

BUCK STREET MARKET

TENANT & TRADER HANDBOOK

1. INTRODUCTION

As one of London's most-visited and best-loved locations, Camden is a thriving shopping, drinking and eating destination for tourists and Londoners alike. For decades, Camden Market — comprised of Stables, Camden Lock Market, Hawley Wharf and Buck Street — has been known for its unique and authentic character, cultural ties to music, art and fashion and tight-knit trader community. We're glad you're joining us!

This handbook is a guide to all you'll need to know about Buck Street Market, its day-to-day management, and the on-site team who are here to support you and your business. We're committed to promoting best practice and providing a sustainable environment here - if you have any suggestions on how we can improve the trader and visitor experience, do let us know. If you have any questions you can't find answers to in this guide, contact a Market Operations Manager directly — you'll find contact details below.

2. CONTACTS – NAMES AND NUMBERS TO BE ADDED ONCE CONFIRMED.

General Operations Manager

Market Manager

Market Co-ordinator

Facilities Manager

Facilities Co-ordinator

Retail Operations

3. MARKET FACILITIES

3.1 OPENING HOURS

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

Retail 10am – 7pm

F&B 10am – 11pm

3.2.1 RE-TIMING OF DELIVERIES

The Market Management team will be responsible for managing services and delivery times. Deliveries will be scheduled to avoid the peak periods for the market, so that the arrivals of commercial vehicles are moved to times of the day where the impact is reduced. Equally all deliveries must take place in accordance with the Servicing Management plan which has been submitted to the London Borough of Camden (at the time of drafting this document it was yet to be approved although approval will be required before the development opens. A summary of the key points are set out below and a copy of this document can be made available upon request:

- Loading & unloading is permitted within a loading bay on Buck Street, also permitted on Camden High Street to the west and Kentish Town Road to the east
- Loading & unloading is prohibited on Camden Highstreet on a weekend
- Deliveries will be scheduled between 6am-8am daily

- A Market Manager or member of the security team will be on hand to ensure vehicles do not occupy the loading bays longer than required to unload; vehicles that exceed permitted dwell time of 20 minutes will be issued a penalty notice
- Drivers will be instructed to switch off their engines whilst loading/unloading, preventing engine-idling during delivery and servicing activity

3.3 VEHICLE ACCESS

There is no standard vehicle access to the Buck Street Market.

3.4 PARKING

There is no parking on site but there are pay and display bays on Camden High Street, and local parking & restrictions apply. We strongly encourage the use of public transport. There is also cycle parking within the market: 22 short stay and 6 secure long stay spaces.

As per Camden Council policy, tenants of Buck Street are not entitled to (unless they are the holder of the disabled persons badge issued pursuant to section 21 of the Chronically Sick and Disabled Persons Act 1970) to:

- 1) Be granted a business parking permit to park a vehicle in a business parking bay; or
- 2) Buy a contract to park within any carpark owned, controlled or licenced by the council.

3.5 DISABLED ACCESS

Buck Street Market offers disability access across all 3 floors with the use of a lift.

Buck Street Market works alongside merchants to ensure full compliance with the Disability Discrimination Act. If you feel that something could be done to improve the experience for your staff and customers, please advise the management team. Each case will be considered and, where appropriate, reasonable steps will be taken to ensure that Buck Street is as accessible as it can be.

3.6 TOILETS

Merchant and public toilets are located on the 2nd floor and are open from 8am until 11:00pm daily. They are accessed via a staircase or one of two lifts. A separate disabled toilet (Disability Discrimination Act 2005 compliant) is provided alongside both ladies and gents conveniences. All public toilets are cleaned in the morning and throughout the day, and are regularly inspected for quality. Merchants should report any issues to the Market Managers. It is each merchant's responsibility to maintain and clean toilets located within their premises.

3.7 BABY CHANGING FACILITIES

There are baby changing facilities situated in the disabled access toilets on the 2nd floor of the market.

3.8 CLEANING

All Merchants should be doing their part in supporting the success of the Market by helping to keep the market clean, appealing and hygienic. Merchants are expected to make a reasonable effort to clear their customers packaging waste from the wider area surrounding their unit. To support this Buck Street has cleaners on site every day from 6am to 12pm. Merchants should report any major cleaning issues to Market Management.

Public waste bins will be regularly emptied by the cleaning team. Any waste from within your stall or unit should be taken directly to the refuse room, segregated accordingly and placed into the relevant bins provided.

3.9 WASTE

All traders will be expected to recycle and segregate at source.

The market has limited the use of single use plastic and traders must adhere to this.

The trader expectations are as follows:

- Any dry general waste (non-contaminated) to be placed in clear bin bags and taken to the refuse room. All retailers will be expected to adhere to this 100%
- F&B traders to segregate glass at source and place within the allocated bins within the refuse room
- F&B traders will be provided, by the market, food caddie bins to remain within their unit for any food waste. These must remain free of any general waste and emptied into the food bins within the refuse room.

