Great Beyond Brewing Company Ltd
416-418 Union Walk, Hackney, London, E2 8HP
Noise Impact Assessment

Prepared by: [redacted] Big Sky Acoustics Ltd
On behalf of: Great Beyond Brewing Company Ltd
[redacted]
Date: 1st December 2022

Big Sky Acoustics document control sheet

Project title:	Great Beyond Brewing Company Ltd 416-418 Union Walk, Hackney, London, E2 8HP Noise Impact Assessment
Technical report number:	[redacted]
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Submitted to:	Mr Jack Spiegler [redacted] acting on behalf of Great Beyond Brewing Company Ltd
Submitted by:	[redacted]
Prepared by:	[redacted]

Document status and approval schedule

Revision	Description	Date	Approved
0	Approved for issue	09/12/2022	RV
1	Update noise management policy	12/12/2022	RV

Executive summary

An assessment of the impact of noise from the use of a taproom bar for the licensable activity of the sale of alcohol has been carried out.

The premises is formed out of three railway arches which are a substantial structure. The bar will operate from the northernmost arch, with storage and administration in the centre arch and the brewery in the southernmost arch. Brewery activity is restricted to daytime only.

The application is for licensable activities ceasing at 23:00 Monday to Saturday, and at 21:00hrs on a Sunday. There will be no outside seating. No application is made for regulated entertainment. A comprehensive suite of conditions have been proposed by the applicant including conditions for the control of noise.

The premises has successfully operated under Temporary Event Notices and in that respect the application has already undergone a real-world test.

The controlled use of this small-scale premises to modest hours will not adversely impact on the licensing objectives as activity inside is contained by the building envelope, and good operational practices are in place, and already tested, to ensure that patron departure follows industry best-practice.

Contents

1.0 Qualifications and experience

1.1 My name is Richard Vivian. I am the founder and director of Big Sky Acoustics Ltd. Big Sky Acoustics is an independent acoustic consultancy that is engaged by local authorities, private companies, public companies, residents' groups 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, and the Institute of Licensing.

1.3 I have over thirty years of experience in the acoustics industry and have been involved in 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. I have given expert evidence in the courts, in licensing hearings, in planning hearings and inquiries on many occasions.

2.0 Introduction

2.1 Big Sky Acoustics Ltd was instructed by Mr John Driebergen of Great Beyond Brewing Company Ltd to carry out an assessment of the impact of noise from the proposed licensable activities at a brewery tap-room on Union Walk in Hoxton.

2.2 The application is for licensable activities ceasing at 23:00 Monday to Saturday, and at 21:00hrs on a Sunday. There will be no outside seating. No application is made for regulated entertainment. A comprehensive suite of conditions have been proposed by the applicant including conditions for the control of noise.

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 location of the site is shown at Appendix B.

3.2 I am familiar with the area, the location of existing noise sources, and I have carried out noise measurement surveys and observations in the vicinity of the site over many years.

3.3 The application site has very good access to public transport and a high PTAL[1] rating of 6a. 200m to the north is Hoxton Station and the railway line between Hoxton and Shoreditch High Street runs directly over the premises. 50m to the west in Kingsland Road which is served by bus routes 149, 242, 243 and night-bus N242. Public transport continues to serve this area well beyond the proposed closing time.

[1] The public transport accessibility level (PTAL) is a method used to assess the access level of geographical areas to public transport. The result is a grade from 1–6 (including sub-divisions 1a, 1b, 6a and 6b), where a PTAL of 1a indicates extremely poor access to the location by public transport, and a PTAL of 6b indicates excellent access by public transport.

Figure 1: Left hand arch is 416 (the tap room). Arch 418 is opened for noise testing of brewery plant

