NOMA
2 Angel Square
Operational Management Strategy

Andrew Lloyd on behalf of Workman Facilities Management Limited

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1. WHAT IS THE OPERATIONAL STRATEGY FOR?

This Operational Strategy for 2 Angel Square has been prepared to provide a high level summary concerning how Workman Facilities Management Limited (WFM) and Workman LLP anticipate resourcing and implementing both the Building Management and Public Realm Strategy and Services.

2. MANAGEMENT STRUCTURE

It is anticipated that a dedicated on-site Building Manager and Team will manage the day to day operational services on behalf of NOMA Limited Partnership and NOMA Estate Management Limited for the Building and Public Realm respectively. This service will be underpinned by the Workman LLP Property Management Team which will implement all RICS associated pre-requisites and best practice.

Workman LLP

NOMA Property Manager

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Workman Facilities Management (WFM)

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NOMA Estates Facilities Manager

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NOMA Assistant Estates Facilities Manager

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2 Angel Square Building Manager

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Front of House Representative

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Workman Approved Service Providers

Several Workman Approved Service Providers will be contracted to perform a variety of common area duties including but not limited to Front of House/Concierge for the multi-tenanted Office space; security for both the Building and the Public Realm; M&E maintenance; cleaning; lift maintenance; window cleaning; landscaping; planned PPM and reactive repair; waste management; Event Management; environmental and energy management. All services and

maintenance activities will be monitored by WFM for compliance with all relevant statutory and best practice Health & Safety requirements.

WFM and Workman LLP will aim to provide all occupants, users of the Estate and the larger NOMA neighbourhood with a responsive, considerate and effective service to ensure that everyones' expectations are met whenever possible.

3. BUILDING MANAGEMENT PLAN – OFFICE SPACE

The BMP/Tenant Handbook will be available in digital format and information relayed via a 'Smart Spaces' App. It will contain useful factual information and details of the operation of the Building. Its principal objectives are to: -

a) Ensure the efficient running of the Building in compliance with all relevant health, safety and other statutory requirements;

b) Minimise any disruption or annoyance to occupiers and users of the Building and;

c) Ensure that anyone using the Building experiences a rewarding and productive working environment.

Changes to the Building Management Plan

The BMP may be updated from time to time. Changes to it will be notified via the App. The Landlord reserves the right to amend the services and procedures set out in this BMP.

Access To The Building

Access/Security

The reception desk will be manned by a specialist Front Of House Service Provider from 08.00hrs until 18.00hrs Monday to Friday. Outside these core hours the Building will be manned by a Security Guard and ~~remotely~~ monitored internally and externally by CCTV. Door access video/intercoms will be utilised and a specialist QR App entry system will also be available.

An intruder alarm system will be installed to key external points of access. If activated this will raise the alarm to the Front Desk/Security Guard.

Visitors

All visitors entering the Building will be required to sign in electronically at the reception desk or be sent a Smart Spaces remote QR code App by the Tenant. The Smart Spaces App has full occupancy management capability for both Tenants and visitors with the latter being issued with personalised visitor passes to be returned to the Reception desk upon departure.

Visitors who arrive unannounced will not be permitted access to the Building pending tenant confirmation. To minimise delay tenants may advise the reception desk of intended visitors in advance using the Smart Spaces App.

The visitor passes will have details of the Building Health & Safety and Fire/Emergency procedures printed on the reverse.

Health, Wellbeing & Welfare Facilities

Common area washroom facilities and showers together with disabled persons' facilities will be available.

A cycle hub facility will have dedicated showers, lockers, a drying room and repair facilities with the ability to hire bicycles both traditional and electric. This facility will assist with the implementation of the Green Travel Plan and in achieving an 'Active Score' Platinum rating of 100%

A coffee shop/food outlet operation will be based on part of the Ground Floor of the Building and will be operated by an outsourced supplier for the use of Building users with the intention being to serve healthy, low sugar, locally sourced products. A self service drinks amenity will be located within the Reception Business Lounge area for the sole use of Building tenants and their visitors.