Tenants will be required to empty their bins throughout the day to reduce the risk of the refuse room being at full capacity in the evening where further arrangements cannot be made.

4.1 CUSTOMER SERVICE

Take care of the customers' needs by providing and delivering professional, helpful, high-quality service and assistance before, during, and after the customer's shopping experience. Smile and be polite, courteous, and respectful. Greet customers who come to view your stall. Don't oversell but interact, giving customers who are interested more information about your products.

4.2 COMMERCIAL STANDARDS

Buck Street Market requires a distinct and consistent brand image to be created during the customer's journey. This should flow into all products and service offerings. It not only communicates your own brand's image, but also reinforces the Market's branding efforts.

A marketing guide will be available for all tenants within the market with landlord expectations.

Tenants should also consider their commercial trading decisions on a daily basis- this should include, but not limited to, updating menus daily, merchandising your unit or stall, providing clear and attractive signage for customer visibility and restocking regularly throughout the day.

4.3 LIMITS OF THE STALL OR PREMISES

If you have an enclosed unit, you are not permitted to place anything outside of your demise, including stock and signage. This is closely monitored and anything placed outside of your unit

without approval could be moved without warning. Leaseholders should refer to their demise plan which is defined in their lease agreement. Merchants operating from a stall are not permitted to display product beyond the confines of their stall fixture.

4.4 MUSIC

Music within the market and units will be controlled by the market team.

4.5 HYGIENE STANDARDS

All businesses, irrespective of size, should take all reasonable precautions, at all stages of the production chain, to ensure that the product they supply meets safety requirements.

Actions you can take may include the following:

- Use trusted sources of raw materials and ingredients
- Utilise assurance schemes
- Utilise food safety management standards
- Implement food safety management systems
- Enlist local authority assistance

The Market Management team reserves the right to conduct hygiene inspections at all sites within the markets. If your business involves the production or preparation of food, it will be subject to periodic inspections to ensure you are complying with current food safety legislation. Please refer to the HEALTH, SAFETY & FOOD HYGIENE INSPECTIONS section in this handbook for more information regarding what an inspection might involve and any action which may be taken if a problem is found with food safety standards in your business - possible actions could include closure, without notice, until minimum hygiene standards are met. More information can also be found on the Food Standards Agency's website (<http://www.food.gov.uk/the-website-of-the-food-standards-agency>).

4.6 COUNTERFEIT PRODUCTS

Local authority trading standards services, market operators, industry groups, and copyright and trademark owners are working in partnership to ensure Buck Street Market is free from counterfeit and other illegal goods, so that consumers can shop, and legitimate dealers can trade, in safety and with confidence. Buck Street is part of the "Real Deal" initiative, requiring us to abide by the terms of this charter, in agreement with our local trading standards service. 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

Buck Street Commitments:

- To work in partnership with the local authority trading standards service to prevent the sale of counterfeit and other illegal goods within the markets
- To be aware of who is trading within the markets
- To ensure fair trading within the markets

The Local Authority Trading Standards Service Commitment:

- To work in partnership with Buck Street to ensure the markets are free from counterfeit and other illegal goods
- To provide information and support in relation to the sale of illegal goods
- To work with industry and trade mark representatives to identify illegal goods
- To monitor the markets and share intelligence with police, trading standards and other law enforcement agencies, as well as industry and rights' owners

Industry and Trade Mark Representatives' Commitment:

- To provide regular and up-to-date information to local authority trading standards and market operators on how to identify illegal products
- To provide training and support on request
- To monitor the markets and alert all parties to any infringing products found

You can find more information here:

<http://www.realdealmarkets.co.uk/>

Any merchant found selling counterfeit or illegal items will be asked to stop selling them. Failure to adhere may result in termination of your occupation. In order to comply with the Real Deal, every merchant will be required to display a sign provided by us with some trading information. Please ask your Market Managers for more information.

4.7 ADULT-THEMED PRODUCTS

Buck Street restricts the promotion of the following types of adult-oriented products:

- Offline adult entertainment
- Adult merchandise
- Sexually suggestive content
- Images containing exposed skin and nudity

When promoting adult-oriented content, you may not do any of the following:

- Violate local laws or regulations that your campaign targets
- Target minors
- Promote sexually explicit content
- Promote content with under-age or non-consensual sexual themes
- Promote escort services or other services that may be interpreted as providing sexual acts in exchange for compensation

Drug paraphernalia

The sale of pipes, bongs and grinders is not permitted in Buck Street. It is a criminal offence to sell such articles under the Misuse of Drugs Act 1971, Section 9A (Prohibition of supply of articles for administering or preparing controlled drugs). The local police are prosecuting businesses who sell drug paraphernalia. If you have any such items available for sale, please remove them immediately. If you are unsure whether or not an item is likely to be construed as drug paraphernalia, please contact a member of the Market Management team. To give you an example: a herb grinder sold alongside other kitchen utensils will be regarded as a herb grinder. A herb grinder decorated with marijuana leaves and sold alongside cigarette papers and rolling machines will be regarded as drug paraphernalia.