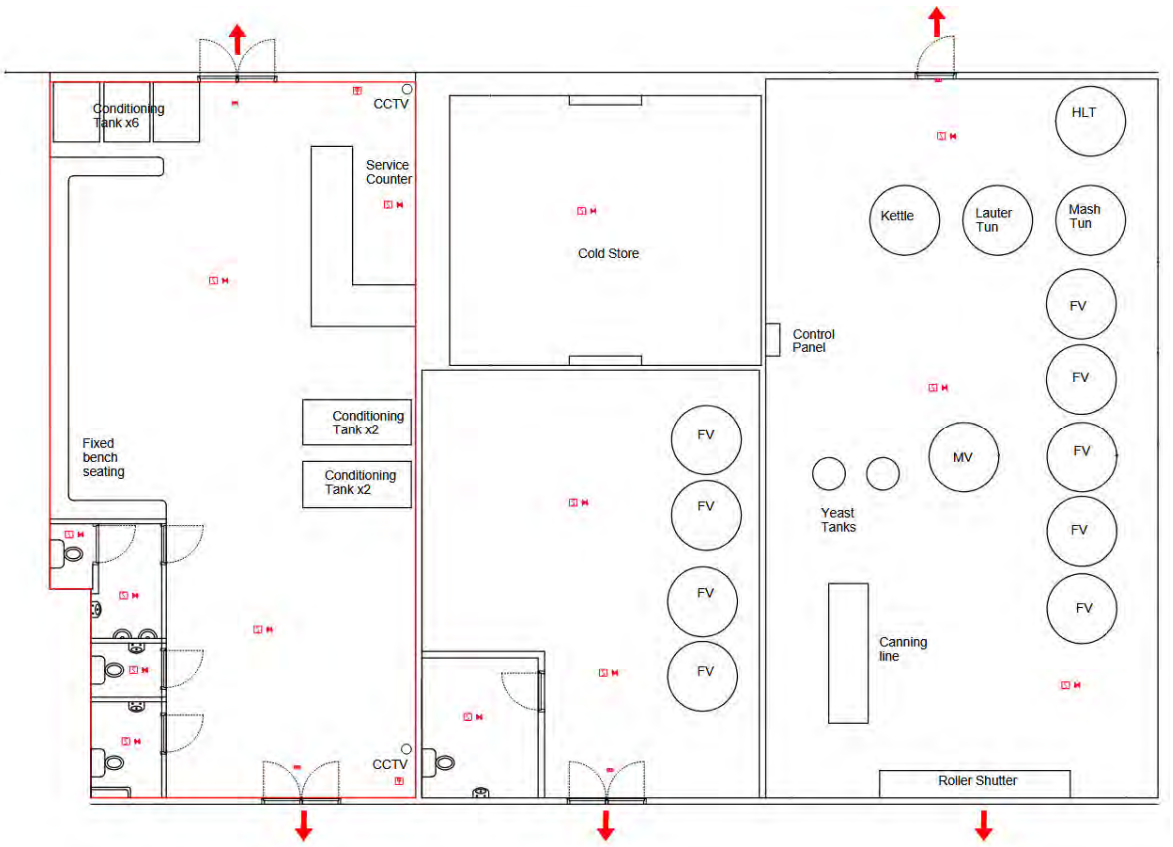

Figure 2: Internal layout of the three arches

3.4 It is important when assessing the impact of noise from licensable activities in the tap room that the concept of *additional* noise associated with the activity is taken into account. If effective controls are in place to contain noise generating activity within the building envelope, and to ensure there is a managed dispersal from the premises as patrons leave the area, the licensing objective of the prevention of public nuisance will be promoted.

3.5 It is also a consideration that a bona-fide commercial premises can reduce street drinkers, rough sleeping, crime, litter and anti-social behaviour as the commercial operation seeks to eliminate this type of activity from the immediate area outside the premises for the benefit and safety of their own patrons and employees. This is achieved through good lighting, CCTV coverage, litter removal and a presence of professional personnel who will be able to observe, record and respond to activity in the immediate area around the premises. These streets off Kingsland Road have changed significantly during my professional career with improved public transport, better lighting and an evolving residential and commercial community that is creating a safer and more desirable place to be.

4.0 Criteria

Licensing Act 2003

4.1 The Licensing Act 2003 requires the Hackney Council, in its role as Licensing Authority, to carry out its various licensing functions so as to promote the following four licensing objectives:

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

4.2 Each objective is of equal importance. It is important to note that there are no other licensing objectives, therefore these four are of paramount importance at all times. The Licensing Authority must base its decisions in relation to determining applications and attaching any conditions to licences on the promotion of these four licensing objectives.

4.3 The Licensing Act 2003 further requires this Licensing Authority to publish a Statement of Licensing Policy (SLP) that sets out the policies the Licensing Authority will apply to promote the licensing objectives when making decisions on applications made under the Act. The current SLP covers the period 2018-2023.

