

SA QSR LTD
'MORLEY'S
60 – 62 BRICK LANE
LONDON E1 6RF

DISPERSAL POLICY

1. OBJECTIVE

- 1.1 The objective of this Dispersal Policy is to ensure a quiet, controlled and swift dispersal of our patrons – particularly at night.
- 1.2 By following this Dispersal Policy patrons will be managed professionally and responsibly to ensure they make their journey home without any adverse impact on our neighbours.
- 1.3 The Policy prevents public nuisance from the following risks:
 - i) Noisy or anti-social behaviour by patrons leaving the premises
 - ii) Large numbers of people leaving the premises at the same time.
- 1.4 The Policy also helps to ensure patrons make their journey home safely and do not become victims of crime.

2. LOCATION

- 2.1 The Premises is situated and located on the basement, ground and first floor of 60-62 Brick Lane, London E1 6RF
- 2.2 The Premises is located on Brick Lane which shares proximity with Chicksand Street; Thrawl Street, towards Osborn Street axis to Whitechapel High Street.
- 2.3 Despite the central location and mixed-use area, staff are reminded that there are residential properties in the vicinity.

3. HOURS OF OPERATION

- 3.1 All staff must be aware of the authorised opening hours, as follows:
 - i) Sunday to Thursday: 10:00 – 23:30
 - ii) Friday to Saturday: 10:00 – 00:10
- 3.2 This Policy must be followed throughout the day, although particular attention should be paid to customers leaving at night.

4. DEDICATED TELEPHONE NUMBER

- 4.1 A dedicated telephone number for the Designated Premises Supervisor will be maintained for use by any person who may wish to speak to an appropriate member of staff on any issues arising, including dispersal of customers from the premises.

5. GENERAL ENTRY / EGRESS

- 5.1 The customer entrance and exit is located on the ground floor on the brick Lane. This single entrance / exit shall be monitored by staff at all appropriate times.
- 5.2 When leaving the premises customers will be reminded when appropriate to respect the local residents and local businesses and disperse quietly and quickly.
- 5.3 The management will not tolerate unruly or anti-social behaviour from customers whether in the premises or when leaving the premises.
- 5.4 Signage will be displayed to this effect and, where deemed necessary by the Management, The DPS or a nominated staff, will supervise the dispersal of customers until they have left the vicinity of the premises safely and quietly.

6. DISPERSAL

- 6.1 Customers can disperse to the nearby transport links via Whitechapel High Street to Aldgate East or Whitechapel Stations.
- 6.2 Towards closing time customers must be politely reminded the premises is about to close.
- 6.3 Members of staff must comply with the conditions of the Premises Licence to ensure customers are managed professionally and leave quickly and quietly.
- 6.4 Customers must be made aware of local transport links (See below)

7. TRANSPORT

7.1 FOOT

- i) A sizable number of customers are locals who will arrive and depart by foot.
- ii) The premises is also well serviced by public transport links as set out below. All staff must be familiar with these transport links so they can advise customers where required.

7.2 TUBE/TRAIN

- i) The Premises is very well situated near the following easily accessible rail stations:
 - a) Aldgate East Underground Station: 0.4 Km / 9-minute walk
 - b) Whitechapel Train Station: 0.8 Km / 15-minute walk.

7.3 TAXI

- i) Brick Lane Mini Cab is directly located opposite the premises.
- ii) Black Cabs, and other app-based cabs are available right through the day and night in the surrounding area.

- iii) Customers wishing to leave the premises by taxi/private hire vehicle will be required to make that booking in advance.
- iv) Customers will be encouraged to quickly and quietly disperse towards their waiting vehicle to minimise any noise disruption.

7.4 BUSES

- i) The premises is well serviced by public buses. The TFL bus services, are accessible by bus stops on Whitechapel High Street.
- ii) Routes include 11, 149, 205, 25, 26, 47, 78, and night buses N25 and N1, serving a variety of onwards destinations.
- iii) Where necessary customers will be given directions to the bus stops and will be reminded to consider the local residents and businesses when travelling to the bus stops and waiting for buses, particularly at night.
- iv) Staff will be familiar with the local bus services and will advise customers accordingly.

8. SIGNAGE

8.1 Notices will be displayed at the exit reminding customers to respect the premises' local residents and local businesses and to encourage customers to disperse as quickly and as quietly as possible.

9. SMOKING

- i) Customers leaving the premises temporarily to smoke will be managed to ensure they do not cause obstruction or nuisance in the vicinity. Customer will be encouraged to leave the premises quietly and not to loiter or smoke in the immediate vicinity of the premises to ensure residential amenity is not disturbed.

10. ROLE OF DESIGNATED PREMISES SUPERVISOR (DPS)

10.1 It is ultimately the responsibility of the DPS to:

- i) Ensure that all staff members act effectively and responsibly to comply with this policy;
- ii) Use all reasonable endeavours to dissuade customers from causing any disturbance or nuisance within the vicinity of the premises; and
- iii) Prioritise and assist wherever possible in ensuring a quiet and orderly as possible.