5. CONSUMPTION OF ALCOHOL

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. We follow a Challenge under 25 ID policy across the market and posters will be located across throughout highlighting this.

6. FITTING OUT YOUR NEW SPACE

While we are very happy for you to convey the character of your business in your unit through decoration and merchandising, consideration must be taken before works commence and sign off is required before work commences from the Market Management team.

6.1 BUILDING WORKS

Merchants or prospective tenants may not conduct any works or attach fittings to units without the express permission of Market Management. Any works which require material changes to the premises or buildings must be approved in advance by Market Management. If it is deemed necessary by management to appoint an assessment engineer of any kind for intended works, the cost of this shall be borne by the merchant.

6.2 EXTERNAL BRAND SIGNAGE

External brand signage is provided by Buck Street market and is designed by our in-house graphic design team to ensure the facia of all units are in line with the market vision.

6.2.2 A-BOARDS

To keep the market clutter-free, and safe for our visitors, A-boards are only allowed on a restricted and temporary basis. Approval for the use of A-boards must be given in writing by the Market Managers.

6.3 INTERNAL CHANGES

You must not modify or tamper with existing gas, water, electrical or fire alarm installations. All works must be approved by Market Management before works start.

6.4 DECORATION

You must not paint any pipes or wires within your unit. Most pipes and wires are colour coded for quick and easy identification in the event of maintenance or an emergency.

All decoration works must be approved by Market Management before works start.

6.5 NOTICES

You must serve all necessary notices in connection with any fit-out works on the relevant statutory authorities, and pay all associated fees. Evidence that the relevant notices have been served and the relevant fees have been paid must be passed to Market Management before works commence.

6.6 SPRINKLER SYSTEM

If there is a sprinkler system present in your unit, this must remain in operation throughout the fit-out period and occupation – the system must not be altered or tampered with in anyway.

Nothing at all is to be attached, hung, lent onto or rested against the sprinkler system. A clear space of at least 0.5m must be maintained at all times between the sprinkler system and any items being stored.

6.7 COMPLIANCE

Any proposed works must be fully compliant with access measures included within Building Control approval procedure, the Equality Act 2010 and any other relevant legislation. It is your responsibility to clarify any such requirements with the relevant Camden Council Building Control Officer prior to submitting your proposals for approval. For more information:

<https://www.camden.gov.uk/ccm/navigation/environment/building-control/>

6.8 ELECTRICAL WORKS

All electrical works on site must be undertaken by a qualified electrician. Market Management require prior written notice of the required works and evidence of the competence of the proposed electrician before works can commence. A copy of certification of electrical installations (e.g. NAPIT or NICEIC certificate) must be provided to Market Management for their records.

Tenants are responsible for ensuring their Contractors follow safe procedures on site.

7. LIABILITY INSURANCE

We expect all merchants to have their own Public Liability insurance.

All stalls and units must have the following insurance:

- Public liability protection of at least £10 million
- Product liability protection of at least £10 million
- If employing any staff, Employer's liability protection of at least £10 million (this is a legal requirement)

8. HEALTH & SAFETY

Under UK law, employers are responsible for health and safety management. It is an employer's duty to protect the health, safety and welfare of their employees and other people who might be affected by their business. Employers must do whatever is reasonably practicable to achieve this. This means making sure that workers and others are protected from anything that may cause harm, effectively controlling any risks to injury or health that could arise in the workplace. Employers have duties under health and safety law to assess risks in the workplace. Risk assessments should be carried out that address all risks that might cause harm in your workplace. Employers

must give employees information about the risks in their workplace and how employees are protected. Instructions and training on how to deal with the risks should also be provided. Employers should consult employees on health and safety issues. Employees and the self-employed have important responsibilities too. If you are an employee - all workers are entitled to work in environments where risks to their health and safety are properly controlled. Under health and safety law, the primary responsibility for this is down to employers. Workers have a duty to take care of their own health and safety and that of others who may be affected by their actions at work. Workers must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Health & Safety Executive (HSE) website has information on what employers are required to do in order for their business to comply with health & safety law.

