



The Hop Exchange

Framework Operational Management Plan

Introduction

This document has been prepared by Peer Group Plc, which owns and manages the Hop Exchange. It sets out the anticipated operational and logistical arrangements involved in coordinating and managing a building with multiple tenants and a variety of use types with regards to the proposed development. It addresses Access, Logistics, Safety, Security, Noise and Disruption. Cycle facilities, deliveries and servicing strategies are identified but are not reported on in detail in this document. For increased detail with regards to these aspects, please refer to the Transport Assessment, Framework Travel Plan and Delivery and Servicing Management Plan prepared by Markides Associates and submitted with the planning application.

The arrangements set out in this document are in 'draft'. This iteration of the report has been produced at the end of RIBA Stage 2 (concept design stage) and will be appended to the Planning Application.

The OMP will be developed further as the scheme progresses through the design stages, operational feedback is obtained, and local authority licensing requirements are established. It should therefore be read as a concept stage draft and should not be considered a fixed plan. It does, however, indicate the management team's intentions. A fully detailed Operational Management Plan (OMP) will be secured via planning condition and submitted to the London Borough of Southwark (LBS) for approval prior to occupation.

The Proposed Development

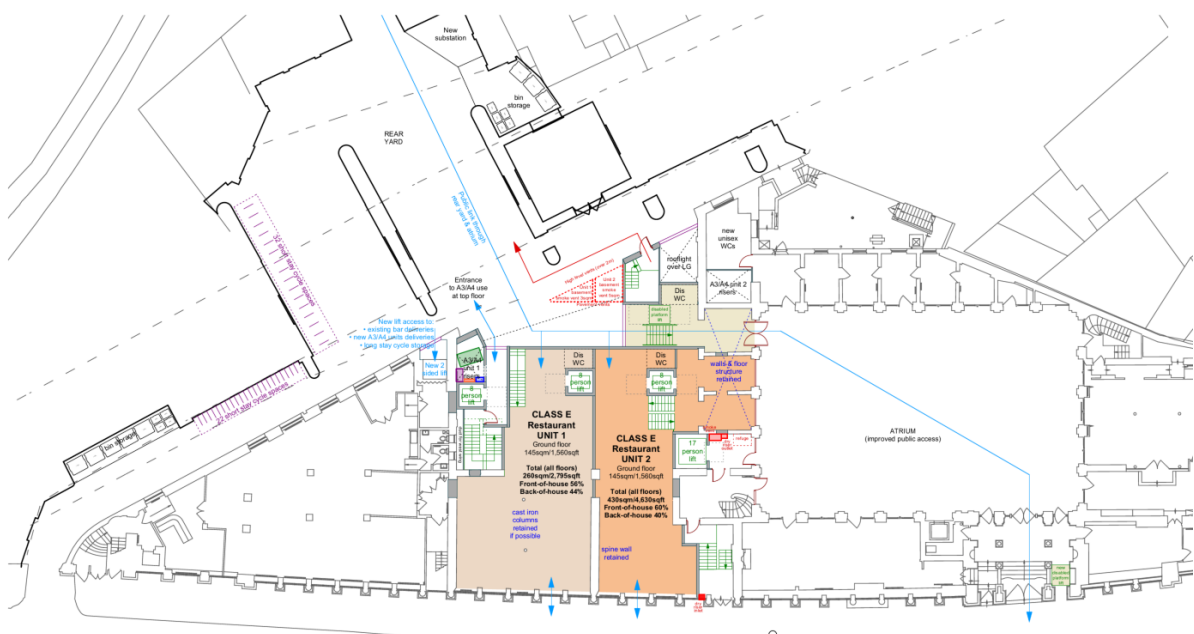
The central and west wing parts of the Hop Exchange were fire damaged in 1920 and much of the damaged building volume was subsequently demolished leaving an open void to the rear of the central building, which now presents like a hidden lightwell. Overall, the building height was reduced by half.

Parts of the west wing were sympathetically rebuilt in the mid to late 20th century and some lesser grade utilitarian structures were added to the rear of the central building, such as a loading bay and archive storage at lower ground level. The scheme proposes to remove some of these undesirable features (built back after the fire) and to reinstate some of the original

building mass in the lightwell void. It is also proposed to extend two stories of floor space over the central and west wings.

