



Seven Dials Market



Operational Management Plan
&
Applicant Submissions on
London Borough of Camden
Statement of Licensing Policy



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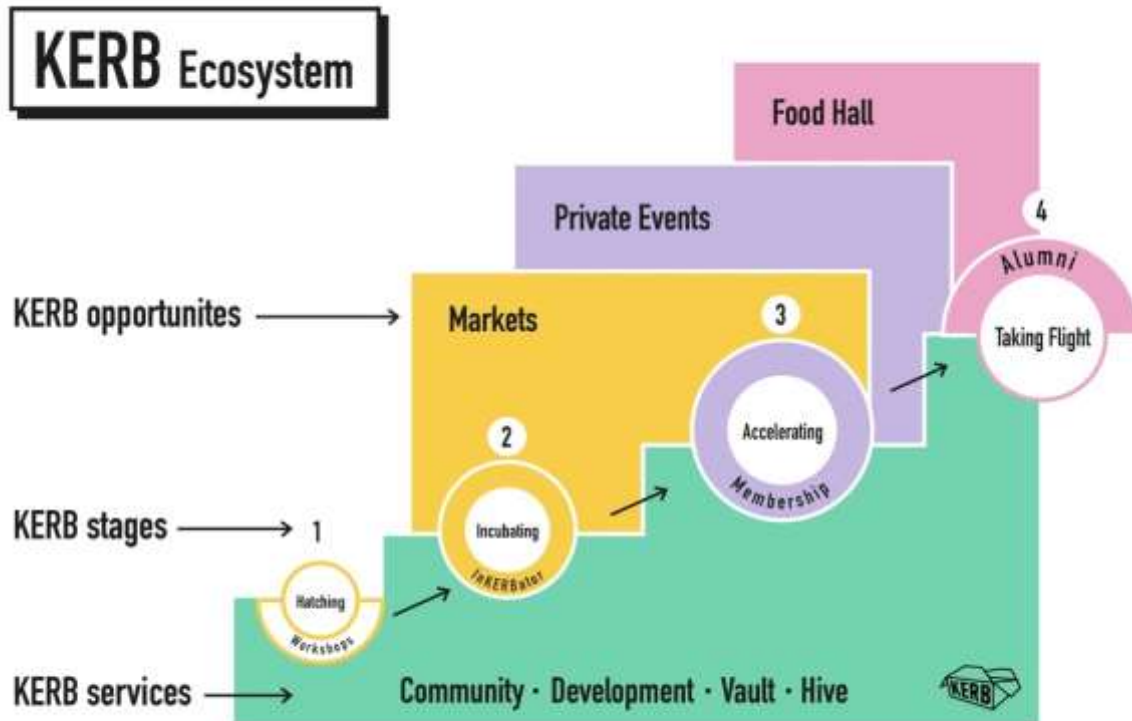


1 Introduction to KERB

HISTORY

- 1.1 KERB was founded by Petra Barran, who began talent spotting and organising traders from her choc-mobile, Choc Star, in 2010. Petra identified an opportunity to create a new community of food entrepreneurs with all the talent and flavour she saw in her fellow traders.
- 1.2 The idea was to cluster; to seek out the most exciting street food talent, bring them together on the streets of London and progress this dynamic but previously unorganised industry.
- 1.3 KERB has been at the helm of the London street food scene since launching in 2012 at King's Cross. KERB has improved the quality of food served on the capital's streets, legitimised the industry through professionalising its practices, given Londoners something tasty to sink their teeth into and grown a community of entrepreneurs who are driving real change across the city's food landscape.
- 1.4 KERB is a membership organisation dedicated to the incubation and acceleration of London's most innovative street food businesses. This is built upon a belief that the food on our streets should be filled with incredible, diverse, slap-you-round-the-face-it's-so-good flavour, and that the talented traders behind it should have the best chance possible to do what they love, develop their businesses and, ultimately, succeed from the kerb up.
- 1.5 Moving traders steadily through the 4 stages of the KERB ecosystem - from inKERBator to KERB Alumni - is KERB's expertise and focus. Through the opportunities for trading and exposure provided by KERB's markets, public events and #kerbcaters arm (front of house) and the many business services KERB offers (back of house), members are able to grow as they move along and are supported by the KERB platform.