HSE website: <http://www.hse.gov.uk>

An informative booklet, "Health and safety made simple," is also available:
<http://www.hse.gov.uk/pubns/hsc13.pdf>

Additional information can also be found on the "Food Standards Agency" website, which has helpful material and downloads related to food safety management, to help comply with food hygiene regulations:
<https://www.food.gov.uk/business-industry/caterers/sfbb/sfbbcaterers>

9. FIRST AID

Buck Street has trained First Aiders trained on site 24 hours a day, 7 days per week. As an employer, you have a responsibility to assess the first aid requirements of your business and appoint and provide training as required, in order to respond to first aid needs of employees and visitors. Accidents and near misses are required to be reported to the Security Team at the market office location on the 1st floor. You are responsible for ensuring accidents or near misses involving personal injury to your staff or visitors within the Market areas are reported in order to be recorded in the Site Accident Report Book. Under RIDDOR, (Reporting of Injuries Diseases and Dangerous Occurrences Regulations) certain work related incidents & serious injuries (i.e. those requiring ambulance transport to hospital, significant near miss injuries and fatalities), carry a legal requirement to complete a report to the HSE (Health and Safety Executive). In all cases, incidents should be reported immediately to the security office, where advice and assistance can be obtained.

Important Note

The decision as to who and when a RIDDOR report is made to the HSE will be made by Market Management and the Health & Safety teams, and communicated accordingly.

10. FIRE SAFETY

Upon discovery of a fire:

- Activate the nearest Fire Alarm Call Point
- Call the fire brigade on 999

Small fires can be extinguished if you have had the proper training and/or can safely operate an extinguisher and if you feel confident to do so.

DO NOT PLACE YOURSELF IN DANGER.

Even if you are able to extinguish the fire, inform the Security team of what occurred, when it occurred, where it occurred. This is important as sometimes fires can re-ignite.

10.1 REQUIREMENTS ON FIRE SAFETY

Failure to adhere to these requirements will result in an initial warning and confiscation of unsafe equipment. Further breaches could result in revocation of licence to trade/termination of tenancy.

Electrical leads, devices, lights, and heaters

- 'Daisy-chaining' of extension leads
 - Extension leads must only be plugged into a mains socket
 - Extension leads must not be plugged into other extension leads (daisy chaining)
 - Only extension leads "suitable for the task" should be used for outdoor use, these must be specific armoured outdoor use cables
- Unattended electrical devices
 - All electrical devices must be switched off at the close of trading
 - Electrical devices must not be left unattended to charge overnight

- Safety of electrical equipment

Whilst personal electrical devices should be PAT tested (portable appliance tested) traders must:

- Ensure that there are no loose or exposed wiring on their electrical devices
- Visually inspect devices checking for signs of damage, disrepair, broken casings etc.
- If any of the above are found, DO NOT USE the device; it must be replaced.

If you are unsure as to the safety of a device, contact our Security or Market Management and they will arrange for a qualified electrician to check it. Counterfeit charging cables, available from online retailers, often do not step-down the voltage so devices can overheat and eventually explode. You must source charging cables from reputable suppliers, ideally the same manufacturer of the device. All plugs using indoor mains sockets must conform to B.S. 1363 Adapters. Non-U.K. plugs must not be used. All plugs used outside, must be weatherproof commando plugs or weatherproof R.C.D. sockets Ingress Prevention B.S. 4343 (IP44) rated.

- Lights

Only L.E.D. lights are permitted on stalls. Halogen lights must not be used, this includes small halogen circular lamps. LED lights emit less heat than halogen bulbs which reduces the risk of fire.
- Stall skirts and covers

The fabric used for any covers or stall skirts must conform to B.S. 7175 Ignition Source 7 (Fire Retardant), this includes covers placed on indoor stalls to cover them overnight.
- Heaters

Use of electrical heaters is not permitted at any time.
- Heating appliances

In the interests of fire-safety and as specified by our insurers:

- Electrical heaters, unless installed by our Maintenance Team, *must not* be used;
- Electrical bar/flame heater *must not* be used nor any other gas heater than those detailed below.

A Nothing is to be placed or kept at your property which may be of an explosive, combustible or dangerous nature except as may be agreed in writing by us and as required in connection with the agreed use of property as set out in your occupational agreement.

B Liquid petroleum gas cylinders (whether containing gas or not) are only to be stored at your property as may be agreed in writing by us from time to time and then only when connected to equipment for current use

C Only the minimum quantity, as agreed by us in writing, of any gas cylinders (containing gas or not) should be kept at your property.

Where permitted, gas heaters must be Calor Gas. All Calor Gas heaters and propane gas cylinders must be supplied and maintained by the company Butane Heating Services and must have Pilot Flame Control and an O.D.S. (Oxygen Depletion System). Butane Heating Services can be contacted on the following number: 0800 345 7177.

If any other electrical or gas heaters are used or if a gas heater is used under a railway arch; they will be confiscated by Security.

