

ST. JOHN'S

{MANCHESTER}

# BONDED WAREHOUSE OPERATIONAL MANAGEMENT PLAN

Property: Bonded Warehouse, St John's

Date: April 2018 (updated July 2020)



ALLIED LONDON

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## 1.0 Introduction

This Operational Management Plan has been prepared by Manchester Quays Limited in consultation with All+ Management and the Allied London design team. All+ Management will be appointed to manage the Bonded Warehouse, continuing the role that they undertake successfully at Spinningfields and St John's.

The Bonded Warehouse is an iconic building set within the St. John's neighborhood of Manchester City Centre. The building was originally constructed as a bonded goods warehouse with a railway line passing directly into the building for secure movement and storage. The vision is to retain much of the heritage architecture and aesthetic design but to bring the building back into modern use. The Bonded Warehouse will become recognized as a place for enterprise, creativity and innovative working, with a variety of different spaces to suit collaborative working, start-ups and established businesses.

This document details the management procedures that will be implemented at the Bonded Warehouse. These management procedures target the effective day to day running of the building whilst at the same time ensuring no amenity or other impacts occur. The guidelines set out within this document are to be adhered to by all tenants occupying floorspace within the building.

## 2.0 Refurbishment Proposals

It is proposed that there will be office use across levels 2, 3 & 6 to continue the reactivation of the Bonded Warehouse.

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## 3.0 Transport

The building is situated in a highly sustainable location with connection to a range of public transport links. Bus, rail, Metroshuttle and Metrolink services are all within walking distance of the Bonded Warehouse. There will be no car parking on site. However, several multi storey car parks surround the site.

The building will be accessed via either Grape Street or the access road which runs between the Bonded Warehouse and the Stage 2 building. Throughout the ongoing development of St Johns, access routes may be diverted, altered or closed off for short periods of time. This will necessitate the need to implement temporary pedestrian crossings. All+ Management will work closely with the site wide St John's team to devise appropriate plans to ensure the safety of all visitors and tenants to the building. A trained supervisor will be positioned at points where tenants/visitors may be required to use temporary pedestrian crossings.

## 4.0 Access & Entrance Routes

The main building reception lobby is situated on Level 3. Access to the reception is via the double doors positioned off the access road which runs between Bonded Warehouse and the Stage 2 building. This entrance has existing ramped access from the east façade via a second internal door. A DDA compliant access is through the provision of an entry door push button, the internal lobby and access lift via Grape Street. Two tenant elevators are situated within the reception to provide vertical access to all levels of the building.

Public access to the level 2 is via the individual entrance doors positioned off Grape Street. These entrance routes have use of a DDA compliant platform lift.

The main goods entrance is positioned on the east elevation at level 2. A loading zone marked out on Grape Street will provide for the safe vehicle drop off and collection of goods. A secondary goods entrance will be provided via the west most door on the Grape Street elevation at Level 1. The tenant goods lift then provides vertical movement of goods between levels 1 to 6.

## 5.0 General Management Strategy

All+ Management will be appointed to manage the Bonded Warehouse. All+ Management have a successful track record of operating mixed-use buildings within the city centre. The following sub headings outline the main procedures to be adopted for the successful general management of the Bonded Warehouse.

### 5.1 Staffing

The building will operate with a management team on site. All staff are trained to a high standard in operating procedures and customer service. The level 3 reception lobby will be manned by a concierge throughout the working day. The concierge services include greeting visitors, accepting deliveries and co-ordinating maintenance operations.

All+ Management employ the appropriate level of security to supervise the building. Security staff monitor key building entrances throughout the day. A 24-hour security monitoring hub (including CCTV screening) is to be located on Level 1 of the building.

Management staff are updated regularly on health & safety and fire procedures. Fire escapes are monitored by CCTV cameras and are subject to good building management checking procedures.

### 5.2 Deliveries

Generally: deliveries to the site come by foot or cycle messenger, car, van or small trucks. All deliveries to the site occur throughout the business day, generally between 7:30 to 20:00 (Monday to Saturday) and 10:00 to 18:00 (Sunday).

