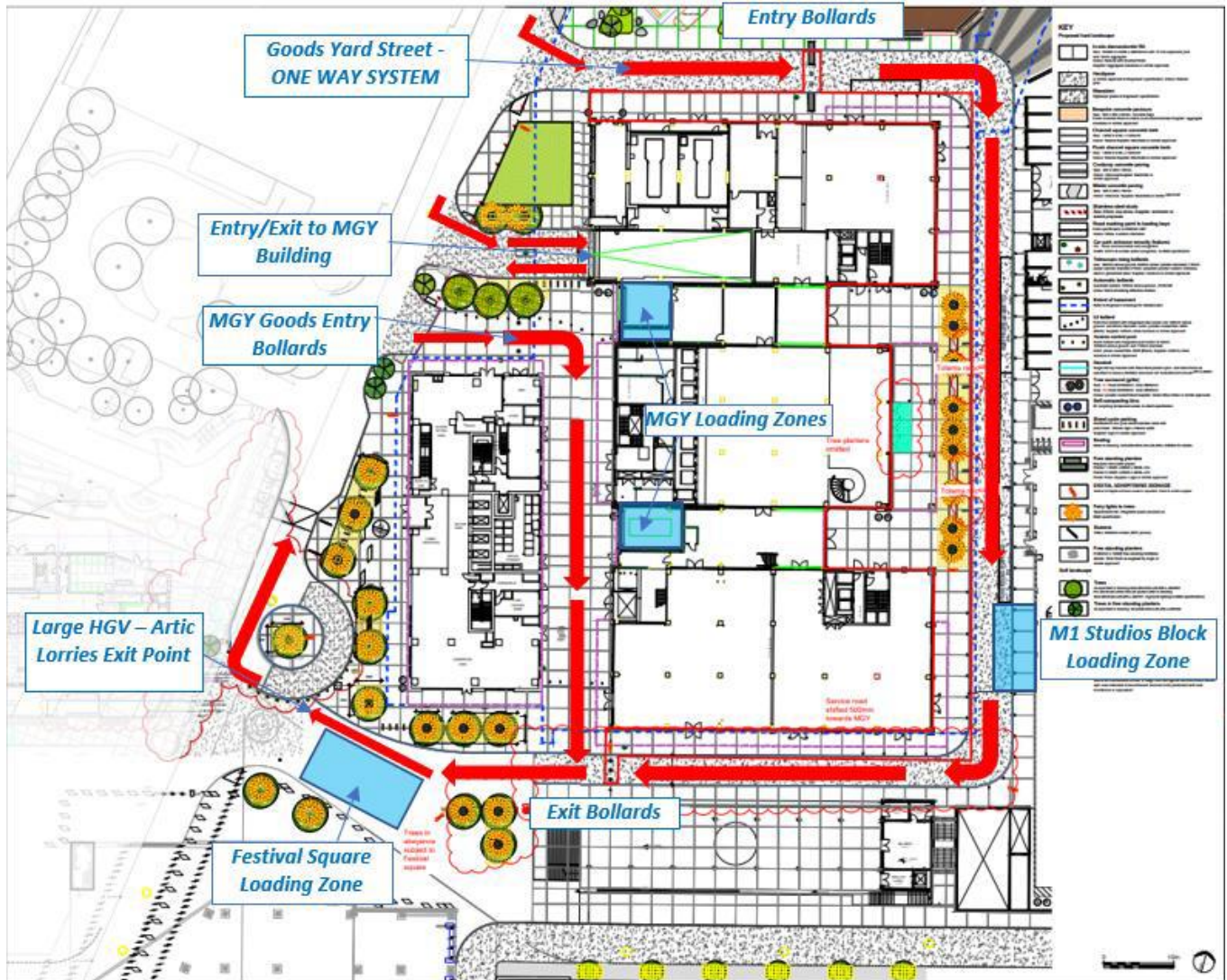
All contractors must sign in and out using the appropriate Contractors Register and must be on the access lists supplied to the security team prior to access.

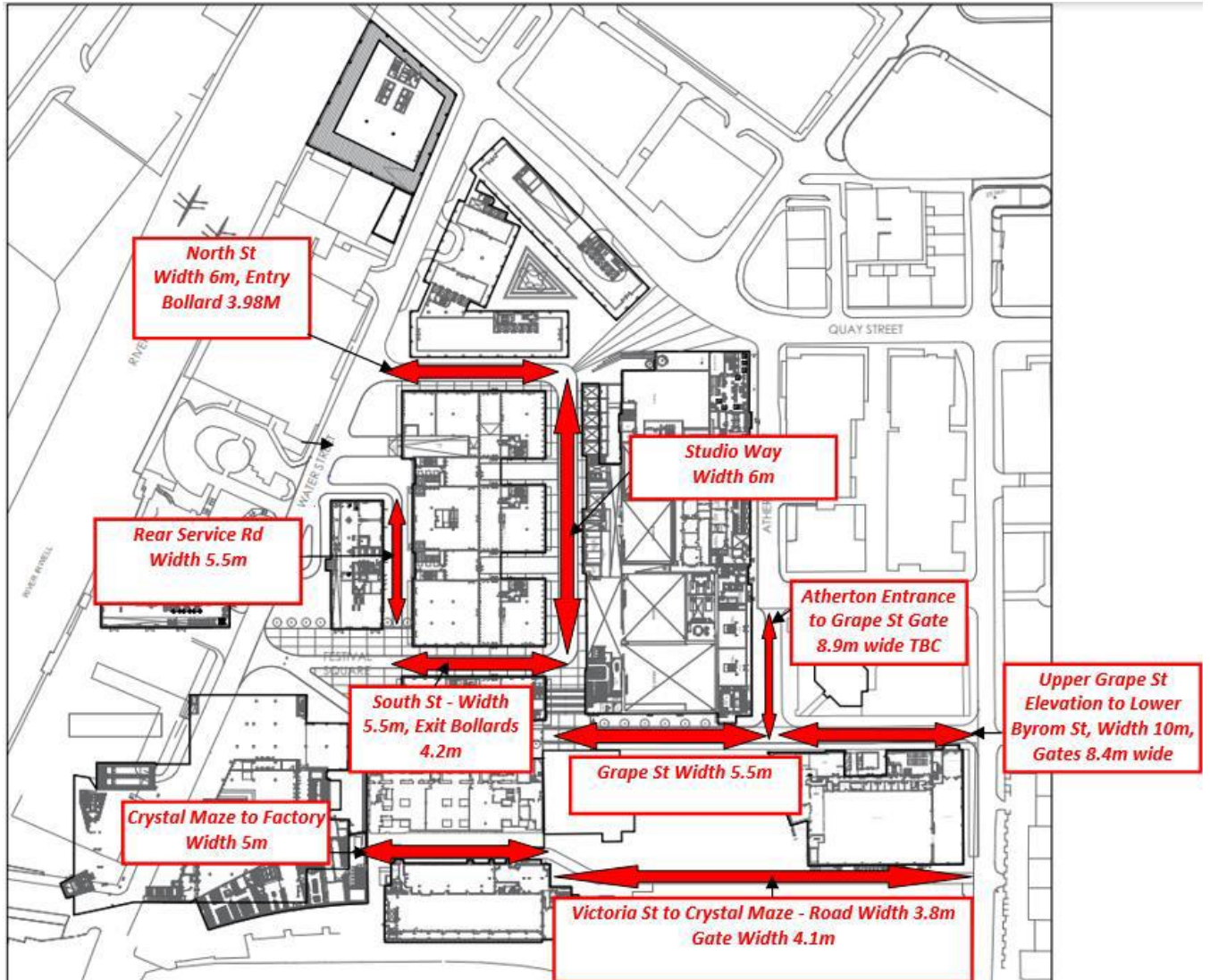
Emergency access is also available for John's estate and is obtainable via gates 1,2,3,4 and the onsite security team and is available 24 hours a day.