The scheme, in conjunction with existing (untouched) east wing, will comprise a variety of use types within Class E including; existing and new office space, existing public houses (lower ground and basement), new street level café/restaurant spaces (2 units); and associated restaurant at fifth floor with a panoramic view. The development will also benefit from a landscaped roof top terrace and replacement of the mid-century Exchange Hall roof with one that is more sympathetic to the original architecture.

The image below illustrates the general arrangement of the Hop Exchange proposals at ground level. Units 1 and 2 (illustrated) comprise the central building infill. The west wing can be seen to the left and the Exchange Hall can be seen immediately to the right. The east wing is shown in part to the right of the Exchange Hall.



Project vision

The Peer Group recognises the symbiotic relationship that exists between the Hop Exchange and neighbouring businesses / residents; and have designed the scheme with the intention of providing benefit to all. Through the proposed development, the Peer Group is seeking to strengthen existing relationships between the users of our building and the surrounding landscapes, businesses and architecture. It is intended that the proposed development will deliver the following public benefits -

- Improve the Hop Exchange’s participation in the local community with new complimentary business activity and increased employment space.
- Refurbish the Southwark Street elevation, restoring heritage colours and features.
- Open access from the rear gate on Park Street and provide landscaped space to the yard within.

- Open a stretch of the Low Line which will improve accessibility between Park Street and Southwark Street during open hours.
- Renovate the Grade 2 listed Exchange Hall with a new vaulted steel and glass roof reinstating some of the former grandeur and prestige lost in the fire of 1920.
- Increase vibrancy and activity along the Southwark Street elevation with provision of two new restaurants with street level entrances.
- Creation of a landscaped roof terrace with city views for the benefit of building occupants and users of the facilities.
- Creation of a fifth-floor restaurant with unique galleried views over Borough Market, Southwark Cathedral and St Pauls to the north.
- Provide office space for a spectrum of requirements including small, medium and large units and to both heritage and modern styles.

Community Strategy

Peer Group's intention is that both the office and restaurant operators will be carefully curated to complement and enhance the unique local business eco-system with a sustainable, long-term view.

At restaurant closing times egress of patrons can be encouraged directly to Southwark Street exits, avoiding activity at the Park Street gate in the late evenings, to the benefit of Park Street and Stoney Street residents.

Management Structure

The Hop Exchange is managed by Peer Group Plc who are based on site in the east wing Peer Suite.

The building is secured by onsite security and concierge during 'Opening Hours' (referred to herein) however, some of the office and café/restaurant units are accessible independently outside of these hours.

Common areas, landlord space and the exterior structure of the building are proposed to be maintained and cleaned by Peer Group Plc, including the yard and roof terrace space. Tenants are typically responsible for their own internal environs. On occasion the roof terrace space and the Exchange Hall, for example, may be licensed for use by tenants or third parties for private events.

Office Security and Accessibility

The office space is managed independently from the restaurant uses and will command sole use of the main Southwark Street portico entrance and primary use of the Exchange Hall which serves as an atrium to the adjoining office suites.

All visitors including contractors are required to sign in and out at the Southwark Street reception. Tenants are responsible for ensuring that their visitors are escorted whilst on the premises.

Office users will also be able to access the building via the new Park Street (rear) entrance lobby which leads into the north west corner of the Exchange Hall. Access to key entrance and circulation doors will be controlled electronically and security fobs will be issued to registered tenants and staff. Authorized use of the entrance doors and gates will be monitored by security staff with the help of CCTV. The new Park Street office entrance will operate next to but independent of the café/restaurant entrances also being provided at the rear.

The new (rear) Park Street access will improve accessibility to the upper ground Exchange Hall level (for mobility impaired persons) with the provision of a new platform lift located in the entrance lobby. Once inside the Exchange Hall, upper floors office suites can be accessed by using one of 2 passenger lifts. The main entrance in the Southwark Street portico will remain unchanged (accessible via steps only) to preserve the architectural heritage which is protected by a Grade 2 listing.

Internal Circulation (Offices)

Typically, small and medium sized suites are located adjoining the Exchange Hall galleries and to the east wing. Upper levels can be accessed using a lift located adjacent the reception desk. This lift will be monitored by security and will permit users to travel between the Exchange Hall level and levels 1, 2 and 3 of the Exchange Hall galleries. Each of these office suites have lockable doors accessible from the gallery. Some ground floor suites have doors accessible directly from the street.

