

Appendix 1

DELIVEROO EDITIONS

**UNIT TO THE REAR OF 115 - 119 FINCHLEY ROAD,
LONDON, NW3 6HY**

**OPERATIONAL MANAGEMENT PLAN
1 AUGUST 2019**



1. Introduction

The Deliveroo Editions site at the unit to the rear of 115-119 Finchley Road, London, NW3 6HY as shown on Plan 1 (the **Site**) will be managed in accordance with this Operational Management Plan (the **OMP**).

The OMP covers the following:-

- The operating hours of the Site;
- How those who use the Site will be expected to conduct themselves;
- How Deliveroo Rider deliveries will be managed;
- The responsibilities of the on-Site marshals;
- Servicing arrangements for the Site;
- How refuse and recycling is stored and collected;
- Pest control;
- Site security;
- On-Site staff training; and
- Communication with local residents.

Deliveroo will work with Camden Borough Council (the **Council**) to review this OMP from time to time when necessary. Any future revised plan must be approved by the Council in writing in accordance with the review mechanism set out in the s.106 agreement dated [TBC], and complied with thereafter.

All staff employed at the Site will be trained to implement this OMP, and will have responsibility for ensuring that it is implemented each and every day.

In addition, before being allowed to trade on the Deliveroo platform, all restaurant partners will be required to complete a Site induction, which will include an explanation of the policies and procedures outlined in this OMP. Repeated failure to comply with on-Site rules and regulations will be treated as a breach of contract.

2. Operating Hours

Days	Site Opening Hours	Site Trading Hours*
Monday - Sunday	08:00 - 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 by 00:00, save for the Optyma condenser unit to the chilled room.

3. Code of Conduct

All occupiers and visitors to the Site will be required to comply with this OMP where applicable and conduct themselves in the following manner:

- they will comply with all laws, rules and regulations applicable to the operation of the Site, and any instructions given by Site staff;
- they will behave in a professional manner, and treat Site staff and neighbours with respect; and
- they will not create unnecessary noise in the immediate vicinity around the Site.

The Code of Conduct will be clearly displayed on Site both at the top of the access ramp, and inside the dispatch area. The on-Site staff will be responsible for ensuring that all new visitors to site (including Riders) are made aware of it.

4. Deliveroo Rider Deliveries

Only those Riders delivering on foot, bicycle or electric two-wheeled vehicle (**ETW**) will be permitted on Site, as secured via Deliveroo's technology and as monitored by a marshal.

No more than 30 Riders will be permitted on site at any one time. Space for bicycles and electric vehicles to park on Site, adjacent to the entrance door of the Site, will be available as shown on Plan 1. This will provide sufficient parking space for Riders to park on Site, to ensure that they do not need to wait off Site.

Space will be provided inside of the property for not less than 24 Riders to wait to collect their order. The historic order volumes for the Site demonstrate that this is more than enough.

No Riders will be permitted to park past the line indicated on Plan 1, as will be clearly demarcated with traffic cones and overseen by a marshal. The Site team will be responsible for ensuring that the traffic cones are in place before the Site opens for trading, and will be responsible for ensuring that they are stored safely overnight.

Riders will be permitted to charge their electric vehicles, in the designated spaces shown on Plan 1. There is space for 6 electric vehicles to charge in one parking space at any one time. Riders will be required to wait inside of the building, while waiting for their vehicle to charge. It can take between 5-6 hours to charge an electric vehicle that has an empty battery.

All Riders will be required to turn left to exit the Site, and bicycle Riders will be prohibited from turning right and walking their bike on the pavement down Finchley Road.

In addition to the above, Riders will be required to comply with all relevant Deliveroo policies and procedures. Details of these will be shared with Riders when they register with Deliveroo, and can be accessed at anytime using the following link:

<https://roocommunity.com/deliveroo-riders-community/>.

