

Management Plan

Collection of Policy Documents for BMBC

Version < 1.00 >

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Please find enclosed here a collection of our management policy documents.

We set high standards here at Cawthorne Village Store and Tea Room but additional to all policies we have set friendly and supportive management style that has worked with our team in full harmony and with most of the community around.

From the onset it was clear that much hard work needed to be done from taking over the failing business we had purchased but with creative, innovative motivation and drive and the help of dedicated inspirational staff and friends and loyalty of our neighbouring customers, we have exceeded our expectations and that of the village and surrounding community.

I want to express my heartfelt gratitude to those that have and continue to support us .

We have created opportunities and presented to the village a high quality of product and service that where possible is locally sourced and procured.

Both Hilary and myself are incurable optimists and have unbelievable vision but we realise that to try to develop further the Village Store would potentially spoil what we currently have.

Initially we had a 10-year business plan and a 15-year lease on the premises so that we could retire and sell on the business still with 5 years to run on the lease to aid a sale.

Our thoughts have changed now where we have decided to keep the business as long as we are fit and able.

We now need to find a manager that would potentially want to live on the premises.

Our aim now going forward is to develop the Leeds based Fruit and Vegetable side of the business but to enhance the village store to add more technology and improve the cosmetics, increase buying power and offer new products and a faster better service.

Management Plan

Seating Plan

Revision 03/05/2016

Introduction

Whilst many people tell us we need to add more tables, it is physically impossible to do so with the limited space we have for food preparation and the time it takes to prepare for each cover.

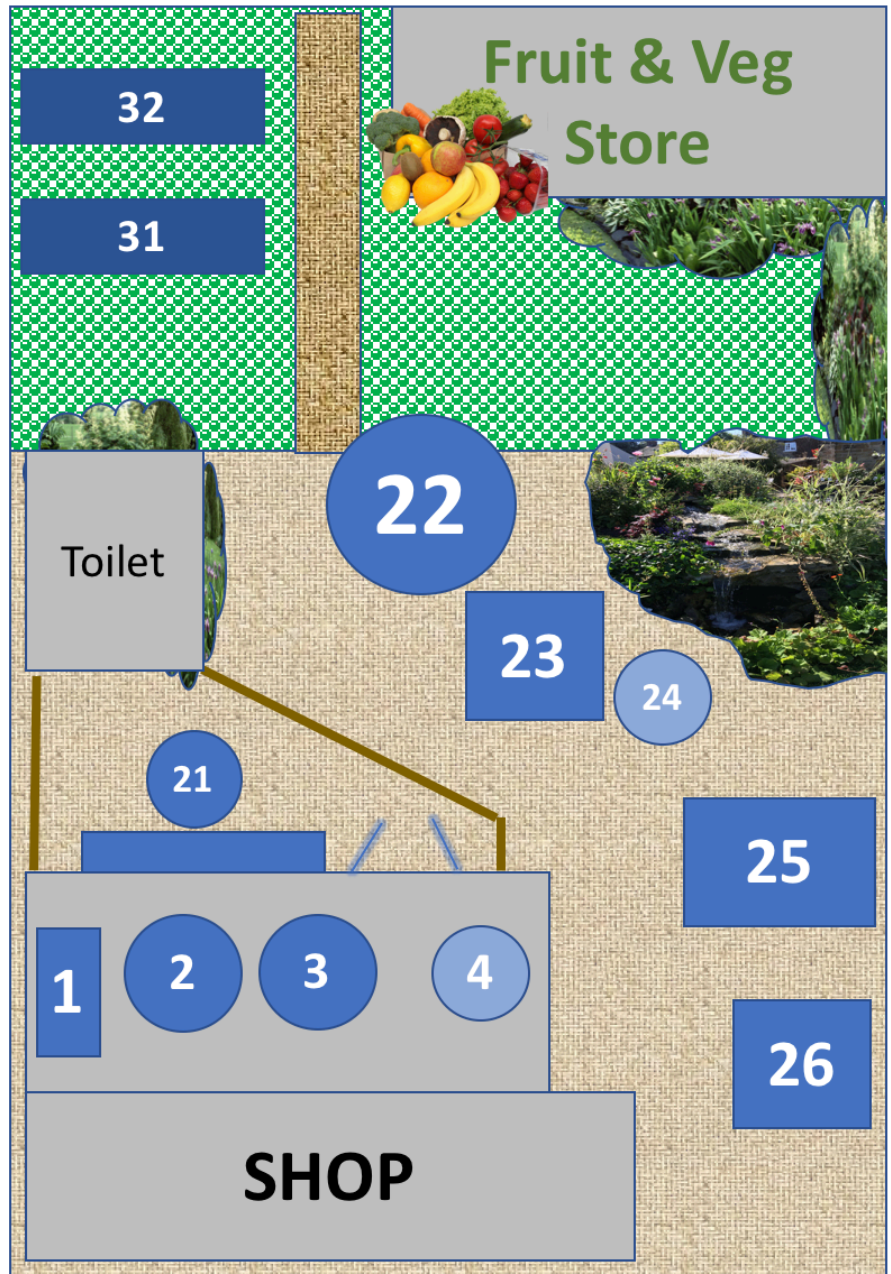
We have no plans to permanently increase the number of tables.