1.6 KERB’s platform is strong and continues to expand because it has been built on some simple yet powerful founding principles:

- 1.6.1 Amazing food
- 1.6.2 Talented people
- 1.6.3 Professional practices
- 1.6.4 Transforming city spaces

KERB FACTS

- 1.7 Developed 150+ brilliant street food businesses - and helped generate countless more jobs.
- 1.8 Set up 20+ markets across London - transforming the experience of eating on the capital’s streets.
- 1.9 Rewritten the rules on corporate catering.
- 1.10 Provided the platform and early testing ground for some of today’s most popular restaurants - BAO, Bleecker, Pizza Pilgrims and Club Mexicana all ‘came up’ through the KERB ranks



- 1.11 KERB exists to make London taste better, democratising good food across the streets of London, delivering positive social outcomes in the process.
- 1.12 KERB is an inclusive, open-minded organisation, a platform for talented young traders irrespective of background and ethnicity.
- 1.13 48% of the businesses we represent are female owned.
- 1.14 31% are BAME owned.
- 1.15 85% of business owners coming through the inKERBator programme are under 30.
- 1.16 Over the past year KERB have worked with The Liminality Group, who developed a KERB-focused early intervention and prevention programme within schools and Young Offender Institutions, offering youth the opportunity to work in KERB markets.
- 1.17 KERB have built strong links with the Castlehaven Community Group in Camden, delivering free, interactive cooking demos to a group of young kids, many of whom tried certain vegetables for the first time in the sessions.
- 1.18 KERB have successfully supported Liberty Kitchen and their Balls No Chain ethos through the inKERBator programme, enabling current and ex-inmates of Pentonville Prison to develop a sustainable business.
- 1.19 The KERB private catering events business donates to StreetChild and runs regular charitable donation markets for StreetSmart.
- 1.20 KERB have worked with UCL and CSM students, offering them industry experience on relevant KERB projects.
- 1.21 KERB Brand Director sits on the London Markets Board, targeting making a positive impact on public markets and encouraging a broader spread of society into the industry.



2 Seven Dials Market

- 2.1 Seven Dials Market will operate as a unique food hall concept in the 19th century Thomas Neal's Warehouse, a former banana and cucumber storage building in the heart of Seven Dials. The market will represent KERB's first bricks and mortar site. It will rival the best food halls in the world with its historic West End London location.
- 2.2 Opening in summer 2019, Seven Dials Market will be serving breakfast through to dinner for Seven Dials' 32 million annual visitors. Spread across two floors, the 22,000 sq ft market will reflect the building's heritage and bring a taste of modern London to the former independent banana and cucumber warehouse.
- 2.3 London's greatest food producers will meet under one roof, from renowned street food traders to neighbourhood businesses. The market's 'Cucumber Alley' will see local businesses stock deli items such as artisan pies and fresh bread, as well as a florist and bookshop. With KERB's six-year history incubating London's best street food start-ups, Seven Dials Market will include a learning space with regular workshops hosted by London's food entrepreneurs for the local community.
- 2.4 KERB have been seeking a special space in which to launch a destination, world-beating food hall for some time. KERB are proud to be giving the Thomas Neal's Warehouse a new lease of life. The iconic building situated in the Borough of Camden - where KERB was founded and has been home to many incredible KERB events and markets over the years. The Seven Dials location in Camden is the ideal stage to showcase many of the great food talents London has to offer.
- 2.5 KERB has worked closely with upwards of 150 brilliant independent food entrepreneurs over the last six years. Seven Dials Market is the next step for KERB and its traders in this journey. KERB seek to respectfully make their new home in Seven Dials, and doing so in a way that creates positive and lasting connections with the local community.



3 Risk Assessment in Accordance with Paragraph 61 London Borough of Camden Statement of Licensing Policy 2016 – 2021

THE LOCATION OF THE PREMISES

3.1 Appendix 4 of the Statement of Licensing Policy describes Seven Dials as follows:

The Seven Dials area forms part of the hub of activity around Covent Garden and is located on the fringes of West End theatreland. After the theatre crowds have left the area it retains an active street life, but not of comparable volume to Camden Town. The areas main attractions are public houses with 23:00 hours closing times, with several late-night bars sprinkled along the side streets. Unlike Camden Town, which retains considerable pedestrian footfall up to and around 03:30 hours, Seven Dials becomes much quieter after midnight save for a pocket of isolated (though significant) activity around Drury Lane, Parker Street, Great Queen Street and Kingsway.

