

**HOXTON HOTEL, 203 HIGH
HOLBORN, CAMDEN**

**Delivery and Servicing Plan
incorporating Hotel Operational
Management Plan
Revision C**

**Prepared on behalf of
The Hoxton**



**KFM/TWR8/13/1713/TN01
February 2014**



1 INTRODUCTION

- 1.1.1 RGP is instructed by The Hoxton to prepare a Delivery Servicing Plan (DSP) in respect to the proposed 174 hotel together with bar and restaurant facilities at 203 High Holborn, Camden.
- 1.1.2 This document is a framework identifying the requirements of the site to manage the transport impacts associated with the delivery of goods and the servicing of equipment generated by an organisation.
- 1.1.3 A DSP needs to be bespoke to both the organisation and the site it is developed for. It should aim to improve the efficiency of activities such as deliveries, collections, servicing trips and catering as appropriate to the organisation's function. This will enable improvements to procurement practices, supplier management, environmental management procedures, facilities management and loading arrangements.
- 1.1.4 Once in place a DSP will ensure:
- (i) That goods and services can be delivered and waste removed, in a safe, efficient and environmentally-friendly way;
 - (ii) identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
 - (iii) help cut congestion on London's roads and ease pressure on the environment; improve the reliability of deliveries to the site concerned;
 - (iv) reduce the operating costs of building occupants and freight companies; and reduce the impact of freight activity on local residents.
- 1.1.5 A DSP is therefore capable of providing benefits not just to the site occupier, but also to the local community and freight operator.
- 1.1.6 In addition to the DSP, this report also sets out a number of operational procedures concerning guest travel to and from the hotel by all modes of travel. It further describes initiatives aimed at encouraging guests and staff to travel to and from the hotel by sustainable travel modes including public transport, walking and cycling. The implementation of the proposed management measures will serve to minimise the impact of the hotel's activities on the local highway network.



2 SITE DESCRIPTION AND LOCATION

- 2.1.1 The site is located on High Holborn, within the London Borough of Camden. The site is bounded by High Holborn (A40) to the north and Newton Street to the east. Vehicular access to the site is directly off Newton Street, which is a one-way street fed from Great Queen Street (B402) and Parker Street to the south. Newton Street emerges onto High Holborn to the north.
- 2.1.2 The junction of Newton Street and High Holborn only permits left turns onto High Holborn, which is a one-way street (westbound direction). High Holborn is a main arterial route through London and is part of the Strategic Road Network (SRN), operated and controlled by TfL. High Holborn (A40) provides links towards A400 Tottenham Court Road / Charing Cross Road to the west, and towards A4200 Kingsway / Southampton Row to the east.
- 2.1.3 Access to Newton Street is provided from Great Queen Street (B402) which is a local distributor road joining Kingsway (A301) to the east and Drury Lane to the west. Newton Street can also be accessed from Parker Street from the south, which links Kingsway with Drury Lane.
- 2.1.4 Newton Street benefits from a wide carriageway width with double yellow line parking restrictions on both sides of the road. To the south of the site access residential and disabled parking bays are provided, on Newton Street's western side. Newton Street also benefits from a contraflow cycle lane on its eastern side, between High Holborn to the north and Great Queen Street to the south, as illustrated on **Photograph 1** below.



Photograph 1 – Newton Street looking north towards High Holborn



- 2.1.5 As illustrated on **Photograph 2**, High Holborn, which bounds the site's northern frontage, provides a combination of pay and display, and loading / residential bays, which could be used by taxis arriving at the site for drop off and pick up purposes. From these bays access is easily provided via the pedestrian crossing immediately to the east of Newton Street.



Photograph 2 – High Holborn Looking East towards Newton Street



3 DELIVERIES

3.1 Delivery Frequency and Duration

- 3.1.1 The hotel operator has provided a schedule of the planned deliveries at the site through discussion with proposed suppliers, as summarised in the table below, whilst the full delivery plan is attached at **Appendix A**, including a response to comments received to date in relation to the delivery plan.

Hoxton Holborn Planned Deliveries					
Type	Location	Frequency	Duration	Timings	Type of Vehicle
Food	High Holborn	4 per day	15 mins	04:30 – 08:30	Transit Van
	Service Yard	7 per day		08:30 – 18:00	
Beer/Wine	Service Yard	3 per week	30 mins	10:00 – 15:00	Rigid Lorry
Linen	Service Yard	1 per day	30 mins	10:00 – 15:00	Rigid Lorry
Refuse	Service Yard	1 per day	10 mins	10:00 – 15:00	Refuse Vehicle
Recycling (Paper)	Service Yard	1 per day	10 mins	10:00 – 15:00	Refuse Vehicle
Recycling (Glass)	Service Yard	1 per day	10 mins	10:00 – 15:00	Refuse Vehicle
Dry Cleaning	Service Yard	2 per day	20 mins	08:30 and 17:00	Transit Van

Table 3.1 – Delivery Schedule

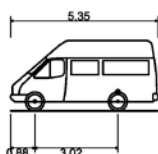
- 3.1.2 As illustrated in the above table there would be a maximum of 18 deliveries per day to the site with 13 daily vehicle movements utilising the service yard and 4 from High Holborn. This equates to approximately 2 to 3 deliveries per hour to the rear service yard within the proposed 10am to 3pm operating time. No servicing or deliveries will take place on Newton Street.
- 3.1.3 The number of deliveries stated within **Table 3.1** and **Appendix A** are required to support the hotel, restaurants and bar associated with the site. Due to the various uses of the site and the requirement for independent supplier deliveries (e.g. fresh produce and artisan suppliers) very few of the deliveries can be combined, however this will be further considered and achieved wherever possible.
- 3.1.4 This time period has been discussed and agreed with residents in order to minimise potential impact during the early morning / late afternoon period, and importantly during school drop off and pick up times to avoid conflict between school traffic and deliveries to the development site.
- 3.1.5 The deliveries shown in Table 3.1 would comprise the following vehicle types: 13 movements would be undertaken by transit type vehicles; 2 by rigid type vehicles; and 3 by refuse vehicle.



- 3.1.6 The duration of stay for each of these would typically range between 10 and 30 minutes. In addition delivery timings will be timed and managed to ensure they do not coincide throughout the day, and are evenly disbursed and coordinated appropriately.
- 3.1.7 Early morning and Sunday transit van deliveries will also be managed to take into account the available loading provision on High Holborn in order to safeguard neighbouring residential amenity as far as practicable. The details of this are discussed further in sections 3.1.13 to 3.1.20, as is the potential for a dedicated loading facility on High Holborn, which is currently being investigated by LBC.
- 3.1.8 In addition further investigation will be made into the opportunities to reduce the larger vehicle movements. This includes implementing a bin exchange for the recycling of glass and the potential to install a paper bailing machine to reduce paper recycling servicing.
- 3.1.9 With the opening of the second Hoxton site at Holborn, there will be economies of scale and thereby suppliers can be coordinated over time to ensure fewer deliveries. Deliveries will be managed to ensure that one service vehicle can visit both Hoxton sites as part of the same delivery route, and as a result, minimising the number of deliveries required. Further investigation in this regard is on-going and will be refined as deliveries to the site become established.