Our numbering system would indicate that we have 32 tables but actually just have 11.

Single character numbers tell the staff the tables are inside, 21-26 tell us that are on the patio outside the door and 31 and 32 are down the garden on the grass.

Table 4 and 24 is the same table but is numbered and positioned dependent on the weather.

It is rare all the tables are occupied at the same time and are very weather dependent but the concept of what we provide is to give the customer a choice of seat location.



Management Plan

Staff / Casual Induction & Training

Policy Document 02

Revision 01/06/2018

Introduction:-

Our aim at Cawthorne Village Store is to offer the best opportunity to help a new person to integrate into the work and surroundings of our small business environment.

We encourage improvement in an individual's conduct and performance. Our objective is for all to enjoy work, to support our employees to conform to acceptable standards but above all is to ensure we work safely and consider the safety of other staff and our customers.

As simple as it may seem we have not only health and safety to consider but we have very high standards of food and hygiene that has **no leeway** for error.

Additionally, we have Management Policies and Certificates that cover:

- Induction, Training. (Policy Doc 02)
- Safe Working Practices (Policy Doc 11 / Cert)
- Internet and PCI Compliance (Cert)
- Noise Nuisance (Policy Doc 06)
- Deliveries and Collections (Policy Doc 07)
- Waste Disposal and Recycling (Policy Doc 08)
- Food Safety & Hygiene (Cert)
- Standards Agency (Cert)

It is important that all our employees or casual workers know what is expected and to understand the standards we set and expect from all that work with us.

Full training is standard & we are happy to personally fund self-motivated training to the level of

Level 2 Food Safety and Hygiene for Catering



Our ethics and personal principles are to give back to the village and those that support us and to also give opportunities to less fortunate people to give them a leg up or starting point.

All our staff have to be aware of each other's needs and to be able to integrate as a team.

Whilst training in full will be offered, it is essential that on your first day with us we cover basic points and procedures in the induction check list on the next 3 pages. This is followed up with regular staff appraisals.

Cawthorne Village Store & Tea Room Ltd

11-13 Darton Road
Cawthorne
Barnsley S75 4HR

Starting Staff / Casual Work: Induction Doc 02

Name:-

Date: - =TODAY()

Our aim at Cawthorne Village Store is to offer the best opportunity to help a new person to integrate into the work and surroundings of our small business environment.

We encourage improvement in an individual's conduct and performance. Our objective is for all to enjoy work, to support our employees to conform to acceptable standards but above all is to ensure we work safely and consider the safety of other staff and our customers.

As simple as it may seem we have not only health and safety to consider but we have very high standards of food and hygiene that has **no leeway** for error.

Whilst training in full will be offered, it is essential that on your first day with us we cover just a few basic points and procedures in this induction check list.

It is important that all our employees or casual workers know what is expected and to understand the standards we set and expect from all that work with us.

If you have any doubt or uncertainty at any time then always ask.

Those that do not work hard will never make mistakes.

We expect mistakes to be made by our staff and we will support you, so be comfortable when you do.