3.2 The Seven Dials area is characterised by a mixed variety of uses. This includes 77 restaurants/cafes, 44 pub/bar/wine bars, 11 dancehalls, clubs, 18 off-licences, 6 hotels, 1 members club, 8 theatres and 12 other licensed premises. The existing licensed portfolio does not include a licensed food market.





3.3 The area includes multiple office and commercial buildings, together with a significant residential community. The primary objective of the controls set out in this operational management procedures document is to safeguard the amenity of local residents and to ensure the market makes no addition to cumulative impact in the Seven Dials special policy area.

3.4 In the immediate vicinity, the following licence premises are located within the same building block as the Thomas Neal Centre, or immediately across the road:

Premises	Terminal Hour for Alcohol	Terminal Hour for Reg Ents	Closing Time	Capacity
Flesh & Buns 41 Earlham Street WC2H 9LX	Mon-Thu: 23:30 Fri-Sat: 00:00 Sun: 22:30	Mon-Thu: 23:30 Fri-Sat: 00:00 Sun: 22:30	Mon-Thu: 00:00 Fri-Sat: 00:30 Sun: 23:00	300 (excluding staff)
Belgo 50 Earlham Street WC2H 9LJ	Mon-Sat: 00:00 Sun: 23:30	Unrestricted (recorded music)	Unrestricted	Unrestricted
Seven Dials Club 42 Earlham Street WC2H 9LA	Mon-Sat: 23:00 Sun: 22:30	Mon-Sat: 23:00 Sun: 22:30	Mon-Sat: 23:00 Sun: 22:30	200 persons
Escapologist 35 Earlham Street WC2H 9LD	Mon-Sat: 00:00 Sun: 23:30	Unrestricted (recorded music)	Mon-Sat: 00:30 Sun: 23:30	Unrestricted
Souk Medina 4-5 Neal's Yard WC2H 9DP	Mon-Sat: 00:00 Sun: 23:30	Mon-Sat: 00:00 Sun: 23:30	Mon-Sat: 00:30 Sun: 00:00	Unrestricted
The Crown PH 43 Monmouth Street WC2H 9DD	Mon-Sat: 23:00 Sun: 22:30	Mon-Sat: 23:00 Sun: 22:30	Not stated	Unrestricted
The Crown & Anchor PH 22 Neal Street WC2H 9PS	Not on licensing register	Not on licensing register	Not on licensing register	Not on licensing register
Donmar Warehouse Theatre 41 Earlham Street WC2H 9LX	Mon: 01:30 Tue-Sun: 02:00	Mon-Fri: 01:00 Sat-Sun: 01:30	Not stated	271 persons

3.5 Office and residential accommodation are also located within the building block and within other buildings in the close proximity to the Thomas Neal Centre.

3.6 A key “place making” objective of the food market is to give local people and shoppers an attractive alternative location to buy fresh food and to dine in the area, particularly for persons visiting Seven Dials to shop who are likely to enjoy an affordable, high-quality meal served relatively quickly. The



food market will therefore complement the existing businesses and residential accommodation that form the Seven Dials community.

- 3.7 The applicant is carefully curating the specific retail, food and beverage offerings within the market to ensure no conflict with existing businesses in Seven Dials. Instead, the applicant aims to supplement the existing food and beverage offer in Seven Dials and aim to work together with existing businesses to ensure an appropriate balance of retail, food and beverage options are available for local people, visitors and shoppers.
- 3.8 As a result, KERB has assessed this risk factor as low.

