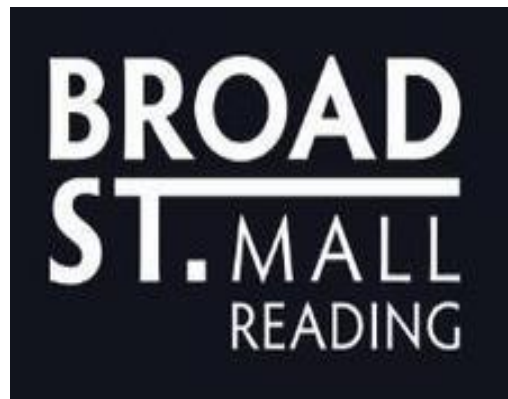




DRAFT OPERATIONAL MANAGEMENT STRATEGY



Central House
47 St Pauls Street
Leeds
LS1 2TE

The Managing Agents:
Inception (Reading) SARL

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INTRODUCTION

The Draft Operational Management Strategy contains important and helpful information regarding the design and operations relating to 36-37 BSM. It provides information, guidance, and relevant policies with regards as to how the space will be operated.

OPENING HOURS

Sunday to Thursday:	9:00- 23:00
Last food order:	21:30
Friday to Saturday:	9:00-23:30
Last food order:	23:00
Bank Holidays & Christmas:	TBC

USAGE

The flexible A1/A3/A4 unit will provide an informal market space within a vacant retail unit providing a new retail/restaurant/bar demise. Where applicable, all licensing laws/ recommendations and requests from the police and local authority, will be satisfactorily adhered to.

LICENSING

The following policies are to be adhered to in conjunction with the Licensing Authority and will embrace all current measures relating to Public Safety / Crime reduction as defined by Thames Valley Police and local Agencies.

- ☐ RBC- Cumulative Impact Policy (C.I.P)
- ☐ Crime and Disorder Act 1998
- ☐ Membership of DISC
- ☐ Membership of Reading Pub watch Scheme
- ☐ Membership of town safe and RBAC

STATUTORY REQUIREMENTS

All operators will conduct and provide a Fire Risk assessment as per BSM Tenants Hand Book and shall operate in accordance to the following policies.

- Food Hygiene standard
- Environmental Health Policy
- Local Planning approved transport policies
- Management of delivery & servicing policy
- Health and Safety at work Act 1974

SECURITY

Unit 36-37 BSM will be managed to specific security operational procedures.

- ☐ Entry policy
- ☐ Code of conduct: Staff and Patrons
- ☐ Full policies to include: search/first aid/incident response/noise disturbance/CCTV operational policy under PSS/prohibited substance
- ☐ Challenge 25
- ☐ Dispersal policy /CCTV
 - CCTV dedicated system with both internal and external cameras monitored 24/7 by on site control room with monitored radio link to Town Safe camera network.

WASTE DISPOSAL

BSM will provide all waste collection.

- ☐ Operators must operate under ISO 14001.
- ☐ Waste removal must comply with BSM tenants guide Section 2.
- ☐ Waste disposal facilities are provided basement service area and comprise of 1100 Litre Euro Bins .
- ☐ 15lt food waste caddies with separate recycling glass / plastic / cardboard areas.

SERVICES M&E

Operators must utilise existing means of ventilation & extraction provided for their use. This will ensure dispersal of cooking fumes and smells.

TR19 extract cleansing must be conducted at required intervals

L1 Fire Prevention/ Detection and Emergency lighting will be provided to BS5839 including automatic shutdowns.

Sprinkler protection is provided within BSM36/37.



DDA- DISABILITY DISCRIMINATION ACT

Unit 36/37 will operate in accordance with the Disability Discrimination Act 1995-2005. Access and facilities for customers with disabilities are provided on site. Additional disabled toilet facilities are available in the Broad Street Mall.

First Aid assistance is available from the Centre Management Office by qualified Security officers. For assistance, please either contact a patrolling Security officer, the Management Office on (0118) 957 6633, or the Security Control room by intercom or by phone on (0118) 958 2730.

EMERGENCY PROCEDURES

All operators to comply with all Fire Emergency and Evacuation procedures for BSM as defined by document BSM0100, Version 3:3, in the tenants' handbook. The Broad Street Malls SIA licensed Security are available at all times to assist with Emergency Procedures.