

Management Plan Addendum – Remote Monitoring, Noise and Light Control

(For reading alongside the New Communication Kiosk Management Plan, October 2025)

Purpose and Status

This Addendum sets out how NWP communication kiosks will be maintained and managed to ensure that agreed noise and light levels are maintained and not exceeded, including details of the remote monitoring and control systems, how the operator is alerted if any fault is detected, and what action is taken, including response times.

It is submitted to discharge Condition 4 (or equivalent condition number) of the relevant planning permission(s) for kiosks in Manchester city centre. It addresses the Inspectors' requirements across the relevant appeal decisions that the management plan explain how the remote management system referred to in the Specification Document operates, and what the response times would be. It should be read alongside the "New Communication Kiosk Management Plan" (October 2025) and the separate Noise Management Plan submitted pursuant to Condition 3 (or equivalent).

Remote Monitoring and Control

Each kiosk is equipped with a secure 4G/LTE router providing continuous connectivity to a central network management system. This enables near real-time monitoring of key operational parameters, including display status, backlight intensity, internal temperatures, cooling-fan operation, power draw and communications status.

The remote platform is configured to detect anomalies or deviations from normal operating profiles, such as display faults, abnormal temperature readings, unusual cooling-fan behaviour or loss of communications. The system interfaces with the

digital display control platform so that luminance profiles and cooling settings can be managed centrally and adjusted if required, within the limits set by the planning and advertisement conditions.

Noise and Light Sources

The kiosk does not incorporate any external loudspeakers and does not broadcast audio into the public realm. Telephony sound is emitted only via the handset, calibrated for close-range intelligibility for the caller and not for audibility at distance.

The only mechanical noise source is the small fan-based cooling system within the Waferlite digital advertising unit, which is enclosed within the kiosk structure. Fan speed varies automatically in response to ambient temperature and solar loading; under typical conditions, fans operate at around 50% of maximum speed (approximately 51 dB(A) at source), with higher short-term speeds only in rare, exceptionally warm conditions.

The digital display luminance is controlled as follows:

- During daylight hours, an ambient-light sensor governs the display brightness so that it responds dynamically to prevailing daylight conditions in accordance with the Institute of Lighting Professionals' Professional Lighting Guide PLG 05, and in line with the advertisement appeal decision (Appeal B) (rather than a fixed daytime cap).
- Between dusk and dawn, brightness is set to a fixed level of less than 300 cd/m², reflecting PLG 05's recommended maximum night-time luminance for this environment.
- Between 00:00 and 05:00, the display backlight is switched off.

These arrangements ensure that luminance remains within the levels required by the advertisement consent while allowing the screen to remain legible in brighter conditions.

Fault Detection, Alerts and Logging

The kiosk's control systems continuously self-check for faults or anomalies. If an issue is detected – for example, a display failure, over-temperature event, abnormal fan profile, loss of communications or a sensor error affecting light-level control – an alert is generated and sent almost instantly to the central management platform.

Each alert includes the kiosk identifier, time and date, fault code and available diagnostic data, allowing operations staff to identify whether there are potential implications for noise or light emissions. All alerts, operator actions and outcomes are recorded in the central log, creating an audit trail that can be provided to the local planning authority on request.

Remote Remedial Actions and Response Times

In the first instance, the operator will seek to implement appropriate remote remedial action within 4 hours of an alert being generated, wherever reasonably practicable. Typical remote actions include:

- Rebooting the kiosk or media player systems.
- Resetting or re-profiling the display backlight and luminance settings within the agreed limits.
- Adjusting cooling-fan control parameters (for example, moderating peak fan speeds or altering temperature thresholds).
- Applying software or configuration updates to clear identified errors.

If these measures restore normal performance and confirm continued compliance with agreed noise and light limits, no site visit is required. Where an issue cannot be rectified remotely, or where there is any doubt about compliance, the incident is escalated for an engineer attendance, supported by the diagnostic information collected, with the objective of resolving any noise- or light-related issues within 24 hours of the initial alert wherever reasonably practicable.

To avoid any ambiguity, where the telemetry or fault diagnostics indicate a fault with fan control or light-level control that could affect compliance with the agreed

noise or light levels, the unit will automatically switch off the digital display and associated cooling system until a reboot and/or repair has been completed. This “fail-safe” state ensures that any such fault cannot persist in normal operation.

Safe Modes and Interim Controls

In addition to the automatic switch-off described above, safe-mode settings can be applied remotely where monitoring indicates an emerging issue. Depending on the nature of the problem, safe-mode measures may include:

- Temporarily switching the digital display to a blank, black screen or a static low-brightness state.
- Reducing screen luminance to a conservative level within the permitted range.
- Moderating fan speeds consistent with safe temperatures..

Safe-mode settings remain in place until an engineer has attended site and confirmed that normal operation can resume in compliance with the approved limits. All safe-mode activations and their reasons are recorded in the central log.

Physical Inspections, Maintenance and Noise/Light Checks

Remote monitoring is supplemented by regular physical inspections, cleaning and maintenance visits (typically on a bi-weekly cycle). During these visits, engineers:

- Inspect the kiosk structure, glazing and fixings.
- Check that the handset and telephony equipment are functioning correctly.
- Observe the digital display for brightness, stability and any visual faults.
- Listen for abnormal or excessively loud fan noise.
- Check for obstruction or damage to vents and cooling inlets.

Any issues that could affect noise or light emissions are recorded and either resolved immediately or fed into the central system for follow-up.

Complaints, Local Feedback and Review

Contact details for NWP's operations and management team are provided so that the local planning authority, police or members of the public can report concerns that a kiosk may be causing an adverse noise or light impact.

Upon receipt of a complaint, the operator will:

- Log the details of the concern (location, time, nature of issue, and complainant details where provided).
- Review relevant remote-monitoring data (for example, fan-speed profiles, display status and any alerts) for the period in question.
- Where appropriate, implement immediate remote adjustments or a safe-mode configuration.
- Arrange a targeted site visit where necessary to observe the kiosk and, if required, take spot checks.

Repeated or substantiated complaints may lead to a more conservative, location-specific configuration being applied to that kiosk, while maintaining safe operation and the public-benefit functions of the unit. Patterns of alerts, complaints and safe-mode interventions are periodically reviewed, and the Addendum will be updated in consultation with the local planning authority if needed.