The Business Lounge will be managed by the Front of House Service Provider and will boast free wi-fi; comfortable seating; work stations; complimentary newspapers; interactive digital screens; usb points etc.

It would also be Workman's intention to introduce and develop Health & Wellbeing initiatives such as Fitwell as a service and amenities available to all tenants and to showcase this in the Business Lounge areas. In addition motivational signage will be employed to encourage use of the stairs rather than the lifts.

Biophilia and the introduction of planting schemes in the common areas will also play its part in the wellbeing ambience.

There will be a requirement for 100% green energy with REFO certification and the control of the office heating, ventilation and cooling will be dictated by Design for Performance criteria underpinned by an annual NABERS UK accreditation rating.

Environmental and Social Governance considerations will be at the forefront of not only the Building's benefit but that of the planet as a whole.

Deliveries & Couriers

All couriers and deliveries should present themselves at the intercom at the access controlled and CCTV monitored Goods/Loading Bay area on the Lower Ground floor. For security reasons couriers will be asked to remove any crash helmets or other headgear that hides facial features.

The intercom will be linked to Reception who will in turn contact the tenant to inform them about their delivery.

Tenants will be contacted by phone to either collect and sign for deliveries at the Goods area or authorise the courier to deliver to the floor.

Note: The reception staff have instructions not to sign for deliveries.

Please refer to Section 10 for further details regarding deliveries and collections

Parking

A number of dedicated tenant and visitor spaces will be available in a Lower Ground enclosed area and allocated to each occupier if required based on a percentage of floor area occupied. The car park will be accessed via a Smart Spaces app activated pass or by video intercom link. It will be patrolled by Security Officers in addition to benefitting from CCTV monitoring.

There will be an appropriate number of EV charging points within the car park. These will be allocated on demand and remain a separate agreement outside the Lease with the cost being re-charged to the Tenant.

Emergencies

In case of emergency contact Front of House or the out of hours Security Guard.

Dependent on the nature of the emergency and its urgency reference should also be made to Workman's Incident Management Plan on the Smart Spaces system in the Tenant Handbook section.

In the event of an accident in the common parts of the Building the incident should be reported to the Building Management Team in addition to the completion of the tenant's own reporting procedures.

Fire Precautions

The responsibility for safety from fire relies on all occupiers and strict adherence to the rules is important. Being prepared for an emergency is the best defence.

The Landlord's Fire Safety Evacuation Plan will be incorporated into Workman's Incident Management Plan in the Foreseeable Risks section of the Tenant Handbook available to view on the digital app. However, please see the overview below.

Visitors' passes also detail procedures, please ensure that visitors comply with these procedures, particularly the means of escape.

Disabled persons
It is important that Front of House is notified by the tenant (preferably in advance) if there are disabled persons in the Building so that appropriate arrangements can be made to suit their circumstances.

Fire Procedures

It is important for all staff to be aware of the correct action to take if a fire occurs. The following procedures should be noted carefully.

Evacuation of Building

On the sounding of the alarm all staff should cease their duties and together with other available staff, should inform visitors that an emergency has arisen and request them to immediately leave the building by the nearest available exit.

In addition, Fire Action Notices are affixed at all exits and adjacent to all break-glass points.

Designated Fire Wardens should assist with the supervision of the evacuation and ensure that all parts of their relevant floors and toilets have been evacuated.

All staff should assemble at the Assembly Point indicated on the fire instructions, this being the Public Realm Phase 1.

All doors should be kept closed.

All electrical and gas appliances should be turned off.

Bomb Procedures – refer to Incident Management Plan but overview below.

Searches of Bags and Packages

There may be occasions when searches of bags and packages carried on to the premises will be made. We would request that everyone co-operate with the requirement as it is intended for everyone's safety.

No unattended suitcases or briefcases are to be left in the reception area or in any of the common areas.

Bomb Alerts

In the event of a bomb threat, tenants will be notified by the Building Manager/ Building Security and will be instructed to act in accordance with Police advice given.

Medical Emergencies

It is the responsibility of each tenant to satisfy the requirements of the Health & Safety (First Aid) Regulations 1981 in respect of properly trained first aid personnel, first aid boxes and record keeping.