4.4 When it comes to the evaluation of noise under the Licensing Act an understanding of the concept of public nuisance is essential. Public nuisance is not narrowly defined in the 2003 Act and retains its broad common law meaning. It may include, in appropriate circumstances, the reduction of the living and working amenity and

environment of other persons living and working in the area of the licensed premises.

4.5 Once those involved in making licensing decisions are satisfied of the existence of a public nuisance, or its potential to exist, the question is how to address it. Home Office Guidance[2] is useful in this regard and explains that in the context of noise nuisance then conditions might be a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time, noting that conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable.

4.6 The guidance is clear that any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community.

4.7 The guidance also states that any appropriate conditions should normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. (This is why there is still a need for a licence for performances of live music between 11 pm and 8 am even though it is deregulated at other times).

4.8 As with all conditions, those relating to noise nuisance may not be appropriate in circumstances where provisions in other legislation adequately protect those living in the area of the premises.

Other relevant legislation

4.9 In addition to the protection afforded under the Licensing Act 2003 members of the public are protected from noise that is a nuisance.

4.10 The Environmental Protection Act 1990 part III deals with statutory nuisance which includes noise. This Act allows steps to be taken to investigate any complaints which may then result in the issuing of an abatement notice and a subsequent prosecution of any breach of the notice. A statutory nuisance is a material interference that is prejudicial to health or a nuisance.

4.11 The Clean Neighbourhoods and Environment Act 2005 deals with many of the problems affecting the quality of the local environment and provides local authorities with powers to tackle poor environmental quality and anti-social behaviour in relation to litter, graffiti, waste and noise. A fixed penalty notice can be issued when noise exceeds the permitted level at night as prescribed under the Noise Act 1996 as amended by the Clean Neighbourhoods and Environment Act 2005. The permitted noise level using A-weighted decibels (the unit environmental

[2] Revised guidance issued under section 182 of the Licensing Act 2003 (April 2018)

noise is usually measured in) is 34dBA if the underlying level of noise is no more than 24dBA, or 10dBA above the underlying level of noise if this is more than 24dBA.

4.12 The Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as *"conduct that has caused, or is likely to cause, harassment, alarm or distress to any person"*; *"conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises"*; or *"conduct capable of causing housing-related nuisance or annoyance to a person"*. The Act contains a range of powers intended to support Local Authority and partner bodies deal with anti-social behaviour. These include powers of premises closure in cases of nuisance or disorder which may support primary legislation.

British Standard 8233

4.13 BS8233:2014 states that for steady external noise sources, it is desirable that the internal ambient noise level in dwellings does not exceed the guideline values in the table shown below.

Activity	Location	07:00 to 23:00	23:00 to 07:00
Resting	Living room	35 dB $L_{Aeq,16hour}$	-
Dining	Dining room/area	40 dB $L_{Aeq,16hour}$	-
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)

4.14 The development at 1-13 Long Street is permitted under Planning Application Reference Number 2012/2013. At the time of the application a noise survey[3] reported that the daytime noise level was 63dB and the night time level was 56dB L_{Aeq}. It also reported that maximum noise levels at night are 48-88dB L_{Amax} with the 90th percentile of 77dB L_{Amax}. These are very high maximum levels, far in excess of World Health Organisation[4] guideline levels, and studies show that at these levels there are biological effects, impacts on sleep quality, and even psychiatric disorders.

4.15 The noise report for the residential development noted the close proximity of the elevated railway at this location and concluded that measured noise levels show the noise climate of the area is controlled by rail noise. The report recommended acoustic double-glazing and acoustic ventilation (so that windows do not need to be opened) in order to ensure a suitable noise climate for future residents. It also recommended that prior to development there should be a vibration study undertaken to ascertain whether any special measures are required in the buildings or foundations to control rail vibration, adding that the building may need to be constructed so as to minimise vibration transfer through the structure to avoid the potential for disturbance from vibration from the railway.

[3] Project No: 1112229: Noise Assessment,1-13 Long Street, London E2 prepared by The Sharps Redmore Partnership for Middlewater Trading and Investments Ltd.
[4] World Health Organization. Regional Office for Europe. (2009). Night noise guidelines for Europe.

