

“The Butts Yard @ Reading”

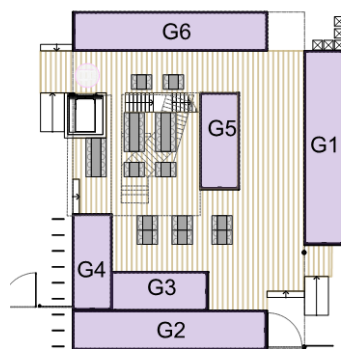
OPERATIONS MANAGEMENT STRATEGY

Contact Details:

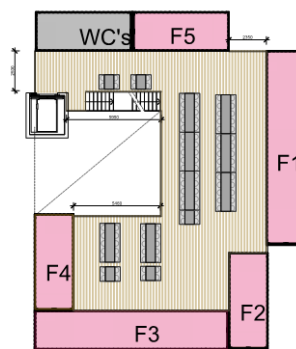
Broad Street Mall
Management Suite
Reading
RG1 7QE

Tel: 01189 576633

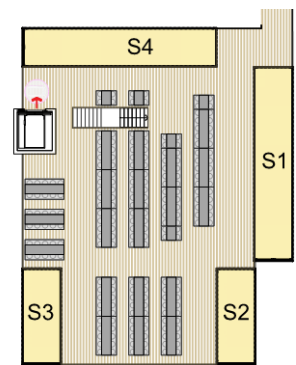
SITE PLAN:



GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

-  - DENOTES F&B UNIT (FULLY FITTED)
-  - DENOTES RETAIN UNIT
-  - DENOTES TENANT FIT OUT - LIGHT WEIGHT TIMBER CONSTRUCTION

INTRODUCTION:

The Operational Management Strategy contains important and helpful information regarding the design and operations relating to «The Butts Yard @ Reading».

The pack is designed so that Licensees and staff working in «The Butts Yard @ Reading» can refer to it, together with providing information to the Local Planning Authority as to how it will be managed (specifically in relation to Condition 9 attached to Planning Permission ref. 171230). It provides information, guidance, and relevant policies with regards to how we intend to operate the space.

«The Butts Yard» reserves the right to amend or supplement the operational procedures and will reissue this document once all Licensees have had an opportunity to settle in and trade. The first three months of trading will give us an opportunity to understand how the business operates so we can effectively fine tune our processes.

«The Butts Yard» would like all customers, staff and contractors to have the most exciting and stress-free experience in both your units and the common space. It is therefore as important that should you have any ideas on how we can improve our processes then please liaise with the Site Manager directly.

STAFF CONDUCT:

It is imperative that all «The Butts Yard» staff including retailers respect the premises and those around them. If a member of staff is seen to be acting in unruly conduct, Site Management will refer their concerns to the Licensee, holding the License Agreement.

In extreme cases of poor conduct the Site Management may opt to exclude those concerned. In such cases we will advise the Licensee concerned.

SERVICE STANDARDS:

As you are all exceptional Retailers / Licensees, we are sure you will have employees that have excellent customer service and maintain your businesses to the highest standards.

In support of this, we will contact the Licensee directly if any complaints are received at the Site management office regarding your units. Repeated complaints will be directed to the Directors of the business. Contact details should be provided and regularly updated when any changes are made.

«The Butts Yard» conducts regular walk rounds of the site on a daily basis as part of our commitment to standards and service. Should any issues arise concerning presentation standards we will speak to the Unit Managers in the first instance to ensure concerns are swiftly resolved. Likewise, if Licensees and Unit Managers have any concerns with cleaning standards of the common areas we ask you to contact the Site Office in the first instance.

