SUPPORTING STATEMENTS FOR
A New INTERNET PHARMACY AT 1ST FLOOR, 311 MOSTON LANE, MANCHESTER, M40 9NL (Also known as 311A Moston Lane)

Background

EE AMADI Ltd has been granted a Pharmacy Contract to operate a brand new wholly internet/Mail Order pharmacy on the 1ST Floor, 311 Moston Lane (Also known as 311A Moston Lane), Manchester M40 **9NL** which is due to open from early January 2014. The 1st Floor, 311 Moston Lane has been empty for some time now. We had previously used the 1st Floor for storage purposes while we trade on the Ground Floor as a Grocery Store (Amadi's Food Mart) [POLISH SHOP].

The proposal is to change the existing empty 1st floor into an internet Pharmacy.

The pharmacy will be run through a website available to the public 24 hours a day. Our aim in this business model is to provide excellent pharmaceutical services both locally and nationwide to those who might not want to use the high street pharmacy - Busy professionals, those who work long shifts; those on long-term medical conditions and unable to visit their local pharmacies for some reason, young parents/mothers with Children, the house bounds, those living in care homes, disabled as well as those who just want some privacy regarding their medicines.

These will be delivered FREE to their homes or offices at a time to suit them. We can be contacted through the website, phone/fax/post/e-mail or electronically through the NHS Electronic Prescription Service (EPS).

Pharmacy Opening Hours:

The pharmacy will be open every weekday (Monday – Friday), from 08:30am-16:30 pm (40 Hours a week), and closed/opened on Bank Holidays depending on the arrangements with the NHS England's Greater Manchester Area Team (Formerly Manchester PCT). Because the pharmacy will not open late in the night, the day-time opening hours will not cause any adverse effect upon neighbouring amenity.

The operations of the business will be managed by well trained management team and assisted by suitably qualified members of staff such as dispensers and ACTS. Our activities will be guided by our safe, secure and robust standard operating procedures (SOP) which will be available in the premises at all times.

Building Modification/Design

No changes will be done to the beauty of the existing exterior walls. Internally, we will build a Pharmacy dispensary and storage units. The premises will be secured by way of remote controlled Roller Shutter, bars to the windows, safety/Burglar alarms and functional CCTVs. These CCTVs can be viewed outside of the premises from any android Mobile phone/computer anywhere in world.

Erection of External Signage:

We will erect external Pharmacy sigs and logos on the wall: Fascia Signs (Horizontal & Projecting Signs)

(1) Projecting Sign on Wall



Maximum background thickness = 15cm

Summary of Fascia Sign Measurements:
(a) Height above ground: 4.344m
(b) Dimensions: 0.668m high x 0.730m long (width) x 0.35m deep
(c) Maximum text height: 0.4m
(d) Maximum symbol height: 30 cm
(e) Colour: RED and Blue texts on Glossy White Background

Horizontal Signage:



Dimensions of the Horizontal Fascia signage: H x W x D (0.90m x 4.196m x 0.35m)

Maximum background thickness = 15 cm (0.15m);

Maximum distance between wall & edge of sign = 15cm (0.15m)

Summary of Fascia Sign Measurements:
(a) Height above ground: 4.344m
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Distance from the ground to the base of the new signage will be 4.344m (minimum). This will be about 1m above the existing signage of the Ground Floor Shop.

There will be no external alterations of the building, so the property will retain its appearance. Therefore, the change of use will not have any adverse impact upon the character of the area or street scene.

No Access to the Public:

Under the law guiding Wholly Internet/Mail Order Pharmacies, the 1st Floor premises will not be accessible to members of the public. No face-to-face contact with customers and this reduces human traffic in the area. Because the premises are not opened to the public, the issue of DDA regulations compliance will not be applicable.

Staff Access to the Premises

There are two entrances/doors leading into 1st Floor, 311 Moston Lane, Manchester. The first door entrance (Externally shared door) leading into the building has 16 steps and is 81cm width followed by a second door that leads direct into the dispensary. This second door, which is the sole entrance to the premises, will be fortified externally with a roller shutter. To provide additional security to the pharmacy premises, the proposed roller shutter will be 22 gauge galvanised steel, which will be electrically operated by a remote control.

Impact on neighbouring business/pharmacies:

As a purely internet-based pharmacy, we are not in competition with the high street pharmacies for over-the-counter (OTC) medicines and other services that required face-to-face encounter with patients (e.g. Methadone Supervision). Our presence in Moston Lane will not affect any patient who wants to visit their local/high street pharmacies in the Area.