- Naked Flames: candles, tea lights, and incense

Under no circumstances should candles or similar objects be lit inside the Market even if contained in a vase or tea light holder.

Insurance

All stalls and units must have the following insurance:

- Public liability protection of at least £10m
- Product liability protection of at least £10m
- If employing any staff, Employer's liability protection of at least £10 million
(this is a legal requirement)

The above insurance is all available for a combined annual fee of £122 as part of membership of the National Market Traders' Federation and can be found for less through another provider or an insurance broker.

Traders should have insurance protection against fire and water damage to stock, this will usually require contacting an insurance broker.

10.2 FIRE RISK ASSESSMENTS

In accordance with The Regulatory Reform (Fire Safety) Order 2005, you are required to ensure the safety of employees or other relevant persons in your premises. A relevant person is any person who is or may be lawfully on the premises and any person in the immediate vicinity of the premises who is at risk from a fire on the premises. This means you are obliged to make a suitable and sufficient assessment of the risks to which relevant persons are exposed, and to identify the general fire precautions the responsible person needs to take to comply with the Order. The responsible person includes any person who has, to any extent, control of the premises.

Please visit: www.gov.uk/workplace-fire-safety-your-responsibilities/fire-risk-assessments for more information.

All Tenants and Landlords have a legal responsibility to co-operate and co-ordinate with each other - any findings from the fire risk assessment that may impact other Tenants must be shared with the Landlord.

10.3 FIRE ALARMS

There are smoke sensor/heat sensor alarms and emergency call points located throughout the Market. Bell alarms and a PA system communication alarm also operate. Fire Fighting equipment is available. However, you must also source your own fire-fighting equipment as indicated in your fire risk assessment. In accordance with statutory requirements and best practice, management will organise the following:

- Weekly Sprinkler Bell/PA/Fire Alarm testing. These will be done every Monday morning between 8:00am and 8:30am
- Annual review of the Market's Risk Assessment and Operating Procedures
- Annual service of all fire extinguishers under the service charge

You must comply with the requirements and recommendations of our insurers, and the reasonable requirements of management in relation to fire or other precautions.

These include, but are not limited to:

- No alterations to the fire alarm system are allowed without prior consent
- No detector head may be covered
- No detector head may be painted
- No detector head may be tampered with

10.4 EVACUATION

You are required to familiarise yourself with the Buck Street Health and Safety procedures, and in particular, your nearest fire escape route (details of which can be found under section 10.5, the *Fire Safety Maps*).

You must also write an evacuation plan for your particular unit, which all staff must be familiar with. Upon hearing the fire alarm or relevant security announcement, you must proceed to the relevant meeting point. Elevators must not be used in the event of a fire evacuation. During the evacuation process, follow the Security team's instructions and do not return to your unit until you have been told it is safe to do so. You must advise the Market Managers if staff require special assistance in the event of an evacuation.

10.5 FIRE SAFETY MAPS

Please see the following maps for details of fire evacuation routes and fire extinguishers. (MAPS)

10.6 ELECTRICITY SAFETY

All electrical appliances should be PAT (Portable Appliance Testing) tested on installation and on an ongoing basis.

- At no point should sockets be overloaded on any supply within the Markets.
- Multi-plug block adaptors are prohibited.

- Where possible, multi-way extension leads must be avoided. If used they must not be linked to other extension leads and must not be overloaded - 13 Amps max (1 heating appliance is 13 amps)
- Coiled extension leads must be uncoiled prior to use or the maximum loadings on the extension must be adhered to.

Please seek Market Management advice if you require further assistance.

10.7 LIGHTING SAFETY

Low energy and low voltage lighting are preferred and encouraged within the Markets. Combustible materials should be stored clear of all light fittings.

10.8 SMOKING

Smoking is not permitted inside any section of the market.

10.9 FIREWORKS

The use of fireworks in the Markets is strictly forbidden.

10.10 FLAMMABLE GASES

Accidents can happen in any environment and as the owner or manager, you have a legal responsibility to make sure that your staff can work safely, without risking injury or damage to health.

Flammable gas, e.g. lighters, camping gas and LPG can be dangerous.

10.10.1 STORING GAS CYLINDERS

Gas cylinders are large, heavy and relatively unstable due to the small base-diameter to height ratio. It is important to adhere to a few simple rules when storing your gas cylinders.

Always store cylinders appropriately

- Store cylinders in a well-ventilated, covered area, preferably outside on a level, well-drained surface
- Store cylinders vertically and securely to prevent them from toppling
- Store full and empty cylinders separately, rotating your cylinder stock holdings so the oldest cylinders are used first
- Segregate cylinders by the properties of the gas (flammable, inert, oxidant, and so on)
- Ensure appropriate signage is used
- Store flammable gases in a secure cage
- Remove unwanted gas from site as soon as possible
- Only store what you would reasonably expect to use within a 1-month period
- Empty cylinders to be removed from site as soon as possible

Be aware of the properties of the gas

There are specific storage requirements for certain gas cylinder products. Storage of cryogenic, liquefied and heavier-than-air compressed gases should be made with due regard to the dangers of gas collecting in low-lying areas such as drains, basements and ducts.