«THE BUTTS YARD @ READING» STRUCTURE

OWNER

«The Butts Yard» is owned by Inception (Reading) Sarl, C/O Moorgarth Group Limited, Central House, 47 St Paul's Street, Leeds, LS1 2TE

GENERAL MANAGER

«The Butts Yard» will be overseen by the Broad Street Mall General Manager, Graham Mountford

Graham Mountford, General Manager

Broad Street Mall
Management Suite

Reading
RG1 7QE

Tel: 07837 864 103

graham@broadstreetmall.com

SECURITY MANAGER

«The Butts Yard» has recruited the Phoenix Group Services to act as our Security and Cleaning provider to oversee the operations 7 days a week during operating hours:

Rob Clark, Managing Director

Phoenix Group Services
Tel: 01189391515

OPENING HOURS:

All businesses are required to open every day with the exception of any closure dates, which will be announced to you in advance. All businesses must be open for trade during the core trading hours, this is the minimum requirement for all trading Licensees. Last orders should be made at 21:30 with allowing for a 30-minute eating up period. «The Butts Yard» will be closing the site from 22:00 and all customers will need to be off the premises.

	Opening Hours	Core Trading Hours
Monday	9:00 – 22:00	11:30 – 18:30
Tuesday	9:00 – 22:00	11:30 – 18:30
Wednesday	9:00 – 22:00	11:30 – 18:30
Thursday	9:00 – 22:00	11:30 – 18:30
Friday	9:00 – 22:00	11:30 – 18:30
Saturday	9:00 – 22:00	11:30 – 18:30
Sunday	9:00 – 22:00	11:30 – 18:30

CHRISTMAS HOURS:

Christmas and New Year opening hours will be issued to all Licensees in November. «The Butts Yard» will be closed on Christmas Day and we will work with Licensees and Unit Managers to determine the best possible operating hours over this period.

WASTE COLLECTIONS & OPERATIONS PROCESS

The waste management of «The Butts Yard @ Reading» will follow the rules set up by the Management of the Broad Street Mall.

At ground and first floor, external steel bins of 160 liters capacity are provided within the communal area. At second floor, 2 x 160 liters bins. Each bin provides 80 liters of general waste capacity and 80 liters of capacity for dry mixed recycling.

Currently BSM restaurants make their own arrangements in terms of Oil. Other waste in terms of recycling of glass, plastic, cardboard, food etc. bins will be provided and administered by Broad Street Mall staff.

Therefore, all Licensees are required to separate out their waste as follows:

Dry Mixed Recycled waste to include Plastic Packaging, Paper, Card, Metal Cans. Under no circumstances is food waste, cooking fats and oils, or glass to be included in these bins.

General Waste is for all other materials with the exception of cooking fats, oils and glass.

Glass Bins are provided in the yard however Glass is NOT PERMITTED on the common areas outside of your units' demise therefore all licensees / Unit Managers should provide PET Bottles if distributing drinks for consumption outside of your units' demise e.g. as part of restaurant servery..

Organic waste will be put into the bio digester of the Broad Street Mall.

All Licensees have a responsibility to ensure their staff are trained in waste management for «The Butts Yard».

«The Butts Yard» are responsible for the transfer of waste from the common area bins and toilets to the waste area. The process for waste in the common space is as follows:

- Customers will be asked to put waste in the General Waste bins on the communal areas of the site.
- The waste bins provided are made of a metal shell and soft closing lid.
- The bins internal to these covers are Wheelie Bins which include bin liner and bin band.
- Cleaners will be responsible for replacing these bins with clean bins throughout the day.

Licensees will be responsible for the transfer of all waste from their own units to the designated waste bins in the yard.

Licensees' waste must be transferred in sealed plastic wheelie bins to prevent spillage in the main concourse

OILS/COOKING FAT

Whilst «The Butts Yard» is not responsible for the removal of hazardous waste or waste including cooking fats and oils, a weekly collection of this waste in the barrel bins provided in the service yard, will be organised.

Please note the transfer of oils should only be made in barrels with lockable lids.

It is absolutely essential that staff are trained and informed that oils are not permitted for transfer off site in any other way. This is to ensure there are no spillages of these liquids in any area of the site.

