APPENDIX A

Thomas & Thomas

Pariners L.P.

Application for a premises licence to be granted

under the Licensing Act 2003

PLEASE REANINE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidenemetes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensurcities answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed formation your records.

I/We New London Markets Ltd

(Insert name(s) of applicant)

apply for a premises licence under section 2016 the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making its application to you as the relevant licensing authority in accordance with section 12 of the Licensing its 2003

Part 1 – Premises details

Postal address of premises or, if none, originate survey map reference or description Hawker House									
Canada Water Retail Park									
Surrey Quays Road									
(As more particularly shown on the endeed plans)									
Post town	London		- 1 ⁴ 196-	Po	stcode	SE16 7PJ			

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£Band C

Part 2 - Applicant details

a)

Please state whether you are applying for an ises licence as

Please tick as appropriate

 \square

M

b) a person other than an individual*

an individual or individuals *

- i as a limited company/limited white partnership
- ii as a partnership (other than timed liability)
- iii as an unincorporated assocition or
- iv other (for example a statutograpporation)
- c) a recognised club
- d) a charity
- e) the proprietor of an educational estillishment

please complete section (A)

- please complete section (B)
- _____please complete section (B)
 - please complete section (B)
 - please complete section (B)
 - please complete section (B)
 - please complete section (B)
 - please complete section (B)
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f)	a health service body		please complete section (B)
ġ)	a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales		please complete section (B)
ga)	a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England		please complete section (B)
h)	the chief officer of police of a police force in England and Wales		please complete section (B)
* If yo	u are applying as a person described in (a) or (b) please confirm (by ticking y	res to one box below):
	arrying on or proposing to carry on a business which involves the	use of the	premises for

I am making the application pursuant to a

statutory function or

licensable activities; or

a function discharged by virtue of Her Majesty's prerogative

(A) INDIVIDUAL APPLICANTS (fill in as applicable)

Mr 🗌 Mrs 🗌	Miss 🔲 N	∕ls □	Other Title (for example, Rev)					
Surname		First name	es					
Date of birth	I am 18 years old or	over	Pleas	se tick yes				
Nationality								
Current residential address if different from premises address								
Post town			Postcode					
Daytime contact telephone number								
E-mail address (optional)	L							

SECOND INDIVIDUAL APPLICANT (if applicable)

Mr 🗌 N	Ars 🗌	Miss		N	1s 🗌	Other Tit example,	•		
Surname					First nam	es			
Date of birth		lam	18 years o	ld or	over	[Plea	se tick yes	
Nationality		-							
Current postal ac different from pr address									•
Post town						Pos	tcode		

Daytime contact teleph	one number			
E-mail address (optional)				

(B) OTHER APPLICANTS

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name New London Markets Ltd							
Description of applicant (for example, partnership, company, unincorporated association etc.) Private limited Company							
Telephone number (if any)							
E-mail address (optional)							
Part 3 Operating Schedule							
DD MM YYYY 0 1 1 2 0 1 8							
If you wish the licence to be valid only for a limited period, when do you want DD MM YYYY it to end? DD MM YYYY							
Please give a general description of the premises (please read guidance note 1) The application is for a further time limited premises licence for a street food market within the Canada Water retail park on the same terms as currently permitted under licence 860156. The application follows recently granted planning consent 18/AP/0889.							
London Union was founded by Leon's Henry Dimbleby MBE and Street Feast's Jonathan Downey – food and drink entrepreneurs on a mission to transform London's food landscape. London Union turns underused and derelict corners of the city into vibrant street food markets. They bring communities together, create employment and provide opportunities for new food entrepreneurs to establish themselves without requiring large amounts of capital.							
London Union is now backed by some of Britain's most successful restaurateurs, food writers, broadcasters and entrepreneurs, including: Stef Calcraft – Chairman. Co-founder of Mother advertising agency. Petra Barran – Founder of KERB.							

Rosie Boycott – Chair, The London Food Board.

Giles Coren – Writer, broadcaster and restaurant critic, The Times.

Gizzi Erskine – Chef and food writer, Sunday Times.

Bill Granger – Founder of Bill's (Australia/Japan) and Granger & Co.

Nick Jones – Founder and CEO of Soho House Group.

Nigella Lawson – Food writer and broadcaster.

Thomasina Miers – Co-founder/director of Wahaca and writer, Guardian.

Russell Norman, Richard Beatty – Owners of the Polpo Group.

Jamie Oliver – Chef, broadcaster and restaurateur.

Marina O'Loughlin – Writer and restaurant critic, The Guardian.

Tom Parker-Bowles – Food writer and restaurant critic, Mail on Sunday, and Food Editor, Esquire.

Stevie Parle – Chef/owner of The Dock Kitchen, Rotorino and Craft London.

José Pizarro – Chef/owner of José and Pizarro.

Mark Sainsbury – Owner of the Zetter Group and Grain Store, co-founder of the Sustainable Restaurant Association.

Shamil Thakrar – Co-founder of Dishoom.

Richard Turner – Chef/partner in Hawksmoor and Turner & George.

Yotam Ottolenghi – Co-owner of Ottolenghi and Nopi, and food writer, The Guardian.

Together they plan to develop and grow the Street Feast model, and to create new, more permanent street food markets. London Union directly employs 100+ young people, as well as providing employment and new business opportunities for hundreds of aspiring food traders. Each new market site provides a significant number of new jobs and a platform for new business start ups.

The application includes updated layout plans for the premises.

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

What licensable activities do you intend to carry on from the premises?

(please see sections 1 and 14 and Schedules 1 and 2 to the Licensing Act 2003)

Prov	ision of regulated entertainment (please read guidance note 2)	Please tick all that apply
a)	plays (if ticking yes, fill in box A)	
b)	films (if ticking yes, fill in box B)	
c)	indoor sporting events (if ticking yes, fill in box C)	
d)	boxing or wrestling entertainment (if ticking yes, fill in box D)	
e)	live music (if ticking yes, fill in box E)	
f)	recorded music (if ticking yes, fill in box F)	
g)	performances of dance (if ticking yes, fill in box G)	
h)	anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)	

Provision of late night refreshment (if ticking yes, fill in box I)

 \boxtimes

Supply of alcohol (if ticking yes, fill in box J)

In all cases complete boxes K, L and M

5

F

Recorded music Standard days and timings (please read guidance note		•	Will the playing of recorded music take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
7)				Outdoors	
Day	Start	Finish		Both	
Mon	1000	0030	Please give further details here (please read guidance no	te 4)	
Tue	1000	0030			
Wed	1000	0030	State any seasonal variations for the playing of recorded	<u>music</u> (please	read
			guidance note 5)		
Thur	1000	0030			
Fri	1000	0030	Non standard timings. Where you intend to use the pre-	and the second se	
			of recorded music at different times to those listed in the please list (please read guidance note 6)	e column on th	<u>e left,</u>
Sat	1000	0030	· · ·		
Sun	1000	2300			

Late night refreshment Standard days and timings			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read	Indoors	
(please 7)	read guida	ince note	guidance note 3)	Outdoors	
Day	Start	Finish		Both	\square
Mon	2300	0030	Please give further details here (please read guidance no	ote 4)	
Tue	2300	0030			
Wed	2300	0030	State any seasonal variations for the provision of late ni (please read guidance note 5)	ght refreshment	<u>L</u> .
Thur	2300	0030			
Fri	2300	0030	Non standard timings. Where you intend to use the pre- provision of late night refreshment at different times, to column on the left, please list (please read guidance not	o those listed in	<u>the</u>
Sat	2300	0030			
Sun					

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14

I

J

Supply of alcohol Standard days and timings (please read guidance note 7)		id timings	Will the supply of alcohol be for consumption – please tick (please read guidance note 8)	On the premises	
		ance note		Off the premises	
Day	Start	Finish		Both	
Mon	1000	0030	State any seasonal variations for the supply of alcohol (p note 5)	please read guid	dance
Tue	1000	0030			. per
Wed	1000	0030			
Thur	1000	0030	Non standard timings. Where you intend to use the pre- of alcohol at different times to those listed in the column list (please read guidance note 6)		
Fri	1000	0030			
Sat	1000	0030			
Sun	1.000	2300			

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):

Name			
Name Jihong Park			
6			
1			

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9). None

L

К

Hours premises are open to the public Standard days and timings (please read guidance note 7)		timings	State any seasonal variations (please read guidance note 5)
Day	Start	Finish	
Mon	1000	0100	
Tue	1000	0100	
Wed	1000	0100	Non standard timings. Where you intend the premises to be open to the
Thur	1000	0100	public at different times from those listed in the column on the left, please list (please read guidance note 6)
Fri	1000	0100	
Sat	1000	0100	
Sun	1000	2330	

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M Describe the steps you intend to take to promote the four licensing objectives:

a) General - all four licensing objectives (b, c, d and e) (please read guidance note 10)

Please refer to the attached schedule of conditions to ensure the promotion of all four Licensing Objectives.

The applicant is an extremely experienced and professional operator. The applicant's indicative package of comprehensive management procedures is appended to the application, together with a noise impact assessment.

A culmination of these controls will ensure the street food market is operated responsibly and sympathetically alongside local residents.

b) The prevention of crime and disorder

Please refer to box a) above

c) Public safety

Please refer to box a) above

d) The prevention of public nuisance

Please refer to box a) above

e) The protection of children from harm

Please refer to box a) above

Checklist:

Please tick to indicate agreement

0	I have made or enclosed payment of the fee.	\boxtimes
	I have enclosed the plan of the premises.	\boxtimes
0	I have sent copies of this application and the plan to responsible authorities and others where applicable. Electronic Submission - LA to serve RA's	
0	I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.	\boxtimes
ø	I understand that I must now advertise my application.	\boxtimes
	I understand that if I do not comply with the above requirements my application will be rejected.	\boxtimes
0	[Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom (please read note 15).	

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED.

Part 4 – Signatures (please read guidance note 11)

Signature of applicant or applicant's solicitor or other duly authorised agent (see guidance note 12). If signing on behalf of the applicant, please state in what capacity.

Declaration	 [Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15). The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, if appropriate (please see note 15).
Signature	
Date	
Capacity	

For joint applications, signature of 2nd applicant or 2nd applicant's solicitor or other authorised agent (please read guidance note 13). If signing on behalf of the applicant, please state in what capacity.

Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14)

Notes for Guidance

- Describe the premises, for example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.
- 2. In terms of specific regulated entertainments please note that:
 - Plays: no licence is required for performances between 08:00 and 23:00 on any day, provided that the audience does not exceed 500.
 - Films: no licence is required for 'not-for-profit' film exhibition held in community premises' between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
 - Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
 - Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman
 wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not
 exceed 1000. Combined fighting sports defined as a contest, exhibition or display which combines boxing or
 wrestling with one or more martial arts are licensable as a boxing or wrestling entertainment rather than an
 indoor sporting event.
 - Live music: no licence permission is required for:
 - a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - o a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to
 - sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from:

 (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
 - Recorded Music: no licence permission is required for:

London Union Canada Water

Proposed Conditions:

- 1. 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.
- 2. That all CCTV footage shall be kept for a period of 31 days and shall be made immediately available to officers of the police and the council on request.
- 3. That all staff shall be given training in recognising the signs and symptoms of drug use and supply and will be instructed to be vigilant in respect of drug use and supply at the premises at all times. Should a staff member observe possible drug related I suspicious behaviour they are to report it to the duty manage immediately.
- 4. That substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
- 5. That no licensable activities are to take place in any external area of the premises after 23:00 hours.
- 6. That an adequate number of SIA registered door supervisors will be employed at the entrance of the premises to monitor admissions to and departures from the premises. SIA registered door supervisors will be employed at other key internal management control points as necessary for the purposes of security, protection, screening and dealing with conflict.
- That clearly legible crime prevention notices will be prominently displayed where they can easily be seen and read by customers to provide relevant crime prevention information to customers as deemed appropriate by management in consultation with the police.
- 3. That the premises' opening and closing times will be prominently displayed where they can easily be seen and read by customers.
- 9. That the premises' management shall undertake regular checks at the closest noise sensitive location(s) to the premises to monitor the sound level of entertainment when entertainment of any kind is being provided, and staff shall ensure that the sound level of the entertainment does not cause a public nuisance in the vicinity of the noise sensitive locations visited. A written record of such 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 off in the record by the person who made the check. The record shall be kept I be accessible at the premises and be made available to officers of the council or police on request.
- 10. That a dispersal policy aimed at encouraging customers to leave the premises quickly and in a quiet and orderly manner shall be established and be implemented when the premises are in use.
- 11. That clearly legible notices shall be prominently displayed where they can easily be seen and read by customers requesting to the effect that patrons leave the area in a quiet and order in manner.

- 12. That an incident log book I incident recording system shall be kept at the premises to record details of any of the following occurrences at the premises:
 - Instances of anti-social or disorderly behaviour
 - Seizure of drugs or weapons
 - Calls to the police or fire brigade
 - Any complaints received
 - Ejections of people from the premises
 - Visits to the premises by the local authority, police or fire brigade
 - Refused sales of alcohol
 - Any malfunction in respect of the CCTV system, searching equipment or scanning equipment
 - All crimes reported
 - Any other relevant incidents

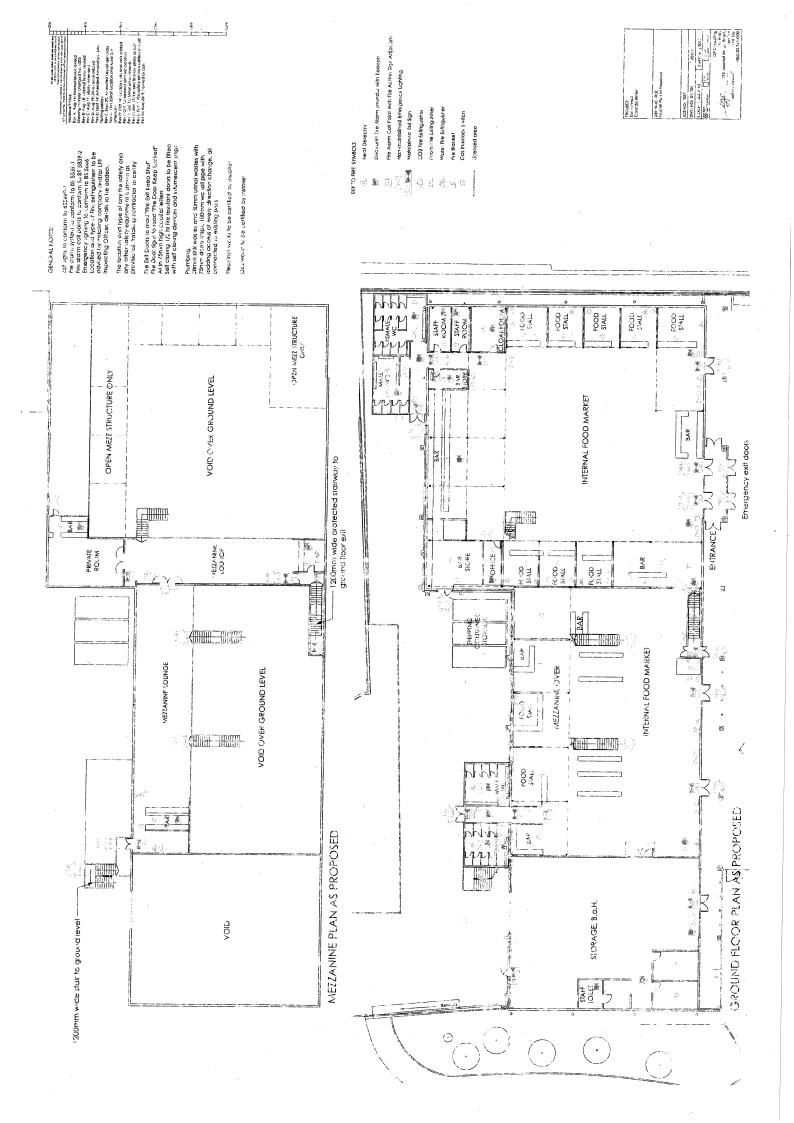
The incident book I incident recording system shall record the time, date, location and description of each incident, the printed and signed name of the person reporting the incident and any action taken in respect of the incident. The incident book I incident recording system shall be available I be accessible at the premises at all times that the premises are in use in accordance with this licence and shall be made available to officers of the council, police or fire brigade on request.

- 13. That the premises shall be operated in accordance with the recommendations of the noise impact assessment submitted on application for this licence, and with the Visitor Management Strategy that is appendix D of the noise impact assessment. A copy of the noise impact assessment shall be kept at the premises and be made available to council and police officers on request.
- 14. That the premises shall be operated in accordance with the London Union Operation Procedures manual as submitted on application for this licence. A copy of the London Union Operation Procedures shall be kept at the premises and be made available to council and police officers on request.
- 15. That when queues occur, customers shall be required to stand in the designated queuing area and will be informed by staff how long their wait may be. Staff will also advise queuing customers to queue in a quiet and orderly manner.
- 16. That clearly legible signage shall be prominently displayed where it can easily be seen and read by customers informing customers that searches may be a requirement of entry.
- 17. That any searches undertaken must be undertaken by the consent of the person being searched. Details of any person refusing a search must be recorded in the incident log. Door supervisors shall not conduct body searches on someone of the opposite sex. If no female door supervisor is available, and a male door supervisor believes it necessary to search a woman, searches must be restricted to

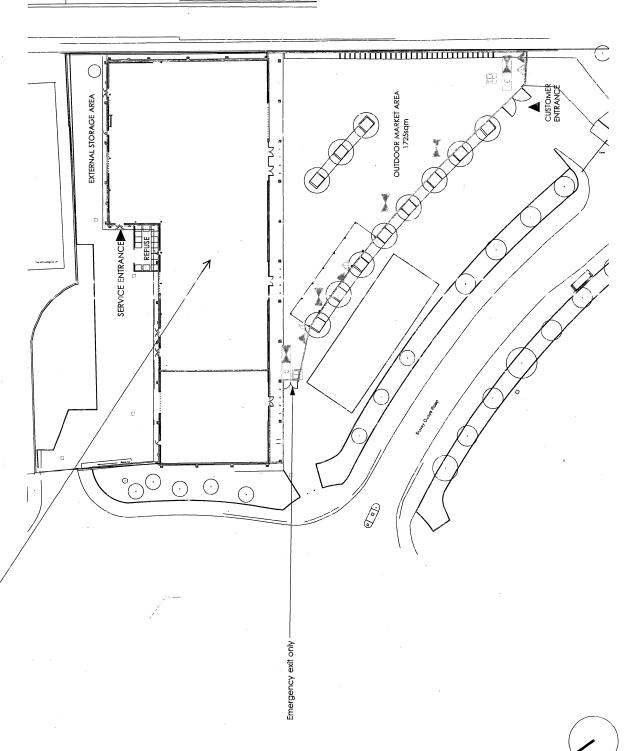
bags or outside pockets. Door supervisors are not to put their hands in a handbag, or to empty it themselves, this must be done by the owner of the bag. Any instances of the seizure of items thought to be weapons or drugs will be recorded in the incident log as per the London Union Operation Procedures manual.