4.16 The planning permission for the Long Street development includes a noise condition (Condition 20) that all residential premises shall be designed in accordance with BS8233 to achieve internal levels that do not exceed 30dB L_{Aeq} in the day and at night, and 45dB L_{Amax} at night. This will have required a high standard of sound insulation, far higher than a typical residential construction, to achieve this performance at a location so close to an elevated railway line which continues in operation at night. There is also a requirement that a test is carried out prior to the discharge of this condition to show that the standard of sound insulation required by this condition is met and the results submitted to the Local Planning Authority for approval.

Operational objectives

4.17 Great Beyond Brewing Company Ltd are committed to promoting good relationships with their neighbours and therefore, in addition to all statutory obligations, it is a primary operational objective that noise from the normal operation of the premises does not have a detrimental impact on the neighbourhood.

4.18 To support this commitment operational procedures to manage noise have been developed and will be regularly reviewed. A noise management policy and a dispersal policy can be found at Appendix E and Appendix F.

5.0 Predicted noise of patrons leaving the site

5.1 The night time average sound level during a long term noise survey carried out by others[5] was 56dB $L_{AEq.}$ My own noise survey data from my attended site visit on 1st December shows good correlation with these values.

5.2 For the purposes of this assessment I will use a a lower, and thus more stringent, measure of the background sound level of 50dB L_{A90}. This value correlates with other noise surveys for the immediate area and a typical for this part of London.

5.3 It is helpful to compare this existing noise with the predicted noise of a group of patrons in the area immediately outside the premises as they leave at the end of the evening.

5.4 In order to assist in the understanding of actual noise levels produced by people outdoors it is important to understand the effects of the noise source (i.e. people talking) and how that noise level increases as the number of people talking increases. Referring to relevant international standards[6] for human speech sound

[5] The Sharps Redmore Partnership

[6] ISO 9921:2003 Ergonomics - Assessment of speech communication, Annex A, Table A1 shows the vocal effort of a male speaker and related A-weighted speech level (dB re 20 μPa) at 1 m in front of the mouth. The table indicates that relaxed vocal effort is 54dB, and normal vocal effort is 60dB.

level, and also data held in our own library, normal conversation is typically in the range of 54-60dBA when measured at 1 metre.

5.5 In assessing for a worst-case condition I have considered a larger than expected group of 10 people are talking outside the premises as they leave at the end of the evening.

5.6 In normal conversation no more than 50% of them would be talking (there will be at least one listener for each talker). If we now consider people to be talking at the upper end of the normal speaking range, and look at a worst case scenario of half of the people talking concurrently at 60dBA, then in order to calculate the total noise level we logarithmically sum 5 sources of 60dB as follows:

$$\sum = 10\log\left(n \times 10^{\left(\frac{60}{10}\right)}\right)$$

where n is the number of people talking

5.7 The formula above gives a value for total sound pressure level for a group of 10 people to be 67dBA[7].

5.8 It is important to remember that this is a worst-case value, when 50% of the people are talking simultaneously and loudly. In reality general lulls in the conversation, smoking, or conversations where there are more than one listener to each talker mean that less than 50% of an average group will be talking simultaneously. I have also observed that groups walking in close proximity to each other will splinter into smaller groups of two, and talk with more hushed voices than static groups of people spread out, for example, in a pub beer garden seated around a large table and surrounded by other talkers.

5.9 Sound is attenuated in air and this effect is noticeable as the listener moves away from the source. In a free field for every doubling of distance from a noise source the sound pressure level L_p will be reduced by 6 decibels.

$$L_{p2} - L_{p1} = 10 \log (R_2 / R_1)^2$$
$$= 20 \log (R_2 / R_1)$$

where

L_{p1} = sound pressure level at location 1 (dB)

L_{p2} = sound pressure level at location 2 (dB)

R_1 = distance from source to location 1

R_2 = distance from source to location 2

A "free field" is defined as a flat surface without obstructions.

[7] Alternative calculation method according to Growcott, D (Consideration of Patron Noise from Entertainment Venues, Australian Association of Acoustical Consultants Guideline, Australia, 2009) using L_{Aeq} = 21*log(N)+43 gives 64dBA and therefore indicates noise to be lower than predicted using the method in this report

5.10 In calculating distance attenuation, the noise of people talking is assumed to be a number of discrete point sources so if the noise source is 67dBA at 1 metre, then at 2 metres it is attenuated to 61dBA, at 4 metres 55dBA, and so on.

