

**LRB TRADING LIMITED T/S LOST RIVERS ELEPHANT****Plan of Management and Security Management Plan****Venue: LOST RIVERS ELEPHANT****Introduction****HISTORY | BEER | CULTURE**

The Lost Rivers Brewing Co. is shaking up the brewing world as it enters the mainstream. Already leaving our mark in some of London's best loved establishments, we are now creating our own quality ales such as the Walbrook, Neckinger and Silk Stream, named after London's 'lost rivers' hence the name 'The Lost Rivers Brewing Co. As well as focusing on the brewing world we aim to align ourselves with some of the most influential performing artists, creatives, urban athletes and musicians via festivals, exhibitions and major cultural events. The Lost Rivers Brewing Co. is the brainchild of three friends who wanted to revolt against the bigger beer 'factories' and create a whole new drinking culture. In a light-bulb moment they united their own individual companies (Convive and London Cellar) plus over 50 years' experience in the brewing world to form The Lost Rivers Brewing Co. and offer a complete brewing, distribution and retail solution. We are proud to be different. Our philosophy is that drinking should not solely be about the ales but also about the experience. We want the Lost Rivers Brewing Co. to be a cultural experience, a brand which is the coolest on the market and relevant to everyone...historians, beer lovers and culture vultures alike. Everything we do, say, report, print, type should reflect this vision - it's our identity. Our DNA that can be applied to all developments - if it does not fit our DNA we don't do it!



The Venue

The Lost Rivers Brewing Co. is extremely excited at the opportunity for this unique site at this moment of time in its development. Our experience and knowledge fits perfectly with what should be achieved prior to the re-generation of Elephant and Castle. Lost Rivers aim to deliver an eclectic 7 days per week operation. Offering the best food, drink and entertainment in the Capital. Hosting international performance artists to local market traders. School holidays will be catered for with family shows and games. Made from shipping containers, the Contampitheatre will be three stories high with 'Royal Boxes' at 1st and 2nd floor level, offering private spaces for group bookings. Ground floor theatre and cabaret style seating will complete the layout, while a purpose designed stage and aerial rig will host the highest flying, circus cabaret acts on the planet, offering you a fantastic night out and a truly unique experience. The Lost Rivers Brewing company are the team behind the venue, however the high end, expertly curated shows will be the creations of Digital Circus and Creative Production Companies, such as Zero Central.

Lost Rivers intend to offer: seasonal and themed productions, corporate and private party packages, circus classes, team building workshops, rehearsal space, comedy nights, poetry and spoken word, plays, musicians, dancers, kids' play groups, conferences and seminar training events, photography space, exhibitions and community networking events.

We see these as potential features of the Lost Rivers big picture. During school holidays and Saturday mornings, a children's programme could run too, making use of the large projection facilities.

Opening Dates & Times

We will be opening during the following dates:

Winter 2016 – Summer 2019

The venue will eventually operate seven days a week in accordance with the following opening hours:

Monday	Thursday	10.00hrs – 23.00hrs
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Friday Saturday 10.00hrs – 01.00hrs

Sunday 12.00hrs – 23:00hrs

Special event hours will be covered by TEN's

Capacity

The larger part -The Castle - 320pax

The smaller part - Elle Lodge – 150pax

So, 470 pax in total

Daily Venue Operation

Patron Access

On Arrival

The entry of the venue will be open to the public and ease of access from all directions. Of an evening and for special events / functions within the space, additional barricades / partitioning will be assembled to maintain safe patronage of the venue.

Ordering

Patrons can order both their drinks and food from the bar staff directly and we will provide table service for parts of the main auditorium.

Delivery of Food / Clearing of Tables

The guests will either collect their own food or have it delivered to them depending on the night/event etc. We love clean tidy venues and will collect and dispose of any rubbish as swiftly as possible. We are very pro-recycling.

Bathrooms

Each side of the venue has two sets of fully functional and purpose fitted toilet facilities already encased in especially made shipping containers.



Queuing

When the venue approaches capacity or during events, patrons will be managed in the following manner:

- A temporary barrier area will be set up from the main door down the driveway toward Elephant Road. The temporary barrier line will be set away from the edge of the licenced / activation area, with a two-person width capacity so as not to infringe on the footpath area, or passing of any other pedestrians. This line does not run across any other premises at the property, it does not infringe any signage, windows, access to building amenities, power, water or building access. This area does not infringe on general pedestrian traffic.
- Our normal security company will make sure the patrons are well behaved and can enter the premises as swiftly and trouble free as possible.
- If the queue approaches capacity on non-ticketed events, the security team will close the queue and advise anyone approaching the queue that the venue will not be accepting any more guests for 30 minutes.
- At all times our fire regulation capacity levels will be observed.