Those that care will speak out, those who don't care chunter. If you have any ideas, concerns or anything that you see or feel you can contribute to the betterment of our business then please talk with us, we love to listen and encourage you to speak out.

Induction Checklist

- ☐ Business Overview, Company Structure.
- ☐ Introduction to the Team
- ☐ Team Structure
- ☐ Reporting Procedure.
- ☐ Employee Liability.
- ☐ Site Layout, Exits, Personal Parking, Cloak Room.
- ☐ In the Event of Fire.
- ☐ Fire Extinguisher, Location, Usage / Electrical, Powder / Water.
- ☐ Toilets and General Facilities.
- ☐ No Smoking Policy.
- ☐ Health and Safety, and Hazard Reporting
- ☐ Electrical Principles, Risks and Assessment.
- ☐ Permitted Equipment Usage or Not.
- ☐ Food and Hygiene Basic Overview.
- ☐ Fridge & Freezer Temperature Visual Check and Document.
- ☐ Allergies and Contamination.
- ☐ Colour Codes, Boards, Knives and Cloths.
- ☐ Challenge 25, Alcohol, Cigarettes, Medicines, Matches.
- ☐ Personal Hygiene, Hand washing.
- ☐ Personal Health and Ability / Allowed to Work or Not.
- ☐ PPE. Personal Protective Equipment, Dress Code.
- ☐ Staff Security and Risk Assessments.

- ☐ Trust and Honesty.
- ☐ Terminal Security & Internet Usage Compliance Doc.
- ☐ PCI Compliance. Non-Compliance Charges.
- ☐ Network Compliance Document and Diagram.
- ☐ CCTV Coverage, Visible, Audio and Hidden, Cloud Backup and CCTV “No Zone” / Out of Hours Alarm.
- ☐ Customer Awareness, Manners and Conduct.
- ☐ NDA Discretion and Confidentiality.
- ☐ Customer Liability.
- ☐ Neighbours Respect! and Considerations.
- ☐ Issues with the Salters @ Number 15
- ☐ Noise Nuisance Prevention. Policy Doc (06)
- ☐ Pets / Animals in or around the Shop Tea Room & Garden.
- ☐ Customer Parking and Considerations.
- ☐ Deliveries to and from the Store. Policy Doc (11)
- ☐ Hours of Trading, Alcohol and HGV Deliveries.
- ☐ General Waste Disposal / Recycling Policy. (08)
- ☐ Battery Recycling Scheme / Hazard Waste. (09)
- ☐ Future Training and Appraisals.

Signed.. Worker

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Signed.. Manager

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Management Plan

Noise Nuisance Prevention

Policy Document 06

Revision 01/06/2018

Introduction

In general, unwelcome noise can have a significant effect on the environment around us and on the quality of life enjoyed by individuals of our neighbouring Cawthorne community. The aim of this management policy is to provide guidance on how we can first **avoid** unwelcome noise or how to **minimise** the adverse impact of noise without placing unreasonable restrictions on customers or the daily operation of our Village Store, Tea Room and Garden.

Village and Local events outside of our control may lead to significant variations in the impact of the noise and activity around the village and our store but it is imperative that we adopt a management policy that makes our staff, customers and suppliers alike “noise-sensitive” and as far as is practical make every effort to keep noise levels to an absolute minimum below any maximum permitted noise weighted decibel levels.

Potential Noise Issues / Assessment.

1. Refrigeration and Compressors. Machinery and Equipment
2. Customers Talking, Shouting, Laughing.
3. Barking Dogs.
4. Operational Noises, Doors Banging, Pot Washing etc.
5. Parking, Deliveries and Collections
6. Construction or Development Work.
7. Music / Mobile Phones
8. Intruder Alarm

1. Refrigeration and Compressors. Machinery and Equipment

Avoidance.

- a) The normal noise range for our current **Fridges & Freezers** are 28-37 dB but these compressors are all indoors and cannot be heard by our adjacent neighbour's.
- b) Whilst it is desirable, in consideration of the close proximity of property, it would limit the practicalities of externally positioning refrigeration units and as such have no current plans to seek planning permission for such.
- c) It is our intention to replace the old fridge in the store with more modern, quieter and efficient equipment.
- d) Out of respect, no fridge or freezer to be located on any adjoining wall.
- e) The **Ham machine**, **Coffee Machine** and **Dishwasher** are not deemed to be of any noise issue.

