

NEW CENTURY

OPERATIONAL MANAGEMENT PLAN

COFFEE POD

V1. May 2022

INTRO

The Coffee Pod will be a multi-functional space operating as a Coffee Pod serving food & drinks during normal business hours, then when events are taking place within New Century Hall the space will be used as a cloak room & ticketing check-in for guests.

The Coffee Pod is a space for people to grab a coffee or something to eat in conjunction with New Century Kitchen. There will be grab and go sandwiches, coffee, juices and other soft drinks available. The coffee pod operation will be available for passing customers through the walkway in between New Century House & New Century. A queuing system will be put into place with the intention of managing customers who are ordering from the hatch points for grab and go. The pod will be managed by three team members, moving to four during busier periods.

On event nights only, the Coffee Pod will be used as a cloak room & a ticket check-in desk for guests attending events in New Century Hall. This will be managed by our in-house events team with two team members managing this operation throughout the duration of the event.

OPENING TIMES

COFFEE POD

Serving Food & Drinks

Monday-Sunday 7am till 5pm

Public access would only be available via the hatch, ie. no access to internal areas of the building for security until 8am when the building becomes operational.

CLOAK ROOM & TICKETING

6pm until 3am (event nights only)

HEALTH & SAFETY

1. There will be first aid trained members of staff
2. A Fire Risk Assessment will be carried out by New Century Hall. We intend to operate within the guidelines of this risk assessment
3. We will have both an accident and RIDDOR book on site, kept in a secure place
4. Incidents will be recorded by the management team
5. Pest control contract will be in place for the whole operation of New Century
6. CCTV will be in operation on both the internal and external areas of the coffee pod
7. The queuing system will be put into place using pedestrian barriers, which will be placed leaving a minimum width to ensure pedestrians can easily access the walkway. Providing adequate space for prams & people with accessibility needs (wheelchairs). Security will patrol the queue to help manage and keep secure. This arrangement will be put into place night or day when New Century Hall is hosting events to ensure queuing will not cause any disruption to the public realm & surrounding areas. Once the event is finished these barriers will be removed & stored securely inside New Century.

The security at New Century will be present until the very end of the operation, when all guests have left the venue and the doors are closed. Up until this point, there should be a direct response to any reports of illicit activity in the immediate vicinity. There should be at least one manager trained in the use of CCTV present on site at all times. Any illicit activity should be reported to 999 if an emergency, or 101.

EVACUATION POINTS

1. Our staff evacuation point will be the exit directly next to the entrance to the pod

STORAGE & BIN USE

1. We will be using the main bin store for New Century
2. We will be responsible for all waste removal
3. The coffee pod will not exceed the requirements/bin capacities set out within our already agreed waste management strategy.

Venue and Food Hall (F&B use)
General Waste - 10 x 1100l
Pulpable Recycling - 6 x 1100l
Mixed Recycling - 3 x 1100l
Food Waste - 2 x 1100l
Industrial Waste - n/a

CLEANING SCHEDULE

The area will be maintained by New Century Kitchen staff to ensure that it is kept clean, tidy and respectable internally and externally. Any waste will be disposed of correctly, at regular intervals.

WELFARE FACILITIES

1. Toilets are situated in New Century Kitchen. These facilities will have soap and a means for drying hands.
2. There is a supply of clean drinking water available on site.