Appendix 4

Survey Date 1:

28.11.2019

(Thursday Evening)

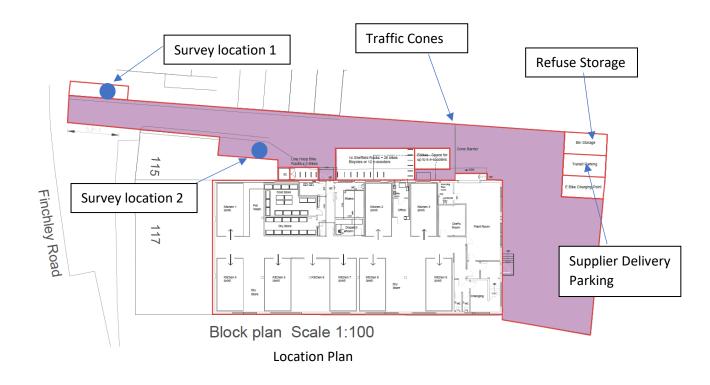
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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 | |
|----|---|--|
| L. | Number of riders entering the site (tally) | ++++ ++++ ++++ |
| | | ++++ ++++ ++++ |
| | | ++++ ++++ ++++ |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | Total: 84 |
| , | Were all riders on e-scooters/bikes or bicycles? | Yes 🛛 No 🗆 |
| | If no, please state: | |
| | 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 | Yes 🛛 No 🗆 |
| | collisions, with pedestrians when riders | |
| | entered/exited the site? | |
| | 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: | |
| Time of the meddent. | |
| Location of the incident: | |
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| Deteile of whether a second | |
| Details of what happened: | |
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| | |
| | |
| Details of any action taken on site: | |
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| | |
| Any other comments: | |
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| | |
| | |
| d) | |
| Time of the incident: | |
| | |
| Location of the incident: | |
| | |
| Details of what happened: | |
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| Details of any action taken on site: | |
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| | |
| Any other comments: | |
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| | |
| e) | |
| Time of the incident: | |
| | |
| Location of the incident: | |
| | |
| Details of what happened: | |
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| | |
| Details of any action taken on site: | |
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| | |
| | |
| Any other comments: | |
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| | |

| Yes 🖂 | No 🗆 |
|--------------------------|--|
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| | |
| | |
| | |
| Yes 🗆 | No 🛛 |
| | |
| 10.15 10.50 | |
| 19.15,19.50 | |
| 2 | |
| Standing by parking area | |
| | |
| Yes 🖂 | No 🗆 |
| Yes 🗆 | No 🗵 |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| Yes 🗆 | No 🛛 |
| Yes 🗌 | No 🖾 |
| Yes 🗆 | No 🛛 |
| | Yes 19:15,19:50 2 Standing by parking area Yes |

| | How many riders: | 2 No action taken Marshal was positioned in the parking area at this time. | | |
|----|---|--|--|--|
| | 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 🗆 No 🖾 N/A 🗆 | | |
| | 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 | Yes 🗆 No 🗆 N/A 🖂 | | |
| | gear? | | | |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |
| | Any action taken by a Marshal: | | | |
| | Any other comments: | | | |
| | | | | |

| | | | |] | | | |
|----|---|-----------------|--|-------|-----|--|-----------|
| 4. | Did all supplier vehicles park in the dedicated car | Yes 🗆 | No 🗆 | N/A 🖂 | | Any other comments: | |
| | parking space shown on the above plan? | | | | 3. | Is the Marshal positioned at the entrance to the si | te carr |
| | If no, please provide details: | • | | | (a) | Refusing access to riders accessing the Site from | , |
| | Time of incident: | | | | | the stairs to the right of the access slope on Dobson Close and ensuring their order is re- | |
| | Location where vehicle parked: | | | | | assigned | |
| | | | | | | If no, please provide details: | |
| | Any action taken by a Marshal: | | | | | Time of incident: | |
| | Any other comments: | | | | | Any other comments: | Ma the |
| 5. | If there were more than two suppliers on site at | Yes 🗆 | No 🗆 | N/A 🛛 | (b) | Refusing access to riders who approach the Site in | , |
| | one time, was the second instructed to wait at the rear of the building or in the dedicated | | | | | breach of the highway code and ensuring their order is re-assigned | |
| | loading area on the Finchley Road? | | | | | If no, please provide details: | |
| | If no, please provide details: | 1 | | | | Time of incident: | Th |
| | Time of incident: | | | | | | |
| | | | | | | Any other comments: | Ma |
| | Any action taken by a Marshal: | | | | | | tak |
| | Any other comments: | | | | | | |
| 6. | Did all supplier vehicles leave the site in forward gear? | Yes 🗆 | No 🗌 | N/A 🛛 | (c) | Ensuring that riders are directed to the parking area and not obstructing the pavement | |
| | If no, please provide details: | | | | | If no, please provide details: | |
| | Time of incident: | | | | | Time of incident: | 19 |
| | Any action taken by a Marshal: | | | | | Any other comments: | |
| | Any other comments: | | | | | | |
| | | | | | (d) | | , |
| | MARSHALS | | | | | vehicles that are no larger than 7.5t and 7.2m in | |
| 1. | Were two marshals in place at all times? | Yes 🗆 | | No 🖂 | | In the site of the | |
| | If no, please provide details Time and duration of incident: | 19:10 - 20:10 | | | | Time of incident: | |
| | Time and duration of incident: | 19:10 - 20:10 | | | | | |
| | Any other comments: | | present during mon nat the second mar | - | | Any other comments: | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🗆 | | No 🛛 | (e) | Other comments | |
| | If no, please provide details: | | | | | | |
| | Time and duration of the incident: | For duration of | monitoring time | | 4. | Is the marshal positioned at the parking area carry | /ing ou |
| | | | | | (a) | Assisting with rider parking | |

| site | carrying | out the fo | llowing | at all tir | mes:- | |
|-------|-----------|--------------------------|-------------|-------------|------------------------------|-------------|
| | Yes | | No | | N/A | |
| | | | | | | |
| | | | | | | |
| | | l not pres nitoring p | | p of ran | np for majo | rity of |
| n | Yes | | No | \boxtimes | N/A | |
| | | | | | | |
| | Throug | hout mon | itoring p | eriod (s | ee below) | |
| | - | | | 0 | y the code. • with no act | |
| | taken: | | | | | |
| | - | Riders cy | cling dov | vn pave | ment and | |
| | | entering | the site f | rom the | e north at 19 | 9:15, |
| | | 19:25, 19 | :35, 19:3 | 88, 19:4 | 0, 19:49. No |) |
| | | action ta | ken. | | | |
| | Yes | 5 🗆 | | | No | \boxtimes |
| | 1 | | | | | |
| | 19:41 8 | ı 19:53 | | | | |
| | - | Rider wa | ited on o | pposite | side of road | d until |
| | | an order | arrived, | and the | n crossed th | ne |
| | | main roa | | | - | |
| | - | | | | café by entr | ance |
| | | waiting fo | | ler at 19 | | |
| | Yes | | No | | N/A | \boxtimes |
| | 1 | | | | | |
| | | | | | | |
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| | | | | | | |
| rying | g out the | following | g at all ti | mes:- | | _ |
| | Yes | | | | No | |

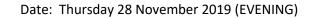
| | 10 construction of the dependence of the second sec | | | |
|------|--|---|--|--|
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | When the marshal was in position. | | |
| | | | | |
| | | | | |
| | | | | |
| (b) | Directing riders inside the building to wait to | Yes 🗆 No 🖂 | | |
| | collect their order | | | |
| | 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) | If applicable, assisting supplier deliveries to | Yes 🗆 No 🗆 N/A 🖂 | | |
| (-) | manoeuvre their vehicles | | | |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Time of incident. | | | |
| | Any other comments: | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| (1) | | | | |
| (d) | If applicable, asking delivery drivers to turn off | Yes 🗆 No 🗆 N/A 🖂 | | |
| | their audible reversing alarm | | | |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| | | | | |
| | REFUSE STORAGE | | | |
| 1. | Are the refuse bins stored in the car park space | Yes 🛛 No 🗆 | | |
| | shown on the above plan? | | | |
| | | | | |
| | NOISE MITIGATION | | | |
| 1. | Are the signs in place at the entrance to the site | Yes 🛛 No 🗆 | | |
| | reminding patrons to keep noise to a minimum? | | | |
| 2. | Were there any incidents of raised voices from | Yes 🛛 No 🗆 | | |
| | riders / kitchen staff? | | | |
| | If yes, please provide details | | | |
| | Time and duration of the incident: | 20:00 | | |
| | | 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. | Were there any other noises of note? | Yes 🗌 | No 🛛 |
| | If yes, please provide details | | |
| | Time and duration of the incident: | | |
| | | | |
| | Description of the incident: | | |
| | | | |
| | Any action taken: | | |
| | | | |
| | Any other comments: | | |
| | | | |
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| | | | |

FiRSTPLAN

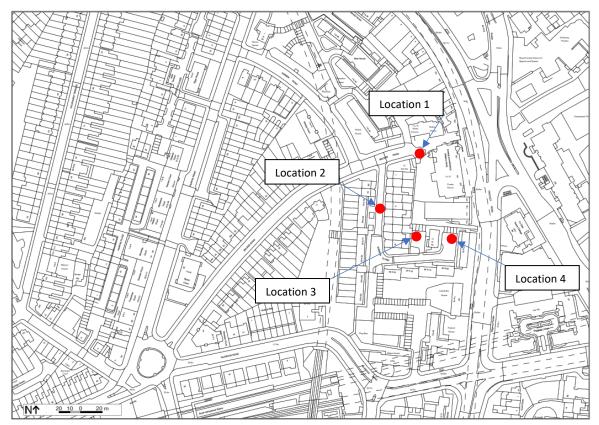
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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



Time: 20:15 – 21:15

Names: Mike Mills / Tim Humphries



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 🗆 🛛 A | ir-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: | Intermittent during visit (20:40) | | | |
| What is the source? | From Finchley Road / Swiss Cottage station area | 3 | | |
| Description of the odours (e.g. type of smell): | General cooking | | | |
| Strength of odour (e.g. slight/very | 1 | | | |
| weak, slight/weak, distinct, strong, | | | | |
| very strong, extremely strong) – see table 1 for details | | | | |
| Wind direction recorded on-site (use map for reference): | Westerly | | | |
| Any other comments: | Only present when wind blowing – not from site | e | | |
| 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 | | |
|---|---|------------------------------------|
| | | |
| 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 specif | у) 🗆 |
| Any other defining characteristics: | | |
| Any other comments: | | |
| Are cooking odours present? | Yes 🖂 | No 🗌 |
| If yes, provide details: | | |
| Time and duration of the incident: | Intermittent during visit (20: | 50) |
| What is the source? | Unknown (possibly arising fr residential properties | om the site but could also be from |
| Description of the odours (e.g. type of smell): | Curry/Asian cuisine | |
| Strength of odour (e.g. slight/very | 2 | |
| weak, slight/weak, distinct, strong, | | |
| very strong, extremely strong) – see table 1 for details | | |
| Wind direction recorded on-site (use | Westerly (monitoring theref | ore downwind of site) |
| map for reference): | | |
| Any other comments: | Only present when wind blo | wing – smell dissipated quickly |
| 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 | Yes 🗆 | No 🛛 |
| the Editions site? | | |
| 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) \Box | | | |
| 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: | | m Rider on their phone. Directed inside | | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments | | |
|--|-------------------|---|--|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site | | |
| The Odour Detection Threshold (ODT) of 1 ou _e m ³ is somewhere between 0 and 1 | | | | |
| 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 | | |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 $ou_{e}m^{-3}$) | | |
| 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)

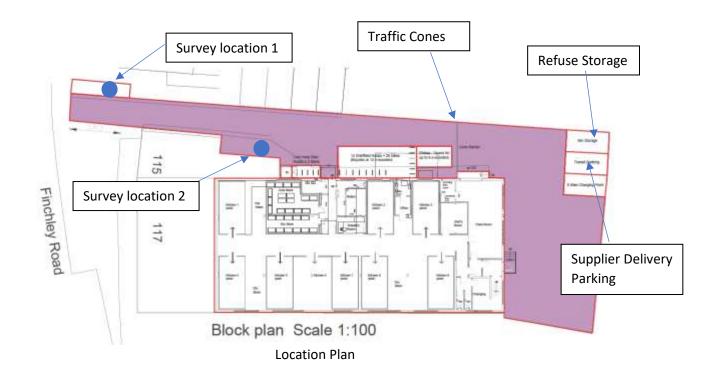
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

| Date: | Friday 6 December 2019 (EVENING | 3) |
|-------|---------------------------------|----|
|-------|---------------------------------|----|

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) | ++++ ++++ ++++ ++++ | |
| · | | | |
| | | | |
| | | | |
| | | | |
| | | 11 | |
| | | | |
| | | | |
| | | | |
| | | Total: 102 | |
| 2. | Were all riders on e-scooters/bikes or bicycles? | Yes 🛛 No 🗆 | |
| | 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 | Yes 🛛 No 🗆 | |
| | collisions, with pedestrians when riders | | |
| | entered/exited the site? | | |
| | 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 | |
| | Details of what happened. | into the rear wheel of a bike waiting to turn left | |
| | | out of the site. | |
| | | out of the site. | |
| | Datails of any action taken on sites | Rider not at fault and therefore no action taken. | |
| | Details of any action taken on site: | | |
| | | 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: | | |
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| | | | |

| c) | |
|--------------------------------------|--|
| Time of the incident: | |
| | |
| Location of the incident: | |
| Dataile of what have an ad | |
| 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 what happened. | |
| | |
| | |
| Details of any action taken on site: | |
| | |
| | |
| Any other comments: | |
| 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 🛛 | No 🗆 | | |
|----|--|--|---|--|--|
| | 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 twas sufficient rack space. | | | |
| | | rules to 4 riders and they r accordingly. The other 3 b Marshal and the riders wa on their return. | moved their bikes ikes were moved by the | | |
| • | Were riders waiting inside the building to collect their order at all times? | Yes 🗆 | No 🖾 | | |
| | 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. | | | |
| • | Were traffic cones in place to ensure riders do not pass the line indicated on the above plan? | Yes 🗆 | No 🖾 | | |
| • | Did any riders park beyond the traffic cones when collecting an order? | Yes 🗆 | No 🖾 | | |
| | 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: | | | | |
| • | Did all riders turn left onto Finchley Road when exiting the site? | Yes 🖂 | No 🗆 | | |

| | 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 | | | | |
| | | | Total: Nil | | |
| 2. | Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm? | Yes 🗆 | No 🗆 | N/A 🛛 | |
| | If no, please provide details: | 1 | | | |
| | Time of incident: | | | | |
| | Any action taken by a Marshal: | | | | |
| | Any other comments: | | | | |
| 3. | Did all supplier vehicles access the site in forward gear? | Yes 🗆 | No 🗌 | N/A 🛛 | |
| | If no, please provide details: | | | | |
| | Time of incident: | | | | |
| | Any action taken by a Marshal: | | | | |

| | Any other comments: | | | | | If no, please provide details: | |
|----|---|-------|-------|-------|-----|--|-------------|
| | | | | | | Time and duration of the incident: | |
| | | | | | | Any other comments: | |
| 4. | Did all supplier vehicles park in the dedicated car | Yes 🗆 | No 🗆 | N/A 🛛 | 3. | Is the Marshal positioned at the entrance to the side | e carr |
| | parking space shown on the above plan? | | | | (a) | Refusing access to riders accessing the Site from | 1 |
| | If no, please provide details: | 1 | | | | the stairs to the right of the access slope on | |
| | Time of incident: | | | | | Dobson Close and ensuring their order is re- | |
| | | | | | | assigned | |
| | Location where vehicle parked: | | | | | If yes or no, please provide details: | |
| | Any action taken by a Marshal: | | | | | Time of incident: | |
| | | | | | | Any other comments: | Rid |
| | Any other comments: | | | | | | site fro |
| | | | | | | | |
| - | | | ••• □ | | (b) | • • | 1 |
| 5. | If there were more than two suppliers on site at | Yes 🗆 | No 🗆 | N/A 🖂 | | breach of the highway code and ensuring their | |
| | one time, was the second instructed to wait at the rear of the building or in the dedicated | | | | | order is re-assigned | |
| | loading area on the Finchley Road? | | | | | If yes or no, please provide details: | N.4. |
| | If no, please provide details: | | | | | Time of incident: | Mu |
| | Time of incident: | | | | | Any other comments: | 19: |
| | | | | | | The connector | Ma |
| | Any action taken by a Marshal: | | | | | | aga |
| | | | | | | | 19: |
| | Any other comments: | | | | | | ma |
| | | | | | | | tim |
| | | | | | | | the |
| | | | | | | | 19: |
| 6. | Did all supplier vehicles leave the site in forward | Yes 🗆 | No 🗆 | N/A 🖂 | | | Ma |
| | gear? | | | | | | rid |
| | If no, please provide details: | T | | | | | ma |
| | Time of incident: | | | | | | car |
| | | | | | (c) | Ensuring that riders are directed to the parking | |
| | Any action taken by a Marshal: | | | | | area and not obstructing the pavement | |
| | | | | | | If no, please provide details: Time of incident: | |
| | Any other comments: | | | | | Time of incident. | |
| | | | | | | Any other comments: | |
| | MARSHALS | | | | | | |
| 1. | Were two marshals in place at all times? | Yes 🖂 | | No 🗆 | 1.0 | If applicable, anothing that apply these apply the | +. |
| | If no, please provide details | 1 | | | (d) | If applicable, ensuring that only those supplier | 1 |
| | Time and duration of incident: | | | | | vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site | |
| | Any other comments: | | | | | If no, please provide details: | |
| 2 | | | | | | Time of incident: | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🖂 | | No 🗆 | | Any other comments: | + |
| | | | | | 1 | | 1 |

| carrying out the following at all times:- | | | | | | | |
|--|--|--|--|--|--|--|--|
| Yes 🛛 No 🗆 N/A 🗆 | | | | | | | |
| | | | | | | | |
| 19:23 | | | | | | | |
| | | | | | | | |
| 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. | | | | | | | |
| Yes 🛛 No 🗆 N/A 🗆 | | | | | | | |
| | | | | | | | |
| Multiple times – see below | | | | | | | |
| 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. | | | | | | | |
| Yes 🛛 No 🗆 | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Yes 🗆 No 🗆 N/A 🛛 | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

| (e) | Other comments | could leav Close. The - The marsh | er asked marsha e down the step marshal said no alling of the ent ghout the moni | os to Dobson o. trance worked |
|-----|--|---|--|-------------------------------------|
| 4. | Is the marshal positioned at the parking area carryir | ng out the following | at all times:- | |
| (a) | Assisting with rider parking | Yes 🖂 | | No 🗆 |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (b) | Directing riders inside the building to wait to collect their order | Yes 🖂 | | No 🗆 |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (c) | If applicable, assisting supplier deliveries to manoeuvre their vehicles If no, please provide details: Time of incident: | Yes 🗆 | No 🗆 | N/A 🛛 |
| | Any other comments: | | | |
| (d) | If applicable, asking delivery drivers to turn off their audible reversing alarm | Yes 🗆 | No 🗌 | N/A 🛛 |
| | 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 🛛 | | No 🗆 |
| | NOISE MITIGATION | | | |
| 1. | Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum? | Yes 🗵 | | No 🗆 |

| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🗆 | No 🛛 | | | |
|----|--|---|---|--|--|--|
| | 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 🛛 | No 🗌 | | | |
| | If yes, please provide details | | | | | |
| | Time and duration of the incident: | See below | | | | |
| | Description of the incident: | about orders. The broke it up - 19:58: minor alter and marshal wher bike on ramp alor | rcation between riders e marshal stepped in and rcation between rider n rider told not to park ng the fence. Matter was and the rider went inside. | | | |
| | 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 (EVEN |
|-------------------------------|
|-------------------------------|