If it is necessary to summon an ambulance by dialling 999 the Building Reception should also be advised (XXXX XXX XXXX) so that they can direct the ambulance crew on their arrival.

No Smoking Policy

This is a NO SMOKING building. For the avoidance of doubt this includes reception, atrium, and external areas adjacent to the building entrances, the stairs, lift lobbies, toilet areas and all tenant areas.

Tenants should instruct their staff not to smoke immediately outside the entrances to the building. The building reception/security staff have instructions to ask anyone smoking immediately outside to move away.

Cleaning & Refuse Collection

Cleaning

The landlord arranges for the cleaning of all the internal and external common areas to include the main reception, atrium, lifts, lift lobbies, stairs and washrooms, car park, Public Realm and Building fabric. Any issues should be referred to the building management team immediately.

The landlord also arranges external window cleaning six times per annum and the cleaning of glazed lower level Common Area features on a monthly basis. In addition, cleaning service providers will be tasked with cleaning certain high traffic area glazed features on a daily basis.

Tenants are responsible for the cleaning of the demised areas including the internal side of the windows within their demised areas.

Refuse Collection

A refuse area is situated in the lower ground level of the Building. Any refuse generated by occupiers should be taken to the refuse area by the occupiers own cleaning contractor/staff. No rubbish is to be left in the refuse store over the weekend period.

Occupiers waste should be placed in the refuse store by no later than 07:30 am. Only normal daily office refuse should be taken to the refuse store. For major office cleanouts tenants should make provision for the refuse to be dealt with separately.

It is the Tenant's responsibility under the Environmental Protection Act 1990, Section 34, Code of Practice (Duty of Care), to ensure that all waste leaving their premises is securely sealed in bags/containers. Any items such as chemical containers, medical waste, electrical equipment etc. that are not 'mixed office waste' should be removed by you're their own assigned contractor.

Occupiers should ensure that any cleaners appointed directly by them are made aware of the Code of Practice.

Workman will put in place a refuse collection service with one of its Approved Service Providers. This service will consist of three collections per week, Monday to Friday.

Recycling

We aim to operate a recycling scheme at the property with the aim being to recycle as much refuse as possible.

In order to assist with the recycling process, tenants are requested not to use black bags, green bags should be used for kitchen waste (banana skins, teabags, leftover food etc) and clear bags for mixed recycling (paper, plastic bottles and cans). Further information will be issued at a later date.

Reporting Of Maintenance Issues

All issues concerning Common Area shared services or Landlord managed plant should be reported via Workman's on line (or phone) Helpdesk facility. The Helpdesk will provide feedback to the Building Manager and job completion status. The Smart Spaces App may also form part of this reporting procedure.

Contractor Management

All WFM appointed contractors are pre-vetted by the Safe Contractor association and are obliged to carry a minimum of £10,000,000 Public Liability and Employer Liability insurance cover. Suitable Risk Assessments and Method Statements are sought and reviewed by WFM.

Permit Procedure

These apply to contractors attending site, when dealing with the common areas, Landlord's plant in tenant's accommodation or any tenant proposed works affecting the functioning or safety of the Building. Permits to work are issued from the Building Management Team. Method statements and risk assessments must be submitted at least 5 working days in advance, and first approved by the Building Manager and/or any technical adviser.

Contractors working without a valid permit will be asked to leave site immediately.

Drilling and other noisy work is not permitted between 08:00 and 18:00 hrs Monday to Friday. This sort of work should be carried out in the evening or early morning with the prior approval of the Building Manager.

Tenant Works

Tenants are responsible for their own contractor management within their demised space. The Lease Agreement dictates the parameters of scope of works and whether Landlord consent is required in terms of a Licence to Alteration.

Any project works to be undertaken by occupiers should be undertaken in line with the Tenant Fit-Out guide issued by the Landlord and prior to commencing works, all contractors should have a site induction with the Building Management Team.

The Tenant Handbook/Building Management Plan will also provide guidance and will refer to tenants' Repairing and Maintenance covenant obligations in the Lease as well as time scales for review and notice periods for commencement, issuing of Permits to Work etc.

