

## Appendix 4

Survey Date 1:

28.11.2019

(Thursday Evening)

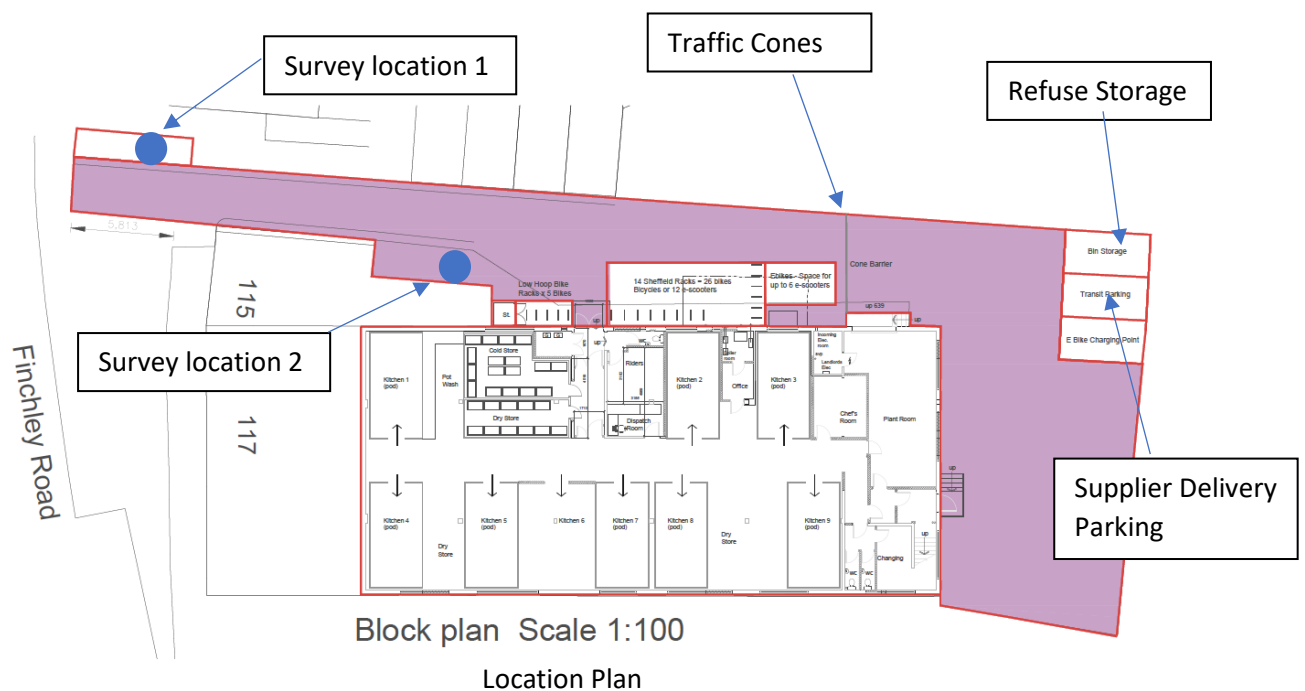
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: Thursday 28 November 2019

Time: 19:10 – 20:10

Names: Mike Mills / Tim Humphries



**Conditions:** Cold and rainy. Strong westerly wind

**Other points of note:** Deliveroo offering a 25% discount on the day (Black Friday deal)

DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	<div> <div>    </div> <div>    </div> <div>    </div> <div>    </div> <div>    </div> </div>
		Total: 84
2.	Were all riders on e-scooters/bikes or bicycles?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please state:	
	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
3.	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Please provide full details if so:	
	a)	
	Time of the incident:	19:36
	Location of the incident:	Entrance to the site.
	Details of what happened:	Rider did not look when pulling into the site and almost hit a pedestrian. The rider stopped before this happened.
	Details of any action taken on site:	The rider apologised and let the pedestrian pass before continuing into the site. The marshal was positioned in the parking area at this time.
	Any other comments:	
	b)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	

	c)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	d)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	e)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	



4.	<b>Was sufficient parking available for all riders entering the site at all times?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time and duration that parking was not available:			
	The number of spaces short:			
	Whether any riders were prevented from entering the site by a Marshal when parking was at full capacity			
	Any other comments?			
	5.	<b>Were riders waiting inside the building to collect their order at all times?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If no, please provide details				
Time and duration of incident:		19:15,19:50		
Number of riders waiting outside:		2		
Location of riders:		Standing by parking area		
Any other comments:				
6.		<b>Were traffic cones in place to ensure riders do not pass the line indicated on the above plan?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
7.	<b>Did any riders park beyond the traffic cones when collecting an order?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
	If yes, please provide details:			
	Time of the incident:			
	How many riders:			
	Location where riders parked:			
	Any action taken by a Marshal:			
	Any other comments:			
	8.	<b>Did all riders turn left onto Finchley Road when exiting the site?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
		If no, please provide details:		
a)				
Time of the incident:		19:30 & 19:47		

	How many riders:	2
	Any action taken by a Marshal:	No action taken
	Any other comments:	Marshal was positioned in the parking area at this time.
	b)	
	Time of the incident:	
	How many riders:	
	Any action taken by a Marshal:	
	Any other comments:	
SUPPLIER DELIVERIES		
1.	<b>Number of supplier vehicles entering the site (tally)</b>	
	Total: Nil	
2.	<b>Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
3.	<b>Did all supplier vehicles access the site in forward gear?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	

4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	
5.	If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
6.	Did all supplier vehicles leave the site in forward gear?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
MARSHALS		
1.	Were two marshals in place at all times?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details	
	Time and duration of incident:	19:10 – 20:10
	Any other comments:	Only 1 marshal present during monitoring time. It is understood that the second marshal was on a break.
2.	Did the Marshalls have clipboards at all times?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	For duration of monitoring time

	Any other comments:	
3.	Is the Marshal positioned at the entrance to the site carrying out the following at all times:-	
(a)	Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	Marshal not present at top of ramp for majority of the monitoring period.
(b)	Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	Throughout monitoring period (see below)
	Any other comments:	Majority of riders were abiding by the code. There were a few instances of breaches with no action taken: <ul style="list-style-type: none"> <li>- Riders cycling down pavement and entering the site from the north at 19:15, 19:25, 19:35, 19:38, 19:40, 19:49. No action taken.</li> </ul>
(c)	Ensuring that riders are directed to the parking area and not obstructing the pavement	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	19:41 & 19:53
	Any other comments:	<ul style="list-style-type: none"> <li>- Rider waited on opposite side of road until an order arrived, and then crossed the main road into the site at 19:41</li> <li>- Rider parked up outside café by entrance waiting for an order at 19:53</li> </ul>
(d)	If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(e)	Other comments	
4.	Is the marshal positioned at the parking area carrying out the following at all times:-	
(a)	Assisting with rider parking	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

	If no, please provide details:	
	Time of incident:	
	Any other comments:	When the marshal was in position.
(b)	<b>Directing riders inside the building to wait to collect their order</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	20:00
	Any other comments:	Incident of rider waiting outside (on phone). Marshal was at top of the ramp at the time.
(c)	<b>If applicable, assisting supplier deliveries to manoeuvre their vehicles</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	<b>If applicable, asking delivery drivers to turn off their audible reversing alarm</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
REFUSE STORAGE		
1.	<b>Are the refuse bins stored in the car park space shown on the above plan?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
NOISE MITIGATION		
1.	<b>Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2.	<b>Were there any incidents of raised voices from riders / kitchen staff?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	20:00
	Description of the incident:	Incident of rider waiting outside (on phone), but voice was not raised. Marshal was at top of the ramp at the time.
	Any action taken:	No

	Any other comments:	
3.	<b>Were there any other noises of note?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: Thursday 28 November 2019 (EVENING)

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Time: 20:15 – 21:15

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Names: Mike Mills / Tim Humphries

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	Intermittent during visit (20:40)
What is the source?	From Finchley Road / Swiss Cottage station area
Description of the odours (e.g. type of smell):	General cooking
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	1
Wind direction recorded on-site (use map for reference):	Westerly
Any other comments:	Only present when wind blowing – not from site
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	Intermittent during visit (20:50)
What is the source?	Unknown (possibly arising from the site but could also be from residential properties)
Description of the odours (e.g. type of smell):	Curry/Asian cuisine
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	2
Wind direction recorded on-site (use map for reference):	Westerly (monitoring therefore downwind of site)
Any other comments:	Only present when wind blowing – smell dissipated quickly
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

Location 4 – Higher Car Park, Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input checked="" type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	Intermittent raised voices from Rider on their phone. Directed inside the building by the marshal.
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	



**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{e} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{e} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 2:

06.12.2019

(Friday Evening)

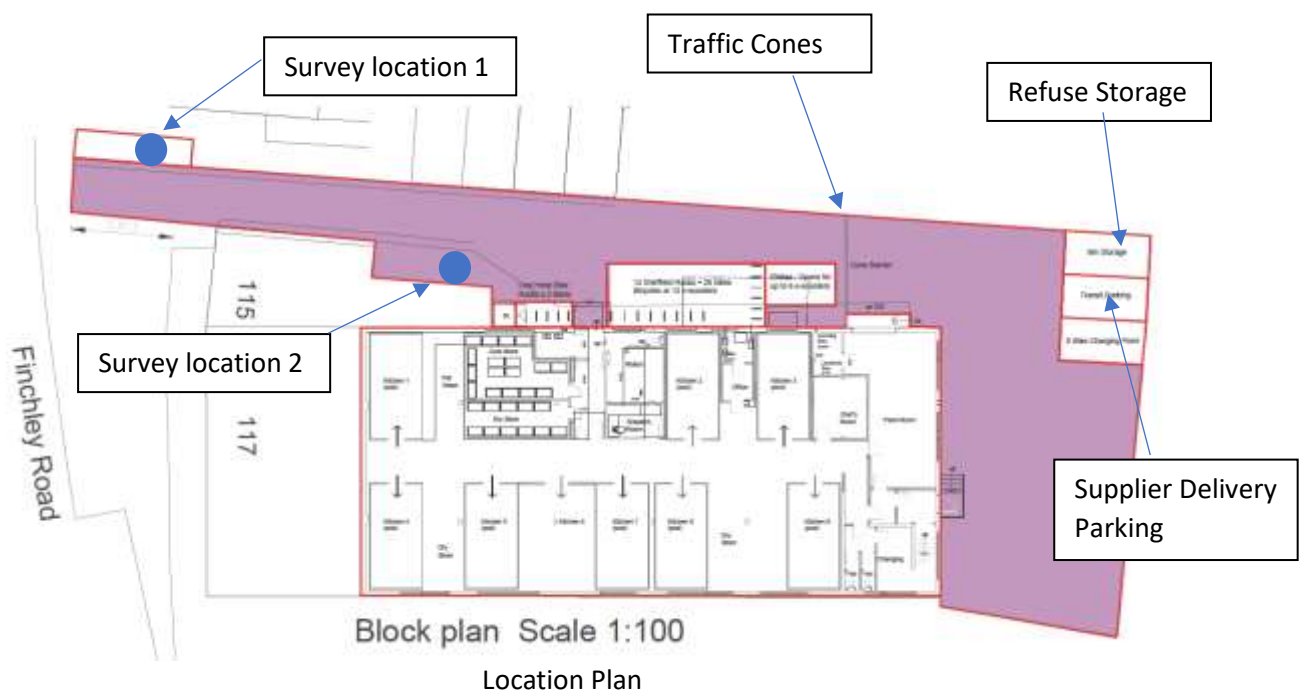
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: Friday 6 December 2019 (EVENING)

Time: 19:00 – 20:00

Names: Tim Humphries & Claire Stafford



**Conditions:** mild & gusty wind (north-easterly)

**Other:** N/a

DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	  
		Total: 102
		2. Were all riders on e-scooters/bikes or bicycles?
		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
		If no, please state:
3.	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Please provide full details if so:	
	a)	
	Time of the incident:	19:40
	Location of the incident:	Entrance to the site.
	Details of what happened:	Pedestrian who was not paying attention walked into the rear wheel of a bike waiting to turn left out of the site.
	Details of any action taken on site:	Rider not at fault and therefore no action taken. Marshal asked pedestrian if they were OK.
	Any other comments:	
b)		
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	

c)	
Time of the incident:	
Location of the incident:	
Details of what happened:	
Details of any action taken on site:	
Any other comments:	
d)	
Time of the incident:	
Location of the incident:	
Details of what happened:	
Details of any action taken on site:	
Any other comments:	
e)	
Time of the incident:	
Location of the incident:	
Details of what happened:	
Details of any action taken on site:	
Any other comments:	