As a legitimate Pharmacy, we will be registered with the General Pharmaceutical Council (GPhC), the regulator of UK Pharmacies. We will serve the local community and nationwide to anyone anywhere in the UK who might need to use our services through our dedicated website 24/7. While we believe that Internet pharmacies will not be a convenient option for some people,

the business model creates choice for some other customers who might have busy lifestyle, busy professionals working long hours, those in care homes, house-bounds, new mothers with kids, etc who are not in the position to visit their GP Surgery just to drop off their repeat prescriptions, go back again to pick up to the paper prescription, and then "rush back" to their local pharmacies and queue up to have a single tablet (e.g. Blood pressure tablet) dispensed by their busy local chemist.

We will make their life easier and look after their health. We will save our customers ample time and avoid the inconvenience of making "three trips" before they can have their medications. By using our services, this will allow consumers to maintain a sense of privacy and avoid the potential embarrassment of picking up certain medications in person from their local pharmacy

Our complex and sophisticated Computer software has been set with various options to aid medicine compliance: Reminding patients or their carers on when to take their medicines; text messages to remind patients when their prescriptions will run out and due for re-ordering, or simply they can contact us directly by phone, email, fax to re-order their prescriptions. These prescriptions can be received electronically by the pharmacy through Electronic Prescription Service (EPS). We will deliver their medicines to their homes, offices or place of work at a time convenient to our customers.

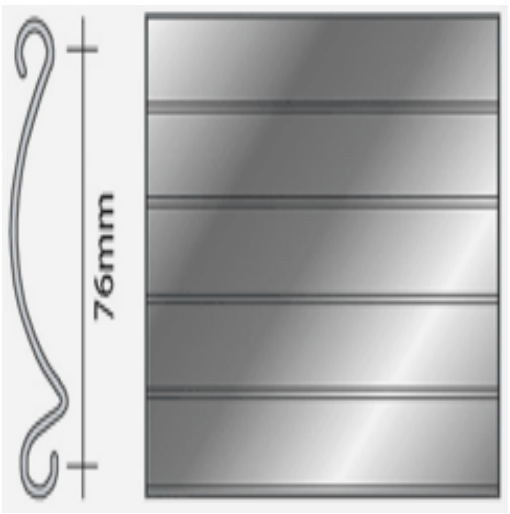
Retail Element/OTC sale from the pharmacy:

We receive few deliveries of OTC medicines from Pharmaceutical wholesalers using standard transit van. Majority of all our OTC medicines available from our website are stored away in the warehouse of our business partner outside Manchester. So there is no issue of traffic that might have been caused if all the products were to be delivered on daily basis into our premises. As a result, we are not in competition with any other pharmacy in Moston Lane for OTC customers, rather, we compete nationwide and supply medicines nationwide. If customers buy OTC medicines from our website, they are processed from our business partner's warehouse and delivered by post direct to our customers' chosen addresses anywhere in the UK

SECURING THE PREMISES: Security Issues

Shutter Description

22 Gauge galvanised/alloy shutter steel lath





Maximum Width: 2000mm

Dimensions: Normally 76mm x 0.71mm

Weight: 9.34 kg per square metre

Finish: Galvanised bright rolled mild steel/Alloy, polyester powder coat colours

Windows:

- All windows will be fitted with internal shutters/window grills/Bars.
- Rear windows/rear roof protections: Anti Climb paint to be applied along the edge of the roof and other vulnerable areas.
- A warning indicating it has been applied will be prominently displayed

CCTV:

- Installation of new CCV Cameras: We will install cameras in every room, rear of the building, stairs, entrance and back yard. This will be linked to the CCTV monitoring system already in place on the Ground Floor.
- We will make the place more secure than many surrounding properties in Moston, bearing in mind the new use of the area.
- Since customers are not allowed access into the premises to collect their medicines, any drugs delivered to the pharmacy in the morning will be dispensed immediately and delivered straight away to our customers during the opening hours, so that there will be minimal amount of drugs left over night in the premises.

Burglary Alarm & Smoke Screen Generator:

- We will invest heavily in security to ensure that the premises is secured at all times
- Security Alarm system will be installed in the premises, especially doors and windows. We have already done this on the Ground Floor Shop and connected with the CCTV

monitor. This will alarm us and other key holders through our mobile phones in the event of any attempted break in.

- Additional protection will be added to the alarm system such as a Smoke Screen E-Series Security Fog Generator – a powerful security smoke and security fog system – as a permanent security solution system to help reduce theft, deter crime and protect the property. This will send SMS text messages to the key holder of its status, including confirmation of activation. We are currently in discussion with Dantec Security Smoke Solutions, Leeds to access the property for the smoke screen generator.

External Lighting:

- External security Lighting will be fitted to the rear of the property. There are already TWO external light units on the external of the 1st Floor.

Safes/CD Cabinets:

- Our brand new Drug Safe and other safes are standard and have met the insurance company standards/requirements.
- Extra security will be provided by having them bolted to load bearing walls to make them as difficult as possible to steal.