THE INDIVIDUAL STYLE AND CHARACTERISTICS OF THE PREMISES

- 3.9 The premises is a former banana and cucumber warehouse over ground and basement floors within a large block of buildings in the centre of Seven Dials. The fabric of the building consists solid brickwork with a glazed central roof section over ground floor level.
- 3.10 The ground floor will operate as an all day and evening food and produce market accessible via a walkway named “Cucumber Alley” connecting Shorts Gardens and Earlham Street. The high market access gates either side of Cucumber Alley provide an attractive entry point, as well as a safe means of general access and egress. These access points will remain open during the market trading times.
- 3.11 The open nature of Cucumber Alley and glazed roof create a medium to high risk of noise breakout. However, these risk factors are located at ground floor level where low risk retail activity will take place, predominantly during the daytime and early evening.
- 3.12 The potentially higher risk activity, being restaurant uses and the sale of alcohol for consumption on the premises, will be provided in the basement to minimise the risk of noise outbreak. Furthermore, the application does not propose any regulated entertainment, again to mitigate the risk of noise outbreak.
- 3.13 The customer’s purpose of the visit and use in the basement also lowers the risk of noise outbreak. The primary purpose of visit will be to dine on the premises, as opposed to a high capacity vertical drinking premises with regulated entertainment. The applicant has instructed an independent acoustic consultant to undertake a noise impact assessment to analyse this risk factor further.



- 3.14 The ground and basement configuration of the premises will also minimise the risk of queuing outside the premises. This mitigates the risk of causing an obstruction to the highway or compromising persons safety by mingling with traffic.
- 3.15 Finally, the building is well equipped with four large fire escapes facilitating a safe emergency evacuation of the premises if required. KERB will undertake a full fire risk assessment and fire strategy with an expert consultant to ensure the safety of the building and persons visiting the market.
- 3.16 As a result, KERB has assessed this risk factor as low.

THE PROPOSED LICENSABLE ACTIVITIES AND USE

- 3.17 KERB proposes the following licensable activities:

Day	Sale of Alcohol (on & off sales)	Opening Hours
Monday to Saturday	10.00 to 23.00	08:00 to 23.30
Sunday	12.00 to 22.30	08:00 to 23:00

- 3.18 KERB does not propose any regulated entertainment or late-night refreshment. The application is limited to a proposal for the sale of alcohol for consumption on and off the premises. The sale of alcohol for consumption on the premises will be limited to the basement area only. Alcohol sold for consumption on the premises will be ancillary to a table meal.
- 3.19 The proposed use of the premises is not associated with a higher risk licensed use, for example a nightclub, pub or bar. In particular, the premises will be food led, and not alcohol led, consistent with a possible exception to the cumulative impact policy identified at paragraph 112 of the Statement of Licensing Policy.
- 3.20 The use of the premises will include a food market, coffee shops, a florist, fresh produce stalls, a bookshop and restaurant areas. Persons visiting the premises for these services are unlikely to adversely affect the licensing objectives in Seven Dials or engage in the type of behaviour that contributed to the introduction of the Seven Dials cumulative impact policy.
- 3.21 As a result, KERB has assessed this risk factor as low.



THE PROPOSED HOURS OF OPERATION

- 3.22 The proposed hours of operation are set out in the table above.
- 3.23 The proposed hours are within, and in some cases less than, the Council's preferred Framework Hours set out in Chapter 5 of the Statement of Licensing Policy. KERB acknowledges the Council's research findings in appendix 4 of the Statement of Licensing Policy in respect of Seven Dials main attractions with terminal hours of around 11.00 pm.
- 3.24 KERB has proposed terminal hours for licensable activities at 11.00 pm to ensure no adverse impact in the Seven Dials special policy area, particularly later in the evening. KERB is committed to helping ensure the residents continue to enjoy a quieter environment from 11.00 pm onwards.
- 3.25 As a result, KERB has assessed this risk factor as low.

THE ANTICIPATED NUMBER OF PERSONS WHO WILL BE ON THE PREMISES WHEN LICENSABLE ACTIVITIES ARE TAKING PLACE

- 3.26 Although subject to a final fire risk assessment, KERB anticipates the capacity of the premises will be approximately 300 (excluding staff) on the ground floor and 300 (excluding staff) on the basement floor. Other than small scale off-sales of alcohol, persons on the ground floor will not be visiting the premises for licensable activities. The capacity in the basement is within the same range as existing premises in the close proximity to the premises, as detailed above.
- 3.27 The applicant has identified the capacity level as a medium-high risk factor, particularly in respect of customer dispersal during evening hours. The applicant has prepared a dispersal policy to address this risk.
- 3.28 It is not anticipated people noise emanating from the market presents a risk of noise outbreak. This is because persons on the ground floor will be day to day shoppers visiting the various retail offers. Persons visiting the premises for licensable activities will be primarily located in the basement, thereby reducing the risk of noise outbreak. Those persons will be visiting the market for a table meal with no regulated entertainment, again meaning it is unlikely those persons will contribute to noise outbreak.
- 3.29 As a result, the applicant has assessed this risk factor as low.