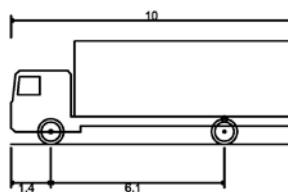
Delivery Vehicle Type

- 3.1.10 As summarised within the above table, the site will be served by three main vehicle types, 3.5t Panel Van (Transit type vehicle); Medium Refuse Vehicle and 10m Rigid Vehicle. Details of each vehicle are provided below.



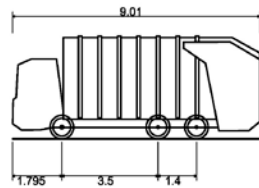
3.5t Panel Van
Overall Length
Overall Width
Overall Body Height
Min Body Ground Clearance
Track Width
Lock to Lock Time
Kerb to Kerb Turning Radius

5.350m
1.970m
2.562m
0.335m
1.970m
4.00s
5.850m



FTA Design HG Rigid Vehicle (1998)
Overall Length
Overall Width
Overall Body Height
Min Body Ground Clearance
Track Width
Lock to Lock Time
Kerb to Kerb Turning Radius

10.000m
2.500m
3.645m
0.440m
2.470m
3.00s
11.000m



Medium Refuse Vehicle (3 axle)	
Overall Length	9.010m
Overall Width	2.450m
Overall Body Height	3.742m
Min Body Ground Clearance	0.295m
Track Width	2.450m
Lock to Lock Time	4.00s
Kerb to Kerb Turning Radius	8.200m

3.1.11 Each of the delivery vehicles servicing the site will aim to achieve the lowest possible emissions. The hotel is committed to operating below current emission standards. Many of the delivery vehicles which will serve the site will satisfy Euro 5 with all new vehicles meeting this standard. The site is also located within the London Low Emission Zone therefore all vehicles that service the site will be compliant with this.

3.1.12 In addition, The Hoxton will carry out regular checks on the quality and condition of delivery vehicles to ensure that are suitable and well maintained.

Delivery Vehicle Timing and Location

3.1.13 As committed under the site's planning consent, The Hoxton is restricted (by condition) to service the site during certain hours over the course of a typical week. The hours committed to by The Hoxton are as follows:

- (i) Monday to Friday: 07:30am to 06:00pm;
- (ii) Saturday and Sunday: 08:00am to 06:00pm.

3.1.14 The Hoxton will utilise the dedicated rear service yard for the majority of deliveries associated with the operation of the site, particularly by larger rigid delivery vehicles. However, in order to safeguard neighbouring residential amenity as far as practicable, deliveries to the service yard by larger vehicles will only be permitted between 10am and 3pm.

3.1.15 During the early morning period transit van deliveries will be taken from High Holborn when existing on-street loading is permitted.

3.1.16 This would be suitable for independent deliveries such as bread, milk, pastries, newspapers etc., which would typically arrive by light goods vehicles (e.g. transit vans). On Sundays, there are no loading restrictions in force and therefore transit deliveries will predominantly be taken from High Holborn, where practical.



- 3.1.17 It should be noted that LBC are currently investigating, as part of their Transport Servicing Strategy, the feasibility of providing a dedicated loading bay on the south side of High Holborn, slightly to the west of the site. This could potentially enable the early morning deliveries mentioned above to be undertaken from High Holborn. Further detailed consideration will be given to other deliveries being taken from High Holborn, subject to the implementation of the loading facility being implemented by LBC.
- 3.1.18 If this does come to fruition then there may be the opportunity to receive a number of the transit van deliveries, such as food and dry cleaning, from High Holborn, as opposed to the Service Yard. No deliveries will be undertaken from Newton Street.
- 3.1.19 Refuse and recycling materials from all the site users will be collected and stored within the Service Yard, to the rear of the site.
- 3.1.20 It is anticipated that approximately three refuse and recycling collections will occur daily from the Service Yard.

3.2 Delivery Management Measures

- 3.2.1 To minimise the impact of deliveries, The Hoxton will investigate joining the Freight Operator Recognition Scheme (FORS) operated by TfL. This is a free industry-led membership scheme providing a quality and performance benchmark for the freight industry and forms part of the wider London Freight Plan.
- 3.2.2 This membership will help co-ordinate deliveries within London to enable one delivery vehicle to serve other hotel sites. In order to minimise the number of deliveries to each site, the frequency and size of each delivery is continuously monitored to improve efficiency.
- 3.2.3 In addition the Duty Manager will prepare a weekly schedule list of anticipated deliveries to the hotel to prevent HGVs arriving at the same time, thereby minimising disruption to the local highway network.
- 3.2.4 The Duty Manager will be the contact for the suppliers should they require any assistance. The Code of Conduct that the delivery companies will sign up to will include this contact information.
- 3.2.5 It should also be noted that each delivery will be met by the appropriate department manager who will be responsible for signing off the delivery.

3.3 Code Of Conduct

- 3.3.1 The Hoxton have prepared a Delivery and Servicing Code of Conduct that all suppliers will need to sign up to and will be strictly enforced



- 3.3.2 The full Code of Conduct can be found in **Appendix B** and includes information about delivery times, servicing arrangements, vehicle requirements and management measures.

3.4 Monitoring

- 3.4.1 The servicing and delivery arrangements will be monitored by a member of the Senior Management team and they will be responsible for keeping LBC informed of changes to the servicing arrangements.
- 3.4.2 This member of staff will also be the point of contact for local residents both to receive comments and feedback but also disseminate information when action or changes are made.
- 3.4.3 During the first month of operation the agreed delivery schedule will be reviewed on a weekly basis to ensure that deliveries are arriving at agreed times, that the code of conduct is being adhered to and to tackle issues raised by residents.
- 3.4.4 Following the first month the monitoring of deliveries and servicing arrangements will be undertaken monthly, although issues raised by residents will be actioned sooner where appropriate.