Never store LPG cylinders with other gas cylinders

- LPG - Butane and Propane or mix of the two blue bottles and orange bottles.
- Never store other products in a cylinder store, particularly flammable materials such as fuel, oil, paint or corrosive liquids; this may result in a hazardous situation
- Never store LPG cylinders within three metres of other gas cylinders. The use of a firewall can reduce the distances
- No combustibles must be stored within 1.5 of the store

Comprehensive details are given in the British Compressed Gas Association (BCGA) website: http://www.bcgas.co.uk/pages/index.cfm?page_id=1&title=Home

11. HEALTH, SAFETY & FOOD HYGIENE INSPECTIONS

Buck Street awards each merchant a Rating Certificate based on health, safety and food hygiene inspections. Results are measured against the audit below. You should use this audit as a reference guide to ensure your compliance with the required standards.

12. MISUSE OF DRUGS

It is an offence for someone to knowingly permit the production, supply or use of controlled drugs on their premises. This means an employer can be prosecuted if they knowingly allow an employee to continue working while under the influence of alcohol or drugs, and their behaviour places the employee themselves or others at risk.

13. SECURITY

Buck Street will regularly review the security arrangements of the Market to take account of the level of threat from external sources (such as terrorism or public disorder). We may from time to time increase security presence as circumstances dictate and reserve the right to secure the perimeter of the Markets in the event of public disorder or a similar event.

13.1 CCTV

A digital system is installed providing coverage of the Markets.

13.2 SECURITY PERSONNEL

Manned security is provided to all common and outside areas of the Markets. Where appropriate, we will provide additional manned patrols.

13.3 INTRUDER ALARM

Buck Street will be fitted with an intruder alarm which will be set by the security team when the last person has left the building.

13.4 SECURITY OBLIGATIONS

It is very important that all merchants contribute to the overall security of Buck Street. Outside of opening hours, you must ensure that all doors and windows are closed and secure. If you wish to stay beyond the opening hours, you must inform security.

13.5 THREATS TO BUILDING

If you receive any threats that could affect occupiers of any buildings within the Markets, you should immediately report this to security, the Market Managers and if appropriate, the emergency services.

13.6 VIGILANCE

It is important that you remain vigilant and report to security anything you feel might be considered a threat (such as suspect packages or persons acting suspiciously).

13.7 MERCHANTS BEHAVIOUR & CONDUCT

All merchants are obliged to behave in a respectful manner towards others and strictly refrain from any kind of discriminatory behaviour, harassment or victimisation. Buck Street has no tolerance for any such behaviour. Failure to adhere to this policy may result in the immediate termination of your contract.

13.8 THEFT

They're smart. Be smarter.

Many shoplifters dress smartly and will often speak to you, joke with you and engage With you. They don't always work alone, and they may try to relax or distract you while an accomplice steal. They're good at creating diversions, especially when you've unlocked a cabinet. Don't fall for it. Get one of your staff to assist you.

A key part of dealing with shoplifters is by having strong security such as a member of staff near any doors; by knowing your clientele; by encouraging staff to remain alert; and by intelligent use of security devices for example CCTV.

How to spot a shoplifter.

There are several tell-tale signs that flag up a shoplifter. But remember, while the following doesn't necessarily mean the person is guilty – and be aware that you are responsible for your behaviour, both legally and commercially – we recommend that you keep an eye on shoppers who:

- Seem to be watching you and the staff rather than shopping and may be waiting for the right moment to steal an item
- Seem to want to keep your attention and talk for the sake of it – possibly because an accomplice is elsewhere stealing
- Look like they're taking little notice of your products
- Seem a little nervous and possibly pick up random items with little interest

- Keep refusing your offer of help or assistance
- Frequently enter your store and never make a purchase
- Want you to unlock and open cabinets but don't buy anything

What to do if you see a shoplifter in action

Keep the person in sight and notify Buck Street security immediately on;

02037639997 (landline) all to call landline first.

Mob: 07957366128

CCTV control room: 02037639987

14. BREACH NOTICES

As we collectively strive to improve Buck Street, we are working to see a continual improvement in the quality and perception of our offering.

The guidelines contained in this handbook encourage a single, cohesive presentation that displays our unique and diverse offering. Buck Street will not tolerate merchants who persistently disregard the guidance set out in this handbook. Each breach will be recorded by Market Management and written notice of a breach delivered. If you receive three breach notices within a 12-month period, you may be evicted. Those evicted will be ineligible to re-apply for a tenancy.

