

APPENDIX 1

DOMINO'S PIZZA, 12-13 NORTH STREET, HAVANT

OPERATIONAL PLAN

Definition

This Plan is designed to make the maximum contribution (by using pro-active measures), to reduce disturbance or nuisance to neighbours, both residential and business, and to make the minimum impact upon the neighbourhood in relation to potential noise nuisance.

This Plan is specific to Domino's Pizza at 12-13 North Street, Havant and its locality, but it includes a number of measures which are common to other Dominos.

This Plan has been formulated by Dominos in conjunction with senior representatives of the unit. It will be discussed with the licensing officers of the local council and police where necessary.

This Plan is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination of noise and nuisance.

Measures

1. **Relevance of Planning and Licensing Conditions:**

The store will ensure that the conditions of the Planning Permission and any requisite Premises Licence are adhered to. The store will be operated to encourage customers to leave as quietly as possible and deliveries to be made as quietly as possible.

2. Notices at Exit:

Highly visible notices will be placed at the entrance asking customers to leave quietly and to respect neighbours and their property.

3. Delivery vehicles:

- After 23:00 all deliveries are taken out of the delivery door to the front of the premises;
- After 23:00 all vehicles will be cars or vans;
- After 23:00 all delivery cars are parked to the front of the store in designated parking spaces;
- Use of the rear yard and Prince George Street by delivery vehicles will cease at 23:00;
- All drivers have a label in their car stating "*Do not slam car doors, rev engines or play loud music*";
- Any member of staff found to be contravening any of the above policies or otherwise creating a nuisance will be subject to the Company's disciplinary procedures.

4. Internal Noise:

- No amplified music played in the store will be audible outside;
- All doors and windows are kept shut except for access and egress.

5. Contact Name:

The name and contact number of the Store Manager is displayed in a position where it can be seen by the public without having to enter the store.

6. Staff:

Staff breaks after 2300hrs will take place within the building. Staff will only be able to smoke at the front of the premises. Consideration will be given to procedures for staff departures at the end of the evening. Staff will be managed in order to minimise noise and activity at closing time.

7. Training:

Training at all levels will be conducted to ensure understanding and implementation of this plan. Disciplinary measures will be introduced to ensure that staff do not contravene the requirements of the operational plan.

8. Deliveries:

Any deliveries from the premises shall only be made to the customer's place of residence or place of business. Deliveries to customers will cease at 0100 hours on Fridays and Saturdays and will take place from the front of the building only between 2300-0100 hours.

9. Plant and Machinery:

Noise from plant or machinery shall be inaudible at the nearest noise sensitive premises during the operation of the plant or machinery. Plant and machinery shall be regularly serviced and maintained in accordance with manufacturer's recommendations to meet this level.

10. Litter:

The occupier shall ensure that litter arising from people using the premises is cleared away regularly and that promotional materials such as flyers do not create litter.