

Wine NW3

16 England's Lane, Belsize Park, London, NW3 4TG

Operational Management Plan

Mission Statement:

Wine NW3 aims to establish an upmarket wine merchant and wine bar situated on the ground floor of 16 England's Lane. Our aim is to focus on local British and European wines and other select wines from the rest of the world. From late afternoons, our intention is to offer a wine bar service, allowing patrons the ability to enjoy wine, and other select spirits or cocktails within limited seating on the ground floor, with the provision of extended seating capacity within the basement area. Tapas style food offerings that only require repackaging (cheeses, cured meats, breads etc) to accompany drinks. This procedure and others that we have put in place are subject to constant review and improvement and are the result of careful consideration by our experienced team of directors and professional advisers.

Overall, our aim is to provide a distinctive atmosphere which attracts a select range of customers. We aim to create the comfortable and sophisticated atmosphere of an upmarket drinking establishment. We successfully achieve this through a combination of high-quality design, good management and the provision of a selective drink's menu, showcasing a range of quality products.

Our approach has been to work closely with the statutory authorities and with local residents and businesses to ensure that the planning objectives are being actively promoted. We appreciate that the success of the planning regime depends on the continuation of strong partnerships between the responsible authorities and interested parties. We are always sensitive to concerns raised by interested parties or responsible authorities in response to our applications for new planning applications. We are always willing to modify our applications to address those concerns when that is deemed necessary.

Wine NW3

16 England's Lane, Belsize Park, London, NW3 4TG

1.0 Wine NW3 Management

- 1.1 Wine NW3 is the trading name of Curvus Limited, a limited company owned and run by Josh White. Josh White has run Curvus Limited and the current in situ business, On The Lane, for 4 years. Further to this, he has over 7 years' experience in the hospitality and hotels industry.
- 1.2 Wine NW3 is also being established and operated under the consultancy of Victoria Sharples, a wine industry professional of over 20 years, with multiple years' experience in establishment of wine shops, wine bars and restaurants.
- 1.3 Our on-duty management structure is designed to ensure that we encourage responsible behaviour on our premises. Wine NW3 will have an average of two managers. There is always at least one manager on duty throughout trading hours and at peak times there will be a designated manager supervising the bar and 'walking the floor'.
- 1.4 The Managers have the support of the Operations Director, who maintains regular contact with management at all levels. This management structure ensures that if any employee has any question or requires further support, they can immediately ask for assistance from their management team.
- 1.5 The management will ensure;
 - i. That all staff are aware of their obligations to patrons and the wider community and conduct themselves professionally at all times.
 - ii. That any contracted service provider or supplier is a reputable supplier who is, where relevant, fully qualified and adequately insured and will act in a professional and courteous manner whilst on site.
 - iii. All our employees are provided with an intensive induction and refresher training on our policies.
 - iv. Our employees are trained to continually assess the state of sobriety of any customer purchasing alcoholic drinks or consuming alcohol within the premises.
 - v. CCTV is provided throughout our premises. It has proved to be an active deterrent for anti-social behaviour and we are committed to continuing its provision.
 - vi. All premises are fitted with digital equipment and the camera locations are selected in conjunction with the local police Crime Prevention Officer whenever possible.
- 1.6 Wine NW3 is committed to training adequate numbers of employees in the use of the CCTV system so that immediately following an incident a trained member of staff is always available to replay footage or download the material. This material will always be made available to the statutory authorities without delay. All CCTV footage will be retained for a period of at least 30 days.

Wine NW3

16 England's Lane, Belsize Park, London, NW3 4TG

2.0 Safe, Secure and Responsible

- 2.1 Wine NW3 is a supporter of the National PubWatch organisation. National PubWatch is an entirely voluntary organisation that is set up to support local pubs and encourages the creation of new schemes.
- 2.2 The National PubWatch organisation has the key aims of achieving a safe, secure and responsible social drinking environment in all licensed premises throughout the United Kingdom and helping to reduce alcohol-related crime.
- 2.3 Our Managers are expected to take an active role in their local PubWatch scheme or support the establishment of a local PubWatch where one is not already in existence. The type of support we can provide includes offering our premises as venues in which PubWatch meetings can be held and chairing those meetings.
- 2.4 We will support initiatives introduced by local PubWatch schemes to reduce crime and disorder in town centres.
- 2.5 We intend to join the Best Bar None Award scheme. The UK-wide scheme, which is backed by the Home Office, was piloted in Manchester in 2003 and has since been adopted by over thirty other towns and cities with great success. Best Bar None aims to promote the responsible management and operation of alcohol licensed premises with the ultimate intention of offering and maintaining a safer, more welcoming, attractive and lively drinking experience. The scheme encourages local operators to act responsibly and take pride in their premises and surroundings and, in so doing, put something back into the town and their local community.