4 SERVICING ARRANGEMENTS

- 4.1.1 The site is located in close proximity to TfL's Strategic Road Network (SRN), which provides the main arterial routes through London. The SRN passes the site to the north on High Holborn and to the East on Kingsway. As illustrated on drawing number **2013/1713/001** vehicles accessing the site from the SRN will access the site by turning onto Great Queen Street from Kingsway, and then onto Newton Street.
- 4.1.2 Drawing number **2013/1713/003** illustrates the turning movements required to access the site from the SRN being undertaken by a 10m Rigid Vehicle, which is the largest vehicle required to access the site. As illustrated on this drawing each of these movements is able to be undertaken with ease.
- 4.1.3 As illustrated on **Photograph 3** all vehicles entering the site will turn left into the site from Newton Street (northbound). Exiting the site vehicles will turn left onto Newton Street, which is one way, and then turn left onto High Holborn, which is also one way route in a westbound direction, as illustrated on drawing number **2013/1713/001**.



Photograph 3. Newton Street, Site Access on Left

- 4.1.4 Drawing number **2013/1713/002** illustrates the largest of the vehicles that would access the site and turn within the courtyard area. As illustrated, this vehicle is able to undertake this manoeuvre with ease, without impacting cycle or disabled parking.



5 HOTEL OPERATIONAL MANAGEMENT PLAN

5.1.1 This section of the document sets out a number of procedures for staff and guests of The Hoxton to adhere to in respect to the on-going operation and management of the hotel and considers access to the site by all modes of travel and how this will be managed.

5.1.2 Due to the site's Central London location it is generally accepted that public transport will form the principal mode of travel for staff and guests of the hotel to access the site. Full details of the likely modal choice are provided within the Transport Statement whilst measures to promote the use of sustainable and active modes of travel are detailed within the Travel Plan, both of which accompany this application.

5.2 Coach Access

5.2.1 Due to the nature of the hotel operator access for coach parties is unlikely and there will be no incentives offered to coach operators. With this in mind, the hotel will not generate a need for coach parking and no dedicated coach drop-off / pick-up facility will be provided. The applicant is agreeable to a suitable condition or agreement to safeguard against this occurrence, which is similar to the agreement made in respect to the site's extant planning consent.

5.3 Taxis / Private Hire Vehicles

5.3.1 For guests arriving and departing the hotel by taxi, it is considered that Newton Street and High Holborn can be used temporarily for such purposes and in accordance with the existing parking / waiting restrictions on-street. In addition, the Hotel Receptionist will contact local operators, on request, to arrange for taxis / private hire vehicles to pick-up guests (particularly those who may be mobility impaired) from the highway immediately outside the entrance.

5.3.2 To encourage the use of sustainable travel modes, amongst hotel guests and staff, The Hoxton would introduce a number of measures, which are summarised in this section of the report. Given the location of the hotel within Central London, emphasis is placed on the promotion of 'active travel modes' (i.e. walking and cycling) to free-up capacity on the public transport networks.

5.4 Staff Travel Plan Initiatives

Staff Recruitment

5.4.1 The Hoxton will consider adopting a local employment policy when recruiting staff to facilitate non-car use as far as is reasonable (i.e. within a 5 mile radius). This ensures that reliance on the private car and to a lesser extent public transport is reduced since it will be feasible for staff to walk and cycle to the hotel.



- 5.4.2 The concept of the Travel Plan will be reinforced to The Hoxton recruits throughout the interview / induction process and on a day-to-day basis via training, staff communications and promotion of initiatives.

On-site Cycle Infrastructure

- 5.4.3 'Sheffield' style cycle racks capable of accommodating 20 bicycles will be installed within the rear service yard, predominantly for the use of staff. The cycle parking will benefit from good levels of surveillance.
- 5.4.4 Shower and changing facilities will be available on-site, by way of a dedicated shower and changing area for staff; guests have access to a bathroom within their own hotel room. Lockers will also be provided in the staffroom for the storage of clothing and cycle equipment i.e. helmets.
- 5.4.5 The Hoxton will also ensure basic cycle maintenance tools such as a bicycle pump and puncture repair kit are obtainable from reception.
- 5.4.6 Personal attack alarms will also be offered to members of staff who feel they may benefit from this additional security when walking or cycling to and from the hotel.

Staff Information Board

- 5.4.7 The Travel Plan Co-ordinator will ensure that staff notice boards contained in the staffroom display up-to-date information including, but not limited to, the following:
- 5.4.8 Routing, timetable and ticketing information for local public transport services, including bus and train services;
- 5.4.9 Information regarding ticket pricing for public transport, reduced ticket rates and potential season ticket loan information;
- 5.4.10 Up-to-date details of cycle routes and footways, to include safe routes to and from the hotel;
- 5.4.11 The health benefits of walking and cycling, to include safety advice;
- 5.4.12 Contact details for local taxi firms;
- 5.4.13 Details of cycle discount schemes; and

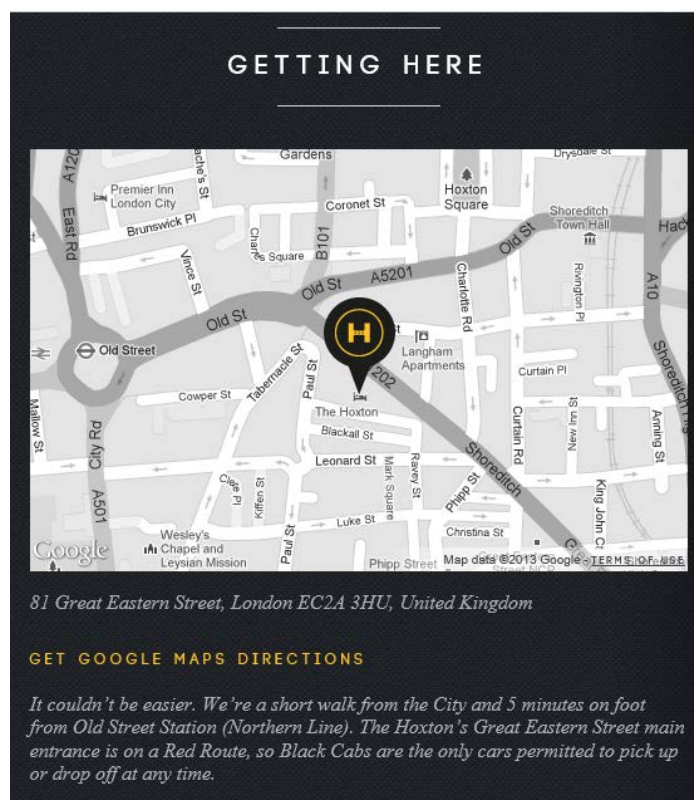


- 5.4.14 Information relating to car sharing, to include promotion of www.londonliftshare.com and details of potential cost savings etc.

5.5 Guest Travel Initiatives

Booking Confirmation / Website Information

- 5.5.1 Following the booking of a room at The Hoxton, information relating to the location of the hotel and its accessibility by a variety of travel modes will be made available, so that guests can make an informed travel choice. Since the majority of guests are likely to book rooms online, the website is a fundamental first step in encouraging sustainable travel, or at the very least making guests aware of their travel options when booking a hotel room. The below extracts illustrate the information currently available under for the existing Hoxton Hotel at Shoreditch. Similar information would be replicated for the proposed Holborn site.