- 18. That the toilets at the premises will be monitored on a regular basis by staff. All such monitoring shall be recorded in a log and any drug related activity discovered as a result of such monitoring will be recorded in the log. All drug related incidents must be recorded in the incident log.
- 19. That clearly legible signage shall be prominently displayed where it can easily be seen and read by customers stating to the effect that a zero tolerance policy towards drug use and supply is undertaken at the premises.
- 20. That delivery and collection times shall not take place late at eight or early in the morning.
- 21. That refuse and recyclable waste shall be stored in a designated refuse storage area until it is due to be collected. Immediately prior to collection, refuse will be taken out ready for collection. Bins must be bought back to the designated refuse storage area immediately after refuse has been collected.
- 22. That a challenge 25 scheme shall be maintained at the premises requiring that staff selling alcohol request that any customer who looks under 25 years old, and who is attempting to purchase alcohol, provides valid photographic identification proving that the customer is at least 18 old. Valid photographic identification is composed of a UK/EU driving licence, passport, UK armed services ID card and any Proof of Age Standards Scheme (PASS) accredited card.
- 23. Clearly legible signage shall be prominently displayed where it can easily be seen and read by customers informing customers that a challenge 25 policy is in operation at the premises.
- 24. There shall be no off sales at any time.
- 25. A dedicated telephone and email address for management of the premises shall be displayed.
- 26. The premises shall host quarterly residents meetings with at least one meeting held in advance of the operation of the premises so that any issues relating to the premises' operation can be aired and responded to by the licence holder. The date and time of such meetings must be publicised on the premises' website.
- 27. The premises shall sign up to the Southwark Women's Safety Charter.
- 28. No drinking receptacles containing alcohol shall be removed from the premises.
- 29. Clearly legible signage shall be prominently displayed where it can be easily seen and read by customers at all exits / entrances at the premises and in all external areas of the premises requesting to the effect that customers leave the premises in a quiet and orderly manner with respect for local residents.

- 30. SIA / Marshalls in high visibility vests, outside the premises, shall have clearly legible signage directing patrons away from the premises.
- 31. Marshalls in high visibility vests shall sweep immediately outside and around the premises checking for rubbish/waste on an hourly basis after 21:00.
- 32. Taxis shall be directed to pick up and drop off patrons at the Jurassic Gate, Surrey Quays Road.
- 33. Delivery and collection times in addition to waste collection shall not take place between the hours of 20:00 and 08:00.



SW1V 188 +44[0]203 728 4300 Be net reach and the univer state or react in 2. Comparison to be contracted on the contracted on the point of the state of the state of the state of the state held react of the state of the state of the state of the state ICe Conturning and in on to be reproduced when appeals pointware area covered by automatic smoke detector with integral alarm sounder area covered by automatic heat detector with integral alarm sounder fre alarm call point with fre action sign adjacent Fresh air supply to be min10/s/person with min 60% extract DATE: Aug 2015 200 Location and type of Fire extinguishers to be advised by 276 Vauxhall Bridge Ro varied from time to time with the agreement of the fire officer or after a fire risk assessment **TGP Const** The location and type of any fire safely and any other safety equipment is shown as at present. This may be Air Extract from Toileis to be min 6 air changes/hour REV: Emergency lighting to conform to BS5266-1 & 7 Kitchen extract to be min 30 air changes/hour Fire alarm call points to conform to BS 5839-2 Proposed Site Plan 2: March 2016 - September 2016 LFB Inspecting Officer, details to be added. Electrical Installation to conform to BS7671 maintained emergency lighting Fire alarm system to conform to BS 5839-1 SCALE: 1:500 @ A3 DWG NO: 02/002 Exit signs to conform to BS5499-1 PROJECT: Street Feast Canada Water Water fire extinguisher CO2 fire extinguisher SRAWING TITLE: intern Revisions/Notes LICENCE PLAN JOB NO: 7032 E 💌 Iluminated exit sign fire alarm sounder Licensed area fire blanket volume ŝ.



See Internal Plan arawing for details of Internal layout and fire detection & emergency lighting and signage EXTERNAL AREA PLAN 2017

Ζ



HAWKER HOUSE CANADA WATER NOISE MANAGEMENT POLICY

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INTRODUCTION

Hawker House acknowledges that we have a primary responsibility to ensure that our premises does not generate excessive noise pollution / disturbance. The purpose of this Noise Management Policy is to identify potential issues and detail the procedures we carry out to ensure that we prevent public nuisance. With the aim of complying with the licensing objectives under the Licensing Act 2003, this is an on-going document that is reviewed regularly to ensure we exercise the best practice possible to minimise disturbance to local residents.

POLICIES IN PLACE

- Sound Checks
- Mobile Sound Monitoring Equipment
- Fire Exits & Access Points / Windows
- Refuse Disposal
- Dispersal Plan
- Training Procedures
- Communicating with Local Residents
- SIA Licensed Door Supervisors
- Complaint Monitoring System
- On-Going Review

KEY ELEMENTS OF THIS PLAN

- Minimise impact to local residents and have clear channels of communication to address complaints quickly.
- Adhere to the conditions set by the Licensing Authority.
- Identify the range of potential noise sources relating to Hawker House and to prevent it from becoming a nuisance.
- A logged complaints procedure to tackle issues effectively.
- A training program for managers and responsible staff.
- Records of noise measurement checks to ensure compliance has been achieved through monitoring and testing.

POLICIES IN DETAIL

SOUND CHECKS

Perceived volumes and actual reads can vary depending on the recording source. On every operational night, Hawker House staff carry out regular sound checks with both a hand held digital sound level meter and "common sense" using their own ears.

In addition to these checks, Hawker House staff monitor levels from the corner of Canada Street and Surrey Quays Road. If there is any audible music or "people" noise coming from Hawker House, the manager on duty is alerted immediately. All of these readings and notes are logged in our Noise Management Policy folder.

MOBILE SOUND MONITORING EQUIPMENT

The mobile sound monitoring equipment is a digital sound level meter, used for monitoring noise in warehouses, manufacturing units, offices, and also in the entertainment industry. The meter provides automatic or manual ranging from 30dB – 130dB, will record maximum levels and has the option for a fast or slow response times. These units are used for the sound checks by Hawker House staff.

FIRE EXITS & ACCESS POINTS / WINDOWS

Fire exits and access points can often be a source of noise leakage. Although all fire exit doors at Hawker House are kept closed, some exits are used to enter and egress the building. On operational nights (18:00 onwards), Hawker House staff regularly checks the North facing exits to ensure they are not accidently left open. As there is a possibility for customers to accidentally open a fire exit door by the other room which may lead to noise leakage, we have placed SIA security near the toilets to ensure these exits remain shut and are used for emergency purposes only.

REFUSE DISPOSAL

The disposal of rubbish can sometimes cause disturbance particularly in the late hours of the evening. Hawker House has allocated its glass bins inside the premises so that they can be filled without causing excess noise outside the premises. Once the bins are full, they are wheeled out to the refuse area.

DISPERSAL PLAN

Quite often with licensed premises, the end of the night can be the noisiest period of the evening. As large groups of customers often leave at the same time, we understand the need to be extra vigilant in ensuring that controllable noise is kept to a minimum. The dispersal plan aims to minimise the noise from customers when leaving the premises.

At the end of the evening, Hawker House re-directs customers to the rear fire exit (away from Canada Street) towards Surrey Quays Road to achieve the following:

- Prevents customers from loitering on the corner of Canada Street next to the residents' buildings and thus making unnecessary noise in the surrounding areas.
- Creates a natural pickup area for customers going home via a taxi service such as uber; this also prevents customers from ordering taxi's to Canada Street.
- Disperses customers along Surrey Quays Road rather than straight onto Canada Street.

Life Canaries

For added clarity, please see the diagram below:

10-15 minutes prior to dispersal, music levels are reduced in volume to help customers adjust to the exit volume. A member of management will always be present during this time to ensure the coordination of all staff / stewards and SIA licensed door supervisors.

TRAINING PROCEDURES

All staff at Hawker House is made aware of this Noise Management Policy and sign a form to demonstrate that they understand our policies in full. Staff failing to adhere to these policies will be subject to disciplinary action as per company guidelines. All new staff is required to read this policy as part of their induction program / starter pack, within the first 2 weeks of starting work.

COMMUNICATING WITH LOCAL RESIDENTS

The residents are encouraged to directly contact the manager should there be any issues so that they can be dealt with promptly. We believe that having open lines of communication can often resolve issues effectively before they escalate unnecessarily. The below list is also used so that we can notify residents if there are irregular events that may take place at Hawker House.

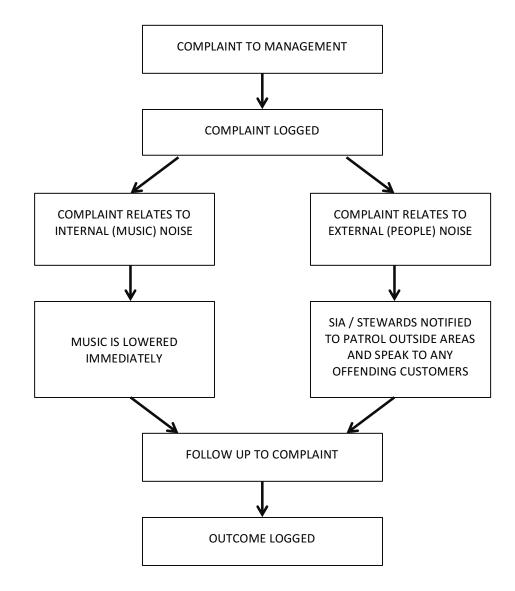
June Murphy	07880 673127	June.Murphy@gstt.nhs.uk
Debbie Brown		debra.brown134@gmail.com
Lindsay	07854 727223	
Mrs Watters	07763 669945	
Maureen	07929 040920	

SIA LICENSED DOOR SUPERVISORS

The licensed door supervisors also aid in the dispersal process as per above. This policy in full is read by the Head of Security to ensure the team at Hawker fully understand our obligations as a licensed premises.

COMPLAINT MONITORING SYSTEM

Hawker House logs all complaints into the Noise Management Policy folder to ensure accurate records are kept and to monitor progress with any new procedures that may have been implemented. We encourage open lines of communication with the local residents (see communicating with local residents above) and take any complaints very seriously. The procedure is as follows:



ON-GOING REVIEW

This Noise Management Policy is by no means a definitive and exhaustive policy. Ambient noise levels can fluctuate seasonally and vary over time depending on new businesses opening, or building works taking place nearby. Hawker House reviews its Noise Management Policy every 6 months to ensure it is kept up to date with any new neighborhood schemes and / or requirements. The date of the last revision of this policy is written in the footnote of this document.



August 2015



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Introduction

London Union was founded by Leon's Henry Dimbleby MBE and Street Feast's Jonathan Downey – food and drink entrepreneurs on a mission to transform London's food landscape.

London Union turns underused and derelict corners of the city into vibrant street food markets. They bring communities together, create employment and provide opportunities for new food entrepreneurs to establish themselves without requiring large amounts of capital.

In 2014, Street Feast ran markets in Dalston Yard E8, at Model Market in Lewisham, at Riverside Feast by Battersea Power Station and at Hawker House in Bethnal Green. Between them, these markets were visited by over 200,000 people.

London Union is now backed by some of Britain's most successful restaurateurs, food writers, broadcasters and entrepreneurs, including:

Stef Calcraft – Chairman. Co-founder of Mother advertising agency.

Petra Barran – Founder of KERB.

Rosie Boycott – Chair, The London Food Board.

Giles Coren – Writer, broadcaster and restaurant critic, The Times.

Gizzi Erskine – Chef and food writer, Sunday Times.

Bill Granger – Founder of Bill's (Australia/Japan) and Granger & Co.

Nick Jones – Founder and CEO of Soho House Group.

Nigella Lawson – Food writer and broadcaster.

Thomasina Miers – Co-founder/director of Wahaca and writer, Guardian.

Russell Norman, Richard Beatty – Owners of the Polpo Group.

Jamie Oliver – Chef, broadcaster and restaurateur.



Marina O'Loughlin – Writer and restaurant critic, The Guardian.

Tom Parker-Bowles – Food writer and restaurant critic, Mail on Sunday, and Food Editor, Esquire.

Stevie Parle – Chef/owner of The Dock Kitchen, Rotorino and Craft London.

José Pizarro – Chef/owner of José and Pizarro.

Mark Sainsbury – Owner of the Zetter Group and Grain Store, co-founder of the Sustainable Restaurant Association.

Shamil Thakrar – Co-founder of Dishoom.

Richard Turner – Chef/partner in Hawksmoor and Turner & George.

Yotam Ottolenghi – Co-owner of Ottolenghi and Nopi, and food writer, The Guardian.

Together they plan to develop and grow the Street Feast model, and to create new, more permanent street food markets. London Union directly employs approximately 150 young people, as well as providing employment and new business opportunities for about 500 aspiring food traders. Each new market site provides a significant number of new jobs and a platform for new business start ups.

Before occupying a site the London Union's management team will tailor and develop bespoke procedures for the area's specific needs. This document sets out an indicative package of the London Union's operational procedures. London Union have a highly experienced and professional management team who are committed to operating responsibly and sympathetically in all their neighbourhoods.

The operational procedures set out a number of controls to ensure each market provides a valuable asset to the local area, with exceptional and conscientious customer management. The implemented management systems will ensure that each street market is operated successfully without adversely affecting the local amenity. To date approximately half a million people have visited Street Feast and London Union sites. London Union's operational procedures have ensured that not a single incident of serious crime or disorder has occurred, despite the extremely high levels of visitors.

<u>Please note that procedures are developed and tailored for each individual site. As a result the procedures</u> <u>set out in this document are indicative only, subject to change and not proposed as Licence conditions.</u>



1 ADMISSION AND AGE VERIFICATION POLICY

- 1.1 London Union provides family friendly street markets. To ensure the promotion of the Licensing Objectives the London Union operates a Challenge 25 scheme. This scheme encourages anyone who is over 18 but looks under 25 to carry acceptable ID if they wish to purchase alcohol. The scheme takes account of a higher margin of error in challenging customers for proof of age.
- 1.2 It is illegal for any staff to sell alcohol to anyone under the age of 18. Any member of staff who sells alcohol to a person under the age of 18 may be guilty of an offence, which may result in a fine of up to £5,000 and they may be dismissed.
- 1.3 Staff shall follow all standards set by Challenge 25:
 - 1.3.1 Staff are required to ask for a valid form of identification for anyone attempting to purchase alcohol who appears to be under 25;
 - 1.3.2 Staff will only accept the following forms of ID:

1.3.2.1 UK/EU passport.

- 1.3.2.2 UK/EU driving licence photo licence.
- 1.3.2.3 Proof of age scheme cards with PASS accredited hologram logo.
- 1.3.3 When checking ID staff will:
 - 1.3.3.1 Check the 3D effect hologram is not stuck on.
 - 1.3.3.2 Check photo right person.
 - 1.3.3.3 Check date of birth.
 - 1.3.3.4 Check card has not been tampered with.
 - 1.3.3.5 If staff are still unsure about a person's age, service shall be refused.



- 1.3.3.6 If a customer does not have the necessary identification, staff will explain the challenge 25 policy and advise the customer to return with acceptable identification.
- 1.4 Posters are on display at the premises informing customers of the scheme in operation.
- 1.5 At the bar, should any customer appear to be under 25, staff are required to request a valid form of identification. Only the documents listed above may be accepted. If there is any doubt a manager will be called. Should the customer fail to produce satisfactory ID, the sale will be refused and an entry made in the Refusal of Service Log.



2 The Role & Responsibilities of London Union's Supervisors

Role and responsibilities

- 2.1 The purpose of this section is to outline the role and responsibilities of a London Union supervisor.
- 2.2 Guest supervision is an essential part of the London Union operation. When managed correctly it ensures not only the safety and enjoyment of our customers, but also peace of mind for our neighbours. Our supervisors have a much wider and more involved role to play in supporting the management and his/her team.

Qualities

- 2.3 The supervisor should possess certain qualities essential to running the kind of operation we have.You should be:
 - 2.3.1 Articulate and friendly able to talk to people on all sorts of levels, in a friendly, positive and professional manner. Diplomatic.
 - 2.3.2 Helpful and willing prepared to do what is needed to ensure an excellent overall customer experience. Part of the team.
 - 2.3.3 Pleasant and polite happy, positive and polite to all customers and staff.
 - 2.3.4 Conscientious and thorough diligent, involved, interested and focused on all aspects of your role and responsibilities.
 - 2.3.5 Smart takes pride in a professional appearance and approach to your job.

Supervision

2.4 We have SIA registered supervisors and marshalls. They are posted at the entrances, and within the licensed area, and others patrolling all areas including toilets to make sure everything is as it should be throughout. The entrance areas are key areas of responsibility and brings with it three important roles: monitoring and managing people getting in, monitoring and managing any queues, exit and re-entry, and managing the safe and quiet exit of people leaving the site.

Partnership with neighbouring premises



2.5 All supervisors should ensure that our guests integrate safely and sympathetically with our neighbours. During busy periods we must work in partnership with the management and security of nearby licensed premises. This will help to protect the safety of all visitors in the local area and reduce the risk of crime and disorder in the neighbourhood. We take an active role with local businesses and other security supervisors to help achieve this objective.

Queuing

2.6 Should a queue occur, in order to contain any queue, people should be required to stand in the designated queuing area. The people in the queue should be informed how long their wait might be and the importance of queuing quietly and respectfully is should be stressed to them.

Getting in

- 2.7 We operate a democratic policy everybody is welcome provided:
 - 2.7.1 They are not drunk.
 - 2.7.2 They are not wearing a football shirt.
 - 2.7.3 They are not carrying or attempting to carry in anything illegal, where possible drugs or weapons will be confiscated and if necessary the police called.
- 2.8 We do not allow anyone on site who is drunk. It is that simple. If these people arrive at our door we tell them the REAL reason they cannot come in.
- 2.9 Monitoring and controlling the guests that get in to the building is the joint most important part of your job.

Prevention of noise breakout

2.10 In order to prevent noise breakout and minimize any disturbance to local residents, the music levels are to be monitored at all levels. Managers and supervisors are responsible for monitoring and controlling noise levels, any loud and inappropriate behaviour should be dealt with immediately. Where necessary we will work with an acoustic consultant to ensure and effective noise management plan is implemented.