| Area                                                                                                                                        | Postcode | Access Point                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| St Johns Estate/Goods Yard Street – St Johns Place, Manchester Goods Yard Building, Cube Containers, Versa Studios M1 Block, Vita Buildings | M3 3BG   | Off Water Street opposite Marriot Hotel<br>Water St via Factory & Festival Square to Goods Yard Street<br>Atherton St via Grape St down staircase to Goods Yard Street<br>Contact Security for access through the bollards.                                                                       |
| St Johns Estate – St Johns Place (Retail Entrance), Globe Building                                                                          | M3 4BN   | Off New Quay Street<br>From New Quay St, Off Water Street.                                                                                                                                                                                                                                        |
| Mollies, Soho House & Hotel, Transmission Building                                                                                          | M3 3GS   | Off Quay Street onto Atherton St<br>Quay Street opposite Gartside Street                                                                                                                                                                                                                          |
| Factory, Festival & Riverside Square (Naming TBC)                                                                                           | M3 TBC   | Both sides of Water St (via New Quay St)<br>Atherton St to Grape St down to Festival & Riverside Square (Factory North & South Entrances)<br>Off Lower Byrom Street down Victoria Street                                                                                                          |
| Bonded Warehouse, Versa Studios Studio 1, Stables, Crystal Maze                                                                             | M3 4AP   | Off Lower Byrom Street down Victoria Street<br>Contact Security for access through the bollards.                                                                                                                                                                                                  |
| Grape Street                                                                                                                                |          | Off Lower Byrom Street opened at 07:00 – 1900 TBC<br>Off Atherton St/St Johns Street past the Transmission Building 0700-1900 TBC<br>Off Water Street through Festival Square to Grape St<br>Off Goods Yard Street up the stairs to Grape St<br>Contact Security for access through the bollards. |

|                 |  |                                                                                                                                                                                          |
|-----------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Victoria Street |  | Off Lower Byrom Street<br>The main gates are located off Lower Byrom Street opened at 07:00 – 0130 subject to occupiers opening times. Contact Security for access through the bollards. |
|-----------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Estate Access Map





## Permits

Any works that take place from the public realm areas of St John's must have been approved by a member of the St John's Estate team.

A thorough permit-to-work system is utilised at St John's for all works that are undertaken in the public realm area. These are generated and saved electronically, any works will require a comprehensive set of Risk Assessments and Method Statements to be completed. Additionally, those that are conducting the works are to have both Public and Employers liability insurance in place.

Any applications for a permit to work must be submitted at least 5 working days in advance of the works and must include the following information:

- 1 – Details of the proposed work.
- 2 – A detailed risk assessment, Covid Risk Assessment, and method statement.
- 3 – A copy of both public and employer's liability insurance to the value of £10 million.
- 4 – Any relevant certificates or proof of competency documentation i.e. IPAF licence if working from a Mobile Elevated Work Platform (MEWP)

A full copy of the enterprise city permit request guide can be found here [helpdesk@formproperty.co.uk](mailto:helpdesk@formproperty.co.uk)

## Emergency Procedures

Our emergency procedures are broken In to three main categories

### **Fire Safety:**

Every occupier is responsible for ensuring that all building occupants receive up-to-date and comprehensive training in fire procedures. Occupiers must also ensure that the testing of all life safety systems, including fire alarms, emergency lighting, generators, smoke extract systems, sprinklers, and first aid fire appliances, is conducted in compliance with current regulations and relevant British Standards. In addition, occupiers are required to complete and regularly review fire risk assessments for their premises in accordance with Fire Precautions (Workplace) Regulations 1997, as amended. Before conducting any evacuation drills, occupiers must inform St. John's Estate of the dates and times to prevent confusion or false responses.

### **Bomb Threats:**

In alignment with government guidelines regarding terrorism and terror-related offenses, St. John's Estate Management has comprehensive plans in place to address bomb threats, whether real or hoaxes, which can take various forms, including suspect packages, unattended baggage, and prolonged vehicle stays. Effective control and management of emergency situations require well-documented procedures and well-rehearsed plans. We have closely integrated our emergency planning with Manchester City Centre procedures to ensure the safety of occupiers and visitors. Public safety is our utmost priority, and we regularly receive updates from the local authority and Greater Manchester Police.