Management Operational Checklist

- The Lost Rivers Elephant will have a licensed dedicated security guard on as per the License. That two SIA registered door supervisors will be engaged when the premises are in operation. They will be employed at all times after 19.00hrs Thursday to Sunday when the licence is in operation until the end of business and all patrons have vacated the premises they will be engaged to monitor admission and re-admissions to the premises, security, protection, screening and dealing with conflict.
- For times outside the above, roving security personnel will patrol the site and throughout the night
- Alcohol may be purchased from the bar for consumption within the venue but will only be permitted to be removed from the site if in a suitable and securely sealed container. Security will manage the ingress and egress point to ensure that alcohol is neither brought onto site, nor removed from the premises unless in appropriate packaging.
- Patrons wishing to purchase alcohol will be subject to UK licensing laws. The bar staff will be briefed to properly scrutinise patrons who do not look to be over the age of 25



years. If required, patrons will need to show proper 'Proof of Age' identification to satisfy Security and/or Bar Staff before being permitted to purchase alcohol. The roving security will also be assessing patron age and check proof of age.

- This also falls into our Mystery Shopper programme, high lighting age aware procedures
- Patrons who do not have acceptable proof-of-age will be refused service, and their details logged in the refusal log, which will be kept behind the bar for inspection
- There will always be a Duty or General Manager on duty during any opening times.
- We display Challenge 25 Posters on all bars
- All beverages will be opened for onsite consumption
- For offsite consumption shall only be in receptacles that require a tool such as bottle opener or corkscrew to open
- Low alcoholic and non-alcoholic beverages will be available at all bar
- If any patron is identified by bar staff as exhibiting signs of intoxication, staff will firstly refuse service of alcohol and will then refer the person to the Security. Any person deemed by staff or security to be intoxicated or affected by other substances will, subject to Duty of Care responsibilities, be removed from the licensed premises
- If a patron is removed from the premises, security will confirm if the patron is with friends / family accompanying them; if so Security will confirm if they have safe transport (taxi / public transport / private car with non-drinking driver) organised to their home.
- The house rules will be posted at the entrance to the venue, back of house areas and behind the bar
- All liquor serving staff and other key employees will have signed the appropriate paperwork which proves their understanding of challenge 25, the licencing objectives and if not a license holder themselves then will have signed the DPS permission form. All available behind the bar for inspection
- Patrons will be encouraged to match food with their alcohol purchase via the wait staff, venue host, bar staff, bar manager and the Site Manager
- Patrons will be encouraged to drink water free of charge
- Non alcoholic items will be displayed on menus, menu boards and on table signage
- Lost Rivers Elephant has a zero tolerance policy on drugs. All patrons will be passively screened by security for any symptoms of drugs. Any person suspected to be under the influence of drugs, distributing or taking drugs will be ejected from the venue and



reported to police. The bathrooms are to be well lit and security and cleaning will do regular bathroom sweeps, with hourly sign sheets

- If a person is under the influence of drugs and requires assistance, security will call for medical assistance. Security will also advise and assist in directing patrons under the influence of drugs to a safe passage home via public, private or taxi transport
- Details of taxi ranks and all public transport options will be provided and the post code clearly displayed for Uber users
- All incidents will be recorded and kept on file in the venue office

Food & Beverage Staff for Full Service

- Bar Staff (x 4) – positioned behind each bar
- Appropriate number of bar barks for the event
- Kitchen Staff (x5) – positioned in the kitchen container
- Depending on the night, additional hosts and floor staff will be employed as required

Security

Security Guards – as per the licence requirements stated above.

During the evenings of Friday, Saturday and during events increased security will be employed in direct correlation with the number of guests.

Respect, courtesy and dignity are the standards by which patrons will be dealt with whilst on our premises. Whilst keeping this in mind, all staff including security will be mindful of refusing service and/or entry to any patron who displays any signs of intoxication, cannot prove their age or is generally unruly.

- All liquor serving staff employed at the site will be a licence holder or have signed the previously mentioned paperwork. That all staff involved in the sale of alcohol are trained in their responsibilities under the licensing act 2003 and training records to be kept and updated every six months and shall, upon request, be made immediately available to Officers of the Police and the Council.