Leaving the site



- 2.11 The other most important part of your job is managing people as they leave the site. It is vital that you take the lead responsibility for ensuring the quick, quiet and safe exit of guests from the site and from the immediate surrounding area. This does not mean just saying 'goodbye' to guests. It does not mean that once they have left the building they are no longer our problem. They might be. We have neighbours and responsibilities towards them. Please try and move people along and make sure they do not congregate outside. We want people to leave in a quiet orderly fashion. This issue is of most importance the later people leave.
- 2.12 You should also have a very good idea (and a paternal interest in) how everyone is getting home walking, DLR, tube, over-ground train, bus, taxi or driving?
 - 2.12.1 Walking please ensure that anyone leaving the site exits not only the site but also the immediate area as quickly and quietly as possible. Please check that anyone leaving alone (especially women) know what they are doing and where they are going. If they do not, bring them quietly back inside, sit them down and contact the manager on duty to provide assistance; he or she will know what to do and you should then return to your duties.
 - 2.12.2 **DLR** please ensure you are able to advise guests on the location of the nearest DLR stations.
 - 2.12.3 **Tube** please ensure you are able to advise guests on the location of the nearest tube stations.
 - 2.12.4 **Bus** you should be familiar with the numbers, routes and approximate running times of all of the buses that run in the area. Knowing this information is an important part of your job.
 - 2.12.5 **Taxis** you should be on hand to order taxis for guests. We do not allow unlicensed mini cab ranking outside our site.
 - 2.12.6 Driving whilst not technically our responsibility, you should offer advice and assistance to anyone you spot leaving the site with car keys that clearly should not be driving. It is your job to advise them, and whoever they are with, that they look like they should not be driving. You should have some knowledge of the local parking restrictions to encourage any such guest to leave their car overnight and *"Provided you're back to collect it before 08.30, you should be alright."* It is not your job to physically prevent guests from driving



their own vehicle except in extreme circumstances when threatening to involve the Police may bring them round.

2.13 If you have more time to engage with the guest, offer them more assistance – walk out with them, advise them that the route you have recommended is the safest and best lit, point the way to the overland stations or the bus stop they need, remind them we have neighbours, show concern for their well being and for that of our neighbours. Be considerate. This will leave a good and lasting impression.



3 Search Policy

- 3.1 Only SIA registered security staff (Door Supervisors) will conduct searches.
- 3.2 London Union will display notices in areas used for searches informing customers that searches may be a requirement of entry.
- 3.3 Consent will always be sought before a search is carried out.
- 3.4 If a person refuses a search they will be denied entry.
- 3.5 Details of any person refusing a search should be recorded in a designated incident or log book.
- 3.6 Door Supervisors will never conduct body searches on someone of the opposite sex.
- 3.7 If no female Door Supervisors are available and a male Door Supervisor believes it necessary to search a woman, then the search must be restricted to bags and outside pockets.
- 3.8 Door Supervisors are not to put their hands in a handbag, or to empty it themselves, this must be done by the owner of the bag.
- 3.9 In the event of the seizure of items thought to be weapons or drugs the following information will be recorded in a designated incident or log book:
 - 3.9.1 Date and time found
 - 3.9.2 Where found
 - 3.9.3 Details of person who found the item(s)
 - 3.9.4 Description of the item
 - 3.9.5 Any action taken (person detained, police called etc.)
 - 3.9.6 Signature of person taking possession of item(s)
 - 3.9.7 Signature of a senior manager



4 Responsible Sale of Alcohol

- 4.1 All staff are instructed never to serve customers who are, or appear to be, drunk under any circumstances.
- 4.2 London Union staff are trained to identify a person as drunk if they display some, or all, of the following symptoms
 - 4.2.1 Glazed, possibly reddened, eyes
 - 4.2.2 Slurred speech
 - 4.2.3 Poor co-ordination (staggering, being unsteady on their feet, being unable to count out cash or use a mobile phone)
 - 4.2.4 Inability to respond appropriately to clearly stated questions or requests
 - 4.2.5 Strong smell of alcohol on the breath
- 4.3 If any member of staff is not sure if a person is drunk, the default answer is always NO FURTHER SERVICE OF ALCOHOL.
- 4.4 If a customer who is, or appears to be, drunk and asks for an alcoholic drink, they will be offered a soft drink or a glass of water as an alternative.
- 4.5 If a customer who is, or appears to be, drunk refuses a soft drink when offered and persists in requesting an alcoholic drink, then they will be asked to leave.
- 4.6 If staff have reason to believe that someone is attempting to purchase alcohol for, or on behalf of, a person who is, or appears to be, drunk they will be refused service.
- 4.7 If the behaviour of any person gives staff reason to believe that by refusing service they may endanger the safety of staff or customers, then the police will be called prior to that person being asked to leave.
- 4.8 Identification documentation will be requested from any customer who appears to be under the age of 25 in accordance with our age verification policy set out in Section 1 above.



5 Drugs Awareness

- 5.1 The London Union operates a policy of zero tolerance with regards to drugs, both use and supply on our premises.
- 5.2 All references to "drugs" within this document include not only illegal substances detailed in Section 2 of the Misuse of Drugs Act 1971 but also those substances known as "Legal Highs" (psychoactive and other emerging substances not caught by UK legislation).
- 5.3 Street Feast recognises that it has a responsibility to provide a safe environment for all members of staff and customers. Such an environment could become hazardous through the behaviour of someone under the influence of drugs or someone involved in the sale of such substances.
- 5.4 All staff are given training in recognising the signs and symptoms of drug use and supply and are instructed to be vigilant at all times. Should a member of staff observe suspicious behaviour they are to report such to the Duty Manager without delay.
- 5.5 All WC facilities will be monitored on a regular basis by staff. All such monitoring will be recorded in a specified log and any drug related activity discovered as a result of such monitoring will be highlighted within that same document. If a person is suspected of dealing drugs in a venue, staff will always assess the situation before taking any action. Regard is to be paid to advice from the Police. Subject to Police advice, SIA registered security staff will either eject the suspect or hold the suspect at the premises. If a person is suspected of taking drugs on the premises staff will assess the suspect's condition and either eject the suspect or call for medical attention. The confiscation or discovery of drugs must be witnessed, logged in the relevant incident book and the drugs handed to the Duty Manager who will secure them in a designated place such as a 'drug safe'.

In order to promote the Licensing Objectives:

5.6 Upon confiscation staff will contact the Police and request that Police collect said Drugs from the venue. In the event that the Police request that confiscated drugs be delivered by London Union staff to a specified Police Station the Duty Manager will allocate a member of staff to do so. Any staff member instructed to carry confiscated drugs with the intention of delivering said drugs to the Police will be provided with guidance as to the offence of possessing a controlled substance



under Section 5 Misuse of Drugs Act 1971 and the statutory defence afforded by Section 5 (4) a and b of the 1971 Act.

- 5.7 All drug related incidents must be recorded in a designated incident book or log. The entries in the book are to be discussed with the Police and Local Authority on a regular basis.
- 5.8 Suitable signage will be prominently displayed in the bar to inform customers of London Union's zero tolerance policy towards drug use and supply.



6 Deliveries and Collections

- 6.1 Deliveries and collections will be arranged carefully and sympathetically to the local amenity. Where possible, multiple deliveries and/or collections will be combined to avoid high numbers of vehicles servicing the premises. Delivery and collection times will not be scheduled late at night or early in the morning to avoid disturbing local residents.
- 6.2 Refuse and recyclable waste will be stored in a designed refuse storage area until it is due to be collected. Immediately prior to collection, refuse will be taken out ready for collection. Bins should be brought back inside immediately after collection.



7. Dispersal Policy

- 7.1 This Dispersal Policy must be read in conjunction with section 2 above (The Role & Responsibilities of London Union's Supervisors).
- 7.2 All members of the London Union Team must take responsibility for the orderly dispersal of customers. As responsible neighbours we must ensure all customers leave the area quickly and quietly without causing a nuisance to local residents.
- 7.3 A member of management will be stationed at the exit from 30 minutes before close to 30 minutes after.
- 7.4 During busy periods SIA/Marshalls will remain on duty for 30 minutes after the premises has closed.
- 7.5 Sale of alcohol shall stop 30 minutes before the close of the event.
- 7.6 Any music shall be subject to a "wind-down" procedure commencing 30 minutes before the terminal hour.
- 7.7 The food outlets throughout the event area shall operate a staggered closing procedure.
- 7.8 During busy periods, this policy is supported by a high profile SIA supervisor presence, encouraging customers to move on quickly. London Union shall ensure that there are sufficient numbers of SIA registered staff on hand to respond in the event of an incident.
- 7.9 Security staff shall wear high visibility jackets, vests or arm bands at all times to distinguish themselves from members of the public. Marshals shall wear similar arm bands or branded clothing.
- 7.10 Door-staff are trained to monitor crowd noise end actively dissuade any unacceptable noisy behaviour, encouraging customers to consider local residents when making their way home.
- 7.11 Signage must be displayed at the exits reminding customers to leave quietly and have respect for residents they may pass on their way home.





8 Summary & Effect

- 8.1 A culmination of all these controls and safeguards, together with the type of offer, customer and purpose of visit, combine to ensure London Union sites operate without complaint and provides a valuable asset to each local area.
- 8.2 The London Union seek to provide an extremely high standard of establishment which is ranked alongside London's best places to eat and drink. It is imperative guests enjoy a first-rate experience when visiting each site.
- 8.3 The comprehensive controls set out in this document will supplement planning consent and premises licence conditions to ensure each London Union site is conducive and appropriate to the local amenity.



Noise impact assessment Temporary indoor and outdoor food market at Unit 4 Canada Water Retail Park Surrey Quays Road, Southwark, SE16 2XU

Prepared by Richard Vivian, Principal Consultant at Big Sky Acoustics Ltd On behalf of New London Markets Ltd Document Ref: 15080623

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Big Sky Acoustics document control sheet

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Technical report number:	15080623
Submitted to:	acting on behalf of New London Markets Ltd
Submitted by:	Big Sky Acoustics Ltd
Prepared by:	Richard Vivian BEng(Hons) MIET MIOA MAES MIOL Principal Acoustic Consultant

Document status and approval schedule

Revision	Description	Date	Approved
0	Approved for issue	20/08/2015	RV
1	Change to maximum capacity figure	20/08/2015	RV

DISCLAIMER

This report was completed by Big Sky Acoustics Ltd on the basis of a defined programme of work and terms and conditions agreed with the Client. The report has been prepared with all reasonable skill, care and diligence within the terms of the contract with the Client and taking into account the project objectives, the agreed scope of works, prevailing site conditions and the degree of manpower and resources allocated to the project.

Big Sky Acoustics Ltd accepts no responsibility whatsoever, following the issue of the report, for any matters arising outside the agreed scope of the works.

This report is issued in confidence to the Client and Big Sky Acoustics Ltd has no responsibility of whatsoever nature to third parties to whom this report or any part thereof is made known. Any such party relies upon the report at their own risk.

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1.0 Qualifications and experience

- 1.1 My name is Richard Vivian. I am a Director and Principal Acoustic Consultant at Big Sky Acoustics Ltd. Big Sky Acoustics Ltd is an independent acoustic consultancy that is engaged by local authorities, private companies, public companies, and individuals to provide advice on the assessment and control of noise.
- 1.2 I have a Bachelor of Engineering Degree with Honours from Kingston University, I am a Member of the Institution of Engineering & Technology, the Institute of Acoustics, the Audio Engineering Society and the Institute of Licensing.
- 1.3 I have over twenty-five years of experience in the acoustics industry and have been involved in precision acoustic measurement and assessment throughout my career. My professional experience has included the assessment of noise in connection with planning, licensing and environmental protection relating to sites throughout the UK.

2.0 Introduction

- 2.1 Big Sky Acoustics was instructed by Rafaella Holzapfel of New London Markets Ltd to make an assessment of the impact of noise from the proposed change of use of a retail warehouse and car park into a temporary indoor and outdoor food market.
- 2.2 Similar food markets are already in operation at four sites in Lewisham and Hackney. The applicants bring with them extensive experience of operating these markets including best practice policies for noise management and patron dispersal.
- 2.3 A glossary of acoustical terms used in this report is provided in Appendix A.
- 2.4 All sound pressure levels in this report are given in dB re: 20µPa.

3.0 Site and surrounding area

- 3.1 The application site consists of a large retail warehouse building with vehicular access off Surrey Quays Road and a car park/storage yard.
- 3.2 The surrounding area is characterised by a mix of uses. Residential uses exist to the north west of the site across the road junction of Canada Street with Surrey Quays Road. Those closest to the site comprise multi-storey modern residential units known as Giverny House and Pavillion House. Analysis of the planning history for this development identifies that the residential properties are designed to provide acceptable internal noise levels to protect residents from the high noise levels in the area caused by road traffic, aircraft and commercial uses in the area.
- 3.3 Commercial uses dominate the rest of the local site context, with the large Harmsworth Quays print works adjoining the site to the north-east and east. This site operated from 1988 to 2013 and was the print works for the Daily Mail, Evening Standard and Metro. The site was staffed by 250 people and as well as printing the daily newspapers it could print up to two million copies of The Mail on Sunday.
- 3.4 The site is currently being used for the Secret Cinema, an events company specialising in Live cinema experiences with over 4,000 visitors a month. Secret Cinema has been open for a temporary period on Tuesday to Sunday for a 5.30pm

showing and the use is set to finish at the end of September 2015 before the street food market is set to open.



Figure 1: Residential units at Giverny House and Pavillion House

- 3.5 To the west of the site, across the Surrey Quays Road, is a modern shopping centre complex with associated car parking. Within the wider site context are other commercial leisure and retail uses, including a cinema and tenpin bowling centre and offices. Overall, the character and appearance of the local area is that of a modern, vibrant, mixed-use town centre.
- 3.6 The proposed use will comprise multiple street food stalls run by independent traders, with drinks being served by the operator. The maximum overall site capacity will be 1500 people. However, there are peak hours of trading (for example, at Dalston Yard, Hackney this is between 8-10pm) and then there is a steady drift away from the site until close. Consequently, the food market sites are not anywhere near the maximum capacity when they close.

4.0 Assessment standards and guidance

The Licensing Act 2003

- 4.1 The proposed use will require a premises licence to be issued by the Licensing Authority. The requirement for a premises licence for this use is a material planning consideration and should form part of the overall assessment of the planning merits of this proposal.
- 4.2 Southwark Council has a duty under the Licensing Act 2003 to determine its policy with respect to the exercise of its licensing functions and publish a statement of that policy (SLP) every three years. The initial Southwark Council Statement of Licensing Policy received council assembly approval on 8 December 2004. It was developed through public consultation and with full regard to the Act; the secondary regulations made under the Act; and the guidance produced by the Secretary of State for the Department of Culture Media and Sport (DCMS). The council's licensing policy has since been frequently updated and amended, in order

to keep abreast of changes in law, guidance and local policy. Such amendments have been formally approved in January 2007, April and November 2008 and November 2009. At the time of writing the SLP is in its fifth revision and represents the authority's policy for the period 2011-2014.

- 4.3 The council fulfills its primary obligation under the Act, to promote the four licensing objectives by having policies based on each:
 - The prevention of crime and disorder
 - Public safety
 - The prevent of public nuisance
 - The protection of children from harm
- 4.4 In addition to planning and licensing controls the provisions of the Environmental Protection Act 1990 and the Noise Act 1996 provide protection to the general public from the effects of noise nuisance.

NPPF

- 4.5 The National Planning Policy Framework (NPPF) was published by the Department for Communities and Local Government in 2012. For noise, the NPPF policy states that planning policies and decisions should aim to:
 - Avoid noise from giving rise to significant adverse impacts on health and quality of life as a result of new development;
 - Mitigate and reduce to a minimum other adverse impacts on health and quality of life arising from noise from new development, including through the use of conditions, while recognising that many developments will create some noise.
- 4.6 The NPPF refers to the Noise Policy Statement for England (NPSE) which is intended to apply to all forms of noise, including environmental noise, neighbour noise and neighbourhood noise. The NPSE sets out the Government's long-term vision to 'promote good health and a good quality of life through the effective management of noise within the context of Government policy on sustainable development' which is supported by the following aims:
 - Avoid significant adverse impacts on health and quality of life;
 - Mitigate and minimise adverse impacts on health and quality of life.
- 4.7 The NPSE defines the concept of a 'significant observed adverse effect level' (SOAEL) as 'the level above which significant adverse effects on health and quality of life occur'. The following guidance is provided within the NPSE: "It is not possible to have a single objective noise-based measure that defines SOAEL that is applicable to all sources of noise in all situations. Consequently, the SOAEL is likely to be different for different noise sources, for different receptors and at different times. It is acknowledged that further research is required to increase our understanding of what may constitute a significant adverse impact on health and quality of life from noise. However, not having specific SOAEL values in the NPSE provides the necessary policy flexibility until further evidence and suitable guidance is available."
- 4.8 In 2014 the Planning Practice Guidance (PPG) was finalised. This is written to support the NPPF with more specific planning guidance. The PPG reflects the NPSE and states that noise needs to be considered when new developments may create additional noise and when new developments would be sensitive to the prevailing acoustic environment. It also states that opportunities should be taken, where

practicable, to achieve improvements to the acoustic environment. The PPG states that noise can over-ride other planning concerns but should not be considered in isolation from the other economic, social and environmental dimensions of the proposed development.

- 4.9 The PPG expands upon the concept of SOAEL (together with Lowest Observable Adverse Effect Level, LOAEL and No Observed Effect Level, NOEL) as introduced in the NPSE and provides a table of noise exposure hierarchy for use in noise impact assessments in the planning system. Figure 2 is reproduced from the NPPG and summarises the noise exposure hierarchy, based on the likely average response.
- 4.10 In general terms it is considered that a noise impact with an effects level which is lower than SOAEL is acceptable (providing the effect is mitigated to a minimum). There is currently, however, a major discontinuity between the above guidance and objective technical criteria for use in planning noise impact assessments.

Perception	Examples of Outcomes	Increasing Effect Level	Action
Not noticeable	No Effect	No Observed Effect	No specific measures required
Noticeable and not intrusive	Noise can be heard, but does not cause any change in behaviour or attitude. Can slightly affect the acoustic character of the area but not such that there is a perceived change in the quality of life	No Observed Adverse Effect	No specific measures required
	Lowest Observable Adverse	Effect Level (LOAEL)	
	Noise can be heard and causes		
Noticeable and intrusive	small changes in behaviour and/ or attitude, e.g. turning up volume of television; speaking more loudly; where there is no alternative ventilation, having to close windows for some of the time because of the noise. Potential for some reported sleep disturbance. Affects the acoustic character of the area such that there is a perceived change in the quality of life	Observed Adverse Effect	Mitigate and reduce to a minimum
	Significant Observed Adverse	Effect Level (SOAEL)	
Noticeable and disruptive	The noise causes a material change in behaviour and/ or attitude, e.g. avoiding certain activities during periods of intrusion; where there is no alternative ventilation, having to keep windows closed most of the time because of the noise. Potential for sleep disturbance resulting in difficulty in getting to sleep, premature awakening and difficulty in getting back to sleep. Quality of life diminished due to change in acoustic character of the area.	Significant Observed Adverse Effect	Avoid
Noticeable and very disruptive	Extension and regular changes in behaviour and/ or an inability to mitigate effect of noise leading to psychological stress or physiological effects, e.g. regular sleep deprivation/ awakening; loss of appetite, significant, medically definable harm, e.g. auditory and non auditory	Unacceptable Adverse Effect	Prevent

Figure 2: PPG Noise Exposure Hierarchy

British Standard 8233

4.11 BS8233:2014 states that for steady external noise sources, it is desirable that the internal ambient noise level does not exceed the guideline values in Table 5 of the standard as shown below.