Time: 20:15 – 21:15

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 I | 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) \Box | |
| Any other defining characteristics: | | |
| Any other comments: | | |
| Are cooking odours present? | Yes 🛛 | No 🗆 |
| If yes, provide details: | | |
| Time and duration of the incident: | 20:20 | |
| What is the source? | Unknown. Potentially from the site du | e to the wind direction. |
| Description of the odours (e.g. type of smell): | Generic cooking smell | |
| Strength of odour (e.g. slight/very | 1 | |
| weak, slight/weak, distinct, strong, | | |
| very strong, extremely strong) – see table 1 for details | | |
| Wind direction recorded on-site (use map for reference): | North-easterly | |
| Any other comments: | Very intermittent – seems to be carrie | d on the wind |
| 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Cle | ose | |
|--|--|----------------|
| 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) \Box | |
| 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 Cl | ose | |
|---|-------------------------------|----------------|
| 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) \Box | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments |
|-----------------------------|--------------------|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 |
| 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 |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) |
| 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)

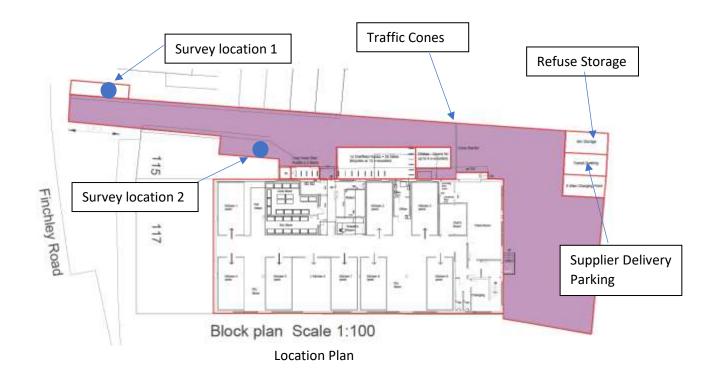
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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) | ++++ ++++ +1 |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | Total: 17 |
| 2. | Were all riders on e-scooters/bikes or bicycles? | Yes 🖂 No 🗆 |
| | 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 | Yes 🗆 No 🖂 |
| | collisions, with pedestrians when riders | |
| | entered/exited the site? | |
| | Please provide full details if so: | |
| | a) Time of the incident: | |
| | Location of the incident: | |
| | Location of the incident: | |
| | Details of what happened: | |
| | 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: | |
| | Any other comments. | |
| | | |
| | | |
| | c) | 1 |
| | Time of the incident: | |
| | | |

| Location of the incident: | |
|--------------------------------------|--|
| | |
| | |
| Details of what happened: | |
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| Datails of any action taken on site: | |
| Details of any action taken on site: | |
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| | |
| Any other comments: | |
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| 0 | |
| d) | |
| Time of the incident: | |
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| | |
| Location of the incident: | |
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| | |
| Details of what happened: | |
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| | |
| Details of any action taken on site: | |
| | |
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| | |
| Any other comments: | |
| Any other comments. | |
| | |
| | |
| | |
| | |
| e) | |
| Time of the incident: | |
| | |
| | |
| Location of the incident: | |
| | |
| | |
| Details of what happened: | |
| | |
| | |
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| | |
| Details of any action taken on sites | |
| Details of any action taken on site: | |
| | |
| | |
| | |
| | |
| Any other comments: | |
| | |
| | |
| | |
| | |
| | |

| 4. | Was sufficient parking available for all riders | Yes 🗵 | No 🗆 | | Anne a think to have been a Manachark | <u> </u> |
|----|--|-------|-------|----|--|----------|
| | entering the site at all times? If no, please provide details: | | | | Any action taken by a Marshal: | 1 |
| | | | | | Any other comments: | <u> </u> |
| | Time and duration that parking was not available: | | | | Any other comments: | 1 |
| | The number of spaces short: | | | | | |
| | Whether any riders were prevented from entering | | | | b) | |
| | the site by a Marshal when parking was at full capacity | | | | Time of the incident: | |
| | Any other comments? | | | | How many riders: | |
| | | | | | Any action taken by a Marshal: | |
| 5. | Were riders waiting inside the building to collect their order at all times? | Yes 🛛 | No 🗆 | | Any other comments: | |
| | If no, please provide details | | | | | 1 |
| | Time and duration of incident: | | | | | |
| | | | | | SUPPLIER DELIVERIES | |
| | Number of riders waiting outside: | | | 1. | Number of supplier vehicles entering the site (tally) | |
| | Location of riders: | | | | | |
| | Any other comments: | | | | | _ |
| | | | | | | T |
| | | | | 2. | Were any supplier deliveries made outside of the | |
| 6 | More troffic conce in place to ensure videre de not | V □ | N. M. | | hours of 8:00am to 4:00pm? | L |
| 6. | Were traffic cones in place to ensure riders do not pass the line indicated on the above plan? | Yes 🗆 | No 🖂 | | If no, please provide details: Time of incident: | |
| 7. | Did any riders park beyond the traffic cones when collecting an order? | Yes 🗌 | No 🛛 | | Any action taken by a Marshal: | ⊢ |
| | If yes, please provide details: | | | | | |
| | Time of the incident: | | | | Any other comments: | |
| | How many riders: | | | | | |
| | Location where riders parked: | | | 3. | Did all supplier vehicles access the site in forward gear? | |
| | Any action taken by a Marshal: | | | | If no, please provide details: | |
| | | | | | Time of incident: | |
| | Any other comments: | | | | Any action taken by a Marshal: | |
| | | | | | Any other comments: | <u> </u> |
| 8. | Did all riders turn left onto Finchley Road when | Yes 🖂 | No 🗆 | | | 1 |
| | exiting the site? | | | | | 1 |
| | If no, please provide details: | | | | | |
| | a) | | | 4. | Did all supplier vehicles park in the dedicated car | 1 |
| | Time of the incident: | | | | parking space shown on the above plan? | L |
| | | | | | If no, please provide details: | <u> </u> |
| | How many riders: | | | | Time of incident: | L |

| II | | | | |
|--------|--------|---|---------|--|
| | | | | |
| | | | | |
| | | | | |
| Total: | | | | |
| | | | | |
| 103 | No | X | N/A | |
| 103 | INO | | N/A | |
| 103 | NO | | N/A | |
| | NO | | N/A | |
| | | | N/A | |
| | | | | |
| Yes | No | | N/A | |
| | | | | |
| | | | | |
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| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Yes | No | | N/A | |
| Yes | No | | N/A | |

| | | | | | | Dobson Close and ensuring their order is re- | | | |
|-----|---|---------------------|--------------------|-------|-----|---|---|----------------|----------------|
| | Location where vehicle parked: | | | | | assigned | | | |
| | Location where vehicle parked. | | | | | If no, please provide details: | | | |
| | Any action taken by a Marshal: | | | | | Time of incident: | | | |
| | Any action taken by a marshal. | | | | | | | | |
| | Any other comments: | | | | | Any other comments: | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| 5. | If there were more than two suppliers on site at | Yes 🗆 | No 🗆 | N/A 🛛 | (b) | Refusing access to riders who approach the Site in | Yes 🗆 | No 🗆 | N/A 🖂 |
| | one time, was the second instructed to wait at the | | | | | breach of the highway code and ensuring their | | | |
| | rear of the building or in the dedicated | | | | | order is re-assigned | | | |
| | loading area on the Finchley Road? | | | | | If no, please provide details: | T | | |
| | If no, please provide details: | 1 | | | | Time of incident: | | | |
| | Time of incident: | | | | | | | | |
| | | | | | | Any other comments: | | | |
| | Any action taken by a Marshal: | | | | | | | | |
| | | | | | | | | | |
| | Any other comments: | | | | (1) | Francisco Abratuidana ana dina stad Abrata abra mankina | | | • |
| | | | | | (c) | Ensuring that riders are directed to the parking | Yes 🖂 | | No 🗆 |
| | | | | | | area and not obstructing the pavement | | | |
| 6. | Did all supplier vehicles leave the site in forward | Yes 🖂 | No 🗆 | N/A 🗆 | | If no, please provide details: Time of incident: | 12,22 a ridar an a | n a hika attam | nto to nork of |
| 0. | gear? | Yes 🖂 | NO 🗆 | N/A 🗆 | | Time of Incident: | 13:23 - a rider on a front entrance but | | |
| | If no, please provide details: | | | | | | the parking area at | | |
| | Time of incident: | | | | | Any other comments: | | | the famp. |
| | | | | | | Any other comments. | | | |
| | Any action taken by a Marshal: | | | | | | | | |
| | | | | | | | | | |
| | Any other comments: | | | | (d) | If applicable, ensuring that only those supplier | Yes 🗵 | No 🗆 | N/A |
| | | | | | | vehicles that are no larger than 7.5t and 7.2m in | | ···• | |
| | | | | | | length were permitted access to the site | | | |
| | | | | | | If no, please provide details: | · | | |
| | MARSHALS | | | | | Time of incident: | | | |
| 1. | Were two marshals in place at all times? | Yes 🖂 | | No 🗆 | | | | | |
| | If no, please provide details | | | | | Any other comments: | | | |
| | Time and duration of incident: | | | | | | | | |
| | | | | | | | | | |
| | Any other comments: | | | | | | | | |
| | | | | | (e) | Other comments | | | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🖂 | | No 🗆 | | | | | |
| | | | | | - | | | | |
| | If no, please provide details: | T | | | 4. | Is the marshal positioned at the parking area carryin | Ť Č | it all times:- | |
| | Time and duration of the incident: | | | | (a) | Assisting with rider parking | Yes 🖂 | | No 🗆 |
| | | | | | | If no, please provide details: | 1 | | |
| | Any other comments: | | | | | Time of incident: | | | |
| 3. | Is the Marshal positioned at the entrance to the site | carrying out the fo | llowing at all tin | nes:- | | Any other comments: | | | |
| (a) | Refusing access to riders accessing the Site from | Yes | No 🗆 | N/A 🛛 | | | | | |
| (4) | the stairs to the right of the access slope on | | | | | | | | |
| L | | 1 | | | | | | | |
| | | | | | L | 1 | 1 | | |

| (b) | Directing riders inside the building to wait to collect their order | Yes 🛛 | | No 🗆 |
|-----|--|-------|------|-------|
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (c) | If applicable, assisting supplier deliveries to manoeuvre their vehicles | Yes 🖂 | No 🗌 | N/A 🗆 |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (d) | If applicable, asking delivery drivers to turn off their audible reversing alarm | Yes 🗆 | No 🗆 | N/A 🛛 |
| | If no, please provide details: | • | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| 4 | REFUSE STORAGE | | | |
| 1. | Are the refuse bins stored in the car park space shown on the above plan? | Yes 🛛 | | No 🗆 |
| | NOISE MITIGATION | | | |
| 1. | Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum? | Yes 🗵 | | No 🗆 |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🗆 | | No 🛛 |
| | 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 🗆 | | No 🖂 |

| 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) |
|-------|----------|-------------|-------------|
|-------|----------|-------------|-------------|

Time: 12:00 – 13:00

Names: Tim Humphries / Sinéad Kelly



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 🛛 | 3 |
| If yes, provide details: | | | |
| Time and duration of the incident: | | | |
| Source of the noise: | Voices | Air-con u | nit 🗆 |
| | Other (please specify) \Box | | |
| Any other defining characteristics: | | | |
| Any other comments: | | | |
| Are cooking odours present? | Yes 🛛 | No | |
| 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 | 1 | | |
| weak, slight/weak, distinct, strong, | | | |
| very strong, extremely strong) – see table 1 for details | | | |
| Wind direction recorded on-site (use map for reference): | N/E (from site) | | |
| Any other comments: | Only smelt when the wind blows | | |
| Are Riders visible / waiting nearby? | Yes 🗆 | No 🛛 | \triangleleft |
| 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 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) \Box | | |
| 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: | 12:50 | | |
| What is the source? | Most likely to be residential given the | e wind direction. | |
| Description of the odours (e.g. type of smell): | Generic cooking | | |
| Strength of odour (e.g. slight/very | 1 | | |
| weak, slight/weak, distinct, strong, | | | |
| very strong, extremely strong) – see | | | |
| table 1 for details | | | |
| Wind direction recorded on-site (use | N/E wind, | | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments |
|-----------------------------|--------------------|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 |
| 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 |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) |
| 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)

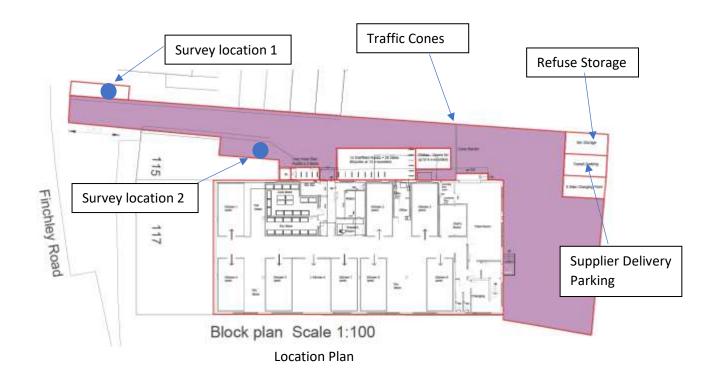
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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 | |
|---|---|---------------------|
| | Number of riders entering the site (tally) | ++++ ++++ ++++ ++++ |
| | | ++++ ++++ ++++ ++++ |
| | | ++++ ++++ ++++ ++++ |
| | | ++++ ++++ +111 |
| | | |
| | | |
| | | Total: 94 |
| | Were all riders on e-scooters/bikes or bicycles? | Yes 🛛 No 🗆 |
| Ī | If no, please state: | |
| Ī | 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 | Yes 🗆 No 🖂 |
| | collisions, with pedestrians when riders | |
| | entered/exited the site? | |
| | 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) | |
| | b) Time of the insident: | |
| | Time of the incident: | |
| - | Location of the incident: | |
| | | |
| ŀ | Details of what happened: | |
| | Details of what happened: | |
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| | | |
| ŀ | Details of any action taken on site: | |
| | Details of any action taken on site. | |
| | | |
| | | |
| ŀ | Any other comments: | |
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| | | |
| ŀ | c) | |
| ŀ | Time of the incident: | |

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

| | Was sufficient parking available for all riders entering the site at all times? | Yes 🗵 | No 🗆 |
|---|---|---|---|
| | If no, please provide details: | 1 | |
| | 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 though there were sufficie Marshal directed 3 of the racks provided. The other the marshal whilst the ride their order. The marshal the on their return and remine | ent racks available riders to park in the 4 bikes were moved by ers were inside collecting hen advised the riders |
| | Were riders waiting inside the building to collect their order at all times? | Yes 🖂 | No 🗆 |
| | If no, please provide details | | |
| ļ | Time and duration of incident: | | |
| | Number of riders waiting outside: | | |
| ļ | Location of riders: | | |
| | Any other comments: | | |
| | | | |
| | Were traffic cones in place to ensure riders do not | Yes 🗆 | No 🖂 |
| | Were traffic cones in place to ensure riders do not pass the line indicated on the above plan? | Yes 🗆 | No 🛛 |
| | pass the line indicated on the above plan? Did any riders park beyond the traffic cones when | Yes 🗆 Yes 🗵 | No 🖾 |
| | pass the line indicated on the above plan? Did any riders park beyond the traffic cones when collecting an order? | | |
| | pass the line indicated on the above plan? Did any riders park beyond the traffic cones when | Yes ⊠ 1. 20:03 | |
| | pass the line indicated on the above plan?Did any riders park beyond the traffic cones when collecting an order?If yes, please provide details: | Yes 🛛 | |
| | pass the line indicated on the above plan?Did any riders park beyond the traffic cones when collecting an order?If yes, please provide details:Time of the incident: | Yes ⊠ 1. 20:03 2. 20:12 2 1. At the next to bins scooter that was r | No s – a rider on an e- not re-charging. b bins – a rider on an e- |
| | pass the line indicated on the above plan?Did any riders park beyond the traffic cones when collecting an order?If yes, please provide details:Time of the incident:How many riders: | Yes ⊠ 1. 20:03 2. 20:12 2 1. At the next to bins scooter that was r 2. At the rear next to bike that was not 1. The rider was represented by the read of the read | No s – a rider on an e- not re-charging. b bins – a rider on an e- charging rimanded and was |

| 8. | Did all riders turn left onto Finchley Road when exiting the site? | Yes | \boxtimes | | No [| |
|----|---|-----|-------------|----------|------|-------------|
| | 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 | | No 🛛 | N/A | |
| | 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 | | No 🗌 | N/A | \boxtimes |
| 3. | gear? | Yes | | No 🗆 | N/A | |
| 3. | | Yes | | No 🗆 | N/A | |

| | Any action taken by a Marshal: | | | | 2. | Did the Marshalls have clipboards at all times? | Yes 🛛 | | No 🗆 |
|----|---|-------|------|-------|-----|--|-----------------------|---------------------------------------|-------------------|
| | Any other comments: | | | | | If no, please provide details: | | | |
| | | | | | | Time and duration of the incident: | | | |
| | | | | | | | | | |
| | | | | | | Any other comments: | | | |
| 4. | Did all supplier vehicles park in the dedicated car | Yes 🗆 | No 🗆 | N/A 🖂 | 3. | Is the Marshal positioned at the entrance to the site | carrying out the foll | owing at all tim | es:- |
| | parking space shown on the above plan? | | | | (a) | Refusing access to riders accessing the Site from | Yes 🗆 | No 🗆 | N/A 🛛 |
| | If no, please provide details: | 1 | | | | the stairs to the right of the access slope on | | | |
| | Time of incident: | | | | | Dobson Close and ensuring their order is re- assigned | | | |
| | Location where vehicle parked: | | | | | If no, please provide details: | 1 | | |
| | | | | | | Time of incident: | | | |
| | Any action taken by a Marshal: | | | | | Any other comments: | No incident of this | | |
| | Any other comments: | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | (b) | Refusing access to riders who approach the Site in | Yes 🖂 | No 🗆 | N/A 🗆 |
| 5. | If there were more than two suppliers on site at | Yes 🗆 | No 🗆 | N/A 🖾 | | breach of the highway code and ensuring their | | | |
| | one time, was the second instructed to wait at the | | | | | order is re-assigned | | | |
| | rear of the building or in the dedicated | | | | | If no, please provide details: | 1 | | |
| | loading area on the Finchley Road? | | | | | Time of incident: | 1. 19:56 | | |
| | If no, please provide details: | | | | | | 2. 19:57 | | |
| | Time of incident: | | | | | | 3. 20:05 | | |
| | Any action taken by a Marchali | | | | | Any other comments: | | d into site via fo | - |
| | Any action taken by a Marshal: | | | | | | | ed by the marsh | is taken and told |
| | Any other comments: | | | | | | | be reported as | |
| | Any other comments. | | | | | | | before (second | |
| | | | | | | | happened | 501010 (5000110 | Strikey |
| | | | | | | | 2. Rider cycle | d into site via fo | ootpath – was |
| 6. | Did all supplier vehicles leave the site in forward | Yes 🗆 | No 🗆 | N/A 🖂 | | | | ed by the marsh | • |
| | gear? | | | | | | | , his was their firs | - |
| | If no, please provide details: | ł | | | | | _ | ing (first strike) | - |
| | Time of incident: | | | | | | | | |
| | | | | | | | 3. Rider aske | | • |
| | Any action taken by a Marshal: | | | | | | | t and turn right the rider to turı | |
| | Any other comments: | | | | | | | | |
| | | | | | (c) | Ensuring that riders are directed to the parking | Yes 🖂 | | No 🗆 |
| | | | | | | area and not obstructing the pavement | | | |
| | | | | | | If no, please provide details: | 1 | | |
| | MARSHALS | | | | | Time of incident: | | | |
| 1. | Were two marshals in place at all times? | Yes 🛛 | | No 🗆 | | Any other comments: | | | |
| | If no, please provide details | 1 | | | | Any other comments: | | | |
| | Time and duration of incident: | | | | | | | | |
| | Any other comments: | 1 | | | | | | | |
| · | | • | | | | | | | |

