

DELIVEROO EDITIONS

**PART OF LOWER GROUND, 115 FINCHLEY ROAD,
LONDON, NW3 6HY**

OPERATIONAL MANAGEMENT PLAN



Introduction

The Deliveroo Editions site at Part of Lower Ground, 115 Finchley Road, London, NW3 6HY (the “Site”) extends to 460sqm and houses nine kitchens, which will be run in accordance with this Operational Management Plan.

The kitchens are staffed/operated by our restaurant partners (run as separate businesses to Deliveroo) and serve as a delivery hub exclusively on Deliveroo. Restaurants cook their food in these kitchens and the food is delivered to customers using Deliveroo’s fleet of riders.

All orders are placed online using the Deliveroo app or web page - no orders can be placed in person on-site. Once an order has been placed, it can only be delivered using Deliveroo riders - members of the public are not able to collect any orders in person.

Operating Hours

Days	Site Opening Hours	Food Cooking / Delivery*
Monday - Wednesday	08:30-24:00	17:00 - 23:00
Thursday - Saturday	08:30-24:00	12:00 - 23:00

**Please note that customers are able to place orders in advance on the Deliveroo app, but these are the earliest/latest times that food can be delivered. All orders will be handed over by 23:00 and there will be no collections after this time.*

The Kitchen ventilation system will be operational at approximately half speed for a minimum of an hour from the kitchen closing to alleviate any heat build-up occurring during the catering session. All industrial processes, plant equipment and noise generating operations will cease at 00:00

Managing Collections of Deliveroo Orders

Riders will be notified of an order via the Deliveroo app and the Deliveroo technology ensures that they will arrive on-site on average 2 minutes before the order is ready to be collected.

Riders are required to park their bike/moped at the gate by Dobson Close (which is closed in line with the food cooking/delivery times above) and walk on foot to collect orders from the Dispatch centre. This is monitored by an on-site traffic marshal, who is responsible for ensuring the gate remains closed and overseeing all arrivals/departures from the Site.

The traffic marshal is also responsible for ensuring that riders park safely and do not park on the pavements. The traffic marshal is briefed to instruct riders to park safely elsewhere, or drive around the block, if there is no space to park in front of the gate.

Deliveroo is not in full control of the gate at all times of the day; this is owned by a third party and other occupiers need to access the drive and parking spaces at the bottom of the drive throughout the day. Therefore, it is possible that the gate will be open at times when Deliveroo is not trading. Subject to this, in order to ensure that the gate is closed when riders are present (which may be slightly before the commencement of trading), Deliveroo staff on-site will also check that the gate is closed from 4pm until the traffic marshal starts their shift.

The Dispatch centre is a segregated area, separated from the kitchens. The riders are able to get water/coffee and use the bathroom at the Dispatch centre. It is also a place for them to keep warm while they wait for their order.

Please refer to the Site plan at Appendix A and photos at Appendix B for further detail.

Noise

A comprehensive Noise Impact Assessment has been undertaken by Noise Solutions Ltd which has demonstrated compliance with the London Borough of Camden's requirement that plant rating noise level, calculated using the method BS 4142:2014, is at least 5 dB(A) below the pre-existing background sound level, at 1m from the façade of the nearest noise-sensitive premises. The noise impact assessment should be read in conjunction with this Operational Management Plan.

The Site will operate within the noise levels outlined as acceptable by Noise Solutions Ltd to prevent disturbance or nuisance.

The findings of the noise impact assessment in respect of dispatch deliveries are also positive. Riders will park at the gate at the entrance to the site and collections from the Dispatch Centre will be made on foot. This means that riders will not travel up and down the ramp and therefore potential noise impacts to the rear of the residential properties facing Finchley Road is avoided. Overall, the noise impact assessment concludes that predicted noise from scooters results in, at worst, a 'low impact' in line with BS 41442:2014.

Noise levels will be monitored to ensure that they are acceptable at all times and audits will be conducted.

Signage

Signs are placed on site reminding riders and employees to respect their neighbours and leave the Site quietly.

Please see Appendix B for examples.

Deliveries to the Site

In order to mitigate any potential nuisance, Deliveroo will ensure that all deliveries take place between the hours of 8:00-20:00, Monday to Friday and 08:00-18:00 on a Saturday. Care will be taken to ensure that deliveries are coordinated outside of rush hours.

No deliveries will be permitted to the Site on a Sunday.

Refuse Collection

Refuse collection is managed by Veolia, via Camden Council, and we anticipate that there will be four waste collections per week of four 1,100L bins (three general waste and one recycling).