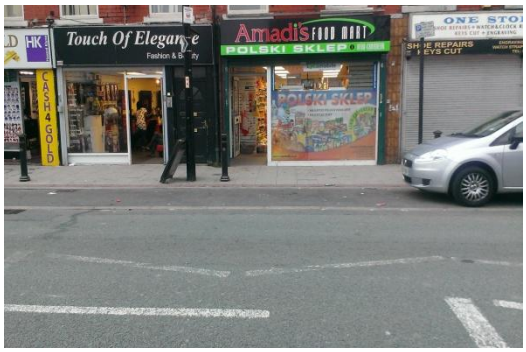
Statement regarding vehicle parking and Access to the proposed Pharmacy

Service Deliveries to and from the Pharmacy:

(1) Deliveries from pharmaceutical suppliers: Service deliveries would be twice daily:
- One delivery in the morning at 10:00 am; and
- A second delivery in the afternoon at 15:00 pm.

Medicines would be delivered via a small transit van a couple of boxes or bags at a time which would be similar if not the same as other pharmacies and Dental Surgeries in Moston Lane. Deliveries will be dropped off and boxes collected on the same vans and these can access the front of the building.

As deliveries tend to be a quick drop off, the vehicle would be there for no more than 5 minutes and therefore to speed up the delivery process drivers could park within the free spaces along Moston Lane roadside or outside the shop. There's a 2-hour dedicated parking spaces in front of 311 Moston Lane and there is no double yellow line, and thus will pose no threat to residential amenity.







Free Parking Space in front of 311 Moston Lane (No Double Yellow Line)

(2) **<u>Free Prescription Collection and Delivery Service Van</u>**:
The pharmacy van we propose to buy for our Free Prescription and Free Delivery Service is a Citroen Berlingo (the smallest of the van range- see photo).



Dimensions are 4137mm long x 1724mm wide, smaller to that of an average car. Due to the smallest size of the van, we anticipate that its presence in 311 Moston Lane would not cause an increase in traffic in front of the pharmacy. The Pharmacy vehicle will be parked in front of 311 Moston Lane for a maximum of 30 minutes in the morning and a maximum of 30 minutes in the afternoon.

The pharmacy van will be in the premises twice a day: At 9:00 am & at 2pm. Our driver will arrive at 09:00am and load up the van with prescriptions and leave at 9:30am. This service will

run until 13:00 pm, then the driver will have his/her lunch and return to the pharmacy at 14:00pm to load up & drop off, leaving again at 14:30pm. This service will be completed at 4.30pm and the Van will be finally parked overnight at the Company's registered Office at 56 Crosslee Road, Manchester.

These times when the vehicle is on the premises will not conflict with service deliveries. There are two high street pharmacies already in Moston Lane (Wilkinson and D & K), plus Moston Lane Dental Surgery which are currently serviced by delivery vehicles. We would expect similar if not the same delivery times to those of the pharmacies.

Temporary Car Park

We will apply for a temporary permission for car parking from the Manchester College (Moston Campus) in Pym Street opposite the Moston Indoor Market. This will result in reduced traffic in front of 311 Moston Lane.

Staff Recruitment/Job Creation:

We will create more jobs by employing two members of staff from within our local community at the onset of the business: One ACT/Dispenser (Full-time) and ONE dedicated driver (full-time). TWO more Dispensers (Part-time) will be recruited within the next SIX months and this increase the number of employees in our payroll to FOUR in order to create more room for job flexibility.

All our staff will be sourced locally. They will arrive to work either on foot or by public transport. If we do employ any member of staff in the future who has his/her own vehicle, the management would stress that they use the free parking areas across the streets with no restricted parking time limit to reduce any impact on neighbouring businesses.

Impact upon Highway

The highway immediately outside the proposed location of the pharmacy has onsite free parking spaces. As we are purely an Internet/mail Order Pharmacy, we are not open to the Public. As a result, we do not expect any visitors to the premises compared to the high street pharmacies where patients arrive in both daytime and late afternoon. All our services will be done online/telephone/fax/e-mail, or by post without the need for human traffic in front of the proposed parking site. Our noise level will be minimal and will have an acceptable impact within the neighbourhood.

Waste Management, Refuse and Recycling Strategy

There will be no wall demolition during the dispensary construction. Construction waste, mainly wood will be removed from the site by the contractors. Any bulky recyclable waste will be removed by the contractors and taken to the recycle plant for recycling while any general waste generated will be segregated and transferred to our Viridor Waste Bin. This process will help to

keep the floor tidy while the work is taking place and at the same time keep the front of the building looking tidy and to provide easy access for the construction workers and vehicles.

As the existing premise is currently empty, we are not expecting a huge amount of waste, as the shelves will be constructed with both metal and wooden shelves.

