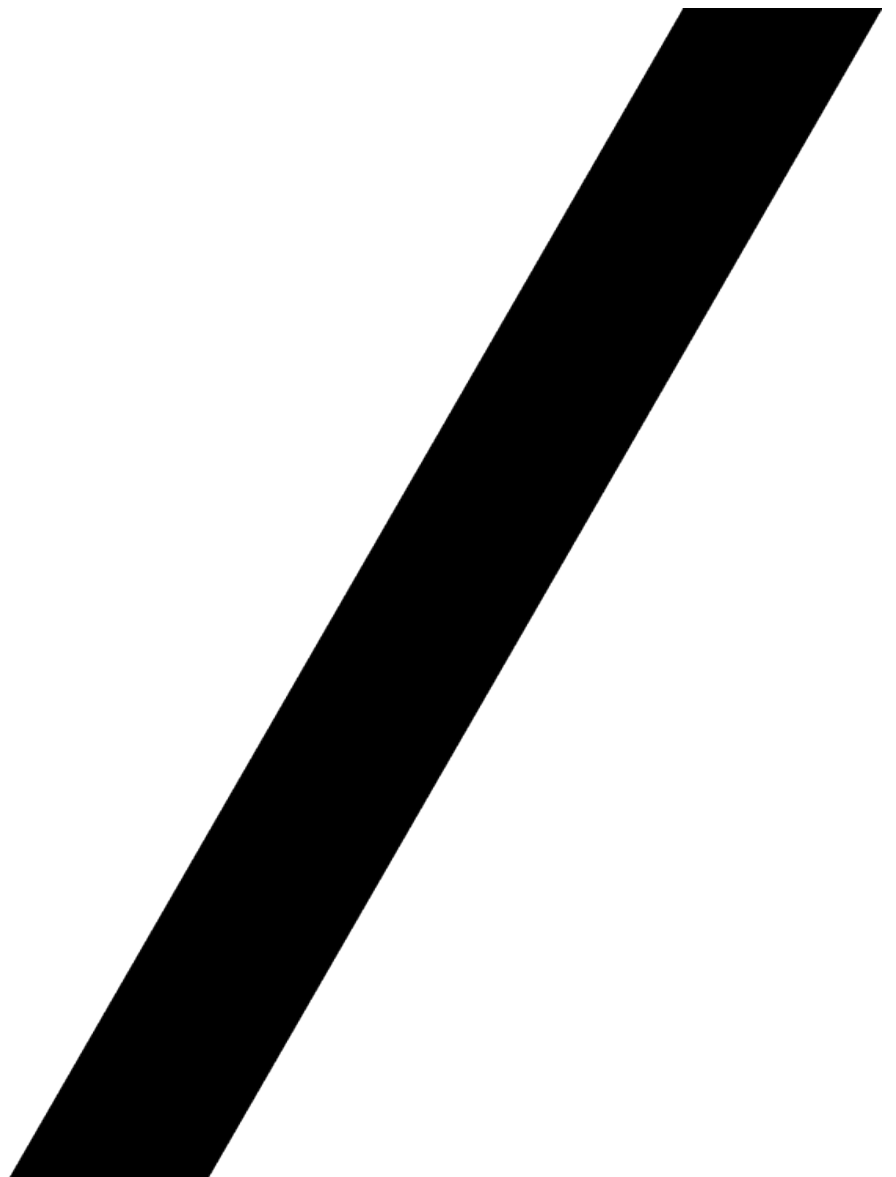


Shipyard

Operational Management Plan

Property: Shipyard, Water St, Manchester
Date: January 2023
Revision: Rev B



Shipyard: Operational Management Plan

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1.Introduction

This Operational Management Plan has been prepared by Allied London and Sessions in consultation with the Shipyard project design team.

The document outlines the operating philosophy that has informed the overall proposal; containing important and helpful information regarding the design and operations relating to Shipyard, Manchester. The pack is designed so that tenants (concessions) and staff working at this site can refer to it. It provides information, guidance, and relevant policies with regards to how we intend to operate as a retail space.

This statement has been produced in accordance with the guidance set out in Manchester City Council's 'Guide to development in Manchester supplementary planning document and planning guidance'. Allied London reserves the right to amend or supplement the operational procedures and will reissue this document annually or when appropriate and important information has been updated.