- 5.5.2 Other information to be considered for inclusion within booking confirmation e-mails, including appropriate links to journey planning websites, for example, TfL's Journey Planner.

Reception Information Point

- 5.5.3 The Travel Plan Co-ordinator will establish an 'Information Point' at the reception desk that will provide information in terms of local facilities, amenities, attractions and business centres local to the hotel, all of which may be the ultimate destination of a guest staying at the hotel.
- 5.5.4 The 'Information Point' at reception would include the following:
- 5.5.5 Local tourist / area maps;
- 5.5.6 Local bus / train routes and timetables, including directions to the closest stop and ticket prices;
- 5.5.7 Information on car sharing schemes and taxi operators' phone numbers;
- 5.5.8 Information and directions to local business areas, tourist attractions and places of note;
- 5.5.9 Maps showing walking / cycling routes and the location of the nearest Barclays Cycle Hire docking station.



- 5.5.10 Reception staff will be trained to ensure they have an understanding of the site's location and surrounding neighbourhood; enabling them to respond to guest's queries.

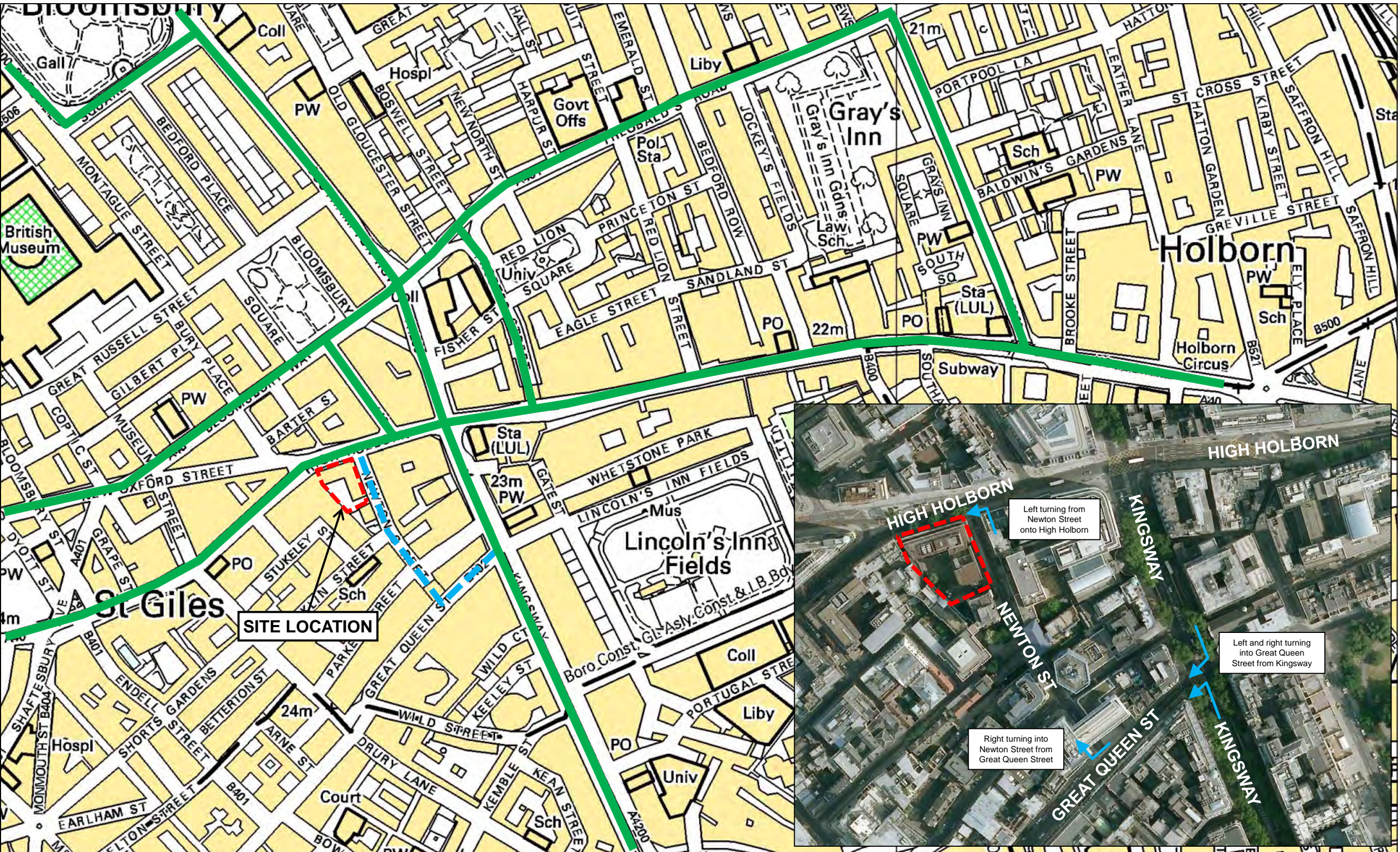


6 SUMMARY AND CONCLUSIONS




- 6.1.1 This plan has been prepared by RGP on behalf of The Hoxton and sets out a number of clearly defined procedures relating to guest travel (i.e. arrival/departure) and servicing and delivery. It also describes the management initiatives aimed at encouraging staff and guests to travel to and from the hotel by sustainable modes.
- 6.1.2 The report demonstrates the following:
- 6.1.3 Taxis can be accommodated within the existing highway network, adjacent to the hotel, without obstructing the free flow of traffic along Newton Street or High Holborn without causing detrimental harm to other road users;
- 6.1.4 Deliveries made by HGV's can be accommodated within the proposed service yard to the rear of the site, without causing an obstruction or harm to other road users;
- 6.1.5 Hotel guests will be encouraged to access the facility by sustainable travel modes including public transport services, walking and cycling through the provision of information online (i.e. after initial booking) and at the reception point near the main hotel entrance; and
- 6.1.6 Staff will be incentivised to adopt sustainable travel behaviour through the provision of initiatives supporting travel by public transport, walking and cycling.