SURFACE WATER DRAINS

Under no circumstances should waste of any kind be poured in drains outside of the demise of the Licensee's unit. Licensees should dispose of water waste in the sinks that are within your units. Licensees must not pour cooking oils or fats down their sink drains and refer to the OILS/COOKING FAT above.

LICENSING:

Licensees must acknowledge the consumption of alcohol and playing live music are prevented within the Butts Yard @ Reading.

Nota Bene: this Operational Management Strategy will be reviewed to include the relevant information and procedures should alcohol and live music be allowed in the future.

CCTV:

«The Butts Yard» will provide 24 hours recorded and live CCTV of the common areas including corridors, service yard, internal space, external decking areas as part of its agreed conditions with the licensing authority.

Access to CCTV is restricted to authorised personal only.

If you have any queries regarding this, please contact the Site Manager.

Licensees must provide CCTV in their own demise where applicable.

All licensees should display appropriate PRS licenses and premises licenses as required.

«THE BUTTS YARD @ READING» POLICIES

The following additional policies have been adopted by «The Butts Yard @ Reading» and are agreed with the licensing authorities:

CUSTOMER CODE OF CONDUCT

Customer Code of Conduct of «The Butts Yard @ Reading» is set out to ensure that the majority of customers can enjoy themselves in a friendly, non- aggressive, and drug free environment.

The following will not be tolerated:

- Drunkenness will not be tolerated.
- Being under the influence of, the selling of, or the taking of illegal drugs will not be tolerated.
- More than one person in a male or female toilet cubicle will not be tolerated.
- Arguing, aggression or fighting will not be tolerated.
- Throwing objects will not be tolerated.
- Acts of a lewd or sexual nature will not be tolerated.
- Acts of racism or sexism will not be tolerated.
- Causing damage to or climbing onto furniture or fixings will not be tolerated
- Entering into the private areas of «The Butts Yard @ Reading» will not be tolerated.
- Wanton discharge of fire equipment will not be tolerated.
- Endangering the personal safety of self or others in any way will not be tolerated.
- Endangering «The Butts Yard @ Reading»'s (building) will not be tolerated.
- Physical or verbal abuse directed at «The Butts Yard @ Reading»'s staff will not be tolerated.

«The Butts Yard @ Reading» Management and Security understands that some of the above may better be dealt with on a warning basis, whereas others may be better handled by the correct authorities.

THEFT OF PERSONAL PROPERTY

- Management and security will be trained on property patrol measures to identify unattended items and if the owner cannot be found to place them in the management office. If established, it is 'lost property then fine otherwise it could be that authorities are called to deal with any suspect packages.
- Customers to be advised on arrival by signage near the bag check area and by management and security inside the venue that bags are not the responsibility of «The Butts Yard @ Reading» or any of its Licensees.
- All lost property enquiries to be logged as an incident report and the nightly lost items recorded in order to match against crime stats from licensing.
- Along with the customer details, the following details will be recorded in the process:
 - Which part of the venue was the customer in?
 - What time did they enter the venue?
 - When did they notice they had lost the item?
 - Did they notice anyone around them/ suspicious behaviour?

- They will then be assisted to cancel cards/ phone contracts by the manager on duty, if practical.
- At the end of each night all lost items are logged in the lost property folder which is then located in the office for easy reference. The items are stored in the locked lost property cupboard/area in the management office.
- At the end of the month, they will be matched against the lost property records in order to return items. The lost property log will be sent off to police at the end of each month to review the lost/claimed items held at «The Butts Yard @ Reading».
- Management, staff and security operating procedures to be implemented and trained in being on the lookout for suspicious behaviour in toilets to prevent stolen items being 'dumped'. All lost items in the toilets will be handed to management on finding them to be processed as per lost property procedures.

PIN Theft

- Train staff on 'protect your PIN'
- Instruct guests to cover their PIN
- Look for people watching machines

Effective signage asking guests to cover their PIN (toilets and on bars) PIN guards to be ordered and installed on all chip and PIN units to shield the imputing of numbers

EXCLUSION OF WEAPONS AND ILLICIT DRUGS

«The Butts Yard @ Reading» operates a zero tolerance towards guests attempting to bring any weapons or illicit drugs into the venue.