The majority of deliveries to the Bonded Warehouse are made for the following reasons:

- Mail deliveries
- Food and Beverages deliveries
- Retail Items

Mail and small parcel deliveries are accepted by the level 3 reception concierge. Deliveries of larger goods and services to the site are completed via the Level 2 goods entrance positioned on the east elevation. Goods are taken to the relevant tenant unit via the building's circulation routes and elevators. Delivery operations through key tenant building entrances are restricted to a minimum.

### 5.3 Servicing & Waste Management

For detailed information concerning the Bonded Warehouse waste & servicing strategy, please refer to the report prepared by Vectos North Ltd. which accompanies this application.

### 5.4 Smoking Policy

Designated smoking areas will be provided for those tenants of the premises who wish to smoke. The approximate locations of these smoking areas are identified within the appendix.

CCTV cameras will be positioned to monitor designated smoking areas 24 hours a day.

### 5.5 Cleaning Provisions

Common areas such as the level 3 reception lobby and shared tenant corridors are subject to regular cleaning on a daily basis. Public WC's are cleaned on a regular basis to aid hygiene and ensure an attractive environment is maintained.

Communal waste bins are collected on a regular timetable, prior to waste collection times.

Cleaning equipment shall be stored in the designated storage cupboards located across the building.

### 5.6 Health & Safety

A first aid box are located within the Level 3 reception. Building management staff are trained to know the location of this first aid box.

Regular building safety checks are carried out by the management staff. Safety checks include inspecting means of egress, fire protection systems, electrical appliances and general safety considerations.

## 6.0 Event Management Strategy

Small scale events will at certain times be held within the Level 3 co-work office. The typical type of events that could be held within the space will include but not be limited to:

- Exhibitions
- Panel discussions
- Seminars
- Networking events

Events will be advertised privately, online and via various social media outlets.

### 6.1 Event Access

Patrons who attend the Bonded Warehouse for a scheduled event will access the building via the level 3 reception. An entrance off the reception lobby will provide access to the co-working office.

### 6.2 Hours of Use

To accommodate the full range of potential events, the proposed hours of operation for events are as follows:

- 07:00 to 03:00 (Monday to Saturday)
- 09:00 to 23:00 (Sunday)

### 6.3 Noise Management Procedure

Event organisers will be required to adhere to the recommended noise limits that are set out in the acoustic planning requirements.

Management staff will regularly communicate with building tenants to ensure that disturbance is prevented during event periods.

### 6.4 General Event Management

Due to the size and nature of the proposed events to be held, it is unlikely that a queue management procedure will need to be applied. The majority of events will be controlled by invite only guest lists or via tickets obtained from registered online sites such as 'Eventbrite.' Sensible occupancy limits will be determined according to the nature of the specific event. Age restricted access will be determined by the nature of the event. The following measures will be implemented to ensure sufficient site safety and security during events:

- A full CCTV system is maintained and operated at the building with cameras positioned both internally and externally around the site.

- Recorded CCTV images are maintained and stored (by the on-site security team) for a period of 28 days.
- The appropriate amount of entrance staff will be in place depending on the type of event being held.
- Any person who appears to be intoxicated or who is behaving in a disorderly manner will not be allowed entry to the premises.
- Staff are trained to adopt a zero-tolerance policy towards illegal drugs within the premises.