If a Rider on Site fails to comply with any Deliveroo policy or procedure (Site-specific or otherwise), a complaint will be reported to Deliveroo Rider Support by the Site staff. Following a complaint being made, the Rider will receive a notification, informing the Rider that they have breached Deliveroo's policy or procedure. If a Rider continues to breach the policy or procedure, and receives three notifications for any violation during a 90 day period, their contract with Deliveroo will be terminated.

Deliveroo will ensure that a record of all Deliveroo orders collected from the Development and the corresponding Rider ID is maintained for a period of six calendar months to ensure that Deliveroo is able to identify any Riders reported to Deliveroo as not complying with any of the above off-Site. This obligation is subject to the following:

- Deliveroo is only able to locate a Rider if they are logged in to the Deliveroo app as available to receive orders;
- it will be difficult for Deliveroo to identify a specific Rider if they are in a group of Riders who are also logged into the Deliveroo app; and
- Deliveroo will only be able to identify a specific Rider if the following information is provided:
 - location of incident - this needs to be as accurate as possible (e.g. specific intersection and/or part of road);
 - time of incident - again, this needs to be as accurate as possible; and
 - direction of travel of Rider (e.g. heading Northbound on Finchley Road).

If, after Deliveroo has investigated the complaint, the Rider is found to be in breach of any Deliveroo policy and procedure, either a warning will be sent to the Rider and/or their contract will be immediately terminated (depending on the severity of the incident) - provided the Rider is still contracted to provide services to Deliveroo.

It is important to note that Riders are not contracted to Deliveroo exclusively and could be contracted to provide services for a number of other online food delivery companies (e.g. Uber Eats, Just Eat). Deliveroo is unable to identify Riders who are providing services to other online food delivery companies and not logged on to the Deliveroo app.

5. Marshals

A qualified security company will be appointed to provide one traffic marshal from 8:00am, Monday-Saturday (when supplier deliveries are made), and two traffic marshals at all times the Site is open for trading. The security company will be contracted to ensure that there is continuous cover, and will be under an obligation to ensure that, in perpetuity, the Site is serviced strictly in accordance with the details set out within this OMP.

From 8:00am, the traffic marshal on duty will have responsibility for ensuring that:

- supplier vehicles that are servicing the Site access and exit the site in forward gear, providing assistance where necessary;
- supplier vehicles that are servicing the Site are no larger than 7.5t and 7.2m in length;
- no more than two supplier vehicles servicing the Site are permitted on Site at any one time;
- refuse vehicles do not access the Site using the access ramp;
- supplier vehicles servicing the Site park in the designated spaces, providing assistance where necessary;
- supplier deliveries for the Site are made in accordance with this OMP; and
- only those authorised to be on Site are given access to the Site.

Where necessary, the on-Site team will be able to assist the traffic marshal fulfil any of the above obligations.

During trading hours, one marshal will be positioned at the entrance to the Site, on the access ramp, with responsibility for ensuring that:

- only those Riders delivering by foot, bicycle or ETW, with a confirmed Deliveroo order, are permitted access to the Site;
- Riders enter and leave the Site safely;

- Riders turn left to exit the Site, and bicycle Riders do not turn right and walk their bike on the pavement down Finchley Road.
- Riders are directed to park in the designated areas, as shown on Plan 1;
- Riders accessing the Site from the stairs to the right of the access slope on Dobson Close and/or who approach the Site in breach of the highway code will not be permitted to enter the Site, and their order is re-assigned;
- Riders do not access the Site via the Cresta House carpark;
- Riders respect the highway code;
- Riders do not obstruct or ride along the footway and are considerate towards pedestrians;
- Riders do not congregate on the access ramp and/or create excessive noise;
- Riders do not smoke (or vape) on Site;
- Riders conduct themselves in a professional manner, and do not litter, use foul language and/or litter on Site;
- supplier vehicles that are servicing the Site access and exit the site in forward gear, providing assistance where necessary;
- supplier vehicles that are servicing the Site are no larger than 7.5t and 7.2m in length;
- no more than two supplier vehicles servicing the Site are permitted on Site at any one time;
- there is no conflict between Rider deliveries and servicing deliveries, and Riders are held at the top of the access ramp until the servicing vehicle has cleared the access ramp;
- refuse vehicles do not access the Site using the access ramp; and
- only those authorised to be on Site are given access to the Site.

