

NOISE MANAGEMENT POLICY

Boxpark Ltd operates a considerate business. There are both commercial and residential properties in the area around us, and whilst the area is a busy and relatively noisy part of the town we will manage all noise from our premises so we do not disturb people resting and sleeping in their homes.

We need to be particularly vigilant for special events when regulated entertainment is provided outside.

We have a comprehensive approach to managing noise from our premises including the areas outside the structures.

The following points are critical to our noise management policy:

- We will ensure that noise emanating from our premises will not cause a nuisance at the nearest residential properties.
- Arrangements are in place to ensure that, whenever practicable, deliveries will only take place between the hours of 08:00-11:00, Monday-Saturday.
- Empty bottles will be placed into storage receptacles and then taken to the refuse storage area. No empty bottles will be tipped or thrown into outside storage receptacles after 23:00hrs.
- We will ensure that waste is correctly packaged and that refuse can be removed quickly and efficiently.
- A noise limiter must be fitted to the amplification system and set at a level approved by an Acoustic consultant so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured and access shall only be by persons authorised by the Premises Licence Holder or Boxpark Management
- No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.
- Where activities are held we will patrol the boundaries observing any noise from our premises and taking immediate corrective action whenever necessary.
- The Duty Manager will take readings at an event both internally and externally. These points as follows: West deck, central space West,

events space, East deck, and outside nearest residential premises. Readings will be taken as spot checks and documented.

- Any events where amplified music is employed will be wound down in a professional manner.
- Notices shall be prominently and permanently displayed at or near the exits requesting patrons to leave quietly and to avoid creating disturbances.
- We will ensure that there is management presence at the exits at the end of the evening.
- So as to minimise disturbance to local residents at night all employees are given appropriate instructions and training to encourage customers to leave the premises and the area quietly.
- A registered security contractor will be employed on a base min staff ratio of 1:100 customers + 1 security manager to provide security internally and to monitor sound levels and ensure external noise control.
- We will provide details of public transport and local taxi numbers for our patrons if requested.
- 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 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 will be provided to all our immediate residential neighbours.
- We will constantly review our Noise Management Policy and respond quickly to the needs of our neighbours.