

Enterprise Inns Charter on Capex Protocols

The Property Teams commitment to retailers during all trade enhancing investments opportunities.





1. Key Objectives

To provide all key stakeholders with clear guidance and a simple route to delivering significant investments into one of our pubs, ensuring that the decision making from inception through to completion is made using sound business judgement and backed by recognised data.

2. Property Core Commitments — What you can expect

In delivering this charter, the Enterprise Inns Property Department has 4 core commitments:

1. To assess the initial business investment proposal using all relevant data in order to select the most appropriate design solution for the pub.
2. To agree with the retailer the full scope of the intended project, the likely impact this will have on the business premises and any obligations on them in terms of changes to their commercial terms.
3. To provide all necessary support from our network of approved partnering contractors and suppliers, ensuring that all investment activity is delivered using the most appropriate resources.
4. To provide access to all necessary ongoing support and service packages to ensure that the retailer is given the tools necessary to facilitate the upkeep of the premises and success of the business opportunity ongoing into the future.

3. Responsibilities & Protocols

The following core responsibilities and protocols will be applied to capital investment opportunities:

3.1 Prior to any Investment

- On all significant investment opportunities, we will assess all local demographic and MOSAIC data in order to develop the most appropriate design solution for any given pub and the intended consumer market.
- We will always ensure that the most appropriate building contractor and design team are utilised to support any given investment opportunity. Building contractors will always be selected from our pre vetted and approved list of suppliers.





- Enterprise Inns Regional Property Managers will be the lead point of contact in relation to all property matters regarding the project.
- Prior to the commencement of any investment project, we will agree with the retailer an appropriate package of “retailer support services” to assist in the future maintenance and upkeep of the premises, together with the ongoing management of the health & safety obligations for the business operation.
- Retailers will always receive confirmation of the project in a consent letter, which will be signed by all relevant parties prior to works commencing. This will provide details of the expected start and finish dates for the works, together with any proposed changes to the retailer’s commercial business terms.
- The retailer will always receive a costed and itemised list of any fixtures & fittings prior to commencing the project.

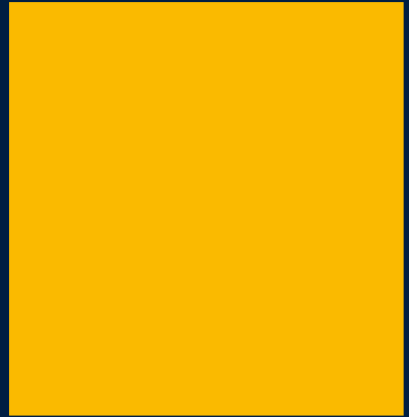
3.2 During the Investment Phase

- During the project, the retailer will always receive copies of meeting notes from all formal site meetings within 7 days.
- Any variations to the original agreed works will always be confirmed in writing to the retailer prior to these changes being acted upon. This will include all variations to the fixtures & fittings schedule.

3.3 On Completion of the Investment

- We will always conduct a formal project closure meeting after the building works are completed to discuss any matters relating to the contract.
- On completion of any project, we will always ensure that the retailer is provided with all necessary statutory certificates and user manuals, explaining how they are relevant to their occupation of the premises.
- The retailer will always receive an invoice for any fixtures & fittings purchased within 30 days of the project completion.
- We will conduct a formal meeting 6 months after project completion to ensure that any defects resulting directly from the project are remedied.
- For the first 6 months following completion of the project the main building contractor will visit site at least once per month to ensure that the retailer is fully supported in the operating and maintenance instructions for all new facilities provided, including associated items of plant and machinery.





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