



**Operational policies:  
Noise management & dispersal**

BOND  
27-28 Tombland, Norwich, NR3 1RE

**Big Sky Acoustics document control sheet**

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## Noise Management Policy

We operate a considerate business. There are some residential properties in the area around us and we will manage all noise from our premises so we do not disturb people resting and sleeping in their homes.

There are a number of other licensed premises in the area and these may create noise but there is no reason why our operation should not be rigorously controlled so that any noise we or our customers make is kept to a minimum. We therefore 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 at all residential properties.
- Doors and windows will be kept closed except for access and egress after 21:00hrs.
- Arrangements are in place to ensure that deliveries will only take place between the hours of 07:00-21:00hrs, 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 - 07:00hrs.
- 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 sound system uses low power high quality speakers and includes a limiter which is set and locked so that the system cannot operate beyond a preset maximum level.
- No regulated entertainment will take place outside the building.
- Drinks will not be allowed to be taken outside the front of the premises. Prominent signage is placed to that effect and this will be enforced with vigilant security presence as customers leave.
- The garden courtyard area is monitored during regular security patrols. Noisy behaviour will not be tolerated in the rear courtyard.
- 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, 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.

## **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. We will ensure that there is a management presence at the exit at the end of the evening.
- Given the style of the business and operating hours it is anticipated that there will be a gradual departure of customers and that the premises will not be at full capacity at closing time.
- Internal music levels will be reduced towards the end of the trading session.
- Lighting levels will be increased towards the end of the trading session.
- Onward transport information will be provided. Customers requiring a taxi will be directed towards to council operated taxi-rank located just a short distance to the left as they exit the premises. Customers are reminded to respect the neighbours and not make excessive noise when waiting for a taxi.
- 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.
- 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 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 constantly review our Dispersal Policy and respond quickly to the needs of our neighbours.

*BOND Management Team, February 2019*