HEALTH & SAFETY

Workman Health and Safety Policy

Workman's Management Team will carry out monthly property inspections.

Workman will also employ external H&S Consultants to carry out Risk Assessments to the Landlord's Common Areas.

All processes will be undertaken in line with Workman's Health & Safety Policy and Procedures.

Each Tenant is legally bound by the Lease to adhere to all relevant H&S Regulations.

4. COMMERCIAL RETAIL OPERATIONAL MANAGEMENT STRATEGY

Introduction

This document is prepared to support the proposals to provide Retail & Leisure/Food & Beverage occupational categories at 2 Angel Square, NOMA, Manchester.

Policies

Premises' Operating Schedule

The operating times for the commercial retail units are not yet fully defined and it is proposed that these would be agreed via a suitably worded condition to be discharge prior to occupation of each retail unit. The hours may differ dependent on precise occupier profile. At all times operations will be in accordance with all relevant legislation and Local Authority requirements. This will be underlined in the Occupational Leases between NOMA and the tenants.

Queue Management Policy

Due to the relaxed and welcoming nature of the proposed operations we do not anticipate regular queues outside of the premises. However, certain events or activities may require a queue management system. On such occasions the following policy will be adhered to;

- An appropriate level of tenant staff will be on hand to steward the queue
- Signage displaying conditions of entry will be clearly displayed
- Rope and post will be used to ensure that the queue is controlled and not blocking emergency exits or blue routes.

Dispersal Policy

A dispersal policy shall be implemented and adhered to;

- Staff and door staff (when employed) shall assist in the dispersal of customers and visitors as they exit the site
- Customers and visitors will be asked to keep noise to a minimum as they depart
- Notices at exits shall remind customers and visitors to leave quietly
- A telephone number of a taxi company will be kept behind the bar.

Music Policy

A music policy shall be implemented and adhered to;

- Recorded background music will be played in some internal areas.
- All music will be played at an appropriate volume in line with the Acoustic Assessment submitted as part of this application. No amplified music will be played outside.

Outside Seating Policy

Workman and its tenants will regulate any impact this has on cleaning and security, liaising with the maintenance and management team to ensure the estate is kept safe, clean and tidy.

Demised Areas

- The hours of use of the external seating areas and terraces will be agreed through the use of

an appropriately worded condition.

- No other spaces may be utilised for external seating, without prior consent from the landlord. No extensions or additions will be allowed to the external terraces without prior consent from the landlord.

Daily Opening Procedures

The tenant must ensure that all external terrace areas are set and 'ready for business' at least 30 minutes before the unit opens for business. Ready for business will require the following:

- Tables and chairs positioned in the correct locations within the external terrace demise.
- Tables should be set up correctly but without cutlery, crockery and glassware.
- Should tenants wish to set the tables with cutlery, crockery and glassware, then the external terraces must be staffed at all times.
- Parasols should be opened and checked for cleanliness and condition.
- Floors within the demised external terraces must be cleaned and free from debris.
- Signage to be cleaned and positioned correctly. No handwritten signage of A-Boards will be permitted.
- Screens should be clean and free from spillages or marks.

During Opening Hours

The external terraces will be the 'Shop-Window', not only of the unit but of the Estate as a whole. The tenant must ensure that the part of the external terraces, which comprise their demised area, is adequately staffed and maintained throughout the trading day.

- The tenant must ensure that sufficient dedicated service staff are present in the external terrace areas at all times throughout the trading day.
- Tables must, where possible, be cleaned and re-set within 5 minutes of becoming vacated.
- Floor areas must be kept free from debris and spillages throughout the trading day.

Daily Closing Procedures

Tenants must not commence closing down procedures until the unit closes. The daily closing procedure should comprise the following:

- Parasols to be checked for cleanliness and condition before being lowered and secured.
- Table tops, chairs, planters and the floor are to be cleaned thoroughly.
- All loose furniture is to be taken inside the unit for safe keeping during all non-trading hours.
- Screens and signage should be cleaned daily and will remain in the public domain overnight.