DRAWINGS



LEGEND

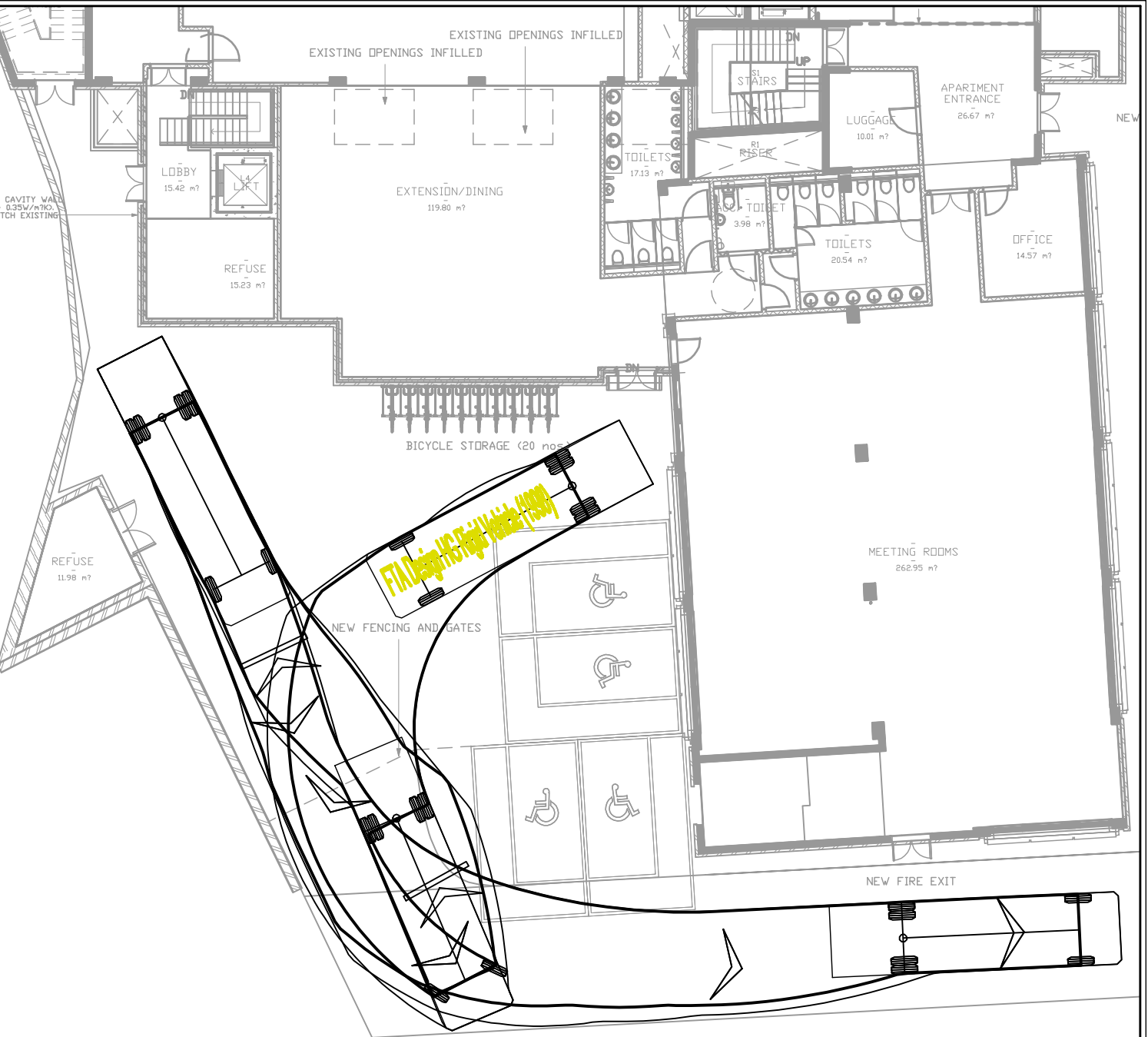
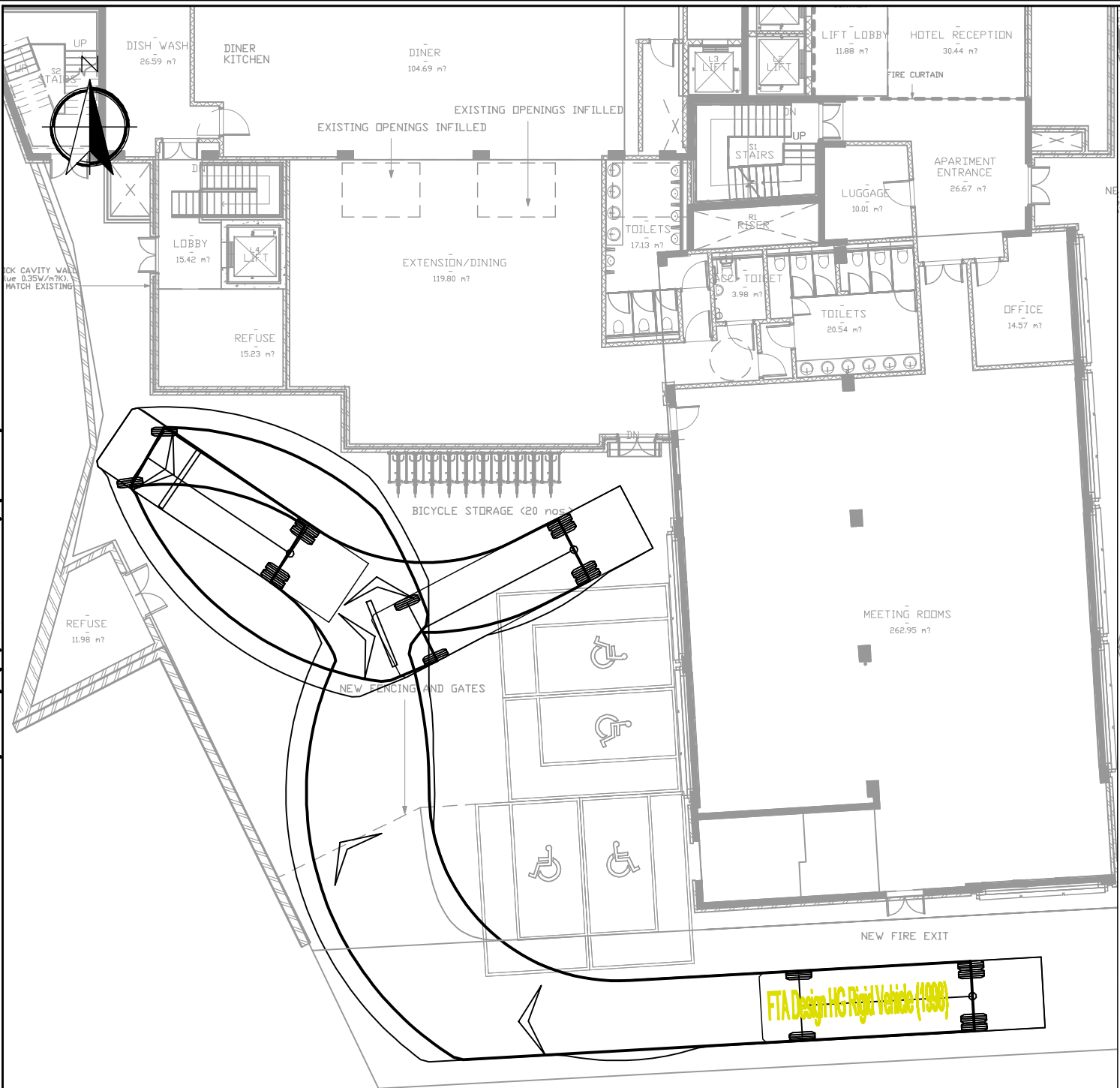
-  The Hoxton, Holborn
-  TFL Strategic Road Network (SRN)
-  HGV Routing between site and SRN