THE EXPECTED CUSTOMER PROFILE

- 3.30 KERB hopes a very broad range of customer profile will be attracted to the premises. This could range from a local resident visiting the florist in Cucumber Alley; aspiring chefs visiting the food bookshop; shoppers enjoying lunch; office workers taking a coffee break; or persons wishing to visit the latest street food offer in the basement.
- 3.31 KERB will not run cheap price drinks promotions or promote the restaurant bar in the basement. This means the premises is unlikely to attract any irresponsible clientele visiting the market specifically to drink alcohol.
- 3.32 During the day, the KERB does not anticipate any associated risks with customer behaviour, particularly those visiting the premises for the various retail offerings or persons visiting for lunch.
- 3.33 During the evening, KERB will implement robust management procedures to ensure any customer behaviour that may risk undermining the licensing objectives is not tolerated under any circumstances. Please refer to the various management policies, including the dispersal policy, for further information in this regard.
- 3.34 As a result, KERB has assessed this risk factor as low.

THE POTENTIAL FOR PUBLIC NUISANCE ARISING FROM CUSTOMERS SMOKING, EATING AND DRINKING IN OUTDOOR AREAS AND ON THE HIGHWAY OUTSIDE THE PREMISES

- 3.35 KERB does not propose any outdoor seating or drinking areas. KERB has proposed strict licence conditions in the operating schedule to prevent customers from taking drinks outside when they leave the market temporarily to smoke.
- 3.36 KERB anticipates a relatively low dwell time for persons dining in the market. This reduces the risk of large numbers of customers needing to temporarily leave the market to smoke. Notwithstanding, the KERB will introduce a smoking policy to ensure customers smoking outside behave responsibly, do not obstruct the highway and do not cause a nuisance to local residents.
- 3.37 As a result, KERB has assessed this risk factor as low.



4 Management & Staffing

- 4.1 A key foundation to KERB's membership is unparalleled standards of training in the inKERBator scheme, with particular focus on food hygiene; health & safety; general compliance and business management etc. In addition, KERB will employ high levels of staff headed by the general manager to cover all aspects of the market's operation as a licensed premises trading in the Seven Dials Cumulative Impact Area.
- 4.2 All staff will be trained to a very high standard in operating procedures, responsibilities under the Licensing Act 2003 and customer service, and will receive the required health and safety and fire procedure training. All training will occur on site or at one of KERB's other London sites.
- 4.3 On busier evenings, for example on Thursday, Friday and Saturday the staff and security levels will be increased in order to ensure customers are supervised in a safe environment with no adverse impact to local residents.
- 4.4 The general manager will be appointed as the designated community contact. Local residents and the responsible authorities will have an open line of communication with the general manager to discuss any issues affecting the local area.
- 4.5 Staff will continue to be reminded of their duties under the Licensing Act 2003 to promote the Licensing Objectives: the Prevention of Public Nuisance; the Prevention of Crime & Disorder; Public Safety; and the Protection of Children From Harm.
- 4.6 Additional controls include:
 - 4.7.1 Extensive employee induction and on-going refresher training, covering inter alia:
 - 4.7.1.1 The responsible supply of alcohol.
 - 4.7.1.2 Age verification.
 - 4.7.1.3 Responsibilities in the local area and towards local residents.
 - 4.7.1.4 Customer care and hospitality.
 - 4.7.1.5 Complaint handling.
 - 4.7.1.6 Food Hygiene & Safety.
 - 4.7.1.7 Health & Safety.
 - 4.7.1.8 Fire Safety.



4.7.1.9 Team working skills and regular team meetings.

4.7.1.10 Obligations under the Licensing Act 2003.

4.7.2 Operational procedures to prevent any sources of nuisance in the local area, covering inter alia:

4.7.2.1 Responsible management of customers in and outside the market.

4.7.2.2 Controlled management of the arrival of customers.

4.7.2.3 Preventing loitering or any disturbance whatsoever outside the market.

4.7.2.4 Controlling and supervising customer smoking.

4.7.2.5 Litter and waste refuse.

4.7.2.6 Dispersal (see dispersal policy below).

4.8 Sympathetic servicing of the Premises, including consolidated servicing and deliveries (see servicing and deliveries policy).



