



MM Regulations 2018

As of 15 March 2018

(Mercato Metropolitano Elephant & Castle)

MM E&C Ltd
Trade as Mercato Metropolitano

www.mercatometropolitano.co.uk
info@mercato-metropolitano.com

Registered Office:
42 Newington Causeway
London SE1 6DR
VAT N. 237 8771 66
Registered in England & Wales
with number: 09745151

House Rules

- At Mercato Metropolitanano we pride ourselves in great customer service and strive to meet and exceed customers' expectation. Our Vending Partners are our partners and ambassadors and we need to push together to achieve the high, uniform standards:
 - Ensure that, at all times, the sales counter of your Kiosk or vending area is manned by one or more persons, clean and tidy who are courteous and fluent in English;
 - Engage each and every customer;
 - Say "Hi, how can I help?" not "Next Please";
 - Make eye contact;
 - Smile;
 - Enjoy what you do!

- All members of staff working at each Vending Partner should, during their shift:
 - wear flat, closed and comfortable shoes
 - wear long, dark trousers
 - wear dark, plain t-shirt -no logos or offending images
 - wear an approved MM Apron which is supplied to the Vending Partners by MM¹
 - tie at the back any long hair
 - not wear excessive body piercing or jewellery
 - not wear inappropriate nail varnish.

- Each and every Kiosk should open and close at the same time and according to Mercato Metropolitanano's Opening and Closing Schedule, unless authorised by a member of MM Management.

- Under no circumstances Vending Partners should leave their Kiosk unattended.

- Smoking is allowed in the garden areas, make sure you are not wearing your MM apron and you use the ashtrays provided.

- Use of mobile phone is should be avoided at all costs while behind the counter or while wearing the MM apron or serving customers.

- At Mercato Metropolitanano we do not like unnecessary waste. We understand that good food is served fresh and the need to discard what doesn't meet our high standards. However, we ask Vending Partners to be mindful about wastage and try to work in partnership with other Vending Partners, when possible to minimise it.

¹ Please request a copy of our price list if necessary

- Anybody under the influence or in possession of drugs or alcohol during working hours will not be allowed to work and escorted out of the premises by a member of security.
- Vending Partners may only use MM-branded or approved paper bags for any take away or home delivery sales.²

Each Vending Partner is responsible for their own:

- Food Safety (a copy of your food safety policy to be on display)
- Health & Safety
- Liability and Employee Insurance (a copy to be on display)
- Fire Safety (make sure you speak to the office for basic training)
- COSHH

Security

Mercato Metropolitano cannot be held responsible for anything lost or stolen within the Kiosks, storage areas, communal areas or anywhere else within the premises.

We have security on the premises 24 hours a day, however it is the Vending Partners' responsibility to make sure their belongings, stock and equipment are safe at all time.

Opening times

Unless otherwise indicated in a Vending Partner's contract, the opening times for food Kiosks, warehouses and courtyards are:

- **Monday to Friday from 12:00 noon to 11:00pm**
- **Saturday from 11:00am to 11:00pm**
- **Sunday from 11:00am to 10:00pm**

Prezzemolo e Vitale:

- **Monday to Saturday from 11:00am to 11:00pm**
- **Sunday from 11:00am to 10:00pm**

Caffe del Mercato:

- **Monday to Friday from 8:00am to 11:00pm**
- **Saturday from 11:00am to 11:00pm**
- **Sunday from 11:00am to 10:00pm**

² Please request a copy of our price list if necessary

Kiosks serving only alcohol:

- Monday from 5:00pm to 11:00pm
- Tuesday to Friday from 12:00 noon to 11:00pm
- Saturday from 11:00am to 11:00pm
- Sunday from 11:00am to 10:00pm

Please adhere to the relevant opening and closing times! We are in this together, we open up and close down as one shop!

Failure to adhere to the opening times carries a daily penalty of £100 to £200.

Deliveries**Delivery address:**

85 Borough Road
London
SE1 1DN

All deliveries MUST be instructed to drop off at Borough Road not Newington Causeway. Newington Causeway is only used as access for those on foot visiting the site.

Delivery times:

Loading:	7am-11am Monday to Friday
Moving big bulk stock:	7am-11am / 3pm-5pm
Moving small stock/boxes:	all day
Saturday and Sunday	<u>No deliveries please</u>

If you need deliveries outside of these hours please contact our Hospitality Team at hospitality@mercatometropolitano.com or on 020 7403 0930 with least 24 hours in advance.

All vehicles delivering must be equipped with correct equipment to remove the goods from within.

All goods or material received at the site without the above procedure will not be accepted or unloaded

All goods and materials are under the full responsibility of the partner or Vending Partners.

Wastage

- Dispose of all waste into the big bins provided in the loading bay.

- Make sure you use the correct bins for the dispose of your rubbish and that all is separated accordingly i.e. plastic, cardboard, glass, food waste and general waste.
- Dispose of glass and food waste directly into the bins –no rubbish bags or other containers.
- Make sure to use clear bags for all other rubbish. You should not use black bags under any circumstances.
- Vending Partners are responsible for the collection of their own used frying oil. There's a space allocated for barrels in the loading area.
- When disposing cardboard, please make sure you flatten every box to maximise space.

Epos System

- Do not interfere with the hardware or software of the tills and card machines.
- Make sure the tills are kept switched on and connected at all time.
- For menu or price change, please email hospitality@mercatoemetropolitano.com and give us a minimum of 5 days' notice.
- All sale transactions to be recorded at all time on the till provided by MM. Failure to do will result in penalties in accordance with our Standard Terms of Business.
- Till rolls can be ordered from the office in boxes of 20 and the cost is £20(+VAT).

Packaging guidelines

- Only recyclable and compostable material to be used.
- Plastic picnic wear which is not biodegradable is not allowed within the MM premises.
- If Vending Partners wish to print their own logo on packaging, it needs to be displayed next to the MM logo.
- Branded MM canvas and paper bags can be ordered from the office and will be invoiced at the end of the month.³ No other carrier bags are allowed.

Electrics power and water

³ Please request a copy of our price list if necessary

Both are metered and will be invoiced monthly for payment.

If you are using a deep fryer or any other equipment that needs to stay in temperature, please make sure to keep it on at the right temperature throughout service: switching it on and off will increase the use of electricity and therefore your bill!

Signage, communication and Kiosks' decorations

All signage and communication needs to be approved by MM Office.

For all printed material, please write to titti@mercatometropolitano.com and copy hospitality@mercatometropolitano.com

MM's policy on commercial brands

Mercato Metropolitano's commercial brands policy focuses on small producers and high-quality ingredients. Our criteria hinge on food and beverage products which are:

1. Good
2. Natural
3. Artisan
4. Local
5. Organic

Our Vending Partners should strive to meet these simple guidelines at all time.

We don't like partnering with industrial-scale brands which have no strong focus on quality, natural food and solid corporate and social responsibility values. Therefore, in order to avoid discretionary interpretations, we request our Vending Partners to refrain from selling industrial-scale brands within our premises.