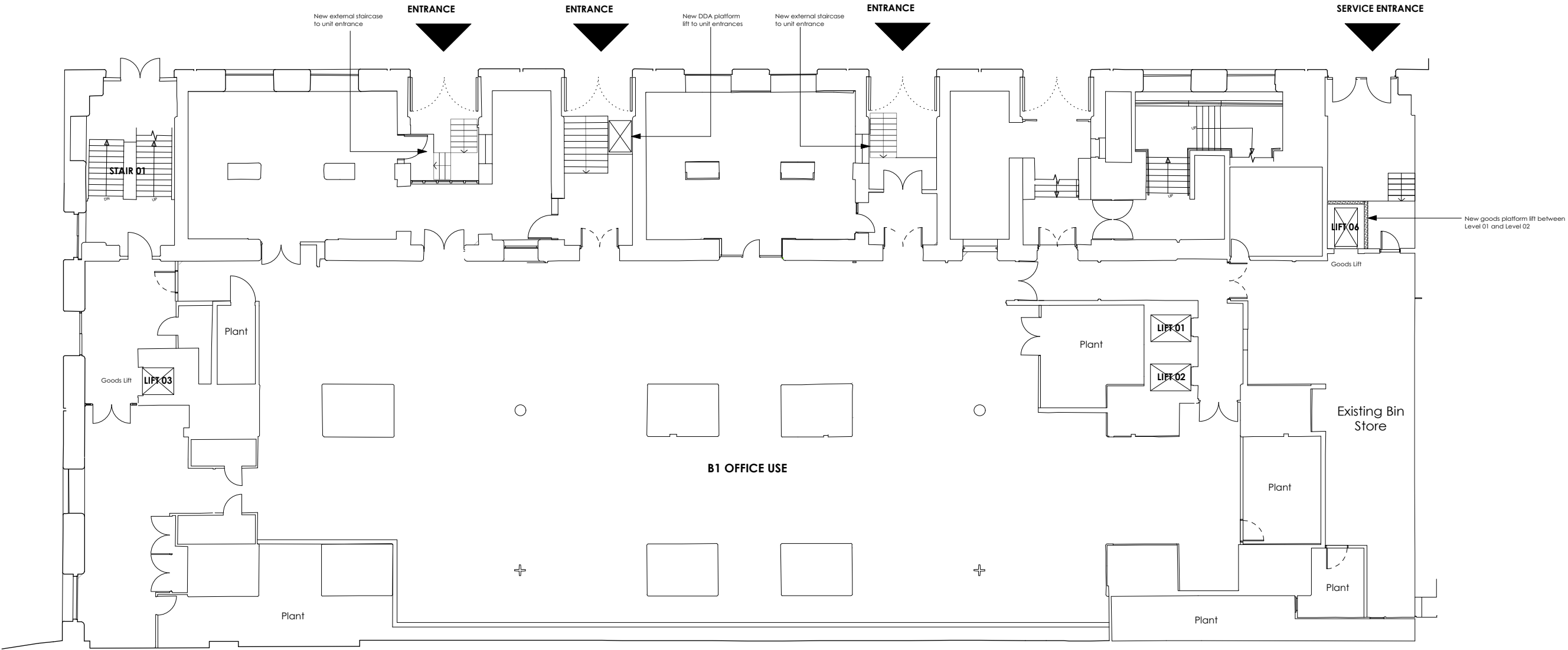
## 7.0 Summary

- All+ Management have a good track record of operating mixed-use buildings within the city centre.
- The mixed-use venue has been carefully configured to support the efficient servicing and operation of building tenants whilst causing minimal disturbance to neighbouring properties.
- Manchester Quays Limited together with All+ Management are to manage the building in a professional and controlled manner but remain open to further suggestions to ensure the premises are managed appropriately.

