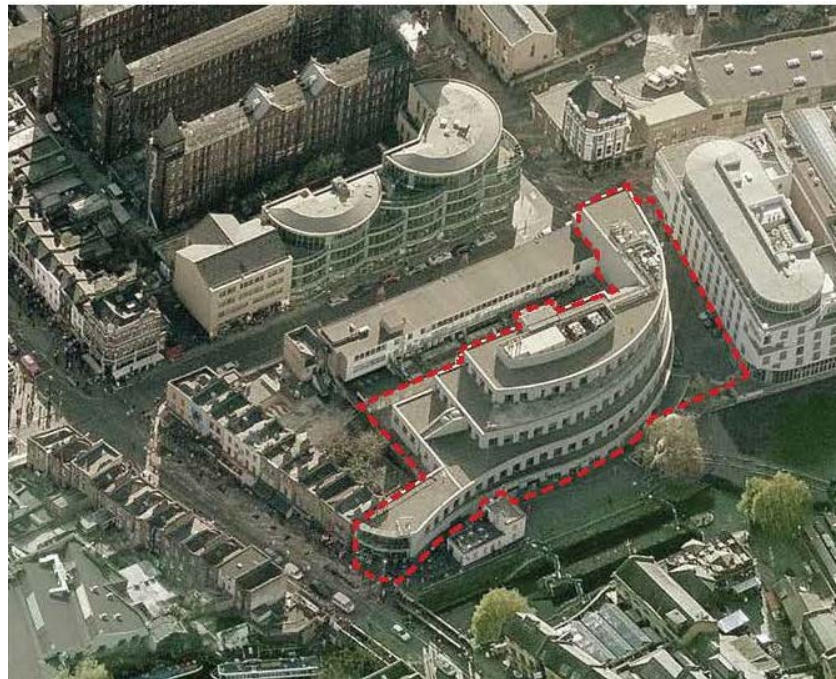


Camden Wharf

Roof extension

Planning Application

Operational Management Strategy



Prepared by Castlehaven Row Ltd

November 2016

1. INTRODUCTION

The operation of the proposed restaurant on the 4th floor of the Camden Wharf building at 28 Jamestown Road is set out in this Operation Management Strategy ('the OMS'). This statement sets the guiding principles for the operation of this facility and demonstrates the management principles, which would be adopted by the operators and enforced by the freeholder Red Harmony Investments Limited. The Applicant and developer Castlehaven Row Ltd, should planning permission be granted, has to ensure that the restaurant not only preserves but at least enhances the quality standard of the existing restaurants in Camden Town Centre in both design and management terms.

The OMS supports the Applicant and the owner of the Property and surrounding area to ensure there will be no negative impacts from the restaurant on the surrounding residential amenity on existing tenants and on the character of the area and upon surrounding tenants. The same obligations will be contained in any agreement for lease. It is the vision of the Applicant and freeholder to improve the quality and the feel of the area and a high quality restaurant in this location will form a key part of this vision, coupled with strong management principles and proven track record.

The OMS should be read alongside the other detailed technical reports submitted in support of the planning application and would be updated when a tenant is secured.

It is proposed that the OMS would provide a basis for discussion with officers of the London Borough of Camden in respect of any operational planning conditions that the Council may wish to apply should planning permission be granted.

2. MANAGEMENT

The tenant would be responsible for the operational management of the whole restaurant and will be required to put in place a robust management structure to ensure compliance with statutory regulations and to ensure public safety and to ensure there is no detrimental impact to surrounding residents, tenants and the character of the area.

The high quality nature of the target operator will ensure the staff and management of these restaurants will be synonymous with professionalism and have a key focus on the greatest care for their customers, staff and neighbours.

The owner and the Applicant will ensure that the tenant will manage the operation in accordance with the commitments set out in this document and agreement for lease to ensure the operation does not detrimentally affect the existing Camden Town Area and its

visitors, employees and residents. The freeholder has very strong management principles and a proven track record for delivering high quality establishments.