| (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 🗆 | No 🗆 | N/A 🛛 |
|-----|---|---------------------|------------------|-------|
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (e) | Other comments | | | |
| 4. | Is the marshal positioned at the parking area carryir | g out the following | g at all times:- | |
| (a) | Assisting with rider parking | Yes 🛛 | - | No 🗆 |
| | If no, please provide details: | • | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (b) | Directing riders inside the building to wait to collect their order | Yes 🗆 | | No 🛛 |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (c) | If applicable, assisting supplier deliveries to manoeuvre their vehicles | Yes 🗆 | No 🗆 | N/A 🛛 |
| | If no, please provide details: | • | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (d) | If applicable, asking delivery drivers to turn off | Yes 🗆 | No 🗆 | N/A 🖂 |
| . , | their audible reversing alarm | | - — | , _ |
| | 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 🛛 | No 🗆 | | | |
|----|--|--|-------------------------------------|--|--|--|
| | NOISE MITIGATION | | | | | |
| 1. | Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum? | Yes 🛛 | No 🗆 | | | |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🛛 | No 🗆 | | | |
| | If yes, please provide details | | | | | |
| | Time and duration of the incident: | 1. 19:37 2. 19:45 | | | | |
| | Description of the incident: | Rider had lost their gloves and shouted across to other riders and the marshal Rider spoke loudly on their phone | | | | |
| | Any action taken: | The marshal asked the whilst they searched o gloves. The gloves we found! The marshal directed t straight away. | utside for their re subsequently | | | |
| | Any other comments: | | | | | |
| 3. | Were there any other noises of note? | Yes 🗆 | No 🖂 | | | |
| | If yes, please provide details | • | | | | |
| | Time and duration of the incident: | | | | | |
| | Description of the incident: | | | | | |
| | Any action taken: | | | | | |
| | Any other comments: | | | | | |

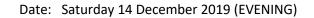
Additional pages

| Time of the incident: | |
|--------------------------------------|------|
| | |
| Location of the incident: | |
| | |
| Details of what happened: | |
| | |
| | |
| | |
| Details of any action taken on site: | |
| | |
| | |
| Any other comments: | |
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| Time of the installer (| |
| Time of the incident: | |
| | |
| Location of the incident: | |
| | |
| Details of what happened: | |
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| | |
| Details of any action taken on site: | |
| Details of any action taken on site. | |
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| | |
| Any other comments: | |
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| Time of the incident: | |
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| Location of the incident: | |
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| Details of what happened: | |
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| Datails of any action taken on site: | |
| Details of any action taken on site: | |
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| Any other comments: | |
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| 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: | |

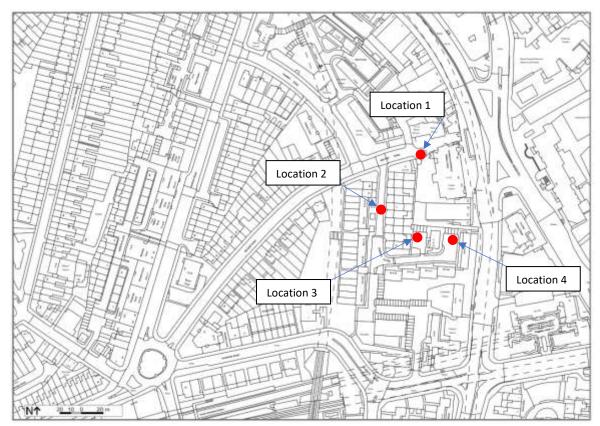
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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



Time: 20:20 – 21:20

Names: Mike Mills and Sinéad Kelly



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 F | 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Cle | ose | |
|--|--|----------------|
| 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) \Box | |
| 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 Cl | ose | |
|---|-------------------------------|----------------|
| 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) \Box | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments |
|-----------------------------|--------------------|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 |
| 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 |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) |
| 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)

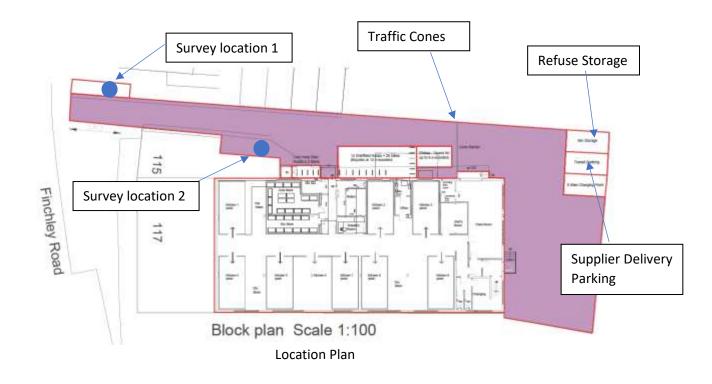
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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) | ++++ ++++ 1 | | | | |
| | 3 (<i>n</i> | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | Total: 16 | | | | |
| | Were all riders on e-scooters/bikes or bicycles? | Yes 🛛 No 🗆 | | | | |
| • | If no, please state: | | | | | |
| | 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 | Yes 🗆 No 🖂 | | | | |
| | collisions, with pedestrians when riders | | | | | |
| | entered/exited the site? | | | | | |
| | 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: | |
| | |
| | |
| | |

| Was sufficient parking available for all riders | Yes | \boxtimes | | No | |
|--|----------|-------------|---|--------------|-------------|
| entering the site at all times? | | | | - | |
| If no, please provide details: | 1 | | | | |
| 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? | | | | | |
| Were riders waiting inside the building to collect their order at all times? | Yes | \boxtimes | | No | |
| If no, please provide details | | | | | |
| Time and duration of incident: | | | | | |
| Number of riders waiting outside: | | | | | |
| Location of riders: | | | | | |
| Any other comments: | | | | | |
| Were traffic cones in place to ensure riders do not | Yes | | | No | \boxtimes |
| pass the line indicated on the above plan? | | | | | |
| Did any riders park beyond the traffic cones when collecting an order? | Yes | \boxtimes | | No | |
| If yes, please provide details: | • | | | | |
| Time of the incident: | | | 13:38 | | |
| How many riders: | | | 1 | | |
| Location where riders parked: | | | | | |
| Any action taken by a Marshal: | | | | | |
| Any other comments: | point an | d collecte | ooter accesse d an order. Th rshal (first str | ne rider was | - |
| Did all riders turn left onto Finchley Road when exiting the site? | Yes | \boxtimes | | No | |
| child the site. | | | | | |
| If no, please provide details: | | | | | |
| - | 1 | | | | |

| | 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: 2 | | |
| 2. | Were any supplier deliveries made outside of the | Yes | No 🗆 | N/A | \boxtimes |
| | hours of 8:00am to 4:00pm? | | | | |
| | If no, please provide details: | 1 | | | |
| | Time of incident: | | | | |
| | Any action taken by a Marshal: | | | | |
| | Any other comments: | | | | |
| | | | | | |
| 3. | Did all cumplicy uphicles access the site in formand | Yes | NI- [7] | N1 / A | |
| э. | Did all supplier vehicles access the site in forward gear? | Yes | No 🗆 | N/A | |
| | 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 | Yes 🗵 | No 🗆 | N/A | 3. | Any other of Is the Mars |
|----|---|-------|------|-------|-----------|-----------------------------|
| 4. | parking space shown on the above plan? | res 🖂 | No 🗆 | | 3. (a) | Refusing a |
| | If no, please provide details: | | | | (a) | the stairs t |
| | Time of incident: | | | | | Dobson Clo |
| | | | | | | assigned |
| | Location where vehicle parked: | | | | | If no, pleas |
| | | | | | | Time of inc |
| | Any action taken by a Marshal: | | | | | Any other o |
| | Any other comments: | | | | | |
| | | | | | (b) | Refusing ac |
| 5. | If there were more than two suppliers on site at | Yes 🗆 | No 🗆 | N/A 🖂 | | breach of t |
| | one time, was the second instructed to wait at the | | | | | order is re- |
| | rear of the building or in the dedicated | | | | | If no, pleas |
| | loading area on the Finchley Road? | | | | | Time of inc |
| | If no, please provide details: | 1 | | | | |
| | Time of incident: | | | | | Any other o |
| | Any action taken by a Marshal: | | | | | |
| | Any other comments: | | | | (c) | Ensuring th |
| | | | | | | area and n |
| | | | | | | If no, pleas |
| _ | | | | | | Time of inc |
| 6. | Did all supplier vehicles leave the site in forward gear? | Yes 🖂 | No 🗆 | N/A | | Any other o |
| | If no, please provide details: | | | | | |
| | Time of incident: | | | | | |
| | | | | | | |
| | Any action taken by a Marshal: | | | | (d) | If applicabl |
| | | | | | | vehicles th |
| | Any other comments: | | | | | length wer |
| | | | | | | If no, pleas |
| | | | | | | Time of inc |
| | MARSHALS | | | | | Any other o |
| 1. | Were two marshals in place at all times? | Yes 🖂 | | No 🗆 | | |
| | If no, please provide details | 1 | | | | |
| | Time and duration of incident: | | | | (e) | Other com |
| | Any other comments: | | | | | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🖂 | | No 🗆 | 4. | Is the mars |
| | | | | | (a) | Assisting w |
| | If no, please provide details: | 1 | | | | If no, pleas |
| | Time and duration of the incident: | | | | | Time of inc |
| | | | | | | Any other o |

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

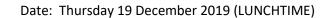
| (b) | Directing riders inside the building to wait to | Yes 🖂 | | No 🗆 |
|-----|---|-------|------|-------|
| (~) | collect their order | | | |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| (c) | If applicable, assisting supplier deliveries to | Yes 🖂 | No 🗆 | N/A 🗆 |
| (0) | manoeuvre their vehicles | | | N/A 🗆 |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| | | | | |
| (d) | If applicable, asking delivery drivers to turn off | Yes 🗆 | No 🗆 | N/A 🖂 |
| | their audible reversing alarm | | | - |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| | REFUSE STORAGE | | | |
| 1. | Are the refuse bins stored in the car park space | Yes 🖂 | | No 🗆 |
| | shown on the above plan? | | | |
| | NOISE MITIGATION | 1 | | |
| 1. | Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum? | Yes 🗵 | | No 🗆 |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🗆 | | No 🛛 |
| | 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? | |
|----|--------------------------------------|--|
| | If yes, please provide details | |
| | Time and duration of the incident: | |
| | Description of the incident: | |
| | Any action taken: | |
| | Any other comments: | |

| Yes | No | \boxtimes |
|-----|----|-------------|
| | | |
| | | |
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| | | |

Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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



Time: 14:15 – 15:15

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 F | 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Cle | ose | |
|--|--|----------------|
| 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) \Box | |
| 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 Cl | ose | |
|---|-------------------------------|----------------|
| 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) \Box | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments |
|-----------------------------|--------------------|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 |
| 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 |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) |
| 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:

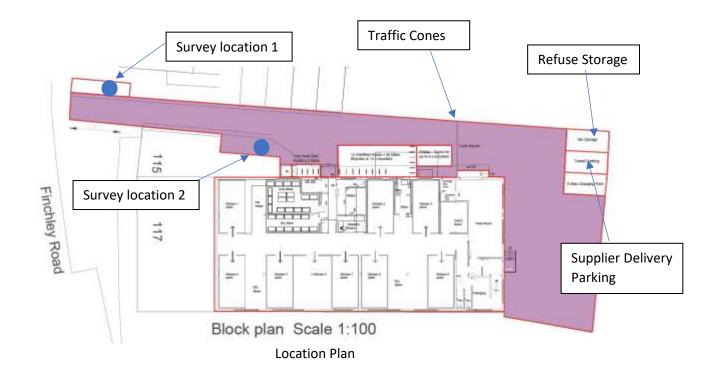
17.01.2020 (Friday Evening)

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:

| | DELIVEROO RIDER DELIVERIES | |
|----|---|---|
| 1. | Number of riders entering the site (tally) | |
| 1. | Number of fuers entering the site (tany) | |
| | | |
| | | |
| | | |
| | | |
| | | Total: 84 |
| 2. | Were all riders on e-scooters/bikes or bicycles? | Yes 🛛 No 🗆 |
| | 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 | Yes 🛛 No 🗆 |
| | collisions, with pedestrians when riders | |
| | entered/exited the site? | |
| | Please provide full details if so: | |
| | a) | |
| | Time of the incident: | 19:29 |
| | Location of the incident: | Entrance |
| | | |
| | Details of what happened: | Rider entered the site at high speed. Marshal |
| | | instructed him to slow down. |
| | | |
| | | |
| | 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: | No further action required |
| | | |
| 4. | Was sufficient parking available for all riders | Yes 🛛 No 🗆 |
| | entering the site at all times? | |
| | 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 🛛 No 🗆 | |
| | If no, please provide details | 1 | |
| | 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 | Yes 🗆 No 🖂 | |
| | pass the line indicated on the above plan? | | |
| 7. | Did any riders park beyond the traffic cones when collecting an order? | Yes 🛛 No 🗆 | |
| | If yes, please provide details: | | |
| | Time of the incident: | 19:25 | |
| | How many riders: | 1 | |
| | Location where riders parked: | In e-scooter charging space | |
| | Any action taken by a Marshal: | No | |
| | Any other comments: | | |
| 8. | Did all riders turn left onto Finchley Road when exiting the site? | Yes 🛛 No 🗆 | |
| | If no, please provide details: | | |
| | a) | | |
| | Time of the incident: | 19:45 | |
| | How many riders: | rider tried to walk bicycle out to the right | |
| | Any action taken by a Marshal: | Marshal stopped him and instructed that he must turn left | |
| | Any other comments: | | |

| | SUPPLIER DELIVERIES | | | | |
|----|--|-----|-------------|------|-------------|
| 1. | Number of supplier vehicles entering the site (tally) | N/a | | | |
| | | | | | |
| | | | Total: Nil | | |
| 2. | Were any supplier deliveries made outside of the | Yes | No 🛛 | N/A | |
| | hours of 8:00am to 4:00pm? | | | | |
| | If no, please provide details: | | | | |
| | Time of incident: | | | | |
| | | | | | |
| | Any action taken by a Marshal: | | | | |
| | | | | | |
| | Any other comments: | | | | |
| 2 | | | ••• • • | | |
| 3. | Did all supplier vehicles access the site in forward gear? | Yes | No 🗌 | N/A | |
| | 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 | Yes | No 🗆 | N/A | \boxtimes |
| | parking space shown on the above plan? | | | .,,, | _ |
| | 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 | Yes | No 🗆 | N/A | \boxtimes |
| | one time, was the second instructed to wait at the | | | | |
| | rear of the building or in the dedicated | | | | |
| | loading area on the Finchley Road? | | | | |
| | If no, please provide details: | 1 | | | |
| | Time of incident: | | | | |
| | Any action taken by a Marshali | | | | |
| | Any action taken by a Marshal: | | | | |
| | Any other comments: | | | | |
| | | | | | |
| 6. | Did all supplier vehicles leave the site in forward | Yes | No 🗆 | N/A | |
| 0. | gear? | 162 | | N/A | |
| | If no, please provide details: | 1 | | | |
| | Time of incident: | | | | |
| | | | | | |
| | Any action taken by a Marshal: | | | | |

| | Any other comments: | | |
|-----|---|---|------------|
| | | | |
| | MARSHALS | | |
| 1. | Were two marshals in place at all times? | Yes 🖂 | No 🗆 |
| - | If no, please provide details | | |
| | Time and duration of incident: | | |
| | | | |
| | Any other comments: | | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🖂 | No 🗆 |
| | 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 | Yes 🛛 No 🗆 | N/A 🗆 |
| | the stairs to the right of the access slope on | | |
| | Dobson Close and ensuring their order is re- | | |
| | assigned | | |
| | If no, please provide details: | 1 | |
| | Time of incident: | | |
| | Any other comments: | | |
| | Any other comments: | | |
| | | | |
| | | | |
| (b) | Refusing access to riders who approach the Site in | Yes 🛛 No 🗆 | N/A |
| | breach of the highway code and ensuring their | | |
| | order is re-assigned | | |
| | If no, please provide details: | • | |
| | Time of incident: | 19:35 & 19:40 | |
| 1 | | | |
| | Any other comments: | In both cases a Rider cycled up to the si | ite on the |
| | | pavement. The Marshal stopped them | and warned |
| | | both Riders that they had to walk in the | e future. |
| (1) | Francisco that videous and discated to the working | No. M | |
| (c) | Ensuring that riders are directed to the parking area and not obstructing the pavement | Yes 🖂 | No 🗌 |
| | If no, please provide details: | | |
| | Time of incident: | | |
| | | | |
| | Any other comments: | | |
| | | | · _ |
| (d) | If applicable, ensuring that only those supplier | Yes 🗆 No 🗆 | N/A 🛛 |
| | vehicles that are no larger than 7.5t and 7.2m in | | |
| | length were permitted access to the site | | |
| | If no, please provide details: | I | |
| | Time of incident: | | |