CCTV

We have a fully functional 16 camera system to satisfy the section of the licence require that:

- That a CCTV system be installed at the premises and be maintained in good working order and be continually recording at all times the premises are in use under the licence
- The CCTV System must be capable of capturing a clear facial image of every person who enters the licenced area and all areas used for licensable activities.
- All CCTV footage be kept for a period of 31 days and shall on request be made immediately available to officers of the police and the council. There will be at least one person on duty at all times that is familiar with the operation of the CCTV and able to download the footage upon request

We are undertaking several measures to ensure the safety of patrons, security of the site and surrounding environment:

- Clicker for venue capacity count during the busier times
- Camera surveillance within the venue
- Adhering to house policy always for all patrons & staff
- Queue policy, limiting the number of patrons and providing venue host assistance to keep patrons informed of wait times
- Venue entrance / exit brightly lit

House Rules

The Management of Lost Rivers Elephant promote the enjoyment of patrons and our community by enforcing the following House Rules:

- Management reserves the right to cease the sale of any product at any time
- Anyone deemed to be intoxicated will not be admitted to the venue, or provided service
- Management reserves the right to limit alcohol purchase to one drink per person on any occasion
- Persons caught vandalising or causing damage to the venue or surrounding areas will be referred to the Police
- Any persons found stealing will be referred to the police and barred from the venue
- Soliciting or campaigning for political purposes shall not be permitted within the venue



- Persons who in the opinion of staff and security are found to be harassing other patrons will be asked to leave the venue
- Soliciting business, marketing or campaigning, is not permitted within the venue unless a pre-organised trade event
- The venue has a zero tolerance policy on drugs – anyone suspected to be in the possession, under the influence or distributing drugs will be asked to leave immediately and maybe referred to police

Staff Training

That all staff involved in the sale of alcohol are trained in their responsibilities under the licensing act 2003 and training records to be kept and updated every 6 months and shall, upon request, be made immediately available to Officers of the Police and the Council.

Licencing Objectives and Expectations to be Upheld

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

At no time will any person exhibiting any of the following, be admitted into, or served in the venue:

- is intoxicated
- is aggressive, quarrelsome or disorderly
- is, or is suspected of being, under the influence of any illicit substance
- is, or is suspected of being, in possession of any illicit substance
- Sound pollution training and instruction of every internal employee and external contractor, to be signed off and available for examination

Consider Our Neighbours

Lost Rivers, Elephant will ask that patrons please leave the venue and surrounding area clean and with minimal noise. Patrons who make excessive noise, loiter or otherwise disrupt the good order of the neighbourhood will be referred to police. Signs are posted upon several points of exit.



Management and event staff will regularly monitor inside and outside the premises (particularly the immediate surrounds) with an aim to prevent patrons loitering in the area as well as taking action to minimise noise and anti-social behaviour.

Please refer to the Dispersal Plan

Additional general security procedures are as follows:

- Management will not permit any over intoxicated person to enter the premises and will bring to the notice of the Manager or Licensee any persons on the premises who might be considered to be intoxicated.
- Staff will collect any rubbish on the footpath immediately outside the premises that may be associated with the premises during all opening hours and at the close of the trading period.
- Digital recordings from CCTV cameras shall be kept for 31 days and a copy shall be made available to the Police or special inspector within 24 hours after receipt of a written request for access to them. Access shall be immediately granted to police to view CCTV.
- Signage will be installed to remind customers to minimise their noise as they leave the premises with respect to nearby residents, and if required management will ask people to leave the premises in a quiet and orderly manner.
- If required management and staff will contact and cooperate with the Police and Council.
- Crowds might typically be experienced in outdoor public areas as people leave the premises and congregate in groups. The management of crowds will require management and staff to regularly monitor the situation and take action as necessary e.g. requesting customers to keep the noise at an appropriate level and if necessary asking people to move along. Staff will also ensure that circulation paths are kept free of people and furniture.
- Large groups of people might typically be experienced at peak periods such as lunchtime trade or dinner service particularly when leaving the premises. The management of these groups will require management and staff to regularly monitor the situation and take action as necessary e.g. requesting customers to keep the noise at an appropriate level and if necessary asking people to move along. Staff will also ensure that circulation paths are kept free of people and furniture.



