

## **Market Operational Plan**

**This Market Operational Plan has been prepared to meet the requirements of condition 11 attached to planning permission reference 2018/3553/P, which grants permission for the redevelopment of Buck Street Market. The development is an exciting opportunity to transform the existing market to provide a ground plus two-level container market (Sui Generis) comprising retail, restaurant/ café, hot food takeaway and ancillary uses.**

The Market Operational Plan has been written to act as a tool to operate the market with, providing a framework of the activities that will take place.

### **Opening Times**

The market will be open to the public for the following times:

Retail 10am – 7pm

F&B 8am – 11.00pm (allowing for a 30-minute window to close down)

However, access times for deliveries will be from 7.30am due to limited delivery areas to service the market.

### **Tenant Management**

Prospective tenants will apply using CamdenMarket.com and complete an online application form where they will tell us about their business and sharing images where applicable.

The tenants will be selected using criteria already used in the rest of the Camden Market estate, they will be expected to demonstrate how their offering is unique, to a high quality and bringing something different to the market place.

Once accepted to trade the prospective tenant will be offered either a Licence to Occupy or Short Form Lease depending on whether they are taking a stall or a unit.

Before a tenant starts to trade in the market, they will be expected to provide images of branding, fit out of how their unit will be and how long they expect the fit out to take. This needs to be signed off by a member of the Asset Management team before they take occupation.

During the period of fit out the tenant will be expected to comply with the relevant H&S laws and ensure that any electrical works are carried out by a qualified electrician and the appropriate certification is provided. Before a tenant is allowed to open for trade, they will be expected to provide a risk assessment on their unit to ensure compliance is met as detailed in the Tenant and Trader Handbook which is provided prior to occupation.

All sole traders will agree to a KYC check and provide relevant ID for Licences. All registered traders to provide their registered company name and number for review.

All tenants are expected to have Liability Insurance and it is recommended they have Contents Insurance as well.

Tenants will be expected to provide turnover data on a weekly basis so that we can monitor the success of the market and work with tenants who may be struggling so that we can help them improve their businesses. They will be encouraged to use the markets free EPOS system to conduct customer transactions where 7 day a week support will be provided to the tenant should they have any software or hardware issues.

All tenants are expected to be active on social media where they are promoting their brands but also promoting the market.

All tenants will be expected to adhere to the Real Deal initiative where no counterfeit or illegal product is to be sold in the market, we will be working with the local authority and this will be policed on a daily basis to ensure compliance. London Borough of Camden Consumer Protection Officer will assist in estate induction and trading to support the real deal initiative to all tenants and their employees as part of our ongoing commitment to a world class consumer experience for all our visitors. Failure to adhere to the policy could result in a notice being given to the tenant.

### **Staffing and Security**

CCTV and a member of the Security Team will be present on site 24 hours a day. Security will work closely with the Market Management team for Buck Street to ensure a safe running of the venue.

### Night-time Management

Public opening hours of the market will be clearly indicated on entrances and exits within the market.

Public seating located on 1<sup>st</sup> and 2<sup>nd</sup> floor will remain open until 11pm to allow for consumption of food and drink during this time.

Public facilities such as toilets and cycle parking stations will remain open until 11pm. Bicycles left in the short stay facilities after this time will be locked on site until the following day.

The rear Buck Street entrance gate to the market will be closed from 7pm daily to manage the dispersal of traffic, with the front 2 entrances (Front Buck Street and Camden High Street) remaining open but monitored by a member of the security team until closing.

Security will close the front 2 gates from 10:30pm not allowing further access to the market where customers will be required to leave via these gates by 11pm.

The security team will be responsible to ensure all customers are off site by 11:30pm checking all units, public facilities (e.g. toilets) and service locations (e.g. refuse rooms). Gates will be closed and locked by 11:30pm.

Further details of management of the night-time uses are set out within the Night-Time Use Management Plan.

### ID requirements

3 units within Buck Street will have A3 licences where alcohol can be served with the purchase of food. The traders will have the responsibility to ID all customers purchasing alcohol with the support of security to remove any customers not adhering to this requirement.

