

# Noise Management Policy

We operate a considerate, ethical and socially responsible business. There are residential properties in the surrounding area and we will manage all noise from our premises so we do not disturb people resting and sleeping in their homes.

We have a comprehensive approach to managing noise from our premises, and from the area outside our premises. The following points are critical to our Noise Management Policy and are used in conjunction with our end of night Dispersal Policy:

- We will ensure that noise emanating from our premises will not cause a nuisance to any residential property.
- Arrangements are in place to ensure that deliveries will only take place between the hours of 08:00 - 20:00hrs, Monday-Saturday except where access at other times is unavoidable and specific procedures are in place to limit disturbance.
- Glass recycling can make noise. No empty bottles are to be tipped or thrown into outside storage receptacles between 21:00 - 08:00hrs.
- Refuse collections are made at the times allocated for the street. We will ensure that waste is correctly packaged and that refuse can be removed quickly and efficiently.
- Our main sound system is contained in the building. It consists of professional equipment that is set and locked (with a limiter) so that a pre-defined maximum level cannot be exceeded. In the marquee we have four small background music speakers and no bass speakers. These speakers are also controlled and set at a low level so that it cannot be heard off-site. There are no additional speakers in the open-air food courtyard. The sound system is not accessible by unauthorised persons and is set at a level that ensures there is no noise nuisance at any nearby residential property.
- The outside spaces are monitored during regular security patrols. Noisy behaviour will not be tolerated in these areas.
- Any glass or bottles in the immediate vicinity of the premises will be cleared from street furniture, walls, pavements and gutters then safely disposed of. Bottles and glasses will not originate from our premises because we do not allow them outside the premises, but we still make an effort to keep the public areas tidy and safe.
- We are proud of SE19. We will endeavour to keep the area around Varanda clean and attractive for our customers and our neighbours. This means dealing with debris outside that may have nothing to do with us but in the interests of making this a better area we will still clear it up.
- We will regularly review our Noise Management Policy and respond quickly to the needs of our neighbours.

## Dispersal Policy

The dispersal policy is designed to ensure that the normal commercial operation of the premises does not have a negative impact on neighbouring properties when people leave the premises.

- A clear notice is prominently displayed by the exit requesting customers to respect the needs of local residents and to leave the area quietly.
- Given the style of this business which is food-led there is a gradual departure of customers and the premises are not normally at full capacity at closing time. We will close off the food trucks approx. one hour before closing. We will also lower/switch off music during wind down time (15 minutes before closing).
- There are clearly signed toilet facilities in the building which are available for customers at all times. Employee training includes the provision that any patron in the process of leaving the premises that requests re-admission to use the toilets is allowed to do so. Subject to security and other operational considerations non-customers will also be allowed access to our toilet facilities
- So as to minimise disturbance to local residents all employees are given appropriate instructions and training to encourage customers to leave the premises and the area quietly. We shall have signage in place to remind customers to leave quietly.
- Customers will be restricted from congregating in the street outside the premises.
- Onward transport information is provided. Taxi numbers are available and customers are advised to pre-book. Customers are reminded to respect the neighbours and not make excessive noise when waiting for a taxi. Uber pick-up locations of the parking spaces outside Sainsburys are recommend. We hold information of local minicab offices/overground/train and bus services locally for customers.
- At the end of the shift employees will say goodbye to each other inside the premises and arrange for lifts or taxis to collect them at a convenient and safe stopping point away from residential properties.
- We will attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of the running of the premises. Particular emphasis will be placed on building and maintaining close links with local residents including hosting regular meetings where necessary to allow our neighbours to raise any issues and for those issues to be quickly resolved.
- The telephone number of the premises is published on our website and will be provided to all our immediate residential neighbours.

- We will regularly review our Dispersal Policy and respond quickly to the needs of our neighbours.

Varanda Management Team, 10 November 2020