### **Medical Emergencies:**

St. John's security officers are trained in first aid and can provide assistance to all who visit or work on the estate. While qualified first aid assistance is available, this does not replace the need to call the emergency services at 999 when necessary. Under no circumstances should a call to the emergency services be delayed while waiting for the arrival of the St. John's estate team. If a call is made to the emergency services, please also inform the 24-hour control room. This ensures that Estate staff can provide assistance by directing vehicles and facilitating access for emergency vehicles as needed. Your safety and well-being are our top priorities.

The full Major Incident Contingency Plan can be provided by contacting: [helpdesk@formproperty.co.uk](mailto:helpdesk@formproperty.co.uk)

## Security and CCTV

Enterprise City's security strategy is founded on comprehensive risk assessments that are regularly updated to adapt to changes within the community.

The health, safety, and security of our occupiers and visitors remain paramount to Form Management. Enterprise City is staffed with 1 officer during the day shift (7 am to 7 pm) and 1 supervisor. From 7 pm, the night shift commences, and the Estate is vigilantly monitored by 1 Security Supervisor situated in the Estate Control Room, where all areas are under constant CCTV surveillance.

The Enterprise City control room is accessible 24/7, 365 days a year through the following means:

Email: [stjohnssecurity@adeptcorporate.com](mailto:stjohnssecurity@adeptcorporate.com)

Phone: 07917 095972

### **CCTV**

Comprehensive CCTV coverage blankets Enterprise City, including all primary thoroughfares. Monitoring and recording of images are diligently overseen by the CCTV control room supervisor, ensuring a 24-hour presence, year-round. In the event of an incident within the community, a highly trained supervisor is ready to respond promptly and effectively. While Adept Corporate Services contracts the monitoring and recording of the cameras, Form Management Company retains access to the cameras for effective community management.

In cases where occupiers require access to specific CCTV footage from around Enterprise City, a written request should be submitted to the 24-hour Helpdesk, which will notify Enterprise City's data controller. Such requests should include the following information:

1. The date and approximate time of the incident.
2. The exact location of the incident.
3. The nature of the incident.
4. Descriptions and, if possible, identification of individuals involved.
5. Information on any injuries or losses sustained.
6. If the incident has been reported to the police, a crime reference number.

Upon receipt of all necessary information, a thorough review of Enterprise City's CCTV coverage will be conducted to extract the relevant data. Following a formal request for CCTV footage, Enterprise City's Estate Management will respond within a 72-hour timeframe. Your safety and security are our top priorities.

## Filming and Photography

Enterprise City, a privately owned estate which is managed by Form Management Company. We prioritize the safety, proper insurance, minimal disruption, and security of all activities within our community. To request permission for filming and photography within Enterprise City, please follow these steps:

Familiarize yourself with the content on this page, including the terms and conditions.

Complete the Company Registration Form and the Film and Photography Permit Application Form. Email both forms to [helpdesk@formproperty.co.uk](mailto:helpdesk@formproperty.co.uk). You will be required to provide a risk assessment, a method statement, and evidence of public liability insurance.

Upon approval, you will receive a permit via email. Print it out and carry it with you when filming or photographing within Enterprise City. Show it to security personnel if requested.

You will need a permit for filming or photography within Enterprise City if:

- The purpose is professional use, sale, commercial gain, or media reproduction.
- There is potential for disruption or harm to people or property within Enterprise City.
- You are capturing building entrances, shop fronts on the Public Realm, or any security arrangements.

You may not necessarily require a permit if:

- You are taking images for purely amateur purposes and do not intend to use them for media, sale, or commercial benefit (e.g., you are a tourist, hobbyist, or student).
- Your equipment is minimal (e.g., nothing more than a handheld camera).
- You do not cause any disruption, harm, or potential harm to people, property, or yourself.
- You are outdoors.
- You are not capturing building entrances or security arrangements.

Applicants are advised to apply at least five working days in advance for projects not requiring a risk assessment and at least seven working days in advance for projects that do require a risk assessment. Urgent or same-day requests, such as those from news crews, will be addressed based on resource availability. If you are uncertain, please contact the Helpdesk or the Estate manager for guidance.

Fees for filming and photography permits vary based on location, scale, and the type of shoot or production. Each application will be reviewed considering these factors, and a fee will be agreed upon.

Form Management's primary commitment is to the 35,000 workers, shoppers, and travellers who visit Enterprise City daily. We retain the right to decline any filming and photography requests as it is a private estate.

Please note that laying track is not permitted within Enterprise City.

**Drone Policy:** Due to the high density of properties and potential risks to the public, the estate will decide on a case-by-case basis.

## Events

### **Enhanced Event Guidelines: Bars and Alcohol Brand Promotions**

- a. All alcohol-related events within the Enterprise City estate must operate under the authority of a valid premises license or a Temporary Event Notice (TEN).
- b. A copy of the premises license or TEN must be prominently displayed at all pop-up bars. If your event is hosted on licensed premises, strict adherence to the license conditions is required.
- c. Approval for your bar or brand activity is essential and must be obtained from Enterprise City Management Company Form Property, local law enforcement, environmental health authorities, and, when applicable, the Designated Premises Supervisor (DPS). We kindly request a minimum of 30 working days to secure these necessary approvals before your event.
- d. If your event is held on premises with an existing license, you must seek consent from the Designated Premises Supervisor (DPS) for that location. Enterprise City will assist in obtaining this approval once your proposal is presented.
- e. The designated area for bars and pop-up promotions should ideally have a single, easily managed entrance.
- f. A comprehensive layout drawing is required for your event, illustrating how the licensed area will be controlled. This may involve the use of barriers, ropes, posts, or the utilization of marquees.
- g. Security personnel are obligatory for pop-up bars and alcohol promotions. Their primary responsibility is to prevent patrons from leaving the licensed area with drinks and ensure the safety of all attendees. The level of security required will be determined through a risk assessment. Please submit your security proposal, and Enterprise City Management Company can provide recommendations for trusted security providers on the estate.
- h. Signage indicating "NO ALCOHOL PAST THIS POINT" must be displayed at the venue exit. If your event is hosted within one of our existing bars, please consult Enterprise City Management Company for specific guidance.
- i. All pop-up bars and alcohol promotions on-site must be overseen by a personal license holder who must be present and on duty throughout the entire event.
- j. For events ending after 10 pm or with more than 50 attendees, effective customer dispersal management is essential. This includes briefing your security team to guide patrons to the nearest taxi ranks, providing taxi contact information upon request, and displaying a sign at the venue exit encouraging patrons to "PLEASE RESPECT OUR NEIGHBORS AND LEAVE THE AREA QUIETLY."
- k. The consumption of alcoholic beverages on public lawn areas is strictly prohibited, as it is classified as street drinking.