We will adhere to all licensing laws, recommendations and requests from the police and the Local Licensing Authority. We are happy to cooperate with the aforementioned groups and grant access to the venue where appropriate.

This will also be extended to other official groups such as local 'crime cars', undercover officers, 'Drug and Alcohol Action Teams' (DAAT) and Crime and Disorder Reduction Partnership representatives (CRDRP) amongst others.

- Anyone having illicit drugs and/or weapons found on them (regardless of the class of drug) shall have the items confiscated
- Confiscated substances and weapons shall be held in the drop safe, at the management office of the Butts Yard and the police are to collect it.
- Anyone who is found to have illicit drugs and/or weapons on their person will be denied entry
- Anyone who is found to have illicit drugs and/or weapons on their person will be apprehended where possible and the police will be called
- Said persons will not be apprehended if it will cause more risk to the security team and other people present should they try to do so.
- If it is not appropriate for the security team to apprehend someone, as much information regarding the guest(s) is to be obtained to then pass on to the police e.g. such as detailed description, accents, number of people and which direction they are now headed via the town radio

- Anyone seen or presumed (using reasonable judgement) to be under the influence of controlled or illegal substances will be refused from entering the premises.

Search and Seizure Policy

- All persons entering «The Butts Yard @ Reading» may be subject to a search at any time.
- Signage will be prominently placed at the entrance and queuing area stating:

ALL PERSONS ENTERING «THE BUTTS YARD» MAY BE SUBJECT TO A SEARCH AT ANY TIME

- Searching will consist of a physical pat down search and guests may be asked to empty their pockets.
- Electronic detection devices, such as wands may be used. This would be supplemented by a physical search where the device indicates.
- All bags will be opened and searched.
- All searches of customers will take place in a well-lit area clearly covered by CCTV.
- Searches will take place prior to any entrance fee payment.
- All searches will be same sex where requested by patrons, i.e. male security to search male guests and female security to search female guests.
- Guests may be searched on entry and re-entry
- All searches to be witnessed by CCTV and any seizure recorded by CCTV and / or body cams.

In addition, please be aware that all Managers are instructed to call the Police in any case where a weapon or drug dealing is involved or suspected.

In the event of seizure of a weapon or drugs:

- Ensure the process is witnessed by colleague, body cams and / or CCTV
- Confiscate the item found.
- Record, when practical, and log details of drugs found in the drugs / weapons register.
- Place drugs in sealed bags (provided by police).
- Place knives or sharp objects in a weapons tube (provided by police).
- Call police and inform them of seizure.

In the event of a large quantity of drugs or a weapon being found, call the police immediately. Where possible the suspect should be detained (subject to the safety of staff).

Drug Seizures

An entry will be made in the drugs register for every seizure. The process will be witnessed. The register will contain the following information.

1. Date / time item found
2. Where found
3. Details of person finding and any witnesses
4. Description of item
5. Seal number of property bag
6. Any action taken (e.g. person detained, police called)

7. Signature of person seizing
8. Signature of manager
9. Details of person searched (if available)

GENERAL OPERATIONS INFORMATION

SERVICE YARD:

The Yard must be kept clear at all times with the exception of incoming deliveries and waste collections.

Pallets, Kegs, CO2 Canisters, or any other item must not be stored in this area.

You are not permitted to leave empty kegs, blue barrels or any other item in this space at any time.

STORAGE UNITS (to be defined on site)

The pathway leading to the storage units must remain clear at all times. Deliveries and waste must not be stored external to the storage cages.

Licensees with storage containers must ensure they maintain the unit, keep it tidy, ensure that no open containers of food are stored to prevent pest issues.

Licensees must install Pest Control measures in their demise, see Pest Control for more information.