During trading hours, the other marshal will be positioned at the bottom of the access ramp, adjacent to the Site entrance and Rider parking area, with responsibility for ensuring that:

- Riders do not access the Site via the Cresta House carpark;
- Riders park in the designated spaces available, as shown on Plan 1;
- Riders do not park past the line shown on Plan 1;
- once parked safely, Riders proceed to the internal dispatch area to collect and/or wait for their order;
- Riders do not congregate outside of the property and/or create excessive noise;
- Riders do not smoke (or vape) on Site;
- Riders conduct themselves in a professional manner, and do not litter, use foul language and/or litter on Site;
- there is no conflict between Rider deliveries and servicing deliveries;
- supplier vehicles servicing the Site park in the designated spaces, providing assistance where necessary;
- supplier deliveries for the Site are made in accordance with this OMP; and
- the three parking bays at the rear of the building as shown on Plan 1 are only used as set out in this OMP.

The marshals will be responsible for ensuring that everyone on-Site complies with all policies and procedures as set out in this OMP. The marshals will also use reasonable endeavours to ensure that supplier vehicles servicing the Site do not park in the bus stop on Finchley Road and/or Dobson Close.

The marshals will be provided with a clipboard to note down any incidents of infringement, which will be handed over to the site team to address. The site team will be responsible for reporting any breaches in accordance with this OMP.

Any complaints about the conduct of the marshals should be emailed to Deliveroo using the email address outlined in section 11 below and/or notified to the on-Site management team. The complaint

will be managed in accordance with the procedure outlined in section 11 below and appropriate action, including replacement, will be taken where necessary.

6. Servicing Arrangements

The Site will be serviced by vehicles from suppliers of fresh food, oil and packaging. The Site will receive a number of small independent deliveries, most likely from local London based suppliers.

The objective of the proposed servicing arrangements outlined in this OMP is to minimise traffic disruption and avoid potentially dangerous situations on the local highway network, as well as to minimise the noise impact for those who live in neighbouring properties.

Timing

To avoid conflicts between Rider deliveries, supplier deliveries to the Site will only be permitted during the hours of 8:00am to 4:00pm, Monday to Saturday. Supplier deliveries to Site will not be permitted on a Sunday or Bank Holiday.

The number and timing of the supplier deliveries expected to be made to the Site during a 'typical' trading week are set out below.

Time	Average Number Per Day	Vehicle Type	Duration on Site
8:00 - 12:00	8	transit vans	10 -15 mins
12:00 - 16:00	5	transit vans	10 - 15 mins

Size Restriction - Supplier Deliveries

Only those supplier vehicles servicing the Site that are no larger than 7.5t and 7.2m in length will be permitted on to the Site. This is the largest vehicle that can be safely accommodated within the curtilage of the building, as confirmed by Transport Planning Associates.

Supplier loading/unloading

In order to minimise the impact of servicing activities upon highway and pedestrian safety, all supplier deliveries to the Site will be undertaken within the curtilage of the building, or using the permitted loading areas on the Finchley Road, as shown on Plan 2.

All supplier delivery vehicles will approach the Site from the south and will turn left onto the access ramp from Finchley Road. All delivery vehicles will be required to access and exit the Site in forward gear. On exiting the Site, all delivery vehicles will be required to turn left onto the Finchley Road.

There is sufficient space within the curtilage of the building for vehicles to turn on site - as illustrated by the swept path analysis attached at Plan 3. A dedicated parking bay will be kept clear for servicing delivery vehicles at all times during delivery hours.

The delivery drivers will hand carry the goods or use a hand operated and/or electric cart to wheel the goods into the Site, which usually takes 10-15 minutes. Most deliveries can be attended to by one delivery driver.