l. The Challenge 25 scheme must be diligently enforced at all pop-up bars and alcohol promotions.

m. Enterprise City Is situated in the city centre, requires prior approval for any music at your event. Time restrictions may be imposed if music is necessary. It is advisable to avoid music involving electric guitars, drums, and bass. The preferred default music is acoustic or ambient. Any music, unless otherwise agreed with Enterprise City Management Company, must not exceed 65 decibels (db.).

n. In compliance with police and regulatory requirements, a comprehensive event proposal is necessary for all alcohol-related events and pop-up bars. Your proposal should encompass:

i. A layout drawing of your event, delineating the area boundaries, entrance location, signage placement, and the standard security positions.

ii. Specific dates and times of the proposed event, including trading hours and last orders.

iii. A detailed outline of the security measures you plan to implement.

iv. Identification of your designated personal license holder(s).

v. Information regarding the music at the venue, specifying whether it will be live or recorded.

vi. Indication of whether the event will be ticketed or non-ticketed.

vii. Elaboration on your advertising and promotional strategies.

viii. Your strategy for managing the dispersal of attendees at the end of trading, especially for events concluding after 10 pm or with over 50 attendees.

ix. For pop-up bars, specify the rules regarding children's attendance, including permissible times and any restricted areas.

x. If complimentary drinks are part of your promotion, clearly specify the maximum number of free drinks to be distributed.

## Waste Management

The purpose of this Estate Waste Management Policy is to ensure a clean, hygienic, and aesthetically pleasing environment within the estate while promoting responsible waste disposal practices.

### Responsibility of Occupiers:

- All occupiers are required to keep their waste within the designated area of their demise until scheduled collections. No waste should be left on the estate overnight.
- The Estate recommends that waste should be appropriately sorted into recyclables and non-recyclables, following guidelines provided by their waste management authority.
- The occupier is accountable for any harm inflicted upon the estate resulting from inadequate waste management practices, including but not limited to littering or improper disposal. This encompasses issues such as fly-tipping, broken glass, and oil spills.

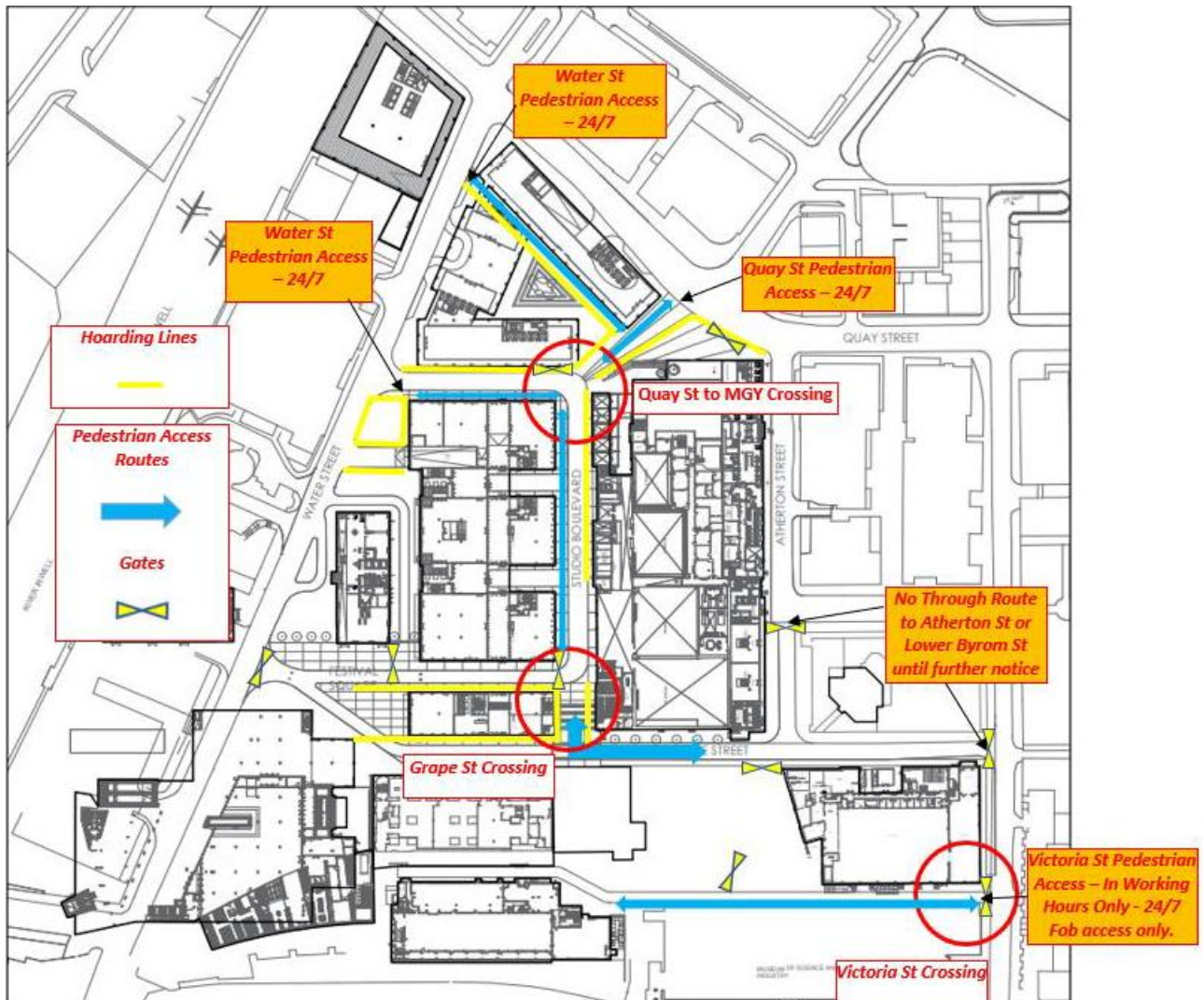
## Estate Smoking Policy

Form Management actively discourages smoking near building entrances to promote a healthier environment. While enforcing this policy in public spaces poses challenges, we encourage occupants to wholeheartedly embrace and support it. Promoting the use of designated smoking areas among staff, visitors, and the public fosters compliance and aligns with our shared commitment to a smoke-free Enterprise City.