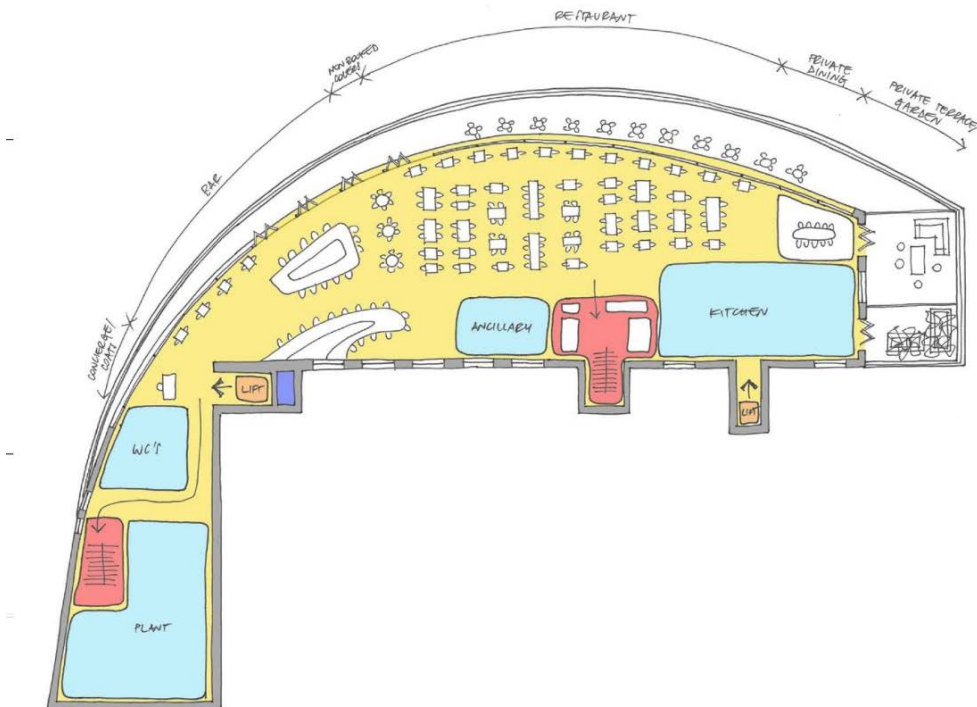
3. THE CONCEPT

There is a significant demand for high-quality A3 restaurant space in Camden. The existing Camden Wharf Building has a large unsightly roof plant area which can be relocated and the rooftop extended to provide for this need.

The proposed restaurant would be located on the new fourth floor of 28 Jamestown Road, above one level of shops on the ground floor and three levels of offices on the 1st, 2nd and 3rd floor. Its proposed entrance is located on a reconfigured and improved public realm area to the west side of the building and away from any residential and hotel entrances, which are located on Jamestown Road.

It is envisaged that the restaurant will be over most of the fourth floor with a large external rooftop terrace with panoramic views overlooking Regent's Canal. It also offers a separate staff entrance with shower facilities on the ground floor next to the customer lobby area. There will also be a new goods lift to the back of the site which will lead to the kitchen and back of house facilities on the fourth floor.

The new restaurant area will provide 602 sqm (GIA) of additional internal floor space, equating to a restaurant of approx. 166 covers, with an additional external terrace seating area providing 151.5 sqm of outside dining space.



The signage and lighting designs will be finalised when a tenant is secured and will be the subject of a separate application for planning permission.

4. TRANSPORT

The site has a PTAL rating of 6B. Customers would arrive and depart the restaurant on foot, taxi, bicycle or public transport, making use of the abundance of public transport options within walking distance of the Property.

The management team would have a preferred taxi company and could offer the service of calling customers a taxi prior to leaving the premises to minimise congestion and hailing taxi's outside.

5. CONTACT

The freeholder has a dedicated Property Management team based in Camden, Camden Market Management, who will liaise regularly with neighbours and tenants to ensure they are well informed of all contact details, should there be any concerns arising from the operation of the premises. The Property Management Team will work pro-actively with the operator to ensure that the establishment creates high quality, professional and well managed environment.

6. OPENING HOURS

The intended hours of operation are likely to be:

Monday to Thursday: 10:00am till 12:00am

Friday and Saturday: 10:00am till 12:00am

Sunday: 10:00am till 11:30pm

This will be similar to all other restaurants already operating in the area, but will be confirmed once a tenant has been secured.

7. STAFF ACCESS/EGRESS STRATEGY

Staff will access the restaurant through a separate staff entrance on the private service road. Separate shower facilities and storage of personal possessions will be located here. The staff toilets will be located on the 4th floor extension.

Staff would leave the building in an orderly fashion and would generally be travelling by public transport.

8. NO SMOKING POLICY

As per current legislation there will be a strict no smoking policy at the premises. Staff will be prevented from smoking outside the premises.

9. WASTE AREA

A designated waste storage area is provided on the ground floor of the existing building, away from the kitchen and restaurant floor. Two rooms are provided, one for the recycling and the other for general waste. The waste will then be disposed of via Camden Council and/or a private company, as is often adopted by operators to supplement collections.

The freeholder will vigorously make sure that waste removal is managed in the best possible, environmentally friendly way under the tenants lease obligations, as they do throughout the Estate.

The prospective tenant will be encouraged to install a glass crusher within this area to eradicate nuisance associated with removal of glass bottles.

Servicing

Servicing for the proposed fourth floor restaurant will be via the private access road between the Camden Wharf building and the adjacent Holiday Inn hotel.