4.	Was sufficient parking available for all riders entering the site at all times?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	Time and duration that parking was not available:		
	The number of spaces short:		
	Whether any riders were prevented from entering the site by a Marshal when parking was at full capacity		
	Any other comments?	7 riders parked along the fence even when there was sufficient rack space. Marshal conveyed the rules to 4 riders and they moved their bikes accordingly. The other 3 bikes were moved by the Marshal and the riders warned not to do this again on their return.	
5.	Were riders waiting inside the building to collect their order at all times?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	If no, please provide details		
	Time and duration of incident:	19:15, 19:30 & 19:45	
	Number of riders waiting outside:	3	
	Location of riders:	By the parking area	
	Any other comments:	The riders were checking their phones and no voices were audible. The marshal directed them inside once they were spotted.	
6.	Were traffic cones in place to ensure riders do not pass the line indicated on the above plan?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
7.	Did any riders park beyond the traffic cones when collecting an order?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	If yes, please provide details:		
	Time of the incident:		
	How many riders:		
	Location where riders parked:		
	Any action taken by a Marshal:		
	Any other comments:		
8.	Did all riders turn left onto Finchley Road when exiting the site?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

	If no, please provide details:		
	a)		
	Time of the incident:		
	How many riders:		
	Any action taken by a Marshal:		
	Any other comments:		
	b)		
	Time of the incident:		
	How many riders:		
	Any action taken by a Marshal:		
	Any other comments:		
SUPPLIER DELIVERIES			
1.	Number of supplier vehicles entering the site (tally)		
		Total: Nil	
2.	Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?	Yes <input type="checkbox"/>	No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any action taken by a Marshal:		
	Any other comments:		
3.	Did all supplier vehicles access the site in forward gear?	Yes <input type="checkbox"/>	No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any action taken by a Marshal:		

	Any other comments:	
4.	<b>Did all supplier vehicles park in the dedicated car parking space shown on the above plan?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	
5.	<b>If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
6.	<b>Did all supplier vehicles leave the site in forward gear?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
	<b>MARSHALS</b>	
1.	<b>Were two marshals in place at all times?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details	
	Time and duration of incident:	
	Any other comments:	
2.	<b>Did the Marshalls have clipboards at all times?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

	If no, please provide details:	
	Time and duration of the incident:	
	Any other comments:	
3.	<b>Is the Marshal positioned at the entrance to the site carrying out the following at all times:-</b>	
(a)	<b>Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If yes or no, please provide details:	
	Time of incident:	19:23
	Any other comments:	Rider walked up stairs and sought to enter the site. The Marshal advised that he couldn't collect from the site and took his ID number.
(b)	<b>Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If yes or no, please provide details:	
	Time of incident:	Multiple times – see below
	Any other comments:	19:17 – cyclist riding down pavement to site. Marshal stopped him and warned not to do it again (first strike as the rider was new to the site) 19:35 – cyclist riding down pavement to site and marshal warned not to do it again as their first time to the site (first strike as the rider was new to the site) 19:59 – cyclist riding down pavement to site again. Marshal stopped him and asked to see order. The rider was warned for final time (second strike) making it clear that next time the order would be cancelled.
(c)	<b>Ensuring that riders are directed to the parking area and not obstructing the pavement</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	<b>If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	

(e)	Other comments	<ul style="list-style-type: none"> <li>- 19:54: rider asked marshal whether he could leave down the steps to Dobson Close. The marshal said no.</li> <li>- The marshalling of the entrance worked well throughout the monitoring period</li> </ul>
4.	Is the marshal positioned at the parking area carrying out the following at all times:-	
(a)	Assisting with rider parking	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(b)	Directing riders inside the building to wait to collect their order	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
REFUSE STORAGE		
1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
NOISE MITIGATION		
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	-
	Any action taken:	
3.	Any other comments:	
	Were there any other noises of note?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	See below
	Description of the incident:	<ul style="list-style-type: none"> <li>- 19:10: minor altercation between riders about orders. The marshal stepped in and broke it up</li> <li>- 19:58: minor altercation between rider and marshal when rider told not to park bike on ramp along the fence. Matter was resolved quickly and the rider went inside.</li> </ul>
	Any action taken:	
	Any other comments:	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: Friday 6 December (EVENING)

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Time: 20:15 – 21:15

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Names: Tim Humphries / Claire Stafford

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close



Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	20:20
What is the source?	Unknown. Potentially from the site due to the wind direction.
Description of the odours (e.g. type of smell):	Generic cooking smell
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	1
Wind direction recorded on-site (use map for reference):	North-easterly
Any other comments:	Very intermittent – seems to be carried on the wind
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

#### Location 4 – Higher Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 3:

12.12.2019

(Thursday Day)

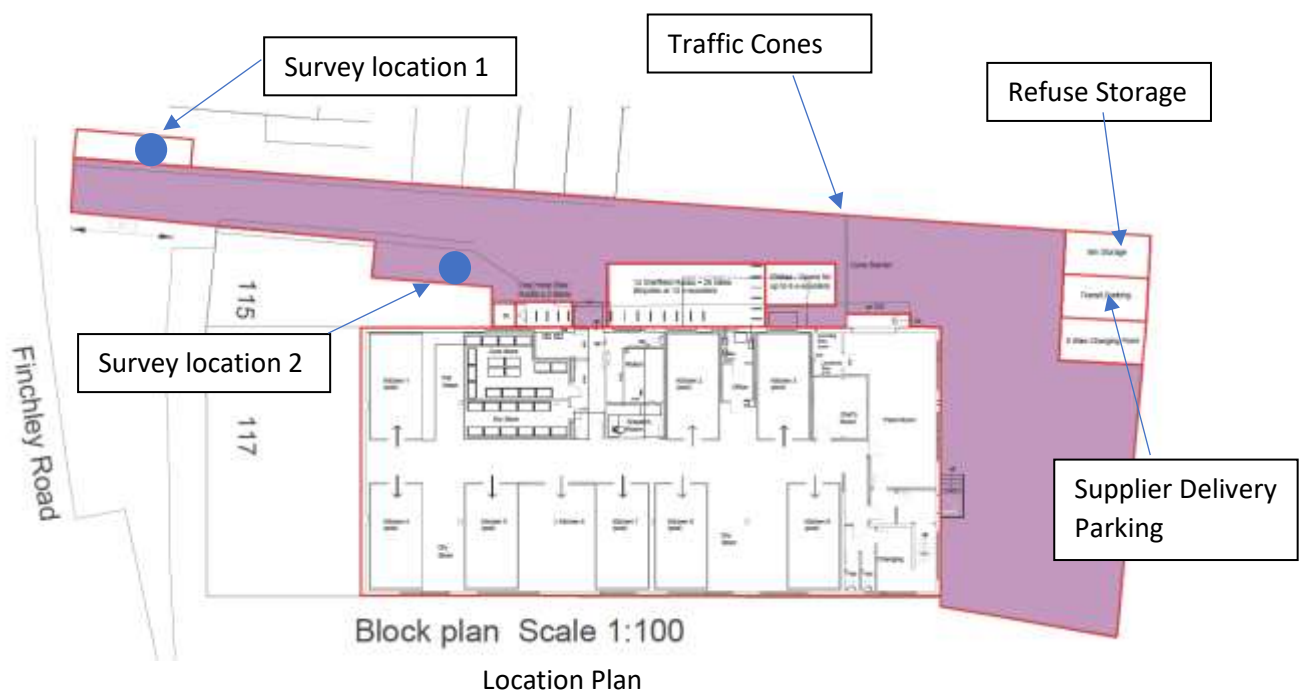
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: Thursday 12 December (LUNCHTIME)

Time: 13:00 – 14:00

Names: Tim Humphries and Sinéad Kelly



**Conditions:** Wind blowing from NE, Wet but not raining at time of survey

**Other:** General Election Day

DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	<div>     </div> <div>Total: 17</div>
2.	Were all riders on e-scooters/bikes or bicycles?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please state:	
	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
3.	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Please provide full details if so:	
	a)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	b)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	c)	
	Time of the incident:	

	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	d)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	e)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	



4.	<b>Was sufficient parking available for all riders entering the site at all times?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	Time and duration that parking was not available:		
	The number of spaces short:		
	Whether any riders were prevented from entering the site by a Marshal when parking was at full capacity		
	Any other comments?		
5.	<b>Were riders waiting inside the building to collect their order at all times?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details		
	Time and duration of incident:		
	Number of riders waiting outside:		
	Location of riders:		
	Any other comments:		
6.	<b>Were traffic cones in place to ensure riders do not pass the line indicated on the above plan?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
7.	<b>Did any riders park beyond the traffic cones when collecting an order?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	If yes, please provide details:		
	Time of the incident:		
	How many riders:		
	Location where riders parked:		
	Any action taken by a Marshal:		
	Any other comments:		
8.	<b>Did all riders turn left onto Finchley Road when exiting the site?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	a)		
	Time of the incident:		
	How many riders:		

	Any action taken by a Marshal:	
	Any other comments:	
	b)	
	Time of the incident:	
	How many riders:	
	Any action taken by a Marshal:	
	Any other comments:	
SUPPLIER DELIVERIES		
1.	<b>Number of supplier vehicles entering the site (tally)</b>	11
		Total: 2
2.	<b>Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
3.	<b>Did all supplier vehicles access the site in forward gear?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
4.	<b>Did all supplier vehicles park in the dedicated car parking space shown on the above plan?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	

	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	
5.	<b>If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
6.	<b>Did all supplier vehicles leave the site in forward gear?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
	<b>MARSHALS</b>	
1.	<b>Were two marshals in place at all times?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details	
	Time and duration of incident:	
	Any other comments:	
2.	<b>Did the Marshalls have clipboards at all times?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	
	Any other comments:	
3.	<b>Is the Marshal positioned at the entrance to the site carrying out the following at all times:-</b>	
(a)	<b>Refusing access to riders accessing the Site from the stairs to the right of the access slope on</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>

	<b>Dobson Close and ensuring their order is re-assigned</b>	
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(b)	<b>Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(c)	<b>Ensuring that riders are directed to the parking area and not obstructing the pavement</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	13:23 - a rider on an e-bike attempts to park at front entrance but the Marshal directs the rider to the parking area at the bottom of the ramp.
	Any other comments:	
(d)	<b>If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(e)	<b>Other comments</b>	
4.	<b>Is the marshal positioned at the parking area carrying out the following at all times:-</b>	
(a)	<b>Assisting with rider parking</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	

(b)	Directing riders inside the building to wait to collect their order	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any other comments:		
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any other comments:		
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/>	No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any other comments:		
REFUSE STORAGE			
1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
NOISE MITIGATION			
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	If yes, please provide details		
	Time and duration of the incident:		
	Description of the incident:		
	Any action taken:		
	Any other comments:		
3.	Were there any other noises of note?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: Thursday 12 December (LUNCHTIME)

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Time: 12:00 – 13:00

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Names: Tim Humphries / Sinéad Kelly

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	12:30
What is the source?	Unknown. Could conceivably from the site.
Description of the odours (e.g. type of smell):	General cooking
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	1
Wind direction recorded on-site (use map for reference):	N/E (from site)
Any other comments:	Only smelt when the wind blows
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

Location 4 – Higher Car Park, Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	12:50
What is the source?	Most likely to be residential given the wind direction.
Description of the odours (e.g. type of smell):	Generic cooking
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	1
Wind direction recorded on-site (use map for reference):	N/E wind,
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	



**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 4:

14.12.2019

(Saturday Evening)