Transport

A variety of public transport is available to patrons in the immediate vicinity. The over ground railway station entrance is meters away, the tube entrance within minutes, a multitude of bus routes are also within minutes' walking distance.

Noise Management Plan and Procedures

These measures will be taken to manage the noise:

- Lost Rivers Elephant will comply with the noise conditions applied by Council
- A 'Formula Sound AVC2' sound limiting device shall be installed, set and maintained, to ensure the maximum levels of volume and bass of music, song or speech from live music or licensed entertainment permitted by the amplification system, does not cause a public nuisance in the vicinity of the premises or intrude inside the nearest or most exposed noise sensitive premises
- The limiter will be tamperproof from the front and locked in secure cabinet
- Any change to the equipment involved in the amplification, broadcast or limiting of sound from licensed entertainment shall be notified in advance to the Environmental Health Responsible Authority. Following any such change, the sound limiter/s shall be re-set, in conjunction with a qualified sound engineer, to ensure that any music, speech or song from live music or licensed entertainment does not cause a public nuisance in the vicinity of the premises or intrude inside the nearest or most exposed noise sensitive premises
- That the sound limiting device shall be maintained at the set level there-after
- All amplified audio and musical equipment used in the premises, permitted under the Licensing Act 2003 or the Live Music Act 2012, shall be played through the installed sound limiting device
- That any additional amplification equipment imported on to the premises by third parties, permitted under the Licensing Act 2003 or the Live Music Act 2012, be connected to and use the installed sound limited circuit
- Suitably qualified or experienced persons shall be employed at all times, whilst the entertainment is being provided, and shall take all reasonable steps to ensure that patrons do not cause a nuisance in the vicinity of the premises



- When live music or licensed entertainment is being provided the premises management shall carry out regular checks to monitor the sound level at the closest noise sensitive location(s) to the premises and shall ensure that the sound level of the entertainment does not cause a public nuisance in the vicinity of the premises at the/those location(s). A written record of sound level checks shall be kept and shall contain details of: the time, date and location of each check, the person who undertook the check and any actions taken as a result of the check. Each check shall be signed in the record by the person who made the check. The monitoring record shall be kept at the premises and made available to Officers of the Police or Council on request
- Any background music played shall remain at a volume that permits normal conversation and that the volume control of any music is behind the bar/counter and is in the full control of staff at all times
- Patrons will be directed away from the local residential buildings to transport points and asked to respect surrounding businesses when leaving by venue staff and security. See Dispersion Plan
- The premises is unlikely to generate any offensive noise
- Loitering and antisocial behaviour will be discouraged and monitored by management and staff which will assist in mitigating any potential internal and external noise impacts on surrounding properties. At close of business, a staff member will actively monitor the exit points and adjoining area to encourage patrons to disperse from the immediate area as swiftly as possible



Waste

We intend to use a zero land fill company who recycle the maximum amount of waste.

A number of measures will be taken to manage and minimise waste:

- Waste will be collected for each of the bin points at regular intervals by the staff
- All drinks will be served in biodegradable (or recyclable) glasses to minimize glass waste
- There will be minimal plastic waste from commercial food packaging and the main takeaway packaging being biodegradable
- All waste will be separated into recyclable units

Cleaning

Cleaning of the premises will be undertaken on a daily basis by our normal cleaning company who service over 180 leisure outlets every day and will involve removal of litter, breakages, stains and clean the bathrooms.

The waste generated from site will be placed directly in our bins for collection by the waste company.

Emergency & Evacuation Procedures

All Emergency and evacuations will be managed by the LBR Elephant management staff. These staff will direct all patrons and to the clearly marked fire exits.

The following plans will be put in place in case of any emergency of evacuation required at Lost Rivers Elephant:

Evacuation

In case of an evacuation:

- Music will be turned off.
- The bar and kitchen will cease trade.
- All kitchen and bar equipment will be turned off.
- The security guard will announce “Ladies & Gentleman can you please move to the door immediately in a calm manner, we have been asked to evacuate the building”
- The security guard will call emergency services



- The security guard will point patrons to the evacuation point.
- The Chef will check the office, kitchen and floor to make sure everyone has left the venue.
- The security guard will check the bathrooms to make sure they are clear.
- Security will direct emergency services when on site.