Activity	Location	07:00 to 23:00	23:00 to 07:00
Resting	Living room	35 dB LAeq, 16hour	· · · ·
Dining	Dining room/area	40 dB LAeq,16hour	-
Sleeping (daytime resting)	Bedroom	35 dB L _{Aeq,16hour}	30dB L _{Aeq,8hour}

Figure 3: Indoor ambient noise levels for dwellings (from BS8233 Table 4)

World Health Organisation

- 4.12 Guidance on maximum noise levels is given by the World Health Organisation (WHO) in a 1999 report entitled Guidelines for Community Noise. This report states that to avoid negative effects on sleep, the equivalent continuous internal sound pressure level during the sleeping period should not exceed 30 dB L_{Aeq}. If the noise is not continuous, sleep disturbance has an improved correlation with maximum noise levels and effects have been observed at 45 dB L_{Amax} internally. It goes on to recommend that, at night, noise levels outside dwellings should not exceed 45 dB L_{Aeq} and maximum noise levels should not exceed 60 dB L_{Amax} so that people may sleep with bedroom windows partially open.
- 4.13 It is relevant to note that the WHO report has not been adopted into UK legislation or formal guidance; hence, it remains a source of information reflecting a high level of health care with respect to noise, rather than a standard to be rigidly applied. The guideline values in the WHO report give the lowest threshold noise levels below which the occurrence rates of particular effects can be assumed to be negligible.
- 4.14 According to a report commissioned by the DETR, and undertaken jointly by the NPL and Southampton University, transgression of the WHO guideline values does not necessarily imply significant noise impact and indeed, it may be that significant impacts do not occur until much higher degrees of noise exposure are reached. The report states: *"While in an ideal world it may be desirable for none of these effects to occur, in practice a certain amount of noise is inevitable in any modern industrialised society. Perhaps the main weakness of both WHO-inspired documents is that they fail to consider the practicality of actually being able to achieve any of the stated guideline values. It is important to make clear … that exceedences do not necessarily imply an over-riding need for noise control, merely that the relative advantages and disadvantages of noise control action should be weighed in the balance. It is all a question of balance and mere exceedence of the WHO guidelines just starts to tip the scales."*

IOA Good Practice Guide on the Control of Noise from Pubs and Clubs

4.15 The Institute of Acoustics (IOA) Good Practice Guide provides guidance for local authorities and venue management on the prevention of noise disturbance resulting from the operation of public houses, clubs, and other licensed premises. The original intention of the document was to provide objective noise criteria as a means to assess and control noise associated with pubs and clubs. However following the withdrawal of a number of parties from the working group the criteria proposed within the document were not subjected to a satisfactory validation

process. As such, the Good Practice Guide was published without the objective criteria.

- 4.16 Aspects of the IOA Good Practice Guide are also presented within the guidance specific for Licensees of the British Beer and Pub Association document 'Effective Management of Noise from Licensed Premises'.
- 4.17 The most recent relevant document on this subject is the DEFRA 'Noise from Pubs and Clubs final report'. This report identifies various different methods in use in the UK and comments on the significant variation between them. It states that outside the UK most countries rely on criteria based on L_{Aeq} adding that Germany, Sweden, Denmark, the Netherlands and Poland have criteria for assessing low-frequency environmental noise which might be usefully applied to amplified music noise from pubs and clubs. The report concludes that the there is a clear need for the UK to adopt a single rigorous method for assessing noise from pubs and clubs but it does not state what that method is. As such the report usefully consolidates much of the work that has gone before and proposes a validation programme to enable comparison of objective rating methods, but it does not provide objective noise criteria for the assessment of noise from licenced premises.

Operational objectives of New London Markets Ltd

4.18 The executive team New London Markets Ltd is keen to promote good relationships with their neighbours and so, regardless of all statutory obligations, it is a primary operational objective that noise from their operation does not have a detrimental impact on the neighbouring residential properties.

5.0 Existing noise climate

- 5.1 A comprehensive 7-day noise survey has been provided by the site owners (Canada Water Sites C & E Environmental Statement: Volume 1, report ref: 30050.E.ES_Vol1.2A by Ramboll). Measurement data from the survey is summarised at Appendix E.
- 5.2 The monitoring position used was the roof of the warehouse building on the application site. The microphone was placed approximately in the centre on the south-western façade overlooking the car park and Surrey Quays Road. The microphone was set approximately 1.5 m above roof level in free-field conditions.
- The surveys were carried out using Nor140 Sound Analysers, Type 1, serial 5.3 numbers 1403396 & 1404236; Norsonic 1225 microphones with windshields, serial numbers 102631 and 112825; Norsonic 1251 Acoustic Calibrator, serial number 32190; Heavy duty tripod; outdoor weather protection kits (peli cases) containing batteries; and modem for remote data monitoring. Measurements were taken under free field conditions, i.e. >3.5 m away from reflecting surfaces apart from the ground or mounting surface. The SLM had been calibrated to traceable standards within the preceding two years and the calibrator within the previous 12 months. In accordance with the manufacturer's instructions, the SLM was calibrated to 113.8dB at 1 kHz re 20 µPa, upon set up of the equipment in the measurement position, and on completion of each measurement. No significant drift in the calibration was recorded at any time during the measurements. At each measurement location, a comprehensive suite of noise level metrics were recorded. The weather conditions during the majority of the noise measurement survey were dry, with wind speeds below 5 m/s, with variable direction.

5.4 Summarising the recorded noise data noise levels in the daytime are in the range of 59-61dBA. At night (23:00-07:00hrs) noise levels do not fall below 54.2dBA. The dominant source of noise at all times is road traffic noise, with commercial aircraft in the day and evening (the site is on a flight-path) and plant noise. Noise levels at the site boundary to the road will be notably higher due to the proximity to road traffic.

6.0 Noise sources

Noise from patrons

6.1 As similar operations are already in existence we have been able to make reference to data from those sites. The Dalston Yard site in E8 was surveyed on Friday 8th May 2015. The site operated at capacity (1200 persons) at 21:00hrs and the loudest 5-minute noise level recorded at that time from the centre of the site was 83dB L_{Aeq} (Technical Report Number 15050602 submitted to London Borough of Hackney by Big Sky Acoustics).

Noise from plant

- 6.2 Any mechanical plant should comply with a standard plant noise condition which in Southwark typical requires that plant noise at the nearest noise sensitive property is 10dB below average noise levels.
- 6.3 Any plant required will relatively low flow volume kitchen extract plant (as found in a small commercial kitchen). The noise sensitive properties are to the north west of the site so location of any plant away from this facade would be beneficial. Separation distance to noise sensitive properties is likely to be in excess of 80m or more from any plant.

Noise from amplified music

- 6.4 Amplified music is ancillary to the primary offering. At other sites external areas have distributed sound systems with loudspeakers pre-set to a maximum operating level. The ultimate safety-net for the control of amplified music is the setting of a limiter so that amplified music noise may not exceed a predetermined level so that it does not have an adverse effect on the community. All limiter settings and positive gain controls should then be locked behind tamperproof covers or, in the case of DSP-based system controller, protected by a security password.
- 6.5 Once installed the sound system should be periodically checked to ensure that the maximum operating level is not likely to cause a nuisance at the nearest noise sensitive property. Assessment should be carried out, wherever possible, from the nearest noise sensitive property itself at a time when ambient noise is at its lowest (but within normal operating hours of the premises).

7.0 Prediction of noise impact from proposed use

7.1 Both plant noise and amplified music noise can be controlled by way of condition; in the case of plant noise a planning condition, in the case of music from regulated entertainment a licensing condition may be more appropriate but a concurrent planning condition may be considered appropriate.

- 7.2 With regard to noise from patrons on site measurement data (from another site) has indicated average noise levels in the centre of a large crowd at a street food market to be 83dBA. If we consider the noise of people talking to be a number of discrete point sources, and therefore is attenuated by 6dB with each doubling of distance, then a source level of 83dBA is attenuated to the lowest (night-time) ambient noise level of 54dBA over a distance of 28 metres. At a distance of 89 metres an 83dBA source noise is 10dB below 54dBA, i.e. 44dBA.
- 7.3 Therefore in protecting <u>external</u> amenity space a recommended separation distance of 28 metres or more is recommended.

8.0 Noise level inside residential properties

- 8.1 Any noise from people entering and leaving the site, or standing talking on the site is masked by the steady road traffic noise, plant noise and other activity in the area.
- 8.2 The average person wishing to rest or sleep in their homes would protect themselves from the sounds of road traffic, emergency service sirens, delivery lorries, refuse collections, street cleaning, helicopters and other activity typical of a busy location. This may be achieved by sleeping in rooms away from busier roads, avoiding sleeping near open windows or closing windows and using alternative means of ventilation.
- 8.3 Inside a residential property all external noise sources are attenuated by the glazing, by the distance from the noise source to the window and by any physical obstruction of clear line of sight to the noise.

9.0 Recommendations

- 9.1 The proposed use has already been successfully developed on four other sites in other London boroughs by the applicant. The principle of people arriving at a street food market, eating, drinking (noting that alcohol spend per head at these sites is relatively low) and then leaving without indulging in any formalised entertainment is now well-established. The applicant is leading the field in this type of operation in London.
- 9.2 Each of the other sites has benefited from a well-considered noise management strategy tailored for the individual location. This combined with practical controls on sound system and appropriate conditions governing plant noise have proved successful at the other locations.

<u>Recommendations for noise control - noise management strategy</u>

- 9.3 Separation distance to nearest noise sensitive properties from any external customer areas, and physical obstructions shield this area ensures that there is no impact of general patron noise on residential amenity.
- 9.4 The management of noise from any activity at the application site is an important consideration for the executive team. To support this an operational Noise Management Policy and a Dispersal Policy were developed for the earlier sites and these have now been incorporated into a single "Visitor Management Strategy" which can be found at Appendix D. This policy document will be integrated in to the operations manual for the entire site and regularly reviewed.

Recommendations for noise control - plant noise

9.5 Where any specific plant for ventilation and fume extraction is required the plant will be designed to comply with the following standard planning condition which is widely used in the Borough of Southwark:

The noise level from any plant (e.g. refrigeration, air conditioning), together with any associated ducting, shall be 10dBA or more below the lowest measured external ambient $L_{Aeq, T}^*$ at the nearest noise sensitive property. The equipment shall be installed and constructed in accordance with any approved scheme and be permanently maintained thereafter.

 $L_{Aea,T}$ T=1 hour between 07:00-23:00 and 5 minutes between 23:00-07:00.

Recommendations for noise control - amplified music

- 9.6 A noise limiter should be fitted to any amplification system and set at a level approved by an authorised officer of the Environmental Health Service so as to ensure that no noise nuisance is caused to local residents. The operational panel of the noise limiter should then be secured and access should only be by persons authorised by the Premises Licence Holder. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.
- 9.7 Once a sound system limiter is set (either as a requirement under a planning condition or simply through good operational practice) the sound system maximum operating level should be documented. In this way superior field data that records the actual sound system performance in-situ can be used in place of theoretical (predicted) data and therefore a more robust scheme of control of the amplified music can be ensured.

10.0 Conclusions

- 10.1 Big Sky Acoustics was instructed by Rafaella Holzapfel of New London Markets Ltd to make an assessment of the impact of noise from the proposed change of use of a warehouse and car park into a temporary indoor and outdoor food market.
- 10.2 The proposed use is not unusual and the applicant has experience of operating street food markets on similar disused sites in London.
- 10.3 The proposed interim active use will bring a temporarily vacant and inactive site into an economically beneficial, employment generating use. Significant employment, including that of local residents, would be generated.
- 10.4 The application site is at busy location with significant road traffic noise. Advantageously this also means good transport links to disperse patrons at the end of the evening.
- 10.5 Predicted noise levels from activities on the site (including plant noise, amplified music and patron noise) are controlled to the extent that they will not exceed existing noise levels in the area even at a relatively short separation distance. At the nearest noise sensitive properties any noise from commercial activity on the site will be significantly below existing noise levels in the area.
- 10.6 Recommendations for best practice operational procedures relating to noise at the site have been made.

- 10.7 The proposed use will also be subject to the controls of the London Borough of Southwark Council as Licensing Authority. This will ensure that there are other controls and recourse options covering the operation of these premises, to ensure there is no detriment to local residents and the local area in general.
- 10.8 It is my professional opinion that the application for the temporary operation of a food market is unlikely to adversely impact on residential amenity.



Richard Vivian BEng(Hons) MIET MIOA MAES MIOL Principal Acoustic Consultant, Big Sky Acoustics Ltd

References

- 1) The Stationery Office Ltd. Licensing Act, 2003.
- 2) Department for Communities and Local Government. National Planning Policy Framework, 2012.
- 3) Department for Environment, Food and Rural Affairs. Noise Policy Statement for England, 2010.
- 4) Department of Communities and Local Government. National Planning Practice Guidance, March 2014.
- 5) British Standards Institution. British Standard 8233: Guidance on sound insulation and noise reduction for buildings, 2014.
- 6) World Health Organisation. Guidelines for Community Noise, 2000.
- National Physical Laboratory. Health Effect Based Noise Assessment Methods: A review and Feasibility Study. NPL report CMAM 16, 1998.
- 8) Institute of Acoustics. Good Practice Guide on the Control of Noise from Pubs and Clubs, 2003.
- British Beer and Pub Association. Effective Management of Noise from Licensed Premises, 2003.
- 10) Department for Environment, Food and Rural Affairs. Noise from Pubs and Clubs Final Report, March 2005.
- 11) British Standards Institution. BS 7445: Description and measurement of environmental noise Part 2 Acquisition of data pertinent to land use, 1991.

Appendix A - Acoustic terminology

Sound Pressure Level and the decibel (dB)

A sound wave is a small fluctuation of atmospheric pressure. The human ear responds to these variations in pressure, producing the sensation of hearing. The ear can detect a very wide range of pressure variations. In order to cope with this wide range of pressure variations, a logarithmic scale is used to convert the values into manageable numbers. Although it might seem unusual to use a logarithmic scale to measure a physical phenomenon, it has been found that human hearing also responds to sound in an approximately logarithmic fashion. The dB (decibel) is the logarithmic unit used to describe sound (or noise) levels. The usual range of sound pressure levels is from 0 dB (threshold of hearing) to 140 dB (threshold of pain).

Frequency and Hertz (Hz)

As well as the loudness of a sound, the frequency content of a sound is also very important. Frequency is a measure of the rate of fluctuation of a sound wave. The unit used is cycles per second, or hertz (Hz). Sometimes large frequency values are written as kilohertz (kHz), where 1 kHz = 1000 Hz. Young people with normal hearing can hear frequencies in the range 20 Hz to 20,000 Hz. However, the upper frequency limit gradually reduces as a person gets older.

A-weighting

The ear does not respond equally to sound at all frequencies. It is less sensitive to sound at low and very high frequencies, compared with the frequencies in between. Therefore, when measuring a sound made up of different frequencies, it is often useful to 'weight' each frequency appropriately, so that the measurement correlates better with what a person would actually hear. This is usually achieved by using an electronic filter called the 'A' weighting, which is built into sound level meters. Noise levels measured using the 'A' weighting are denoted dBA. A change of 3dBA is the minimum perceptible under normal everyday conditions, and a change of 10dBA corresponds roughly to doubling or halving the loudness of sound.

C-weighting

The C-weighting curve has a broader spectrum than the A-weighting curve and includes low frequencies (bass) so it i can be a more useful indicator of changes to bass levels in amplified music systems.

Noise Indices

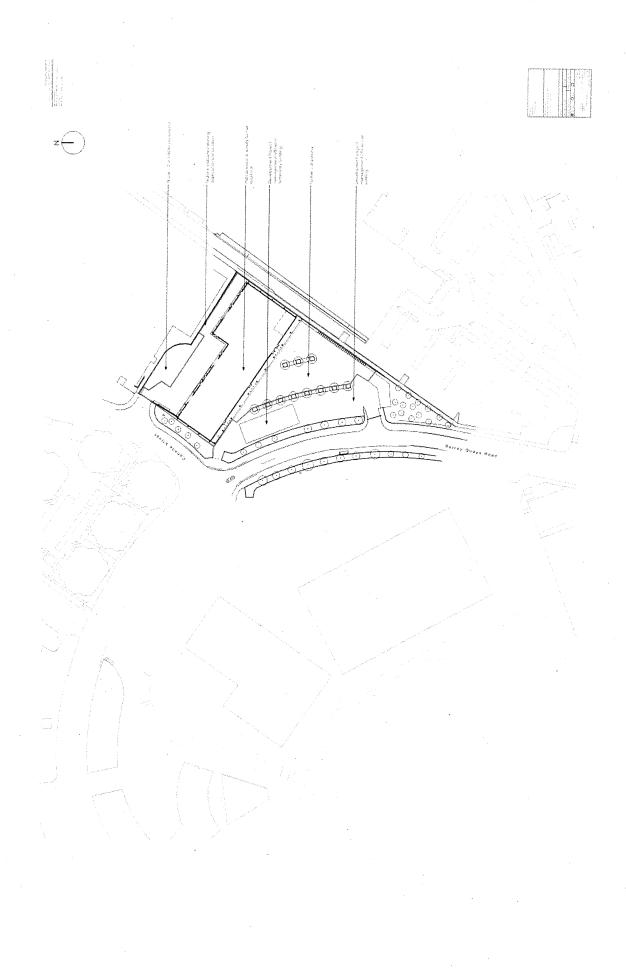
When a noise level is constant and does not fluctuate over time, it can be described adequately by measuring the dB level. However, when the noise level varies with time, the measured dB level will vary as well. In this case it is therefore not possible to represent the noise level with a simple dB value. In order to describe noise where the level is continuously varying, a number of other indices are used. The indices used in this report are described below.

- L_{eq} The equivalent continuous sound pressure level which is normally used to measure intermittent noise. It is defined as the equivalent steady noise level that would contain the same acoustic energy as the varying noise. Because the averaging process used is logarithmic the L_{eq} is dominated by the higher noise levels measured.
- LAeq The A-weighted equivalent continuous sound pressure level. This is increasingly being used as the preferred parameter for all forms of environmental noise.
- Lceq The C-weighted equivalent continuous sound pressure level includes low frequencies and is used for assessment of amplified music systems.
- LAmax is the maximum A-weighted sound pressure level during the monitoring period. If fast-weighted it is averaged over 125 ms, and if slow-weighted it is averaged over 1 second. Fast weighted measurements are therefore higher for typical time-varying sources than slow-weighted measurements.
- L_{A90} is the A-weighted sound pressure level exceeded for 90% of the time period. The L_{A90} is used as a measure of background noise.