| | Any other comments | | |
|----------|--|------------------------------------|--------------------|
| | Any other comments: | | |
| (e) | Other comments | Rider tried accessing the site o | n foot from Dobsoi |
| | | Close at 19:59. The Marshal pr | evented access. |
| 1. | Is the marshal positioned at the parking area carryi | ng out the following at all times: | - |
| a) | Assisting with rider parking | Yes 🖂 | No 🗆 |
| | If no, please provide details: | - | |
| | Time of incident: | | |
| | Any other comments: | | |
| (b) | Directing riders inside the building to wait to collect their order | Yes 🛛 | No 🗆 |
| | If no, please provide details: | - | |
| | Time of incident: | | |
| | Any other comments: | | |
| (c) | If applicable, assisting supplier deliveries to | Yes 🗆 No 🗆 | N/A 🖂 |
| (~) | manoeuvre their vehicles | | |
| | If no, please provide details: | | |
| | Time of incident: | | |
| | Any other comments: | | |
| (d) | If applicable, asking delivery drivers to turn off | Yes 🗌 No 🗆 | N/A 🛛 |
| | their audible reversing alarm | | |
| | If no, please provide details: | | |
| | Time of incident: | | |
| | Any other comments: | | |
| | REFUSE STORAGE | | |
| 1. | Are the refuse bins stored in the car park space | Yes 🖂 | No 🗆 |
| | shown on the above plan? | | |
| | NOISE MITIGATION | | _ |
| _ | | _ | |
| 1. | Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum? | Yes 🖂 | No 🗆 |
| | | Yes ⊠ Yes ⊠ | No 🗆 |
| | reminding patrons to keep noise to a minimum? | | |
| | reminding patrons to keep noise to a minimum? Were there any incidents of raised voices from | | |
| | reminding patrons to keep noise to a minimum? Were there any incidents of raised voices from riders / kitchen staff? | | |
| | reminding patrons to keep noise to a minimum? Were there any incidents of raised voices from riders / kitchen staff? If yes, please provide details | Yes 🖂 | No 🗆 |
| 1. 2. | reminding patrons to keep noise to a minimum? Were there any incidents of raised voices from riders / kitchen staff? If yes, please provide details Time and duration of the incident: | Yes 🖂 19:10 (for 2mins) | No 🗆 |

| 3. | Were there any other noises of note? | |
|----|--------------------------------------|--|
| | If yes, please provide details | |
| | Time and duration of the incident: | |
| | Description of the incident: | |
| | Any action taken: | |
| | Any other comments: | |

| Yes 🗆 | No 🛛 |
|-------|------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

| Date: | 17.01.2020 |
|-------|------------|
| Dute. | 17.01.2020 |

Time: 20:00 – 21:00

Names: Mike Mills & 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 | | | | |
|--|---|------------------------------|--|--|
| 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: | 20:15 | | | |
| What is the source? | Believed to be from residential prope come from the site. | rties, but could conceivably | | |
| 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: | | | | |
| 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 3 – Lower Car Park, Dobson Cl | ose | |
|--|-------------------------------|----------------|
| | | |
| Is noise audible from the Editions | Yes 🗆 | No 🖂 |
| site? | | |
| If yes, provide details: | | |
| Time and duration of the incident: | | |
| Source of the noise: | Voices | Air-con unit 🛛 |
| | Other (please specify) \Box | |
| 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 C | lose | |
|--|--------------------------------------|--------------|
| | _ | |
| 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) \Box | |
| Any other defining characteristics: | | |
| Any other comments: | | |
| Are cooking odours present? | Yes 🖂 | No 🗆 |
| If yes, provide details: | <u> </u> | |
| 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 | 1 | |
| weak, slight/weak, distinct, strong, very strong, extremely strong) – see | | |
| table 1 for details | | |
| Wind direction recorded on-site (use map for reference): | North easterly | |
| 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: | | |

| Odour Strength | Intensity Level | Comments | | |
|---|-------------------|--|--|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site | | |
| The Odour Detection Threshold (ODT) of 1 ouem3 is somewhere between 0 and 1 | | | | |
| 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 | | |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) | | |
| 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

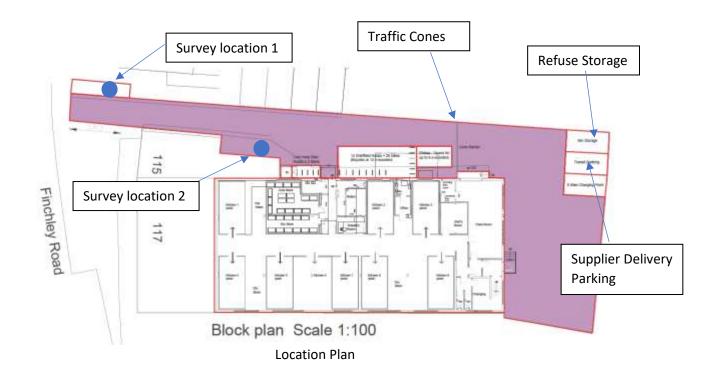
(Sunday Day)

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:

| | DELIVEROO RIDER DELIVERIES | |
|---|---|---|
| | Number of riders entering the site (tally) | ++++ ++++ ++++ |
| | | ++++ ++++ i |
| | | |
| | | Total: 31 |
| • | Were all riders on e-scooters/bikes or bicycles? | Yes 🗆 No 🖂 |
| | If no, please state: | |
| | How many were not on an e-scooter/bike or bicycle: | 1 |
| | , , , , | |
| | What vehicle they were on: | Rider not picking up an order at the Site. He was |
| | , | delivering to flat above 115-119 Finchley Road. |
| | Were there any incidents of conflicts, such as near | Yes No 🛛 |
| | collisions, with pedestrians when riders | |
| | entered/exited the site? | |
| | 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 | \boxtimes | No | |
| | 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 | \boxtimes | No | |
| | 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 | | No | \boxtimes |
| 7. | Did any riders park beyond the traffic cones when collecting an order? | Yes | \boxtimes | No | |
| | If yes, please provide details: | | | | |
| | Time of the incident: | 12:50 & | 12:55 | | |

| | 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. | Did all riders turn left onto Finchley Road when exiting the site? | Yes 🛛 No 🗆 |
| | If no, please provide details: | l |
| | a) | |
| | Time of the incident: | |
| | How many riders: | |
| | Any action taken by a Marshal: | |
| | Any other comments: | |
| | b) | l |
| | 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) | N/a |
| | | |
| | | Total: Nil |
| 2. | Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm? | Yes 🗆 No 🖾 N/A 🗆 |
| | If no, please provide details: | 1 |
| | Time of incident: | |
| | Any action taken by a Marshal: | |
| | Any other comments: | |
| 3. | Did all supplier vehicles access the site in forward gear? | Yes 🗆 No 🗆 N/A 🖂 |
| | If no, please provide details: | |
| | Time of incident: | |
| | Any action taken by a Marshal: | |

| | 1 | 1 | | |
|-----|--|-------|------|-------|
| | Any other comments: | | | |
| 4. | Did all supplier vehicles park in the dedicated car parking space shown on the above plan? | Yes 🗆 | No 🗆 | N/A 🛛 |
| | 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 🗆 | No 🗆 | N/A 🛛 |
| | 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 🗆 | No 🗆 | N/A 🛛 |
| | 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 🖂 | | No 🗆 |
| | If no, please provide details | | | |
| | Time and duration of incident: | | | |
| | Any other comments: | | | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🗵 | | No 🗆 |
| | If no, please provide details: | 1 | | |
| | Time and duration of the incident: | | | |
| | Any other comments: | | | |
| 3. | Is the Marshal positioned at the entrance to the site | | | |
| (a) | Refusing access to riders accessing the Site from the stairs to the right of the access slope on | Yes 🗆 | No 🗆 | N/A 🖾 |
| - | • | | | |

| | Dobson Close and ensuring their order is re- | | | |
|-----|---|--------------------|------------------|-------|
| | assigned | | | |
| | If no, please provide details: | 1 | | |
| | 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 🗆 | No 🗆 | N/A 🛛 |
| | 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 🖂 | | No 🗆 |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (d) | If applicable, ensuring that only those supplier | Yes 🗆 | No 🗆 | N/A 🛛 |
| | vehicles that are no larger than 7.5t and 7.2m in | | | |
| | length were permitted access to the site | | | |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (e) | Other comments | | | |
| 4. | Is the marshal positioned at the parking area carrying | g out the followin | g at all times:- | |
| (a) | Assisting with rider parking | Yes 🛛 | | No 🗆 |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |
| | Any other comments: | - | | |
| (b) | Directing riders inside the building to wait to collect their order | Yes 🛛 | | No 🗆 |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (c) | If applicable, assisting supplier deliveries to | Yes 🗆 | No 🗆 | N/A 🛛 |
| | manoeuvre their vehicles | | | |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |

| | Any other comments: | | | | |
|-----|--|-------|------|-----|-------------|
| (d) | If applicable, asking delivery drivers to turn off | Yes 🗆 | No 🗆 | N/A | |
| | their audible reversing alarm | | | | |
| | If no, please provide details: | 1 | | | |
| | Time of incident: | | | | |
| | Any other comments: | | | | |
| | REFUSE STORAGE | | | | |
| 1. | Are the refuse bins stored in the car park space | Yes 🖂 | | No | |
| | shown on the above plan? | | | | |
| | NOISE MITIGATION | | | | |
| 1. | Are the signs in place at the entrance to the site | Yes 🖂 | | No | |
| | reminding patrons to keep noise to a minimum? | | | - | |
| 2. | Were there any incidents of raised voices from | Yes 🗆 | | No | \boxtimes |
| | riders / kitchen staff? | | | | |
| | 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 🗆 | | No | \boxtimes |
| | 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 F | 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Cle | ose | |
|--|--|----------------|
| 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) \Box | |
| 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 Cl | ose | |
|---|-------------------------------|----------------|
| 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) \Box | |
| 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: | | |

| Odour Strength | Intensity Level | Comments |
|-----------------------------|--------------------|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 |
| 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 |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) |
| 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)

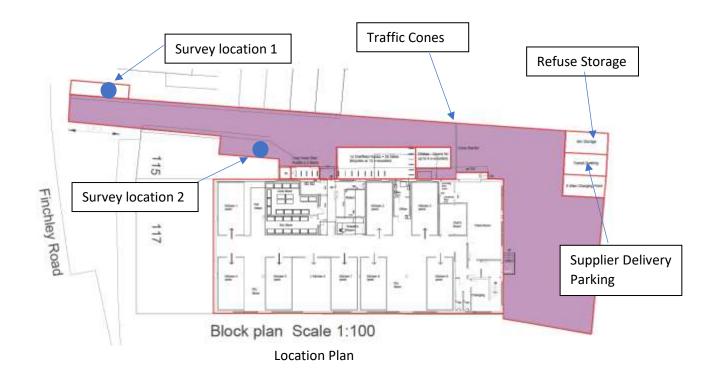
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

| Date: 23.01.2020 | Date: | 23.01.2020 |
|------------------|-------|------------|
|------------------|-------|------------|

Time: 20:00 – 21:00

Names: Mike Mills and Sinead Kelly



Conditions: Wet but dry during visit

Other:

| DELIV | VEROO RIDER DELIVERIES | | |
|---------|--|----------------|------|
| | ber of riders entering the site (tally) | ++++ ++++ ++++ | |
| | iser of fuers entering the site (tany) | ++++ ++++ ++++ | |
| | | | |
| | | | |
| | | ++++ ++++ ++++ | |
| | | ++++ ++++ 1 | |
| | | | |
| | | Total: 96 | |
| 2. Were | e all riders on e-scooters/bikes or bicycles? | Yes 🖂 | No 🗆 |
| | , please state: | | |
| | many were not on an e-scooter/bike or bicycle: | n/a | |
| 11000 | | iiya | |
| | | | |
| wnat | t vehicle they were on: | n/a | |
| | | | |
| | e there any incidents of conflicts, such as near | Yes 🗆 | No 🖂 |
| | sions, with pedestrians when riders | | |
| enter | red/exited the site? | | |
| Pleas | se provide full details if so: | | |
| a) | | | |
| Time | of the incident: | | |
| Locat | tion of the incident: | | |
| 2000 | | | |
| Dotai | ils of what happened: | | |
| Detai | iis of what happened. | | |
| | | | |
| | | | |
| | | | |
| Detai | ils of any action taken on site: | | |
| | | | |
| Any c | other comments: | | |
| | | | |
| b) | | | |
| | of the incident: | | |
| | | | |
| Locat | tion of the incident: | | |
| LUCAL | tion of the incident. | | |
| Data | the effective the second of | | |
| Detai | ils of what happened: | | |
| | | | |
| Detai | ils of any action taken on site: | | |
| | | | |
| | | | |
| Any c | other comments: | | |
| | | | |
| c) | | | |
| | of the incident: | | |
| | | | |
| | | | |
| | tion of the incident: | | |
| Locat | tion of the incident: | | |
| | | | |
| | tion of the incident: ils 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? | |
| | 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? | |
| | If no, please provide details | 1 |
| | 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? | |
| | 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? | |
| | SUPPLIER DELIVERIES | |
| 1. | Number of supplier vehicles entering the site (tally) | Nil |
| 2. | Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm? | Y |
| | If no, please provide details: | 1 |
| | Time of incident: | |
| | Any action taken by a Marshal: | |
| | | |

| _ | | _ |
|-------|------------|-------|
| Yes 🖂 | | No 🗆 |
| | | |
| | | |
| | | |
| | | |
| Yes 🛛 | | No 🗆 |
| | | |
| | | |
| | | |
| | | |
| Yes 🗆 | | No 🛛 |
| Yes 🗆 | | No 🗵 |
| | | |
| | | |
| | | |
| | | |
| | | |
| Yes 🛛 | | No 🗌 |
| :1 | | |
| il | Total: Nil | |
| Yes 🗆 | No 🛛 | N/A 🗆 |
| | | |
| | | |
| | | |

| | Any other comments: | | | | 3. | ls |
|----|--|-----------------|-------------------|-----------------|-----|----------|
| 3. | Did all supplier vehicles access the site in forward | Yes 🗆 | No 🗆 | N/A 🛛 | (a) | Re |
| | gear? | | | | | th |
| | If no, please provide details: | 1 | | | | Do |
| | Time of incident: | | | | | as |
| | Ann artise taken hu a Manshali | | | | | If I |
| | Any action taken by a Marshal: | | | | | Ti |
| | Any other comments: | | | | | |
| 4. | Any other comments: Did all supplier vehicles park in the dedicated car | Yes 🗆 | No 🗆 | N/A 🖂 | (b) | Ar Re |
| 4. | parking space shown on the above plan? | | No 🗆 | N/A 🛛 | (0) | br |
| | If no, please provide details: | | | | | or |
| | Time of incident: | | | | | lf |
| | | | | | | Ti |
| | Location where vehicle parked: | | | | | |
| | | | | | | Ar |
| | Any action taken by a Marshal: | | | | (c) | En |
| | | | | | | ar |
| | Any other comments: | | | | | lf |
| 5. | If there were more than two suppliers on site at | Yes 🗆 | No 🗆 | N/A 🛛 | | Ti |
| | one time, was the second instructed to wait at the | | | | | |
| | rear of the building or in the dedicated | | | | | Ar |
| | loading area on the Finchley Road? | | | | | |
| | If no, please provide details: | 1 | | | (4) | 15 |
| | Time of incident: | | | | (d) | lf ve |
| | Any action taken by a Marshal: | | | | | le |
| | Any action taken by a Marshal. | | | | | lf |
| | Any other comments: | | | | | Ti |
| 6. | Did all supplier vehicles leave the site in forward | Yes 🗆 | No 🗆 | N/A 🛛 | | |
| | gear? | | | , | | Ar |
| | If no, please provide details: | 1 | | | (e) | 01 |
| | Time of incident: | | | | 4. | ls |
| | | | | | (a) | As |
| | Any action taken by a Marshal: | | | | | lf |
| | | | | | | Ti |
| | Any other comments: | | | | | Ar |
| | MARSHALS | | | | (b) | Di |
| 1. | Were two marshals in place at all times? | Yes 🛛 | | No 🗆 | | CO |
| | If no, please provide details | 1 | | | | lf |
| | Time and duration of incident: | | | | | Ti |
| | | | | | (-) | Ar |
| 2. | Any other comments: Did the Marshalls have clipboards at all times? | Vac 🗆 | | No. M | (c) | lf |
| Ζ. | Did the Marshalls have clipboards at all times? | Yes 🗆 | | No 🖾 | | m If |
| | If no, please provide details: | 1 | | | | Ti |
| | Time and duration of the incident: | | | | | Ar |
| | | | | | (d) | lf |
| | Any other comments: | Smartphones no | w been used to re | ecord incidents | (~) | th |
| | · · | and take down r | | | | lf |
| | | | | | 1 | |

| 3. | Is the Marshal positioned at the entrance to the site | carrying | out t | the follo | wing | at all tim | es:- |
|-----|--|----------|-------------|-----------|---------|------------|---------------|
| (a) | Refusing access to riders accessing the Site from | Yes | | | No | | N/A |
| • • | the stairs to the right of the access slope on | | | | | | |
| | Dobson Close and ensuring their order is re- | | | | | | |
| | assigned | | | | | | |
| | If no, please provide details: | • | | | | | |
| | Time of incident: | | | | | | |
| | | | | | | | |
| | Any other comments: | | | | | | |
| (b) | Refusing access to riders who approach the Site in | Yes | \boxtimes | | No | | N/A |
| | breach of the highway code and ensuring their | | | | | | |
| | order is re-assigned | | | | | | |
| | If no, please provide details: | | | | | | |
| | Time of incident: | | | | | | |
| | | | | | | | |
| | Any other comments: | | | | | | |
| (c) | Ensuring that riders are directed to the parking | Ye | s 🖂 |] | | | No 🗆 |
| | area and not obstructing the pavement | | | | | | |
| | If no, please provide details: | | | | | | |
| | Time of incident: | | | | | | |
| | | | | | | | |
| | Any other comments: | | | • | • | • | o of the ramp |
| | | | | | | marshal p | |
| | | | | hem to p | oark ir | the dedi | icated area. |
| (d) | If applicable, ensuring that only those supplier | Yes | | | No | | N/A 🖂 |
| | vehicles that are no larger than 7.5t and 7.2m in | | | | | | |
| | length were permitted access to the site | | | | | | |
| | If no, please provide details: | 1 | | | | | |
| | Time of incident: | | | | | | |
| | Any other comments | | | | | | |
| (a) | Any other comments: Other comments | | | | | | |
| (e) | | | falle | ing of | | | |
| 4. | Is the marshal positioned at the parking area carryin | | | | anti | nes:- | |
| (a) | Assisting with rider parking | Ye | s 🛛 | | | | No 🗌 |
| | If no, please provide details: Time of incident: | 1 | | | | | |
| | | | | | | | |
| (6) | Any other comments: | - | - 17 | 1 | | | |
| (b) | Directing riders inside the building to wait to collect their order | Ye | s 🗵 | | | | No 🗌 |
| | If no, please provide details: | | | | | | |
| | Time of incident: | 1 | | | | | |
| | Any other comments: | | | | | | |
| (c) | | Vac | | | No | | |
| (c) | If applicable, assisting supplier deliveries to manoeuvre their vehicles | Yes | | | No | | N/A 🛛 |
| | If no, please provide details: | | | | | | |
| | I II IIV. DICASE DI UVIUE UCIAIIS. | 1 | | | | | |
| | | | | | | | |
| | Time of incident: | | | | | | |
| (d) | Time of incident: Any other comments: | Voc | | | No | | |
| (d) | Time of incident: Any other comments: If applicable, asking delivery drivers to turn off | Yes | | | No | | N/A 🛛 |
| (d) | Time of incident: Any other comments: | Yes | | | No | | N/A 🛛 |

| | 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 🛛 No 🗆 | | | |
| | NOISE MITIGATION | | | | |
| 1. | Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum? | Yes 🛛 No 🗆 | | | |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🛛 No 🗆 | | | |
| | 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. | Were there any other noises of note? | Yes 🗆 No 🖂 | | | |
| | If yes, please provide details | | | | |
| | Time and duration of the incident: | | | | |
| | Description of the incident: | | | | |
| | Any action taken: | | | | |
| | Any other comments: | | | | |

