

Hawley Wharf – Dispersal Policy

1. Hawley Wharf lies in the heart of Camden, which in turn lies in the heart of London and as such is served by world-class transportation links. LabTech recognise however the potential impact the dispersal can have on the local area.
2. LabTech will expect all security and staff working in Hawley Wharf to make a commitment to ensure dispersal is managed to promote a controlled departure of visitors without adverse impact on local residents.
3. This dispersal policy will serve to ensure the dispersal of persons from Hawley Wharf has no adverse impact. It will also illustrate how LabTech has created a thoughtful and informative document which will be distributed to all staff, service providers, licensed operators, DPSs, partners and the general public so they are able to make informed decisions when travelling to and from Hawley Wharf. This will help to ensure no adverse impact on the environment and local residents.

Transport Underground

4. Hawley Wharf is served by 2 Underground stations, Chalk Farm Tube Station (5 minutes walk) and Camden Town (3 minute walk). These stations provide access to the Northern Line (night tube) that in turn allows access to mainline stations and alternative tube lines within a few stops.
5. LabTech will actively promote Chalk Farm as the most convenient and easily accessible station to arrive and leave in order to reduce the risk of noise caused to local residents and reduce impact on the Camden Town centre and Camden Town Underground. Information regarding train times including last trains will be available on the Hawley Wharf website under a dedicated Journey Plan section.

Overground

6. Hawley Wharf is served by 2 Overground stations, Camden Road (6 minute walk) and Kentish Town West (8 minute Walk). Both Stations have Santander bike stations in close proximity making the journey to and from the stations shorter and more attractive. Information regarding train times including last trains will be available on the Hawley Wharf website under Journey Plan.

Buses

7. Buses are by far the most attractive solution to facilitating the efficient egress of customers by volume from Hawley Wharf and the immediate area. Chalk Farm is served the following services that are very frequent and reliable:
 - 7.1 Bus Route 24 (24 hour service) to Hampstead or Pimlico
 - 7.2 Bus route 27 (24 Hour service) to Turnham Green
 - 7.3 Bus Route 31 to Camden Town or White City
 - 7.4 Bus Route 168 to Hampstead heath or Old Kent Road
 - 7.5 Bus Route 393 to Clapton Pond
 - 7.8 In addition to two 24-hour services Chalk Farm is also served by three night bus services.
 - 7.8.1 Bus Route N5 to Edgware or Trafalgar Square
 - 7.8.2 Bus Route N28 to Camden Town or Wandsworth
 - 7.8.3 Bus Route N31 to Camden Town or Clapham Junction
 - 7.9 Kentish Town Road is serviced by the following services
 - 7.9.1 Bus Route 214 to Highgate Village or Finsbury Square

- 7.9.2 Bus Route 134 to North Finchley or New Oxford St
- 7.9.3 Bus Route C2 Parliament Hills Fields or Oxford St Station
- 7.9.4 Bus Route 88 to Camden Town or Clapham Common Station
- 7.9.5 Bus Route N20 to Barnet High St or Whitehall/Trafalgar Square

Bike Share

- 8. A bike share station is located in Castlehaven Road, a one-minute walk from Hawley Wharf.
- 9. A large, dedicated and secure bike park will be provided in the estate.

Taxi

- 10. Licensed Black Cabs operate regularly and abundantly around the area. Customers will be encouraged to use this safe and reliable service. LabTech will encourage all licensed operators to appoint a private hire cab firm for guests unwilling to take to the street to find their way via public transport
- 11. Guests will be expected to have hail apps that can be accessed from any of our 7 exits

Customers Arriving by Car

- 12. Whilst every effort will be made to dissuade guests arriving by car, LabTech will have links to Parkopedia and Just Park available on the Hawley Wharf website to encourage safe and legal parking.
- 13. All transport options will be promoted on the Hawley Wharf website under a dedicated Journey Plan section. LabTech will make every effort to ensure that visitors have a clear and informed understanding on how best to arrive and leave, whatever time of day that may be.

Staffing

- 14. During the course of the evening and towards the end of service, staff will be expected to advise customers of the forthcoming closing time. This will assist customer departure and encourage a controlled closure of the food court.

Minimising Noise on Exit

- 15. A Duty Manager/DPS/SIA supervisor will be expected to oversee the main exit to oversee the end of night departure period. Customers will be reminded to be considerate to local residents when leaving.
- 16. Prominently displayed notices will be placed at the doors requesting exiting customers to leave quietly and to respect neighbours and their property. Staff and the estate-wide security team will always be on hand to process leaving guests, monitor noise levels of guests, offer help and support for transportation solutions.
Bottles or Glasses
- 17. Customers will not be allowed to leave the food court with bottles and glasses. A vigilant security, management and facilities team stopping customers where necessary, will support this rule.
Litter

- 18. Hawley Wharf Facilities team patrol across the Hawley Wharf estate. As well as clearing

rubbish, the patrol acts as another level of supervision in the area and is in direct contact with management and security.

Security

19. The security team will play a key role in the implementation of the dispersal policy:
20. Encourage customers to drink-up and progress exit Hawley Wharf.
21. Remind customers to act responsibly and respect local residents.
- 22 Ensuring the removal of any bottles and glasses from customers on the Hawley Wharf estate.
23. vely encouraging customers not to congregate in the area after exiting.
24. Directing customers towards the nearest local transport links.