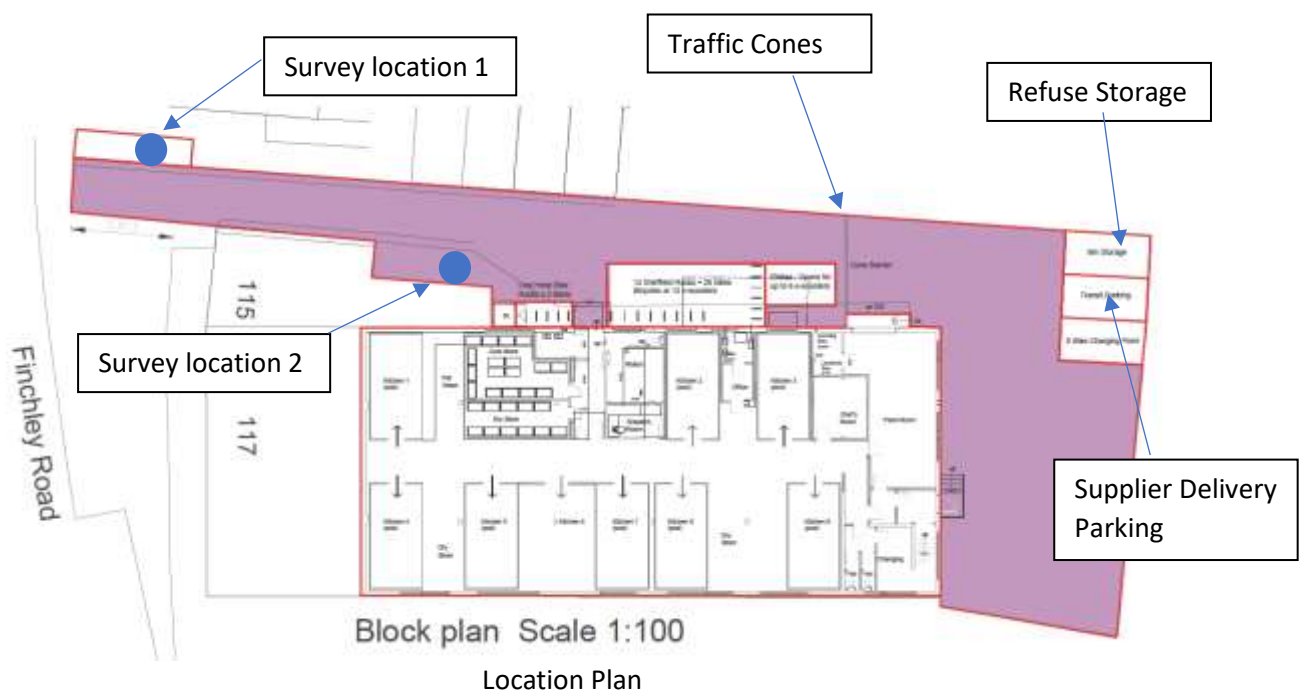
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: Saturday 14 December 2019 (EVENING)

Time: 19:15 – 20:15

Names: Mike Mills and Sinéad Kelly



**Conditions:** Cold, dry, slight winds

**Other:** N/A

DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	   Total: 94
2.	Were all riders on e-scooters/bikes or bicycles?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please state:	
	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
3.	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Please provide full details if so:	
	a)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	b)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	c)	
	Time of the incident:	

	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	d)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	e)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	

4.	<b>Was sufficient parking available for all riders entering the site at all times?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	Time and duration that parking was not available:		
	The number of spaces short:		
	Whether any riders were prevented from entering the site by a Marshal when parking was at full capacity		
	Any other comments?	7 riders parked their bikes along the fence even though there were sufficient racks available Marshal directed 3 of the riders to park in the racks provided. The other 4 bikes were moved by the marshal whilst the riders were inside collecting their order. The marshal then advised the riders on their return and reminded them of the rule.	
5.	<b>Were riders waiting inside the building to collect their order at all times?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details		
	Time and duration of incident:		
	Number of riders waiting outside:		
	Location of riders:		
	Any other comments:		
6.	<b>Were traffic cones in place to ensure riders do not pass the line indicated on the above plan?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
7.	<b>Did any riders park beyond the traffic cones when collecting an order?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If yes, please provide details:		
	Time of the incident:	1. 20:03 2. 20:12	
	How many riders:	2	
	Location where riders parked:	1. At the next to bins – a rider on an e-scooter that was not re-charging. 2. At the rear next to bins – a rider on an e-bike that was not charging	
	Any action taken by a Marshal:	1. The rider was reprimanded and was warned not to do again (first strike) 2. The rider was instructed to move their e-bike by the marshal and park at the rack.	
	Any other comments:		

8.	<b>Did all riders turn left onto Finchley Road when exiting the site?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	a)		
	Time of the incident:		
	How many riders:		
	Any action taken by a Marshal:		
	Any other comments:		
	b)		
	Time of the incident:		
	How many riders:		
Any action taken by a Marshal:			
Any other comments:			
<b>SUPPLIER DELIVERIES</b>			
1.	<b>Number of supplier vehicles entering the site (tally)</b>		
		Total: 0	
2.	<b>Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any action taken by a Marshal:		
	Any other comments:		
3.	<b>Did all supplier vehicles access the site in forward gear?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	Time of incident:		

	Any action taken by a Marshal:	
	Any other comments:	
4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	
5.	If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
6.	Did all supplier vehicles leave the site in forward gear?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
	<b>MARSHALS</b>	
1.	Were two marshals in place at all times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details	
	Time and duration of incident:	
	Any other comments:	

2.	Did the Marshalls have clipboards at all times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	
	Any other comments:	
3.	Is the Marshal positioned at the entrance to the site carrying out the following at all times:-	
(a)	Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	No incident of this
(b)	Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	1. 19:56 2. 19:57 3. 20:05
	Any other comments:	1. Rider cycled into site via footpath – was reprimanded by the marshal and given warning. Their number was taken and told they would be reported as this had happened before (second strike)  2. Rider cycled into site via footpath – was reprimanded by the marshal and given warning. This was their first time so just given warning (first strike)  3. Rider asked the marshal could they leave site on foot and turn right but marshal instructed the rider to turn left only.
(c)	Ensuring that riders are directed to the parking area and not obstructing the pavement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	

(d)	If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(e)	Other comments			
4.	Is the marshal positioned at the parking area carrying out the following at all times:-			
(a)	Assisting with rider parking	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(b)	Directing riders inside the building to wait to collect their order	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
REFUSE STORAGE				

1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
NOISE MITIGATION			
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If yes, please provide details		
	Time and duration of the incident:	1. 19:37 2. 19:45	
	Description of the incident:	1. Rider had lost their gloves and shouted across to other riders and the marshal 2. Rider spoke loudly on their phone	
	Any action taken:	1. The marshal asked the rider to wait inside whilst they searched outside for their gloves. The gloves were subsequently found! 2. The marshal directed the rider inside straight away.	
	Any other comments:		
3.	Were there any other noises of note?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	If yes, please provide details		
	Time and duration of the incident:		
	Description of the incident:		
	Any action taken:		
	Any other comments:		

Additional pages

3.		
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	

	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	



## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: Saturday 14 December 2019 (EVENING)

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Time: 20:20 – 21:20

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Names: Mike Mills and Sinéad Kelly

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

#### Location 4 – Higher Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 5:

19.12.2019

(Thursday Day)

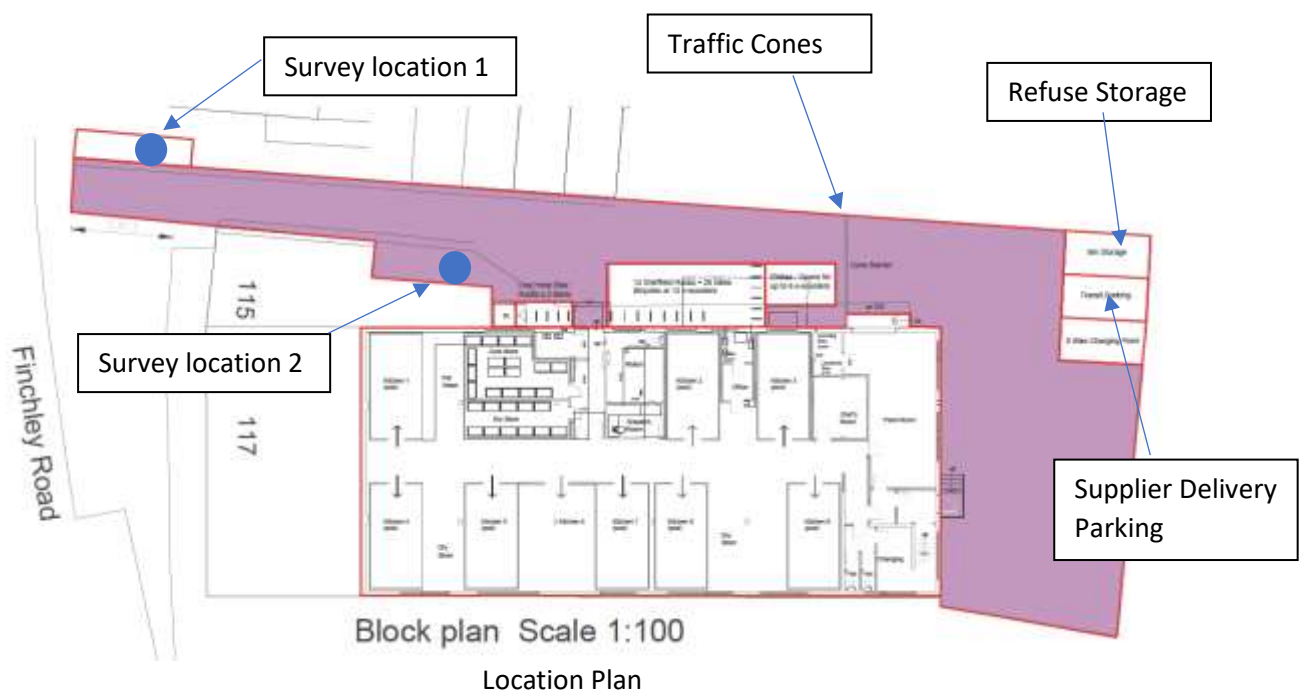
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: Thursday 19 December 2019 (LUNCHTIME)

Time: 13:00 – 14:00

Names: Tim Humphries & Claire Stafford



**Conditions:** North-easterly wind / wet

**Other:** N/a



DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	-    -     I
		Total: 16
2.	Were all riders on e-scooters/bikes or bicycles?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please state:	
	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
3.	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Please provide full details if so:	
	a)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	b)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	

	c)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	d)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	e)	
	Time of the incident:	
	Location of the incident:	
Details of what happened:		
Details of any action taken on site:		
Any other comments:		



4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	
5.	If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
6.	Did all supplier vehicles leave the site in forward gear?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
	<b>MARSHALS</b>	
1.	Were two marshals in place at all times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details	
	Time and duration of incident:	
	Any other comments:	
2.	Did the Marshalls have clipboards at all times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	

	Any other comments:	
3.	Is the Marshal positioned at the entrance to the site carrying out the following at all times:-	
(a)	Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(b)	Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	13:30
	Any other comments:	
(c)	Ensuring that riders are directed to the parking area and not obstructing the pavement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(e)	Other comments	
4.	Is the marshal positioned at the parking area carrying out the following at all times:-	
(a)	Assisting with rider parking	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	-

(b)	Directing riders inside the building to wait to collect their order	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
REFUSE STORAGE		
1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
NOISE MITIGATION		
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
Any other comments:		

3.	Were there any other noises of note?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: Thursday 19 December 2019 (LUNCHTIME)

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Time: 14:15 – 15:15

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Names: Tim Humphries & Claire Stafford

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:



#### Location 4 – Higher Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 6:

17.01.2020

(Friday Evening)