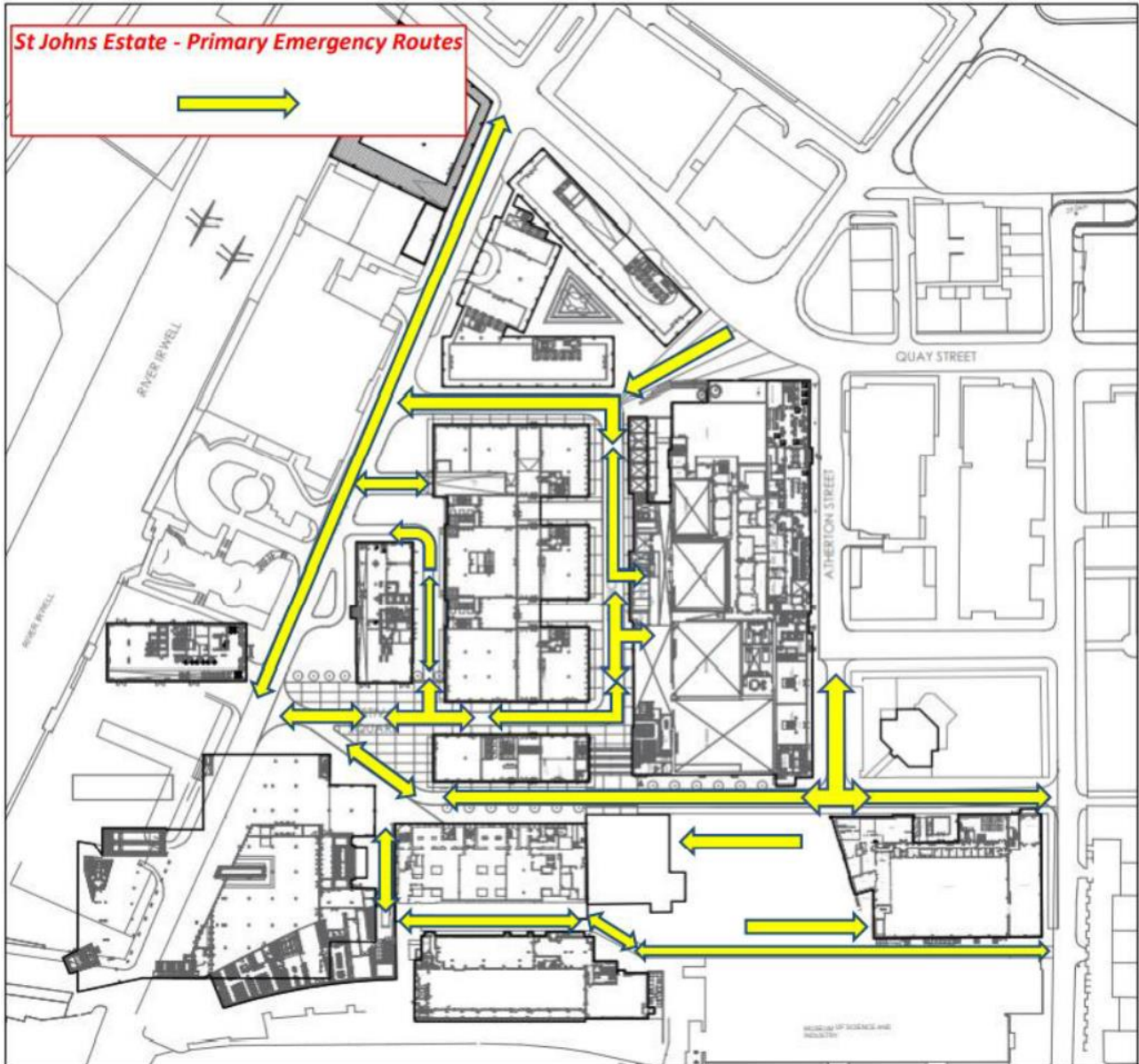
## Estate Maps

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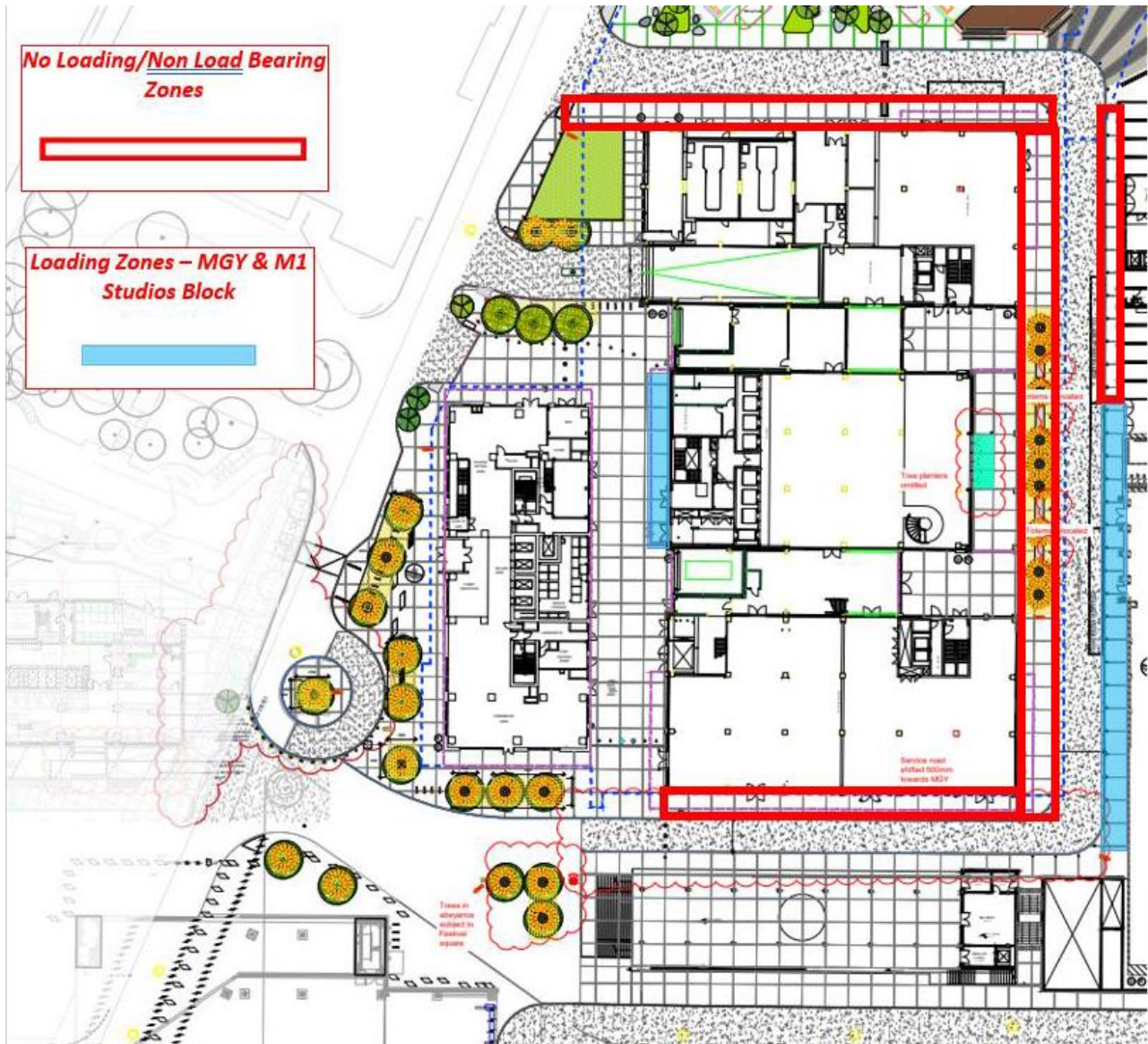
## Pedestrian Access