This document is set out in the following sections;

Site Layout and Entrance Routes - overview of the site layout and outlines the designated entrance routes for each key unit within the building.

Operational Management Strategy – detailing the operational management strategy to be adopted within the site.

Site Safety and Security - procedures to be implemented to ensure a sufficient level of site safety and security.

Servicing Strategy - information on the site wide strategies that are to be employed for waste management, deliveries and transport.

Appendix

2. Site Layout & Entrance Routes

The unit is to be split into two floors, the Level 1 entrance food hall and dining space and the upper floor bar and private hire spaces.

Level 1



Mezzanine



One main public entrance route will provide access to the unit off Water Street, with two ancillary exits and escape routes onto Water Street and New Quay Street respectively. A short stair rises up to the main food hall space due to the existing grade level on Water St. As this is an existing building with limited existing public access, wheelchair access to the bar area is provided via a platform lift adjacent to the stepped entrance.

Due to the prominent city centre location, it is expected that most customers will arrive via public transport or on foot. No facilities for car parking will be provided. It is expected that the majority of customers will access the unit via the main entrance doors positioned on Water Street, meaning that pedestrian activity will be focused on this location.

3. Operational Management Strategy

3.1 Overview

The following subheadings set out level by level how each of the spaces will operate as well as explaining the proposed use for each space.

3.2 Hours of Use

All businesses are required to open every day except for any closure dates, which will be announced in advance. All businesses must be open for trade during the core trading hours, this is the minimum requirement for all trading tenants within the site.

The proposed hours of operation for the unit are to be as follows:

	OPENING HOURS	CORE TRADING HOURS
Monday	08:00-01:00	11:30-18:30
Tuesday	08:00-01:00	11:30-18:30
Wednesday	08:00-01:00	11:30-18:30
Thursday	08:00-01:00	11:30-18:30
Friday	08:00-02:00	11:30-18:30
Saturday	08:00-02:00	11:30-18:30
Sunday	08:00-01:00	11:30-18:30

Terrace to close and be free of patrons by 23:00 Monday – Sunday (refer to Section 5.0 quiet dispersal policy)

On occasion hours will be extended for special events.

Last orders for alcohol will be made at:

	LAST ORDERS	SITE CLOSED
Monday	00:15	01:30
Tuesday	00:15	01:30
Wednesday	00:15	01:30
Thursday	00:15	01:30
Friday	01:15	02:30
Saturday	01:15	02:30
Sunday	00:15	01:30

After last orders a 45-minute drinking-up period will be allowed.

Last orders for food should be made at 00:00 allowing time for the customer to consume. Sessions will be closing the site from the times stated above and all customers will need to be off the premises once allocated drinking up time has passed.

On occasion hours will be extended for special events.

3.3 Staffing

It is imperative that all Sessions staff including retailers respect the premises and those around them. If a member of staff is seen to be acting in unruly conduct Centre Management will escalate their concerns to the Store Managers in the first instance, or the relevant Head Office personnel if necessary. In extreme cases of poor conduct the Centre may opt to exclude those concerned. In such cases we will advise tenants concerned.

Staff will be trained to provide high levels of hospitality, cleanliness, friendliness and security. Staff will receive the necessary health and safety training and will be regularly updated on the fire procedure for the building. Fire escape exits will be monitored by CCTV with associated recording equipment and will be subject to good building management checking procedures.

Below are several provisions that will be agreed with the operator in accordance with industry best practice:

- All staff will be trained to a high standard in F&B operating procedures and customer service.
- Staff will be trained to assist wheelchair users in the building.
- Staff will be regularly trained on the building fire procedure.
- No vehicle parking for staff will be provided on site. All staff members will be expected to arrive via public transport, on foot or on a bicycle.

3.4 Safety and 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 or event spaces. 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.
- Staff will be trained to reduce the risk of glasses and bottles being used as weapons and causing accidents. Management will ensure that glasses and bottles are collected on an on-going and frequent basis, make regular inspections for broken glass and clear 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 issues to make the identification and handling of incidents practicable.
- 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.
- All units will be secured by the tenant. Sessions will have a 24-hour security control through guards in daytime and remote access CCTV/ alarm systems during closed periods.
- External exit doors for the common demise will also be locked and are operated on a pin code keypad.
- The Security Contractor is will be confirmed in due course.

3.5 Theft of Personal Property

Management and security will be trained on property patrol measures to identify any unattended items and should the owner not be found to place them in the care of centre management.