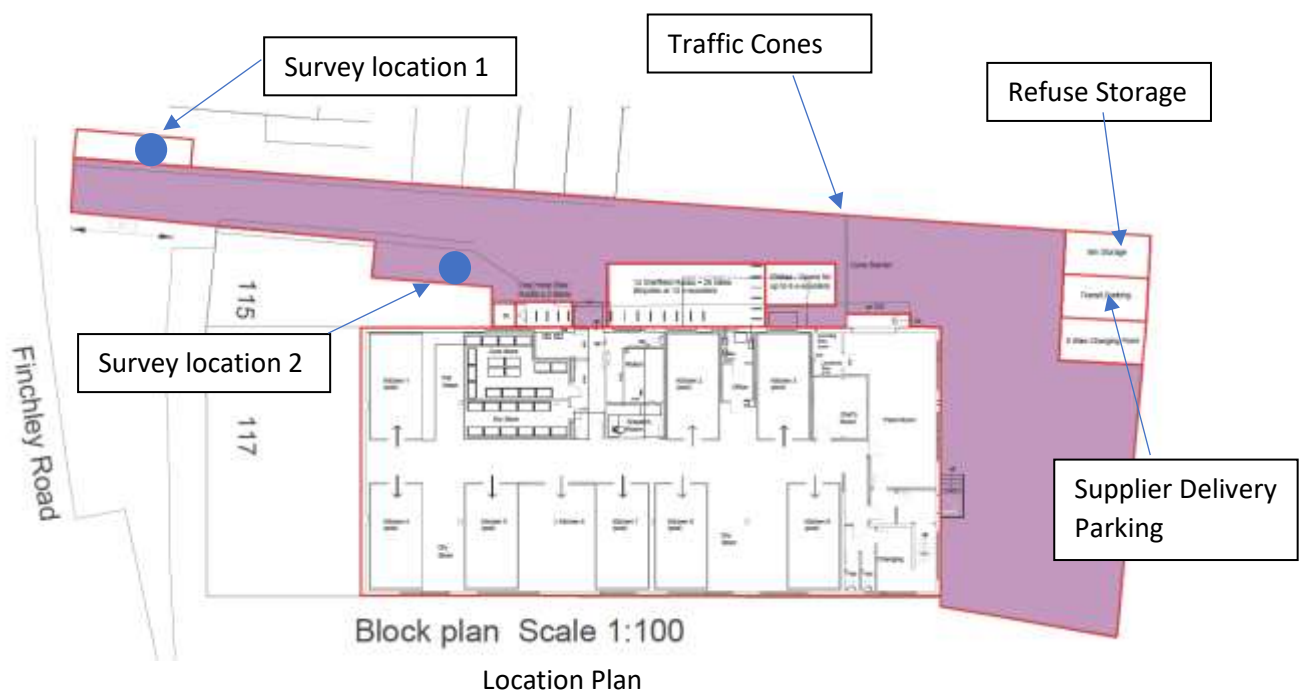
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: 17.01.2020

Time: 19:00 – 20:00

Names: Mike Mills & Claire Stafford



**Conditions:** Dry & cold

**Other:**



SUPPLIER DELIVERIES		
1.	Number of supplier vehicles entering the site (tally)	N/a
		Total: Nil
2.	Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
3.	Did all supplier vehicles access the site in forward gear?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	
5.	If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
6.	Did all supplier vehicles leave the site in forward gear?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	

	Any other comments:	
MARSHALS		
1.	Were two marshals in place at all times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time and duration of incident:	
	Any other comments:	
2.	Did the Marshalls have clipboards at all times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	
	Any other comments:	
3.	Is the Marshal positioned at the entrance to the site carrying out the following at all times:-	
(a)	Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(b)	Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	19:35 & 19:40
	Any other comments:	In both cases a Rider cycled up to the site on the pavement. The Marshal stopped them and warned both Riders that they had to walk in the future.
(c)	Ensuring that riders are directed to the parking area and not obstructing the pavement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	

	Any other comments:	
(e)	Other comments	Rider tried accessing the site on foot from Dobson Close at 19:59. The Marshal prevented access.
4.	Is the marshal positioned at the parking area carrying out the following at all times:-	
(a)	Assisting with rider parking	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(b)	Directing riders inside the building to wait to collect their order	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
REFUSE STORAGE		
1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
NOISE MITIGATION		
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	19:10 (for 2mins)
	Description of the incident:	e-bike alarm set off until owner returned
	Any action taken:	None
	Any other comments:	

3.	Were there any other noises of note?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: 17.01.2020

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Time: 20:00 – 21:00

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Names: Mike Mills & Claire Stafford

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close



Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	20:15
What is the source?	Believed to be from residential properties, but could conceivably come from the site.
Description of the odours (e.g. type of smell):	Very faint cooking smell
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	1
Wind direction recorded on-site (use map for reference):	North-easterly
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

<b>Location 3 – Lower Car Park, Dobson Close</b>	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

<b>Location 4 – Higher Car Park, Dobson Close</b>	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	20:45
What is the source?	Could be from residential properties
Description of the odours (e.g. type of smell):	General cooking
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	1
Wind direction recorded on-site (use map for reference):	North easterly
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 7:

19.01.2020

(Sunday Day)

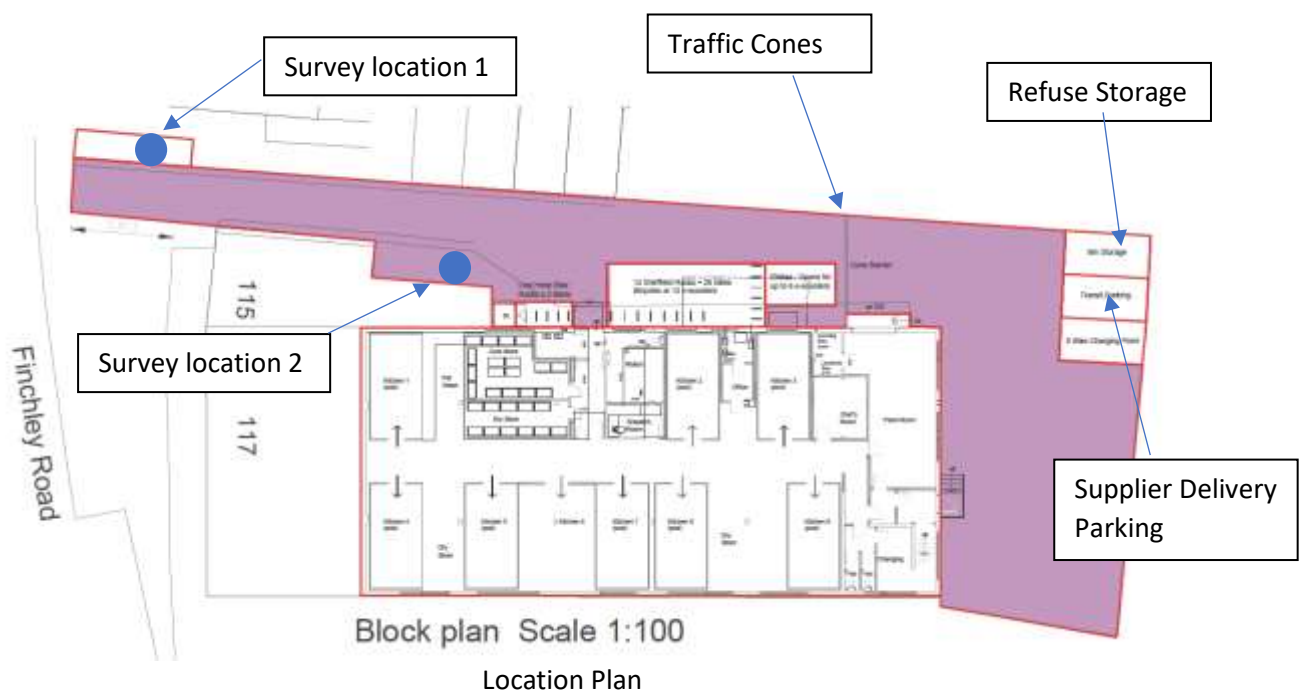
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: 19.01.2020

Time: 12:30 – 13:30

Names: Mike Mills & Shirley Karat



**Conditions:** Dry & Sunny

**Other:**





	How many riders:	2
	Location where riders parked:	Both riders parked in the charging point spots
	Any action taken by a Marshal:	None
	Any other comments:	This didn't cause an issue as there was a quick turnaround
8.	<b>Did all riders turn left onto Finchley Road when exiting the site?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	a)	
	Time of the incident:	
	How many riders:	
	Any action taken by a Marshal:	
	Any other comments:	
	b)	
	Time of the incident:	
	How many riders:	
	Any action taken by a Marshal:	
	Any other comments:	
	SUPPLIER DELIVERIES	
1.	<b>Number of supplier vehicles entering the site (tally)</b>	N/a  Total: Nil
2.	<b>Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
3.	<b>Did all supplier vehicles access the site in forward gear?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	

	Any other comments:	
4.	<b>Did all supplier vehicles park in the dedicated car parking space shown on the above plan?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	
5.	<b>If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
	6.	<b>Did all supplier vehicles leave the site in forward gear?</b>
If no, please provide details:		
Time of incident:		
Any action taken by a Marshal:		
Any other comments:		
MARSHALS		
1.	<b>Were two marshals in place at all times?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details	
	Time and duration of incident:	
	Any other comments:	
2.	<b>Did the Marshalls have clipboards at all times?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	
	Any other comments:	
3.	<b>Is the Marshal positioned at the entrance to the site carrying out the following at all times:-</b>	
(a)	<b>Refusing access to riders accessing the Site from the stairs to the right of the access slope on</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>

	<b>Dobson Close and ensuring their order is re-assigned</b>	
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
<b>(b)</b>	<b>Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
<b>(c)</b>	<b>Ensuring that riders are directed to the parking area and not obstructing the pavement</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
<b>(d)</b>	<b>If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
<b>(e)</b>	<b>Other comments</b>	
<b>4.</b>	<b>Is the marshal positioned at the parking area carrying out the following at all times:-</b>	
<b>(a)</b>	<b>Assisting with rider parking</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	-
<b>(b)</b>	<b>Directing riders inside the building to wait to collect their order</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
<b>(c)</b>	<b>If applicable, assisting supplier deliveries to manoeuvre their vehicles</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	

	Any other comments:	
<b>(d)</b>	<b>If applicable, asking delivery drivers to turn off their audible reversing alarm</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
	<b>REFUSE STORAGE</b>	
<b>1.</b>	<b>Are the refuse bins stored in the car park space shown on the above plan?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	<b>NOISE MITIGATION</b>	
<b>1.</b>	<b>Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>2.</b>	<b>Were there any incidents of raised voices from riders / kitchen staff?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	
<b>3.</b>	<b>Were there any other noises of note?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: 19.01.2020

Time: 13:30 – 14:30

Names: Mike Mills & Shirley Karat



Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

**Location 1 – Outside Cresta House Car Park****Is noise audible from the Editions site?**Yes ☐No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐Air-con unit ☐Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**Yes ☐No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**Yes ☐No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**Yes ☐No ☒

If yes, provide details:

Time and duration of the incident:

Details:

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

#### Location 4 – Higher Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure



Survey Date 8:

23.01.2020

(Thursday Evening)

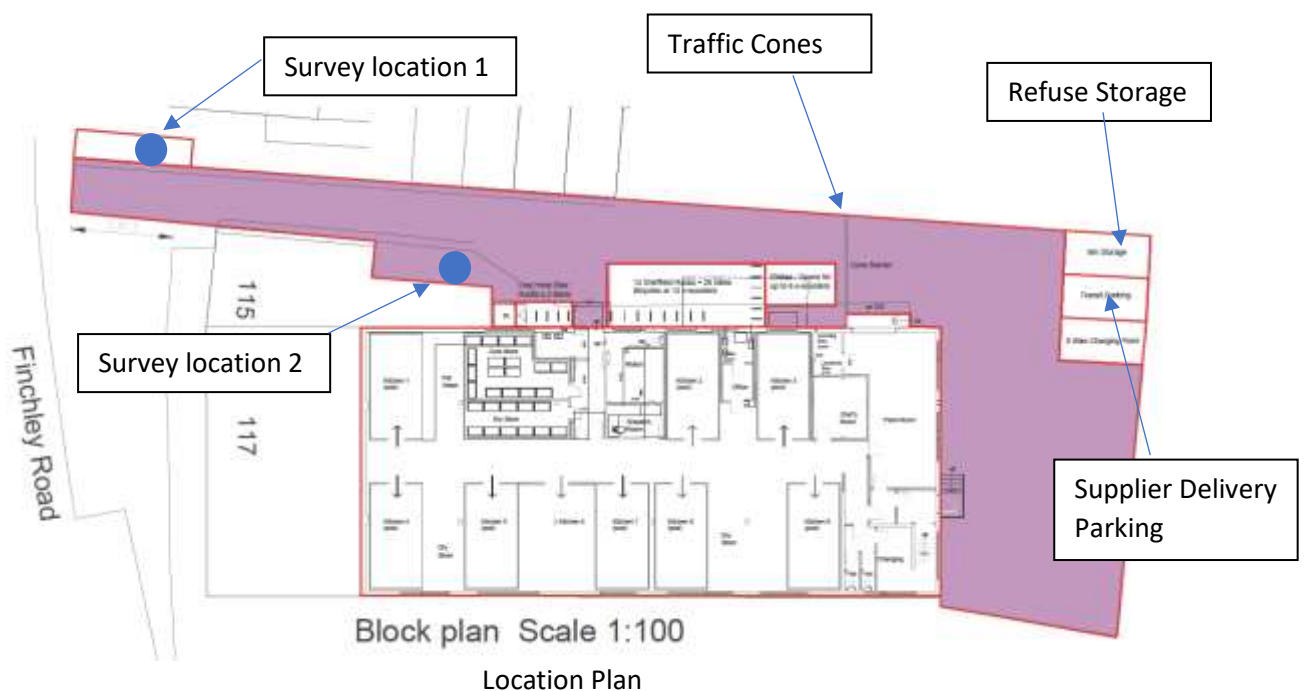
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: 23.01.2020

Time: 20:00 – 21:00

Names: Mike Mills and Sinead Kelly



Conditions: Wet but dry during visit

Other:



	Any other comments:	
3.	Did all supplier vehicles access the site in forward gear?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	
5.	If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
6.	Did all supplier vehicles leave the site in forward gear?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
	<b>MARSHALS</b>	
1.	Were two marshals in place at all times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details	
	Time and duration of incident:	
	Any other comments:	
2.	Did the Marshalls have clipboards at all times?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	
	Any other comments:	Smartphones now been used to record incidents and take down rider ID.