Should it be necessary to do so, the on-Site staff and/or marshals will assist the delivery drivers manoeuvre their vehicle with stop and go hand signals, communicated through the vehicles mirrors, while watching the driver's blind spot.

Delivery drivers will be asked to turn off the audible reversing alarm, where possible.

Conflicting Deliveries

Every effort will be made to ensure that suppliers deliveries made by independent suppliers to the Site are timed such that they do not coincide with each other. In the eventuality that two deliveries do arrive concurrently, the on-Site team will ensure that the following protocol is followed:

- The second delivery vehicle to arrive will be instructed to drive around the side of the building, and wait at the rear of the building to allow the previous supplier to clear the service yard and exit the Site.
- Alternatively, the second delivery vehicle to arrive will be advised to wait in the dedicated loading area on the Finchley Road as shown on Plan 2. Loading from each supplier is usually 10-15 minutes, therefore this would not cause additional congestion on the road network.

Failure to Comply

Should any independent suppliers fail to adhere to the procedure set out above, the Site Manager will log the incident in the Site log-book. In addition, the restaurant partner who arranged the delivery will be informed and instructed to notify the supplier direct that they must comply with all on-Site restrictions. If the supplier continues to disregard the on-Site policies and procedures as outlined in this OMP, they will be refused access to the Site and the restaurant partner will be instructed to find an alternative supplier.

7. Waste Storage and Collection

Site management will be responsible for ensuring that waste is stored appropriately, in accordance with the terms of this OMP. Under no circumstances will waste be stored in the parking area to the rear of Cresta House.

Refuse and Recycling

There will be both general waste and recycling bins (each of 1,100 litre capacity) stored at the rear of the Site, as shown on Plan 1.

Refuse collection is managed by Veolia, the Council's appointed partner. Refuse collection vehicles access the site via Belsize Road, and across the car park to the rear of Cresta House. There is a locked gate that separates the Site from the Cresta House car park. Veolia have gained formal access and have the ability to open the gate, through the Landlord of the building. Veolia reverse their van into the rear of the Site, and pull the bins from where they are stored in the car park space to the parked van to offload.

On average there will be four waste and four recycling collections per week. Refuse and recycling waste for both the other commercial operators and residents that occupy the building is collected at the same time. Waste is collected regularly and the bins are sheltered by boundary fencing, which will prevent odour nuisance from occurring.

Food Waste

Food waste will be stored separately to general and recycling waste, in the car park shown on Plan 1. Appropriate arrangements will be put in place. Food waste is kept to a minimum as the supply and demand of customer orders is matched to the supply and stock control of the restaurant partners, so Deliveroo anticipates that this will be minimal.

Waste Oil

Waste oil is collected by Olleco once a week, to be recycled and turned into biofuel. Olleco will use a transit van to collect all waste oil, and as such will be able to access and exit the Site using the service ramp, in accordance with the restrictions outlined in section 6 (*Servicing Arrangements*) of this OMP.

8. Noise Mitigation

The following measures have been specifically implemented to minimise the noise generated on Site:

- The Site is only open for trading during day-time hours;
- Only those Riders delivering by foot, bicycle or ETW are permitted access to the Site.
- Riders are directed to wait to collect an order inside the property, and are not permitted to congregate outside;
- Riders are not permitted to have conversations and/or communicate in raised voices outside;
- Supplier deliveries to the Site are only permitted during day-time hours, and are not permitted on a Sunday and/or Bank Holiday; and
- Placing signs (to remain in place at all times) at the entrance to the Site reminding patrons to keep noise to a minimum and to respect the neighbours.

9. Pest Control

Deliveroo use an external agency 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 6 weeks (or more if required) to monitor.

10. Site Security

15 CCTV cameras are positioned on site both internally (including in the kitchens) and externally. Recorded CCTV images are maintained and stored for a period of 30 days and will be produced to the Council (including the local planning authority), Police or Licensing Authority upon request. All Site managers are trained in the use of CCTV equipment.