Deliveroo is committed to being environmentally friendly and a significant proportion of waste generated on Site is recycled. Recycling bins are placed on Site encouraging people to recycle, and

waste is separated into glassware, plastic and cardboard where possible. There is negligible amounts of food waste as the supply and demand of our customers is matched to the supply and stock control of the kitchen partners

All refuse and recycling is taken off site directly to the outside bins and site management are responsible for ensuring waste is stored appropriately.

Any waste oil is stored in sealed containers and transported off site by Olleco, an approved supplier, weekly.

We use Pest Kill to manage pest control inside and outside of the unit. They conducted an audit of the Site before it was open, and come back to Site every 12 weeks (or more if requested) to monitor.

Please refer to the Site plan at Appendix A for further detail.

Cleaning

We have dedicated Kitchen Assistants who are on site during trading hours to maintain a clean and safe environment.

Public Transport

In an effort to help minimise traffic on-site, all staff will be encouraged to use public transport to access the Site.

Kitchen Design and Ventilation

Deliveroo has commissioned a bespoke extraction system designed specifically for this Site by technical engineers, Chapman Ventilation, which has given careful consideration to the demands of the commercial kitchen operation, nature of the cooking and the location of the Site. This includes highly-specialised plant equipment which will appropriately deal with noise, fumes and heat emanating from the cooking process, together with a strict maintenance programme in line with manufacturer's recommendations. This Operational Management Plan should be read in conjunction with the plant maintenance programme.

The bulk of the equipment has been located internally within the building. However, careful consideration has been given to the location of the external extracts which have been positioned as high as possible on the back of the industrial building and are a significant distance from the nearest residential receptor. This, together with the vertical discharge and high discharge velocity (15m/s), ensures that the extract air is dispersed away from nearby residential properties, directly into the atmosphere. There should be no issues with regard to noise or odour from the kitchen installation

Water, Gas and Power

The Site is operated in accordance with the operation and management guidelines issued by the applicable contractors. Utilities upgrades have been commissioned by Thames water, UKPN and CNG Gas.

Temporary generators will only be used on site in emergency situations.

Lighting

There is lighting outside the Site which operates on a sensor for safety reasons. This is static and non-flashing, and kept at a low level to reduce glare.

CCTV

A full CCTV system is in operation at the Site with cameras positioned both internally (including in the kitchens) and externally.

Recorded CCTV images will be maintained and stored for a period of twenty-eight days and will be produced to the Police or Licensing Authority upon request.

All site managers are trained in the use of CCTV equipment.

Local Employment

Opening Deliveroo Editions at the Site has created circa. 48 new jobs, as well as increased opportunities for Deliveroo riders.