3.	Is the Marshal positioned at the entrance to the site carrying out the following at all times:-	
(a)	Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(b)	Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(c)	Ensuring that riders are directed to the parking area and not obstructing the pavement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	An EV attempted to park at the top of the ramp and collect an order. The marshal promptly instructed them to park in the dedicated area.
(d)	If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(e)	Other comments	
4.	Is the marshal positioned at the parking area carrying out the following at all times:-	
(a)	Assisting with rider parking	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	-
(b)	Directing riders inside the building to wait to collect their order	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	

	Time of incident:	
	Any other comments:	
	<b>REFUSE STORAGE</b>	
1.	<b>Are the refuse bins stored in the car park space shown on the above plan?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	<b>NOISE MITIGATION</b>	
1.	<b>Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2.	<b>Were there any incidents of raised voices from riders / kitchen staff?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	At 20:30 and 20:50
	Description of the incident:	20:30 – one rider shouting on phone 20:50 – 2 riders talking with raised voices (joking / laughing)
	Any action taken:	In both cases the marshal reprimanded the riders and told them to go inside.
	Any other comments:	
3.	<b>Were there any other noises of note?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: 23/01/2020 - Thursday

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Time: 19:00 – 20:00

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Names: Mike Mills and Sinead Kelly

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	



Location 3 – Lower Car Park, Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	19:40 – very brief
What is the source?	Site – extract
Description of the odours (e.g. type of smell):	Food, cooking
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	1
Wind direction recorded on-site (use map for reference):	South-west
Any other comments:	No
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 4 – Higher Car Park, Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	19:50 constant
What is the source?	Site – neighbouring restaurant more likely than Deliveroo site
Description of the odours (e.g. type of smell):	Cooking
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	2
Wind direction recorded on-site (use map for reference):	South-west
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 9:

31.01.2020

(Friday Day)

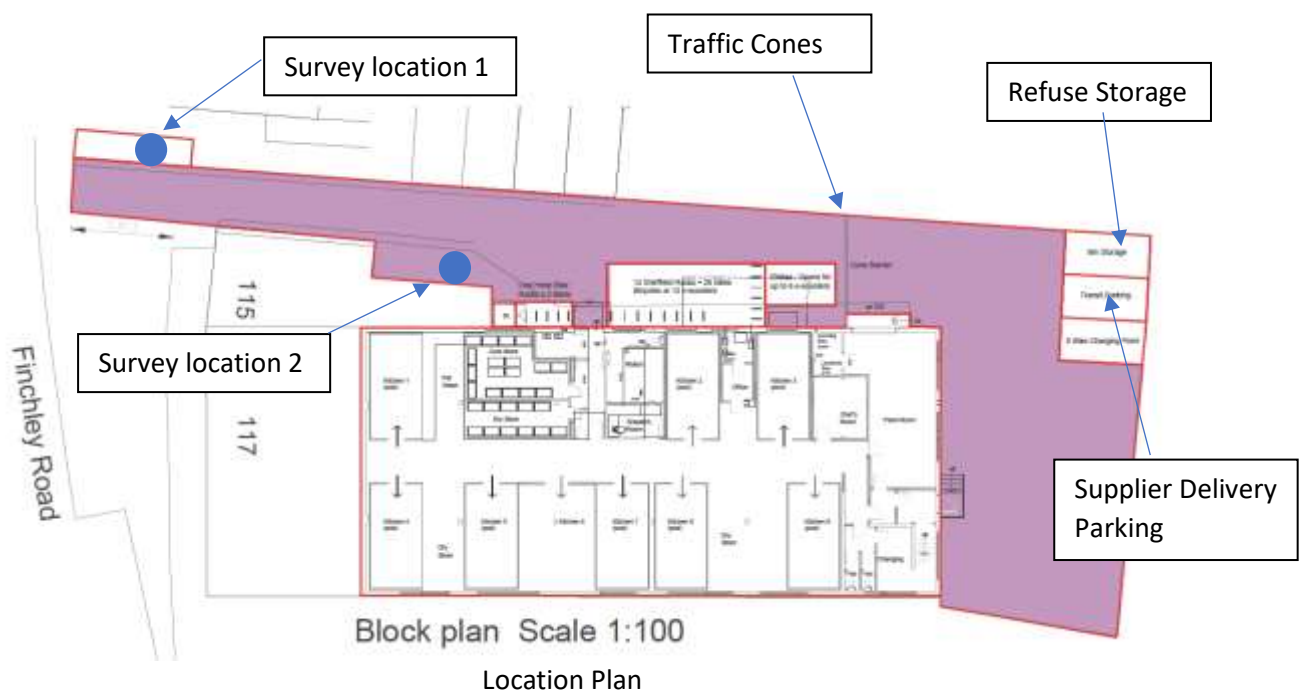
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: 31.01.2020

Time: 12:15 – 13:15

Names: Tim Humphries & Claire Stafford



**Conditions:** Cloudy & dry with strong wind

**Other:**

DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	<div>                   </div> <div>    </div> <div>Total: 25</div>
2.	Were all riders on e-scooters/bikes or bicycles?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please state:	
	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
3.	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Please provide full details if so:	
	a)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	b)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	c)	
	Time of the incident:	
	Location of the incident:	

	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	d)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	e)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
4.	Was sufficient parking available for all riders entering the site at all times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time and duration that parking was not available:	



	Any other comments:	
5.	<b>If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	12:15
	Any action taken by a Marshal:	Ensured that a second vehicle did not enter the site
	Any other comments:	Driver of the 2 <sup>nd</sup> delivery van parked down the road beyond Odeon and walked to the site with their delivery
6.	<b>Did all supplier vehicles leave the site in forward gear?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
	<b>MARSHALS</b>	
1.	<b>Were two marshals in place at all times?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details	
	Time and duration of incident:	
	Any other comments:	
2.	<b>Did the Marshalls have clipboards at all times?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	
	Any other comments:	No incidents requiring to be reported were observed
3.	<b>Is the Marshal positioned at the entrance to the site carrying out the following at all times:-</b>	
(a)	<b>Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	

	Any other comments:	
(b)	<b>Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(c)	<b>Ensuring that riders are directed to the parking area and not obstructing the pavement</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	<b>If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(e)	<b>Other comments</b>	Marshall turned away a contractor visiting the flats above 115-119 Finchley Road at 12:35. Allowed them to turn round within the site before leaving to find a parking space elsewhere
4.	<b>Is the marshal positioned at the parking area carrying out the following at all times:-</b>	
(a)	<b>Assisting with rider parking</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	-
(b)	<b>Directing riders inside the building to wait to collect their order</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	



	Any other comments:	
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
REFUSE STORAGE		
1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
NOISE MITIGATION		
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	
3.	Were there any other noises of note?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	

	Any action taken:	
	Any other comments:	

Additional pages

3.		
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	

	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: 31.01.2020

Time: 13:30 -14:30

Names: Tim Humphries & Claire Stafford



Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	13:35
What is the source?	From the direction of the site
Description of the odours (e.g. type of smell):	Asian food
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	2
Wind direction recorded on-site (use map for reference):	Northerly
Any other comments:	Smell very intermittent (borne on the wind) and not harmful
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

#### Location 4 – Higher Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure



Survey Date 10:

13.02.2020

(Thursday Evening)

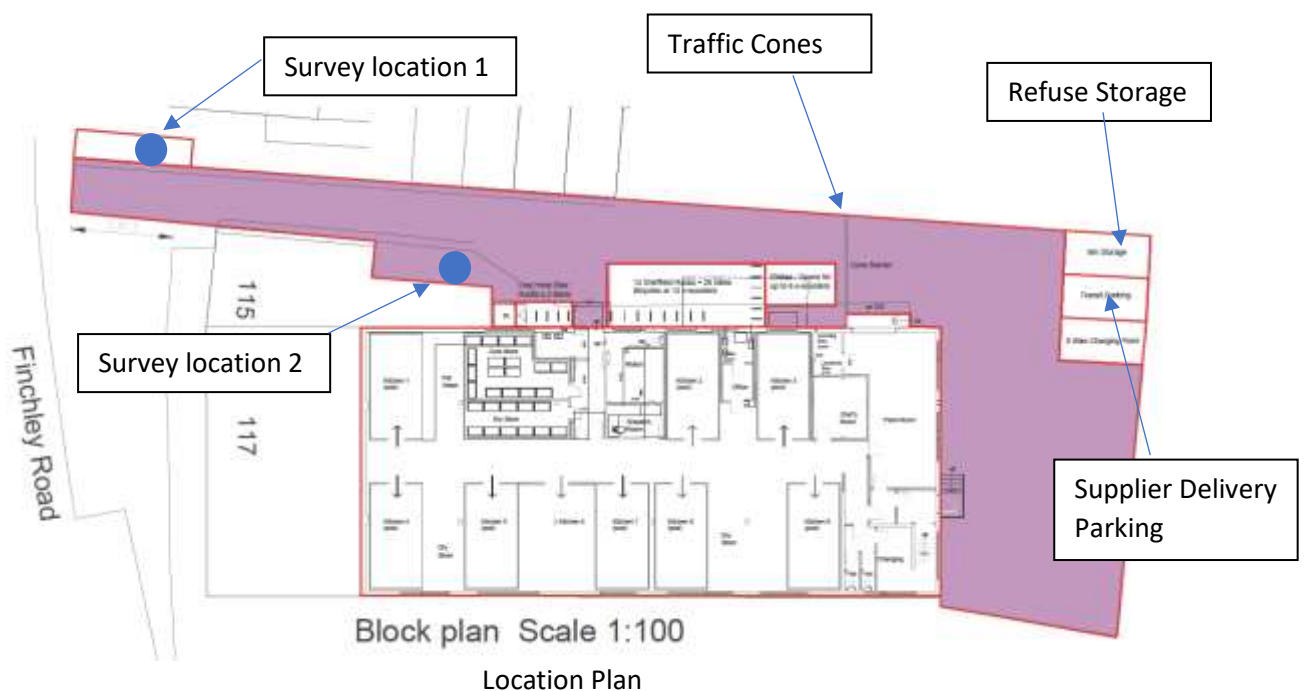
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: 13/02/2020

Time: 19:00 – 20:00

Names: Tim Humphries & Sinead Kelly



**Conditions:** Cold and still (slight southerly wind)

**Other:**

DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	
	Total: 76	
2.	Were all riders on e-scooters/bikes or bicycles?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please state:	
	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
3.	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Please provide full details if so:	
	a)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	b)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	c)	

	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	d)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	e)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	