KEYS:

Once keys have been handed to the Licensee as the occupant of a unit or storage cage, the responsibility of those keys become the Licensee. A Keyholder Log should be maintained by the Licensee for all staff/contractor who has a key for their unit or storage cage and this log should be made available to the Site Manager and Security Manager of «The Butts Yard».

«The Butts Yard» will not accept or hand out keys once they have been issued to the Licensee.

SMOKING:

Smoking is only permitted in Designated Smoking Zones. Smoking is not permitted underneath any part of the internal roof structure, units, toilets, service yard, and storage corridors.

DOOR POLICY:

All Licensees during trading hours should operate with at least one door open. Doors must be opened inwards only, «The Butts Yard» will not permit any unit to operate with the doors opened outwards. Please note no signage is permitted on the exterior of your doors.

POST:

Royal Mail will deliver all Post to the Site Management Office. Please note the Licensees must make suitable arrangements to collect their post daily.

«The Butts Yard» does not accept liability for any lost, or damaged items, this includes items signed or checked in.

WINDOWS AND SIGNAGE:

Licensees should ensure their windows and doors are cleaned regularly. Visual Merchandising is not permitted on the windows except where it is applied on the inside pane of glass facing out.

Signage may only be applied to the internal pane of glass facing outwards. The design of the signage must be pre-approved by «The Butts Yard» management before application.

All internal signs, ticketing and display material must be of a high standard, tasteful and of a professional design.

«The Butts Yard» reserves the right to remove any material that it considers not to meet these requirements. Hand-written signs are not permitted, and you will be asked to remove them. Posters promoting other businesses outside of «The Butts Yard» are not permitted.

Please note that ALL POS is to be approved by «The Butts Yard» prior to it being installed on the windows.

A BOARDS:

A-Boards are not permitted in any part of the external demise of your unit at any time.

WEATHER CONDITIONS:

- Snow - In case of snowfall «The Butts Yard» will make all reasonable efforts to grit the common walkways and external areas affected. Licensees should advise the Site Manager of any concerns regarding staff access during extreme weather conditions.
- Rain – Wet floor signs will be positioned in external areas where rain has fallen.
- It is recommended all units have a mat well at the entrance to their units to prevent any debris from poor weather conditions entering your demise.

TOILETS:

Toilets are for staff and paying customers only. Toilets will be checked at hourly intervals by «The Butts Yard» Staff. It is important Licensees report any concerns to the Security Manager in the first instance.

Toilets will have a coded lock. The code will change regularly and will be communicated to all Licensees when it has been adjusted or changed.

LOST PROPERTY:

All Licensees should operate a lost property procedure. Items found in the common space should be reported to the Security Manager.

«The Butts Yard» will retain these items where they will be logged, stored and locked away for a maximum of one month.

LICENSEES' MEETINGS:

«The Butts Yard» would like to host at least one Licensees' Meeting every quarter. This will be an opportunity to discuss upcoming events and review any operational concerns. These meetings should be attended by the Licensee or/and the Unit Manager who is able to communicate back to their colleagues. This will be a condition of your premises licence.

LICENSEES' DISCOUNTS:

«The Butts Yard» would like to encourage all Licensees to operate a discount scheme for the benefit of the staff in all businesses at «The Butts Yard». If your business would like to participate in this, please forward your discount scheme to the Site Manager where we can advise other Licensees of your proposal.

STUDENT DISCOUNTS:

«The Butts Yard» would like all Licensees to offer a Student Discount, particularly on Thursday's where Reading hosts a number of Student nights in the Town. If you intend to offer a student promotion, please advise the Site Manager and they can assist in promoting this for you.

HVAC:

Licensees are responsible for the service and cleaning of their air conditioning units, air curtains and extraction systems and flu. Please ensure you have service agreements in place for the service and maintenance of this equipment and provide copies of these agreements to «The Butts Yard».

Licensees must use the «The Butts Yard» Approved contractor for this equipment.

SHUTTERS:

Licensees are responsible for the service and maintenance of any shutters installed in their units. Please provide a copies of service record of this equipment to «The Butts Yard».