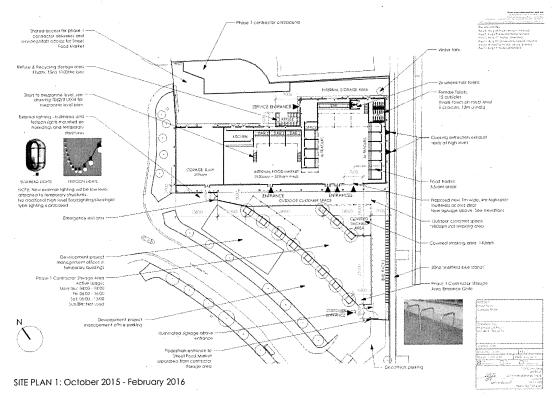
Source/Activity	Indicative noise level dBA
Threshold of pain	140
Chainsaw at 1m	110
Live music concert	96-108
Symphony orchestra, 3m	102
Nightclub	96-104
Lawnmower	90
Heavy traffic	82
Vacuum cleaner	75
Ordinary conversation	60
Car at 40 mph at 100m	55
Rural ambient	35
Quiet bedroom	30
Watch ticking	20

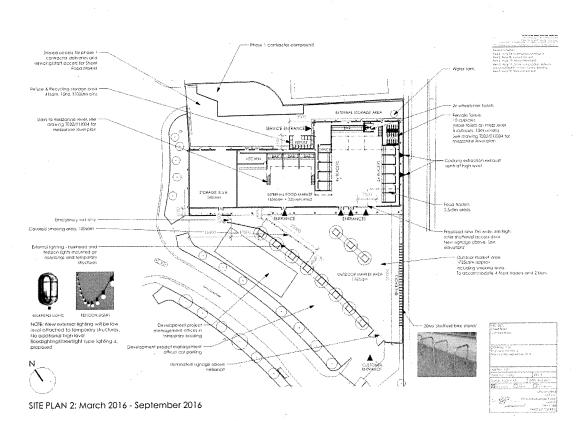
Example noise levels:

Appendix B - Site location



Appendix C - Site plans





Appendix D - Visitor management strategy

The purpose of this policy document is to outline the steps New London Markets Ltd (NLML) will be taking to ensure minimum disruption to the local amenities during the operation of the former "What!" Retail Store, Surrey Quays, Canada Water, London, SE16 2XU as a destination food market.

Door supervision and control of customer ingress is an essential part of the operation for NLML, and when managed correctly it ensures not only the safety and enjoyment of our customers, but also peace of mind for our neighbours. Our door supervisors and site managers have a wide and involved role to play in ensuring we operate a safe and friendly event.

The intended Licensed capacity of Canada Water will be 1,500.

Door Supervisors

Throughout the normal course of the evening, NLML will position 3 SIA door staff at the main site entrance. One of these staff will be visually checking every bag that enters the premises, and the other two will be meeting and greeting customers. Patrons under 18 are allowed on site as long as they are accompanied by an adult, and all the bars operate a Challenge 25 policy.

Four SIA door supervisors will patrol the indoor areas, continually moving around the venue wearing high visibility jackets, maintaining a supervisor presence. They will be instructed take action against any behavior that is antisocial or unacceptable.

All SIA door supervisors will have personal radios where they can be contacted by management.

There shall be four marshals (all of whom will have received fire and first aid training) employed directly by NLML. They will patrol the internal areas of the site. All marshals will have radios where they can contact security or management.

Marshals

A marshal is a steward who is an important part of the operation. They wear high-vis jackets when on site, and are responsible for:

Internal Noise Management: marshals patrol the internal area of the site and actively discourage noisy behavior. At least one marshal is responsible for this during operating hours.

External Noise Management: marshals patrol the outer perimeter of the site (especially if there is a queue) and ensure people don't litter the street, don't drink alcohol from elsewhere in the queue, and discourage noisy behavior. They will alert security to any drunken or disorderly patrons trying to get in

Pedestrian Route Noise Management: marshals patrol the ingress of pedestrians from the station and egress of pedestrians back to the station when the site closes, ensuring they all follow the route which doesn't run past the residents and actively managing noisy behavior. Litter picking

Eyes & Ears: marshals are extra eyes and ears on the ground, and can contact management or security at all times with personal radios.

INGRESS

There will be signs within the tube station steering visitors to exit the station by the exit which is further from any residents. Additional signage and at least one marshal will then aid in steering the visitors towards the site via the route outlined in the planning application, furthest from any residential units. This will ensure visitors do not disrupt the neighbors.

The entrance area is in particular a key area of responsibility and brings with it three important roles: monitoring and managing people getting in, monitoring and managing any queues, exit and re-entry, and managing the safe and quiet egress of people leaving the site.

Queuing

Should a queue occur, people will be required to stand along the wall leading out of the entrance along the edge of the car park (the furthest from the residential units at the Water Gardens). The people in the queue should be informed how long their wait will be and the importance of queuing quietly and respectfully is stressed to them by marshals. During peak periods there will be at least two marshals managing the queue.

We operate a search policy for everybody carrying a bag.

We operate a democratic door policy – everybody is welcome provided:

- (a) They are not drunk.
- (b) They are not wearing a football shirt.

(c) They are not carrying or attempting to carry in anything illegal. Where possible drugs or weapons will be confiscated and the police called.

We do not allow anyone on site who is intoxicated.

Prevention of noise breakout

In order to prevent noise breakout and minimise any disturbance to local residents, NLML will install noise limiters on the sound system. This will be set to a predetermined levels by management and the EHO. The limiter will be contained in a locked box to which site management will have no access during day-to-day operations.

Managers and door supervisors are ultimately responsible for monitoring and controlling noise levels in the queue and inside the premises, and any loud and inappropriate behaviour will be dealt with immediately. Guests who misbehave will be refused entry or ejected from the premises after fair warning.

SMOKING

Smoking is only permitted outside the warehouse in the designated smoking area within the car park where ashtrays are provided. We will limit the number of smokers at any one time to 20.

Smokers will not be allowed to smoke outside the main gate. There are three SIA door staff on duty in this area during hours of operation.

EGRESS

DISPERSAL

Our general Manager and SIA licensed door staff take responsibility for ensuring the quick, quiet and safe exit of guests from the site and from the immediate surrounding area.

Our training for door staff and marshals includes being sure:

they know directions to local bus stops

they know the main local bus routes

they are aware of when the underground and overground closes

they have the local PCO licensed minicab number to hand

They are trained to move taxi touts from the area and to report any persistent offenders to the police.

NLML takes disruption to the surrounding area seriously, and during the winding down procedure at least one member of door staff will patrol the surrounding streets to help disperse patrons and prevent noise breakout. Furthermore, marshals will patrol the surrounding area to collect any litter left by our patrons.

Winding down

NLML will take all reasonable steps to ensure our customers do not flood the local area at closing time. Security staff and marshals shall wear high visibility jackets, vests or arm bands at all times to distinguish themselves from members of the public.

The key points to our winding down period are:

The proposed licensed closing time of the site is 1am.

We will operate a "wind-down" procedure commencing at 11:30pm, where the music in the main areas will be turned down.

Sale of alcohol shall stop at 00:30. 30 minutes before the close of the event.

The food outlets throughout the event area shall operate a staggered closing procedure. Due to the nature of the event this usually happens from around 10pm.

From 12:30am door staff and marshals will move around the venue, quietly instructing customers that the venue is closing, and they are to get their things and leave.

From 12:30am to 01:30am, at least one door supervisor will monitor the roadside area to assist in the safe and orderly dispersal of patrons.

NLML shall display prominent signage at the exits to the venue reminding customers to leave quietly and have respect for residents they may pass on their way home.

There will always be at least one marshal wearing high-vis jacket with 'QUIET STEWARD' written on the back in the Surrey Quays Road area of the exit, encouraging customers to leave quietly.

At least one SIA door supervisor who is stationed at the entrance of the yard will encourage customers to leave quietly, making sure they do not take drinks off the premises.

A prominent sign will be displayed that shows directions to the local over-ground station and the local tube station, details of local bus routes, and the phone number of a local, PCO licensed cab office.

There will always be at least two marshals guiding people from the site to the tube station along the pedestrian route shown within the planning application which steers away from nearby residential units. They will encourage customers to use the route proposed whilst travelling in a quiet manner.

WASTE MANAGEMENT

As a responsible operator NLML aims to limit disruption to the local area with waste pick ups and recycle as much as possible. We are aware of the risk of arson so our waste is kept in 1,200 Euro Bins housed in a lockable waste store.

Our waste contractor will provide recycling services and bespoke collection times.

Our waste management strategy ensures:

Our waste is kept in Eurobins to reduce the risk of rodent infestation.

Our waste is kept in lockable stores to reduce the risk of arson.

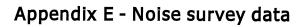
Our storage facilities are cleaned once a week.

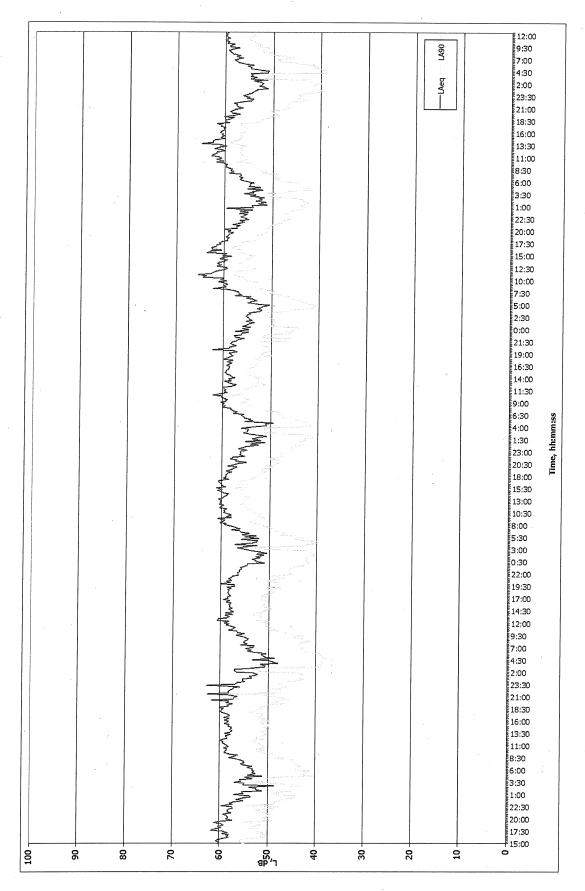
We do not leave waste on the pavement. All our sites operate a recycling scheme.

DELIVERIES

All deliveries are to take place between 10am and 4pm on weekdays. Except where access at other times is unavoidable and specific procedures are in place to limit disturbance.

Delivery vehicles will unload from the courtyard to the north of the site (shared contractors compound with Phase 1 of the wider regeneration scheme) and will unload in the yard and manoeuvre so they can exit the site in forward gear.





