

Whitfield Acquisitions Ltd Trading as Cyclone

13 Mandela Street, London, NW1 ODU

Management Plan

1 Introduction

- 1.1 This Management Plan has been prepared on behalf of Whitfield Acquisitions Ltd and sets out the management measures or the operation of the company's business for the proposed relocation at 13 Mandela Street, London, NW1 ODU.
- 1.2 The Management Plan has been drafted with the reference to a previous Management Plan which was drawn up following the grant of planning permission on appeal for the use of 27-29 Whitfield Street W1T 2SE for sui generis use comprising of a mix uses including courier hub and taxi control office. (Appeal ref: APP/X5210/ C/06/2031A72, decision dated 20 September 2007.)
- 1.3 Whitfield Acquisitions Ltd propose to occupy 13 Mandela Street London NW1 ODU for a maximum period of 12 months whilst longer term premises are located and contracted. Whitfield Acquisitions Ltd provides courier and passenger car services to a long established (25 years) client base in London's West End and City. Moving the company's office premises to Mandela Street will act as a significant disincentive to riders and drivers to be located there. Work is always assigned to the nearest appropriate vehicle. Therefore there will be every incentive to be located in the West End and City.

Definitions

- 1.4 "The premises" refers to 13 Mandela Street London NW1 ODU
- 1.5 "Office based staff" means employees of Whitfield Acquisitions Ltd associated with the everyday operation of the premises, including:
- Customer telephone operators;
 - Cycle, motorcycle and van circuit operators;
 - Passenger car service operators;
 - Sales and marketing staff and account staff;
 - Cleaners;
 - Information technology staff;
 - Managing Director, Chairman and Personal Assistants.
- 1.6 "Sub Contractors" means cycle and motorcycle riders, van and passenger car drivers who are self-employed.
- 1.7 "PDA" systems means a personal digital assistant which is a term used for a small hand held device that provides computing and information storage and retrieval

capabilities for personal and business use, which includes GPS mapping capabilities.

- 1.8 "Normal working hours" means between the hours of 07:00 and 20:00 Monday to Friday, which reflect the reasonable period whereby office staff start to enter the premises at the start of the day, and the time when the last day time office worker will leave the premises at the end of the day.
- 1.9 "Controllers" means office based staff at the premises who allocate jobs to the cycle riders, motorcycle van and passenger car drivers.
- 1.10 "Customer service staff" refers to employees who answer and direct calls to the relevant controllers.

2 Company Operations

- 2.1 Whitfield Acquisitions Ltd will occupy 13 Mandela Street NW1 ODU which covers the ground and first floor. The ground floor area will consist of two offices one of which will accommodate the call centre, passenger car and courier operations. The other office will accommodate operations management and the overnight and international delivery operation. The first floor will accommodate the accounts, sales and executive personnel.
- 2.2 The courier element of the business shall operate between the hours of 07:00 and 20:00 only. Normal couriers operations shall not include weekend work.
- 2.3 The passenger car service shall operate by means of radio control or data transfer (i.e. PDA systems)

Staff room and WC's

- 2.4 There will be no staff room for any office based staff, cycle and motorcycle circuit riders and passenger car drivers.
- 2.5 The company will inform each driver of this position by letter. A sign will also be place at the entrance of the premises informing all employees of this position.

Time Sheets

- 2.6 All riders and drivers will submit their timesheet entries electronically via a PDA system. These entries will then be transferred electronically to the central database

at 13 Mandela Street, where the information will be collated and cross-checked by the accounts team.

Job Allocation

- 2.7 Controllers for the cycle circuit, van and motorcycle courier circuit and passenger car service will allocate jobs to the rider/driver closest to each pick-up location via the PDA system, (details of their locations will be mapped on the central database), which in turn will transfer the data to rider/drivers.
- 2.8 No driver will return to the office between jobs unless necessary.
- 2.9 All cycle, motorcycle riders and van and passenger car drivers are self-employed on a sub contracted basis. Payment to sub-contracted staff will take place by BACS straight into their bank accounts on a periodic basis.
- 2.10 Payment slips and associated paperwork will be sent to the sub-contractors home address.

Visiting the Premises

Passenger Car Drivers

- 2.11 Passenger car drivers will be required to visit the premises in relation to associate Public Carriage Office rules no more than once a week. In meeting this requirement, drivers will be required to visit the premises during normal working hours.
- 2.12 When visiting the premises, drivers will be required to have due regard to parking restrictions in the vicinity of the premises.
- 2.13 Passenger car drivers shall not normally visit the premises at other times.

Van Courier Drivers

- 2.14 With exception of overnight / international deliveries, van drivers will not visit the premises unless requested by the management to do so.
- 2.15 When visiting the premises, drivers will be required to have due regard to parking restrictions in the vicinity.

Cycle Couriers

- 2.16 All cycle riders who are required to visit the premises will be requested to have regard to pedestrians and other motorists using Mandela Street and surrounding roads and will secure their cycles in a manner which does not result in a disturbance or obstruction to other users of Mandela Street.

Motorcycle Riders

- 2.17 All motorcycle riders who are required to visit the premises will be requested to have regard to pedestrians and other users and other motorists using Mandela Street and surrounding roads. Motorcycles will be parked in areas reserved for such vehicles only.
- 2.18 At all times, staff and sub-contractors associated with Whitfield Acquisitions Ltd will not stand or congregate outside 13 Mandela Street either to enter into conversation with fellow employees or sub-contract employees or to talk on mobile phones or smoke.
- 2.19 All staff associated with the overnight operation of the premises will enter and exit the premises in an orderly manner having regard to neighbouring residential amenity.
- 2.20 Whilst stationary or parked in the vicinity of the premises for any reason, all motorcycle, van and passenger car drivers will not leave their engines running.
- 2.21 A sign will be placed at the entrance of the premises informing and reminding employees of the Management Plan.

Timetable for Implementation

- 2.22 Controls detailed in Paragraphs 2.1-2.5 and 2.16-2.22 above shall be introduced with immediate effect following the approval of the Management Plan.

Provisions for Monitoring and Review

- 2.23 The agreed contents of the Management Plan must be compiled with unless otherwise agreed with the Council. The building occupiers shall work with the Council to review the Service Management Plan from time to time when necessary. Any future revised plan must be approved by the Council and

complied with thereafter.

- 2.24 Liaison meetings will be held quarterly on request by the local community representatives and / or Whitfield Acquisitions Ltd.