

D&D London - Shad Thames Restaurants Best Practice Arrangements

The D&D London Restaurants in Shad Thames include Le Pont de la Tour, Butlers Wharf Chop House, Blueprint Café and Cantina del Ponte. As part of the Butlers Wharf management team I am keen to ensure all our restaurants are good neighbours in Shad Thames and we are committed to the following arrangements:

- **Street cleaning** – We use a high-powered jet cleaner to clean the street and we have committed to a twice-weekly clean. We monitor the situation to evaluate the state of the pavement and decide whether twice a week is sufficient to keep everything looking as it should.
- **Staff smoking** – We have installed an ashtray for Cantina del Ponte, located off Shad Thames in the lane between All Bar One and Cantina. There is also an ashtray attached to the building for staff at Blueprint Café. We brief all staff to ensure they do not disturb residents or businesses when they smoke and to dispose of cigarette butts in appropriate receptacles, not on the street.
- **Events** – When an event is booked, we will inform Lukas Hofer, Butlers Wharf Building Manager, of the nature and timings of the event, so that he can advise residents. The telephone number of the relevant D&D London Manager will be included, so that any issues can be raised immediately and directly with that manager for prompt resolution. (We want to stress that the aim is for this phone number not to be required but it will be available as a precautionary measure.)
- **The moving of bottles** - This has been prohibited after 10.45pm. We have received written assurances from our contract cleaners that their staff will be fully briefed on this rule from their first day.
- **All kitchen doors** – These will remain closed throughout service and cleaning times. All doors have functioning self-closing mechanisms.
- **Deliveries** – From time to time there have been issues with early morning deliveries. We have a policy not to use any supplier that can only deliver overnight or early morning. We have also inserted a timed lock on the catering entrance for Blueprint Café so that access is not possible overnight or early morning.
- **Community events** – We are keen to help with events organised to celebrate the local area. We have hosted a number of free Shad Thames events in Butlers Wharf Chop House Bar, Cantina del Ponte and Blueprint Café. These events are organised by STAMP (Shad Thames Area Management Partnership) and you can find out about upcoming events on their website www.loveshadthames.org

I am very happy to be contacted if any issues arise or you would like to suggest ways that we can continue to work with the community. My details are:

Mobile: 0771 408 35 39

Email: melinap@danddlondon.com OR

Community email: butlerswharf@danddlondon.com

Best regards

Melina Persson
Business Development
D&D Butlers Wharf