Licensees must use the «The Butts Yard» Approved contractor for this equipment.

GLASS:

GLASS BOTTLES or CUPS are not permitted in any external area outside the demise of the Licensees unit. This policy will be strictly monitored, and all licensees should make provisions for polycarbonate cups to transfer glassed drinks to plastic. This may also be required for certain events.

There are no designated Glass Bins on the common space, this is in line with our conditions and policies agreed with the licensing authority.

BUILDING WORK:

Any additional building work that Licensees require must be completed outside of trading hours. This means it must be done after ALL units have closed and prior to ANY unit opening (please refer to Centre Opening times). No works can take place unless written confirmation

has been sent to the Licensee by «The Butts Yard». Please note windows must be blacked out during any fit out works.

In addition, all contractors must present the General Manager with a full risk assessment and method statement prior to commencing work and complete the site induction.

This will ensure that there are no violations of Health and Safety rules and regulations.

ELECTRICAL CERTIFICATES:

After any electrical work is carried out, an electrical certificate **MUST** be presented to the Site Manager for our records.

DDA – DISABILITY DISCRIMINATION ACT:

Access and facilities for customers with disabilities are provided on site. Please contact the «The Butts Yard» Site Management for any assistance in the common areas.

The lift access is at the ground floor rear of site.

Disabled toilet facilities are available in the Broad Street Mall as well.

CENTRE MANAGEMENT OBTAINING OUT OF HOURS ACCESS TO YOUR UNIT:

If a Licensee's alarm activates or any situation occurs within a Licensee's unit after normal Centre trading hours, a key holder will have to be called out to investigate and reset the alarm. In the event of an emergency, Police may also require key holder information to access the unit.

STORE CONTACT DETAILS

We have contact details for stores. Please notify the Site Manager of any amendments to these details when they occur to ensure your contacts are always up to date.

Please complete the form attached on the next page with any amendments as they occur.

OUT OF HOURS EMERGENCY – KEY HOLDERS

If an emergency situation occurs out of normal trading hours, members of Site Management may be required to enter your unit dependent upon the situation. A telephone call would be made to the units' key holder to request they attend site immediately.

The Site management will hold a list of key holders for each unit. Please ensure that we are provided with more than one key holder and where possible that key holders are within 30-minutes travel from «The Butts Yard». Key holder details must be regularly updated to maintain accuracy and prevent «The Butts Yard» attempting to contact key holders who have either left or are on holiday. This will be held on a database.

EVENTS

Events and other marketing activity will be shared with all Licensees by the Site Manager. This will include a planned schedule of the upcoming month. Key dates will be communicated as soon as possible.

If you would like to discuss any events or marketing ideas, please discuss these with the Site Manager.

HEALTH AND SAFETY LICENSEE'S INFORMATION:

The Site Manager has overall responsibility of the Health and Safety of the common grounds in «The Butts Yard @ Reading» including all external areas to the Licensees' units, toilets, yard and storage areas.

«The Butts Yard @ Reading» are obliged to ensure the safety of customers, retailers and staff. Licensees are responsible for anything internal to their demise. They must maintain up-to-date Health and Safety records of their own and ensure their staff are trained and competent in the following:

- EVACUATION PROCEDURE
- FIRE RISK ASSESSMENTS
- FIRE CALL POINT TESTING
- FIRE EQUIPMENT SERVICING
- FIRE FIGHTING EQUIPMENT
- EMERGENCY LIGHTING CHECKS
- COSHH
- FOOD HYGIENE
- INCIDENT REPORTING
- FIRST AID
- PEST CONTROL
- ALL STAFF, LICENSEES, & CONTRACTORS
- ENFORCEMENT BODIES
- ENFORCEMENT BODIES
 - Responsibilities under the Licensing act.
 - Display appropriate statutory notices for staff.

FIRE RISK ASSESSMENTS, SAFETY AND EVACUATION PLANS:

Each unit is required to produce its own fire risk assessment and emergency plan which should align with the Master Evacuation Plan for «The Butts Yard @ Reading». Please keep them on site for inspection by the fire officer who visits the site regularly.