5 Noise Control

- 5.1 KERB has instructed an independent acoustic consultant to undertake a noise impact assessment. The consultant has been instructed to analyse and advise upon measures to control the risk of noise associated with the market that could potentially cause a nuisance to local residents. The noise impact assessment will consider potential noise sources from plant & equipment; music played inside the market; and customer noise as they arrive, visit and leave the market.
- 5.2 KERB does not propose any regulated entertainment in the premises licence application. Examples of music played at the premises may include: background music played through speakers in the market building; music played in the basement bookshop during private functions; or low-key live music performances before 11pm in the basement, which will be incidental to the food market use of the premises. There is absolutely no intention to use the premises as a music / entertainment venue.
- 5.3 The proposed customer base and purpose of visit means it is extremely unlikely customers will contribute to anti-social behaviour when either inside or outside the premises. This type of behaviour will not be tolerated under any circumstances in any event.
- 5.4 The dispersal policy will promote a quick, quiet and controlled departure of customers, particularly during more sensitive times in the evening. This will control any potential noise sources associated with customer dispersal.
- 5.5 The use of the plant and machinery is subject to various planning controls. All food traders will be serviced by a single extract system to eliminate the impact of multiple extract points across the site. The system used will be high grade and regularly serviced to ensure optimum performance and quiet operating levels.



6 Security

- 6.1 KERB will work in partnership with the Police and Seven Dials security team.
- 6.2 SIA registered supervisors will be employed during busy periods and based on an ongoing risk assessed basis.
- 6.3 KERB will seek to work with the London Borough of Camden Police Licensing Team in respect of any additional security requirements of the Police.
- 6.4 CCTV cameras will be located both internally and externally within the building and recordings will be kept for the minimum 31 days.
- 6.5 Additional security risks, for example terrorism, will continue to be assessed and appropriate procedures implemented accordingly.



7 Smoking Policy

- 7.1 As stated above, KERB anticipates a relatively low dwell time for persons dining in the market. This reduces the risk of large numbers of customers needing to temporarily leave the market to smoke.
- 7.2 Notwithstanding, KERB will implement tailored management procedures to ensure customers smoking outside behave responsibly, do not obstruct the highway and do not cause a nuisance to local residents.
- 7.3 Customers will be permitted to use designated smoking areas to smoke during operational times. The initial proposal is to designate an area on Shorts Gardens as the smoking area as the space on the pavement offers a convenient location to manage smokers.
- 7.4 KERB is committed to keeping this area under constant review based on feedback from local residents and the responsible authorities. The nature of the market building and location means a smoking area can be designated elsewhere if required.



8 Dispersal Policy

8.1 A significant proportion of persons visiting the market are anticipated to be:

8.1.1 Local residents;

8.1.2 Persons working in local offices;

8.1.3 Shoppers visiting the various retail offerings in Seven Dials.

These persons will already be in the area in any event and are expected to make their journey home via their established transport links. This dispersal policy seeks to ensure a controlled, quick and quiet dispersal of persons already in the areas (as categorised above) and new persons that may be visiting Seven Dials specifically for the market.

8.2 By implementing this dispersal policy, KERB seeks to promote a professional and responsible management of customers as they leave to ensure they make their journey home without any adverse impact on local residents.

Entrances and Exits

8.3 Access to the market will be via entrances at ground floor level situated on Shorts Gardens and Earlham Street. The primary point of entry and exit will be via the Cucumber Alley gates connecting Shorts Gardens and Earlham Street. Entrances and exits will be monitored by staff. Supervision of the entry and exit points will be increased during busier trading periods.

8.4 At peak periods, additional staff and SIA supervisors will be employed to assist with the quiet dispersal of customers and to monitor taxis and parking.

Transport

8.5 Customers will be expected to arrive and depart by various modes of transport. The market is very well serviced by public transport links, as set out below. Staff will be familiar with the transport links so they can advise customers where required.