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

11. Communication with Local Residents and the Council

Deliveroo is committed to maintaining a good relationship with neighbours and the Council. To that end, we have set up a dedicated email that may be used to notify us of any concerns and or suggestions: swisscottage.editions.community@deliveroo.co.uk. The email address shall remain clearly displayed at the entrance to the Site, and will be monitored by the on-Site team and Deliveroo HQ.

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

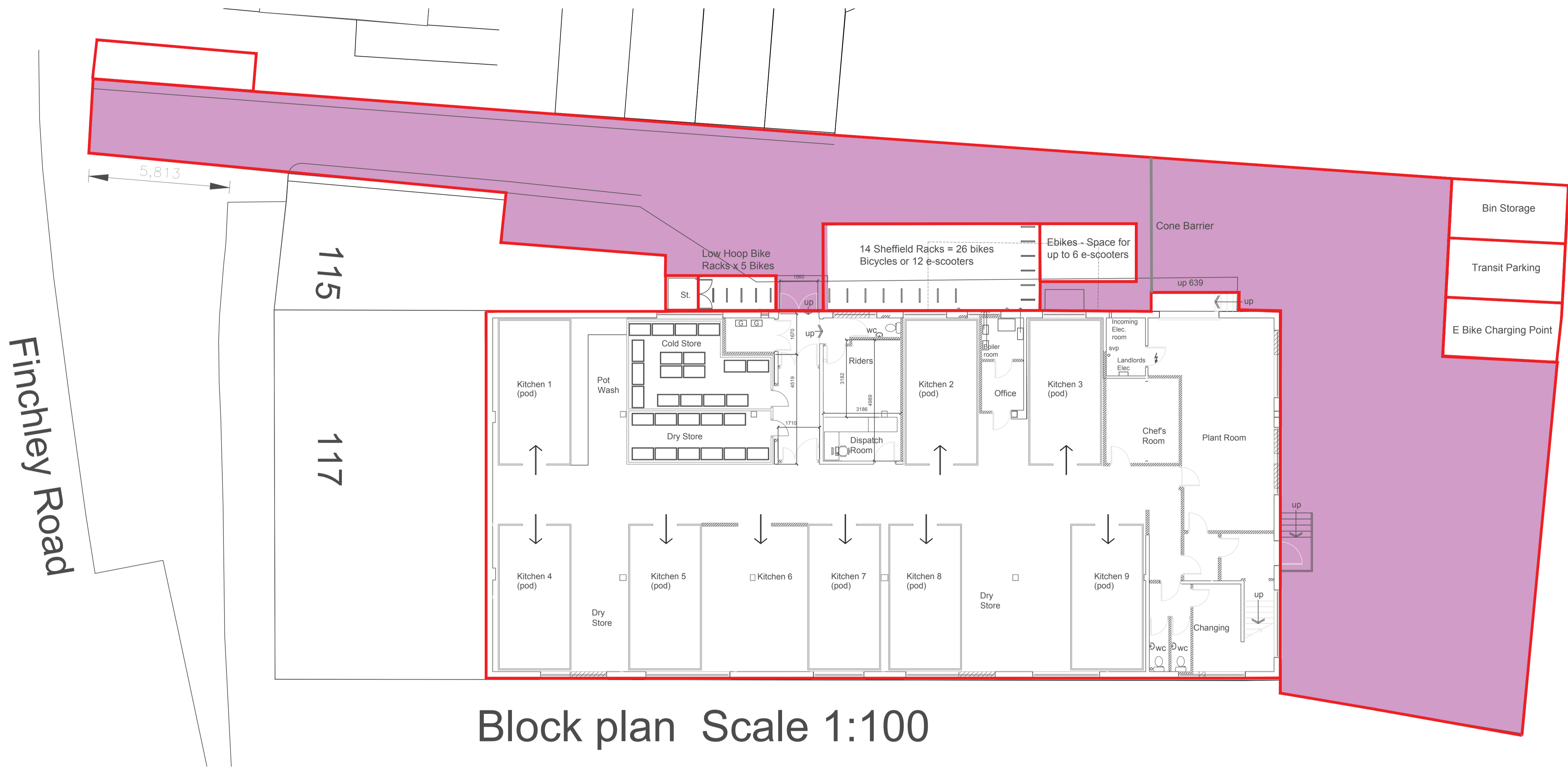
Deliveroo will send an acknowledgement of any complaint received within 24 hours. If necessary, Deliveroo will contact the complainant to obtain further information regarding the incident. The site manager will then investigate, and the complainant will be informed of the outcome and any steps taken to address the complaint.