14.1 COMPLIANCE

Tenants will be expected to adhere to all market policies and procedures detailed within these guidelines. Failure to do so will result in tenants entering into our compliance escalation process following their first verbal warning.

The compliance escalation process will be detailed within the tenant induction pack.

15. MARKETING AND PR

For new tenants, our in-house Marketing and PR team will arrange to meet you on site before you open to discuss marketing and press plans for the launch.

15.1 EVENTS

We sometimes close parts of the Market to the public to hold music, entertainment or other promotional events. When we intend to hold any such event, we shall endeavour to let you know and, as appropriate, take on-board any comments you may have. In no circumstances, however, may merchants obstruct or interfere with such events. We will always endeavour, as much as possible to limit the disruption to your business during opening hours.

If you would like to stage an event to highlight your business, you may submit an application using the link below. Forms need to be completed and submitted at least 21 days in advance of your planned event and are subject to approval by the Buck Street events team.

<https://camdenmarket.typeform.com/to/wHmTLg>

15.2 FILMING

If you wish to do any filming in your unit and around the market, this MUST be cleared in advance. Filming requests must be made at least a week in advance and can only take place Monday – Friday. Requests can be submitted at:

<https://camdenmarket.typeform.com/to/Lgs1tu>

16. BUCK STREET WEBSITE

The recently launched the Buck Street website as an information and content hub for all things Buck Street, with an exceptional user experience and customer-centric design.

If you would like your event or business to be listed on site or would like to suggest some content you feel would work, please contact us through your market manager.

17. WI-FI CONNECTION

Due to the ever-increasing Wi-Fi requirements within the Markets, we have made a significant investment in network infrastructure. We can now provide several options for visitors and merchants. Basic internet services can be accessed for free (with limitation on use). Alternatively, for a small fee, merchants can get unrestricted access.

If you require a business connection with a bigger bandwidth for EPOS or other business uses, we can arrange for one to be installed.

Speak to the IT to understand your options and costs.

18. DATA EQUIPMENT

At Buck Street, we have innovative technologies that enable us to manage and expand the business generated within the Market using analytical tools to help us to gain a better and deeper understanding of our customers. By collating trusted and insightful data on customer behaviour, we can improve market operations. To facilitate this process, we have technologies operating within the Market, including, but not limited to Wi-Fi routers and access points. It is vital all hardware pertaining to these remain connected to a power source at all times.

Should you have any devices on your demise, inside or out, you agree to comply with this requirement and ensure neither you nor your employees turn off the power supply at any time.

19. CAMDEN CONNECT/ EPOS

The EPOS (Electronic Point of Sale) module provided to all traders within Buck Street will help you manage your business effectively with simplified data gathering and reporting. All such services are accessible remotely, allowing you to manage your business anytime, anywhere using an EPOS software app, concurrently providing a platform enabling you to accept debit/credit card payments for goods and services. As part of our aim of going cash-less we've secured a very competitive discount rate (exclusive to Buck Street merchants) on all card transactions with our card payment provider.

All merchants are required to install and use the Camden Connect equipment in their unit (this is provided free of charge for all merchants).

The Retail Operations team will be in contact prior to your first day of trade to arrange set up of your EPOS system. If you do not hear from them please email camdenconnect@camdenmarket.com

20. COMMUNITY UPDATE

As we endeavour to open up and improve communications between Merchants and Buck Street, we have a regular 'Community Update' newsletter. The update contains information that will help you understand how the Market sales are trending, how many visitors we are welcoming, and other essential KPI's, as well as important information regarding Events, Management, Facilities, Construction Market incentives to increase sustainability measures and improvements. On a monthly basis we will also include statistics detailing Buck Street recycling efforts and achievements. This is embedded on your Camden Connect iPad home screen. To get the latest update every Tuesday, simply tap on the icon.

If you are not receiving the community newsletter, please contact:

camdenconnect@camdenmarket.com

21. CAMDEN EATS

Camden Eats is our very own inhouse online food ordering system. All F&B tenants within the market will be required to join Camden Eats where customers will be able to place orders online or using the app at exclusive discounted rates and collect directly from your unit.

The Camden Eats team will be in contact with you before opening to set up your account.

22. DELIVEROO

We have an exciting partnership with the food delivery company, Deliveroo. Any food Merchants in the market can take advantage of this exclusive deal to reach a huge audience in the wider Camden area. You will also be able to take advantage of exclusive commission rates. If you are interested in working with us and Deliveroo, please contact Camden Connect for more information.

23. SOCIAL MEDIA

Take full advantage of social media to create interest in your business and to promote your specials, deals, and events. It will help widen the reach of your social audience and put your business on our radar if you tag Buck Street in your posts. You can do this discreetly by tagging us in the photo as opposed to the text.