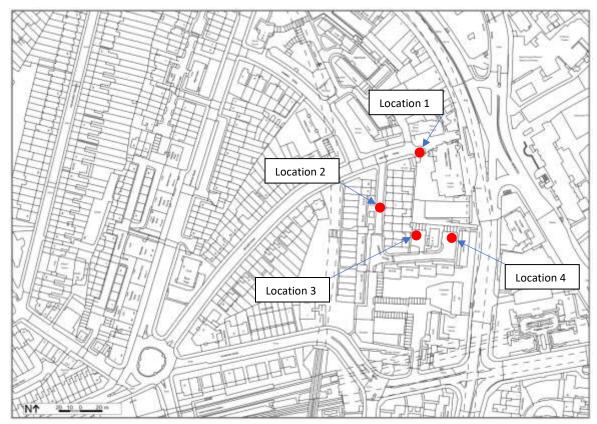
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

| Date: 23 | /01 | /2020 - | Thursday |
|----------|-----|---------|----------|
| Date: 20 | | | |

Time: 19:00 – 20:00

Names: Mike Mills and Sinead Kelly



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 F | 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 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) \Box | | | | | |
| Any other defining characteristics: | | | | | | |
| Any other comments: | | | | | | |
| Are cooking odours present? | Yes 🛛 | No 🗌 | | | | |
| 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 | 1 | | | | | |
| weak, slight/weak, distinct, strong, | | | | | | |
| very strong, extremely strong) – see table 1 for details | | | | | | |
| Wind direction recorded on-site (use | South-west | | | | | |
| map for reference): | | | | | | |
| Any other comments: | No | | | | | |
| 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: | 19:50 constant | | | | | |
| What is the source? | Site – neighbouring restaurant mor | re likely than Deliveroo site | | | | |
| Description of the odours (e.g. type of smell): | Cooking | | | | | |
| Strength of odour (e.g. slight/very | 2 | | | | | |
| weak, slight/weak, distinct, strong, | | | | | | |
| very strong, extremely strong) – see | | | | | | |
| table 1 for details | | | | | | |
| Wind direction recorded on-site (use | South-west | | | | | |
| 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: | | | | | | |

| Odour Strength | Intensity Level | Comments |
|-----------------------------|--------------------|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 |
| 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 |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) |
| 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

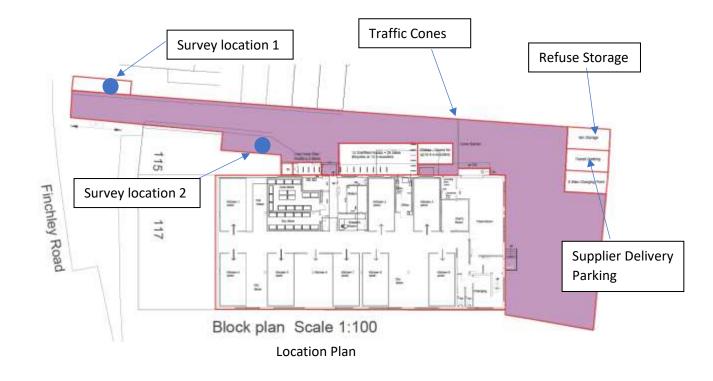
(Friday Day)

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 | | |
|---|----------------|--|
| Number of riders entering the site (tally) | ++++ ++++ ++++ | |
| | ++++ | |
| | | |
| | Total: 25 | |
| Were all riders on e-scooters/bikes or bicycles? | Yes 🛛 No 🗆 | |
| If no, please state: | | |
| 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 | Yes 🗆 No 🖂 | |
| collisions, with pedestrians when riders | | |
| entered/exited the site? | | |
| Please provide full details if so: | | |
| a) | | |
| Time of the incident: | | |
| Location of the incident: | | |
| Details of whet have a set | | |
| Details of what happened: | | |
| | | |
| | | |
| Details of any action taken on site: | | |
| Details of any detail 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: | | |
| 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 | Yes 🛛 | No 🗆 |
| | entering the site at all times? | | |
| | If no, please provide details: | | |
| | Time and duration that parking was not available: | | |
| | | | |
| | | 1 | |

| | 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 🛛 No 🗆 |
| | If no, please provide details | |
| | Time and duration of incident: | |
| | Number of riders waiting outside: | |
| | Location of riders: | |
| | Any other comments: | |
| 5. | Were traffic cones in place to ensure riders do not | Yes 🛛 No 🗆 |
| | pass the line indicated on the above plan? | *Cones assembled at 12:30 |
| 7. | Did any riders park beyond the traffic cones when | Yes 🛛 No 🗆 |
| | collecting an order? | |
| | If yes, please provide details: | |
| | Time of the incident: | 12:25 & 13:15 |
| | How many riders: | 2 |
| | Location where riders parked: | Riders parked in the e-scooter charging area |
| | Any action taken by a Marshal: | None |
| | Any other comments: | Riders parking in this area to charge scooters whilst picking up order |
| 3. | Did all riders turn left onto Finchley Road when exiting the site? | Yes 🛛 No 🗆 |
| | 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) | 1 | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | Tot | al: 1 | | |
| 2. | Were any supplier deliveries made outside of the | Yes | | No | \boxtimes | N/A | |
| | hours of 8:00am to 4:00pm? | | | | | | |
| | 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 | Yes | \times | No | | N/A | |
| | 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 | Yes | \boxtimes | No | | N/A | |
| | parking space shown on the above plan? | | | | | | |
| | If no, please provide details: | | | | | | |
| | Time of incident: | | | | | | |
| | | | | | | | |
| | Location where vehicle parked: | | | | | | |
| | Any action taken by a Marshal: | | | | | | |
| | | | | | | | |

| Any other comments: | | |
|--|---|---|
| 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 🛛 No 🗆 N/A | |
| If no, please provide details: | | |
| Time of incident: | 12:15 | |
| Any action taken by a Marshal: | Ensured that a second vehicle did not enter t site | :he |
| Any other comments: | Driver of the 2 nd delivery van parked down th road beyond Odeon and walked to the site w their delivery | |
| Did all supplier vehicles leave the site in forward gear? | Yes 🛛 No 🗆 N/A | |
| If no, please provide details: | | |
| Time of incident: | | |
| Any action taken by a Marshal: | | |
| Any other comments: | | |
| MARSHALS | | |
| Were two marshals in place at all times? | Yes 🛛 No [| |
| If no, please provide details | | |
| Time and duration of incident: | | |
| Any other comments: | | |
| Did the Marshalls have clipboards at all times? | Yes 🗆 No 🛛 | \boxtimes |
| If no, please provide details: | 1 | |
| Time and duration of the incident: | | |
| Any other comments: | No incidents requiring to be reported were observed | |
| Is the Marshal positioned at the entrance to the site | | |
| Refusing access to riders accessing the Site from | Yes D No N/A | \boxtimes |
| | | |
| the stairs to the right of the access slope on Dobson Close and ensuring their order is re- | | |
| the stairs to the right of the access slope on | | |
| | one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road? If no, please provide details: Time of incident: Any action taken by a Marshal: Any other comments: Did all supplier vehicles leave the site in forward gear? If no, please provide details: Time of incident: Any action taken by a Marshal: Any other comments: Marshal: Any action taken by a Marshal: Any action taken by a Marshal: Any action taken by a Marshal: Any other comments: MARSHALS Were two marshals in place at all times? If no, please provide details Time and duration of incident: Any other comments: Did the Marshalls have clipboards at all times? If no, please provide details: Time and duration of the incident: | one time, was the second instructed to wait at the rear of the building or in the dedicated loading area on the Finchley Road? If no, please provide details: Time of incident: 12:15 Any action taken by a Marshal: Ensured that a second vehicle did not enter t site Any other comments: Driver of the 2 nd delivery van parked down th road beyond Odeon and walked to the site w their delivery Did all supplier vehicles leave the site in forward gear? Yes ⊠ No □ N/A If no, please provide details: Time of incident: Any action taken by a Marshal: Any action taken by a Marshal: Any action taken by a Marshal: No □ N/A MarsHALS Yes ⊠ No □ N/A Were two marshals in place at all times? Yes ⊠ No □ If no, please provide details Time and duration of incident: Any other comments: No □ Did the Marshals have clipboards at all times? Yes □ No □ If no, please provide details: Time and duration of incident: Any other comments: No □ Did the Marshals have clipboards at all times? Yes □ No □ If no, please provide details: Time and duration of the incident: Any other comments: No □ No incidents requiring to be reported were< |

| | Any other comments: | | | |
|---------|---|-------------------|--|--------------------|
| | | | | |
| | | | | |
| | | | | |
| (b) | Refusing access to riders who approach the Site in | Yes 🗆 | No 🗆 | N/A 🖂 |
| | breach of the highway code and ensuring their | | | |
| | order is re-assigned | | | |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| | | | | |
| (c) | Ensuring that riders are directed to the parking | Yes 🖂 | | No 🗆 |
| | area and not obstructing the pavement | | | |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| | | | | |
| (d) | If applicable, ensuring that only those supplier | Yes 🗆 | No 🗆 | N/A 🖂 |
| | vehicles that are no larger than 7.5t and 7.2m in | | | |
| | length were permitted access to the site | | | |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| (0) | Other comments | Marchall turnor | l away a contractor | visiting the flate |
| (e) | other comments | | d away a contractor Finchley Road at 12 | - |
| | | | und within the site | |
| | | | | Defore leaving |
| | | | g space elsewhere | |
| 4. | Is the marshal positioned at the parking area carryin | g out the followi | ng at all times:- | |
| (a) | Assisting with rider parking | Yes 🖂 | ing at an times | No 🗆 |
| (" | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| | Any other comments. | - | | |
| | | | | |
| | | | | |
| (b) | Directing riders inside the building to wait to | Yes 🖂 | | No 🗆 |
| | collect their order | | | |
| | If no, please provide details: | <u> </u> | | |
| | Time of incident: | [| | |
| | | | | |
| | | | | |

| | Any other comments: | | | |
|-----|---|-------|------|-------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| (c) | If applicable, assisting supplier deliveries to manoeuvre their vehicles | Yes 🖂 | No 🗆 | N/A 🗆 |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| (d) | If applicable, asking delivery drivers to turn off | Yes 🗆 | No 🗆 | N/A 🖂 |
| | their audible reversing alarm If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| | REFUSE STORAGE | | | |
| 1. | Are the refuse bins stored in the car park space | Yes 🖂 | | No 🗆 |
| | shown on the above plan? | | | |
| | · | | | |
| | NOISE MITIGATION | | | |
| 1. | Are the signs in place at the entrance to the site | Yes 🖂 | | No 🗆 |
| - | reminding patrons to keep noise to a minimum? | | | |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🗆 | | No 🖂 |
| | 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 🗆 | | No 🗵 |
| 5. | If yes, please provide details | res 🗆 | | |
| | Time and duration of the incident: | | | |
| | | | | |
| | Description of the incident: | | | |
| | | | | |

| Any action taken: | |
|---------------------|--|
| Any other comments: | |
| | |

Additional pages

| Time of the incident: | | | | |
|--------------------------------|-------|---|--|--|
| | | | | |
| Location of the incident: | | | | |
| | | | | |
| Details of what happened: | | | | |
| | | | | |
| | | | | |
| | | | | |
| Details of any action taken on | sito | | | |
| Details of any action taken on | Site. | | | |
| | | | | |
| | | | | |
| Any other comments: | | | | |
| | | | | |
| | | | | |
| | | ł | | |
| Time of the incident: | | | | |
| | | | | |
| Location of the incidents | | | | |
| Location of the incident: | | | | |
| | | | | |
| Details of what happened: | | | | |
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| Details of any action taken on | site | | | |
| becaus of any decion taken on | Site. | | | |
| | | | | |
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| | | | | |
| Any other comments: | | | | |
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| | | • | | |
| Time of the incident: | | | | |
| | | | | |
| Location of the incident: | | | | |
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| Details of what happened: | | | | |
| | | | | |
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| Details of any action taken on | site: | | | |
| , | | | | |
| | | | | |
| | | | | |
| | | | | |
| Any other comments: | | | | |
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| | | | | |

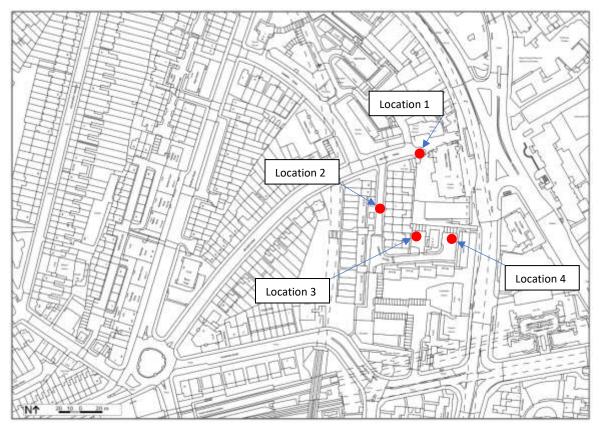
| Time of the incident: | |
|--------------------------------------|--|
| Location of the incident: | |
| Details of what happened: | |
| Details of any action taken on site: | |
| Any other comments: | |
| Time of the incident: | |
| Location of the incident: | |
| Details of what happened: | |
| Details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

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 I | 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) \Box | |
| Any other defining characteristics: | | |
| Any other comments: | | |
| Are cooking odours present? | Yes 🛛 | No 🗌 |
| 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 | 2 | |
| weak, slight/weak, distinct, strong, | | |
| very strong, extremely strong) – see table 1 for details | | |
| Wind direction recorded on-site (use map for reference): | Northerly | |
| Any other comments: | Smell very intermittent (borne on the | wind) and not harmful |
| 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Cle | ose | |
|---|--|----------------|
| 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) \Box | |
| 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 Cl | ose | |
|---|-------------------------------|----------------|
| 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) \Box | |
| 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: | | |

| Odour Strength | Intensity Level | Comments | |
|-----------------------------|--------------------|--|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site | |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 | |
| 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 | |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) | |
| 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 aga further exposure | |

Survey Date 10:

13.02.2020

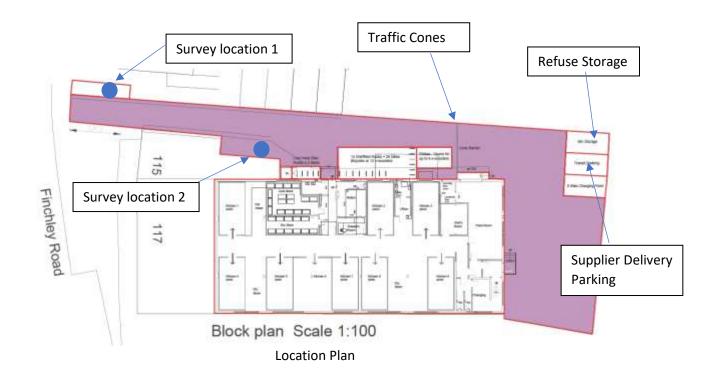
(Thursday Evening)

Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

Time: 19:00 – 20:00

Names: Tim Humphries & Sinead Kelly



Conditions: Cold and still (slight southerly wind)

Other:

| DELIVEROO RIDER DELIVERIES | | |
|---|-----------|------|
| Number of riders entering the site (tally) | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | Total: 76 | |
| Were all riders on e-scooters/bikes or bicycles? | Yes 🖂 | No 🗆 |
| If no, please state: | 1 | |
| 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 | Yes 🗆 | No 🗵 |
| collisions, with pedestrians when riders | | |
| entered/exited the site? | | |
| Please provide full details if so: | 1 | |
| a) | | |
| Time of the incident: | | |
| Location of the incident: | | |
| | | |
| Details of what happened: | | |
| | | |
| | | |
| | | |
| Details of any action taken on site: | | |
| betails of any detion taken on site. | | |
| | | |
| Any other comments: | | |
| | | |
| | | |
| b) | 1 | |
| Time of the incident: | | |
| | | |
| Location of the incident: | | |
| | | |
| Details of what happened: | | |
| | | |
| | | |
| | | |
| Details of any action taken on site: | | |
| | | |
| | | |
| | | |
| Any other comments: | | |
| | | |
| | | |
| | | |
| c) | 1 | |

| | Time of the incident: | |
|---|--------------------------------------|--|
| F | Location of the incident: | |
| F | Details of what happened: | |
| | | |
| ╞ | Details of any action taken on site: | |
| | | |
| | | |
| | Any other comments: | |
| | | |
| | d) | |
| | Time of the incident: | |
| | Location of the incident: | |
| F | Details of what happened: | |
| | | |
| ŀ | 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: | |
| | Any other comments. | |
| | | |

| 4. | Was sufficient parking available for all riders | Yes 🖂 | No 🗆 |
|----------|--|-----------------------------|-------|
| | entering the site at all times? | | |
| | If no, please provide details: | 1 | |
| | 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? | | |
| | Were riders waiting inside the building to collect | Yes 🖂 | No 🗆 |
| | 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: | | |
| | | | |
| . | Were traffic cones in place to ensure riders do not | Yes 🖂 | No 🗆 |
| | pass the line indicated on the above plan? | | ••• □ |
| • | Did any riders park beyond the traffic cones when collecting an order? | Yes 🗵 | No 🗆 |
| | If yes, please provide details: | 1 | |
| | 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 poi | nt |
| | Any action taken by a Marshal: | None | |
| | Any other comments: | | |
| 8. | Did all riders turn left onto Finchley Road when | Yes 🗵 | No 🗆 |
| | exiting the site? If no, please provide details: | | |
| | a) | | |
| | Time of the incident: | 1 | |
| | | 1 | |

| | 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) | | | | | | | |
| 1. | rumber of supplier ventices entering the site (tury) | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| _ | | | | | al: 0 | | . 5 | |
| 2. | Were any supplier deliveries made outside of the | Yes | | No | | N// | A [| X |
| | hours of 8:00am to 4:00pm? | | | | | | | |
| | If no, please provide details: Time of incident: | | | | | | | |
| | Time of incident. | | | | | | | |
| | Any action taken by a Marshal: | | | | | | | |
| | Any other comments: | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| 3. | Did all supplier vehicles access the site in forward | Yes | | No | | N/ | Α [| $\overline{\mathbf{A}}$ |
| э. | gear? | 163 | | NO | | 11/2 | - | |
| | If no, please provide details: | 1 | | | | | | |
| | Time of incident: | | | | | | | |
| | Any action taken by a Marshal: | | | | | | | |
| | Any other comments: | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

| 4. | Did all supplier vehicles park in the dedicated car | Yes 🗆 | No 🗌 | N/A 🛛 |
|----|--|-------|------|-------|
| | parking space shown on the above plan? | | | |
| | 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 🗆 | No 🗌 | N/A 🛛 |
| | | | | |
| | If no, please provide details: Time of incident: | | | |
| 1 | | | | |
| | Any action taken by a Marshal: | | | |
| | Any other comments: | | | |
| 6. | Did all supplier vehicles leave the site in forward gear? | Yes 🗆 | No 🗆 | N/A 🛛 |
| | 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 🖂 | | No 🗆 |
| | If no, please provide details | | | |
| | Time and duration of incident: | | | |
| | Any other comments: | | | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🛛 | | No 🗆 |
| | If no, please provide details: | 1 | | |
| | Time and duration of the incident: | | | |
| | Any other comments: | | | |
| | | | | |