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

In addition to keeping a record of all complaints received, Deliveroo will maintain an on-Site incident log which will record any incidents in which the terms of this OMP have not been complied with, and any action taken where appropriate.

An extract/summary of Deliveroo's records of any such complaints and/or sanctions will be made available to the Council (including the local planning authority) upon written request on a strictly confidential basis.

Plan 1 - The Site



Rev	Date	Notes

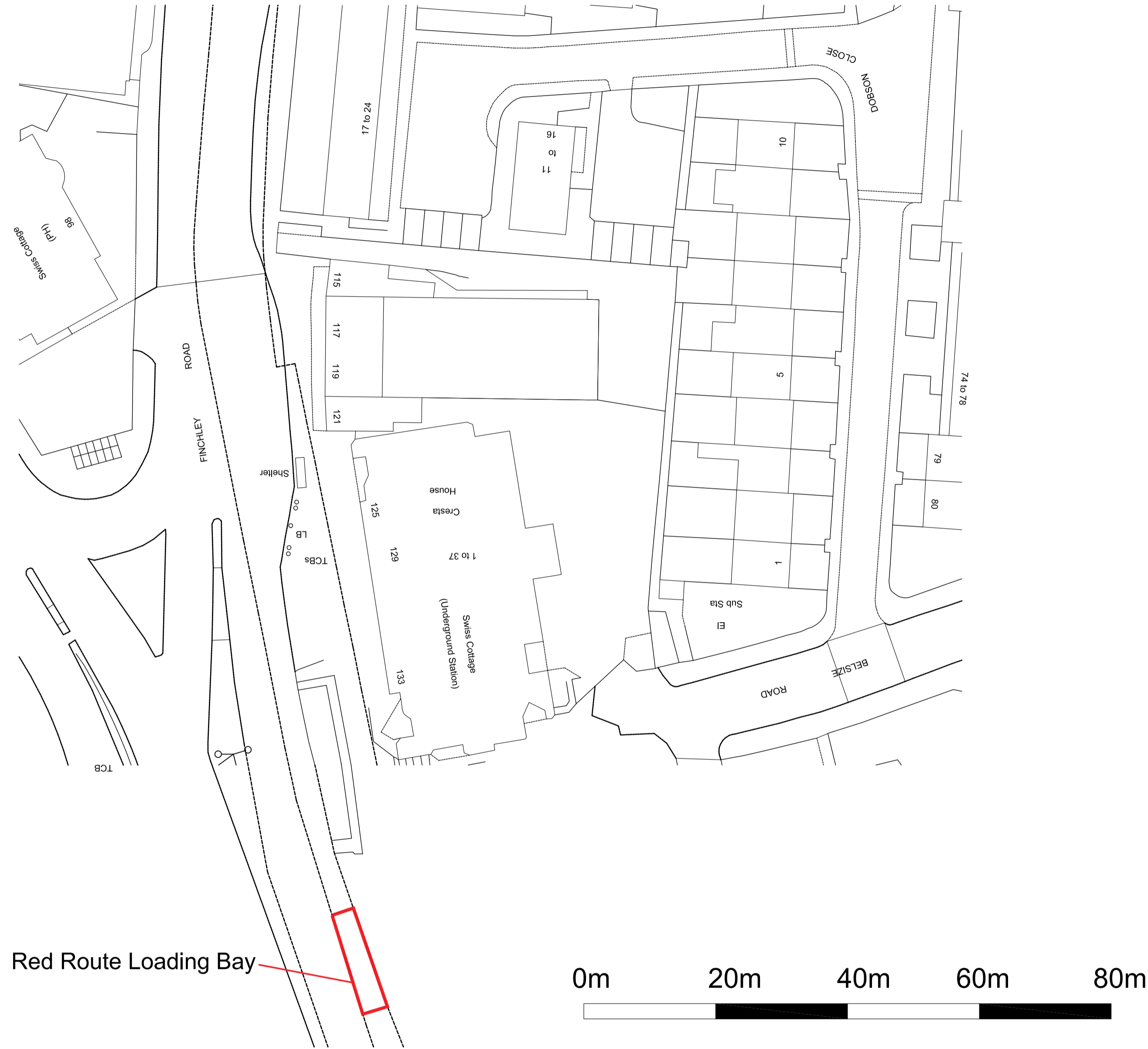
The Sall Loft, Limehouse Court, 3-11 Dod Street, London E14 7EG - Tel: 020 7538 2100 Fax: 020 7538 4442
info@sallloft.co.uk
www.sallloft.co.uk

