365 Self Storage Container Yard
6 Whitworth Street M11 2GR
Operational Management Plan

1. Introduction

This document outlines the Operational Management Plan for the **365 Self-Storage Container Yard** at the **land on the south side of Whitworth Street, Openshaw, Manchester M11 2GR.** The plan ensures the development is compliant with local planning regulations, environmental considerations and onsite health & safety. The plan also enhances the business operational efficiency in key areas, including site security, access to the site and regional traffic, while minimising disruption to the site and the surrounding area.

2. Site Layout and Description

- **Location:**The land on the south side of Whitworth Street, Manchester M11 2GR. The site lies within Whitworth Street and Clayton Lane South, with approximately 2,000 sqm.
- **Proposed Use:** An open storage area fora secure self-storage facility using converted shipping containers.
- **Self-Storage Capacity:**24 x 20' shipping containers are arranged in two rows on both sides of the site, with enough space in the middle for the large vehicles to enter, exit and turn around. There are 8 customer car parking spaces (2 vans, 5 cars, and 1 disabled), and three cycle parking spaces.
- **Access Points:**The site is located within the urban area of Openshaw, next to the A635 Ashton Old Road, at less than 200 yards. When you turn from Ashton Old Road into Whitworth Street, you will see the sign of the business with directional arrows. And there are marked entry/exit points onsite to ensure smooth traffic flow following the one-way system.
- **Security Measures:**
  - Fencing: The site perimeter comprises 4 metres high brick walls to the South (Whitworth Street) and to the East, West, and the North are palisade fencing, which form a solid site fencing protection to prevent unauthorised access.
  - CCTV: Remote Control 24/7 CCTV surveillancecovering the entire site with HD infrared cameras and recorded footage. **Resure**, a Gold NSI registered monitoring company, monitors the cameras and intruder alarm for any activations, and will escalate any intrusions to the police. Ref: **365 – Self Storage– Manchester.** The executed contract al ong with a document outlining Resure's monitoring process is attached.
  - Remote Controlled Access Gate: Security Solutions gate and automation access technology provided by **Security Solutions and installed by Titan Security**. Ref: **No 6. Whitworth Street** (Remote dialling Control Access system). Hassle-free, secure access-control to the self-storage site during customer access hours. System

automatically prevents unauthorised access at all hours, and prevents all access post hours. Access is strictly controlled, and is only provided to customers once their booking and identity have been confirmed. The gate is under a maintenance contract with Security Solutions who provides two maintenance services each year and are available for support / call-outs when there are problems / emergencies. Please see the executed contract attached for the maintenance.

- Highly secure padlock (insurance-grade CISI padlock available at check-out) with lockbox as an additional lock protection.
- Maintain visitor records and vehicle activities logbook onsite. The CCTV system allows the operator to monitor & record all traffic into and out of the site 24/7.
- Customer details at registration and fact check (proof of address and proof of identity).
- On-site outdoor Lighting: LED lights to be used to minimise lighting pollution.
- Site safety risk assessment with regular review.

3. Operational Management

3.1 Opening Hours

- **Customer Access:** Monday to Saturday 05:00 – 23:59
  Sunday and Bank Holidays 06:00 - 20:00
- **Office (Staff) Hours:** Monday to Friday 09:00 - 17:00
  Saturday and Sunday - day off however emails and phone calls are monitored 24/7 and responded to if there are urgent enquiries

3.2 Site Health & Safety and Facilities

- **Staff welfare** unit, WC and Security Cabin
- **The containers** shall be used for storage only. Please see the attached Terms and & Conditions our customers must agree to when making their booking. Section 8 includes it ems which are prohibited from being stored
- **Site and Container** maintenance, tidying and cleaning
- **Waste storage** enclosure and waste collection
- **Customer services & technology,** such as online bookings, digital payments and site a utomation access. Use media for business promotion and marketing.
- **Signs and Notices are** being displayed on-site.
- **The storage container** will be regularly maintained to ensure cleanliness and safety.

4. Site Traffic and Parking Management

- **Customer Parking:**Ten (8) designated spaces.
- **Delivery & Servicing** is restricted to off-peak hours.

- **Traffic Flow Plan:** One-way system for site safety and smooth traffic flow.
- **HGVs** will only be used for managing the containers by the operator. This will always be planned for outside of customer access hours if possible, or should this not be possible, then access to the site is temporarily suspended while the works are carried out with at least 7 days of notice provided to customers.

5. Environmental Considerations & Flood Risk Mitigation

- **Waste Management:** Recycling bins for staff use; regular waste collection on contract. Customers must not dispose of or store any waste on site as per our Terms and Conditions (page 5)
- **Drainage:** Permeable surfaces, where possible, to prevent flooding. There has been no flooding on site or in the perimeter during operations over the last 5 years.
- **Landscaping:** Screening with trees/hedges to enhance aesthetics.
- **Sustainable development:** Recycle materials as much as possible onsite, energy savings, reduce unnecessary electricity by using an automatic detection control system. Reduce noise generated on site to reduce the impact on the surrounding areas.

6. Legal and Operational Compliance

- Planning Permission granted 126680/FO/2020
- Planning conditions Compliance
- Business policies and hire agreement setting out rules and do's/don'ts for behaviour on site. Please see our Terms and Conditions attached (Health and Safety rules on pages 5-6)
- The site is covered by Public Liability & Property Insurance provided by Aviva

7. Community Impact Mitigation

Controls and measures to be taken under the business policies and hire agreement for:

- No overnight stays in the storage units.
- No prohibited items such as firearms are stored in the units and/or onsite. Hazardous materialsare not permitted on site. See section 8 of our Terms and Conditions for what can and cannot be stored.
- The hirer must keep the site clean & tidy while onsite.
- LED lighting with lumen & sensor controls to minimise the lighting pollution.
- The hirer must keep a minimum noise level when opening & closing the container door.
- To minimise the noise disturbance, the storage facility shall not be open outside the opening hours stated above.
- Noise restrictions: No loud machinery or deliveries outside permitted hours.

8. Emergency Procedures

- Fire safety measures as in the risk assessment report.
- Duty staff to evacuate all customers and call 999 in the event of fire
- All staff and visitors/contractors are briefed on what actions to take in the event of fire. A copy of the Health and Safety guidelines is included in our Terms and Conditions (pages 5-6)
- In the event of fire, the site will be evacuated immediately and the duty manager will check staff and common areas (incl. toilets) to make sure the premises have been fully vacated.

9. Emergency, Customer Services and Complaint

- **Emergency Contact details:**
  The owner: Ka Wo Cheung; mobile: +44 7771 771 788
- **Customer Services and Complaint Contact details:**
  The owner: Ka Wo Cheung; mobile: +44 7771 771 788
  The manager: Simon Chan; mobile: +44 7388 821 789

Conclusion

This management plan ensures that the proposed self-storage container yard will be operated efficiently, securely, and in harmony with the local community, while also being environmentally friendly and meeting all planning requirements and conditions.

Prepared by: TL Architects and Ka Wo Cheung

Revised Date: August 2025