Minimisation.

- a) Keep all ventilation grills clean and free of dust and encourage full ventilation.
- b) Do not block any air vent or airflow access.
- c) Keep appliance doors closed.

2. Customers Talking, Shouting, Laughing.

Avoidance.

- a) Simple signage about keeping noise levels to a minimum on each table outlining the current issues and the importance of respecting our adjacent neighbour's.
- b) Out of respect, keep tables 31 and 32 above the window line of adjacent property.
- c) Keep all boundary hedging thick
- d) Consideration solid boundary fencing if required.
- e) Acoustic ceiling tiles may help the customer experience within the Tea Room and avoid any noise pollution to the outside. This is on the next decoration to the Tea Room plan.
- f) Break up the main garden lawn to be less attractive as a children's play area.

Minimisation.

- a) Any inappropriate or unacceptable customer level of noise will be dealt with immediately by staff or management and should this not reduce then the customer must be asked to leave.
- b) Do not allow ball games.
- c) No swearing accepted.
- d) Ask customers to leave soon after the end of working hours.

3. Barking Dogs

Avoidance.

- a) Discourage our few visiting customers with dogs from yapping or barking.
- b) Simple signage on each table and in the shop requesting that all dogs in the garden should be on a lead at all times.
- c) No dogs allowed in the Tea Room or left unattended for any significant length of time.

Minimisation.

- a) Ask customers to keep dogs away from other dogs if presenting a problem.
- b) Don't get dogs excited by encouraging play.
- c) Try to keep dogs from neighbouring boundaries and walls.
- d) Tell any regular trouble causers to leave their dog at home on next visit.
- e) Ask that customers exercise their dogs before visiting.

4. Operational Noises

Avoidance.

- a) All internal doors to be fitted with "Bumpon pads". Soft closures fitted to cupboards.
- b) Training to be given upon induction to all staff.
- c) No empty bread boxes to noisily be stacked outside during night hours, 11:00pm to 7:00am

Minimisation.

- a) Ensure staff keep all noise to a minimum.

5. Parking, Deliveries and Collections

Avoidance.

- a) Inform all suppliers that no regular or scheduled HGV delivery will be accepted before 8:00am or after 18:00pm.
- b) Request daytime deliveries in small vans to all suppliers.
- c) Out of respect, no early morning street front conversations outside the window of any neighbouring property.
- d) Avoid pallet deliveries and the use of pallet trollies.
- e) Out of respect, Limit rear parking access.

Minimisation.

- a) We must encourage our suppliers to find a suitable un-intrusive noise parking location.
- b) Check with suppliers on arrival where they have parked.
- c) Ask customers / suppliers to be considerate of all accesses to neighbouring properties.
- d) Special consideration to outside adjacent window parking.

6. Construction or Development Work

Avoidance.

- a) Development and construction noise to be kept to a minimum and within daytime hours.
- b) Observe all site safety regulations.

Minimisation.

- a) Ask visiting site workers to keep noise levels to a minimum

7. Music / Mobile Phones

Avoidance.

- a) No amplified Music to be played in the Tea Garden.
- b) Ask Customers to minimise the use of Mobile Phones adjacent to outlining perimeter boundaries.
- c) No site worker radios to be played.

Minimisation.

- a) Ask visiting customers and site workers to keep noise levels to a minimum.

8. Intruder Alarm

Avoidance.

- a) No external wall mounted intruder alarm bell box or Klaxon horn to be installed.
- b) All intruder alarms to be CCTV, Passive and dual Heat sensors to be App activated to mobile device.
- c) All internal door buzzers, staff assistance and no zone alarms sounds should not be heard at the perimeter boundaries.

Minimisation.

- a) Regularly test volume of internal sounds at perimeter boundaries.
- b) Regularly check the no zone out of hours grid.