Evacuation Point

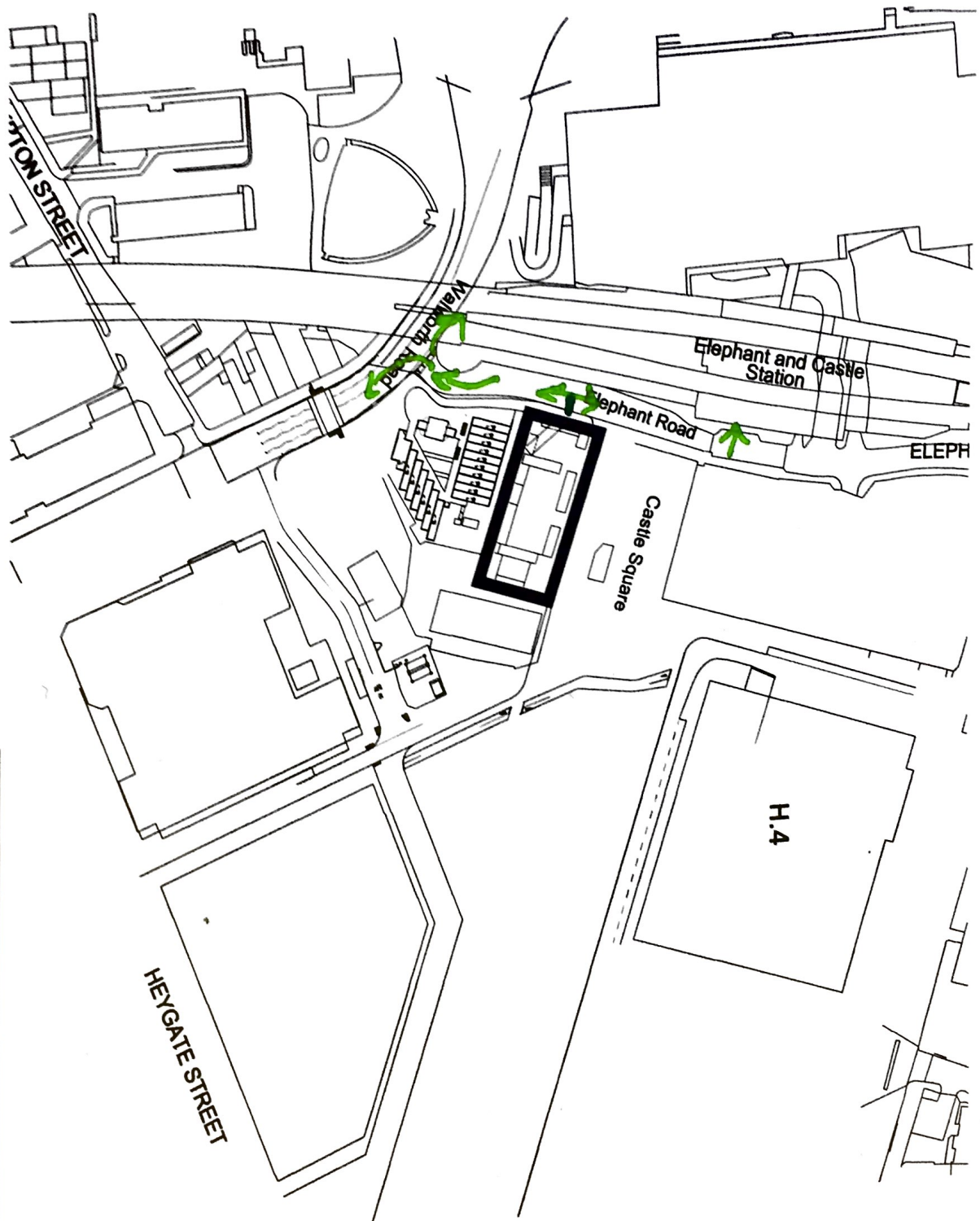
For an evacuation, patrons will be asked to proceed to the area immediately in front of the Art Works. Should the issue be in the Art Works itself then the muster point is on the opposite side of the road.

First Aid Kits

Located behind each bar, in the office and one including a burns pack in the kitchen container.

Staff Training

Staff will be taken through an induction with a geography of the building including fire extinguishers, escape routes, fire evacuation and medical emergency drill prior to the venue opening.



Project No.	1825
Client	Lost Rivers, Elephant
Drawing No.	1-12500-A3
Site Location Plan	

Date	10-2016	Project No.	1825
Scale	1:12500@A3	Drawing No.	P00
Author		Reviser No.	/
Planning			

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