5.11 Attenuation due to distance means that a separation distance of 8 metres renders the sound of 10 people talking in normal conversation to be below the typical lowest background noise level at night and this equates to being subjectively inaudible. A further attenuation of the noise source is achieved by the insertion of any physical barrier that obscures direct *line-of-sight* from the receptor position to the source position.

5.12 Any new residential developments in the area will be required to take into account the existing noise climate due to railway noise and will therefore have to provide suitable internal noise levels for normal living. This is typically achieved with modern glazing and ventilation systems and this is clearly demonstrated in the planning permission and associated sound insulation planning conditions for the recent residential development on Long Street.

5.13 Inside a residential property all external noise sources are attenuated by the building fabric, 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 source.

6.0 Mitigation strategy - remedial works to building

6.1 The building envelope already provides a continuous a barrier to contain sound. The existing building is formed out of railway arches which are a substantial structure.

6.2 No noise from activity inside, with approximately 30 people and background music playing, could be heard at the façade of residential properties to the front, or to the rear, of the premises on the evening of testing.

6.3 It was noted that there is an unused extraction fan and some small service holes in the rear glazing façade. Instructions have been given to seal these using appropriate materials to further reduce noise breakout, and to regularly check and maintain the building envelope.

7.0 Mitigation strategy - operational controls

7.1 In addition to any specific requirements for operational controls enforced by conditions on a premises licence, operational procedures to manage noise should demonstrate industry best practice. Such procedures for noise management, and dispersal, are presented at Appendix E and Appendix F at the end of this document. These procedures will be regularly reviewed and updated.

7.2 Noise management procedures will be an integral part of all employee training.

8.0 Conclusions

8.1 Big Sky Acoustics Ltd was instructed by Mr John Driebergen of Great Beyond Brewing Company Ltd to carry out an assessment of the impact of noise from the proposed licensable activities at a brewery tap-room on Union Walk in Hoxton.

8.2 This assessment makes reference to the Licensing Act 2003, the local SLP, the Environmental Protection Act 1990, the Clean Neighbourhoods and Environment Act 2005, the Noise Act 1996, British Standard 8233, relevant guidance and the operational objectives of the applicant.

8.3 All noise from activity inside the premises can be contained by the building envelope. Calculations indicate that noise from patrons outside will be below the existing background noise level for the area during the proposed operating hours and therefore promote the licensing objective of the prevention of public nuisance.

8.4 The premises has successfully operated under Temporary Event Notices and in that respect the application has already undergone a real-world test.

8.5 The controlled use of this small-scale premises to modest hours will not adversely impact on the licensing objectives as activity inside is contained by the building envelope, and good operational practices are in place, and already tested, to ensure that patron departure follows industry best-practice.

8.6 Given this location, the style of operation, proposed controls and willingness to take on board further controls if necessary, it is my professional opinion that the normal operation of a tap-room until 23:00hrs, as outlined in this document would not result in an increase in average noise levels in the area or have a detrimental impact due to noise on residents in the surrounding area.

[redacted]

[redacted]

Big Sky Acoustics Ltd

Appendix A - 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.

L_{Aeq} The A-weighted equivalent continuous sound pressure level. This is increasingly being used as the preferred parameter for all forms of environmental noise.

L_{Ceq} The C-weighted equivalent continuous sound pressure level includes low frequencies and is used for assessment of amplified music systems.

L_{Amax} 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.

Example noise levels:

Source/Activity	Indicative noise level dBA
Threshold of pain	140
Police siren at 1m	130
Chainsaw at 1m	110
Live music	96-108
Symphony orchestra, 3m	102
Nightclub	94-104
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

Appendix B - Application site location

Appendix C - Instrumentation

All attended measurements were carried out using a Cirrus type CR:171B integrating-averaging sound level meter with real-time 1:1 & 1:3 Octave band filters and audio recording conforming to the following standards: IEC 61672-1:2002 Class 1, IEC 60651:2001 Type 1 I, IEC 60804:2000 Type 1, IEC 61252:1993 Personal Sound Exposure Meters, ANSI S1.4-1983 (R2006), ANSI S1.43-1997 (R2007), ANSI S1.25:1991. 1:1 & 1:3 Octave Band Filters to IEC 61260 & ANSI S1.11-2004.

