



**Service Management Plan 152 –  
156 Kentish Town Road**

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- A. Risk Assessment

## **Introduction**

This plan sets out a set of measures that will be adopted by SDI Property Limited regarding the management of services and deliveries to the property. The plan aims to secure the minimisation of service vehicles to the address and limit damage to amenities from such servicing and deliveries, while ensuring pedestrian and employee safety always.

### **1.0 Loading Area/Location**

SD proposes service vehicles will use the Loading Bay identified in Appendix B. The loading bay is located outside 164 – 162 Kentish Town Road. The loading bay is approximately 20 metres away from the servicing alleyway located to the west of the site. Roll cages will then be transported the short distance from the loading bay to the servicing alleyway by Sports Direct Staff in liaison with the delivery driver in question. Pedestrian safety will be ensured throughout out by the Sports Direct Marshalls. This loading bay is seen as the safest way to handle deliveries while causing minimum disruption to traffic.

### **2.0 Person responsible for directing and receiving deliveries**

Jamie Potter – Transport Manager  
Email: [Jamie.Potter@Sportsdirect.com](mailto:Jamie.Potter@Sportsdirect.com)  
TEL: 07949117951 (24hr)  
Office: 0845 129 9200 ext:5435

### **3.0 Vehicular service deliveries and collection times**

Sports Direct understands that no vehicular service deliveries or collections to or from the property shall take place outside of the hours 07:30 – 18:00 Monday to Friday and 08:00 -18:00 Saturday and Sunday and thus will adhere to this.

### **4.0 Measures to avoid several delivery vehicles arriving at the same time**

This is only applicable to a multitenant retail property and this will be a single tenant retail property. However, if there are any other deliveries scheduled with companies within the office space transport and logistics managers will be in contact from both parties to organise. Nevertheless, the frequency of these events will be extremely rare.

### **5.0 Nature of Goods Delivered**

Sportswear, to include footwear, textiles and accessories. This will be delivered in roll cages and pallets.

### **6.0 Size of the vehicle Entering the Property**

The size of the delivery vehicle will be an 18 Tonne Rigid Truck.

### **7.0 Measures taken to ensure pedestrian management and public safety**

There are several measures that Sports Direct is implementing to ensure pedestrian management and public safety is accounted for:

1. The delivery schedule to this store will be determined by considering local parking and delivery restrictions.

2. Deliveries will be scheduled when store employees are available to assist with the delivery of goods within the previously agreed times in Section 3.
3. The driver only is responsible for the unloading of the vehicle, store staff will then assist in transporting goods in Roll Cages into the store. (Pallets and pallet trucks will only be used during the store set up or occasional use)
4. Training is provided for all Drivers and Store Employees and a Risk Assessment structure has been undertaken based on the information currently available. This will then be carried out in further detail before store opening. See Appendix A.
5. The Store Management Team will supervise deliveries.
6. Hi Visibility clothing will be worn by Drivers and Store Employees involved to ensure theirs and others safety.
7. First Aid equipment and training is provided for each store and will meet required regulations.
8. Parking of the vehicle will be determined by local restrictions and these will thus be followed.
9. Timing/Routes of travel involving Roll Cages will be marshalled by Store Employees to minimise Public/Pedestrian interaction and disruption.

### **8.0 Service Improvements**

Sports Direct will continue to look for ways to create service improvements if possible over time through annual reviews and analysis. The retail property is already a single let, single daily delivery site thus is already very efficient. However, where possible improvements will still be looked at.

### **9.0 Refuse Storage and Servicing**

An agreement is in place with Veolia, the council's contracted refuse company for the borough, to follow one of the two scenarios listed below. Veolia have agreed to visit the site at completion to decide the best strategy, but have agreed in principal one of the two. Open communication will still take place in the meantime, and access to drawings and plans has been provided.