«The Butts Yard» will hold a full site practice fire evacuation every 6 months.

WHAT YOU NEED TO DO IN THE EVENT OF DISCOVERING A FIRE – Please refer to the fire evacuation procedures for full details, attached to the License Agreement.

EVACUATION POINTS AND DISABLED REFUGE POINTS – The Fire Evacuation role call point is at the end of Hosier Street, in front of the public recycling bins.

RE-ENTERING THE PREMISES - Retailers should only re-enter the building when advised by the Fire Brigade/ »The Butts Yard» Management that the area is clear from danger.

FIRE CALL POINT TESTING:

Your fire alarm call point will be tested by «The Butts Yard» at least once in every three-month period. It is the duty of the Licensee to record all tests that «The Butts Yard» conduct in their unit for their own records.

«The Butts Yard» Management will log each call point test in its own Fire Log Folder.

FIRE EQUIPMENT SERVICING:

The approved «The Butts Yard» Contractor for the Fire Alarm Equipment in your unit is:

- for sprinklers: Gordonson's,
- for panels, detectors and emergency lights: Phoenix Detection.

It is the responsibility of the Licensee to maintain the fire equipment relating to the fire alarm system within the unit, which complies with statutory and the local Fire Brigade's requirements. The Licensee must pay all associated costs for connection to the Centre's fire alarm system.

FIRE FIGHTING EQUIPMENT

«The Butts Yard» has made provisions for Fire Extinguishers in the common areas. These extinguishers are for service in the common area only.

Licensees must ensure they have suitable provision of firefighting equipment in their demise. «The Butts Yard» Management has appointed Chubb as their contractor for the provision of Fire Extinguishers.

EMERGENCY LIGHTING:

«The Butts Yard» has made provisions for emergency lighting in common areas. Licensees are responsible for the testing of emergency lighting in their units.

COSHH:

Licensees are responsible for training their staff with regards to the Control of Substances Hazardous to Health Regulations (COSHH).

FOOD HYGIENE:

All Licensees have the responsibility to ensure that they are fully conversant with all Legislation that affects their business. Any Licensee responsible for selling or processing food is legally bound by Acts and Regulations to ensure they carry out their operation safely and hygienically. Any complaints regarding food standards will be the responsibility of the Licensee to resolve.

Food Safety (General Food Hygiene) Regulations 1995.

'Permit good food hygiene practices, including protection against cross contamination between and during operations by foodstuffs'.

All food handlers have an obligation to keep food safe and free from harmful bacteria. It is therefore essential that all food handlers receive instruction and training on how to complete their tasks safely. Any spillages must be cleaned up immediately to remove hazards. Wet floor areas must have accompanying warning signs.

'Food waste and other refuse must not be allowed to accumulate in food rooms, except so far as is unavoidable for the proper function of the businesses.

INCIDENT REPORTING:

When an incident occurs, that requires First Aid details of the incident must be recorded in your stores Accident Book and reported to Site Manager of «The Butts Yard». We rely on you to notify us of the incident as soon as possible, whether it involves you as the casualty or you attending to a casualty.

As a guideline the following types of incidents should be recorded:

- First Aid is rendered
- Advice is given to attend hospital
- An ambulance is called
- Casualty declines treatment

This is only a guideline and the rule should be that if in doubt of recording the incident, advice could always be sort from the Site Manager.

You will be asked to provide the following details:

- Name of the person dealing with the incident
- Name and address of the person/s involved in the incident
- When and where the incident occurred
- What happened
- Any materials that were used (e.g. Plasters, bandage)

RIDDOR

Depending on how serious the incident is, it may be necessary to report the incident under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).

If the incident is of a RIDDOR reportable nature, Site Management must investigate the accident as soon as possible even if it occurred out of trading hours.

RIDDOR reported accidents enable the Environmental Health Executives and Local Authorities to investigate serious accidents.