4.	<b>Was sufficient parking available for all riders entering the site at all times?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	Time and duration that parking was not available:		
	The number of spaces short:		
	Whether any riders were prevented from entering the site by a Marshal when parking was at full capacity		
	Any other comments?		
5.	<b>Were riders waiting inside the building to collect their order at all times?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details		
	Time and duration of incident:		
	Number of riders waiting outside:		
	Location of riders:		
	Any other comments:		
6.	<b>Were traffic cones in place to ensure riders do not pass the line indicated on the above plan?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
7.	<b>Did any riders park beyond the traffic cones when collecting an order?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If yes, please provide details:		
	Time of the incident:		
	How many riders:	19:20 – e-scooter to charge 19:48 – e-scooter to charge 19:55 – e-scooter to charge	
	Location where riders parked:	Charging point	
	Any action taken by a Marshal:	None	
	Any other comments:		
	8.	<b>Did all riders turn left onto Finchley Road when exiting the site?</b>	Yes <input checked="" type="checkbox"/>
If no, please provide details:			
a)			
	Time of the incident:		

	How many riders:	
	Any action taken by a Marshal:	
	Any other comments:	
	b)	
	Time of the incident:	
	How many riders:	
	Any action taken by a Marshal:	
	Any other comments:	
SUPPLIER DELIVERIES		
1.	<b>Number of supplier vehicles entering the site (tally)</b>	
		Total: 0
2.	<b>Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
3.	<b>Did all supplier vehicles access the site in forward gear?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	

4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Location where vehicle parked:			
	Any action taken by a Marshal:			
	Any other comments:			
5.	If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any action taken by a Marshal:			
	Any other comments:			
6.	Did all supplier vehicles leave the site in forward gear?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any action taken by a Marshal:			
	Any other comments:			
MARSHALS				
1.	Were two marshals in place at all times?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details			
	Time and duration of incident:			
	Any other comments:			
2.	Did the Marshalls have clipboards at all times?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time and duration of the incident:			
	Any other comments:			

3.	Is the Marshal positioned at the entrance to the site carrying out the following at all times:-			
(a)	Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(b)	Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:	20:06 and 20:45		
	Any other comments:	Cyclist arrived at site via footpath (two separate incidents). Both were reprimanded with numbers taken and reported. Both were new to the site and this was their first time being reported (if reported 3 times they are fired). New system in place for Marshalls to report riders. This is apparently more thorough than previous.		
(c)	Ensuring that riders are directed to the parking area and not obstructing the pavement	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(d)	If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(e)	Other comments			
4.	Is the marshal positioned at the parking area carrying out the following at all times:-			
(a)	Assisting with rider parking	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			

	Any other comments:	Helping by moving bikes around		
(b)	<b>Directing riders inside the building to wait to collect their order</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(c)	<b>If applicable, assisting supplier deliveries to manoeuvre their vehicles</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(d)	<b>If applicable, asking delivery drivers to turn off their audible reversing alarm</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
<b>REFUSE STORAGE</b>				
1.	<b>Are the refuse bins stored in the car park space shown on the above plan?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
<b>NOISE MITIGATION</b>				
1.	<b>Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: 13/02/2020

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Time: 20:15-21:15

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Names: Tim Humphries & Sinead Kelly

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

**Location 1 – Outside Cresta House Car Park****Is noise audible from the Editions site?**Yes ☐No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐Air-con unit ☐Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**Yes ☐No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**Yes ☐No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**Yes ☐No ☒

If yes, provide details:

Time and duration of the incident:

Details:



Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 3 – Lower Car Park, Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	20:45
Source of the noise:	Voices <input checked="" type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	Light talking (not loud noises)
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 4 – Higher Car Park, Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	21:00
Source of the noise:	Voices <input checked="" type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	Believed to be riders talking on phones
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	20:40
What is the source?	Direction of site – may be neighbouring restaurant
Description of the odours (e.g. type of smell):	Asian
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	2
Wind direction recorded on-site (use map for reference):	Southerly
Any other comments:	Much more prominent on wind
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 11:

15.02.2020

(Saturday Evening)

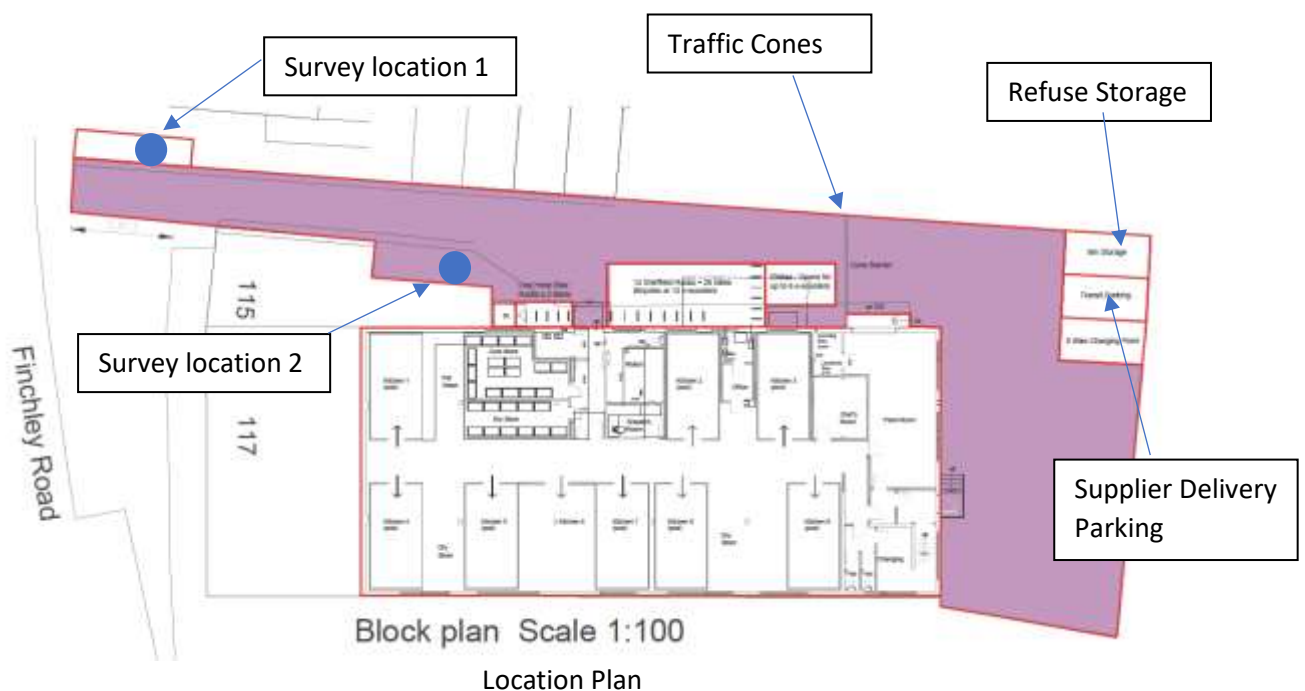
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: 15.02.2020

Time: 19:15 – 20:15

Names: Mike Mills & Sinead Kelly



**Conditions:** Storm Denis

Very windy and wet – wind from all directions

**Other:**

DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	
		Total: 87
2.	Were all riders on e-scooters/bikes or bicycles?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please state:	
	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
3.	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Please provide full details if so:	
	a)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	b)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	c)	

	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
	Any other comments:	
	d)	
	Time of the incident:	
	Location of the incident:	
	Details of what happened:	
	Details of any action taken on site:	
Any other comments:		
e)		
Time of the incident:		
Location of the incident:		
Details of what happened:		
Details of any action taken on site:		
Any other comments:		

4.	Was sufficient parking available for all riders entering the site at all times?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	Time and duration that parking was not available:		
	The number of spaces short:		
	Whether any riders were prevented from entering the site by a Marshal when parking was at full capacity		
	Any other comments?		
5.	Were riders waiting inside the building to collect their order at all times?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details		
	Time and duration of incident:		
	Number of riders waiting outside:		
	Location of riders:		
	Any other comments:		
6.	Were traffic cones in place to ensure riders do not pass the line indicated on the above plan?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
7.	Did any riders park beyond the traffic cones when collecting an order?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	If yes, please provide details:		
	Time of the incident:		
	How many riders:		
	Location where riders parked:		
	Any action taken by a Marshal:		
	Any other comments:		
	8.	Did all riders turn left onto Finchley Road when exiting the site?	Yes <input checked="" type="checkbox"/>
If no, please provide details:			
a)			
Time of the incident:			
How many riders:			

	Any action taken by a Marshal:	
	Any other comments:	
	b)	
	Time of the incident:	
	How many riders:	
	Any action taken by a Marshal:	
	Any other comments:	
SUPPLIER DELIVERIES		
1.	Number of supplier vehicles entering the site (tally)	
	Total: 0	
2.	Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
3.	Did all supplier vehicles access the site in forward gear?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>



	If no, please provide details:		
	Time of incident:		
	Location where vehicle parked:		
	Any action taken by a Marshal:		
	Any other comments:		
5.	<b>If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any action taken by a Marshal:		
	Any other comments:		
6.	<b>Did all supplier vehicles leave the site in forward gear?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any action taken by a Marshal:		
	Any other comments:		
	<b>MARSHALS</b>		
1.	<b>Were two marshals in place at all times?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details		
	Time and duration of incident:		
	Any other comments:		
2.	<b>Did the Marshalls have clipboards at all times?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	If no, please provide details:		
	Time and duration of the incident:		
	Any other comments:	Smartphones	
3.	<b>Is the Marshal positioned at the entrance to the site carrying out the following at all times:-</b>		

(a)	<b>Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	20:01
	Any other comments:	Rider tried to walk himself and bike down Dobson Close as was delivering there. The Marshall informed him this was not allowed and advised to go around site.
(b)	<b>Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(c)	<b>Ensuring that riders are directed to the parking area and not obstructing the pavement</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	<b>If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(e)	<b>Other comments</b>	
4.	<b>Is the marshal positioned at the parking area carrying out the following at all times:-</b>	
(a)	<b>Assisting with rider parking</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	-

(b)	Directing riders inside the building to wait to collect their order	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any other comments:		
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input type="checkbox"/>	No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any other comments:		
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/>	No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:		
	Time of incident:		
	Any other comments:		
REFUSE STORAGE			
1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
NOISE MITIGATION			
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If yes, please provide details		
	Time and duration of the incident:	19:55	
	Description of the incident:	Raised voice from rider after tyre puncture	
	Any action taken:	Marshall directed inside whilst site manager helped repair	
	Any other comments:	Dealt with swiftly	
3.	Were there any other noises of note?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: 15.02.2020

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Time: 20:15 – 21:15

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Names: Mike Mills & Sinead Kelly

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

Location 4 – Higher Car Park, Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	With wind
What is the source?	Appears to be from restaurant in front of site on Finchley Road
Description of the odours (e.g. type of smell):	frying
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	1
Wind direction recorded on-site (use map for reference):	Stormy (all over!)
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure



Survey Date 12:

22.02.2020

(Saturday Day)

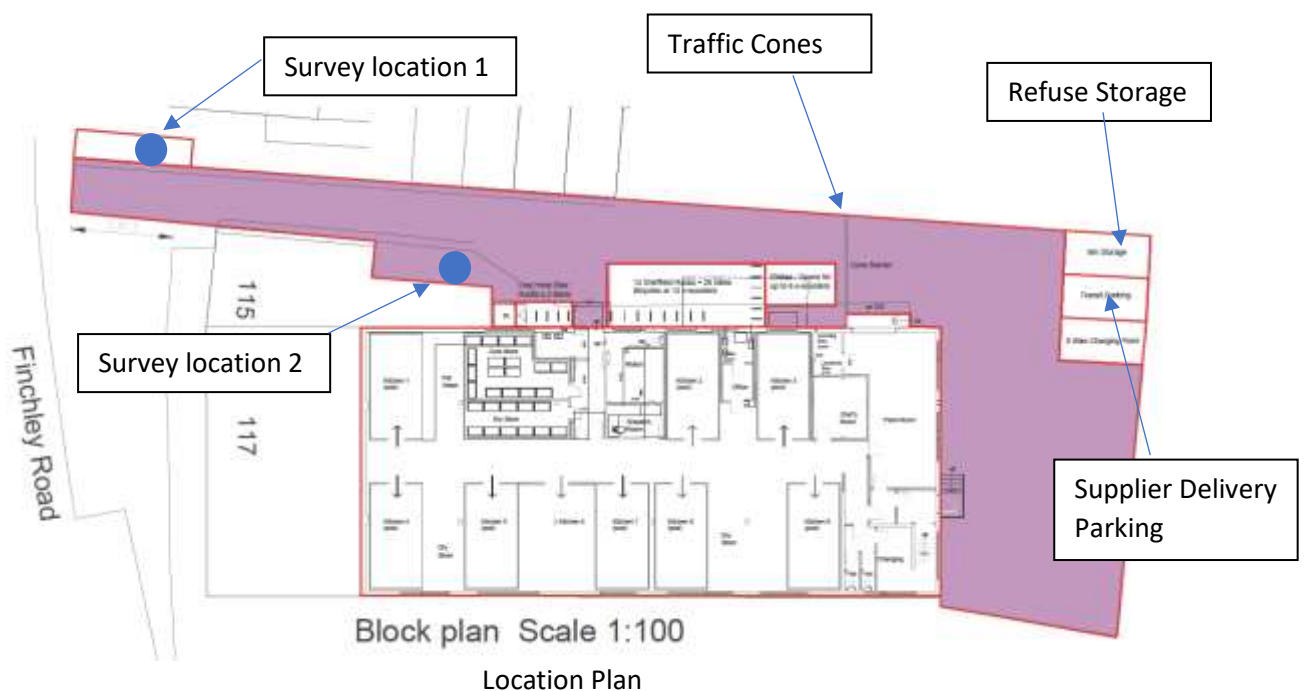
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: 22.02.2020