The new larger office suites to the central building will be serviced by a new 17-person pedestrian lift located adjacent to the existing stair well in the south western corner of the Exchange Hall. This lift will have its own fire lobby and will be fitted with access control to enhance the security of the larger suites which are intended to be let on a floor-by-floor basis.

There are two original fire escapes stair wells which may also be used for access in the event of the lifts being out-of-action for maintenance. These are located to the north east corner and south west corner of the Exchange Hall. There are two further dedicated escape routes from the atrium via upper ground and lower ground corridors respectively.

West Wing Office Suites

The office suites in the west wing are able to operate somewhat independently from those suites accessible from the Exchange Hall (i.e. east wing and central buildings) by way of an independent entrance from Southwark Street at the western end. These suites are typically let on a floor-by-floor basis and are secured at the street entrance with access control and internally with their own lockable entrance doors. The main entrance door is locked out-of-

hours under the control of the same security team. Security and concierge services are provided to the west wing from the same reception point.

Office Opening Hours

Tenants and visitors of the office space will be permitted access during *Office Opening Hours* however, special arrangements may be possible for access outside of such hours where independent security arrangements permit.

Office Opening Hours are typically:

- 7:00 to 21:00 Monday to Friday and
- 07:30 to 13:00 on Saturdays,

during which the building will be staffed by Security (concierge) staff. Security staff are typically based at the reception point located near the main Southwark Street entrance in the Exchange Hall, but they also undertake patrols and various concierge functions.

Day to Day Exchange Hall Use

The Exchange Hall is home to our concierge staff and is used for meeting and greeting office suite residents and visitors. It also provides some utility for low key casual break out space and is currently served by a small café kiosk.

Private Hall Exchange Hall Use

The Exchange Hall has traditionally been used for occasional and seasonal 'private hire' evening and weekend events and it is anticipated that this use will continue. These events have in the past included presentations, awards ceremonies, and dinner parties. They are held out of office hours and are managed by additional security staff. When food and drink is provided, this is typically prepared offsite by contractors and staged via an allocated anteroom.

Other Exchange Hall Enjoyment

It is not considered possible to open the Exchange Hall up to unplanned public use for security and acoustic reasons, however, it may be possible to enjoy the Exchange Hall architecture from café/restaurant #2 in the central building, which has been designed to benefit from seating at upper ground level with a viewport through the glazed walls into the Exchange Hall.

Overall, the Exchange Hall would continue to operate and be managed as per its current arrangements in the proposed development.

Office Welfare and Cycle Facilities

The larger office suites in the west wing, east wing and new central building will each be equipped with their own kitchenette and washroom facilities. The smaller and medium sized existing Exchange Hall suites will have access to communal washrooms and welfare facilities

such as; a communal tea point accessed from the north eastern stair well and communal washrooms and a larger kitchenette located in the lower ground floor of the west wing.

Cycle stands, showers and locker facilities will be provided in the basement of the west wing and will be accessible for office users travelling with bikes via the goods lift from the rear (Cart Way and Park Street). Existing showers and wash closets located on the lower ground level will also be retained. Users will be able to access both these facilities internally via the Exchange Hall stair core and when arriving via cycle racks.

Fourth Floor Terrace

The fourth and fifth floors of the Hop Exchange are set back from the main original elevations resulting in some exterior terrace space between the parapet and roof extension. The terrace will provide exterior circulation, maintenance access and some limited utility for adjacent office users to access open air when taking breaks. It is not intended for active commercial or recreational uses and will be managed by building security. Access will be restricted out of normal office hours.

Roof Terrace

The 6th level roof terrace will be landscaped to discretely accommodate mechanical and electrical services as well as to provide break-out space for office users. It is also anticipated that parts of the roof terrace may have commercial utility as incidental dining space associated with the proposed fifth-floor restaurant.

It is acknowledged that commercial use of this space will be subject to rules and restrictions agreed under the operator's local authority licence. However, Peer Group PLC intends to implement their own set of operational rules (through lease mechanisms) to safeguard neighbouring tenants and leaseholders from potential nuisances or disturbances. The rules will be operator specific but are likely to include maximum noise and illuminance levels and appropriate hours of use.