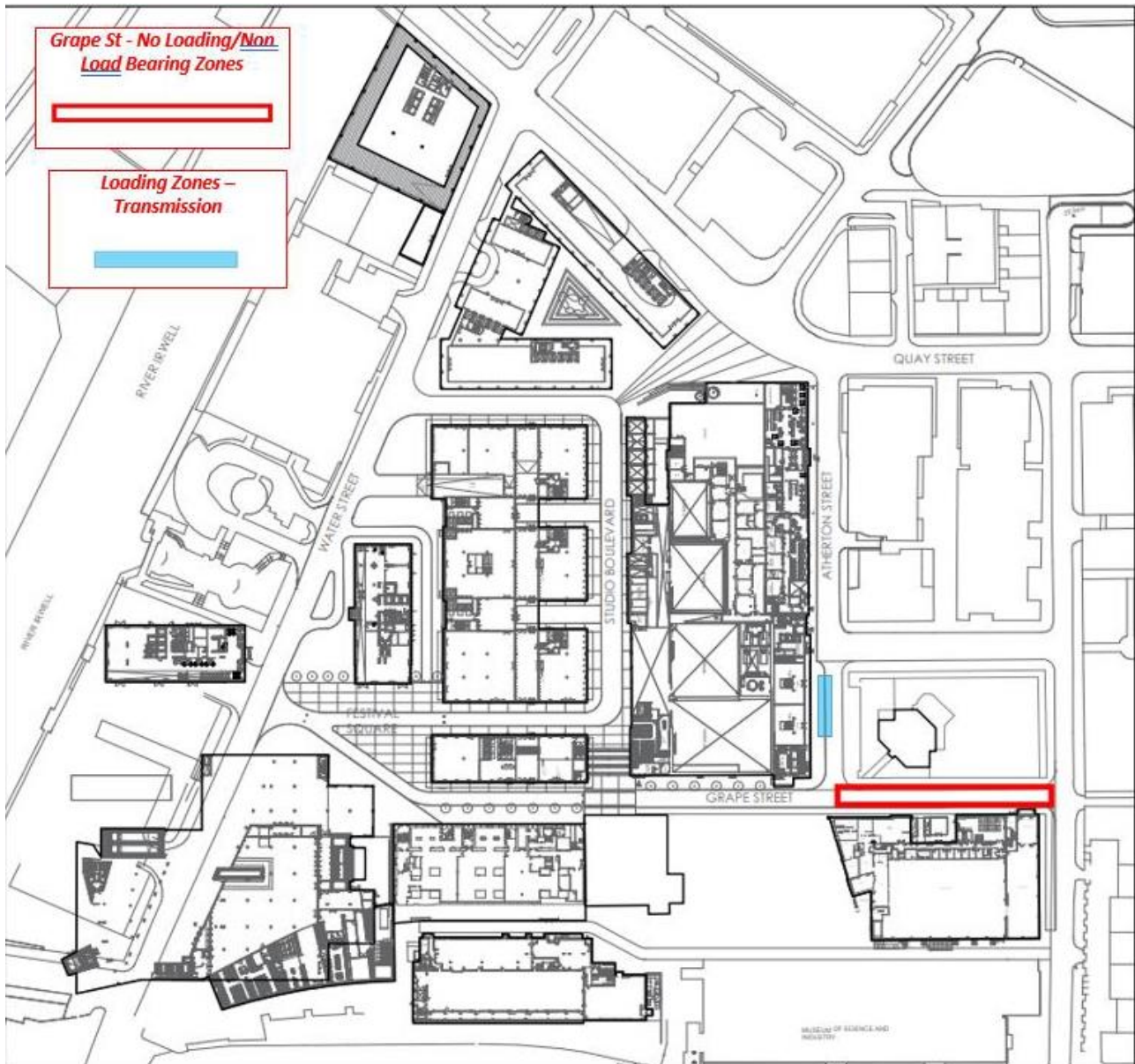


## Primary Emergency Routes

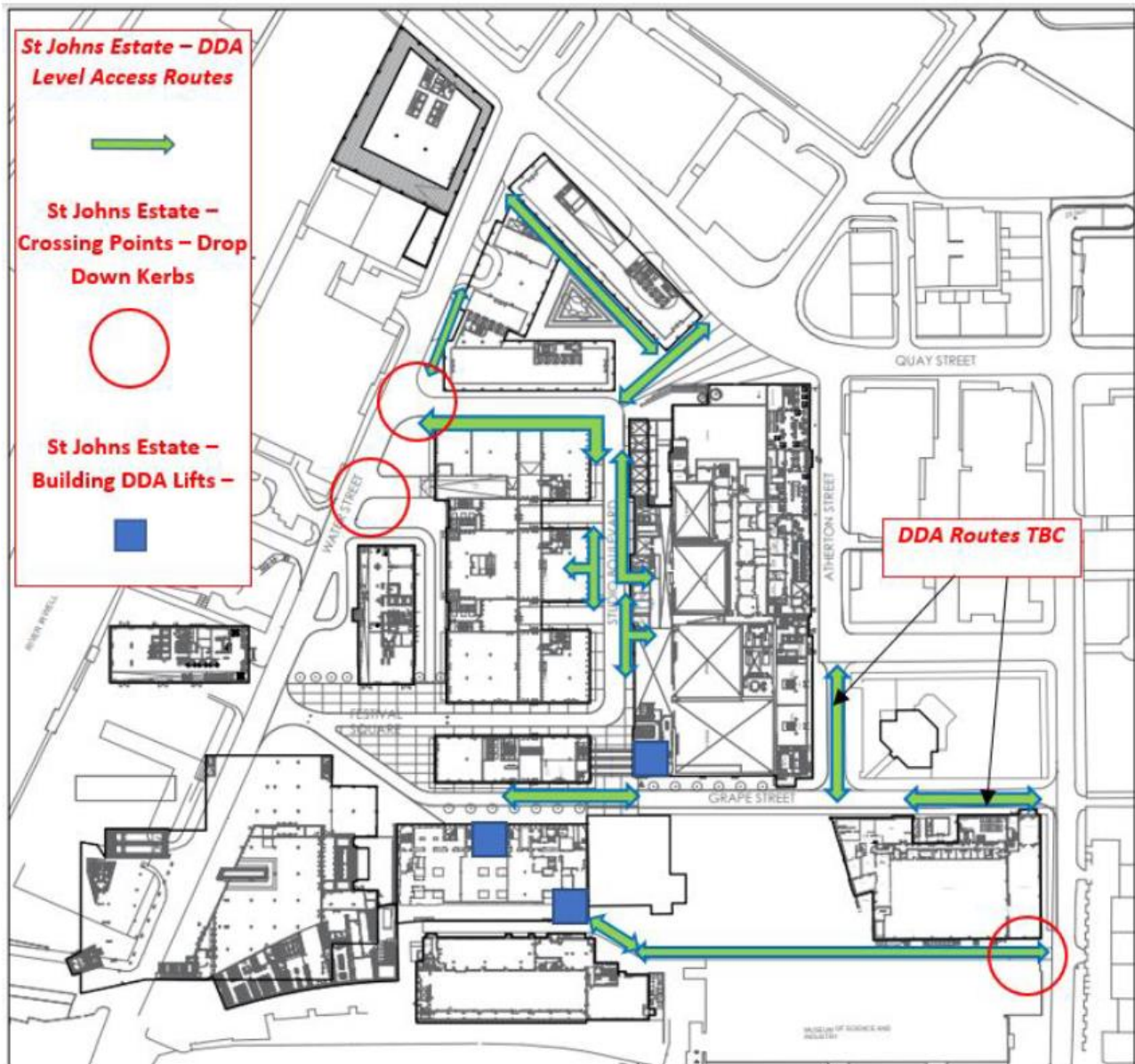


## No Loading / Load Bearing Zones

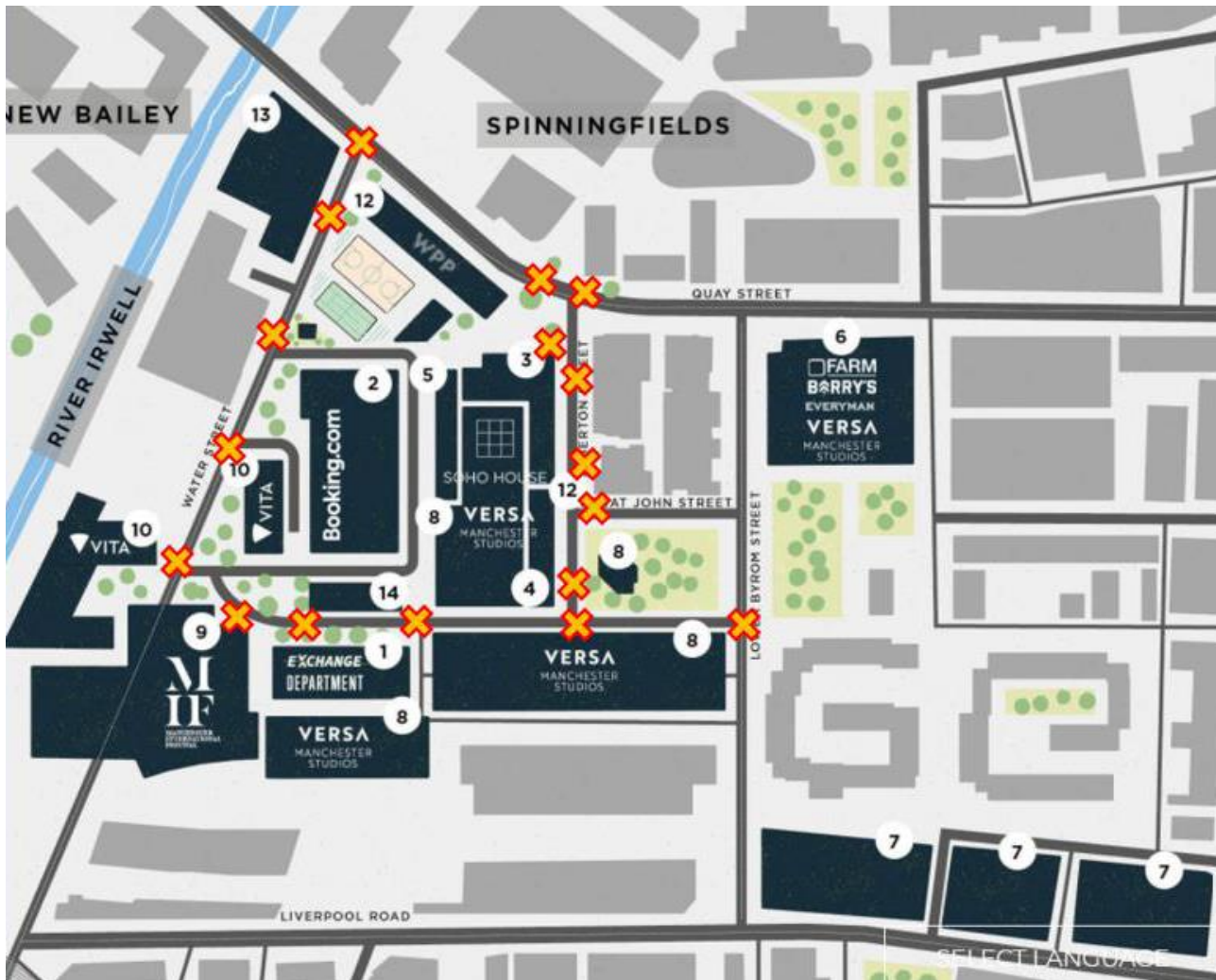