Time: 12:55 – 13:55

Names: Tim Humphries & Claire Stafford



**Conditions:** V windy - westerly

**Other:** London derby football match on (Chelsea vs Tottenham)

DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	<div> <div>    </div> <div>    </div> <div>    </div> <div>    </div> </div> <div> <div>    </div> <div>    </div> <div>    </div> <div>    </div> </div>
		Total: 40
2.	Were all riders on e-scooters/bikes or bicycles?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please state:	
	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
3.	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.	Was sufficient parking available for all riders entering the site at all times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time and duration that parking was not available:	
	The number of spaces short:	
	Whether any riders were prevented from entering the site by a Marshal when parking was at full capacity	
	Any other comments?	Notwithstanding there being space riders parked along fence opposite entrance (marshal would move these when required).
	5.	Were riders waiting inside the building to collect their order at all times?
	If no, please provide details	
	Time and duration of incident:	
	Number of riders waiting outside:	
	Location of riders:	
	Any other comments:	
	6.	Were traffic cones in place to ensure riders do not pass the line indicated on the above plan?
7.	Did any riders park beyond the traffic cones when collecting an order?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details:	
	Time of the incident:	
	How many riders:	

	Location where riders parked:	
	Any action taken by a Marshal:	
	Any other comments:	
8.	Did all riders turn left onto Finchley Road when exiting the site?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
SUPPLIER DELIVERIES		
1.	Number of supplier vehicles entering the site (tally)	<div>II</div>
		Total: 2
2.	Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
	3.	Did all supplier vehicles access the site in forward gear?
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	

5.	If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any action taken by a Marshal:			
	Any other comments:			
6.	Did all supplier vehicles leave the site in forward gear?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any action taken by a Marshal:			
	Any other comments:			
MARSHALS				
1.	Were two marshals in place at all times?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details			
	Time and duration of incident:			
	Any other comments:			
2.	Did the Marshalls have clipboards at all times?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
	If no, please provide details:			
	Time and duration of the incident:			
	Any other comments:			
3.	Is the Marshal positioned at the entrance to the site carrying out the following at all times:-			
(a)	Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			

(b)	Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(c)	Ensuring that riders are directed to the parking area and not obstructing the pavement	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(d)	If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(e)	Other comments			
4.	Is the marshal positioned at the parking area carrying out the following at all times:-			
(a)	Assisting with rider parking	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(b)	Directing riders inside the building to wait to collect their order	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:			

©	<b>If applicable, assisting supplier deliveries to manoeuvre their vehicles</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:	Marshal from top of ramp came down to assist		
(d)	<b>If applicable, asking delivery drivers to turn off their audible reversing alarm</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
<b>REFUSE STORAGE</b>				
1.	<b>Are the refuse bins stored in the car park space shown on the above plan?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
<b>NOISE MITIGATION</b>				
1.	<b>Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
2.	<b>Were there any incidents of raised voices from riders / kitchen staff?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
	If yes, please provide details			
	Time and duration of the incident:			
	Description of the incident:			
	Any action taken:			
	Any other comments:			
3.	<b>Were there any other noises of note?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
	If yes, please provide details			
	Time and duration of the incident:			
	Description of the incident:			
	Any action taken:			
	Any other comments:			

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: 22.02.2020

Time: 12:00 – 13:00

Names: Tim Humphries & Claire Stafford



Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

**Location 1 – Outside Cresta House Car Park****Is noise audible from the Editions site?**Yes ☐No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐Air-con unit ☐Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**Yes ☐No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**Yes ☐No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**Yes ☐No ☒

If yes, provide details:

Time and duration of the incident:

Details:

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	



### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

Location 4 – Higher Car Park, Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	14:37
What is the source?	Not clear – wind gusty from all directions
Description of the odours (e.g. type of smell):	Asian food
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	2
Wind direction recorded on-site (use map for reference):	All directions (mainly from Finchley Road)
Any other comments:	Odour only borne on the wind. Unsure which direction it is coming from.
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 13:

28.02.2020

(Friday Day)

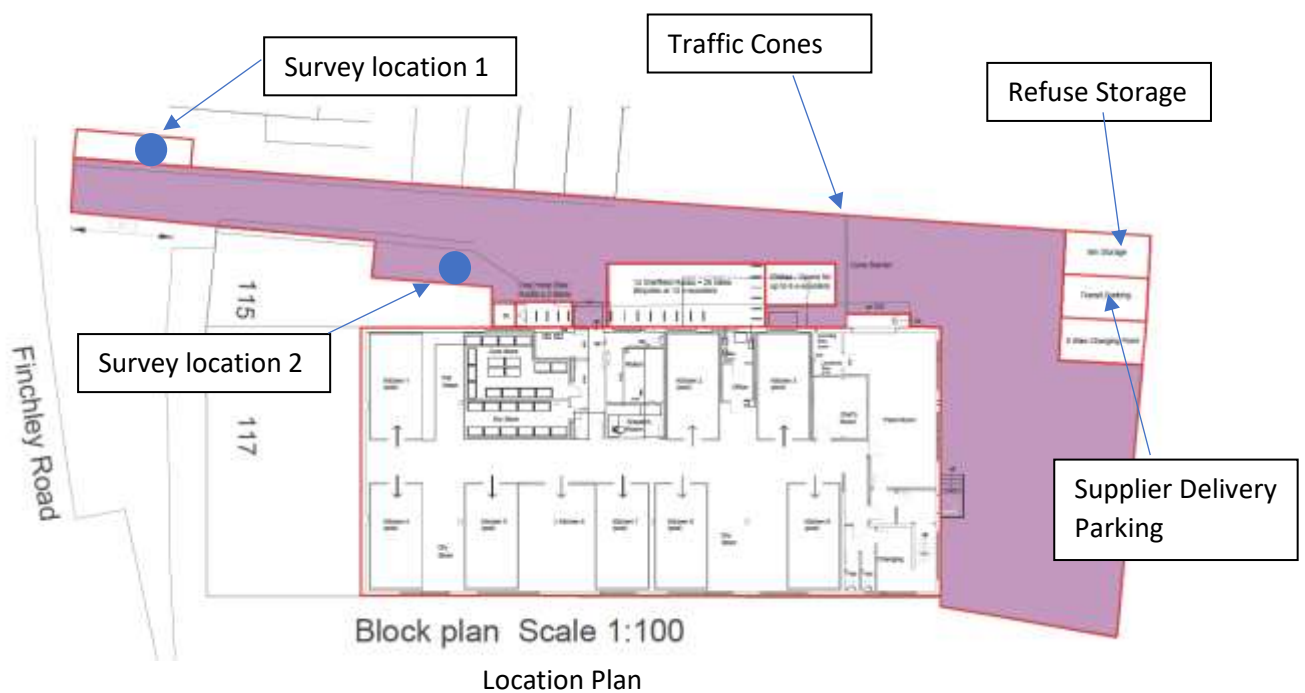
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: 28.02.2020

Time: 13:00- 14:00

Names: Mike Mills and Claire Stafford



**Conditions:** Cold and wet

**Other:**



	Any other comments:	
5.	<b>If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
6.	<b>Did all supplier vehicles leave the site in forward gear?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
	<b>MARSHALS</b>	
1.	<b>Were two marshals in place at all times?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details	
	Time and duration of incident:	
	Any other comments:	Marshal at the top of the ramp was called to an internal meeting but was covered by from site management
2.	<b>Did the Marshalls have clipboards at all times?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	
	Any other comments:	Smartphones used to record incidents and take rider ID.
3.	<b>Is the Marshal positioned at the entrance to the site carrying out the following at all times:-</b>	
(a)	<b>Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	

	Any other comments:	
(b)	<b>Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(c)	<b>Ensuring that riders are directed to the parking area and not obstructing the pavement</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	<b>If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(e)	<b>Other comments</b>	
4.	<b>Is the marshal positioned at the parking area carrying out the following at all times:-</b>	
(a)	<b>Assisting with rider parking</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	-
(b)	<b>Directing riders inside the building to wait to collect their order</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	

	Any other comments:	
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
REFUSE STORAGE		
1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
NOISE MITIGATION		
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	
3.	Were there any other noises of note?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	

	Any action taken:	
	Any other comments:	



## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: 28.02.2020

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Time: 14:00 – 15:00

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Names: Michael Mills and Claire Stafford

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Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

#### Location 4 – Higher Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 14:

08.03.2020

(Sunday Evening)

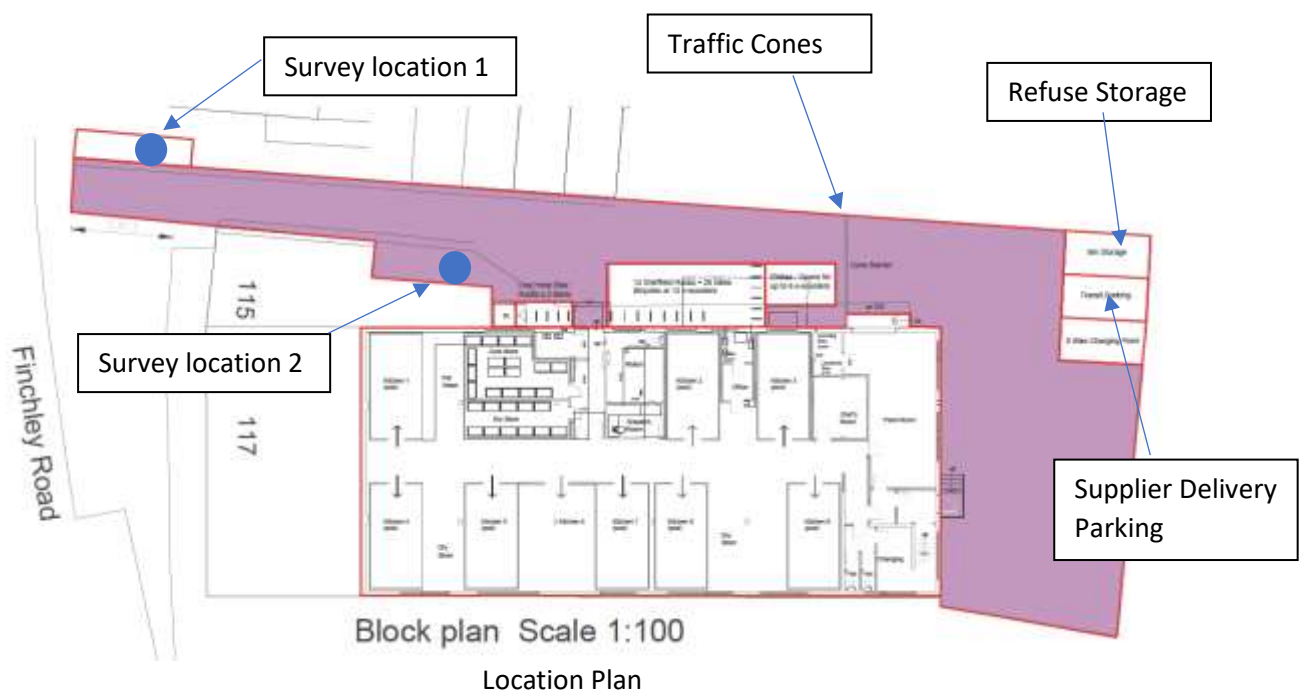
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: 08.03.20