Buck Street Social Media Handles:

Twitter: [Buckstreetmkt](#)

Instagram: [Buckstreetmarket](#)

Facebook: [Buckstreetmarket](#)

23.1 TOP TIPS

Stay focused

Make sure content always relates to your business and doesn't stray into general topics.

Don't overcomplicate

Start out with one social media channel and grow your following before branching out.

Keep it snappy

Try using a question or bold statement that attracts attention.

Be original

Grow your following with original, engaging content.

Don't pay

Don't waste time paying to "boost" posts at the beginning.

Keep it consistent

It's better to post consistently once every few days as opposed to randomly with long gaps between some posts and short gaps between others.

Link it

If you are adding a link to a website at your post (advisable), always add it at the end. Hashtag away: Hashtags are keywords that provide the topic of your social media post. They can also be used to join in a Twitter conversation so that other users with similar interests are more likely to see your post.

#BeSpecific

The less people using a hashtag, the more visible your post is to potential customers searching for that term.

Snap it, Film it

Always add a high quality image or video to your post as other users are more likely to engage with visual content.

Promote others

Do your research and think about who else you could tag in your post to generate interest. For example, adding the hashtag #eathotdinner might get you featured on the Hot Dinners instagram and using the #lotiloves might see you featured on the LOTI website, getting you better exposure for your business.

BUCK STREET MARKET GREEN BUILDING GUIDE

Our aim at Buck Street Market is to be as green as we can be and to achieve that, we also need your help. The below outlines tenant obligations setting out energy efficient measures/steps that should be taken to become environmentally responsible.

1. RECYCLING

ALL tenants will be required to follow our recycling and general waste system:

- A) General waste must be free of contamination (no food or liquid residue) and placed in a CLEAR bin bag and taken to the bin room

- B) Cardboard must be separated and flat packed before being placed in the designated area within the bin room
- C) We will provide F&B tenants with food caddies- all food waste must be placed within the food caddie and taken to the bin room and placed within the designated food bins
- D) Glass should be separated and placed within the designated bin within the bin room

The Buck Street market procedure will be detailed within your market induction and monitored by the Market Management team to ensure compliance.

2. APPLIANCES

2.1 REDUCING ENERGY PRODUCED BY COOKING

When using your cooking appliances, consideration must be given to reducing energy from cooking or using cooking operations that materially impact on air quality (i.e. gas cookers).

2.2 LOW ENERGY APPLIANCES

Energy efficiency conserves our environment for sustainable development. Use of energy efficient appliances minimizes the exploitation of natural resources. These resources include natural gas, oil, coal, and water. Energy efficiency enhances conservation of these sources as a way to achieve sustainable development. Appliances purchased for your stall or unit must be energy efficient.

3. UTILITIES

There are various payment methods in place in Buck Street. How tenants pay for their electricity is dependent on your unit or stall. If you are not clear on how your utilities are calculated please speak to the Market Management.

4. REDUCING WATER USE

To help our Green Building incentive, we strongly advise all tenants to reduce their water use by:

- Make your staff water wise
- Install water-efficient taps with an aerator or flow restrictor to use less water.
- Install lever or mixer taps, these save water by quickly reaching a desired temperature.
- Fix leaking taps and replace washers - even a slowly dripping tap can waste 10,000 litres of water over a year.
- Avoid washing up under running taps
- Install water-efficient dishwashers to use 50% less water than average models
- Wait until you have a full load before using the dishwasher

If you have any more ideas on how we can reduce water use across the market, please reach out to the market managers.

5 FIT OUT GUIDELINES

Effective measures should be taken out to reduce emissions associated with tenant fit out.

5.1 SUSTAINABLE MATERIALS SELECTION

Any work done to your unit should be, where possible, using sustainable materials such as (but not limited to) recycled plastic, wood and ferrock. If you are unsure which materials will and won't be permitted, please reach out to the Market Management team.

5.2 ENERGY EFFICIENT BUILDING FABRIC

Any work done to your unit should be, where possible, using energy efficient building fabric to reduce the effect on climate change and help reduce your bills. Your plans should be submitted to the Market Management team detailing materials to be used prior to works being conducted for sign off.

5.3 ENERGY EFFICIENT HEATERS

Any additional indoor heating must be authorised by H&S and Market Managers and considered to be energy efficient. All electric heating devices are rated 100% efficient, because they turn all the energy they use into heat. Outdoor space heaters within the market is not permitted.

5.4 ENERGY EFFICIENT LIGHTING

There are two kinds of energy-efficient light bulbs available on the market today: compact fluorescent lights (CFL) and light -emitting diode (LED). By using energy efficient lighting you are using less energy saving you money and the planet. Tenants should adhere to using CFL or LED bulbs within their demise.