Wine NW3

16 England's Lane, Belsize Park, London, NW3 4TG

3.0 Wine NW3's Sensible Drinking Message

- 3.1 Wine NW3 supports the Drink Aware Trust ('the Trust'). We fully support their strategic aims and hope to raise their profile and highlight their valuable work by communicating their sensible drinking messages.
- 3.2 We support the Trust to achieve their key objective, namely, change the United Kingdom's drinking culture in order to help reduce alcohol misuse and alcohol-related harms.

4.0 Maintenance

- 4.1 The management team will ensure;
- i. That the interior and exterior of the building is kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
 - ii. That any damage or defect notified to the Manager will be repaired as soon as possible by reputable professionally qualified service providers.
 - iii. That all fixtures and fittings will comply with relevant statutory obligation and that all fixtures and fittings requiring periodic inspection will be so inspected by properly qualified service providers.
 - iv. That all patron facilities are kept clean and in a good state of repair and that all common fixtures comply with relevant statutory obligations and that those that require periodic inspection will be so inspected by properly qualified service providers.
 - v. That the patron areas and building structure are properly maintained by means of a rolling programme of Planned Preventative Maintenance and that common areas are redecorated as often as is necessary.
 - vi. That any maintenance work carried out as described above will be undertaken by reputable professionally qualified service providers in compliance with Health and Safety legislation, relevant industry best practise guidelines and with due regard to minimising any temporary interruption of the amenities that either occupants or adjoining residents enjoy.
 - vii. That any deficient fixtures and fittings within Bar areas are repaired or replaced as soon as possible following notification to the Manager.
 - viii. On-site maintenance will be undertaken by DDC Maintenance Luton Limited.

Wine NW3

16 England's Lane, Belsize Park, London, NW3 4TG

5.0 Housekeeping and Servicing

5.1 The Management will ensure;

- i. That all internal and external common parts, fixtures and fittings are kept clean and free of rubbish and waste.
- ii. That all emergency damage, spills or incidents are dealt with as soon as possible.
- iii. That clearly marked areas for the storage of rubbish are available and that their location is advised to all staff and patrons.
- iv. That all rubbish is stored safely and collected as frequently as possible and that all waste storage areas are disinfected / treated as often as necessary to prevent rodent or pest infestation.
- v. Waste management / disposal will be undertaken by First Mile Ltd, whom currently service the existing shop.

6.0 Deliveries and Collections

6.1 Deliveries will be accepted between Monday to Friday (i.e., not at weekends/bank holidays) unless this is, for practical reasons, not possible.

6.2 Rubbish collection will be allowed between 10am and 12pm.

7.0 Works to the property

7.1 Work (other than emergency work) will be carried out to the building between 8 am and 5pm, Monday to Friday (i.e., not at weekends/bank holidays) unless this is, for practical reasons, not possible.

Wine NW3

16 England's Lane, Belsize Park, London, NW3 4TG

8.0 Security and Fire Safety

8.1 The management will ensure;

- i. That all external access points are adequately secured and monitored to prevent unwanted/unauthorised entry.
- ii. That any breach of security or any other incident or emergency is investigated as soon as notified to the Manager and the appropriate authorities advised if relevant. The Manager will log all such incidents and will keep all parties updated until the incident is closed.
- iii. That all Fire Escape routes are kept adequately signed and free from obstruction at all times.
- iv. That all Fire alarms are tested at least as often as is statutorily required and that evacuation drills are carried out in accordance with statutory provision. These will be maintained and serviced by Shebang Security Ltd.
- v. External security will be provided by Shebang Security Ltd.

9.0 What the Management expects of patrons

9.1 In return the Residence requires that occupants;

- i. Comply with the terms of your occupational Licence.
- ii. Respect the Manager and other staff and comply with any reasonable requests that they may make of you from time to time.
- iii. Respect the right of adjoining residents to a quiet life and behave accordingly.
- iv. Refrain from any activity that might cause nuisance or give rise to complaints by adjoining residents or the general public.

Wine NW3

16 England's Lane, Belsize Park, London, NW3 4TG

10.0 Community Liaison: Responsibilities & Procedures

10.1 The management will ensure that;

- i. Contact telephone numbers for the Manager and the Operations Director will be made available for the patrons and local residents available for legitimate use by occupants and adjoining residents 24 hours a day, 365 days a year.
- ii. That a representative of Wine NW3 will be available on reasonable notice during normal office hours to meet with and discuss any concerns which adjoining residents may have in relation to the operation of the Wine Bar.
- iii. That if requested by local residents, meetings with Wine NW3 representatives be convened to review any ongoing areas of concern.

11.0 Complaints Handling

- 11.1 Any complaints or comments about Wine NW3 or its patrons should be made to the Manager or the Operations Director, or responsible member of staff, by telephone on the numbers provided, or in writing.
- 11.2 Any complaints received by will be dealt with in a timely and courteous manner, and that the person who made the complaint will be notified of the action taken, or response made to their complaint if they ask to be informed of the outcome.
- 11.3 A copy of the company's full complaints handling policy will be available at the premises at all times and freely available to any patrons who wish to make a formal complaint.