Long Stay Cycle Storage Facilities

Long stay cycle storage will be provided in the basement for office and restaurant staff and will be accessible from a goods lift at the rear of the building via the Cart Walk gate. Cycle facilities will be equipped with lockers and showers adjacent.

Long stay cycle storage will be available during office opening hours and during the opening hours to be agreed with the new restaurant operators.

Short Stay Cycle Storage

Short stay cycle storage will be provided within the railway arches to the rear and are intended predominantly for visitors and patrons. They will not have dedicated shower or locker facilities and will be open for use whilst the Rear Yard gates are open.

Rear Yard Access

The rear yard comprises the space beneath two railway viaduct arches (15 and 16) together with an alleyway that separates the Hop Exchange from the viaduct. This alleyway is referred to as Cart Way and provides pedestrian (and cyclist) access to the rear yard from Southwark Street. A larger vehicular gate secures the rear yard from Park Street on the opposite side of the viaduct. The intended use of Cart Way is linked to the 'Lowline' community masterplan.

Rear Yard Opening Hours

The rear yard opening hours will not be fixed and will be dependent upon the requirements of the prospective café and restaurant operators as well site-specific security, access and management requirements.

However, the following approximate / anticipated rear yard opening hours are provided as a guide and will be discussed further with LBS during the application's determination period:

- 10am to 11pm weekdays
- 10am to 11pm Saturdays
- 10:30am to 10:30pm Sunday and bank holidays

Management also reserves the right to close and secure the rear yard for any reason without notice. Such reasons may include but are not limited to: planned events, maintenance, vacancies or dormancies, national holidays, specific security threats.

Permitted office users and restaurant staff will have electronic access for the Cart Way pedestrian gate for extended hours to permit full access to cycle storage facilities.

A disabled person's drop off and parking bay is available within the rear yard for use by staff and patrons. It is preferred that disabled bay requirements are notified to concierge in advance to ensure gates are opened on arrival (if outside of opening hours).

Servicing and maintenance vehicles will be able to gain access via the Park Street gate by appointment with concierge. Loading and unloading of maintenance vehicles will be encouraged between the hours of 7am and 10am weekdays where possible. It is the intention of 'Peer Group PLC' to keep the central arch and circulation space clear whilst the gates are open.

Central Building Café/Restaurant Uses

Café/restaurant units 1 and 2 at ground floor level will be accessible directly from the Southwark Street pavement at the front and also by independent secondary entrance doors at the rear of the building via the Rear Yard. The fifth-floor restaurant will be accessible from the Rear Yard only via a dedicated lift lobby at the rear of the central building. Whilst units 1 and 2 will have some flexibility to manage accessibility outside of the opening hours of the Rear Yard, the fifth-floor restaurant will not.

Existing Lower Ground and Basement Pub Operators

The existing lower ground and basement pub operators will not be affected by any new management arrangements and will remain largely self-servicing from Southwark Street. Limited scheduled deliveries will remain possible via the Rear Yards. Scope to consolidate deliveries with the pub operators will be reviewed with the incoming restaurateurs?

Noise Disturbances

Rear Yard gates will be closed prior to café/restaurant closing times and egress from the site will be managed by security staff / the operators. Restaurant users will not be permitted to loiter or congregate around the exterior of the building.

Commercial use of the roof terrace will not be permitted as a late night party establishment. Noise will be controlled by the operator and enforced by the security staff.

Fire Strategy

The building will operate a single fire strategy with respect to detection, alarming and evacuation and will be managed by Peer Group Plc under contract. The details of this strategy will be developed in due course.

Smoking

Smoking will not be permitted on site.

