OPERATION STATEMENT

The future occupier, Little Door & Co operates across several premises in London and will implement the same operational process that they have in place across their other sites.

The occupier has agreed conditions for planning permission and licensing in all of their sites to ensure safe management of the premises, and to ensure there are no public nuisance issues. Little Door & Co has a clear procedure on door policy, capacity control, and overall customer management approach, drawing on the well-established processes and strong operational practices already in place across the London businesses. This includes controlled entry, active monitoring of capacity, and management of guest flow throughout trading.

The company are committed to manager training and oversight, including intensive training, ongoing development, and structured SOPs across all sites. All staff are briefed and aware of their responsibilities and relevant company operating procedures. All premises have a comprehensive digital CCTV system which covers the internal and external areas of the premises.

Little Door & Co has a centralised health & safety and compliance platform (e.g. Food Alert) used for audits, checks, and risk management; a structured training platform and programme (e.g. All Gravy), supported by hands-on coaching and clear daily, weekly, and monthly task frameworks for management teams to ensure consistent and safe operations

Smoking will not be permitted on the premises and all areas will be supervised by staff to ensure smoking is carefully managed and controlled outside the unit. There is no external seating proposed. To avoid noise nuisance there will be a gradual dispersal of customers at the end of the evening

There will be no external music. No PA speakers will be used and no subwoofers will be used. Music will be switched off at closing time. Music levels will be appropriate to the site and surroundings.

Before locking up, final covers will be supervised by staff to ensure that they leave the vicinity of the premises quietly.

Safety and security measures are to be adopted to ensure the safe operation of the unit, including:

- It is a card-only business and therefore no cash will be held on site.
- An intruder alarm will be installed to cover the premises.
- Access control systems will be operable by swipe card or fob, and not numeric key pads.
- CCTV system of an acceptable standard will be installed. Cameras will be intelligently placed, and regularly cleaned and maintained. CCTV will be actively monitored and reviewed in line with head office control processes. The company operates a clear incident logging and escalation approach.
- Good management and maintenance processes will be implemented such as opening/closing procedures, appropriate cleaning, daily briefings that are documented and maintenance of the building and end-of-night checks