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							,	176.	1700	1410	LA90	LZ10	LZ90
Date 13/07/2012	Time 15:00	LAeq 60.3	LAIeq 61.5	LAfmax 72.3	LAsmax 71.0	LZeq 84.9	LZIeq 91.3	LZfmax 104.7	LZsmax 98.2	LA10 63.1	54.9	88.6	71.6
13/07/2012	15:15	60.1	60.9	68.7	67.8	84.5	91.1	107.2	101.0	62.8	55.7	87.9	71.6
13/07/2012	15:30	60.7	61.9	71.5	68.1	78.9	84.8	100.7	94.4	63.3	56.1	81.8	68.3
13/07/2012	15:45	60.4	61.4	71.9	68.6	77.9	83.6	97.7	91.8	63.3	55.5	81.4	67.3
	16:00	59.5	60.5	68.8	67.3	79.0	85.5	103.7	97.5	62.6	54.0	81.8	67.6
13/07/2012 13/07/2012	16:15	58.0	59.0	67.3	66.1	72.0	77,0 74,3	91.5 88.6	85.2 82.8	61.6 62.0	50.4 51.7	75.3 72.9	65.1 65.1
13/07/2012 13/07/2012	16:30 16:45	58.5 58.0	59.6 59.2	68.4 73.8	67.4 67.7	70.3 77.7	83.5	97.9	93.2	61.7	50.3	80.7	66.8
13/07/2012	17:00	59,3	60.5	74.0	70.6	77,5	83.5	100.4	95.0	62.6	52.2	80.6	66.5
13/07/2012	17:15	58,4	59.5	69.1	65,7	73,1	77.8	90.4	86.0	61.6	50.8	76.2	65.6
13/07/2012	17:30	59.3	60.4	74.0	69.1	71.0	74.7	88.0	82.8	62.6	52.7	73.9	65.3
13/07/2012	17:45	61.6	62.3	75.9	74.7	74.5	79.2	92.9	88.0	65.1	52.9	77.4	66.6
13/07/2012	18:00	60.8	61.6	72.1	67.7 70.6	70.5 72,3	73,5 74,1	86.7 82.0	80.6 79.7	64.0 63.2	53.7 52.0	73.0 75.7	65.4 64.2
13/07/2012 13/07/2012	18:15 18:30	59.6 60,3	60.5 61.3	72,9 70,7	69.5	71.5	75.5	88.4	82.0	63,6	53.2	74.1 76.5	65.9 66.4
13/07/2012 13/07/2012	18:45 19:00	59.2 59.5	60.2 60.7	72,2 70,5	70.4 67.0	73,8 75,2	79.0 80.3	96.0 93.8	89.6 88.5	62.6 62.8	51.3 53.3	78.0	67.4
13/07/2012	19:15	61.1	62.6	75.3	73.0	78.0	84.7	98.6	92.6	63.8	55.2	80.7	67.5
13/07/2012	19:30	59.8	61.8	81.3	74.6	77.1	82.6	96.2	90.6	62,8	53.2	80.5	67.6
13/07/2012	19:45	57.4 58.6	58.4 59.4	68.4 70.3	67.4 69.3	79.0 79.0	86.0 84.6	101.1 97.5	94.7 91.2	61.4 62.5	49.0 49.8	81.8 82.7	68.0 67.0
13/07/2012 13/07/2012	20:00 20:15	58.2	59.1	67.1	65.8	76.1	81.8	97.5	91.5 90.1	61.9 62.1	51.3 49.8	79.0 80.6	65.7 66.1
13/07/2012 13/07/2012	20:30 20:45	58.4 58.6	59.7 59.7	70.0 70.9	66.3 68.0	77.0 81.5	83.0 88.1	96.3 105.0	98.4	62.4	50.2	84.4	67.9
13/07/2012	21:00	59.2	60.4	70.0	68.8	79.4	85.9	103.4	97.2	62.9	49.4	82.1	66.1
13/07/2012	21:15	57.6	58.8	68.4	66.6	78.7	84.8	96.9	91.1	61.2	51.2	82.2	66.8
13/07/2012	21:30	58.2	59.1	70.5	67.4	74.7	80.4	95.6	90.4	61.9	50.3	77.6	65.1
13/07/2012	21:45	58.2	58.9	69.5	68.3	75.7	81.4	93.4	88.0	61.8	52.5	78.8	66.4
13/07/2012	22:00	58.0 57.3	59.0 58.2	70.2 69.0	68.0 66.8	72.3 72.9	77.3 78.1	89.8 91.5	.85.7 86.2	61.2 61.5	51.7 48.7	75.7 76.3	64.2 [.] 64.5
13/07/2012 13/07/2012	22:15 22:30	57.4	58.2	67.6	66.3	74.7	80.2	90.1	85.0	61.8 63.1	47.6 54.9	78.4 75.4	65.0 64.0
13/07/2012 13/07/2012	22:45 23:00	59 . 5 57.3	60.0 58,1	69.9 68.2	68.6 67.2	71.9 70,5	76.6 75.1	88.6 87.5	83.2 82.8	61.1	49.0	73.8	64,1
13/07/2012	23:15	57 . 8	58.7	71.1	66.6	76.2	82.3	96.3	92.0	62.1	48.5	79.0	64.4
13/07/2012	23:30	57 . 2	58.0	69.9	68.0	75.0	80.9	95.2	89.7	61.2	48.8	78.2	64.6
13/07/2012	23:45	55.1	55.9	68.2	66.0	78,3	84.4	97.9	92.3	59.7	46.3	81.8	63.8
14/07/2012	0:00	56.5	57.2	66.1	64.7	77,8	83.9	98.8	94.0	60.8	47.5	81.0	65.2
14/07/2012	0:15	55.2	56.0	67.2	65.3	74.8	80.7 79,3	95.1 94.6	89.5 88.9	59.8 57.7	44.9 44.1	78.0 76.1	63.9 62.0
14/07/2012 14/07/2012	0:30 0:45	53.6 53.8	54.6 54.6	67,5 68,5	66.2 66.7	73.3 71.4	76.8	92.9	86.8	57.7	43.9	74.7	61.0
14/07/2012	1:00	57.0	57.8	69.8	68.2	72.7	78.4	94.8	88.9	61.7	48.0	75.9	63.4
14/07/2012	1:15	55.1	56.0	70.4	68.3	70.5	75.9	90.8	85.1	58.4	49.1	73.8	61.3
14/07/2012	1:30	55.4	56.1	68.6	67.3	74.1	80,1	97.6	92.8	59.7	46.8	75.7	62.1
14/07/2012	1:45	51.2	52.2	67.7	65.3	72.9	78,6	92.1	87.6	53.1	44.8	76.4	61.9
14/07/2012	2:00	52.3	53.1	67.9	67.2	72.2	78.1	90.9	84.6	54.5	45.0	75.7	62.4
14/07/2012	2:15	52.5	53.3	66.0	64.4	73.8	80.0	95.8	89.4	56.3	44.8	77.2	61.7
14/07/2012	2:30	53,8	54.5	68.3	66.4	75.0	80.9	94.4 97.4	89.1 91.1	57.6 49.8	45.4 43.2	78.3 78.5	62.6 60.8
14/07/2012 14/07/2012	2:45 3:00	48.6 55.1	49.5 55.9	67.8 68.5	66.1 67.4	75.1 75.5	81.7 81.6	96.6	90.6	59.3	43.4	. 78.8	62.8
14/07/2012	3:15	55.0	55.6	67.4	65.8	72.8	79.0	93.5	87.9	57.9	50.3	75.7	62.1
14/07/2012	3:30	56.9	57.3	67.1	65.5	75.1	80.7	92.2	87.9	59.8	52.8	78.8	63.3
14/07/2012	3:45	55.6	56.2	68.9	68.0	76.6	82.7	99.1	93.7	58.8	50.9	79.6	63.1
14/07/2012	4:00	55.8	56.4	68.1	67.2	75,0	81.5	95.5	89.7	59.1	50.7	77.7	62.4
14/07/2012	4:15	53.3	53.9	66.3	63.1	74.2	80.8	101.2	95.0	54.5	50.5	76.7	60.7
	4:30	54.7	55.8	69.1	66.3	74.3	80.1	95.5	89.3	58.7	47.3	77.7	61.1
14/07/2012 14/07/2012	4:45	51.2	52.1	68.3	63.9	70.3 74.3	75.9 80.0	88.3 94.6	82.1 88.8	53.8 58.9	40.2 42.7	74.0 77.6	59.6 62.6
14/07/2012 14/07/2012	5:00 5:15	54.1 52.6	54.9 53.3	66.6 66,5	65.6 65.0	75.2	81,1	94.4	89.0	56,9	42.4	79.1	61.6
14/07/2012	5:30	53.2	54.2	65.4	64.3	70.6	76.1	88.8	83.5	57.2	41.8	74.0	60.1
14/07/2012	5:45	52.8	53.6	66.7	64.9	73.3	79,3	96.2	90.1	57.1	41.2	76.5	61.7
14/07/2012	6:00	53,2	54.1	67.4	66.8	70 . 7	76.4	93.7	87.2	56.7	44.2	73.7	61.5
14/07/2012	6:15	53,2	54.1	66.1	64.5	69 . 4	74.3	86.0	80.8	57.0	43.4	72.8	61.1
14/07/2012	6:30	54.2	57.1	76.0	69.0 63.4	74.6 71.5	80.2 77.0	91.1 92.0	86.3 86.6	58.4 57.3	44.2 42.7	78.1 74.8	64.0 61.7
14/07/2012 14/07/2012	6:45 7:00	53,3 55,2	54.6 56.2	65,5 68,2	66.1	73.3	79.0	91,2	86.1	59.6	44.4	76.8	62.1 62.9
14/07/2012	7:15	55,6	56.8	68,3	66.9	73.0	78.7	93.2	87.5	60.0	43.8	75.7	62.6
14/07/2012	7:30	55,0	56.2	66,4	65.0	72.2	77.7	90.4	85.3	59.2	44.3	75.5	
14/07/2012	7:45	55.1	56,6	71.7	68.3	68.5	73.1	87.1	81.4	59.1	44.9	71.7	61.0
14/07/2012	8:00	55.6	56,8	68.7	65.8	72.0	77.0	87.8	83.0	60.0	44.6	75.6	62.1
14/07/2012	8:15	56.8	58.0	68.1	66.6	74.1	79.3	94.4	88.1	60.5	48.6	76.9	64.3
14/07/2012	8:30	58.0	59.4	69.1	66.3	72.1	77.0	89.9	85.6	62.0	46.5	75.0	63.7
14/07/2012	8:45	57.2 56.3	58.6 57.6	68.5 67.7	66.1 66.0	75.4 76.9	81.1 83.8	93.5 103.9	88.9 98.2	60.7 60.1	47.8 49.1	78.2 78.4	65.7 64.7
14/07/2012 14/07/2012	9:00 9:15	58.0	59.0	69.4	68.0	77.8	83.9	103.0	96.8	61.6	48.9	80.4 80.3	65.9 66.0
14/07/2012 14/07/2012 14/07/2012	9:30 9:45	59.0 59.0	60.2 59.7	72.4 67.8	71.6 66.0	77.7	83.9 80.5	99.0 96.4	94.1 90.5	62.1 62.2	51.5 52.3	77.8	66.0
14/07/2012	10:00	58.7	59.6	68.0	67.1	76.1	82.3	96.3	91.6	62.2	50.6	79.2	65.4
14/07/2012	10:15	58.6	59.2	67.3	66.5	73.7	79.1	92.5	86.6	61.8	52.5	76.7	65.3
14/07/2012	10:30	59.1	60.4	78.6	74.5	71.9	76.5	90.3	84.6	62.7	50.8	75.0	64.8
14/07/2012	10:45	58.3	59.0	67.6	66.4	70.9	75.0	88.4	82.9	62.1	51.0	73.8	64.4
14/07/2012	11:00	58.5	59.3	71.4	69.6	76.5	81.5	92.6	88.1	61.8	50.8	80.0	68.1
14/07/2012	11:15	58.9	59.7	68.2	66.6	75.1	80.2	93.7	88.2	62.4	51.4	78.4	66.5
14/07/2012	11:30	59.4	60.1	70.1	69.1	75.2	80.3 81.1	99.7 92.6	94.4 88.5	62.7 62.7	53.1 52.7	77.5 78.8	66.8 67.1
14/07/2012 14/07/2012	11:45 12:00	59.3 59.8	60.0 60.6	70.1 73.4	66.8 68.3	75.7 72.5	76.4	85,5	82.7	63.1	53.4	75.7	65.4
14/07/2012	12:15	59.4	60.1	70.9	69,5	74.6	79.4	94.7	89.7	63.2	50.6	77.9	64.7
14/07/2012	12:30	58.5	59.2	67.6	66,1	78.5	83.8	97.1	92.2	61.7	52.6	81.6	68.9
14/07/2012	12:45	58.7	59.8	75.8	69.0	78.7	84.2	97.6	93.3	61.9	52.0	81.7	68.5
14/07/2012	13:00	58.8	59.7	70.4	69.6	77.0	82.5	96.3	90.1	62.4	50.8	80.5	68.1
14/07/2012	13:15	57.8	58.6	68.6	66,3	74.5	79.8	93.7	86.5	61.5	50.4	77.6	66.7
14/07/2012	13:30	58.9	59.6	70.1	68,1	74.0	78.6	92.9	86.9	62.7	51.2	77.5	66.1
14/07/2012	13:45	57.9	58.6	69.7	68.2	73.4 72.6	78.3	91,5 90,5	86.6 85,1	61.1 61.1	51,6 50,4	76.2 75,3	66.5 66.0
14/07/2012 14/07/2012	14:00 14:15	57.5 57.8	58.2 58.9	69.7 72.1	68.8 67.1	71.1	75.0	86.4	80.5	61.4	50.6	74.2	66.0
14/07/2012	14:30	57.6	58.6	67.9	66.5	72.7	77.0	88.8	84.6	61.4	50.3	75.9	66.1
14/07/2012	14:45	57.6	59.4	77.3	69.7	71.8	76.0	85.8	82.0	61.2	50.7	75.0	65.2
14/07/2012	15:00	58.3	59.4	74.1	69.2	70.2	73.7	82.8	79.8	62.2	50.0	73.6	64.7
14/07/2012	15:15	58.1	59.1	72.9	71.2	70.0	73.4	85.9	80.2	61.6	49.9	73.3	63.9
14/07/2012	15:30	59.0	59.9	72.2	69.9	70.6	73.7	85.9	80.2	62.0	51.4	73.7	65.4
14/07/2012	15:45	58.5	59.4	68.1	66.1	70.8	74.1	82.9	78.6	61.9	51.9	73.5	66.3
14/07/2012	16:00	58.2	59.2	68.1	66.6	72.6	77.1	90.5 89.0	85.6 85.2	61.6 62.1	49.6 51.6	75.7 75.7	65.2 66.0
14/07/2012 14/07/2012	16:15 16:30	59.0 58.1	59.6 59.4	69.9 74.3	68.5 67.6	72.7 69.4	77.1 72.7	82.9	79.1	61.6	50.7	72.1	64.8
14/07/2012	16:45	59.1	60.1	69.9	67.4	70.7	73.9	84.6	80.2	62.8	52.2	73.8	64.6
14/07/2012	17:00	58.0	58.8	68.6	67.2	70.5	74.8	89.3	84.0	61.2	51.5	73.6	64.6
14/07/2012	17:15	58.1	58.9	66.4	65.1	72.6	77.1	89.7	84.1	61,6	51.0	75.7	65.8
14/07/2012	17:30	58.6	59.5	68.6	67.2	72.1	75.4	87.3	81.8	61,9	51.3	75.7	64.3
14/07/2012	17:45	59.6	60.7	71.4	66.8	72.6	75.0	83.7	81,5	62.8	54.0	75.4	66.3
	18:00	59.8	61.3	79.0	74.7	71.5	73.7	82.6	81,0	62.8	52.3	74.5	64.8
14/07/2012 14/07/2012	18:15	59.6	60.5	68.3	67.0	69.6	71.9	83.2	81,2	63.2	52.6	72.3	64.5 65.2
14/07/2012 14/07/2012	18:30 18:45	59.4 60.1	60.5 61.8	69.6 81.6	68.7 78.2	72.6 71.6	74.9 73.7	84.0 87.3	81,4 85,3	62.5 63.3	51.0 52.0	75.0	64.5
14/07/2012	19:00	58.3	59.3	69.2	67.6	69.2	71.8	84.5	82.4	61.9	50.4	72.0	63.8
14/07/2012	19:15	58.5	59.6	77.0	74.2	67.9	70.3	85.4	82.5	62.0	50.1	71.0	62.3
14/07/2012	19:30	57.5	58.9	70.3	68.9	67.4	70.1	81.1	78.5	61.4	46.3	70.5	61.5
14/07/2012	19:45	58.7	59.8	73.4	72.1	68.1	70.3	83,4	81.7	61.7	49.1	70.6	62.0
14/07/2012	20:00	58.3	59.8	72,3	70.5	67.7	70.4	82.2	78.4	62.1	47.7	70,8	61.9

14/07/201 14/07/201 14/07/201 14/07/201 14/07/201 14/07/201 14/07/201 14/07/201 14/07/201 14/07/201 14/07/201 15/07/
2 20:3:2 2 20:4: 2 21:0:1 2 21:1:1 2 21:1:2 2 21:1:2 2 22:0:1 2 2:0:1 2 2 2:0:1 2 2:0:
$\begin{array}{cccc} 0 & 57.3 \\ 5 & 57.1 \\ 0 & 56.6 \\ 5 & 58.2 \\ 0 & 62.6 \\ 5 & 58.3 \\ 0 & 58.3 \\ 5 & 58.0 \\ 0 & 57.4 \\ 5 & 57.2 \\ 0 & 57.9 \\ 5 & 62.8 \\ 0 & 57.0 \end{array}$
64.4 58.4 55.5 57.6 59.2 59.2 58.8 57.9 56.4 57.9 56.3 57.9 56.3 57.9 56.3 57.9 56.3 57.9 56.3 57.9 56.3 57.9 56.3 57.9 56.3 57.9 56.3 57.2 58.16 57.2 58.16 51.7 52.17 52.1 51.7 52.1 51.7 52.1 51.7 52.1 51.7 52.1 51.7 52.1 51.7 52.1 53.3 51.7 52.1 53.1 51.7 52.1 53.6 54.8 54.9 51.7 52.1 53.6 54.8 54.9 51.7 52.1 53.6 54.6 54.6 54.7 55.5 56.0 54.6 54.7 55.5 56.3 54.8 54.6 54.6 54.7 55.5 56.3 54.8 54.6 54.6 54.7 55.5 56.0 54.6 54.7 55.5 56.0 56.3 56.7 56.3 56.7 56.3 56.7 56.3 56.9 56.3 57.5 56.0 59.3 56.0 59.3 59.4 59.5 59.5 59.5 59.5 59.5 59.5 59.5 59.5 59.5 59.5 59.
87.4 668.7 67.2 67.2 68.3 69.5 67.2 68.3 69.5 67.7 72.2 68.3 67.5 67.2 68.3 67.7 67.5 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 68.3 67.7 67.2 67.2 68.3 67.7 67.2 67.2 67.2 67.2 67.2 67.2 67.2
67.3 67.0 67.4 73.6 68.4 67.4 73.6 68.5 66.5 66.5 66.5 66.5 66.5 66.7 66.5 66.7 66.3 65.3 65.4 66.7 66.3 65.3 65.4 66.7 66.5 66.7 66.7 66.7 66.7 66.7 66.7
69.8 67.3 77.7 77.7 77.7 69.9 77.7 77.7 69.9 77.7 69.9 69.5 69.5 69.5 69.5 69.5 69.5 69.5
86.5 81.3 80.0 85.9 94.6 82.1 85.0 86.2 81.9 86.5 85.8 80.5 85.8 80.5 81.5 85.8 80.5 81.5 81.6 81.9 86.5 81.9 80.5 81.9 81.0 81.0 81.9 81.0 81.9 81.0 81.9 81.0 81.9 80.5 81.9 80.3 81.9 80.3 81.9 80.3 81.9 80.3 81.9 80.3 81.9 80.3 81.9 81.9 81.9 80.9 95.5 91.1 81.9 95.5 91.1 81.9 95.5 91.1 81.9 95.5 91.1 100.7 95.5 95.2 97.0 94.0 95.5 95.2 97.0 94.5 95.2 97.0 94.5 95.2 95.1 99.6 98.1 100.2 99.6 98.1 102.3 99.6 98.5 99.7 90.7 90.
83.1 77.3 76.2 83.2 91.1 88.6 79.2 77.3 83.0 81.7 76.3 77.9 76.5 77.8 77.9 77.5 77.8 77.9 77.5 77.5
$\begin{array}{l} 45.4\\ 46.5\\ 47.7\\ 48.5\\ 516.1\\ 516.1\\ 516.1\\ 516.1\\ 47.0\\ 47.3\\ 47.3\\ 47.3\\ 47.9\\ 45.7\\ 47.3\\ 45.7\\ 47.4\\ 47.9\\ 45.7\\ 43.3\\ 142.6\\ 38.8\\ 38.8\\ 38.6\\ 50.1\\ 153.4\\ 153.4\\ 153.4\\ 153.4\\ 153.4\\ 126.5\\ 38.8\\ 38.8\\ 38.6\\ 38.6\\ 50.6\\ 73.6\\ 29.9\\ 41.7\\ 42.9\\ 43.7\\ 42.9\\ 43.7\\ 42.9\\ 43.7\\ 51.7\\ 51.6\\ $
70.1 70.5 69.5 77.2 77.4 71.8 77.2 72.6 69.7 60.7 61.3 61.9 97.0 71.2 75.8 81.3 77.2 75.8 81.3 81.9 77.2 75.8 81.5 81.5 81.1 80.1 77.4 79.2 77.4 79.2 77.4 79.2 77.4 79.2 77.7 81.0 77.4 77.4 77.7 77.4 77.7 77.7 77.7 77.7 77.7 77.7 77.7 77.7 77.7 77.7 77.7 77.4 77.7 77.7 77.7 77.7 77.7 77.7 77.7 77.7 77.4 77.7 77.4 77.7 77.7 77.7 77.7 77.4 77.7