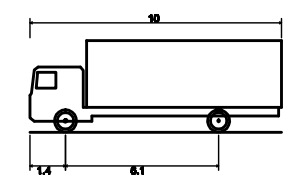
Transport Planning and Infrastructure Design Consultants
The Old Stables, Fry's Yard, Bridge Street,
Godalming, Surrey, GU7 1HP
Tel: 01483 861681 Fax: 01483 861682
www.rgp.co.uk

Client: Tower8			
Project: The Hoxton, Holborn			
Title: Proposed Routing Arrangement			
Plan No:	2013/1713/001	Date:	April 2013
Scale:	NTS		
Drawn By:	GSE	Checked By:	KFM
Approved By:	NDR	Rev:	A

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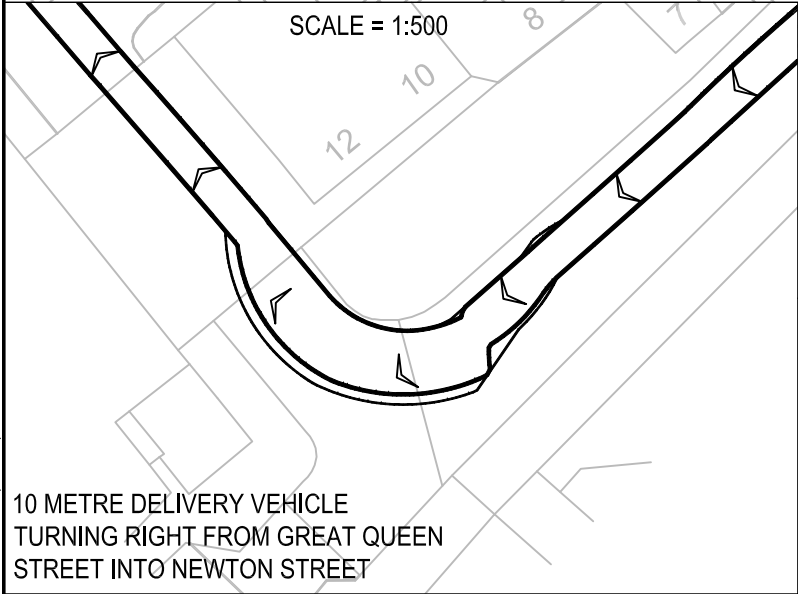
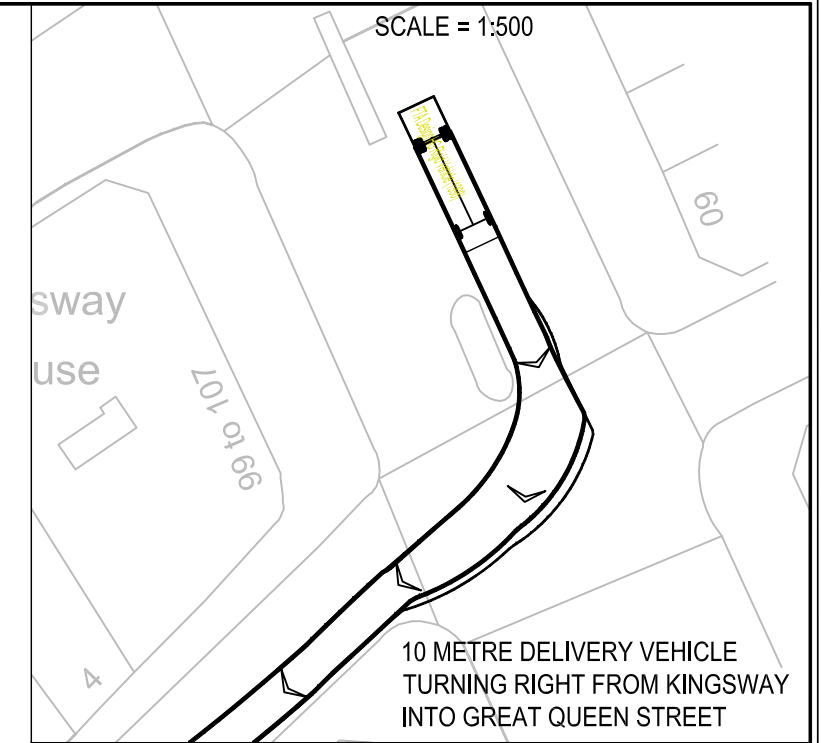
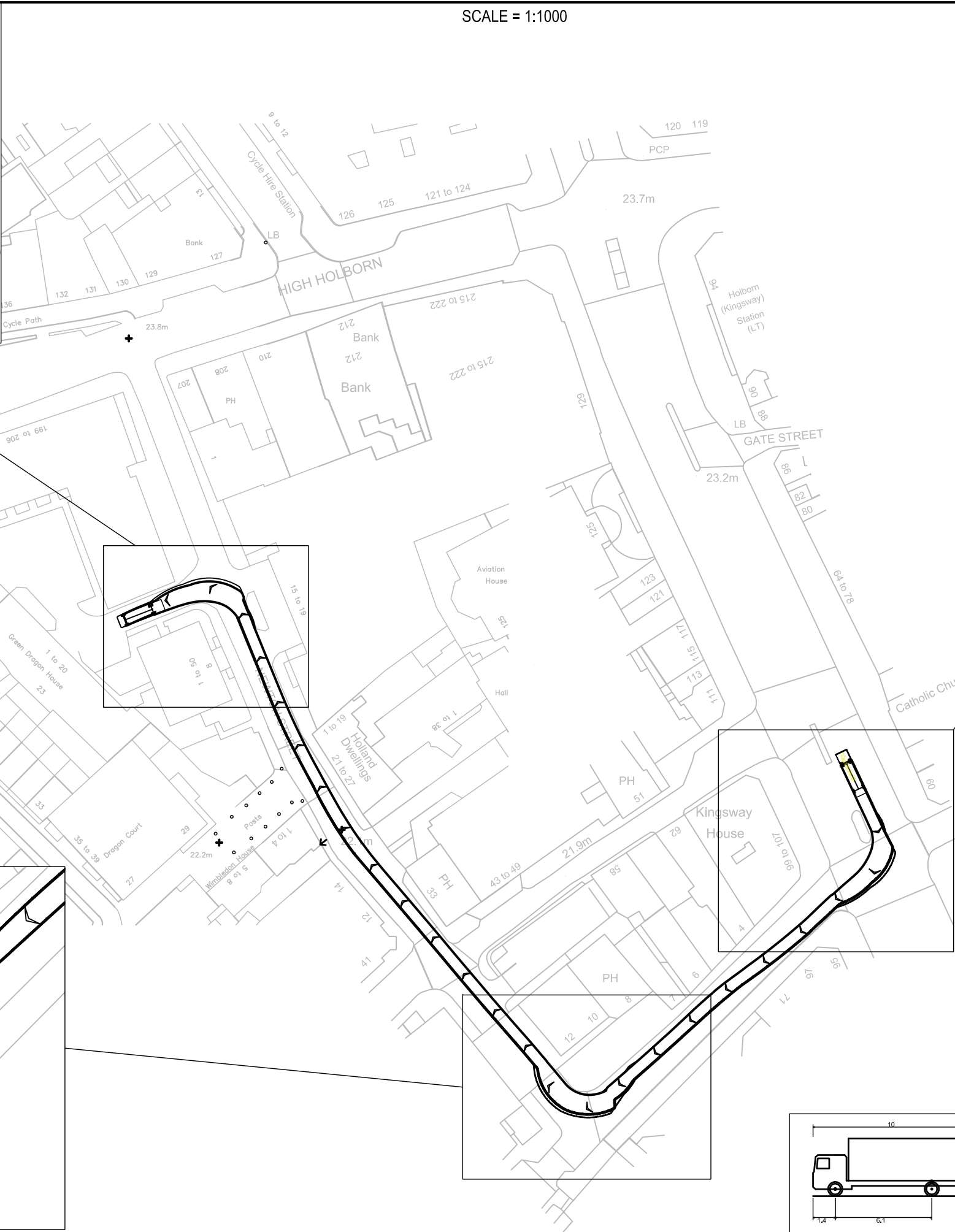
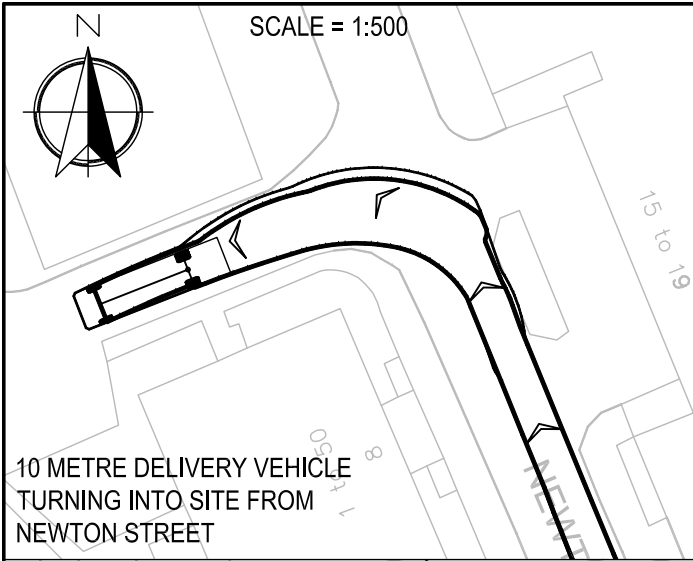
FTA Design HG Rigid Vehicle (1998)
Overall Length 10.000m
Overall Width 2.500m
Overall Body Height 3.845m
Min Body Ground Clearance 0.440m
Track Width 2.470m
Lock to Lock Time 3.00s
Kerb to Kerb Turning Radius 11.000m