## 8.0 Appendix

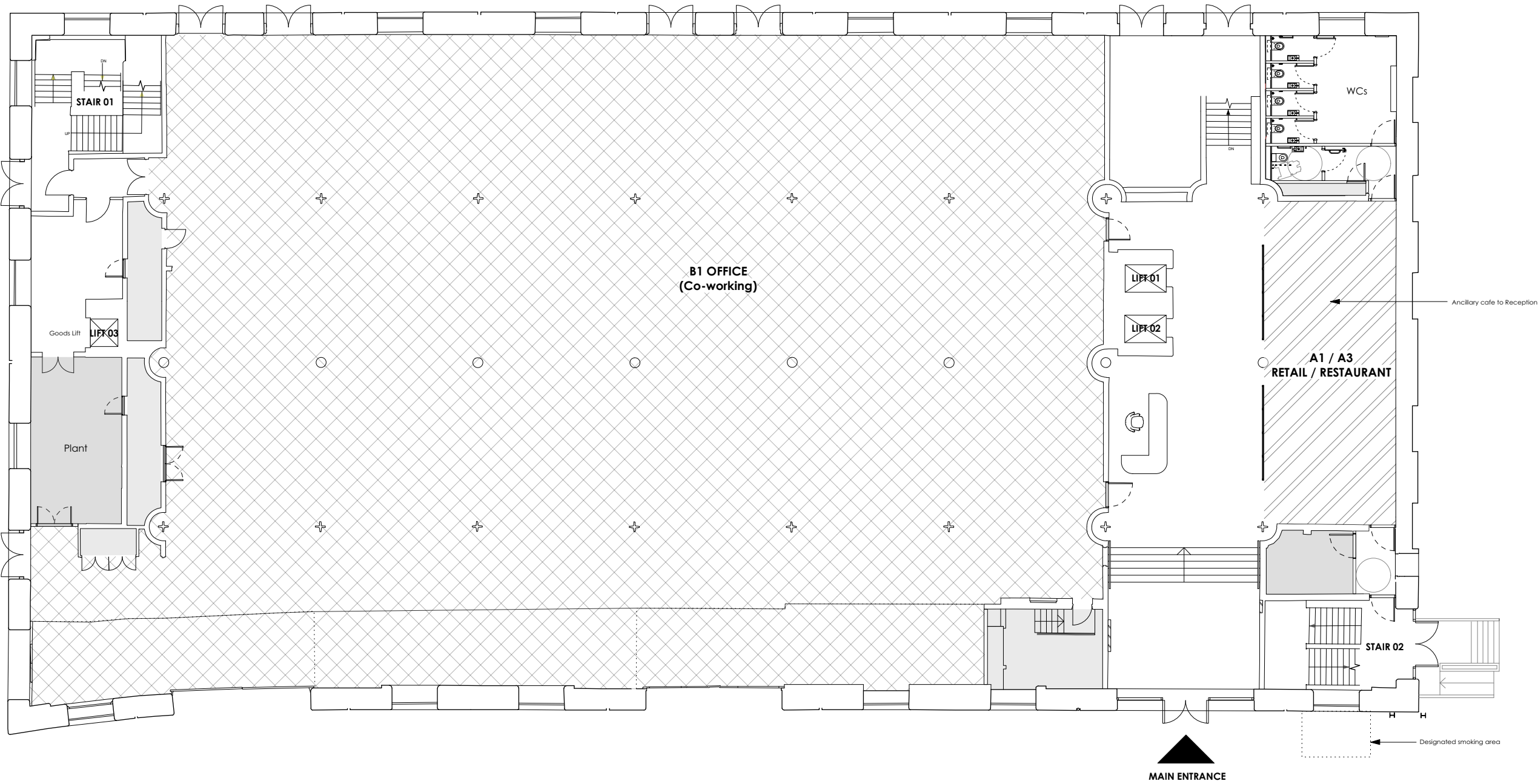
### *Accommodation Floorplans*

G R A P E S T R E E T



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|  | DRAWING<br><i>Proposed Level Two Plan</i> |  | <br><b>B1 OFFICE (EXISTING USE CLASS)</b><br><br><br><b>B2/A4 - GENERAL INDUSTRY / DRINKING ESTABLISHMENT</b><br><br><br><b>B2 - GENERAL INDUSTRY</b> | <br><b>D2 - LEISURE</b><br><br><br><b>A1/A3 - RETAIL / RESTAURANT</b> |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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GRAPE STREET



DRAWING

*Proposed Level Three Plan*

SCALE

1:200 @ A3

PROJECT NUMBER

001/17

DATE

Sept 2017

DRAWING STATUS

Information

DWG No.

BW-PL-GA-03

REVISION

P1

**B1 OFFICE (EXISTING USE CLASS)**

**B2/A4 - GENERAL INDUSTRY / DRINKING ESTABLISHMENT**

**B2 - GENERAL INDUSTRY**

**D2 - LEISURE**

**A1/A3 - RETAIL / RESTAURANT**

P1

Issued for Change of Use Application

16.04.18

STATUS

REVISION

DATE

GENERAL NOTES:

All dimensions to be checked on site prior to commencement of any works, and/or preparation of any shop drawings. Sizes of and dimensions to any structural elements are indicative only. See structural engineers drawings for actual sizes / dimensions.

Sizes of and dimensions to any service elements are indicative only. See service engineers drawings for actual sizes and dimensions.

This drawing to be read in conjunction with all other Architect's drawings, specifications and other Consultants' information. All proprietary systems shown on this drawing are to be installed strictly in accordance with the Manufacturer/Suppliers recommended details.

Any discrepancies between information shown on this drawing and any other contract information or manufacturer/suppliers recommendations is to be brought to the attention of the Architect.

**DO NOT SCALE FROM THIS DRAWING.**