Time: 20:00 – 21:00

Names: Mike Mills & Shirley Karat



**Conditions:** Cloudy

**Other:**



DELIVEROO RIDER DELIVERIES		
1.	Number of riders entering the site (tally)	<div> <div>    </div> <div>    </div> <div>    </div> <div>    </div> </div> <div>Total: 75</div>
2.	Were all riders on e-scooters/bikes or bicycles?	<div> <div>Yes</div> <div><input checked="" type="checkbox"/></div> <div>No</div> <div><input type="checkbox"/></div> </div>
	If no, please state:	
	How many were not on an e-scooter/bike or bicycle:	
	What vehicle they were on:	
3.	Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?	<div> <div>Yes</div> <div><input type="checkbox"/></div> <div>No</div> <div><input checked="" type="checkbox"/></div> </div>
4.	Was sufficient parking available for all riders entering the site at all times?	<div> <div>Yes</div> <div><input checked="" type="checkbox"/></div> <div>No</div> <div><input type="checkbox"/></div> </div>
	If no, please provide details:	
	Time and duration that parking was not available:	
	The number of spaces short:	
	Whether any riders were prevented from entering the site by a Marshal when parking was at full capacity	
	Any other comments?	
5.	Were riders waiting inside the building to collect their order at all times?	<div> <div>Yes</div> <div><input checked="" type="checkbox"/></div> <div>No</div> <div><input type="checkbox"/></div> </div>
	If no, please provide details	
	Time and duration of incident:	
	Number of riders waiting outside:	
	Location of riders:	
	Any other comments:	
6.	Were traffic cones in place to ensure riders do not pass the line indicated on the above plan?	<div> <div>Yes</div> <div><input type="checkbox"/></div> <div>No</div> <div><input checked="" type="checkbox"/></div> </div>
7.	Did any riders park beyond the traffic cones when collecting an order?	<div> <div>Yes</div> <div><input checked="" type="checkbox"/></div> <div>No</div> <div><input type="checkbox"/></div> </div>
	If yes, please provide details:	
	Time of the incident:	

	How many riders:	3
	Location where riders parked:	In e-scooter charging bay
	Any action taken by a Marshal:	None
	Any other comments:	Riders waited whilst e-scooters were charging. No issues.
8.	Did all riders turn left onto Finchley Road when exiting the site?	<div> <div>Yes</div> <div><input checked="" type="checkbox"/></div> <div>No</div> <div><input type="checkbox"/></div> </div>
SUPPLIER DELIVERIES		
1.	Number of supplier vehicles entering the site (tally)	Total: Nil
2.	Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?	<div> <div>Yes</div> <div><input type="checkbox"/></div> <div>No</div> <div><input checked="" type="checkbox"/></div> <div>N/A</div> <div><input type="checkbox"/></div> </div>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
3.	Did all supplier vehicles access the site in forward gear?	<div> <div>Yes</div> <div><input type="checkbox"/></div> <div>No</div> <div><input type="checkbox"/></div> <div>N/A</div> <div><input checked="" type="checkbox"/></div> </div>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	<div> <div>Yes</div> <div><input type="checkbox"/></div> <div>No</div> <div><input type="checkbox"/></div> <div>N/A</div> <div><input checked="" type="checkbox"/></div> </div>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	

5.	If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
6.	Did all supplier vehicles leave the site in forward gear?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
<b>MARSHALS</b>				
1.	Were two marshals in place at all times?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details			
	Time and duration of incident:			
	Any other comments:			
2.	Did the Marshalls have clipboards at all times?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
	If no, please provide details:			
	Time and duration of the incident:			
	Any other comments:	Smartphones used to record incidents and rider ID		
3.	Is the Marshal positioned at the entrance to the site carrying out the following at all times:-			
(a)	Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(b)	Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(c)	Ensuring that riders are directed to the parking area and not obstructing the pavement	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:			

(d)	If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(e)	Other comments			
4.	Is the marshal positioned at the parking area carrying out the following at all times:-			
(a)	Assisting with rider parking	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:	-		
(b)	Directing riders inside the building to wait to collect their order	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
	If no, please provide details:			
	Time of incident:			
	Any other comments:			
<b>REFUSE STORAGE</b>				

1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
NOISE MITIGATION			
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	If yes, please provide details		
	Time and duration of the incident:	18:35	
	Description of the incident:	Raised voice from kitchen staff on a phone	
	Any action taken:	Marshal directed individual into the building	
	Any other comments:		
	Time and duration of the incident:	18:45	
	Description of the incident:	Member of kitchen staff on phone	
	Any action taken:	N/a	
	Any other comments:	N/a	
3.	Were there any other noises of note?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	If yes, please provide details		
	Time and duration of the incident:	19:00	
	Description of the incident:		
	Any action taken:		
	Any other comments:		

## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 2: Monitoring the impact of the operation on the surrounding area

Date: 8/3/20

Time: 19:00 – 20:00

Names: Mike Mills & Shirley Karat



Location Plan

Location 1 – Outside Cresta House Car Park

Location 2 – Outside No.6 Dobson Close

Location 3 – Lower Car Park, Dobson Close

Location 4 – Higher Car Park, Dobson Close

Location 1 – Outside Cresta House Car Park	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

Location 2 – Outside 6 Dobson Close	
<b>Is noise audible from the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Source of the noise:	Voices <input type="checkbox"/> Air-con unit <input type="checkbox"/> Other (please specify) <input type="checkbox"/>
Any other defining characteristics:	
Any other comments:	
<b>Are cooking odours present?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
What is the source?	
Description of the odours (e.g. type of smell):	
Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details	
Wind direction recorded on-site (use map for reference):	
Any other comments:	
<b>Are Riders visible / waiting nearby?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration:	
Number of Riders	
Any other comments:	
<b>Any other observations in relation to the Editions site?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, provide details:	
Time and duration of the incident:	
Details:	

### Location 3 – Lower Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:

#### Location 4 – Higher Car Park, Dobson Close

**Is noise audible from the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Source of the noise:

Voices ☐

Air-con unit ☐

Other (please specify) ☐

Any other defining characteristics:

Any other comments:

**Are cooking odours present?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

What is the source?

Description of the odours (e.g. type of smell):

Strength of odour (e.g. slight/very weak, slight/weak, distinct, strong, very strong, extremely strong) – see table 1 for details

Wind direction recorded on-site (use map for reference):

Any other comments:

**Are Riders visible / waiting nearby?**

Yes ☐

No ☒

If yes, provide details:

Time and duration:

Number of Riders

Any other comments:

**Any other observations in relation to the Editions site?**

Yes ☐

No ☒

If yes, provide details:

Time and duration of the incident:

Details:



**Table 1: Odour intensity table**

**Table 14: VDI 3940<sup>33</sup> Odour intensity scale**

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of <math>1 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math> is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. <math>3\text{-}10 \text{ ou}_\text{t} \cdot \text{m}^{-3}</math>)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Survey Date 15:

12.03.2020

(Thursday Morning)

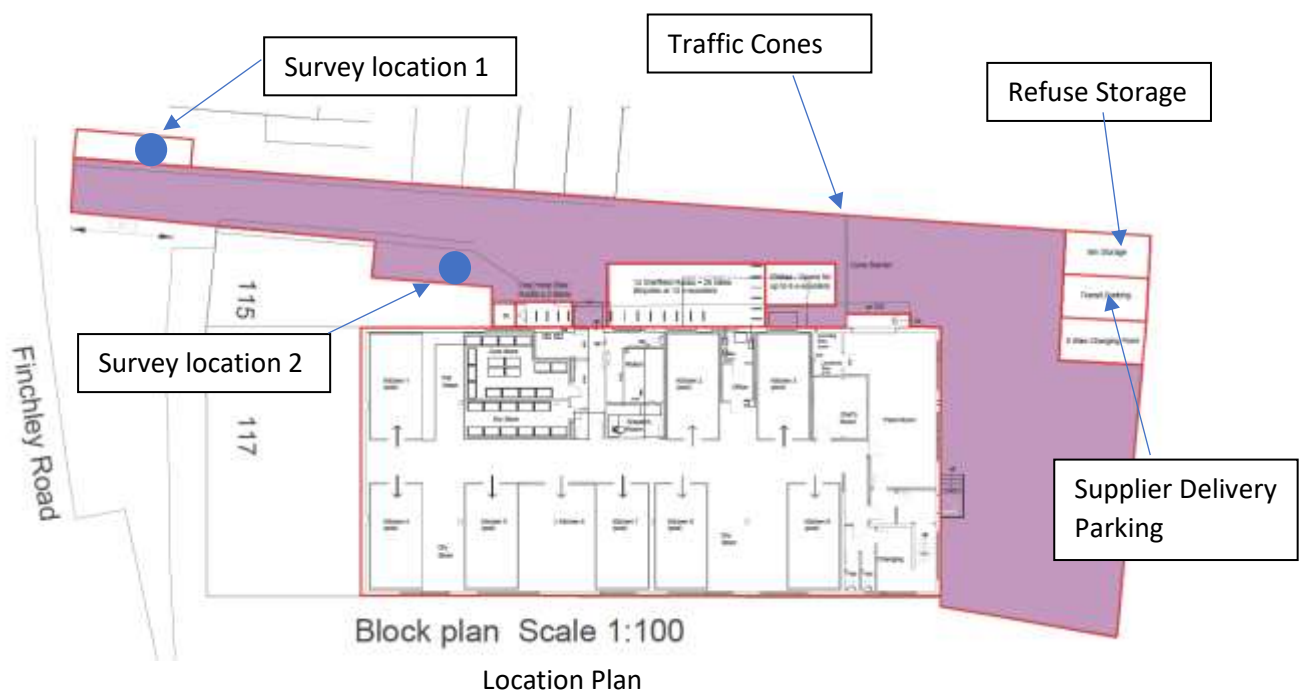
## Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

### Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site

Date: Thursday 12.03.20

Time: 9am – 10am

Names: Claire Stafford



**Conditions:** Cold with stormy conditions towards the end of the session

**Other:**

SUPPLIER DELIVERIES		
1.	Number of supplier vehicles entering the site (tally)	III  Total: 3
2.	Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
3.	Did all supplier vehicles access the site in forward gear?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
4.	Did all supplier vehicles park in the dedicated car parking space shown on the above plan?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Location where vehicle parked:	
	Any action taken by a Marshal:	
	Any other comments:	
5.	If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any action taken by a Marshal:	
	Any other comments:	
6.	Did all supplier vehicles leave the site in forward gear?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	

	Any action taken by a Marshal:	
	Any other comments:	
MARSHALS		
1.	Were two marshals in place at all times?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time and duration of incident:	
	Any other comments:	
2.	Did the Marshalls have clipboards at all times?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time and duration of the incident:	The marshal was stood at the top of the ramp at all times and was guiding the vans in.
	Any other comments:	
3.	Is the Marshal positioned at the entrance to the site carrying out the following at all times:-	
(a)	Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	N/A as the site was not open for orders.
	Any other comments:	
(b)	Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	N/A as the site was not open for orders
	Any other comments:	
(c)	Ensuring that riders are directed to the parking area and not obstructing the pavement	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	N/A as the site was not open for orders
	Any other comments:	
(d)	If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	

(e)	Other comments	
4.	Is the marshal positioned at the parking area carrying out the following at all times:-	
(a)	Assisting with rider parking	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	N/A as the site was not open for orders
	Any other comments:	-
(b)	Directing riders inside the building to wait to collect their order	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	N/A as the site was not open for orders
	Any other comments:	
(c)	If applicable, assisting supplier deliveries to manoeuvre their vehicles	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	The marshal guided all delivery vans in and was enforcing the rule whereby vans can only enter in forward gear.
(d)	If applicable, asking delivery drivers to turn off their audible reversing alarm	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	If no, please provide details:	
	Time of incident:	
	Any other comments:	
REFUSE STORAGE		
1.	Are the refuse bins stored in the car park space shown on the above plan?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
NOISE MITIGATION		
1.	Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2.	Were there any incidents of raised voices from riders / kitchen staff?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	
	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	
3.	Were there any other noises of note?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes, please provide details	

	Time and duration of the incident:	
	Description of the incident:	
	Any action taken:	
	Any other comments:	