8.6 Rail & Tube

8.6.1 The proposed hours of operation fall well within the scheduled timetables for the London Underground, Overground and Rail Network.



- 8.6.2 The closest tube stations to the market are Covent garden, Leicester Square, Tottenham Court Road and Holborn. These stations are situated within easy walking distance and provide transport to a wide range of locations across London and further afield, right through the day and night.
- 8.6.3 Charing Cross station is also accessible by foot for London Underground and National Rail services.

8.7 **Taxi**

- 8.7.1 Black cabs are readily available right through the day and night in the area.
- 8.7.2 Any customer wishing to leave the market by taxi / private hire vehicle will be encouraged to book a taxi in advance and remain in the market until their vehicle has arrived.
- 8.7.3 Other forms of app-based taxis may also be used by customers. Customers can wait inside the market until their taxi has arrived to ensure a quick and quiet exit.

8.8 **Bus**

- 8.8.1 The market is well serviced by public buses. TFL bus services are accessible by various bus stops within easy walking distance, including 14, 19, 24, 38, 29, 176, N5, N19, N20, N38, N41 and N279, which go to a variety of destinations throughout London.
- 8.8.2 Staff will be familiar with the local bus services and will advise customers accordingly.



9 Servicing & Deliveries

- 9.1 The following premises licence conditions are included in the operating schedule:
- 9.1.1 Deliveries to the premises shall only take place between 08:00 and 20:00 Monday to on Sunday.
 - 9.1.2 Collections, including waste, shall only take place between 08:00 and 20:00 Monday to Sunday.
 - 9.1.3 Waste will be put outside no more than 30 minutes before the scheduled collection time.
- 9.2 Deliveries will take place via the dedicated servicing entrance on Earlham Street, however all four entrances will be made available for deliveries to alleviate pressure on a particular point and to facilitate a quick and efficient delivery process without queuing delivery vehicles.
- 9.3 Waste refuse collections will either take place via the dedicated Rothenburg waste management outlet point (see below) on Earlham Street or via the dedicated servicing point, also on Earlham Street.
- 9.4 KERB intend to implement various measures to consolidate deliveries, servicing and waste refuse collections. This will significantly reduce the number of vehicles required to service the market. Planned measures include:
- 9.4.1 A single supplier of soft drinks. The company chosen will likely be a London based producer of artisan soft drinks. The soft drink products will not include the usual branded products such as 'Coca Cola'. This will avoid the need for multiple drinks suppliers delivering multiple consignments each day.
 - 9.4.2 So far as possible, encourage food traders to coordinate and join up to use the same suppliers of fresh produce and non-perishable goods to reduce the number of deliveries required to the market each day.
 - 9.4.3 A Rothenburg wet waste management system will be installed in the basement. This system allows all wet food waste to be stored in a sealed tank before being collected in approximate 10-day intervals. The collection vehicle will pump out the wet waste directly from the tank in the basement via a pipe outlet at street level. This significantly reduces the amount of waste refuse collections required and avoids wet, potentially smelly and greasy waste, being taken outside multiple times a day and left on the pavement waiting for collection.



9.5 KERB is mindful of the potential impact servicing and deliveries can have on local residents and businesses. KERB will work hard to implement the measures above and encourage quick, quiet and efficient servicing procedures to minimise the impact this activity will have on the Seven Dials community. Suppliers will be reminded of their duty to ensure drivers undertake their servicing and deliveries duties as sympathetically as possible. These procedures will be kept under constant review with consideration of any feedback received from local residents or businesses.



10 Closing Procedure

10.1 Management controls will be implemented to ensure that the closing procedure of the market has no adverse impact on local residents. The procedures will facilitate a quick and quiet closure of the market.

10.2 Management controls will include:

10.2.1 Politely reminding customers of the operating hours ahead of the closure times.

10.2.2 Phased closure of the bar and food kiosks ahead of the closure time.

10.2.3 Ensuring all customers are off the premises by the authorised closing times. There will be no exceptions to this rule whatsoever.

10.2.4 A prompt clean and clear up of the market as soon as possible after closure.

10.2.5 Employees/traders must leave the market quickly and quietly, at all times following the Dispersal Policy set out above.

10.2.6 Employees/traders are not permitted to loiter outside the market or smoke in the vicinity after closing.