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16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	1:45 2:00 2:15 2:30 2:45	51.2 52.6 50.5 52.3 53.8	52.0 53.5 51.7 53.5 55.0	69.6 67.0 67.2 67.3 69.4 65.1	68.6 66.2 65.6 66.0 68.0 63.7	70.9 71.2 75.6 72.9 75.3 70.0	76.5 76.7 81.8 78.7 81.2 75.4	88.7 90.6 95.5 91.1 95.0 89.8	84.1 84.8 91.0 85.3 91.0 84.6	54.2 56.2 54.3 57.0 57.5 58.1	40.6 41.2 40.7 41.8 42.2 51.3	74.1 74.2 78.6 76.1 78.2 72.8	60.7 61.6 61.3 62.7 63.5 62.8
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	3:00 3:15 3:30 3:45 4:00	55.3 56.6 55.5 52.5 57.1	56.0 57.2 56.3 54.0 58.7	66.5 67.1 68.2 73.1	64.1 65.2 64.5 70.3	70.8 79.8 76.6 75.9	76.1 86.3 83.1 81.9	90.0 99.3 99.8 95.4	85.5 93.9 94.5 89.2	59.2 58.6 56.3 60.8	53.3 50.8 41.7 42.3 39.7	73.9 83.3 79.8 79.0 74.7	62.1 64.8 63.4 63.7 60.4
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	4:15 4:30 4:45 5:00 5:15	53.5 52.7 52.5 55.8 52.2	54.7 53.5 53.4 56.7 53,3	66.8 68.8 65.8 69.0 63.9	64.8 67.8 64.9 67.3 63.0	72.0 65.7 65.5 70.3 73.2	78.1 69.5 69.3 75.0 79.1	97.2 81.5 85.3 89.4 93.2	92.2 77.2 79.2 83.2 87.2	57.7 57.0 56.6 60.0 56.8	39.7 39.8 41.5 45.0 42.7	69.2 68.2 73.7 76.5	59.8 60.3 62.8 62.5
16/07/2012 16/07/2012 16/07/2012 16/07/2012	5:30 5:45 6:00 6:15	55.1 52.7 55.7 54.2	56.1 53.5 56.6 55.1	69.2 67.0 67.6 65.6	67.6 65.4 66.1 64.5	74.7 74.2 72.2 74.1	80.4 79.9 77.5 80.0	94,5 98,1 89,0 94,0	88.5 94.1 83.7 89.5	59.4 57.0 59.7 58.2	44.0 44.2 47.7 46.7 47.4	78.3 77.1 75.6 76.8 77.0	63,5 62,7 64,6 64,3 64,7
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	6:30 6:45 7:00 7:15 7:30	55.9 56.2 57.9 56.2 57.2	56.7 57.0 58.6 57.0 58.4	69.0 67.3 71.1 66.0 73.0	68.1 65.3 70.3 65.2 66.2	73.6 76.1 77.6 77.9 76.2	79.1 81.7 83.5 84.1 82.1	92.7 97.2 101.3 100.9 101.9	86.8 93.1 95.6 95.6 96.1	60.0 60.0 61.7 60.1 61.2	48.8 48.8 49.1 50.2	78.4 79.4 80.5 77.8	66.3 66.3 66.2 65.8
16/07/2012 16/07/2012 16/07/2012 16/07/2012	7:45 8:00 8:15 8:30	57.9 59.3 59.1 60.3	58.8 60.5 60.1 61.3	70.2 72.6 71.0 69.1	69.1 68.1 68.7 67.0	78.6 80.3 78.8 81.1	84.5 86.3 84.8 87.9 89.8	98.5 97.3 99.0 104.3 105.6	93.3 92.4 92.0 100.0 100.8	61.3 62.6 62.3 63.6 62.6	51.3 52.0 52.8 54.2 54.1	81.8 83.9 82.2 83.6 86.5	66.4 67.8 68.6 68.7 68.9
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	8:45 9:00 9:15 9:30 9:45	59.6 59.4 60.8 58.0 58.9	60.9 60.1 62.5 59.0 60.0	71.7 68.3 82.7 69.7 68.7	68.9 67.1 80.8 66.6 67.0	83.5 83.0 83.4 81.8 85.8	89.3 89.6 88.0 92.3	102.8 103.5 102.2 105.9	96.7 97.2 96.8 100.4	62.8 62.2 61.6 62.2	52.8 53.2 51.2 52.8	86.2 86.3 85.1 89.3	69.7 70.0 68.3 72.3
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	10:00 10:15 10:30 10:45 11:00	58.0 58.7 59.5 59.4 59.5	59.4 59.8 60.7 60.5 60.3	71.8 73.9 69.6 73.0 70.2	66.8 72.3 66.7 67.5 68.9	81.6 84.3 83.1 87.7 86.2	87.6 90.9 89.6 94.3 92.3	104.9 104.4 101.7 108.2 105.3	100.6 98.1 96.1 103.7 98.8	61.4 62.1 62.8 62.7 62.5	51.8 51.7 53.9 53.7 54.8	84.4 87.6 86.5 90.5 89.8	68.2 69.5 70.3 71.5 71.8
16/07/2012 16/07/2012 16/07/2012 16/07/2012	11:15 11:30 11:45 12:00	59.0 60.4 60.2 59.6	60.1 61.6 61.4 60.7	73.0 73.5 73.9 69.5	67.6 69.9 67.4 65.6	85.0 85.9 88.2 88.7	91.2 92.2 94.9 95.3 94.2	108.3 109.8 109.4 112.0 108.9	104.2 103.4 103.5 106.0 102.4	62,2 63,2 63,1 62,4 63,2	53.7 54.6 55.7 55.4 56.4	87.6 89.1 91.3 91.9 90.8	70.5 71.2 71.8 71.6 71.7
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	12:15 12:30 12:45 13:00 13:15	60.5 60.2 60.3 60.3 60.6	61.5 61.0 61.3 61.2 62.1	70.0 72.3 72.4 71.9 75.7	66.6 70.1 70.5 68.9	87.5 82.3 87.5 85.7 86.8	88.7 93.7 92.4 93.2	105.4 108.5 108.1 107.4	100.2 103.4 101.5 101.5	62.9 63.6 62.9 63.7	55,3 55,2 55,7 55,5	85.1 90.4 88.8 89.8	68.3 71.6 71.2 71.4
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	13:30 13:45 14:00 14:15 14:30	59.8 59.5 59.0 58.7 59.6	60.9 60.2 59.8 59.6 60.6	73.4 74.1 71.5 67.9 70.6	71.7 72.6 70.3 65.6 67.4	81.7 85.9 87.0 88.2 88.7	87.8 92.4 93.4 94.8 95.8	101.8 109.2 107.3 109.2 113.2	96.1 104.6 101.8 102.7 108.3	62.9 62.0 61.5 62.5	53.9 55.2 53.7 54.4 54.5	85.1 89.2 90.4 91.8 91.6	69.7 72.5 71.3 72.0 73.1
16/07/2012 16/07/2012 16/07/2012 16/07/2012	14:45 15:00 15:15 15:30 15:45	60.2 60.8 60.0 61.1 59.3	61.2 62.0 61.1 62.3 60.1	73.1 71.0 71.4 77.7 69.3	70.1 67.4 67.1 75.0 68.1	86.1 90.2 89.2 89.5 84.0	92.7 97.0 95.6 96.5 90.3	108.3 113.9 109.0 112.7 103.6	102.4 107.8 103.3 106.5 99.2	63.2 63.8 62.9 63.5 62.1	55.3 55.4 55.8 57.2 54.7	89.3 93.0 93.1 92.7 87.2	70.9 73.8 73.3 75.1 70.0
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	16:00 16:15 16:30 16:45	60.0 60.0 60.3 60.7	61.7 61.0 61.2 61.7	79.6 70.6 73.8 69.4	75.7 65.8 68.7 68.4	86.3 87.9 87.2 89.1	93.2 94.6 93.5 95.3	111.5 108.2 106.0 110.4	104.7 103.2 101.5 105.8	62.3 62,9 63.0 63,3	54.4 55.7 56.0 56.9 55.8	89.3 91.0 90.7 91.9 92.2	71.4 71.6 71.4 71.7 73.3
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	17:00 17:15 17:30 17:45 18:00	60.6 58.7 59.6 59.2 59.2	61.8 60.1 61.7 60.2 60.6	70.2 73.9 76.6 70.2 74.7	69.0 69.0 71.7 67.6 70.9	88.8 87.9 92.5 89.5 85.1	95.3 94.3 99.3 95.7 91.4	107.0 109.7 116.5 109.2 104.0	103.8 103.8 111.1 104.8 99.0	63.6 61.8 62.6 62.8 62.5	53.2 53.7 52.9 52.3	90.8 94.7 92.9 88.3	71.6 74.1 74.4 73.0
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	18:15 18:30 18:45 19:00 19:15	59.1 58.8 58.0 59.1 58.0	60.0 59.7 58.9 60.1 58.8	69.6 72.4 68.6 74.8 68.9	67.6 68.1 66.1 72.0 66.8	81.4 87.2 84.9 83.1 87.7	87.4 93.4 91.1 89.5 95.0	100.0 105.0 105.6 105.5 113.8	94.4 100.9 100.9 100.1 107.3	62.2 62.1 61.4 61.9 61.4	52.3 51.5 50.9 51.9 51.9	84.6 90.9 88.1 85.8 91.0	71.0 70.5 69.3 67.8 70.3
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	19:30 19:45 20:00 20:15 20:30	57.6 57.0 58.8 57.6 56.7	58.8 57.7 59.7 58.6 57.5	73.3 67.9 72.1 69.4 69.0	66.4 66.6 70.8 68.1 68.1	84.1 83.8 86.5 85.3 82.1	90.3 90.1 93.0 91.5 88.5	105.0 106.5 108.6 105.8 101.8	100.4 101.2 101.8 100.3 96.9	61.2 60.9 62.4 61.6 60.5	50.5 49.2 51.0 49.0 48.7	87.3 87.1 90.2 88.6 85.6	70.2 68.1 71.0 69.8 67.2
16/07/2012 16/07/2012 16/07/2012 16/07/2012	20:45 21:00 21:15 21:30	55.0 57.2 57.0 58.3	56.1 58.0 58.1 60.1	66.6 70.0 70.3 72.4	64.8 68.6 67.8 69.6 70.3	80.0 82.3 84.0 90.1 93.4	86.3 89.2 90.5 96.5 100.4	102.3 104.9 104.2 113.1 112.7	96.2 99.0 99.2 108.2 106.5	59.0 60.7 60.7 61.8 61.4	47.6 48.6 48.3 50.1 48.8	82.7 85.7 86.9 93.1 96.9	65.3 68.5 67.6 71.6 73.5
16/07/2012 16/07/2012 16/07/2012 16/07/2012 16/07/2012	21:45 22:00 22:15 22:30 22:45	57.8 55.4 56.3 56.1 56.2	60.5 56.5 57.6 57.5 57.2	74.7 67.4 68.9 70.6 71.6	65.6 67.8 67.6 70.1	86.1 85.8 86.8 86.4	92.0 92.0 93.3 93.0	104.4 107.3 107.0 105.1	100.6 102.4 101.5 100.3	59.4 60.2 60.1 60.4 60.2	47.1 48.3 47.5 46.6 46.6	89.7 88.7 90.3 89.8 88.6	68.8 70.4 70.3 69.9 69.1
16/07/2012 16/07/2012 16/07/2012 16/07/2012 17/07/2012	23:00 23:15 23:30 23:45 0:00	56.1 54.9 56.6 55.7 55.2	57.1 56.0 57.8 56.6 56.4	67.3 69.6 69.7 69.2 71.6	65.8 66.7 68.2 67.6 69.8	85.5 84.7 84.1 84.5 82.9	92.0 90.9 90.5 91.2 89.3	106.9 102.3 107.5 105.4 105.6	101.0 97.4 103.0 99.4 99.8	59.3 60.7 59.5 59.7	44.7 46.0 45.5 45.6	88.7 86.7 87.8 86.0	69.7 68.0 69.2 68.5
17/07/2012 17/07/2012 17/07/2012 17/07/2012 17/07/2012	0:15 0:30 0:45 1:00 1:15	52.5 54.0 51.1 55.2 52.0	53.6 55.3 52.1 56.5 53.4	65.5 67.6 66.3 71.3 70.7	64,4 66.0 65,3 70,8 67,5	85.0 84.0 80.7 80.5 77.8	92.0 90.7 86.6 87.2 84.0	110.9 106.7 102.1 103.2 97.2	104.7 100.9 98.3 96.8 92.8	56.7 57.9 53.7 58.4 54.9	43.5 43.1 43.0 44.0 42.6	87.9 86.2 83.6 83.8 80.8	68.9 66.0 65.7 66.1 65.0
17/07/2012 17/07/2012 17/07/2012 17/07/2012 17/07/2012 17/07/2012	1:30 1:45 2:00 2:15 2:30	53.7 53.0 50.8 52.4 54.0	54.6 54.0 52.1 53.6 55.0	67.9 67.2 66.6 66.6 68.1	66.6 64.8 62.8 64.6 66.1	80.2 76.7 74.7 78.1 77.1	86.5 82.3 80.6 84.3 83.0	98.9 93.8 96.9 96.4 96.8	93.8 90.3 90.7 90.5 91.2	57.8 57.2 54.7 56.6 57.9	43.1 41.1 41.4 42.7 43.2	83.4 80.4 78.4 81.6 80.6	65.9 63.2 62.4 65.6 64.5
17/07/2012 17/07/2012 17/07/2012 17/07/2012 17/07/2012 17/07/2012	2:45 3:00 3:15 3:30 3:45	55.6 54.9 54.8 54.7 56.0	56.3 55.4 55.5 55.6 56.9	66.9 64.2 67.9 67.3 70.1	66.0 63.3 64.2 63.8 68.5	78.1 77.5 77.0 78.4 74.5	84.3 83.5 82.8 84.4 80.5	98.0 95.3 97.0 99.0 93.9	94.5 90.6 92.5 93.5 88.8	57.9 57.8 56.7 57.1 58.1	51.6 51.7 51.8 50.5 51.4	81.1 81.2 80.5 81.5 77.8	63.7 63.6 63.3 64.5 62.9
17/07/2012 17/07/2012 17/07/2012 17/07/2012 17/07/2012 17/07/2012	4:00 4:15 4:30 4:45 5:00	50.0 53.1 50.9 51.0 49.5 55.4	54.0 52.0 51.9 50.5 56.2	65.0 66.0 65.4 64.8 69.0	64.1 64.1 63.7 61.8 67.5	74.3 74.3 73.5 73.1 73.2	80.1 80.6 79.4 79.2 78.9	93.1 97.3 90.4 91.2 89.7	89.3 91.6 85.0 86.8 84.5	57.5 54.9 54.6 52.7 59.9	43.5 41.4 41.8 42.0 43.5	77.6 77.2 77.0 76.2 76.2	62.8 62.9 63.1 62.7 64.1
17/07/2012 17/07/2012 17/07/2012 17/07/2012	5:15 5:30 5:45 6:00	53.9 54.2 55.5 55.6	55.1 55.0 56.4 56.5	70.8 65.8 69.7 67.7	66.9 64.9 68.3 65.8	71.0 73.2 71.9 77.0	76.4 78.7 77.2 83.1 79.3	92.5 93.2 91.6 97.7 90.1	86.4 88.5 86.1 92.7 84.8	58.3 58.6 59.5 59.3 59.9	43.9 44.7 45.7 48.2 48.6	74.2 76.5 75.3 80.3 77.5	62.6 63.3 63.6 65.6 65.1
17/07/2012 17/07/2012 17/07/2012 17/07/2012	6:15 6:30 6:45 7:00	56.1 55.7 57.7 57.1	57.1 56.8 58.7 57.9	66.5 67.2 70.6 68.3	64.7 65.6 68.9 65.6	74.0 75.6 75.7 78.8	79.3 81.0 81.3 84.7	90.1 92.8 93.7 95.3	84.8 88.5 88.1 90.6	59.9 59.8 61.7 61.1	48.0 47.4 48.2 48.9	79.0 82.0	66.0 66.1 67.6

17/07/201 18/07/201 18/07/
$ \begin{array}{rrrr} 12 & 7:3:4\\ 2 & 7:4:4\\ 2 & 8:0:0\\ 2 & 8:1:\\ 2 & 8:0:2\\ 8:1:2\\ 8:4:2\\ 2 & 8:0:2\\ 8:1:2\\ 8:4:2\\ 2 & 8:0:2\\ 12 & 8:3:2\\ 2 & 9:0:2\\ 2 & $
$\begin{array}{cccccccccccccccccccccccccccccccccccc$
$\begin{array}{c} 59.3\\ 59.2\\ 59.0\\ 60.3\\ 60.3\\ 60.4\\ 60.5\\ 60.6\\ 60.5\\ 60.7\\ 60.5\\ 60.7\\ 60.5\\ 59.3\\ 55.9\\ 860.6\\ 60.6\\ 60.7\\ 60.6\\ 60.7\\ 60.4\\ 59.4\\ 60.3\\ 59.4\\ 60.3\\ 59.4\\ 60.3\\ 59.4\\ 60.3\\ 59.4\\ 60.3\\ 59.4\\ 60.3\\ 59.4\\ 59.4\\ 60.3\\ 59.4\\ 59.4\\ 59.4\\ 60.3\\ 59.1\\ 59.4\\ 59.4\\ 59.4\\ 59.4\\ 59.4\\ 59.5\\ 55.7\\ 55.6\\ 55.7$
72.6 68.3 69.1 77.0 70.9 74.4 69.2 70.9 74.0 70.3 70.1 70.1 70.1 70.1 70.1 70.1 70.1 70.2 71.0 70.2 71.0 70.3 70.3 70.0 70.1 70.4 70.5 68.8 68.9 70.0 71.0 70.3 70.0 70.1 70.4 70.5 72.2 72.0 69.4 70.3 71.0 70.3 70.3 70.0 70.3 70.3 70.0 70.3 70.0 70.3 70.3 70.0 70.3 70.0 69.4 70.3 70.5 69.4 70.5 70.5 72.5 72.7 72.0 69.4 70.5 72.5 72.7 72.6 69.4 70.5 70.5 72.5
68.0 66.5 67.1 69.8 67.3 67.4 66.7 76.4 68.7 71.7 68.5 66.5 67.4 68.5 67.1 68.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 66.5 67.5 67
80.4 78.0 78.0 76.1 80.7 76.2 81.6 80.8 80.2 77.2 81.3 79.0 77.8 81.3 78.4 78.6 77.2 78.8 81.1 81.1 81.1 82.5 80.5 75.3 79.1 81.1 81.1 81.1 81.1 81.1 81.1 81.1 8
 86.6 84.3 84.3 85.7 87.1 86.9 86.9 86.2 84.3 87.4 85.2 84.4 85.4 86.9 86.3 86.9 86.3 87.6 87.1 87.2 86.3 87.4 86.9 86.3 87.4 86.9 86.3 87.4 86.9 86.3 87.4 86.4 87.5 87.6 82.3 83.2 84.6 87.1 87.2 86.3 87.1 87.4 86.4 87.1 86.3 87.1 86.4 87.1 87.4 86.4 87.7 87.4 86.4 86.4 87.7 87.4 88.4 89.5 81.1 87.4 86.4 86.4 86.4 86.4 86.4 86.5 86.4 86.4 86.4 86.4 86.5 86.4 86.4 86.4 86.4 86.4 86.4 86.5 86.4 86.4 86.4 86.4 86.5 86.4 86.4 86.4 86.5 86.4 86.6 86.4 86.7 86.8 86.4 86.4 86.4 86.4 86.4 86.5 86.4
100.1 96.0 99.3 96.5,7 1104.6 99.9 105.0 95.7 1104.6 94.5 94.6 94.1 97.3 97.3 97.3 97.3 97.3 97.1 105.6 99.1 105.7 105.7 105.7 105.7 105.7 105.7 100.7 99.9 99.9 100.7 99.9 99.1 100.7 99.9 95.7 100.0 101.5 102.6 103.5 100.0 101.4 102.6 103.5 100.1 102.6 103.5 100.0 101.4 102.6 103.5 100.0 101.4 102.6 103.5 100.0 101.4 102.6 103.5 100.1 102.6 103.5 100.0 101.4 102.6 103.5 100.0 101.4 102.6 103.5 100.0 101.4 102.6 103.5 99.0 99.3 99.4 101.0 99.9 99.9 99.0 96.5 96.
94.6 91.5 91.1 92.2 93.1 99.2 85.6 99.0 95.0 92.2 92.5 90.2 92.5 90.2 92.5 92.2 92.2 92.2 92.2 92.2 93.9 92.6 94.2 95.0 92.2 94.2 95.0 92.2 95.0 92.2 93.9 95.0 92.2 95.0 92.2 93.9 95.0 94.2 95.0 94.2 95.0 94.2 95.0 94.2 95.0 94.2 95.0 94.2 95.0 94.2 95.0 95.0 95.0 95.0 95.1 95.0 95.0 95.0 95.0 95.0 95.0 95.0 95.0
$\begin{array}{l} & 50.8\\ & 50.8\\ & 52.8\\ & 53.3\\ & 54.4\\ & 55.9\\ & 55.9\\ & 55.9\\ & 55.8\\ & 55.2\\ & 55.4\\ & 55.2\\$
83,9 81,9 81,11 81,15 81,11 81,15 82,9 84,0 82,9 84,0 82,9 84,2 82,9 84,2 85,9 84,2 85,9 84,2 85,9 84,2 85,9 84,2 85,9 84,2 85,9 84,6 84,9 84,0 82,7 78,1 84,6 84,0 84,0 84,0 84,0 84,0 84,0 84,0 84,0
67.8 66.0 67.6 68.7 67.6 68.7 66.7 67.5 68.7 66.7 67.5 68.7 66.7 67.5 68.7 67.8 67.9 67.8 67.9 67.8 67.9 67.8 67.8 67.8 67.8 67.8 67.8 67.8 67.8 67.8 67.8 67.8 67.8 67.8 67.8 67.8 67.9 67.8 67.9 67.8 67.8 67.9 67.8 67.9 67.8 67.9 67.8 67.9 67.8 67.1 67.1 67.1 67.1 67.1 67.1 67.1 67.2 67.1 67.2 67.5 67.1 67.2 67.5 67.1 67.2 67.5 67.1 70.0 67.5 70.4 70.0 67.5 70.4 70.0