All lost property enquiries to be logged and the nightly lost items recorded for traceability purposes.

Along with the customer details, the following details will be recorded in the process:

- 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/ suspicious behaviour?

- They will then be assisted to cancel cards/ phone contracts by the manager on duty

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.

At the end of the month when licensing sends through the list of property theft items, they will be matched against the lost property records to return items. The lost property log will be sent off to police at the end of each month to review the lost/claimed items held at Sessions.

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.

PIN Theft

- Train staff on 'protect your PIN'
- Instruct guests to cover their PIN
- Look for people watching machines
- Effective signage asking guests to cover their PIN (toilets and on bars)
- PIN guards to be ordered and installed on all chip and PIN units to shield the inputting of numbers

3.6 Exclusion of Weapons and Illicit Drugs

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

We will adhere to all licensing laws, recommendations and requests from GMP police and the Local Licensing Authority. We are happy to cooperate with the aforementioned groups, and grant access to the venue where appropriate. 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) amongst others.

- 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 Sessions to arrange 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 more risk to the security team and other people present should they try to do so. For example, if 15 guests approached the door and were aggressive, and one of them was found to be in possession of illicit drugs, it would not be prudent to apprehend him/ her and hold.
- 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 then pass on to the police, such as detailed description, accents, number of people and which direction they are now 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.

Search and Seizure Policy

All persons entering Sessions, Manchester may be subject to a search at any time.

- Signage will be prominently placed at the entrance and queuing area stating: ALL PERSONS ENTERING THIS VENUE MAY BE SUBJECT TO A SEARCH AT ANY TIME.
- Searching will consist of a physical pat down search and guests may be asked to empty their pockets.
- Electronic detection devices, such as wands may be used. This would be supplemented by a physical search where the device indicates.
- All bags will be opened and searched.
- All searches of customers will take place in a well-lit area clearly covered by CCTV.
- Searches will take place prior to any entrance fee payment.
- All searches will be same sex, i.e., male security to search male guests and female security to search female guests.
- Guests may be searched on entry and re-entry

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 of drugs found 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 the safety of staff).

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. Where found
3. Details of person finding and 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)

3.7 Public Safety

- A first aid box will be contained within each of the site event spaces and throughout the site. All staff are to be trained to know the location of the relevant first aid box.
- Regular safety checks to the site shall be carried out. Staff shall maintain an Incidents Log.

3.8 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.
- Tenants & Sessions staff will smoke building in the designated smoking area, not on the terraces or New Quay Street or Water Street entrances.

3.9 Noise Management Procedure

The operational noise limits are set out in the Acoustic Planning Report prepared by Sandy Brown. These limits set out the noise restrictions for units and once operational, the units will be required to adhere to these noise limits.

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:

- Manchester Marriott, Victoria and Albert – Hotel
- The Slate Yard – residential
- Premier Inn – Hotel
- Left Bank – Mixed use, residential

Management will regularly communicate with the appropriate staff members at the surrounding premises to ensure that the residential community surrounding the site is not disturbed.

- Amplified music will be restricted to certain volume 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.
- The site shall be cleared of litter during non-operational hours prior to opening and whilst spaces are in use.

3.10 Management of Outside Seating

An external seating area will be provided to allow customers to drink and dine in a pleasant al fresco environment.

- 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.
- All patrons to be clear of the terrace by 23.00 Monday - Sunday
- After 23.00, the furniture will be either stored inside the premises, or stacked and secured outside the premises.

3.11 Cleaning

Sessions uses a contractor to maintain the cleanliness of the site. The schedule of works includes the following:

- Removal of waste from the common demise
- Cleaning of tables
- Window cleaning of common areas
- Cleaning of toilets
- Degreasing floors and cleaning nightly with a schedule that includes scrubber drying of common floors including all internal areas and Sessions demise
- Jet washing of the external demise will be completed weekly or more regularly depending on dirt and grease build up. (Salt and grit will also be applied to these areas in the event of adverse weather conditions).