| (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 reassigned Yes No N/A If no, please provide details: Time of incident: Any other comments: Image: State Stat | 3. | Is the Marshal positioned at the entrance to the site carrying out the following at all times:- | | | | | | |
|---|-----|---|-----------|-------------|----------------|-----------|---------------|-------------|
| Image: Dobson Close and ensuring their order is re-asigned Image: Dobson Close and ensuring their If In 0, please provide details: Time of incident: Any other comments: No N/A Image: Dobson Close and ensuring their order is re-asigned Yes No N/A 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 if no, please provide details: Yes No If no, please provide details: Time of incident: Any other comments: Yes No (d) If applicable, ensuring that only those supplier whices that are no larger than 7.2m in length were permitted access to the site Yes No N/A If no, please provide details: Time of incident: Any other comments: Any other comments: Any other comments: | (a) | Refusing access to riders accessing the Site from | Yes | \boxtimes | No | | N/A | |
| assigned 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 No N/A 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 No If no, please provide details: Time of incident: Any other comments: If applicable, ensuring that only those supplier whices that are no larger than 7.5t and 7.2m in length were permitted access to the site Yes No N/A If no, please provide details: Time of incident: Any other comments: Yes No N/A Imported with approach the site (d) If applicable, ensuring that only those supplier whices that are no larger than 7.5t and 7.2m in length were permitted access to the site Imported incident: Imported incident: Any other comments: Imported incident: Any | | the stairs to the right of the access slope on | | | | | | |
| 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 If no, please provide details: Time of incident: Any other comments: Output If no, please provide details: Time of incident: Any other comments: Cyclist arrived at site via footpath (two separate incidents). 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 If no, please provide details: Time of incident: Any other comments: Yes (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 If no, please provide details: Time of incident: Any other comments: Yes No (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 If no, please provide details: Time of incident: | | Dobson Close and ensuring their order is re- | | | | | | |
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| Image: Construction of the parking area and not obstructing the pavement Yes No If no, please provide details: Time of incident: Any other comments: Id 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 No N/A If no, please provide details: Time of incident: Any other comments: Yes No N/A Any other comments: Yes No N/A N/A Any other comments: Yes No N/A N/A Any other comments: Yes No N/A N/A If no, please provide details: Time of incident: Any other comments: Yes No N/A Xes If no, please provide details: Time of incident: Any other comments: Yes No N/A Xes | | | | | - | | | |
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| 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 If no, please provide details: Time of incident: Any other comments: | | | | | | | | |
| Any other comments: 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 No N/A N/A If no, please provide details: Time of incident: Any other comments: If no, please provide details: If no, please provide details: | | | 1 | | | | | |
| (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 No N/A ⊠ If no, please provide details: Time of incident: | | lime of incident: | | | | | | |
| (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 No N/A ⊠ If no, please provide details: Time of incident: | | Any other comments: | | | | | | |
| vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site If no, please provide details: Time of incident: Any other comments: | | Any other comments: | | | | | | |
| vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site If no, please provide details: Time of incident: Any other comments: | | | | | | | | |
| vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site If no, please provide details: Time of incident: Any other comments: | | | | | | | | |
| vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site If no, please provide details: Time of incident: Any other comments: | (4) | If applicable, ensuring that only those supplier | Voc | | No | | NI/A | \square |
| length were permitted access to the site If no, please provide details: Time of incident: Any other comments: | (4) | | 163 | | NU | | N/A | |
| If no, please provide details: Time of incident: Any other comments: | | | | | | | | |
| Time of incident: Any other comments: | | | I | | | | | |
| Any other comments: | | | | | | | | |
| | | | | | | | | |
| | | Any other comments: | | | | | | |
| (e) Other comments | | | | | | | | |
| (e) Other comments | | | | | | | | |
| (e) Other comments | | | | | | | | |
| | (e) | Other comments | | | | | | |
| | , | | | | | | | |
| | | | | | | | | |
| 4. Is the marshal positioned at the parking area carrying out the following at all times:- | 4. | Is the marshal positioned at the parking area carrvin | g out the | e follow | ving at all ti | mes:- | | |
| | (a) | Assisting with rider parking | Ĩ | | <u> </u> | | No [| |
| (a) Assisting with rider parking No □ | . , | | | | | | | |
| | | Time of incident: | | | | | | |
| (a) Assisting with rider parking No □ | | If no, please provide details: | | | | | | |
| If no, please provide details: | | Time of incident: | | | | | | |

| | Any other comments: | Helping by moving bikes around | d |
|------------|--|--------------------------------|-------|
| (b) | Directing riders inside the building to wait to collect their order | Yes 🗵 | No 🗆 |
| | If no, please provide details: | | |
| | Time of incident: | | |
| | Any other comments: | | |
| | | | |
| (c) | If applicable, assisting supplier deliveries to manoeuvre their vehicles | Yes 🗆 No 🗆 | N/A 🖂 |
| | 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 🗆 No 🗆 | N/A 🛛 |
| | If no, please provide details: | | |
| | Time of incident: | | |
| | Any other comments: | | |
| | REFUSE STORAGE | | |
| 1. | Are the refuse bins stored in the car park space | Yes 🛛 | No 🗆 |
| . . | shown on the above plan? | | |
| | NOISE MITIGATION | н | |
| 1. | Are the signs in place at the entrance to the site | Yes 🖂 | No 🗆 |
| | reminding patrons to keep noise to a minimum? | | |

Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

Date: 13/02/2020

Time: 20:15-21:15

Names: Tim Humphries & Sinead Kelly



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 F | 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Cl | ose | |
|--|---------------------------------|----------------|
| Is noise audible from the Editions site? | Yes 🖂 | No 🗌 |
| If yes, provide details: | | |
| Time and duration of the incident: | 20:45 | |
| Source of the noise: | Voices 🛛 | Air-con unit 🛛 |
| | Other (please specify) \Box | |
| Any other defining characteristics: | Light talking (not loud noises) | |
| 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 C | lose | |
|---|--|----------------|
| Is noise audible from the Editions site? | Yes 🛛 | No 🗌 |
| If yes, provide details: | | |
| Time and duration of the incident: | 21:00 | |
| Source of the noise: | Voices 🖂 | Air-con unit 🛛 |
| | Other (please specify) \Box | |
| Any other defining characteristics: | Believed to be riders talking on phones | |
| Any other comments: | | |
| Are cooking odours present? | Yes 🖂 | No 🗆 |
| If yes, provide details: | | |
| Time and duration of the incident: | 20:40 | |
| What is the source? | Direction of site – may be neighbouring re | estaurant |
| Description of the odours (e.g. type of smell): | Asian | |
| Strength of odour (e.g. slight/very | 2 | |
| weak, slight/weak, distinct, strong, | | |
| very strong, extremely strong) – see table 1 for details | | |
| Wind direction recorded on-site (use map for reference): | Southerly | |
| Any other comments: | Much more prominent on wind | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments |
|-----------------------------|--------------------|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 |
| 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 |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) |
| 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)

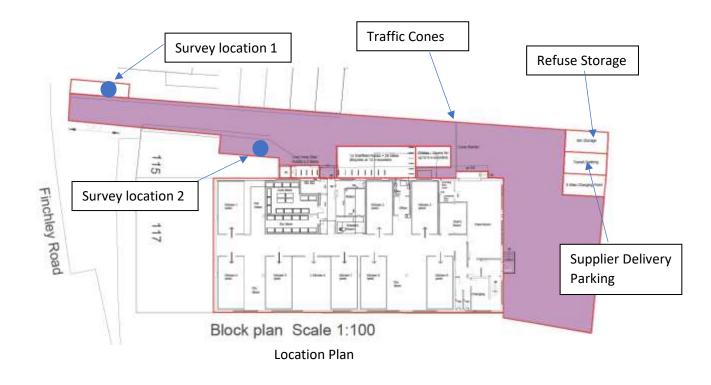
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

| Date: | 15.02.2020 |
|-------|------------|
| Date: | 10.02.2020 |

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 | | |
|---|-----------|------|
| Number of riders entering the site (tally) | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | Total: 87 | |
| Were all riders on e-scooters/bikes or bicycles? | Yes 🖂 | No 🗆 |
| If no, please state: | 1 | |
| 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 | Yes 🗆 | No 🖂 |
| collisions, with pedestrians when riders | | |
| entered/exited the site? | | |
| Please provide full details if so: | 1 | |
| 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: | |
|---|--------------------------------------|--|
| F | Location of the incident: | |
| F | Details of what happened: | |
| | | |
| ╞ | Details of any action taken on site: | |
| | | |
| | | |
| | Any other comments: | |
| | | |
| | d) | |
| | Time of the incident: | |
| | Location of the incident: | |
| F | Details of what happened: | |
| | | |
| ŀ | 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: | |
| | Any other comments. | |
| | | |

| 4. | Was sufficient parking available for all riders | Yes 🛛 | No 🗆 | | | _ |
|----|---|-------|------|----|---|---|
| | entering the site at all times? | | | | Any action taken by a Marshal: | |
| | If no, please provide details: Time and duration that parking was not available: | | | | Any other commenter | |
| | nine and duration that parking was not available. | | | | Any other comments: | |
| | The number of spaces short: | | | | | |
| | Whether any riders were prevented from entering | | | | b) | |
| | the site by a Marshal when parking was at full | | | | Time of the incident: | |
| | capacity Any other comments? | | | | How many riders: | |
| | | | | | now many nucls. | |
| | | | | | Any action taken by a Marshal: | |
| 5. | Were riders waiting inside the building to collect their order at all times? | Yes 🛛 | No 🗆 | | Any other comments: | |
| | If no, please provide details | | | | | |
| | Time and duration of incident: | | | | | |
| | | | | | SUPPLIER DELIVERIES | |
| | Number of riders waiting outside: | | | 1. | Number of supplier vehicles entering the site (tally) | |
| | Location of riders: | | | | | |
| | Any other comments: | | | | | |
| | | | | | | |
| 6. | Were traffic cones in place to ensure riders do not | Yes 🛛 | No 🗆 | 2. | Were any supplier deliveries made outside of the | |
| 0. | pass the line indicated on the above plan? | | | | hours of 8:00am to 4:00pm? | |
| 7. | Did any riders park beyond the traffic cones when | Yes 🗆 | No 🖂 | | If no, please provide details: | |
| | collecting an order? | | | | Time of incident: | |
| | If yes, please provide details: Time of the incident: | | | | Any action taken by a Marshal: | |
| | Time of the incluent. | | | | Any action taken by a Marshal. | |
| | How many riders: | | | | Any other comments: | |
| | Location where riders parked: | | | | | |
| | Any action taken by a Marshal: | | | 3. | Did all supplier vehicles access the site in forward | |
| | | | | | gear? | |
| | Any other comments: | | | | If no, please provide details: | |
| | | | | | Time of incident: | |
| 8. | Did all riders turn left onto Finchley Road when | Yes 🛛 | No 🗆 | | Any action taken by a Marshal: | |
| 0. | exiting the site? | | | | Any other comments: | |
| | If no, please provide details: | | | | , | |
| | a) | | | | | |
| | Time of the incident: | | | | | |
| | | | | 4. | Did all supplier vehicles park in the dedicated car | |
| | How many riders: | | | | parking space shown on the above plan? | |

| | Total: 0 | | |
|-----|------------------|-----|-------------|
| Yes | | N/A | \boxtimes |
| Yes | Total: 0 No 🗌 | N/A | |
| Yes | | N/A | |
| | No 🗆 | | |
| Yes | | N/A | |
| | No 🗆 | | |
| Yes | No | N/A | |
| | No 🗆 | | |

| | If no, please provide details: | | | | (a | a) Re | efusing access to riders accessing the Site from | |
|------------|--|--------------------|------|-------|----|---------------------------|---|-------|
| | Time of incident: | | | | | | e stairs to the right of the access slope on | |
| | | | | | | D | obson Close and ensuring their order is re- | |
| | Location where vehicle parked: | | | | | | signed | |
| | | | | | | | no, please provide details: | |
| | Any action taken by a Marshal: | | | | | Ti | me of incident: | 20 |
| | Any other comments: | | | | | Ar | ny other comments: | Ri |
| | | | | | | | | Clo |
| | | | | | | | | in |
| | | | | | | _ | | go |
| 5. | If there were more than two suppliers on site at | Yes 🗆 | No 🗆 | N/A 🖂 | (b | - | efusing access to riders who approach the Site in | |
| | one time, was the second instructed to wait at the | | | | | | each of the highway code and ensuring their | |
| | rear of the building or in the dedicated | | | | | | der is re-assigned | |
| | loading area on the Finchley Road? | | | | _ | | no, please provide details: | |
| | If no, please provide details: | 1 | | | _ | Ti | me of incident: | |
| | Time of incident: | | | | | | av other comments: | |
| | Any action taken by a Marshali | | | | - | Ar | ny other comments: | |
| | Any action taken by a Marshal: | | | | | | | |
| | Any other comments: | | | | | <u> </u> | | |
| | | | | | (c | - | nsuring that riders are directed to the parking | |
| | | | | | | | ea and not obstructing the pavement | |
| <u> </u> | Did all sumplion ushisles leave the site in femurand | Vac 🗆 | | | _ | | no, please provide details: me of incident: | 1 |
| 6. | Did all supplier vehicles leave the site in forward gear? | Yes 🗆 | No 🗆 | N/A 🛛 | | | me of incident. | |
| | If no, please provide details: | | | | - | | ny other comments: | |
| | Time of incident: | | | | - | | ly other comments. | |
| | | | | | | | | |
| | Any action taken by a Marshal: | | | | | | | _ |
| | | | | | (d | | applicable, ensuring that only those supplier | |
| | Any other comments: | | | | | | chicles that are no larger than 7.5t and 7.2m in | |
| | | | | | | | ngth were permitted access to the site no, please provide details: | |
| | | | | | | | me of incident: | |
| | MARSHALS | | | | | | me of modent. | |
| 1. | Were two marshals in place at all times? | Yes 🖂 | | No 🗆 | | Ar | ny other comments: | |
| ± . | If no, please provide details | | | | - | | ly other comments. | |
| | in no, please provide details | | | | - | | | |
| | Time and duration of incident: | | | | | | | |
| | Time and duration of incident: | | | | | | | |
| | Time and duration of incident: Any other comments: | | | | (e | e) Ot | ther comments | |
| 2. | | Yes 🗆 | | No 🖂 | - | | | |
| 2. | Any other comments: Did the Marshalls have clipboards at all times? | Yes 🗆 | | No 🛛 | 4. | . Is | the marshal positioned at the parking area carryi | ng ou |
| 2. | Any other comments: Did the Marshalls have clipboards at all times? If no, please provide details: | Yes 🗆 | | No 🛛 | - | . Is a) As | the marshal positioned at the parking area carryi ssisting with rider parking | ng ou |
| 2. | Any other comments: Did the Marshalls have clipboards at all times? | Yes 🗆 | | No 🛛 | 4. | . Is a) As If | the marshal positioned at the parking area carryi ssisting with rider parking no, please provide details: | ng ou |
| 2. | Any other comments: Did the Marshalls have clipboards at all times? If no, please provide details: | Yes Smartphones | | No 🖂 | 4. | . Is a) As If Ti | the marshal positioned at the parking area carryi ssisting with rider parking | |

| Yes | \boxtimes | No | | N/A | |
|----------|----------------|---------|---------------|----------|-------------|
| | | | | | |
| | | | | | |
| | | | | | |
| 20:01 | | | | | |
| Rider tr | ried to walk h | imsel | f and bike do | wn Dob | oson |
| | s was deliveri | | | | |
| | ed him this wa | as not | t allowed and | d advise | d to |
| - | ind site. | Nie | | NI / A | |
| Yes | \boxtimes | No | | N/A | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Yes | \mathbf{s} | | | No 🗆 | 1 |
| Tes | | | | | |
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| | | | | | |
| | | | | | |
| Yes | | No | | N/A | \boxtimes |
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| out the | following at | all tir | nes:- | | |
| Yes | | | | No 🗆 |] |
| | | | | | |
| | | | | | |
| - | | | | | |
| | | | | | |
| | | | | | |

| (b) | Directing riders inside the building to wait to collect their order | Yes 🖂 | No 🗆 |
|-----|--|--|---------|
| | If no, please provide details: | | |
| | Time of incident: | | |
| | Any other comments: | | |
| (c) | If applicable, assisting supplier deliveries to | Yes 🗆 No 🗆 | N/A 🛛 |
| | manoeuvre their vehicles | | |
| | If no, please provide details: | | |
| | Time of incident: | | |
| | Any other comments: | | |
| (4) | If applicable, asking delivery drivers to turn off | | |
| (d) | their audible reversing alarm | Yes 🗆 No 🗆 | N/A 🛛 |
| | 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 🖂 | No 🗆 |
| | NOISE MITIGATION | | |
| 1. | Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum? | Yes 🖂 | No 🗆 |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🖂 | No 🗆 |
| | If yes, please provide details | | |
| | Time and duration of the incident: | 19:55 | |
| | Description of the incident: | Raised voice from rider after tyre pu | incture |
| | Any action taken: | Marshall directed inside whilst site helped repair | manager |
| | Any other comments: | Dealt with swiftly | |
| 3. | Were there any other noises of note? | Yes 🗆 | No 🖂 |

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

| _ |
|---|
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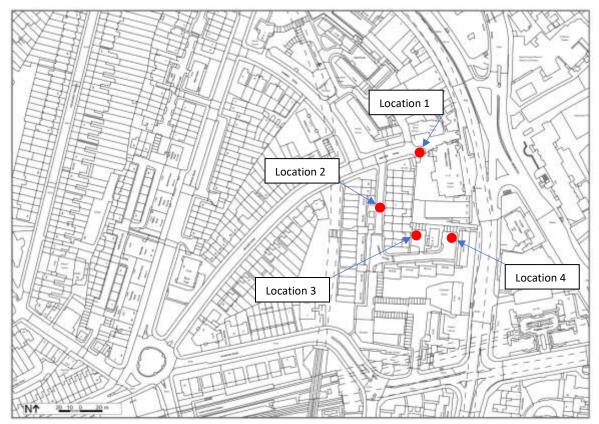
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

Date: 15.02.2020

Time: 20:15 – 21:15

Names: Mike Mills & Sinead Kelly



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 F | 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Cle | ose | |
|--|--|----------------|
| 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) \Box | |
| 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 Cl | lose | |
|--|---------------------------------------|------------------------------|
| 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: | With wind | |
| What is the source? | Appears to be from restaurant in fro | ont of site on Finchley Road |
| Description of the odours (e.g. type of smell): | frying | |
| Strength of odour (e.g. slight/very | 1 | |
| weak, slight/weak, distinct, strong, | | |
| very strong, extremely strong) – see | | |
| table 1 for details | | |
| Wind direction recorded on-site (use | Stormy (all over!) | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments | | | |
|--|-------------------|--|--|--|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site | | | |
| The Odour Detection Threshold (ODT) of 1 ougents' is somewhere between 0 and 1 | | | | | |
| 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 | | | |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 ou _e m ⁻³) | | | |
| 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