Management Plan

Deliveries & Collections

Policy Document 11

Revision 01/06/2018

Introduction

The principle of controlling deliveries is about enabling our small business to appropriately, make and receive deliveries and collections within and before the main working day. With good coordination and planning we will generate multiple benefits for all affected parties, such as less noise, reduced parking congestion, lower emissions and business efficiency for the village store.

The disadvantage of our small location is that we have a small storage location on site and as such everything sold during the day needs ordering in the evening and a new outside sourced supply chain on a daily basis.

Certain daily fresh produce such as Bakery, Dairy, Fruit and Vegetable's need to be replaced on the shelf before opening hours at 8:00 am to be ready for the first customers.

Receiving large deliveries during the day has many disadvantages to both the running of our business and local environment. Regular, small LGV deliveries before peak time has many benefits.

1. Reduced congestion and delay for all road users.
2. More effective supply chains.
3. Better efficiency of turnover of goods.
4. Improved customer satisfaction with access to products of their choice.
5. Improved environment.
6. Improved quality of life for local residents.
7. Enhanced road safety.
8. Improved viability and competitiveness "verses the big boys".
9. Effective local delivery of locally supported sustainability objectives.

As it is important to get customers in during the day it is just as important to get them out of the shop fast and back on their journey. Staff freed from dealing with deliveries during your core hours of business, thus enabling them to be deployed in a more customer facing role and a faster service.

It has been our policy to make ourselves and suppliers familiar with the:-

Quiet Deliveries Good Practice Guidance –
Key Principles and Processes for Retailers

Peak times for customer visits have to be a consideration.

1. Deliveries

Avoidance.

- a) No Scheduled or Regular HGV deliveries between the hours of 18:00pm and 8:00am
- b) Check type of delivery for all new orders and suppliers
- c) Inform all delivery drivers that it is a residential area and has such requires care and consideration.
- d) Request small LGV deliveries.
- e) Collect ourselves where possible.
- f) Avoid congestion periods.
- g) Avoid pallet deliveries where possible.
- h) Have where possible pallet deliveries delivered direct to the Farm.
- i) Avoid cage deliveries where possible.
- j) Do not encourage deliveries for other properties.

Minimisation.

- a) Regularly remind delivery drivers of our residential issues.
- b) Refill shelves when customers are not around

2. Collections

Avoidance.

- a) No Scheduled or Regular HGV collections between the hours of 18:00pm and 8:00am
- b) Inform all collection drivers that it is a residential area and has such requires care and consideration.
- c) Request small LGV collections
- d) Deliver returns direct ourselves where possible.
- e) Avoid congestion periods.
- f) Avoid pallet collections where possible.
- g) Do not encourage collections for other properties.

Minimisation.

- a) Regularly remind collection drivers of our residential issues.

Management Plan

Waste Management and Recycling.

Policy Document 08

Revision 01/05/2018

Introduction

We have very strong personal and ethical morals for recycling where possible and ensure that all staff are aware of our Waste Management and Recycling Policy. We encourage and promote the re-use of cardboard boxes, we limit the use of single use plastic and offer only paper straws and recyclable cups. We remove the wax backing of our coasters and recycle the paper.

The summer season offers additional outlets for excess cardboard by re-using them for fruit and veg boxes or for carrying plants.

We have always promoted the use of ECO friendly chemicals and as such use cleaners and washing up liquids that are less harmful to the environment.

Our plastic mushroom boxes and alike are collected and reused by another company to deliver delicate goods.

All our salad waste, teabags, coffee grinds, paper towels are recycled using a 3 bin-organic composting recycling process.

Action

- a) Keep waste to a minimum and re-use where possible.
- b) Only store waste in the designated suitable containers.
- c) All containers colour coded and labelled...
- d) Regularly check that bins or containers are not damaged or leaking.
- e) All **Plastic, Cardboard, Glass** to be placed in the correct instore bin and decanted into the bins at the end of each working day.
- f) All **Glass Bottles** or **Plastic Milk Bottles** to be empty of contents before placing in any bin.
- g) Avoid waste blowing away.
- h) The **Instore Recycle Bins** to be washed after emptying each day.
- i) All Tuna Tins to be washed out before placing in any bin.
- j) All organic matter to be taken to the **Black Organic Matter Transport Bin** at the end of each day.
- k) **Transport Bin** to have lid closed at all times.
- l) **Transport Bin** to be emptied when full into the **Active Organic Composting Bin**.
- m) No **General waste** to contaminate the recycling bins.
- n) No bin to be overfilled and lid to be closed after use.
- o) Bins to be put out on the evening of collection.
- p) Lids closed, handle forward.
- q) No Batteries or Ink cartridges to be placed in general use bin.
- r) Plastic Tape removed from cardboard where practical