Vertical Drinking

Consumption of alcohol outside should only be by seated customers in outdoor seating areas. The Premises must be licensed. No vertical drinking is permitted externally on the estate.

Branding & Signage

All branding, advertising and signage either within the outside seating area or externally visible must be approved by the Landlord and SMC and must not display any other company name or logo.

Wet / Windy / Winter Weather Conditions

In the event of wet or extreme windy weather that will prevent the use of external terraces, the tenant must ensure that the following tenant procedures are applied. External terraces should be prepared for normal opening hours with the following changed:

Wet Weather

- Parasols should be raised with furniture set as if ready for normal trade.
- Tables should be left clean and clear of debris, but not set for service.

Windy Weather

- Parasols should be left down.
- Tables should be left clean and clear of debris, but not set for service.
- Windbreakers (if fabric) are to be unclipped.
- All loose furniture is to be stacked away as appropriate.

Winter Weather

- During the winter months, when it is impractical and uneconomic to operate the external terraces, the furniture and all materials may be removed and placed in an appropriate secure storage facility off site, upon agreement with the landlord.
- All tenants will re-populate and de-populate the external terraces at the same time, again agreed with the Landlord.

Smoking

- Each commercial retail tenant will decide their smoking policy for their external ground floor terrace. No smoking will be permitted within demised office space terraces.
- If the commercial retail tenant decides to operate a 'no smoking' policy, then this must be appropriately policed and managed.
- If the tenant permits customers to smoke, then additional checks must be done to ensure that external terraces are clear from all smoking debris, including cigarette butts and

packets.

- All external tables must be provided with a designated ashtray if smoking is allowed. Used ashtrays must be removed as customers depart and replaced with a clean ashtray for new customers.
- Debris from smoking will be placed in a non-combustible container, not disposed of in a standard refuse container.
- All smoking within outside seating areas must comply with current legislation (Smoke Free Legislations 2007). Smoking is not permissible in 'Substantially Enclosed Spaces' which Manchester City Council define as 'Premises are considered 'substantially enclosed' if they have a ceiling or roof, but have an opening in the walls, which is less than half the total area of the walls.

Security Operating Schedule

The Prevention of Crime & Disorder

A digital hard drive CCTV system is to be in operation to cover internal and external areas of the premises, and any area where customers have legitimate access must be sufficiently illuminated for the purposes of CCTV.

All CCTV recorded images will have sufficient clarity/quality/definition to enable facial recognition.

CCTV will be kept in an unedited format for a period of 28 days, and any DVDs subsequently produced will be in a format so it can be played back on a standard personal computer or standard DVD player.

Any person left in charge of the premises must be trained in the use of any such CCTV equipment and able to produce/download/burn CCTV images upon request by a person from a responsible authority.

CCTV will be maintained on a regular basis and kept in good working order. CCTV maintenance records to be kept and details of contractor used and work carried out to be recorded.

Plans indicating the position of CCTV cameras to be submitted to be lodged with City Centre Safe.

Where the recording is on a removable medium (i.e. videotape, compact disc, flash card etc.) a secure storage system to store those recording mediums shall be provided.

All training will be documented.

A refusals book will be kept at the premises and this will be checked each week by either the premises license holder or the DPS. The aim of the check is to ensure that staff are accurately recording refusals.

The refusals book will be open to inspection by appropriate officers of Manchester City Council who provides identification to staff or by uniformed officers of GMP.

The need for SIA registered door security will be risk assessed on a regular basis by the premises license holder or DPS and door staff will be employed when and where the risk assessment deems this appropriate.

Management and staff shall ensure that persons leaving the licensed premises conduct themselves in an orderly manner and do not in any way cause annoyance to residents or persons passing by.

Before any externally promoted event the DPS is to contact the City Safe Office at the local Police Station at least 28 days prior to the event so that it can be properly risk assessed.

Any person who tries to gain entry to the premises who is involved in disorderly conduct or anti-social behavior outside the premises will not be permitted entry to the premises. The premises license holder shall ensure that any persons in the premises who are involved in disorderly conduct or anti-social behavior inside the premises shall be removed from the premises.