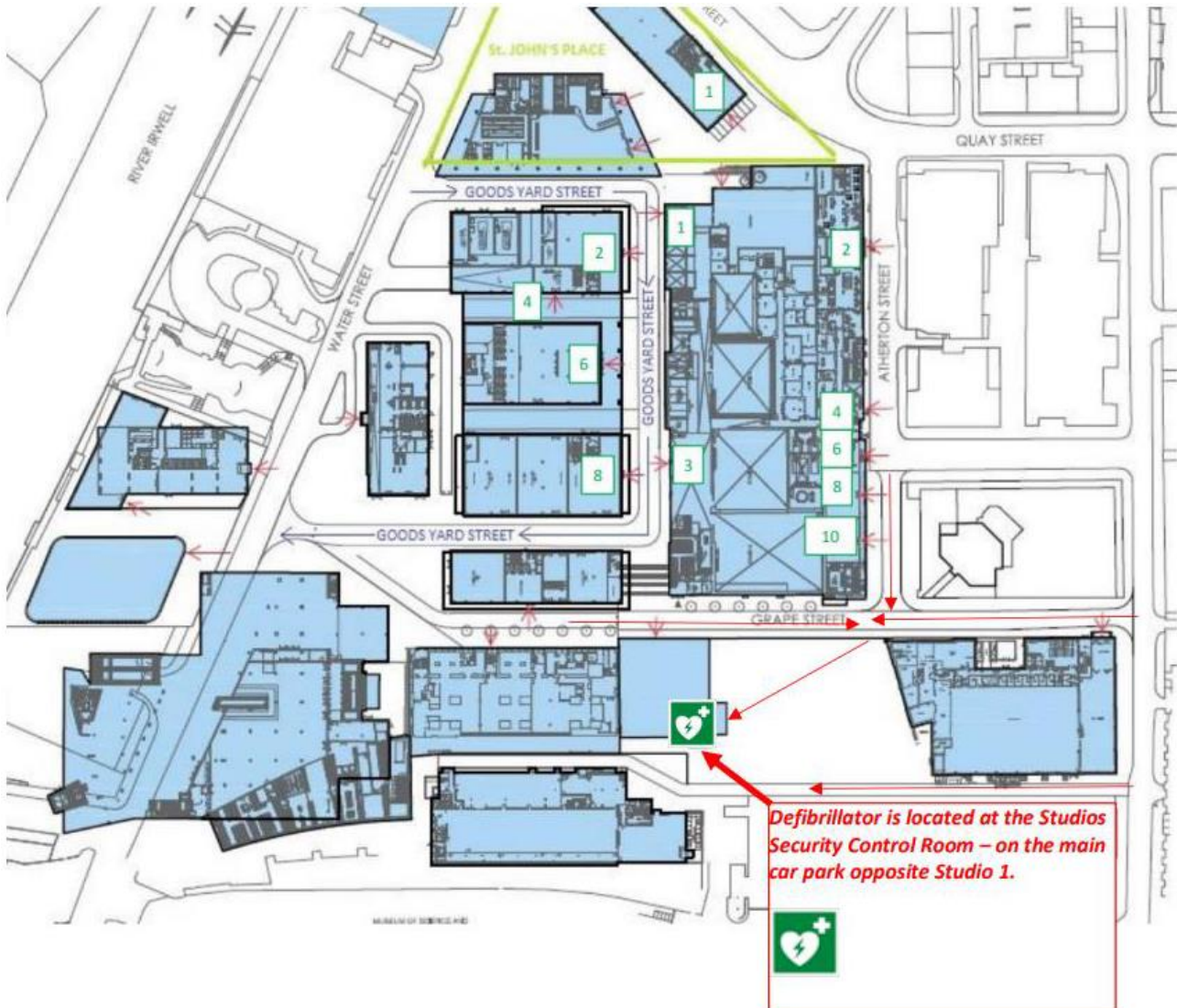
## Disabled Level Estate Access Routes



## Fire Hydrant locations



## Estate Defibrillator location



# form

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SOHO HOUSE

DEPARTMENT



MANCHESTER  
STUDIOS

**title role**



EVERYMAN



BARRY'S

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code®

Wavemaker