The calibration of the measuring equipment was checked prior to and immediately following the tests and no signal variation occurred. Calibration of equipment is traceable to national standards. The following instrumentation was used during the survey:

Description	
Cirrus sound level meter	type CR:171B
Cirrus pre-polarized free-field microphone	type MK:224
Cirrus microphone pre-amplifier	type MV:200E
Cirrus class 1 acoustic calibrator	type CR:515

Appendix D - Meteorology

	Temperature	Wind speed	Precipitation
At start	7°C	1-2ms^{-1}	None
During assessment	6°C	0ms^{-1}	None
At finish	6°C	1ms^{-1}	None

Additional comments: Evening is cooler at the end of a warm day for the time of year, occasional light breeze.

Appendix E - Noise Management Policy

Version 1.1
Date Issued 12/12/22
[redacted]

Great Beyond Tasting Room - Noise Management Policy

We operate a considerate business. The premises is located directly underneath a railway line and there are other businesses including licensed premises nearby, however, there are also residential properties opposite, to our rear, and in the surrounding streets. We will aim to 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 entrance on Union Walk. 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 at any residential property.

Arrangements are in place to ensure that deliveries will only take place between the hours of 06:00 - 20:00hrs, Monday-Friday except where access at other times is unavoidable and specific procedures are in place to limit disturbance.

Glass recycling can make noise, and although the majority of our sales will be of draft beer we will ensure that no empty bottles are to be tipped or thrown into outside storage receptacles between 20:00 - 08:00hrs.

Refuse collections are made at the times allocated for the area. We will ensure that waste is correctly packaged and that refuse can be removed quickly and efficiently. We do not leave waste on the pavement.

Customer may leave the premises to smoke and this will happen on Union Walk by the entrance. This area is supervised and also covered by CCTV. We will regularly inspect and sweep the area of any debris.

We only play background music on two small Sonos speakers. These are controlled so that they cannot operate beyond a preset maximum level. Music will not be noticeable outside the premises.

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 the area we work in. We will endeavour to keep the area 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 constantly review our Noise Management Policy and respond quickly to the needs of our neighbours.

Great Beyond Brewing Company Limited
[redacted]

Appendix F - Dispersal Policy

Version 2.0
Date Issued 09/12/22
[redacted]

Great Beyond Tasting Room - Dispersal Policy

Purpose of policy

To give the management team of Great Beyond Brewing Company Ltd a tool to ensure swift, quiet and orderly dispersal of the Tasting Room. 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 at the end of an evening.

Responsibilities

Each duty manager will ensure the implementation of the policy. Weekly debriefs of service will include the discussion and potential enhancements of our policy to ensure both smooth implementation and adherence.

Policy

A clear notice is prominently displayed by the exit requesting customers to respect the needs of local residents and to leave the area quietly.

Sale of alcohol will stop 30 minutes before the close of the premises. The will be no admission or re-admission after this time.

Given the style of the business and operating hours there is a gradual departure of customers and the premises are not expected to be at full capacity at closing time.

Internal noise levels will be reduced during the last 30 minutes of trading and any background music will become more down-tempo as the evening winds-down. Lighting levels will be increased during the last 30 minutes of trading.

Patrons requiring public transport can walk the short distance to Hoxton Station or to Kingsland Road for a bus. The pin location for Uber and other popular taxi apps will be managed. Patrons will also be instructed not to leave the venue via Union Walk towards Waterson Street in the interest of public safety and to avoid disturbance to our neighbours.

There are clearly signed toilet facilities in the building close to the exit and these are available for customers at all times. Employee training includes the provision that any customer 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.

Guests leaving the premises will not be allowed to take drinks in open containers with them. Alcohol can only be taken from the premises. Duty managers and/or door supervisors will be at the exit point to ensure guests do not leave with any open alcohol or glassware along with clear signage to indicate such.

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.

There will be a clearly visible management presence at the exit at the end of the evening.

Customers will be managed to avoid congregating in the street outside the premises.

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 is published on our website and will be provided to all our immediate residential neighbours. Any complaint will be recorded noting the date and time of complaint, the approximate location of the complainant, a description of the noise and how it is affecting the complainant, and any follow up action.

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

Great Beyond Brewing Company Limited
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[redacted]