OPERATIONAL MANAGEMENT PLAN

THE GREEN - ST JOHN'S, MANCHESTER

DCBMAN LTD trading as The Green

Access and egress	**The Green** Customer access and egress is primarily from Goodyard Street via the two designated entry and exit points serving The Green. The management team will keep access routes clear during trading and will monitor customer movement as required.
Hours of use	The venue operates daily from **12:00 to 22:00**. Staff will normally attend from approximately 11:00 to prepare the venue for opening. Opening procedures include site checks, setup of the bar and customer areas, positioning of furniture and general presentation checks. Following closure, staff remain on site as required to complete the daily clear-down and secure the venue.
Noise	The Green will be managed with consideration for neighbouring occupiers and users of the wider St John's estate. Management and supervisors will monitor customer behaviour and noise levels throughout trading. Where necessary, customers will be reminded to keep noise to a reasonable level. At closing time, staff will encourage customers to leave promptly and quietly via the designated Goodyard Street exits and not to congregate around the venue. Any noise complaints received by the venue will be reviewed by management and appropriate action taken where required.
Cleaning	The customer areas, bar area, furniture and surrounding Green will be monitored throughout the trading day. Staff will regularly collect litter, glassware and other waste and will carry out presentation checks during service. At the end of trading, the venue will be cleared and cleaned so that the site is left in a clean, safe and tidy condition. The customer toilet facilities on Grape Street, adjacent to The Green, are managed by The Green and are cleaned and checked as part of the venue's operating procedures.
Lighting	The venue uses the existing lighting provided within and around The Green and the wider St John's estate during hours of darkness. Operational lighting will be checked as part of routine opening and closing procedures and any issues identified will be reported for attention.
Maintenance	Routine visual inspections of the venue, furniture, service areas and operational equipment will be undertaken by the management team. Any maintenance or safety issue identified will be recorded and addressed by the appropriate party or contractor as soon as reasonably practicable.

Security	**General** The Green operates its own security procedures. Security requirements are assessed by management according to the nature of trade, programmed activity, expected attendance and any other relevant factors. Where dedicated security is required, The Green uses USC. The level of security provision is determined following an operational risk assessment and is increased where appropriate for higher-attendance events or other activity requiring additional control. Management will work with the landlord and wider estate management where required in relation to site security and any issues affecting the surrounding area.
Waste management	Commercial waste is managed and collected by SB Waste. Waste generated during trading is collected from customer and operational areas throughout the day. It is then transferred to the designated secure waste area located towards Factory International pending collection. Customer waste receptacles are provided within the venue and emptied regularly.
Signage	Appropriate operational signage will be displayed where required, including customer information, wayfinding, facilities information and responsible drinking or Challenge 25 notices. Management may also display signage requesting customers to respect the surrounding area and leave quietly at closing time.
Deliveries	Deliveries to The Green will be managed by venue staff and scheduled at suitable times so far as reasonably practicable. Goods will be moved promptly into the relevant operational or secure storage area to minimise obstruction and disturbance to the surrounding estate.
Responsible sales of alcohol	The Designated Premises Supervisor and management team will ensure that staff involved in the sale of alcohol are appropriately trained and understand their responsibilities under the premises licence and applicable licensing legislation. Alcohol will not knowingly be sold to a person who is drunk or to a person under 18 years of age, and licensable activities will be conducted in accordance with the premises licence and its conditions. A **Challenge 25** policy will be operated.
Event management	The Green may host programmed activity and events as part of its normal operation. Management will assess each event according to its nature, expected attendance and operational requirements. Staffing, security and customer management arrangements will be adjusted where appropriate. Higher-attendance activity will be subject to an operational risk assessment before the event and additional security may be deployed where required.
Dispersal policy	**Purpose** The purpose of the dispersal procedure is to support an orderly close and minimise avoidable disturbance to neighbouring occupiers and users of the St John's estate. **Dispersal** At the end of trading at 22:00, customers will be directed to leave The Green in a quiet and orderly manner via the two designated Goodyard Street exit points. Venue staff and, where deployed, security personnel will monitor customer dispersal and discourage customers from congregating immediately around the venue after closing. All relevant conditions of the premises licence will be observed.

External furniture and closing procedures	Furniture and equipment used within The Green will be suitable for the venue and positioned so that access and circulation routes remain clear. Following closure, customer areas will be cleared, loose furniture and operational equipment will be put away or secured as appropriate, stock and bar facilities will be secured, waste will be removed from customer areas and the venue will be left clean and safe. The management team will complete final checks before leaving the site and ensure that operational areas are locked and secure.

This Operational Management Plan has been prepared by **DCBMAN LTD trading as The Green** to provide a high-level summary of the day-to-day management of the venue. Operational procedures will be reviewed from time to time and updated where reasonably required.