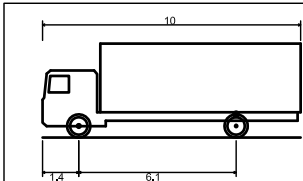
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Tel: 01483 861681 Fax: 01483 861682 www.russelgiles.com

Client	Tower8			
Project	The Hoxton, Holborn			
Drawing Title	Delivery Vehicle Turning on Site			
Scale	1:200	Drawn By	GSE	Checked By
Drawing No.	2013/1713/002	Date	April 2013	Rev.
				A

S:\PROJECTS\2013 PROJECTS (1687-1)\1713 THE HOXTON, HOLBORN\CAD\DRAWINGS - CURRENT\2013-1713-003.DWG (LAYOUT1) (Apr 24, 2013 - 1:06pm) (G.Ellenger)



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FTA Design HG Rigid Vehicle (1998)
Overall Length
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Client	Tower8		
Project	The Hosxton, Holborn		
Drawing Title	Wider HGV Routing Plan		
Scale	Varies	Drawn By GSE	Checked By KFM
Drawing No. 2013/1713/003	Date April 2013	Approved By NDR	Rev. -



APPENDIX A



Delivery and Service Plan

Newton Street Residents and Covent Garden Community Association Comments

Following on from the draft Service Delivery Plan and the feedback we have received from local residents we have reviewed the comments and concerns that have been raised and we have considered very carefully how we can minimise the times and types of deliveries that we will require to operate the hotel. Our aim is to try and minimise the impact that deliveries will have on our neighbours and hotel guests. We have summarised the issues below and prepared our response which we believe is a reasonable compromise. We will also be issuing all our suppliers with a code of conduct and a copy is attached for reference. Also attached is a draft summary of the anticipated weekly delivery schedule.

Issue Raised - CGCA	Response
1) Increase in the number of deliveries from Premier Inn's application of 2, to 18	Premier Inn's application was based on a much smaller hotel with limited catering facilities. Also as a national chain they have the benefit of centralised bulk purchasing delivered by large trucks. As a small company we cannot purchase this way, we will however be buying from local suppliers. The ground floor and basement and meeting rooms are significantly bigger than 185m2 and the Hoxton catering concept is expected to be much busier than that of a Premier Inn and therefore requires up to 13 deliveries per day to the Service Yard. We acknowledge that this is a slight increase from our original plan, however we are aiming to use small transit type vehicles rather than large trucks.
2) Delivery Timing	Of the very few deliveries between 07:30 and 09:00 the only vehicles used will be the smaller transit vehicle types. We will seek to ensure rigid lorries or refuse vehicles only access the hotel between the hours of 10:00 and 15:00. High Holborn will be used for all deliveries before 07:30 and after 18:00.
3) Delivery Consolidation at Shoreditch	We have considered this possibility; however, Shoreditch does not have the capacity to store items for both properties.
4) To reduce the amount of recycling collections by installing glass	We don't have sufficient internal space to install glass crushing or