Within the Transport Assessment accompanying this planning application the likely number of daily service and delivery trips to the restaurant has been forecasted to be a maximum of eight vehicle trips per day. As a total of ten existing trips were recorded by the survey this amounts to an overall total of eighteen daily trips on site.

A separate loading bay is proposed for the restaurant on this private service road. Given an average turnaround time per vehicle of fifteen minutes, it is unlikely that there will be more than one vehicle requiring access to the loading bay on the access road at any one time. It is anticipated that most deliveries would be made by small/medium sized vans and that these would be limited to a short waiting times to allow for loading/unloading only. Suppliers would be requested to switch off engines where possible to reduce disturbance to local residents. To access the loading bay vehicles will need to obtain permission from the Facilities Management (FM) Team who will be based on site and will be responsible overseeing the management of the loading bay. If a vehicle is permitted entry, the FM team will arrange to lower the bollards that will be installed to manage access into the private road.

Health & Safety

All Health & Safety and Fire Risk Assessments will be carried out frequently and service history records be available on site for inspection.

Noise

As part of the application a noise impact assessment has been conducted for the proposed re-development considering the potential effects resulting from the restaurant and additional required building services noise.

The document specifies the limits for restaurant and building services noise to the atmosphere, which can be secured by a suitably worded planning condition and delivered during detailed design of the development. Further, the document develops mitigation measures for the building envelope and building services equipment which will continue to be developed during detailed design development.

In order to limit the noise to the surroundings the assessment sets the noise targets for the restaurant as follows:

- For the daytime the noise limit for the restaurant is no more than 3dBA above the lowest measured baseline value, in order to ensure that combined levels do not increase by more than 5dBA.
- For the night-time the restaurant noise limit is parity with the lowest measured baseline value, in order to ensure that combined levels do not increase by more than 3dBA.
- For the night-time the entertainment noise limit at 63Hz is no more than 10dB below the lowest measured baseline value (at 63 Hz), in order to ensure that combined levels do not increase appreciably.

Sound insulation enhancements shall be provided to the separating floor construction between the existing third floor and new fourth floor to ensure that internal noise levels resulting from the restaurant activity are not exceeded during the day and night respectively.

Independent linings will be required to the external walls of the restaurant to ensure control flanking noise transmission and structure-borne noise.

Therefore there will not be an impact on neighbouring residential amenity as a result of noise borne from the A3 use.

Plant

The tenant's external heating and cooling equipment and kitchen extract fan will be located on the roof plant area (accessed within the building) and the existing first floor plant deck at the back. All other systems will be located in the tenant's demise. These will be assessed in terms of noise emissions and will comply with Camden's policies.

Kitchen Odour Abatement Equipment

Under the lease terms to be agreed the tenant shall ensure that an appropriate level of odour and particulate control is included within the design of the kitchen extract system. The Landlord will undertake an odour impact risk assessment based on the tenants catering type in accordance with DEFRA guidance. The tenant will be required to install appropriate grease and odour mitigation equipment to mitigate the odour impact risk assessed by the Landlord. In addition to the odour mitigation equipment the kitchen extract system will be designed to discharge vertically no less than 1m above the highest dormer window of the building at a velocity no less than 15m/s.

The tenant shall ensure that the equipment installed is DEFRA Clean air certified as are the fuel materials used to operate the appliance.

The design and installation of the system shall be fully compliant with all Environmental Health, Building Control requirements and HVCA guidance document DW172.

Acoustics

Noise mitigation measures will be required to be provided by the tenant to ensure that the noise resulting from the operation of their plant, including the kitchen extract fan, does not adversely affect any neighbouring residential dwelling and complies with the requirements of the London Borough of Camden.

The kitchen extract fans shall be required to be provided with proprietary attenuators and enclosed as necessary to meet the plant noise limits.

All plant, including the kitchen extract fan will be required to be provided with anti-vibration measures to control the transmission of structure-borne noise and vibration to acceptable levels within adjacent residential premises.

Kitchen Extract System Maintenance

The tenant will have to install a dedicated kitchen extract duct which can be effectively accessible and be cleaned. The duct will connect the restaurant unit to the tenants kitchen extract duct in the roof plant area.

Frequent maintenance of the kitchen extract system will be carried out by the tenant in order to ensure the odour abatement systems remain effective and to ensure that the ventilation plant remains in good working condition. The extract duct shall be inspected and cleaned every three months. The plant and filters shall be cleaned and replaced in accordance with manufacturers recommendations or sooner if requested by Camden Market Management, the management arm of the Estate.

The tenant shall keep filtration maintenance records detailing the date of all filter changes and maintenance visits. The tenant shall also carry out quarterly air quality checks on the

kitchen discharge. These records shall be made available for review by the landlord and if required the London Borough of Camden.

The landlord reserves the right to arrange their own independent checks on the kitchen exhaust air quality at any time.