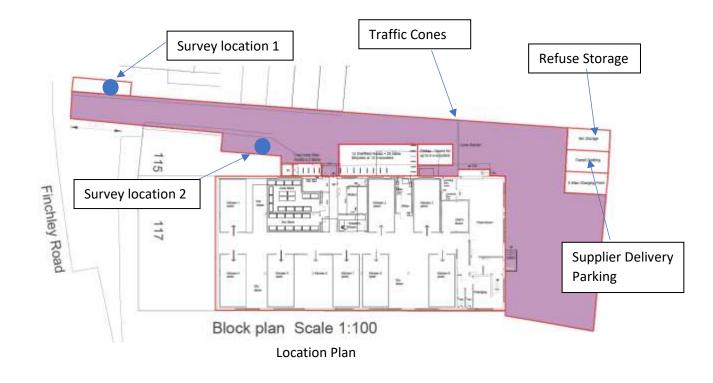
(Saturday Day)

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) | ++++ +++ | ### | | |
| | | ++++ ++++ | ### | | |
| | | | | | |
| | | | | | |
| | | Total: 40 | | | |
| 2. | Were all riders on e-scooters/bikes or bicycles? | Yes | \boxtimes | No | |
| | 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 | Yes | | No | \boxtimes |
| | collisions, with pedestrians when riders | | | | |
| | entered/exited the site? | | | | _ |
| 4. | Was sufficient parking available for all riders | Yes | \boxtimes | No | |
| | entering the site at all times? | | | | |
| | If no, please provide details: | 1 | | | |
| | Time and duration that parking was not available: | | | | |
| | The number of energy shorts | | | | |
| | 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? | Notwith | tanding there being space rid | lers n | arked |
| | | | nce opposite entrance (marsh | - | |
| | | - | ese when required). | | |
| | | | | | |
| 5. | Were riders waiting inside the building to collect | Yes | \boxtimes | No | |
| | their order at all times? | | | | |
| | If no, please provide details | | | | |
| | Time and duration of incident: | | | | |
| | Time and duration of incluent. | | | | |
| 1 | | | | | |
| | Number of riders waiting outside: | | | | |
| | | | | | |
| | | | | | |
| | Number of riders waiting outside: Location of riders: | | | | |
| | Number of riders waiting outside: | | | | |
| | Number of riders waiting outside: Location of riders: | | | | |
| | Number of riders waiting outside: Location of riders: | | | | |
| | Number of riders waiting outside: Location of riders: Any other comments: | | | | |
| 6. | Number of riders waiting outside: Location of riders: Any other comments: Were traffic cones in place to ensure riders do not | Yes | | No | |
| | Number of riders waiting outside: Location of riders: Any other comments: Were traffic cones in place to ensure riders do not pass the line indicated on the above plan? | | | | |
| 6. | Number of riders waiting outside: Location of riders: Any other comments: Were traffic cones in place to ensure riders do not pass the line indicated on the above plan? Did any riders park beyond the traffic cones when | Yes Yes | | No | |
| | Number of riders waiting outside: Location of riders: Any other comments: Were traffic cones in place to ensure riders do not pass the line indicated on the above plan? Did any riders park beyond the traffic cones when collecting an order? | | | | |
| | Number of riders waiting outside: Location of riders: Any other comments: Were traffic cones in place to ensure riders do not pass the line indicated on the above plan? Did any riders park beyond the traffic cones when collecting an order? If yes, please provide details: | | | | |
| | Number of riders waiting outside: Location of riders: Any other comments: Were traffic cones in place to ensure riders do not pass the line indicated on the above plan? Did any riders park beyond the traffic cones when collecting an order? | | | | |
| | Number of riders waiting outside: Location of riders: Any other comments: Were traffic cones in place to ensure riders do not pass the line indicated on the above plan? Did any riders park beyond the traffic cones when collecting an order? If yes, please provide details: | | | | |

| 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? SUPPLIER DELIVERIES 1. Number of supplier vehicles entering the site (tally) II Total: 2 2. Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm? If In o., please provide details: Time of incident: Any action taken by a Marshal: Any action taken by a Marshal: 3. Did all supplier vehicles access the site in forward gear? Yes No N/A 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 No N/A 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 No N/A If no., please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | | | | |
|---|----|---|-------|------|-------|
| Any other comments: | | Location where riders parked: | | | |
| 8. Did all riders turn left onto Finchley Road when exiting the site? No SUPPLIER DELIVERIES I 1. Number of supplier vehicles entering the site (tally) II Total: 2 2. Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm? 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: No Any other comments: Yes If no, please provide details: Time of incident: Any other comments: No If no, please provide details: No Time of incident: No Any action taken by a Marshal: No If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: <th></th> <th>Any action taken by a Marshal:</th> <th></th> <th></th> <th></th> | | Any action taken by a Marshal: | | | |
| exiting the site? Image: Control of Supplier Vehicles entering the site (tally) I Number of supplier vehicles entering the site (tally) I Total: 2 Image: Control of Supplier vehicles made outside of the hours of Supplier vehicles made outside of the hours of Supplier vehicles made outside of the hours of Supplier vehicles: Yes If no, please provide details: Time of incident: Any action taken by a Marshal: Any other comments: If no, please provide details: Time of incident: If no, please provide details: Time of incident: Any action taken by a Marshal: Any action taken by a Marshal: Any action taken by a Marshal: Any other comments: If no, please provide details: Time of incident: Any action taken by a Marshal: Any other comments: If no, please provide details: Time of incident: Any other comments: Image: Provide details: If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | Any other comments: | | | |
| SUPPLIER DELIVERIES 1. Number of supplier vehicles entering the site (tally) II Total: 2 2. Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm? 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 other comments: If no, please provide details: Time of incident: Any other comments: 4. Did all supplier vehicles park in the dedicated car parking space shown on the above plan? If no, please provide details: Time of incident: Any other comments: If no, please provide details: If no, please provide details: Time of incident: Any other comments: If no, please provide details: Time of incident: If no, ple | 8. | Did all riders turn left onto Finchley Road when | Yes 🛛 | | No 🗆 |
| 1. Number of supplier vehicles entering the site (tally) II Total: 2 Total: 2 2. Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm? Yes No N/A If no, please provide details: Time of incident: Any action taken by a Marshal: Any other comments: Any other comments: 3. Did all supplier vehicles access the site in forward gear? Yes No N/A If no, please provide details: Time of incident: Any action taken by a Marshal: No N/A Any action taken by a Marshal: Any action taken by a Marshal: No N/A II Any action taken by a Marshal: Any other comments: No N/A II Any other comments: II Yes No N/A II Any other comments: II III III IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII | | | | | |
| Image: Second state of the second s | | | | | |
| 2. Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm? Yes No N/A 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 No N/A If no, please provide details: Time of incident: No N/A Incident: Any other comments: If no, please provide details: No N/A Incident: Any action taken by a Marshal: Any action taken by a Marshal: No N/A Incident: Any other comments: If no, please provide details: Time of incident: No N/A Incident: Any other comments: If no, please provide details: Time of incident: No N/A Incident: If no, please provide details: Time of incident: | 1. | Number of supplier vehicles entering the site (tally) | Ш | | |
| 2. Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm? Yes No N/A If no, please provide details: Time of incident: Any action taken by a Marshal: Any action taken by a Marshal: Any other comments: Any other comments: No N/A N/A 3. Did all supplier vehicles access the site in forward gear? Yes No N/A Rear? If no, please provide details: Time of incident: Any action taken by a Marshal: Any action taken by a Marshal: Any action taken by a Marshal: No N/A Rear? If no, please provide details: Time of incident: Any action taken by a Marshal: No N/A Rear? 4. Did all supplier vehicles park in the dedicated car parking space shown on the above plan? Yes No N/A Rear? If no, please provide details: Time of incident: Intervention of the above plan? Intervention of the above plan? Rear No N/A Rear 4. Did all supplier vehicles park in the dedicated car parking space shown on the above plan? Yes No N/A Rear If no, please provide details: Time of incident: Intervention of the above | | | | | |
| hours of 8:00am to 4:00pm? 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: If no, please provide details: Time of incident: Any action taken by a Marshal: Any other comments: If no, please provide details: Time of incident: Any other comments: If no, please provide details: Time of incident: Location where vehicles park in the dedicated car parking space shown on the above plan? If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | | | | · _ |
| Time of incident: Any action taken by a Marshal: Any other comments: any other comments: Jid all supplier vehicles access the site in forward gear? If no, please provide details: Time of incident: Any action taken by a Marshal: Any action taken by a Marshal: Any other comments: If no, please provide details: Time of incident: Any other comments: If no, please provide details: Time of incident: If no, please provide details: Time of incident: Location where vehicles park in the dedicated car parking space shown on the above plan? If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | 2. | hours of 8:00am to 4:00pm? | Yes 🗆 | No 🖂 | N/A ⊔ |
| 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? If no, please provide details: Time of incident: Any other comments: If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | | | | |
| Any other comments: Any other comments: 3. Did all supplier vehicles access the site in forward gear? Yes ⊠ No □ N/A □ 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 ⊠ No □ N/A □ If no, please provide details: Time of incident: If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | Time of incident: | | | |
| 3. Did all supplier vehicles access the site in forward gear? Yes ⊠ No □ N/A □ If no, please provide details: Time of incident: Any action taken by a Marshal: Any other comments: Any other comments: No □ N/A □ If no, please provide details: No □ N/A □ If no, please provide details: No □ N/A □ If no, please provide details: No □ N/A □ If no, please provide details: No □ N/A □ If no, please provide details: Time of incident: Location where vehicle parked: No □ N/A □ Any action taken by a Marshal: No □ N/A □ | | Any action taken by a Marshal: | | | |
| 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? If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | Any other comments: | | | |
| 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? If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | 3. | Did all supplier vehicles access the site in forward | Yes 🛛 | No 🗆 | N/A 🗆 |
| Time of incident: Any action taken by a Marshal: Any other comments: Any other comments: Jid all supplier vehicles park in the dedicated car parking space shown on the above plan? If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | | | | · |
| Any action taken by a Marshal: Any other comments: Any other comments: 4. Did all supplier vehicles park in the dedicated car parking space shown on the above plan? If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | If no, please provide details: | | | |
| Any other comments: Any other comments: 4. Did all supplier vehicles park in the dedicated car parking space shown on the above plan? Yes 🛛 No □ N/A □ If no, please provide details: Time of incident: If no, please parked: If no, please parked: Any action taken by a Marshal: If no, please parked: If no, please parked: If no, please parked: | | Time of incident: | | | |
| 4. Did all supplier vehicles park in the dedicated car parking space shown on the above plan? Yes INO INA | | Any action taken by a Marshal: | | | |
| parking space shown on the above plan? If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | Any other comments: | | | |
| parking space shown on the above plan? If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | | | | |
| If no, please provide details: Time of incident: Location where vehicle parked: Any action taken by a Marshal: | 4. | | Yes 🖾 | No 🗆 | N/A 🗆 |
| Time of incident: Location where vehicle parked: Any action taken by a Marshal: | | | | | |
| Location where vehicle parked: Any action taken by a Marshal: | 1 | | | | |
| Any action taken by a Marshal: | | | | | |
| | | Location where vehicle parked: | | | |
| Any other comments: | | Any action taken by a Marshal: | | | |
| Any other comments. | | 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 | Yes 🛛 | No 🗌 | N/A 🗆 | (b) | Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned | Yes 🗆 | No 🗆 | N/A 🛛 |
|-----|--|---------------------|---------------------|-------|-----|---|--------------------|-------------------|-------|
| | loading area on the Finchley Road? | | | | | If no, please provide details: | | | |
| | If no, please provide details: | I | | | | Time of incident: | | | |
| | Time of incident: | | | | | | | | |
| | | | | | | Any other comments: | | | |
| | Any action taken by a Marshal: | | | | | | | | |
| | Any other comments: | | | | | | | | |
| | | | | | (c) | Ensuring that riders are directed to the parking area and not obstructing the pavement | Yes 🛛 | | No 🗆 |
| | | | | | | If no, please provide details: | | | |
| 6. | Did all supplier vehicles leave the site in forward gear? | Yes 🖂 | No 🗆 | N/A 🗆 | | Time of incident: | | | |
| | If no, please provide details: | 1 | | | | Any other comments: | | | |
| | Time of incident: | | | | | | | | |
| | | | | | | | | | |
| | Any action taken by a Marshal: | | | | (4) | If applicable, analyzing that only those symplicy | No. | | |
| | Any other comments: | | | | (d) | If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in | Yes 🖂 | No 🗆 | N/A 🗆 |
| | Any other comments. | | | | | length were permitted access to the site | | | |
| | | | | | | If no, please provide details: | 1 | | |
| | | | | | | Time of incident: | | | |
| | MARSHALS | | | | | | | | |
| 1. | Were two marshals in place at all times? | Yes 🛛 | | No 🗆 | | Any other comments: | | | |
| | If no, please provide details | 1 | | | | | | | |
| | Time and duration of incident: | | | | | | | | |
| | Any other comments: | | | | (e) | Other comments | | | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🗆 | | No 🖂 | | | | | |
| 2. | bid the marshalls have clipboards at an times: | | | | 4. | Is the marshal positioned at the parking area carryin | g out the followir | ng at all times:- | |
| | If no, please provide details: | 1 | | | (a) | Assisting with rider parking | Yes 🖂 | • | No 🗆 |
| | Time and duration of the incident: | | | | | If no, please provide details: | • | | |
| | | | | | | Time of incident: | | | |
| | Any other comments: | | | | | Any other comments: | | | |
| 3. | Is the Marshal positioned at the entrance to the site | carrying out the fo | llowing at all time | | | | | | |
| (a) | Refusing access to riders accessing the Site from the stairs to the right of the access slope on | Yes 🗆 | No 🗆 | N/A 🛛 | | | | | |
| | Dobson Close and ensuring their order is re- | | | | (b) | Directing riders inside the building to wait to | Yes 🖂 | | No 🗆 |
| | assigned | | | | | collect their order | | | |
| | If no, please provide details: | 1 | | | | If no, please provide details: | • | | |
| | Time of incident: | | | | | Time of incident: | | | |
| | Any other comments: | | | | | Any other comments: | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

| © | If applicable, assisting supplier deliveries to | Yes 🖂 | No 🗆 | N/A 🗆 |
|-----|--|-----------------|--------------------|--------------|
| | manoeuvre their vehicles | | | |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |
| | Any other comments: | Marshal from to | op of ramp came do | wn to assist |
| | | | | |
| (d) | If applicable, asking delivery drivers to turn off their audible reversing alarm | Yes 🗆 | No 🗆 | N/A 🛛 |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| | REFUSE STORAGE | | | |
| 1. | Are the refuse bins stored in the car park space | Yes 🖂 | | No 🗆 |
| 1. | shown on the above plan? | | | |
| | NOISE MITIGATION | | | |
| 1. | Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum? | Yes 🖂 | | No 🗆 |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🗆 | | No 🖾 |
| | 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? | Via D | | |
| э. | | Yes 🗆 | | No 🛛 |
| | If yes, please provide details Time and duration of the incident: | | | |
| | Time and duration of the incident: | | | |
| | Description of the incident: | | | |
| | Any action taken: | | | |
| | Any other comments: | | | |
| | | | | |

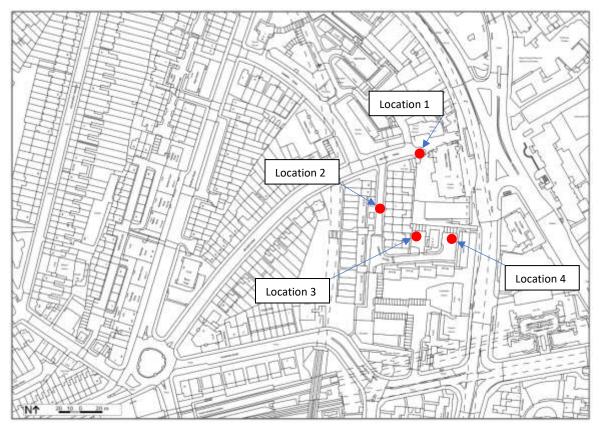
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

| Date: | 22.02.2020 |
|-------|------------|
| Date: | |

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 F | 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Clo | ose | |
|--|--|----------------|
| 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) \Box | |
| 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: | 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 | 2 | |
| weak, slight/weak, distinct, strong, | | |
| very strong, extremely strong) – see table 1 for details | | |
| Wind direction recorded on-site (use | All directions (mainly from Finchley Road |) |
| map for reference): | | |
| Any other comments: | Odour only borne on the wind. Unsure which direction it is coming from. | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments | |
|-----------------------------|--------------------|--|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site | |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 | |
| 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 | |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 $ou_{e}m^{3}$) | |
| 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 agains further exposure | |

Survey Date 13:

28.02.2020

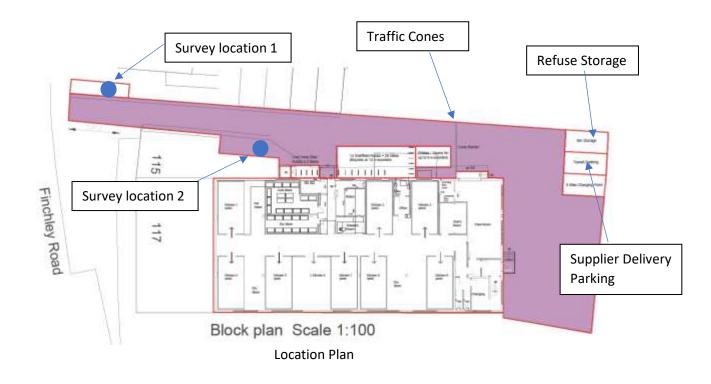
(Friday Day)

Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

Time: 13:00-14:00

Names: Mike Mills and Claire Stafford



Conditions: Cold and wet

Other:

| | DELIVEROO RIDER DELIVERIES | | |
|----|--|------------------|-----------------|
| 1. | Number of riders entering the site (tally) | ++++ ++++ ++++ 1 | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | Total: 21 | |
| 2. | Were all riders on e-scooters/bikes or bicycles? | Yes 🛛 No 🗆 | |
| ۷. | | | |
| | 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 | Yes 🗆 No 🖂 | |
| | collisions, with pedestrians when riders | | |
| | entered/exited the site? | | |
| 4. | Was sufficient parking available for all riders | Yes 🛛 No 🗆 | |
| | entering the site at all times? | | |
| | If no, please provide details: | | |
| | Time and duration that parking was not available: | | $\neg \uparrow$ |
| | under and the second seco | | |
| | 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? | | |
| | Any other comments? | | |
| | | | |
| | | | |
| _ | | | _ |
| 5. | Were riders waiting inside the building to collect | Yes 🛛 No 🗆 | |
| | their order at all times? | | |
| | If no, please provide details | I | |
| | 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 | Yes 🛛 No 🗆 | |
| | pass the line indicated on the above plan? | | |
| 7. | Did any riders park beyond the traffic cones when | Yes 🗆 No 🖂 | + |
| | collecting an order? | | |
| | If yes, please provide details: | 1 | -+ |
| | | | + |
| | 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 | Yes 🖂 | | No 🗆 |
| | exiting the site? | | | |
| | SUPPLIER DELIVERIES | Ι | | |
| 1. | Number of supplier vehicles entering the site (tally) | 1 | | |
| | | | | |
| | | | | |
| | | | | |
| | | Total: 1 | | |
| 2. | Were any supplier deliveries made outside of the | Yes 🗆 | No 🗆 | N/A 🛛 |
| | hours of 8:00am to 4:00pm? | | | - |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |
| | Any action taken by a Marshak | | | |
| | Any action taken by a Marshal: | | | |
| | Any other comments: | | | |
| | , | | | |
| | | | | |
| | | | | |
| 3. | Did all supplier vehicles access the site in forward | Yes 🖂 | No 🗆 | N/A 🗆 |
| | 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 | Yes 🖂 | No 🗆 | N/A 🗆 |
| | parking space shown on the above plan? | | | |
| | If no, please provide details: | • | | |
| | Time of incident: | | | |
| | | | | |
| | Location where vehicle parked: | | | |
| | Any action taken by a Marshali | | | |
| | Any action taken by a Marshal: | | | |
| | | | | |

| | Any other comments: | | | | | | | | |
|-----|--|--------------------|-------------------------|-----------|------|--|-------|----------------|-------|
| | Any other comments. | | | | | | | | |
| | | | | | | Any other comments: | | | |
| | | | | | | | | | |
| 5. | If there were more than two suppliers on site at | Yes 🗆 | No 🗆 | N/A 🖂 | | | | | |
| 5. | one time, was the second instructed to wait at the | | | | (b) | Refusing access to riders who approach the Site in | Yes 🗆 | No 🗆 | N/A 🛛 |
| | rear of the building or in the dedicated | | | | (0) | breach of the highway code and ensuring their | | | IN/A |
| | loading area on the Finchley Road? | | | | | order is re-assigned | | | |
| | If no, please provide details: | | | | | If no, please provide details: | | | |
| | Time of incident: | | | | | Time of incident: | | | |
| | Time of incluent. | | | | | Time of incident: | | | |
| | Any action taken by a Marshal: | | | | | Any other comments: | | | |
| | Any other comments: | | | | | | | | |
| | | | | | (c) | Ensuring that riders are directed to the parking | Yes 🖂 | | No 🗆 |
| | | | | | | area and not obstructing the pavement | | | |
| 6. | Did all supplier vehicles leave the site in forward | Yes 🖂 | No 🗆 | N/A 🗆 | | If no, please provide details: | 1 | | |
| | gear? | | | | | Time of incident: | | | |
| | If no, please provide details: | | | | | | | | |
| | Time of incident: | | | | | Any other comments: | | | |
| | Any action taken by a Marshal: | | | | | | | | |
| | Any other comments: | | | | (d) | If applicable, ensuring that only those supplier | Yes 🖂 | No 🗆 | N/A |
| | | | | | | vehicles that are no larger than 7.5t and 7.2m in | | | |
| | | | | | | length were permitted access to the site | | | |
| | | | | | | If no, please provide details: | | | |
| | MARSHALS | | | | | Time of incident: | | | |
| 1. | Were two marshals in place at all times? | Yes 🖂 | | No 🗆 | | | | | |
| | If no, please provide details | | | | | Any other comments: | | | |
| | Time and duration of incident: | | | | | | | | |
| | | | | | | | | | |
| | Any other comments: | Marshal at the top | o of the ramp was call | led to an | | | | | |
| | | internal meeting b | out was covered by from | om site | (e) | Other comments | | | |
| | | management | | | | | | | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🗆 | | No 🛛 | | | | | |
| | | | | | 4. | Is the marshal positioned at the parking area carrying | ř | at all times:- | |
| | If no, please provide details: | 1 | | | (a) | Assisting with rider parking | Yes 🛛 | | No 🗆 |
| | Time and duration of the incident: | | | | | If no, please provide details: | 1 | | |
| | | | | | | Time of incident: | | | |
| | Any other comments: | | to record incidents a | and take | | Any other comments: | - | | |
| 2 | In the Manshel most in and at the automas to the star | rider ID. | | | | | | | |
| 3. | Is the Marshal positioned at the entrance to the site | | - | | | | | | |
| (a) | Refusing access to riders accessing the Site from | Yes 🗆 | No 🗆 | N/A 🛛 | (1-) | Directing riders incide the building to welt to | V M | | N- 🗆 |
| | the stairs to the right of the access slope on | | | | (b) | Directing riders inside the building to wait to collect their order | Yes 🖂 | | No 🗆 |
| | Dobson Close and ensuring their order is re- assigned | | | | | If no, please provide details: | 1 | | |
| | If no, please provide details: | | | | | Time of incident: | | | |
| | Time of incident: | | | | | | | | |
| L | Time Of Incluent. | | | | | | 1 | | |

| | Any other comments: | | | |
|-----|---|-------|------|-------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| (c) | If applicable, assisting supplier deliveries to manoeuvre their vehicles | Yes 🖂 | No 🗆 | N/A 🗆 |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| (d) | If applicable, asking delivery drivers to turn off | Yes 🗆 | No 🗆 | N/A 🖂 |
| | their audible reversing alarm If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| | REFUSE STORAGE | | | |
| 1. | Are the refuse bins stored in the car park space | Yes 🖂 | | No 🗆 |
| | shown on the above plan? | | | |
| | · | | | |
| | NOISE MITIGATION | | | |
| 1. | Are the signs in place at the entrance to the site | Yes 🖂 | | No 🗆 |
| - | reminding patrons to keep noise to a minimum? | | | |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🗆 | | No 🖂 |
| | 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 🗆 | | No 🗵 |
| 5. | 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

Time: 14:00 – 15:00

Names: Michael Mills and 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 F | 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Cle | ose | |
|--|--|----------------|
| 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) \Box | |
| 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 Cl | ose | |
|---|-------------------------------|----------------|
| 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) \Box | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments | |
|-----------------------------|--------------------|---|--|
| No odour/not perceptible | 0 | No odour when compared to the clean site | |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 | |
| 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 | |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 $ou_{e}m^{-3}$) | |
| 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

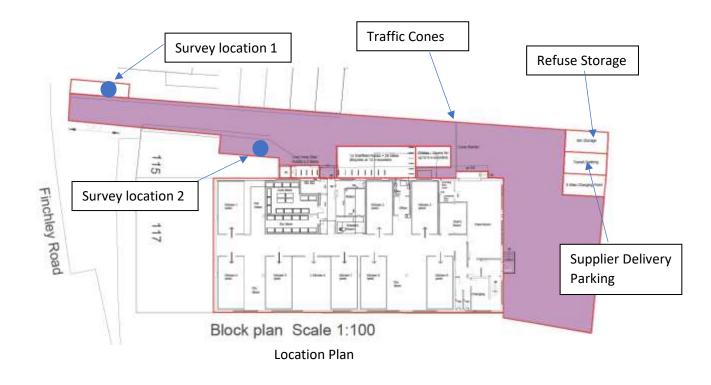
(Sunday Evening)

Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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

Time: 20:00 – 21:00

Names: Mike Mills & Shirley Karat



Conditions: Cloudy

Other:

| | DELIVEROO RIDER DELIVERIES | | | |
|-----|---|----------------|-----|-------------|
| 1. | Number of riders entering the site (tally) | ++++ ++++ ++++ | | |
| | | ++++ ++++ ++++ | | |
| | | | | |
| | | | | |
| | | | | |
| | | Total: 75 | | |
| 2. | Were all riders on e-scooters/bikes or bicycles? | Yes 🛛 | No | |
| | If no, please state: | | 110 | |
| | How many were not on an e-scooter/bike or bicycle: | | | |
| | | | | |
| | What vehicle they were on: | | | |
| | while vehicle they were on. | | | |
| 3. | Were there any incidents of conflicts, such as near | Yes 🗆 | No | \boxtimes |
| ••• | collisions, with pedestrians when riders | | 110 | |
| | entered/exited the site? | | | |
| 4. | Was sufficient parking available for all riders | Yes 🖂 | No | |
| ч. | entering the site at all times? | | NO | |
| | If no, please provide details: | 1 | | |
| | 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? | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |
| 5. | Were riders waiting inside the building to collect | Yes 🖂 | No | |
| | their order at all times? | | 110 | |
| | 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 | Yes 🗆 | No | \boxtimes |
| | pass the line indicated on the above plan? | | 110 | |
| 7. | Did any riders park beyond the traffic cones when | Yes 🖂 | No | |
| | collecting an order? | | 110 | _ |
| | If yes, please provide details: | I | | |
| | Time of the incident: | | | |
| | | | | |
| | | 1 | | |

| | 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? | Yes 🛛 No 🗆 |
| | 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 🗆 No 🖂 N/A 🗆 |
| | 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 🗆 No 🗆 N/A 🖂 |
| | 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 🗆 No 🗆 N/A 🖂 |
| | If no, please provide details: | 1 |
| | 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 | Yes 🗆 | No 🗆 | N/A 🛛 |
|-----|--|---------------------|---------------------|-------|
| | one time, was the second instructed to wait at the | | | |
| | rear of the building or in the dedicated | | | |
| | loading area on the Finchley Road? | | | |
| 5. | Did all supplier vehicles leave the site in forward | Yes 🗆 | No 🗆 | N/A 🛛 |
| | gear? | | | |
| | MARSHALS | | | |
| L. | Were two marshals in place at all times? | Yes 🛛 | | No 🗆 |
| | If no, please provide details | | | |
| | Time and duration of incident: | | | |
| | Any other comments: | | | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🗆 | | No 🛛 |
| | If no, please provide details: | 1 | | |
| | Time and duration of the incident: | | | |
| | Any other comments: | | ed to record incide | |
| 3. | Is the Marshal positioned at the entrance to the site | carrying out the fo | ollowing at all tim | es:- |
| a) | Refusing access to riders accessing the Site from | Yes 🖂 | No 🗆 | N/A 🗆 |
| | the stairs to the right of the access slope on | | | |
| | Dobson Close and ensuring their order is re- assigned | | | |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (b) | Refusing access to riders who approach the Site in | Yes 🖂 | No 🗆 | N/A 🗆 |
| . , | breach of the highway code and ensuring their order is re-assigned | | - | , |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| | | | | |
| (c) | Ensuring that riders are directed to the parking | Yes 🖂 | | No 🗆 |
| | area and not obstructing the pavement | | | |
| | If no, please provide details: | Γ | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| | | | | |
| | | | | |

| (d) | If applicable, ensuring that only those supplier | Yes 🗆 | No 🗌 | N/A 🛛 |
|-----|---|--------------------|------------------|-------|
| | vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site | | | |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| (e) | Other comments | | | |
| 4. | Is the marshal positioned at the parking area carryin | g out the followin | g at all times:- | |
| (a) | Assisting with rider parking | Yes 🖂 | | No 🗆 |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | - | | |
| | | | | |
| (b) | Directing riders inside the building to wait to collect their order | Yes 🖂 | | No 🗆 |
| | If no, please provide details: | | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (c) | If applicable, assisting supplier deliveries to | Yes 🗆 | No 🗆 | N/A 🖂 |
| | manoeuvre their vehicles | | | |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| (d) | If applicable, asking delivery drivers to turn off their audible reversing alarm | Yes 🗆 | No 🗆 | N/A 🛛 |
| | If no, please provide details: | 1 | | |
| | 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 🛛 No 🗆 |
|----|---|---|
| | | |
| | NOISE MITIGATION | |
| 1. | Are the signs in place at the entrance to the site | Yes 🛛 No 🗆 |
| | reminding patrons to keep noise to a minimum? | |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🖾 No 🗆 |
| | 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 No 🖂 |
| | If yes, please provide details | |
| | Time and duration of the incident: | 19:00 |
| | Description of the incident: | |
| | Any action taken: | |
| | Any other comments: | |
| | | |

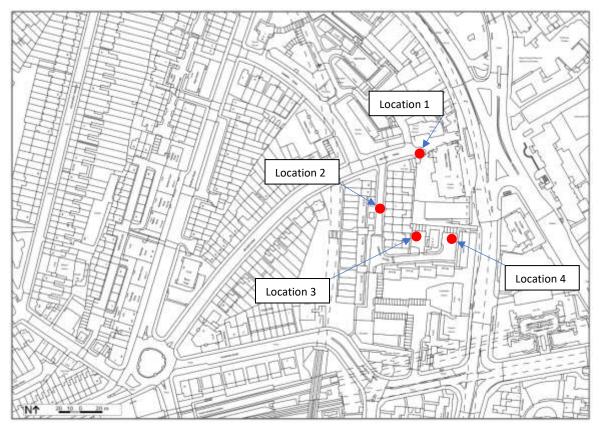
Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

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 F | 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 | | |
|--|-------------------------------|----------------|
| | _ | |
| 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) \Box | |
| 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 3 – Lower Car Park, Dobson Cle | ose | |
|--|--|----------------|
| 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) \Box | |
| 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 Cl | ose | |
|---|-------------------------------|----------------|
| 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) \Box | |
| 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 3940³³ Odour intensity scale

| Odour Strength | Intensity Level | Comments |
|---|--------------------|---|
| No odour/not perceptible | 0 | No odour when compared to the clean site |
| The Odour Detection Thres | hold (ODT) of 1 ou | e ^{rm³} is somewhere between 0 and 1 |
| 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 |
| /DI 3940 says that the reco | gnition threshold | intensity is generally 3-10 times higher than the ODT (i.e. 3-10 $ou_{e}m^{-3}$) |
| 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:

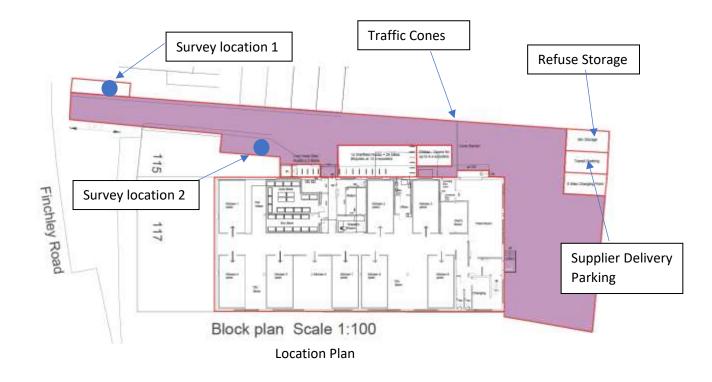
12.03.2020

(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) | 111 | | | | |
| | | | | | | |
| | | | | | | |
| | | Total: | 3 | | | |
| 2. | Were any supplier deliveries made outside of the | Yes | | No | N/A | \boxtimes |
| | hours of 8:00am to 4:00pm? | | | | | |
| | 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 | Yes | \boxtimes | No | N/A | |
| | gear? | | | | | |
| | If no, please provide details: | 1 | | | | |
| | Time of incident: | | | | | |
| | Any action taken by a Marchal | | | | | |
| | Any action taken by a Marshal: | | | | | |
| | Any other comments: | | | | | |
| | Any other comments. | | | | | |
| 4. | Did all supplier vehicles park in the dedicated car | Yes | | No | N/A | \boxtimes |
| | parking space shown on the above plan? | 163 | | NO | N/A | |
| | If no, please provide details: | I | | | | |
| | 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 | Yes | | No | N/A | \boxtimes |
| | one time, was the second instructed to wait at the | | | | | |
| | rear of the building or in the dedicated | | | | | |
| | loading area on the Finchley Road? | | | | | |
| | If no, please provide details: | 1 | | | | |
| | Time of incident: | | | | | |
| | | | | | | |
| | Any action taken by a Marshal: | | | | | |
| | | | | | | |
| | Any other comments: | | | | | |
| c | Did all supplier vehicles leave the site in ferrierd | N | | N1 - | N1/A | |
| 6. | Did all supplier vehicles leave the site in forward | Yes | | No | N/A | \boxtimes |
| | gear? |] | | | | |
| | If no, please provide details: Time of incident: | 1 | | | | |
| | | | | | | |
| | | | | | | |

| | Any action taken by a Marshal: | | | |
|-----|---|-------------------|---------------------|----------------|
| | Any other comments: | | | |
| | MARSHALS | | | |
| 1. | Were two marshals in place at all times? | Yes 🗆 | | No 🖂 |
| | If no, please provide details | | | |
| | Time and duration of incident: | | | |
| | | | | |
| | Any other comments: | | | |
| 2. | Did the Marshalls have clipboards at all times? | Yes 🗆 | | No 🛛 |
| | If no, please provide details: | | | |
| | Time and duration of the incident: | The marshal wa | s stood at the top | of the ramp at |
| | | all times and wa | as guiding the vans | in. |
| | Any other comments: | | | |
| 3. | Is the Marshal positioned at the entrance to the site | | | |
| (a) | Refusing access to riders accessing the Site from | Yes 🗆 | No 🗆 | N/A 🖂 |
| | the stairs to the right of the access slope on | | | |
| | Dobson Close and ensuring their order is re- | | | |
| | assigned | | | |
| | If no, please provide details: Time of incident: | N/A as the site | was not open for o | rdorc |
| | | N/A as the site v | was not open for o | ruers. |
| | Any other comments: | | | |
| (b) | Refusing access to riders who approach the Site in | Yes 🗆 | No 🗆 | N/A 🖂 |
| | breach of the highway code and ensuring their | | - | , _ |
| | order is re-assigned | | | |
| | If no, please provide details: | | | |
| | Time of incident: | N/A as the site v | was not open for o | rders |
| | | | | |
| | Any other comments: | | | |
| (c) | Ensuring that riders are directed to the parking | Yes 🗆 | | No 🖂 |
| | area and not obstructing the pavement | | | |
| | If no, please provide details: | | | |
| | Time of incident: | N/A as the | e site was not oper | 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 🗵 | No 🗆 | N/A 🗆 |
| | If no, please provide details: | 1 | | |
| | Time of incident: | | | |
| | Any other comments: | | | |
| | | I | | |

| (e) | Other comments | | | | |
|-----|--|--|------------------|-------|-------------|
| 4. | Is the marshal positioned at the parking area carryi | ng out the following | at all times:- | | |
| (a) | Assisting with rider parking | Yes 🗆 | | No | \boxtimes |
| | If no, please provide details: | | | | |
| | Time of incident: | N/A as the site wa | s not open for o | rders | |
| | Any other comments: | - | | | |
| (b) | Directing riders inside the building to wait to collect their order | Yes 🗆 | | No | \boxtimes |
| | If no, please provide details: | | | | |
| | Time of incident: | N/A as the site wa | s not open for o | rders | |
| | Any other comments: | | | | |
| (c) | If applicable, assisting supplier deliveries to manoeuvre their vehicles | Yes 🛛 | No 🗆 | N/A | \square |
| | If no, please provide details: | | | | |
| | Time of incident: | | | | |
| | Any other comments: | The marshal guide enforcing the rule forward gear. | • | | |
| (d) | If applicable, asking delivery drivers to turn off | Yes 🗵 | No 🗆 | N/A | |
| | their audible reversing alarm | | | - | |
| | 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 🖂 | | No | |
| | NOISE MITIGATION | | | | |
| 1. | Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum? | Yes 🛛 | | No | |
| 2. | Were there any incidents of raised voices from riders / kitchen staff? | Yes 🗆 | | No | \boxtimes |
| | 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 🗆 | | No | \boxtimes |
| | If yes, please provide details | | | | |

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