3.12 Pest Control

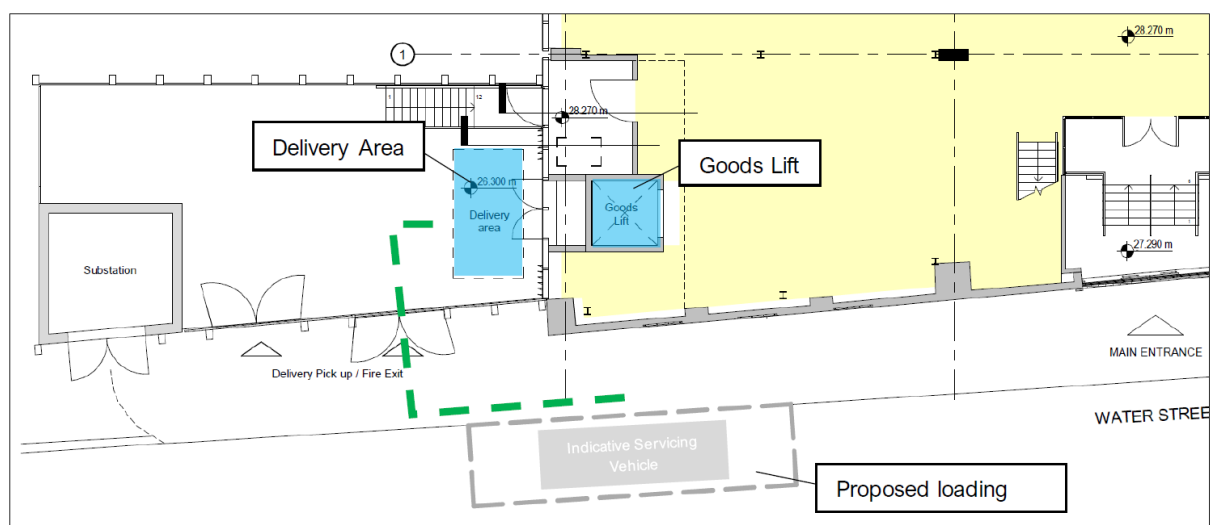
Sessions has set up an account with ECOLAB and will be providing pest control services in all communal areas and service areas.

3.13 Conclusion

The proposed operation has been carefully considered to ensure there is a positive impact upon the surrounding locality, and any disruption to neighboring residents and tenants is well managed and kept to a minimum. Staff will remain available for regular contact with local residents to ensure their views are considered. Both the building management and the operators will remain open to further suggestions to ensure the site is managed appropriately.

4. Servicing Strategy

Staff will use the service routes and loading bay on Water Street to carry out delivery, waste management and maintenance operations. The service area must be always kept clear except for incoming deliveries and waste collections. Pallets, kegs, CO2 canisters, or any other item must not be stored in this area. Access to the service area is restricted to staff and contractors only.



The forecasts are of light goods vehicles (LGVs) which are primarily vans (up to 7.5 tonnes) which will use the proposed loading bay. Many deliveries are coordinated with deliveries to other nearby premises and the waste operations can serve all the individual land uses within a building as well as

making multiple drops as vehicles move from one building to the next.

The forecast of service trips is based on knowledge of other Foodhall operations as well as experience of large restaurant operations. It is forecast that around 20 light goods vehicle deliveries and 4 heavy goods vehicle (+7.5T) deliveries would serve the Foodhall every day.

It is expected that most deliveries will be made by vans. Such deliveries would be made within 10 minutes before the vehicle would then move on. Refuse collections would also take around 10 minutes. Occasionally vehicles may stay for longer, say for 20 minutes and very occasionally such as those associated with maintenance activities may stay longer.

Both LGV and HGV movements generated by the site are not expected to occur during the typical AM and PM peak periods of 08:00-09:00 and 17:00-18:00 and would not present a material impact to the surrounding highway network.

Delivery Riders

Helmets must be removed before entering the building. Under no circumstances should vehicles be parked on Water Street. Access and egress to the building will be via the Water Street service area and into the dedicated delivery holding area.

5. Contact Details (to be updated)

SESSIONS, MANCHESTER: 2 WATER STREET, MANCHESTER, M3 4JQ

T: TBC- (HEAD OFFICE)

E: INFO@SESSIONSMARKET.CO.UK

M: TBC – Security 24hr mobile contact

MANAGEMENT TEAM

XXX General Manager XXX xxx@sessionsmarket.co.uk

XXX AGM XXX xxx@sessionsmarket.co.uk

XXX AGM XXX xxx@sessionsmarket.co.uk

XXX Events Manager XXX xxx@sessionsmarket.co.uk