No open containers of alcohol shall be removed from the premises, save for the external beer garden to the rear of the premises.

Public Safety

- A daily safety check shall be carried out at the premises before it opens each day.
- A first aid box shall be made available to staff and customers who may require it.
- All staff will be trained in the evacuation procedure in the case of a fire and/or other emergency. Public liability insurance shall be maintained for the premises.
- An accident book shall be kept on the premises and all accidents, irrelevant of severity, shall be logged by the DPS.
- Toilets shall be kept clean and well maintained.
- The premises and surrounding area shall be kept clean and tidy.

The Prevention of Public Nuisance

Contact numbers of the DPS to be made available to any local residents if required.

Signs shall be displayed at the exits from the premises requesting that customers respect local residents and leave the premises in a quiet and respectful manner.

Local taxi numbers shall be available for customers to assist in ordering a taxi.

Policies shall be drafted and adhered to in respect of dispersal and use of external demised space. No noise nuisance shall be caused to nearby residential premises. Refuse collections shall not take place between the hours of 11pm and 7am.

Members of staff will call taxis for customers if requested, and those taxi firms will be asked to provide a ring back service rather than sound their horns when collecting their fares.

The Protection of Children from Harm

Children under 16 years shall be accompanied by an adult at all

times. No children under the age of 16 shall be on the premises

after 8pm.

The Challenge/Think 21 policy will be implemented in full and appropriate identification will be sought from any person who appears under the age of 21. The only acceptable forms of identification will be passport, photo driving license and those carrying the PASS logo.

Staff training will include the Challenge/Think 21 Policy and its operation. In particular, staff

will be trained to take such action as is necessary to prevent the sale of alcohol to persons over the age of 18 where those customers are engaged in the distribution of alcohol for persons under the age of
18. The training will be given to a new member of staff before they commence paid employment. All staff will be retrained every 3-4 months. Training to also include the issues of underage sales and drugs.

5. PUBLIC REALM MAINTENANCE & EVENTS MANAGEMENT STRATEGY

Public Realm Maintenance

Workman LLP will enter into or extend existing service Agreements with outsourced contractors to carry out the following services on the Public Realm in the vicinity of 2 Angel Square. WFM site management will manage and monitor performance.

- Health & Safety Risk Assessments
- Regular manned Security Officer Patrols between the hours of 07.00 – 12.30 am, 7 days per week.
- CCTV monitoring & management
- External Cleaning & Litter Picking 7 days per week between the hours of 07.00 – 16.00
- Monthly landscaping maintenance visits
- Planned Preventative Maintenance Strategy in line with the Landscape Management Plan Strategy.
- PPM M&E maintenance visits
- Repairs as required

Events Management

NOMA will look to continue its relationship with the NOMA Brand & Marketing Manager as well as its Tenant, Standard Practice/PLANT who will take all enquiries, assess suitability and provide the Events Management Plan (EMP). If deemed appropriate to accept an Event activity in the Public Realm space or within the Building, Workman LLP will confirm formal consent arrangements by form of Licence between its Client, Hermes and the Operator with appropriate conditions.

Should any event be proposed in the public realm, and Event Management Strategy should be submitted to Manchester City Council in writing prior to any event taking place

It is anticipated that an Events Calendar will be produced with estimated Events activity at least once a month.

The Public Realm space around 2 Angel Square also provides Workman and its associated Events Management Team with a unique opportunity to showcase the historic Arkwright's Mill Placemaking experience.

Standard Practice will produce an Events' Operations Manual in collaboration with Workman with Site Rules & Regulations.

An Events Management Strategy will be prepared to underpin the Operations Manual in line with the previously approved example at Sadler's Yard, NOMA. The Events Strategy will contain details on the following:

Introduction & Contact Details
Health & Safety

Licences
Events
Hours
Insurance
Evacuation Procedures
Access
Traffic Measures
Cleaning & Surface Protection
Noise Management Plan
Security/First Aid
Power
Generators
Public Toilets
Water
Event Signage
Disabled Access
Parking
Event Booking Process
Noise egress assessment of live events