

Operational Management Plan

Unit 18, Brunswick Centre

METHOD STATEMENT

All units shall adhere to the following operating principles.

Core menu:

ICCOs are traditional Italian pizzerias located in the heart of London. ICCO first opened in 1999. Since then we have built a solid reputation with customers, reviewers and bloggers. The concept centres on serving delicious fresh pizzas with prices that offer exceptional value for money. The dough is prepared on site every morning by our chefs and with a theatre kitchen customers can see fresh ingredients added to the pizza bases. With 18 different pizzas and most priced around the £5 mark, we have built up an army of loyal customers (over 300,000 pizzas sold from our two branches in 2017 – over 1.5 million since we started). We opened ICCO because we wanted to prove that it was possible to serve fresh pizza at a reasonable price rather than the extortionate prices readily seen on the high street.

It is authentic, cheap and delicious – a far cry from the monotonous Italian chain restaurants owned by venture capitalists.

Waste:

We shall remove waste from the shop at regular intervals throughout the day to the waste store shown on the attached plan. Waste is then removed from the building at regular intervals throughout the day.

Opening hours:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Opening hours	7:00 AM	7:00 AM	7:00 AM	7:00 AM	7:00 AM	9:00 AM	9:00 AM
Closing hours	23:00 PM	23:00 PM	23:00 PM	23:00 PM	23:00 PM	23:00 PM	23:00 PM

Cleaning frequency:

Constantly throughout the day

Recycling policy:

Plastics and glass recycled

Extract:

Equipment Detail: Please see attached (ICCO Tech letter P-76545 document)

In addition the vent is equipped with special filters (please see attached Carbon filter & 24x24x4 prefilter documents).

We use an electric oven, DONATELLO 6 X 6 ELECTRIC PIZZA OVEN (please see Cuppone-Donatello-Ovens document) because it is highly energy efficient. We will have two of these twin ovens in operation.

We do not use any gas and perform no cooking other than the electric pizza oven.

The oven will have an operational extraction hood which will be vented out of the building to the service area as depicted in our Extraction Plan

Music:

We play music such that it is inaudible outside the shop and only during the customer trading times.

Alcohol:

We do not sell any, either on or off the premises.

ADDITIONAL NOTE

Deliveries:

We have a specified area on the shop floor where Delivery drivers will wait to pick up their order so as not to make any disturbance outside of our premises. This area is highlighted on our Proposed Floor plan rev A document. The drivers from our two delivery partners Deliveroo and UberEats will operate exactly how they do so already in the Centre with some of the other A3 operators and will park their cycles/mopeds outside of the Centre on the North side of Berners Street. They will then walk to our Unit in order to collect the order from inside. The on-street delivery vehicle parking area is shown on our Block Location plan rev A document.