Project:
115 FINCHLEY ROAD
SWISS COTTAGE
LONDON
NW3 6HY
Client:
DELIVEROO
Drawing:
PROPOSED ENTRANCE & EGRESS

Scale:	1:100@A1	Date:	AUG 2019
Drg no:	2017-075-021	Rev:	I

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Plan 2 - Finchley Road Loading Areas



Location plan Scale 1:500

Rev	Date	Notes
<div><div><div>lbf</div><div>ARCHITECTS</div></div><div><div>The Red Loft, Limehouse Court, 3-11 Dod Street, London E14 7ED • Tel: 020 7536 2100 Fax: 020 7538 4442</div><div>lbf@lbfarchitects.co.uk</div><div>www.lbfarchitects.co.uk</div></div></div>		
Project: 115 FINCHLEY ROAD SWISS COTTAGE LONDON NW3 6HY		
Client: DELIVEROO		
Drawing: RED ROUTE LOADING BAY		
Scale:	Drawn:	Checked:
1:500@A1	KIH	DJF
Drg no:		Date:
2017-075-022		
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Plan 3 - Swept Path Analysis



A3
ORIGINAL
PLOT SIZE



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NOTES:

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Transport Planning Associates

25 Southampton Buildings
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020 3709 9405
www.tpa.uk.com

CLIENT:

PROJECT:
**Deliveroo
Swiss Cottage**

TITLE:
**Swept path analysis
of a 4.6t (5.9m long) van**

STATUS:
FOR INFORMATION

SCALE: 1:250	DATE: 01-08-19	DRAWN: NH	CHECKED: -	APPROVED: NH
JOB NO: 1806-18	DRAWING NO: SP10	REVISION:		

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PLOT SIZE

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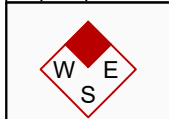
CLIENT:

PROJECT:
Deliveroo
Swiss Cottage

TITLE:
Swept path analysis
of a 7.5t (7.2m long) van

STATUS: FOR INFORMATION

SCALE: 1:250	DATE: 30-07-19	DRAWN: NH	CHECKED: -	APPROVED: NH
JOB NO: 1806-18		DRAWING NO: SP07		REVISION:



INDICATIVE

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A3
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PLOT SIZE

Vehicle entry

Vehicle exit

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CLIENT:

PROJECT:
**Deliveroo
Swiss Cottage**

TITLE:
**Swept path analysis
of an 9m refuse
vehicle**

STATUS:
FOR INFORMATION

SCALE: 1:500	DATE: 02-08-19	DRAWN: NH	CHECKED: -	APPROVED: NH
JOB NO: 1806-18	DRAWING NO: SP09	REVISION: A		