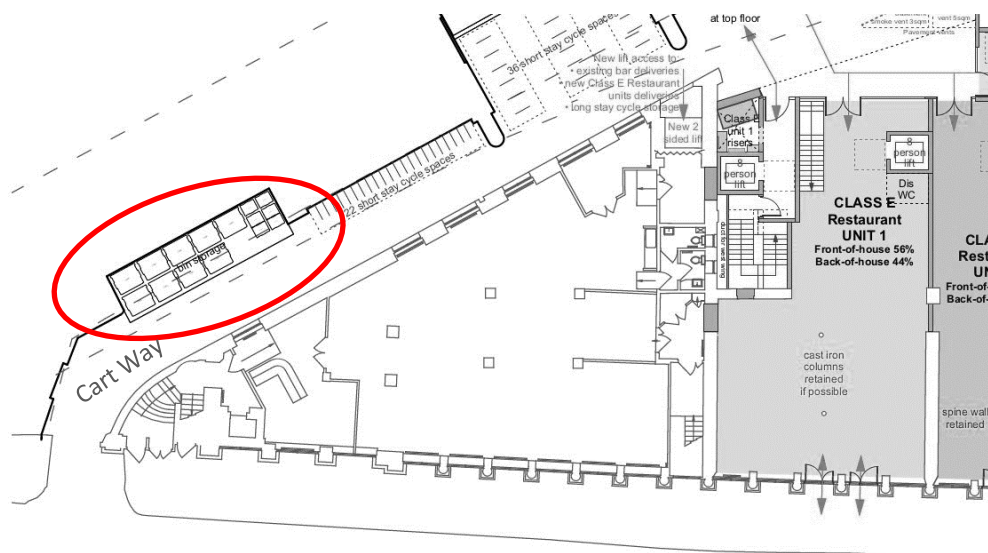
Recycling and Waste

Offices

Office tenants are responsible for the provision of their own waste and recycling bins within each demise and for separating it at source. Tenant's cleaners shall bring the waste from the office suites at the end of each day and consolidate it in four large 1,100 litre bins and one smaller 240 litre bin (segregated between general waste, recycling waste and cardboard waste) organised by Building Management. These bins will be located to the bin store at the rear of the premises on Cart Way (see location plan below). Waste collections are anticipated to be three times a week in regularity but may be increased if necessary. Office bins might be reduced in number by one large bin and one small bin (to 3 large and 3 small) and collections increased in regularity to 4 times per week should there be a need for greater flexibility in allocation for the restaurant uses (discussed below).

This arrangement is for daily office waste only and not 'other' waste such as equipment, furniture or building materials. Collections are to be by a refuse vehicle via the Southwark Street (Cart Way) gate in which it is proposed that refuse vehicles will wait curbside on a single red line (as consulted with TfL).

This strategy is similar to the existing regime.



Pubs/Cafes/restaurant

The two pubs will continue their existing waste strategy in which they are responsible for consolidating their own waste and recycling, typically at the end of each day, in three large 1,100 litre bins and three smaller 240 litre bins located in the same Cart Walk bin area. Pub bins will be demarked for use by the pubs and are lockable. These bins are typically collected three times a week from the same Southwark Street gate.

A similar arrangement is anticipated for the proposed three new café/restaurant units in which a requirement of two large 1,100 litre bins and two smaller 240 litre bins have been calculated as a requirement, assuming a thrice weekly collection regime. As mentioned above, the office bin allocation could be reduced slightly (and regularity of collections increased) in order to ensure each restaurant has an individually allocated large bin and small bin (3 large and 3 small), allowing operators to contract their own collections (the preferred option for Building Management). However, it will also be possible for Building Management to organise a centralised contract for the restaurants, permitting each operator to use the same 2 large bins and 2 smaller bins allocation, should this prove more practical.

Once again, it is anticipated that 3 collections per week will suffice however, it is feasible to increase collections up to 6 days per week (although this requirement is considered unlikely). Space is also reserved to the rear of arch 14 which could be adopted for additional bin storage capacity if necessary.

Waste and transport requirements are reviewed in greater detail within the Transport Assessment report by Markides Associates, which accompanies that Planning Application.

Special Waste Collections

Other waste generated by either office or restaurant tenants (e.g. during refurbishments) will require the tenant to make special arrangements (they must not be deposited in general

waste bins). Building contractors must remove all waste from site themselves and will be required to agree methodologies with Building Management.

It is anticipated that easily movable and low mass payloads may be collected directly from the building or Cart Way by a vehicle waiting in either the loading bay or the proposed single red line on Southwark Street, during low traffic / off peak times. Larger, heavier, or composite payloads may be consolidated in and collected from the rear yard between 8am and 10am prior to the yard being opened to public. Vehicles will be restricted to small refuse truck or small skip lorry type vehicles.