Unit 4 Ca	anaua	water	Relail Fo	21 K									
							00.2	102.0	96.0	64.5	55.1	84.9	70.5
18/07/2012	12:45	61.4	65.3	77.2	71.4	82.0	88.3 91.3	102.8 105.0	98.5	63.4	55.8	88.4	72.6
18/07/2012	13:00	60.7	62.8	72.2	67.5 76.0	85.0 89.8	96.6	110.8	105.2	63.5	57.2	93.2	74.8
18/07/2012	13:15	61.3	64.2 63.8	81.0 75.6	71.1	86.4	92.7	103.3	98.3	63,5	56.2	90.1	71.7
18/07/2012	13:30 13:45	61.1 59.9	61.3	70.4	68.3	88.6	94,9	107.1	102.8	62.5	55.6	92.2	75.4
18/07/2012 18/07/2012	14:00	59.4	60.9	74.1	68.1	86.8	93.4	109.5	103.9	62.4	54.5	89.9	70.5
18/07/2012	14:15	60,8	64,3	79.1	73.3	87.8	94.3	105.9	100.1	63.1	55.8	91.6	73.3
18/07/2012	14:30	60,3	62.6	77.2	73.3	86,9	92.8	103.1	98.8	62,9	54.7	90,9	72.7 71.7
18/07/2012	14:45	58.5	59.8	74.1	69,6	86,5	93.1	109.0	102.1	61.7	53.0	90.0 89.7	72,9
18/07/2012	15:00	60.3	62.8	75.6	70.5	87.4	94.0	110.0	105.6	63.1	54.9 55.8	92.5	74.6
18/07/2012	15:15	59.6	60.9	71.4	67.4	89.3	96.3	112.1	106.3 106.4	62.4 67.1	56.7	94.5	75.7
18/07/2012	15:30	63.6	68.0	78,5	73.5 72.6	90.8 89.7	97.2 96.2	113.2 109.9	104.5	66.3	56,1	93.6	74.0
18/07/2012	15:45	62.8	67.4 62.7	78.5 74.2	70.3	86.6	93.3	106.8	101.6	63.3	56.1	89.9	71.9
18/07/2012	16:00	60.6 62.5	66,3	77.7	72.1	90.7	97.8	113.2	106.4	65.5	57.3	93.7	74.2
18/07/2012 18/07/2012	16:15 16:30	62.6	66.0	76.9	71.7	88.2	94.7	111.2	104.7	64.7	58.4	91.5	74.8
18/07/2012	16:45	61.8	62,9	70.1	68.1	88.4	94.6	110.3	105.9	64.7	57.8	90.8	72.2
18/07/2012	17:00	61.5	62.8	70.7	69.4	85.8	92.5	106.6	101.6	64.4	56.2	89.1	71.7
18/07/2012	17:15	60,8	61.8	69.6	68.7	83.1	89.6	102.9	97.1	63.7	56.2	86,5	71.5 70.0
18/07/2012	17:30	61.0	62.0	70.3	69.6	82.0	88.1	103.7	98.1 98.5	63.9 63.5	56.3 55.8	85.2 82.7	69.4
18/07/2012	17:45	60.5	61.8	71.3	67.0	80.8	87.6	104.2 104.9	100.3	62.7	53.1	88.9	70.1
18/07/2012	18:00	59.3	60.6	69.0	66.6 68.3	85.8 84.1	92.0 90.8	104.5	100.5	62.4	53.3	87.1	70.7
18/07/2012	18:15 18:30	59.3 59.1	60.4 59.9	71.2 71.7	70.2	83.9	90.0	101.1	96.6	62.4	52.7	87.5	71.1
18/07/2012 18/07/2012	18:45	59.6	60.3	70.8	69.0	80.5	86.5	101.7	95.9	62.9	52.8	83.6	69.6
18/07/2012	19:00	59.2	60.3	75.6	68.7	80.6	86.5	96.7	92.2	62.4	53.4	84.2	69.2
18/07/2012	19:15	59.0	60.2	69.9	67.8	82.3	88.7	104.2	99.0	62.5	51.6	85.0	68.7
18/07/2012	19:30	58.3	59.4	70.8	66.9	83.9	90.4	103.4	98.0	62.1	51.4 51.9	86.8 89.1	68.9 72.8
18/07/2012	19:45	59.2	60.3	70.4	67.7	85.6	92.1 89.3	104.0 102.7	98.7 96.6	63.1 62.2	51.9	86.0	70.0
18/07/2012	20:00	58.8	59.5	68.7	66.7	82.9 79.1	89.5	96.0	90.3	63.4	51.6	82.4	68.4
18/07/2012	20:15	59.8	61.1	71.5 66.6	68.2 65.5	79.0	85.3	101.6	95.3	60.8	50.8	82.3	66.7
18/07/2012 18/07/2012	20:30 20:45	57.4 57.5	58.4 58.4	69.6	67.0	79.9	86.0	100.1	94.6	61.1	50.9	83.1	68.6
18/07/2012	20:45	56,9	58.4	70.2	67.6	82.7	89.1	102.1	98.2	60.0	50.4	85.6	67.8
18/07/2012	21:15	58.2	60.2	74.9	69.4	82.1	88.5	101.9	96.7	62.2	49.6	85.1	68.7 67.1
18/07/2012	21:30	56.8	58.1	70.5	68.8	84.9	91.2	105.0	99.1	60.3	48.4	88.6 89.4	67.1 69.6
18/07/2012	21:45	55.9	56.9	67.7	66.5	86.4	92.9	106.0	101.1 98.7	59.4 60.8	47.2 48.3	89.4 85.3	66.8
18/07/2012	22:00	56.8	57.6	66.8	65.6 66.1	82.1 78.3	88.8 84.2	105.5 99.3	98.7 94.7	59.0	46.5	81.4	65.6
18/07/2012	22:15	55,1	56.1	68.2 67.4	65,9	82.7	89.5	108.3	102.1	59,5	46.1	85.5	66,5
18/07/2012 18/07/2012	22:30 22:45	55.5 56.6	56.7 57.7	69.5	67.7	79.8	85.8	96.2	93.2	60.1	47.2	83,1	65.6
18/07/2012	23:00	56.0	57.4	67.8	66.2	83.5	90.1	102.2	96.1	60.4	47,3	87.0	67.9
18/07/2012	23:15	55.3	56.3	68.4	66.2	82.6	88.7	101.8	95.9	59.4	47.0	86.3	69.2
18/07/2012	23:30	56.9	57.7	70.8	69.7	83.3	89.4	105.2	98.9	61.0	47.4	86.8 82.7	70.1 65.9
18/07/2012	23:45	55.1	56.0	69.9	69.0	80.2	86.9	104.0	98.0	59.3 60.9	45.5 46.5	82.7	65.6
19/07/2012	0:00	56.8	58.0	74.1	70.1	78.8 78.9	84.9 84.9	99.9 95.4	94.0 90.7	58.3	44.4	82.6	65.4
19/07/2012	0:15	54.2	55.0 61.0	67.6 81.0	66.5 79.4	83.1	89.4	102.8	98.0	59,6	43.4	86.1	65.6
19/07/2012	0:30 0:45	59.5 54.1	55,2	68.9	66.4	83.5	90.0	105.7	98.9	58.6	43.2	86.8	66.8
19/07/2012 19/07/2012	1:00	54.3	55.5	69.8	66.4	80.8	87,3	99.0	93.0	58.4	44.1	84.3	66.3
19/07/2012	1:15	51.3	52.2	64.8	63.3	80.9	87.2	98.6	95.4	55.0	43.6	84.3	64.3
19/07/2012	1:30	53.0	54.0	68.9	66.7	79.6	86.0	101.6	96.2	56.8	43.2	82.7	64.7 63.0
19/07/2012	1:45	51.5	52.5	66.8	65.0	79.0	84.7	102.6	98.1	54.5 57.8	42.4 43.6	80.6 81.0	62.3
19/07/2012	2:00	53.5	54.4	67.1	65.9	78.1	84.8	102.8 96.6	97.2 91.3	55.7	43.0	81.2	64.4
19/07/2012	2:15	52.3	53.9 54.0	69.4 66.6	65.3 64.7	77.7 83.1	83.7 89.7	106.1	100.6	56.5	44.9	86.3	64.2
19/07/2012	2:30 2:45	52.8 51.8	54.0	66.6	64.3	80.5	86.8	100.7	94.8	53,5	47.9	84.0	65.5
19/07/2012 19/07/2012	3:00	54.7	55,3	65.6	64.3	81.0	87.1	100.2	95.0	57.3	50.9	84.7	65.4
19/07/2012	3:15	53.6	54.1	65,5	64,3	79.8	86.1	101.0	94.8	55.4	50.7	82.9	64.7
19/07/2012	3:30	55.9	56.6	67.9	66.1	77.8	83.6	98.1	92.0	59.1	51.3	81.3	64.4
19/07/2012	3:45	54.0	55.0	67,9	65.5	76.8	83.2	95.6	91.5	56,5	47.6 47.1	80.3 82.1	63.4 64.5
19/07/2012	4:00	54.2	55.1	66.4	65.6	78,5	84.4	97.2 98.1	93.0 93.1	58.1 56.2	47.1	82.3	63,3
19/07/2012	4:15	52.1	53.0	67.6	65.8 74.5	78.7 78.0	85.0 83.8	95,1	90.7	56,7	41.7	81,9	63.7
19/07/2012	4:30 4:45	55.3 52.6	57.1 56.0	77.0 75.3	66.8	76.6	83.0	98,3	91.4	56,5	43.7	80.0	63,8
19/07/2012 19/07/2012	5:00	55.0	55.9	73.1	70,5	79.7	86.0	102.3	96.1	58.7	44.0	82,0	64.3
19/07/2012	5:15	54.8	55,7	66,2	64.8	78.4	84.6	96.6	92.5	59.8	44.0	81.8	65.5
19/07/2012	5:30	54.8	55.6	66,3	65.7	74.7	80.2	93.5	88.2	58.9	44.7	78.1	64.1
19/07/2012	5:45	54.0	55.0	66,9	63.6	73.8	79.6	93.1	86.8	59.0	44.5 48.7	77.4 78.8	63.1 67.2
19/07/2012	6:00	55.6	56.5	67.3	66.0	75.6	81.5 78.1	95.5 93.3	88.5 88.7	59.2 60.5	48.7	76.1	65.9
19/07/2012	6:15	56.6 56.9	57.7 57.8	67.7 67.4	66.4 66.2	73.2 77.2	82.9	97.6	92.8	60.8	49.6	79.7	66.6
19/07/2012 19/07/2012	6:30 6:45	56.9	57.8	68,9	66,5	78.3	84.6	100.4	94.4	60.8	48.2	81.3	66.5
19/07/2012	7:00	57.0	57.8	67.4	66.1	77.5	83.8	98.5	91.5	60.6	49.7	80.8	65.8
19/07/2012	7:15	56.7	57.8	70.3	68.8	79.3	85.4	97.8	93.0	59.9	49.2	82.4	67.0
19/07/2012	7:30	56.8	57.8	69.5	67.7	77.1	83.2	96.0	91.5	60.3	48.8 52.8	80.1 81.4	65.7 67.5
19/07/2012	7:45	59.1	60.1	74.4	73.1	78.4	84.1 86.2	98.8 97.4	93.3 92,5	61.8 61.7	52.0	83.6	68.1
19/07/2012	8:00 8:15	58.3 58.8	59.1 60.4	68.0 70.6	66.9 67.3	80.1 82.3	88,5	101.1	96.1	62.1	52.7	85.7	68.6
19/07/2012 19/07/2012	8:30	58.6	59.5	67.0	65.6	81.6	87.8	99.9	94.8	62.0	52.9	85.0	69.1
19/07/2012	8:45	59.2	60,3	72.2	69.5	84.0	90.6	106.4	101.1	62.3	53.5	87.2	68.8
19/07/2012	9:00	59.7	60.7	72.6	71.5	82.8	88.6	101.3	95.3	62.5	53.4 53.7	86.4 89.2	69.4 71.0
19/07/2012	9:15	59.7	60.9	70.3	67.6	85.6	91.9	104.0 106.0	98.9 100.3	63.0 62,5	54.1	87.2	70.3
19/07/2012	9:30 9:45	59.6 60.3	60.7 61.7	71.6 72.0	68.1 69.0	84.6 86.3	90.8 92.3	105.0	100.3	63.8	54.1	88.9	71.8
19/07/2012 19/07/2012	9:45 10:00	61.7	63.4	73.5	71,5	85.6	93.1	113.5	107.1	64.1	57.8	88.1	71.8
19/07/2012	10:15	60.4	61.5	73,1	68.3	82.1	88.4	104.4	98.4	62.9	56.6	84.9	70.6
19/07/2012	10:30	61.8	62.8	77.0	75.0	78.7	84.5	97.3	93.3	65.1	55.2	81.6	67.9
19/07/2012	10:45	60,8	63.3	73.8	70.2	80.2	86.1	100.5	94.8	63.7 64.5	55.6 55.3	83.2 87.1	70.0 70,3
19/07/2012	11:00	61.3	63,3	76.1 81.0	72.5 78.5	84.0 84.2	90.6 90,3	109.3 102.0	103.1 97.5	66.0	55.3 56.4	87.6	71.8
19/07/2012	11:15 11:30	62.8	66.5 65.7	81.0 79,3	78.5	83,6	89,3	102.0	102,5	65.8	56.5	85.2	69.7
19/07/2012	11:45	62.6 61.7	63.6	79,3	75,3	80.6	86,3	98,4	93.0	64.0	57.3	83.8	71.1
19/07/2012 19/07/2012	12:00	61.8	64.5	75.6	69.8	79,2	84.9	100.5	95.2	64.7	57.1	81.8	70.2
19/07/2012	12:15	60.1	61.2	71.3	68.4	77.5	83.0	96.4	92.3	62.5	56.5	80.7	68.7
19/07/2012	12:30	60.9	62.2	72.3	71.0	80.1	86.0	99.2	94.3	63.5	56.5	83.5	70.0
19/07/2012	12:45	62.2	65.2	77.3	71.6	77.5	83.1	97.7	92.4 84.3	64.8 63.1	57.0 56.3	80.2 75.6	69.9 67.7
19/07/2012	13:00	61.0	62.1	76.3	75.0 66.9	72.8 80.2	76.6 86.3	89.2 98.4	84.3 92.6	62.7	55.4	83.5	68.4
19/07/2012	13:15	59.7 61.1	61.3 62.5	70.3 74.7	71.1	80.2	88.5	106.6	100.8	63.3	57.6	85.3	70.9
19/07/2012 19/07/2012	13:30 13:45	61.1 64.8	62.5 68.9	74.7 80.2	74.2	83.6	89.7	101.8	96.0	68.3	58.9	87.0	72.4
19/07/2012	13:45	62.6	65.2	81.3	75.4	84.2	90.3	103.5	97.5	64.3	58.8	87.6	72.3
19/07/2012	14:15	62.5	65.5	76.5	71.7	85.4	91.4	103.6	98.5	64.8	58.1	89.0	71.8
19/07/2012	14:30	62.2	64.7	74.8	71.0	83.0	89.6	107.5	101.7	65.1	57.4	84.9	70.1
19/07/2012	14:45	60.2	62.2	72.1	67.6	80.6	86.6	100.9	94.6	62.7 63.6	56.6 56.9	83.9 83.4	69.7 69.9
19/07/2012	15:00	60.9	62.2	70.8	68.0	81.0 83.7	87.5 90.4	104.2 105.0	98.0 99.0	62,9	56.9 56.4	85.4	71,1
19/07/2012	15:15 15:30	60,3 60,7	61.9 62.4	69.7 75.2	67.0 70.6	83.7 81.4	90.4 87.6	103.0	96.6	63.2	57.0	84.5	70.0
19/07/2012 19/07/2012	15:30	60.7	61,7	71.1	67.5	85.2	91.4	106.1	99.8	62.9	57.3	88.6	70.8
19/07/2012	16:00	61.0	62.8	76,5	72.4	86.3	92.8	106.3	102.4	63.4	56.0	89.5	72.0
19/07/2012	16:15	60.8	62,4	73.0	71.6	84.7	91.4	106.2	100.7	63.6	56,1	87.6	71.2
19/07/2012	16:30	60.2	62.2	73.4	68.4	77.0	83.0	98.5	91.5	63.0	55.9	79.3 80.9	68.7 68.7
19/07/2012	16:45	60.3	61.9	71.4	69.7	79.0	84.5	101.5 100.0	98.4 94.9	63.0 62.2	55.5 55.9	80.9 84.3	69,5
19/07/2012	17:00	59.9	61.2	69.8 70.1	68.6 66.6	80.8 82.8	86.7 89.4	100.0	94.9	63.8	56.6	86.2	70.0
19/07/2012	17:15 17:30	60.9 60.8	62.4 62.3	70.1 71.1	66.6 69.8	82.8	89.4	104.2	98.2	63.5	56.8	85.9	70.3
19/07/2012 19/07/2012	17:30 17:45	60.8 61,6	62.9	70,8	69.8	80.7	86.3	100.8	95.9	64,3	57.5	83,5	73.2
19/07/2012	18:00	59.2	60,7	70.7	67.0	76.5	81.5	92,9	88,3	62.4	54,1	79.5	70.0

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1907/021 18:5 70.9 71.2 70.0 72.0 72.2 82.1 63.4 92.5 77.3 77.4 15.7 1907/021 18:60 83.1 63.4 72.5 77.4 85.2 77.3 77.4 85.2 77.3 77.4 77.4 85.2 77.3 77.4 77.4 85.2 77.5 77.4 77.4 77.4 77.4 77.5																
19/07/201 18:20 59.0 61.3 72.5 70.7 74.8 80.1 96.1 89.8 61.0 52.8 77.7 67.4 19/07/201 39.40 83.1 59.4 71.3 77.1 77.4 45.2 80.4 61.1 81.4 77.3 67.4 65.9 65.9 77.3 77.4 45.2 80.4 77.5 67.4 77.4 66.9 67.4 77.5 67.4 77.5 67.4 77.5 67.4 77.5 67.4 77.5 67.4 77.5 67.4 77.5 67.4 88.8 61.8 47.7 77.3 64.2 75.7 67.4 88.7 61.8 47.7 77.3 64.2 75.7 69.9 76.5 61.8 47.7 77.3 64.2 75.7 69.9 72.5 69.9 72.2 84.3 77.2 67.4 89.9 75.5 77.3 77.9 67.7 72.8 86.3 77.4 77.2 67.7 72.8 61.8					<i>c</i> +		CO O	75.0	70.2	02.2	00.2	62.4	E2 E	77.9	60.2	
ig/ig/2012 is-de 93.1 61.5 93.5 75.6 83.0 10.0.6 95.1 62.4 61.1 53.8 77.4 55.2 1907/2011 19.15 60.3 61.3 53.3 77.4 55.2 60.4 61.1 50.3 77.4 55.2 75.6 60.8 48.9 77.1 55.2 75.6 60.8 48.9 77.1 56.3 64.9 64.9 64.9 77.2 76.3 88.4 63.3 62.2 75.6 61.8 48.9 77.5 61.8 48.9 77.5 61.8 48.9 77.5 61.8 48.9 77.3 61.8 48.9 77.3 61.8 48.9 77.3 61.8 48.9 77.3 61.8 48.9 77.3 61.8 48.9 77.3 61.8 47.7 70.2 62.9 77.5 61.8 47.7 70.2 62.9 77.5 61.8 61.1 47.9 77.7 62.9 77.9 61.8 61.1 77.9							70.7									
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