We will provide containers and segregate the waste into refuse and recyclables and store them temporarily until it can be transferred to external bins for recycling.

Municipal Waste Bin – Viridor

We already have a contract with Viridor Waste Management Ltd (**Account No: AMA003A**) for 311 Moston Lane. At present, we have one 660 Litre Eurobin/Wheelie bin – Mixed Municipal waste Bin (e.g. paper, cardboards and plastic bottles, etc). This bin is stored securely in the backyard on the ground floor collection area.

An example of a photo of our Eurobin taken recently from the backyard and dimensions of the bin are below:



660 Ltr Eurobin:

Container Dimensions (mm):

- Width = 1250
- Depth = 720
- Height = 1330
- Height = 2060 (Open Lid)
- Capacity 10-13 Bags

Floor space required for bin (mm):

- 1450 x 920

There's an exit Metal door at the back of the Ground Floor of 311 Moston Lane which opens into the alleyway. The distance from the bin storage area to the waste collection van is about 5-6 metres long. Our staff will normally move the bin from the storage area through the medal door into the alleyway to the Viridor Collection vehicle in Bute Street and then wheeled back into the storage area.

Because of low amount of waste to be generated, one 660 Litre bin is generally enough. The bin is collected once every fortnightly, specifically on Thursday morning and this reduces the number of collections, and consequently reducing the collection vehicle traffic to Moston Lane. As the bin store is less than 8 metres away from the roadside of Bute Street, the Bin is collected without a refuse vehicle having to access the alleyway and this has not been a problem.

We previously had two ***1100 Litres Eurobins*** and were kept in the alleyway. Those two bins were vandalised and set on fire by hoodlums around July, 2012. Since the incidence, we have been storing this new wheelie bin in a designated area inside the backyard. The metal door by

the backyard is locked at night to prevent contamination and vandalism of the containers, allowing a more efficient collection operation. There will be no residential waste, only commercial waste from this site.

Internal segregation and Storage of waste

(1) Recyclable Waste Strategy:

Internal storage for normal and recyclable waste will be sited within the dispensary. A unit under bench within the dispensary will be used to store recyclable waste until they are ready for disposal. The majority of the waste paperwork will need to be shredded for patient confidentiality. Examples of the proposed enclosed bin units are as follows:





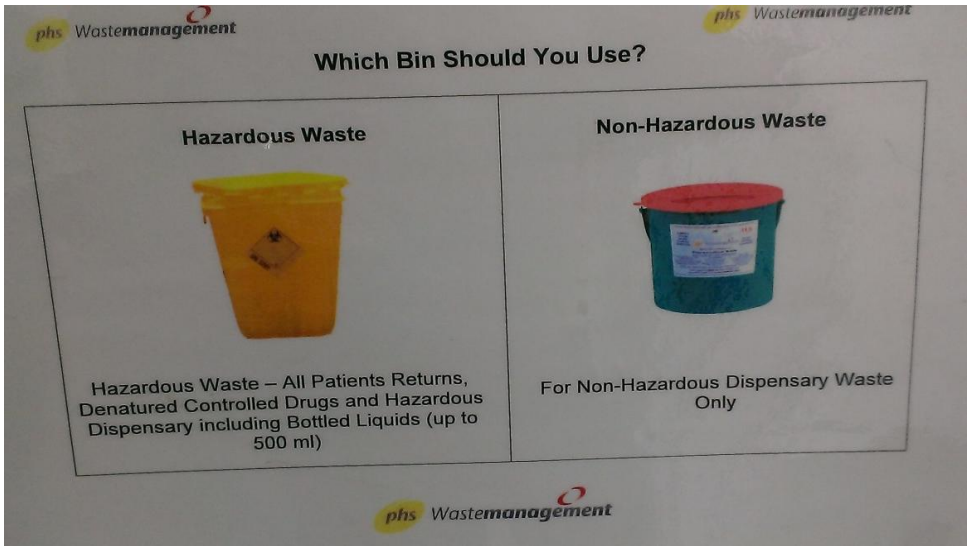


There will be FOUR enclosed under-bench bins:

(1) One for Confidential Waste (shredded papers for patient confidentiality);
(2) One for cardboards;
(3) One for plastic, metal and glass; and
(4) One for general waste.

(2) Recycling of Pharmaceutical Waste:

Pharmacies are obliged to accept back any unwanted medicines and sort these into solids, liquids and aerosols. We will make separate storage and collection arrangements for pharmaceutical waste to be collected from the pharmacy. Pharmaceutical wastes include expired medicines and patient returned medicines.





We will have a contract with **phs** Waste Management as stated in our Pharmacy Contract for our pharmaceutical waste disposal. This service is separate from Viridor which manages our general waste.