We offer a refill service for Ecover washing up liquid to save both on cost and plastic waste



Management Plan

Battery Recycling

Policy Document 09

Revision 01/05/2018

Introduction

We operate a domestic battery collection and recycling service from Cawthorne Village Store via recycle more at Valpak Ltd licensed waste collectors

On questioning our customers, we have not found one person that correctly disposed of batteries before we offered this now well used and welcomed service we offer.

There are so many elements within a battery that can be recycled and so many more elements that are really, really bad for the environment if just dumped in landfill.

Why recycle your batteries?



Benefits of recycling

- Helps to **reduce the amount of waste** sent to landfill each year
- Helps to **reduce the demand for raw metals** required each year and **preserve resources**
- Helps to **increase the UK's overall collection of household batteries**
- Helps to reduce the possible risks to the **environment** and **wildlife**

Types of batteries

Lithium-ion (li-ion) batteries

Mobile phones, laptops, hand-held electronics

Alkaline and carbon zinc batteries

Cameras, toys, watches, hand-held electronics

Lead acid gel batteries

Wheel chairs, portable tools, ride on electric toys

Lithium (primary) batteries

Pacemakers, remote car locks, cameras



If you would like to find out more information about the [Packaging Waste Regulations](#) and Valpak's work please email info@valpak.co.uk

recycle-more
Valpak Limited
Stratford Business Park
Banbury Road
Stratford-Upon-Avon
CV37 7GW

Tel: +44 (0)1789 208 700
Fax: +44 (0)1789 208 769

What types of batteries are accepted at our store?

The batteries shown above can be collected in our battery box. We can also accept batteries from electrical and electronic equipment including mobile phone, laptop and power tool batteries. But have not done so to date.

Car batteries, industrial batteries and batteries with connecting wires cannot be accepted through our scheme.

Larger batteries will not fit through the opening so our consumers should be encouraged to hand them to store staff.

Managing your battery collection points and containers

As policy we must consider all of the risks associated with the storage and collection of batteries from our village store.

Here are some key points to note when carrying out our risk assessment.

- 1) When positioning the container, decide on a place which is clearly visible to all members of the general public, staff and others.
- 2) The location should be a flat surface and clearly visible to both customers and those responsible for managing the correct use of the container. This ensures that the container has less likelihood of being bumped into, knocked over or damaged and the contents spilt.
- 3) Latest guidance also asks that we place a plastic bag within battery collection boxes, this could be a carrier bag or similar.
- 4) We should also ensure that once the box is full that we tie the bag securely.
- 5) Keeping the collection container in plain view will allow the container to be regularly monitored. The use of the container is important.

We need to pay attention to

- 1) Large quantities of a single type of battery type being dropped off. They should be mixed throughout the other batteries
- 2) **Damaged or leaking batteries should not be accepted as they are a hazard.**
- 3) Carry out regular checks on the container to ensure it is safe, it is positioned correctly and it contains batteries which are safe to be stored in it.
- 4) Plan the collection of full containers well in advance of the box/ tube being full. We do not want to have to keep batteries longer than we have to and it is important to avoid batteries being crushed into the container or left by the collection point.
- 5) Inform our insurers of the collection system, required by Government, at your premises and the risk assessments that you have made. Ensure that insurance documents are updated to take account of changes

Did you know?

600 million
household batteries are
THROWN AWAY
each year equating to
22,000 tonnes

Roughly **ONLY 1/3**
of the UK batteries
are recycled...



with the rest ending
up as general waste



Batteries contain
hazardous chemicals
including **acids** and
heavy metals such
as **lead** and **mercury**



When batteries are sent
to landfill, they can
breakdown and leak