The following incidents are RIDDOR reportable;

- Over 7- day injury. i.e. injured party off work for 7 days or more
- Major injuries
- Dangerous occurrences
- Disease
- Fatalities

If you are unsure of whether an incident is reportable or not you should consult the Site Manager who is the custodian of the F2508 (RIDDOR book), alternatively you can report via the internet which can be accessed via www.riddor.gov.uk. This book contains precise details of what is and is not reportable. Further Guidance can also be found here

<http://www.hse.gov.uk/riddor/>

FIRST AID AND HOSPITALS:

«The Butts Yard @ Reading»'s appointed person on site is (contact details will be confirmed later).

In the event of medical emergencies please call 999. The closest hospital is:

**Reading Hospital
Royal Berkshire Hospital
Craven Rd
Reading
RG1 5AN**

PEST CONTROL:

«The Butts Yard» has sourced a competitive rate for Pest Control should you require services. Please contact the General Manager for further details.

«The Butts Yard @ Reading» has set up an account and will be providing pest control services in the yard and storage pathways.

ALL STAFF, LICENSEES & CONTRACTORS:

All operators of «The Butts Yard @ Reading» have an obligation under The Health and Safety at Work Act to ensure the health and safety of our working environments

All staff must:

- Not compromise the safety of themselves and their colleagues
- Not interfere with, obstruct or change measures taken to ensure health and safety
- Use any safety devices or protective clothing
- Report any accidents or hazards or near misses
- Comply with the Fire and Evacuation Procedures
- Not access the roof unless authorised by Site Management

Good Housekeeping

- Rubbish must be removed daily
- All fire points, fire exits, fire extinguishers and fire doors and shutters must be kept clear and readily accessible at all times
- Clean as you go
- Do not step over things, pick them up
- Spills must be cleaned up immediately and never left unattended
- Storage containers clean and tidy and free from obstruction
- Take care on staircases
- Beware of temporary obstructions
- Do not run in any area
- Remember that if you spot a hazard it is your responsibility to act.

Electrical Equipment

- Never interfere with electrical apparatus

- Do not attempt to repair any electrical equipment unless professionally qualified to do so
- Be careful with leads, making sure not to lay them across gangways without protection or through water
- Report any suspected electrical defects

ENFORCEMENT BODIES

There are a number of bodies that have powers of enforcement and that can and could possibly affect Licensees and the Site at any time.

In respect of Licensees unit areas, it is the responsibility of the Licensee to comply with enforcement bodies and their legislations.

If you do not, you are at risk of immediate closure or possible prosecution.

ENVIRONMENT HEALTH OFFICER (EHO)

EHO's are the enforcing officers for Health and Safety Legislation. Employed by local authorities to perform a wide range of functions, usually in an enforcement and advisory capacity. Inspections are carried out and the frequency of these inspections may depend on the perceived risk that a Licensee poses e.g. any complaints received or reported accidents that have taken place in your unit.

FIRE OFFICER

«The Butts Yard» has a dedicated Fire Officer to inspect the Site and all Licensees premises to ensure all Fire regulations are being complied with.

In addition to fire regulations the Site is required to hold a Fire Certificate, this sets out the fire precautionary arrangement of the Site and requires both the Licensees and «The Butts Yard» to comply with the certificates provisions.

If the standard requirements are not adhered to, we are at risk of immediate closure.

It is the Licensees responsibility to ensure that their unit is compliant under the Site's Fire Certificate, for example, each unit must have their firefighting equipment tested regularly including fire extinguishers, emergency lighting and their heat/smoke and call point detectors. All fire doors must be kept shut and fire exits kept clear from clutter to ensure a safe exit in the event of an evacuation.

Random inspections are carried out in both Licensees' units and common areas of the Site, these can take place at any time.

A report will be issued to the Site Management and to individual Licensees that have been visited for inspection.

This report will advise of any alternations or improvements that need to be changed to achieve compliance for a Fire Certificate.