The security team will also monitor and remove any external alcohol on site or underage drinking within the restaurants or communal areas.

Alcohol cannot be consumed outside of the A3 licenced location in the market and will be signposted as such.

Under 25 ID policy posters will be located across the market.

### Events

All trader events will be communicated to the Market Management team and Security Team with a minimum of 21 days' notice to allow the Camden Market Management team to apply for TENs if required and outside of their normal trading variation.

Buck Street Market Management team to provide final confirmation of the continuation of any tenant events. Events should be tailored to the Buck Street vision and demographic.

Market initiated events will be organised by the Marketing team and application of any TENs required (Temporary Events Notice) will be submitted in advance.

Site and management plan will be submitted to the local police authorities by the Marketing team prior to any market events.

Security team will determine whether stamps or wristbands will be required on a case by case basis.

Any H&S checks and/or risk assessments will be conducted by the Market Management team alongside the tenant or marketing team.

Any approved events will be communicated to the traders within the market with a minimum of 24 hours' notice (large events will have a minimum of 7 days' notice to allow the tenants to participate with special buys or discounts alongside the event). Capacity for events held on any given floor of the market will be determined based on the event specifics provided to the H&S team and communicated clearly prior to the construction of the event.

#### Threats to Building

Any threats to building will be handled by the on-site security team who will contact local emergency authorities immediately. An evacuation plan will be put in place by the security team allowing for a clear and timely exit of all customers and traders.

#### Music

Music within the market and units will be controlled by the market team. Tenants may be permitted to play music within their unit. If permitted, traders must submit evidence of their PRS Music Licence or PPL (Phonographic Performance LTD) Licence to legally play any recorded music in public to the Market Management team.

Sound levels and licences will be monitored by both the Market Management and Security Teams.

Music must be turned off by all traders and market by 10:30pm to encourage customers to leave by 11pm.

#### Waste

Waste will be transferred to the refuse room at the rear of the market by the traders.

Traders will be supplied with food caddies for food waste and guidelines on waste management within their demise. The bin room will be set up accordingly and tenant compliance monitored by the Market Management and cleaning teams. Failure to comply with the market waste procedure will result in a fine.

Public waste will be collected by the onsite cleaning team from public bins, toilets and litter.

Any rubbish bins left outside of the units at any point of the day will be reported to the Market Management team and a fine given to the tenant alongside a report from the cleaning team and photographic evidence.

Market Management team will work closely with the waste collection company iRecycle to ensure collections are regular and as per demand.

Further details on waste are set out within the Servicing Management Plan and Litter Management Plan for Buck Street Market.

### **Toilets**

Toilets will be located on the 2<sup>nd</sup> floor of the market for both public and trader access. A separate disabled toilet (Disability Discrimination Act 2005 compliant) is provided alongside both ladies and gents conveniences and can be accessed via the public lifts.

Cleaning team will conduct regular visits to the toilets for cleaning and monitoring- any complaints regarding the cleanliness of the toilets or gates will be reported to the Market Management to escalate.

Traders will be given passes to allow free entry for staff only.

Entrance to the toilets will be available until 11pm and closed until opening the following day which is monitored by the security team.

### **Deliveries**

Tenant deliveries will be regulated by the Market Management team with slots allocated to traders from 7:30am until opening.

Timed slots will be monitored by the security team and any failure to comply will be reported to the Market Management team to conduct a warning and any required fines.

Deliveries to the Market will be managed in accordance with the Servicing Management Plan.

### **Hygiene Standards and H&S**

Traders are expected to submit RAMs for any unit works required on site with a minimum of 7 days notice for review by Market Managers and H&S teams.

Traders are expected to comply with all H&S compliance as stated within the Community Handbook and will be monitored by the Market Management team.

Both Market Managers and Security teams are expected to remain diligent and report any failure in H&S procedures immediately to H&S team for compliance checks.

Market Managers reserves the right to conduct hygiene inspections across all units in the market. Market Managers will company with H&S team periodic inspections to ensure food safety legislation. Such inspections will be conducted prior to peak trading seasons and/or events.