crushing or compacting equipment	compacting equipment. Glass crushing is very noisy and we would not do this within the Service Yard, we will liaise with Camden council to operate a bin exchange glass recycling system and to ensure all recycling collections take place between 10:00 and 15:00.
Issue Raised – Newton Street Residents	Response
5) All Saturday, Sunday and Bank Holiday deliveries to be made from a loading bay on High Holborn	The Service Yard at the Hotel has been specifically designed to manage all deliveries. We don't have hoist access on High Holborn and it is unfeasible to bring deliveries on trolleys down Newton Street and into the service yard. We will seek to minimise deliveries at the weekend.
6) The request for all Monday to Friday deliveries to be made between 09:00 and 18:00	Please refer to point 2.
7) Delivery vehicles parking on Newton Street before 09:00	The hotel will not permit any vehicle servicing the hotel to park on Newton Street at any time and this forms part of the Code of Conduct that our suppliers will sign up to.
8) Concern regarding the amount of deliveries	Please refer to point 1.
9) Concern about deliveries that use large rigid vehicles and the request for them to be made on High Holborn	The use of large rigid vehicles will be kept to a minimum and only permitted to access the hotel after 10:00 and before 15:00. The Service Yard will need to be used due to the size of items delivered by rigid lorries.
10) The request for paper shredding and processing to be done off site	The quantity of both will be minimal and the process will take place within an office environment.
11) Request for details on Hoxton's plans to avoid delivery vehicles backing up in Newton Street	There will be a daily hotel delivery schedule with a time slot allocated for each delivery/collection to the hotel. Please see example below.
12) Delivery Code of Conduct	Please see the Delivery Code of Conduct attached that Hoxton will implement with their suppliers.

Draft Proposal of a Weekly Delivery Schedule

H.H = High Holborn

S.Y = Service Yard

Time	H.H	S.Y	Type of Vehicle	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
04:30 – 07:30 High Holborn			Transit Van	Bread, Dairy Fruit, Juice Newspapers	Bread, Dairy Fruit, Juice Newspapers	Bread, Dairy Fruit, Juice Newspapers	Bread, Dairy Fruit, Juice Newspapers	Bread, Dairy Fruit, Juice Newspapers	Bread, Dairy Fruit, Juice Newspapers	Bread, Dairy Fruit, Juice Newspapers
08:30 – 09:00			Transit Van	Dry Cleaning	Dry Cleaning	Dry Cleaning	Dry Cleaning	Dry Cleaning	Dry Cleaning	Dry Cleaning
09:00 – 10:00			Transit Van	Fish	Fish	Fish	Fish	Fish	Fish	
09:00 – 10:00			Transit Van	Meat	Meat	Meat	Meat	Meat	Meat	
10:00 – 11:00			Transit Van	Vegetables	Vegetables	Vegetables	Vegetables	Vegetables	Vegetables	
10:00 – 11:00			Transit Van	HSK Supplies		Cheese		Cheese		
10:00 – 11:00			Refuse Vehicle	General Waste	General Waste	General Waste	General Waste	General Waste	General Waste	General Waste
11:00 – 11:30			Rigid Lorry	Linen	Linen	Linen	Linen	Linen	Linen	Linen
11:00 – 11:30			Transit Van	Dry Goods	Dry Goods	Dry Goods	Dry Goods	Dry Goods	Dry Goods	
12:00 – 13:00			Rigid Lorry		Beer		Beer	Beer		
12:00 – 13:00			Transit Van	Wine	Oil	Wine	Wine			
13:00 – 14:00			Transit Van	Spirits & Soft Drinks		Spirits & Soft Drinks	2 nd Meat	Spirits & Soft Drinks	2 nd Meat	
14:00 – 15:00			Refuse Vehicle	Paper Recycling	Paper Recycling	Paper Recycling	Paper Recycling	Paper Recycling	Paper Recycling	
14:00 – 15:00			Refuse Vehicle	Glass Recycling	Glass Recycling	Glass Recycling	Glass Recycling	Glass Recycling	Glass Recycling	Glass Recycling
17:00 – 18:00			Transit Van	Dry Cleaning	Dry Cleaning	Dry Cleaning	Dry Cleaning	Dry Cleaning	Dry Cleaning	Dry Cleaning
Daily Total				13	12	13	13	13	11	5



APPENDIX B



Delivery and Servicing Code of Conduct

As part of the Delivery and Servicing Plan for the Hoxton Hotel a Code of Conduct has been prepared by the hotel and will be agreed for all delivery/servicing vehicles and suppliers prior to deliveries being taken.

Delivery Times

- Deliveries to the hotel, via the service yard, will only be permitted at the following times, 07:30-18:00 Monday to Sunday.
- Larger deliveries and delivery vehicles will only be permitted late morning or early afternoon i.e. between 10:00 – 15:00.
- Refuse and recycling collections will also only be permitted between 10:00 – 15:00.
- The hotel Duty Manager will prepare a weekly delivery schedule, with expected delivery times, to ensure minimal disruption both on site and to the local highway network.
- Delivery times with all other suppliers will be agreed in advance.

Servicing Arrangements

- Only one rigid lorry or two transit vans can deliver at any one time to the service yard.
- Transit vehicles will utilise on-street loading on High Holborn (Monday to Saturday before 08:30 and all day on Sunday), in agreement with the hotel.
- Vehicles in the service yard will be asked to turn off engines and refrigeration units whilst loading/unloading.
- Vehicles will also be requested to turn off their refrigeration units prior to entering Newton Street.
- Vehicles entering and leaving the service yard will be asked to remain as quiet as possible and not to use the reversing beepers during the early morning hours (before 09:00).
- When required the hotel Duty Manager will act as a banksman to ensure the safe passage of vehicles coming in or out.
- No vehicles servicing the hotel will be permitted to wait on Newton Street.

Vehicle Requirements

- The hotel will work closely with its suppliers to ensure both the smallest and low emission vehicles are used where possible.
- The hotel will carry out regular checks on the quality and condition of delivery vehicles to ensure they are suitable and well maintained.

Other vehicles

- Taxis will be encouraged to not use Newton Street and instead only use the main entrance on High Holborn for all drop off and pickups. The hotel will be in regular contact with the LTDA to ensure they have their full cooperation.

Management Measures

- All suppliers will be briefed on the driver's delivery access and the hotels delivery code of conduct.



- Where possible information will be circulated about road works, road closures and special events.
- The service yard and access road will be clean, tidy and well maintained at all times.
- The hotel will brief suppliers and their drivers on their personal conduct to include:
being respectful of the local residents and school, no smoking on the hotel grounds, adhering to the speed limits and the use of mobile phones is prohibited.
- There will be regular communication between hotel and suppliers to ensure this code is being adhered to.
- The service yard will be gated and locked overnight and when not in use.
- The hotel will strive to minimise the number of delivery and servicing movements by investigating and, where appropriate, implementing measures, such as bin exchanges for glass recycling and paper bailing machines for paper recycling.