

Condition 32 (Service Management Strategy)

Workman FM

Date: 14 December 2022

Management Structure

It is anticipated that a dedicated on-site Building Manager and Team will manage the day to day operational services on behalf of NOMA Limited Partnership and NOMA Estate Management Limited for the Building and Public Realm respectively. This service will be underpinned by the Workman LLP Property Management Team which will implement all RICS associated pre-requisites and best practice including the servicing management strategy.

Several Workman Approved Service Providers will be contracted to perform a variety of common area duties including but not limited to Front of House/Concierge for the multi-tenanted Office space; security for both the Building and the Public Realm; M&E maintenance; cleaning; lift maintenance; window cleaning; landscaping; planned PPM and reactive repair; waste management; Event Management; environmental and energy management. All services and maintenance activities will be monitored by WFM for compliance with all relevant statutory and best practice Health & Safety requirements.

Contractor Management

All WFM appointed contractors are pre-vetted by the Safe Contractor association and are obliged to carry a minimum of £10,000,000 Public Liability and Employer Liability insurance cover. Suitable Risk Assessments and Method Statements are sought and reviewed by WFM in advance including arrangements made for parking, storage and transit of materials.

Permit Procedure

These apply to contractors attending site, when dealing with the common areas, Landlord's plant in tenant's accommodation or any tenant proposed works affecting the functioning or safety of the Building. Permits to work are issued from the Building Management Team. Method statements and risk assessments must be submitted at least 5 working days in advance, and first approved by the Building Manager and/or any technical adviser.

Contractors working without a valid permit will be asked to leave site immediately.

Any project works to be undertaken by occupiers should be undertaken in line with the Tenant Fit-Out guide issued by the Landlord and prior to commencing works, all contractors should have a site induction with the Building Management Team.

The Tenant Handbook/Building Management Plan will also provide guidance and will refer to tenants' Repairing and Maintenance covenant obligations in the Lease as well

as time scales for review and notice periods for commencement, issuing of Permits to Work etc.

All Landlord's regular/pre-programmed maintenance visits to Mechanical & Electrical plant will be governed by an initial Risk Assessment and will follow the schedule set out in the Planned Preventative Maintenance programme (PPM). Guidance and regular meetings to gauge performance will be held and attended by the Consultant and the Management Company. Any reactive repairs required will be logged with the M&E Service Provider's Helpdesk and arrival times will be dictated by the contractual Service Level Agreement (SLA).

Deliveries & Couriers

All couriers and deliveries, including general post should present at the intercom at the access controlled and CCTV monitored Goods/Loading Bay area on the Lower Ground floor. For security reasons couriers will be asked to remove any crash helmets or other headgear that hides facial features.

Delivery vehicles will be directed to park in one of the designated internal visitor/contractor spaces or if of such size this is not feasible (a height and width restriction sign will be affixed above the point of entry), they will park in the Loading Bay area on the Estate, off the highway to the North of the Property (as shown on the appended Swept Path Analysis Plan).

The intercom will be linked to Reception and to Security who will in turn contact the tenant to inform them about their deliveries once it has been sorted out by either Security or Front of House. Tenants will be contacted by phone or Smart Spaces App to either collect and if necessary, sign for deliveries from the post room or authorise the courier to deliver to the floor once Security have checked their credentials. **Note: The reception staff have instructions not to sign for deliveries.**

Waste Management

A refuse area is situated in the lower ground floor level of the Building (see Bin Store & Route to Collection Point plan in the Appendix). Any refuse generated by occupiers should be taken to the refuse area by the occupiers own cleaning contractor/staff. No rubbish is to be left in the refuse store over the weekend period.

Occupiers waste should be placed in the refuse store outside peak hours. Only normal daily office refuse should be taken to the refuse store. For major office cleanouts tenants should make provision for the refuse to be dealt with separately.

It is the Tenant's responsibility under the Environmental Protection Act 1990, Section 34, Code of Practice (Duty of Care), to ensure that all waste leaving their premises is securely sealed in bags/containers. Any items such as chemical containers, medical waste, electrical equipment etc. that are not 'mixed office waste' should be removed by their own assigned contractor.

Occupiers should ensure that any cleaners appointed directly by them are made aware of the Code of Practice.

Workman will put in place a refuse collection service for all tenants with one of its outsourced/private Approved Service Providers.

The collection frequency has been estimated to be three times a week for both the office and commercial uses. This will likely be a Monday, Wednesday and Friday and will take place outside peak hours. However, based on the variable nature of both uses, it is considered that the frequency of these collections will be arranged after occupation, based on the actual waste generation volumes. The management company will be in charge of monitoring bin usage and adjusting the collection frequency accordingly. Whenever possible, as stated previously, collections will be scheduled outside peak hours to prevent congestion and on the grounds of Health & Safety.

In order to satisfy Condition 33, when the development is first occupied, deliveries, servicing and collections including waste collections shall not take place outside the following hours: Monday to Saturday 07:30 to 20:00 Sundays (and Bank Holidays): 10:00 to 18:00.

Plan 70223-CUR-00-XX-DR-TP-06006-P04 (as appended) shows the location of the waste storage rooms and the routes from the stores to the collection point. The management company would be responsible for moving the bins to the collection point on collection day and the Security Guard will be tasked with the actual transit. The waste operators will collect the bins and load them into the refuse vehicle. The collection point will be located along the proposed loading area, to the north of the proposed development. Plan 70223-CUR-00-XX-DR-TP-05005-P10 (as appended) provides the Swept Path Analysis of a refuse vehicle accessing the proposed collection point.

Once the bins have been emptied, containers would be carried immediately back to the bin stores by Security.

The typical size of a refuse lorry will be akin to that of a fire engine i.e. typical of the size seen by us all near our homes. Smaller units may be used to collect different waste streams. The Swept Path analysis will be used as a guide and provided to the waste Service Provider.

Any requirement for ad hoc collections will be managed by the Management Company by contacting the Service Provider. There will be suitable areas for loading and unloading which will enable short-term, temporary parking for ad-hoc deliveries off the public highway e.g. in one of the designated internal visitor/contractor spaces or if of such a size this is not feasible (a height and width restriction sign will be affixed above the point of entry), they will park in the Loading Bay area on the Estate (as marked on the Swept Path Analysis Plan) off the highway to the North of the Property

Bin Types

Given the potential volumes involved for the use of the proposed development, the most suitable containers for the general waste and recycling streams would be a combination of 1,100l Eurobin, 660l and 240l bins wheeled bins.

The collection frequency has been estimated to be three times a week for both the office and commercial uses. It is envisaged that the collection service will be provided by a private collector.

The following **Table 4.2** summarises the required waste containers per stream for the proposed development.

Office Use	
Waste Stream	Number of bins
Non-recyclable Waste	6 x 1,100l
Dry Mixed Recycling	7 x 1,100l
Glass Recycling	3 x 1,100l
Office Use Total	16 x 1,100l
Commercial Uses	
Waste Stream	Number of bins
Non-recyclable Waste	2 x 1,100l
Dry Mixed Recycling	2 x 1,100l
Glass Recycling	1 x 660l
Organic Food Recycling	1 x 240l
Commercial Uses Total	4 x 1,100l + 1 x 660l + 1 x 240l
Development Total	20 x 1,100l + 1 x 660l + 1 x 240l

Appendix

Swept Path Analysis



Bin Store & Route to Collection Point