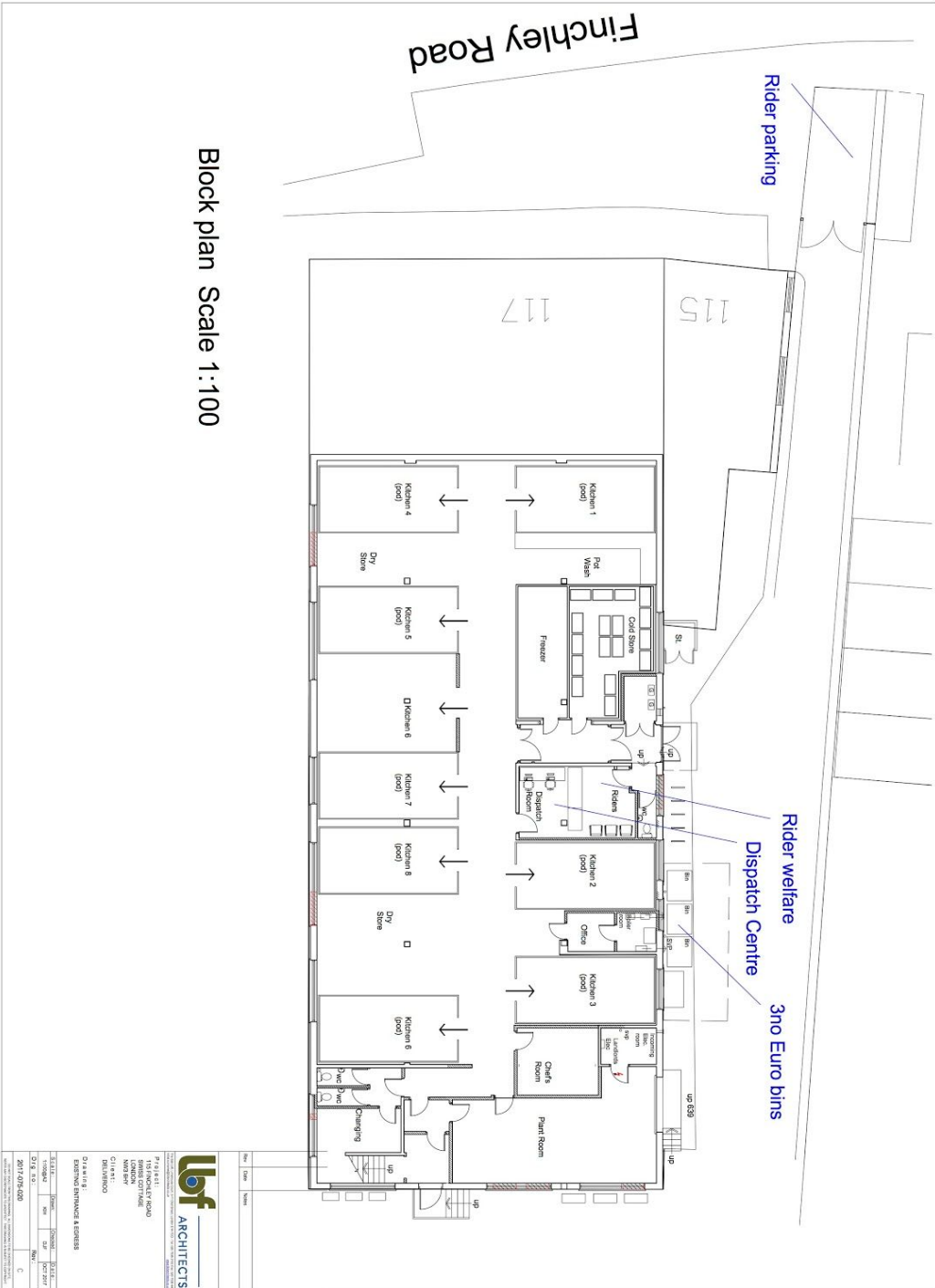
Communication with Local Residents

Deliveroo is committed to maintaining an excellent relationship with our neighbours and local Council. To that end, we have set up a dedicated email that may be used to notify us of any concerns and or suggestions: editions.community@deliveroo.co.uk.

Our on-site management team are also available during opening hours to help with any questions/queries/complaints that interested parties may have.

A record will be kept of all complaints, including the date, time, name, cause and action taken.

Appendix A Site Plan



Block plan Scale 1:100

lob ARCHITECTS

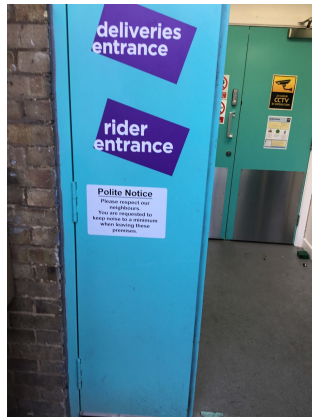
PROJECT: **FINCHLEY ROAD**
 ADDRESS: **FINCHLEY ROAD**
 LOCATION: **FINCHLEY**
 CLIENT: **FINCHLEY**
 DELIVERED:

DATE: **20/01/2017**
 DRAWING: **01**
 SCALE: **1:100**
 SHEET: **01**
 TOTAL SHEETS: **01**

DATE: **20/01/2017**
 DRAWING: **01**
 SCALE: **1:100**
 SHEET: **01**
 TOTAL SHEETS: **01**

Appendix B Photos of the Site

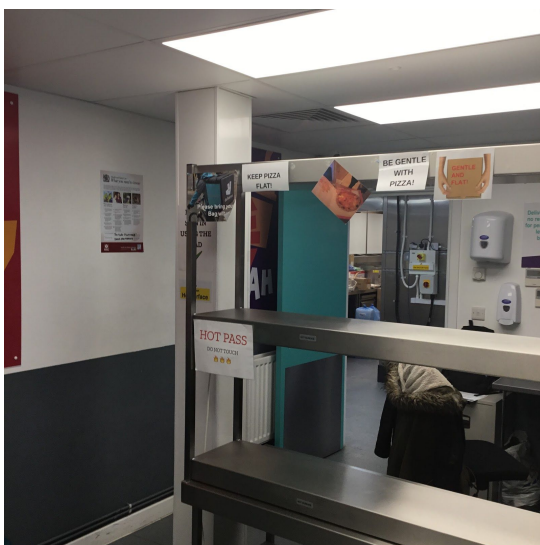
Signage on Site



Rider welfare facilities



Dispatch centre



Rider collection



Riders park their bike at the top of the ramp and walk down the hill to collect orders on foot.