

178 High Holborn, London WC1V 7AA

Application Reference: 2023/2679/P

Operational Management Plan

This Operational Management Plan has been prepared in support of an application for the following development at the above address:

“Change of use of retail unit (Class E) to hot food takeaway (Sui Generis) with associated plant equipment and external alterations.”

This document sets out the key arrangements for the takeaway and delivery operations at 178 High Holborn which is intended to be occupied as a Domino’s pizza takeaway when all necessary consents are in place.

In line with the proposed opening hours, the takeaway will not be open to customer collections or deliveries outside the opening hours of 09.30 to 23.00 daily.

A maximum of 6 no. delivery drivers will be employed at the site and this number will only be reached during peak evening hours. All delivery drivers will be employed direct by Domino’s and there will be no deliveries by third party companies.

All delivery drivers for this store will use bicycles or e-cycles (of the pedal-assist type). These will be left within the dedicated cycle store which is accessed from High Holborn. Each driver will return to site briefly to collect their orders and will then depart. As such, it is rare that more than one delivery driver is at the site at any time.

Employees will be required to dismount prior to mounting the pavement and walk their cycles across to the cycle store. Access to the cycle store will be controlled electronically.

The door to the cycle store will open inwards so staff are able to check that the highway is clear before exiting the building with their bike which will ensure that there is no danger to pedestrians. Again, on leaving the premises, delivery drivers will be required to push their bike across the pavement only riding from the kerbside.

All Domino’s delivery personnel undertake rigorous training to ensure that they operate safely and with consideration for other users of the site and surrounding area. Domino’s are able to closely monitor the conduct of their drivers and to effectively discipline any unacceptable or dangerous behaviour.