

<b>4.13.1 Service management plan (12 months prior)</b>	
<p>This has been prepared on behalf of New Oxford Street Limited to satisfy clause 4.13.1 of the S106 Agreement relating to the planning permission for the redevelopment of the site. The clause states that a plan should be provided setting out a package of measures to be adopted by the owner and approved by the Council from time to time for the management of deliveries and servicing to the development securing the minimisation of conflicts between service vehicle and car and pedestrian movements and the minimisation of damage to amenity from such servicing and deliveries.</p> <p>We set out below a plan to satisfy this clause.</p>	
<p>(i) A requirement for delivery vehicles to unload from a specific suitable located area;</p>	<p>Deliveries to The Post Building will be made via the service yard; the entrance is situated on High Holborn as shown TPB-AHM-ZZZ-00-AS-A-00-4700. The service yard will have a designated vehicle area to unload. The loading bay operating hours will be from 7am until 7pm. Access outside of these core hours can be arranged with The Post Building property management team.</p>
<p>(ii) Details of the person/s responsible for directing and receiving deliveries to the property</p>	<p>Access and egress will be coordinated by The Post Building property management team ensuring that the building meets its legal requirements and reduces the risk of accidents.</p>
<p>(iii) Measures to avoid a number of delivery vehicles arriving at the same time;</p>	<p>Occupiers will use an online booking system to book a slot of max. 30 min. between 7am and 2pm and up to a 1 hour slot, between 2pm and 7pm, or as agreed with property management/ security. Security will inform a nominated occupier contact to confirm the delivery has arrived and access to the required occupier floor will be given via the goods lift. For projects that require longer use of the service yard e.g. move in/ out, a separate agreement will be made between property management/ security and the occupier with a preferred delivery time during out of hours. The booking system is designed to ensure a planned approach to deliveries and to prevent overcrowding of the service yard. However, there may still be instances where an unplanned delivery may arrive. Access to the loading bay will only be given on receipt of occupier's authorisation. In the event of access being unavailable, perhaps due to congestion in the loading bay, the loading bay supervisor will advise when they expect access to become available. If this is within the next 15 minutes the vehicle driver will be asked to leave and return to avoid local congestion. In the event that the loading bay is unlikely to become free for some time, the delivery will need to be re-scheduled.</p>

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<p>(iv) Likely frequency and duration of servicing movements and measures to be taken to avoid any conflicts;</p>	<p>Owing to space restrictions and in order to maintain security and safe working conditions, deliveries cannot be left in the loading bay and therefore must be taken directly to the receiving occupier's floor by delivery personnel or an appropriate occupier representative. Occupiers will be advised of this process in the occupier handbook as well as at time of booking the delivery slot. Deliveries will be routed to each floor via the goods lifts. During office moves, all removal activities will be via service routes and by prior agreement/ co-ordination with the property management team. In some instances occupiers will be asked to submit a permit to work including a risk assessment and method statement, which will be reviewed and approved by the property management team prior to delivery.</p>
<p>(v) likely nature of goods to be delivered</p>	<p>The majority of day to day deliveries (Mo-Fri) will be office supplies and personal deliveries. Based on a similar size building we estimate the service yard to receive between 250 and 350 deliveries per week, depending on the time of the year. During fit outs and office reconfigurations we expect to receive larger deliveries of office equipment and furniture.</p> <p>All deliveries will be booked in via the loading bay booking system and must be approved by The Post Building property management team prior to delivery, as per the procedure described under (iii) to ensure a planned approach to deliveries and to prevent overcrowding of the service yard.</p>
<p>(vi)The likely size of delivery vehicles entering the property;</p>	<p>The following restrictions in measurements will apply for vehicles entering the service yard:</p> <p>Vehicle type - 7.5t box van (maximum 1 van) with the following max. measurements:  Overall length 8.010m  Overall width 2.100m  Overall body height 3.556m</p> <p>Vehicle type - dodge skip vehicle with the following max. measurements:  Overall length 6.637m  Overall width 2.500m  Overall body height 0.438m</p> <p>Vehicle type - large car (2006) with the following max. measurements:  Overall length 5.079m  Overall width 1.872m  Overall body height 1.525m</p>

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<p>(vii) Measures taken to ensure pedestrian management and public safety during servicing including a statement setting out how highway safety will be maintained during servicing movements</p>	<p>A designated pedestrian route will be made available in the service yard. For health and safety reason, due to the constant presence of delivery vehicles and the movement of deliveries, pedestrian access to the loading area will be strictly controlled at all times and be subject to risk assessment and method statement. High visibility clothing must be worn when entering the area. For safety reasons, general access/ egress to the building will not be permitted via the loading bay. When exiting the loading bay and reversing onto the highway all vehicles must drive out forward. A wide angled convex mirror will be installed to open up blind spots as well as internal and external safety signage for pedestrians and vehicle drivers.</p>
<p>(ix) Provision of swept path drawings to ascertain manoeuvring when entering and exiting the property in accordance with the drawings submitted and agreed with the Council;</p>	<p>Please see attached swept path drawings (230602-00-31_Ver1, TPB-ARP-000-XX-GA-Y-00-0048_Ver1, 230602-00-48_Ver1)</p>
<p>(x) Details of arrangements for refuse storage and servicing and;</p>	<p>The Post Building waste management strategy is enclosed.</p>
<p>(xi) Identifying means of ensuring the provision of information to the Council and provision of a mechanism for review and update as required from time to time</p>	<p>The property management team will report annually any issues as per the Council's guideline below – depending on the urgency and nature, this will be by phone call or online submission with a follow up scheduled until the matter has been resolved.</p> <p><a href="https://www.camden.gov.uk/ccm/content/transport-and-streets/road-and-pathway-maintenance/twocolumn/Report-a-problem-on-the-street-in-camden/">https://www.camden.gov.uk/ccm/content/transport-and-streets/road-and-pathway-maintenance/twocolumn/Report-a-problem-on-the-street-in-camden/</a></p> <p>Any correspondence with the Council will be kept on file and will be accessible to the management team.</p>