Scenarios:

- a. Bins will be collected just inside the gates on collection days with a key provided (requiring someone from the retail/office to move up them up the alley way prior to collection), and then collectors will leave inside the gate upon completion
- b. Bins will be collected from the public pathway outside the confines of the gates and then left here after without the need for a key after collection

### **10.0 Information Transfer and Share with the Council**

Ian Moore (Asset Manager) will be the key stakeholder for ongoing liaison with the council. His contact details are:

M: 07554 110183

Email: [IM@sportsdirectproperty.com](mailto:IM@sportsdirectproperty.com)

**Appendix A. Risk Assessment for the site**

<p><i>Centre/Store:</i></p> <p style="text-align: center;"><b>STORES</b></p>	<p><i>Area/Location:</i></p> <p style="text-align: center;"><b>ALL AREAS</b></p>	<p><i>Overall Risk Rating:</i>      <b>LOW</b>    <b>MEDIUM</b>    <b>HIGH</b></p> <p><i>(All risks considered)</i>      <input type="checkbox"/>      <input checked="" type="checkbox"/>      <input type="checkbox"/></p>
<p><i>Task</i></p> <p style="text-align: center;"><b>DELIVERIES (Kentish Town)</b></p>	<p><i>Date of Initial Assessment:</i></p>	<p><i>Frequency of Review:</i>      <b>Annually</b></p>

### Service Management Plan

Persons at Risk	Hazard	Potential Risk/Harm	Risk Rating (Without Controls)			Controls Used	Risk Rating (With Controls)			Action Ref No
			L1	S1	RR1		L2	S2	RR2	
Employees	Moving Vehicles	Hit by falling objects	4	4	16	<ul style="list-style-type: none"> <li>Employee Training and Validation on Delivery procedures</li> <li>Driver Training &amp; Safe System of Work for store delivery</li> <li>Vehicle Inspection &amp; Preventative Maintenance Programme</li> <li>Safe methods of Loading at Distribution Centre</li> <li>Heavy item identification at Distribution Centre</li> <li>Provision of appropriate Manual Handling Equipment</li> <li>Regular Inspection &amp; user checks of Workplace Equipment (Roll Cages, Stillage's etc.)</li> <li>Maintenance Reporting and Escalation Procedure (lighting etc.)</li> <li>Provision of Adequate Personal Protective Equipment (Drivers safety footwear, high vis vests, all weather clothing and gloves)</li> <li>Store employees involved with processing deliveries to wear high vis vests and gloves provided</li> <li>Use of straps to secure Vehicle loads</li> <li>Only the delivery driver permitted to operate or be on vehicle or tail lift</li> <li>Tail lift protection bars to be used at all times during delivery</li> <li>Store employees to maintain a 3 metre clearance of vehicle and tail lift where possible. (re-route pedestrians when needed)</li> <li>Store employees to ensure safe route is maintained where members of the public/pedestrians are nearby</li> <li>All Roll Cages and Stillage's to be moved clear of the delivery vehicle before stock is processed (see above)</li> <li>Delivery area to be kept clear of staff/visitor vehicles</li> <li>Ensure travel routes for Roll Cages and Stillage's are kept free from obstructions and all defects repaired/escalated</li> </ul>	2	4	8	
Contractors	Tail lift	Struck by Vehicle								
Customers	Uneven Sloping or Slippery Floors or Surfaces	Crush or Impact Injuries								
Visitors	Inadequate lighting	Falls from Height								
	Untrained Employees	Slips, Trips, or Falls								
	Untrained Driver	Cuts and Finger Traps								
	Unsafe Loads	Manual Handling Injuries								
	Falling Loads	Collision damage								
	Inappropriate, Faulty or Poorly Maintained Work Equipment									
	Adverse Weather Conditions									

Service Management Plan

	<i>Specific to Site Complete Below</i>	<i>Specific to Site Complete Below</i>				<i>Specific to Site Complete Below</i>				
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<i>Likelihood of Occurrence</i>	<i>(L)</i>	<i>Severity of Incident</i>	<i>(S)</i>	<i>Risk Rating (RR)</i>	<i>(L) x (S)</i>
Extremely Unlikely	1	Trivial Injury/Property Damage	1		
Unlikely	2	Minor/First Aid Injury	2	LOW Risk/Priority	1 to 5
Likely	3	Reportable Incident	3	MEDIUM Risk/Priority	6 to 10
Very Likely	4	Major Injury	4	HIGH Risk/Priority	11 to 25
Almost Certain	5	Fatality	5		

<i>Date Reviewed</i>	<i>Risk Assessor</i>	<i>Manager</i>



Appendix B. Loading Bay Area located outside 164 – 162 Kentish Town Road

