

Greenheys, Manchester Science Park
Service Management Plan
May 2026

Condition 27: *Before any part of the development hereby approved is first occupied details of the following to be based on the findings of a Stage 1 Road Safety Audit (RSA 1) shall be submitted and approved in writing by the City Council as Local Planning Authority:*

A service management plan to include details of final arrangements in relation to both refuse collection and deliveries. This should cover the frequency and dimensions of vehicles requiring access to the site, along with final details of the location for loading/ unloading.

The development shall thereafter be fully implemented in accordance with these details.

1. Introduction
This Service Management Plan has been prepared to discharge Condition 27 for the Greenheys development, establishing an operational framework for all refuse collection and delivery activities based on the findings of the Stage 1 Road Safety Audit (RSA 1). The site layout and operational works have been implemented in accordance with the RSA findings and the Curtins Stage 1 Road Safety Audit Response Report (81888-CUR-XX-XX-T-TP-00008).

The servicing and delivery infrastructure for Greenheys is located along Greenheys Lane at the western boundary of the site. This area is designed to function as the primary hub for all building servicing, waste and delivery drop-offs. To support the specific requirements of the pre-let laboratory tenant who will initially occupy circa 50% of the building, a dedicated liquid nitrogen storage tank area is also positioned on the western side of the building. The operational flow is managed through a formal service yard, which features a streamlined entry and exit system facilitated by two dedicated access junctions. Shown in Appendix A.

2. Infrastructure and Security

2.1 Physical Security & Access Control
The perimeter is secured by automated sliding gates and heavy-duty roller shutters, providing a controlled boundary for vehicles and personnel. This is bolstered by site-wide CCTV coverage and electronic access control at all primary entry points. For enhanced safety, the



site includes automated lockdown facilities, allowing for immediate containment in the event of a security breach or emergency.

2.2 Communication & Management

Site coordination will be maintained through an intercom system, ensuring clear communication between the gatehouse and visitors. These systems will be managed by the on-site logistics, facilities, and security personnel, who are responsible for the daily oversight of site integrity and the enforcement of the service management plan.

2.3 Logistics & Operational Infrastructure

Loading and unloading activities will be conducted within a covered service yard, which provides weather protection for both personnel and goods. This area is equipped with transient parking for delivery vehicles and a designated goods-in area, allowing for the secure staging and storage of transit materials before they are moved to their final internal location.

3. Operational Hours and Compliance

All site logistics, including deliveries, servicing, and waste collections, will adhere to the planning conditions set out for the planning permission for the development (reference 136934/FO/2023 as amended by variation of conditions permission 138222/JO/2023).

3.1 General Building Operations (Condition 20)

For the majority of the building and its ancillary uses, servicing and collections are restricted to the following standard windows as per the varied planning permission:

Monday to Saturday: 07:30 - 20:00
Sundays & Bank Holidays: 10:00 - 18:00

3.2 UK Biobank Specific Provisions (Condition 43)

As the anchor tenant occupying the Ground, Mezzanine, and First Floors, UK Biobank is permitted extended operational windows to support its specific clinical and research requirements. These extended hours apply exclusively to UK Biobank and do not extend to operators on floors 3, 4, or 5.

Extended Servicing Windows:
Monday to Saturday: 07:00 - 20:00
Sundays & Bank Holidays: 07:00 - 18:00



3.3 Vehicle Restrictions & Mitigation

To mitigate acoustic impact during sensitive early-morning periods, the following vehicle restrictions are mandatory:

- *Early Window Restrictions:* Any deliveries or collections occurring before the standard 10:00 start time on Sundays and Bank Holidays must be serviced by transit-style courier vans only.
- *Heavy Vehicle Prohibition:* The use of articulated vehicles or HGVs is strictly prohibited during the extended early-morning windows (07:00-07:30 Mon-Sat and 07:00-10:00 Sundays/Bank Holidays).
- *Consolidation Strategy:* UK Biobank shall utilise offsite consolidation to minimise the total frequency of vehicle movements. All Sunday and Bank Holiday activity must be managed in accordance with the Deloitte Delivery Management Note (Jan 2024) and the Bruntwood Servicing Hours Report (September 2023, submitted as part of 138222/JO/2023).

4. Waste Management Strategy: Internal Arrangements

4.1 High-Specification Laboratory Design

The facility is engineered to Containment Level 2 (CL 2) standards. To support these operations, the base build incorporates increased floor-to-ceiling heights to house complex building services, enhanced mechanical ventilation for contaminant control, and a high-performance superstructure designed to minimise internal vibrations.

4.2 Dedicated Ground Floor Waste Storage

A specialised, independent waste store is situated on the ground floor, positioned to the north of the service yard. This facility is designed to serve as the central hub for all building waste before collection.

4.3 Segregation and Security Protocols

To ensure safety and compliance, the waste store is strictly partitioned into two distinct areas:

- *Laboratory Waste:* Dedicated space for specialised clinical or lab-related outputs.
- *Non-Hazardous Waste:* Separate provision for standard office and commercial refuse.



Each area features independent access points. Security is maintained through 24/7 CCTV monitoring and electronic access control to ensure only authorised personnel enter the storage zones.

4.4 Sustainability and Monitoring

Bruntwood, in collaboration with tenant customers, will actively drive recycling initiatives. This includes monitoring recycling rates and providing comprehensive educational materials to employees regarding proper waste segregation and the environmental benefits of high (and increasing) diversion rates.

4.5 Maintenance and Hygiene Standards

The waste storage environments are designed for rigorous upkeep:

- *Infrastructure:* Areas are well-lit and ventilated, featuring a water feed, easily cleanable floor surfaces, and integrated drainage systems.

- *Upkeep:* Management and tenants share responsibility for the cleanliness of the stores. This includes regular bin cleaning, scheduling professional deep cleans by ad-hoc contractors, and the timely replacement of any damaged waste receptacles.

5. Waste Management Strategy: Collections

5.1 Site Logistics and Vehicle Access

Detailed site layouts (as referenced in Appendix A and B) outline the designated collection points and the transit routes between storage and loading areas. Swept path analysis confirms that the service yard can safely accommodate large refuse collection vehicles.

5.2 Centralised Collection Point

All waste collections occur within the service yard, located to the west of the main building. This site is strategically placed in close proximity to the internal waste stores to streamline the transfer process.

5.3 Service Provider

It is envisaged that Fresh Start will be the appointed private contractor responsible for the removal of all waste streams from the site.

5.4 Collection Frequency and Scalability



Initial operational models are based on a weekly collection frequency with the collection taking place on a weekday. However, recognising the variable nature of laboratory and office outputs, this frequency will be reviewed post-occupation. Bruntwood and its customers will monitor actual waste volumes and adjust the schedule to ensure the service remains efficient and prevents overfilling.

5.5 Operative Responsibilities

To minimise the burden on building staff, private waste operatives will:

- Collect bins directly from the designated storage rooms.
- Transfer bins to the collection/loading vehicle.
- Immediately return all emptied containers to their respective storage points.

5.6 Amenity and Disturbance Control

As the building utilises private contractors, collection timings will be strictly managed and agreed upon in advance. This ensures that servicing occurs at optimal times to minimise noise or traffic disturbance to the local area and building occupants.

6. Management of Deliveries

6.1 Operational Responsibility & Coordination

As the anchor tenant, UK Biobank will take primary control of its own delivery logistics and within their dedicated goods in area. All deliveries must remain strictly in line with the site's planning conditions. To maintain site-wide oversight, the Bruntwood management team will be provided with a delivery schedule once the building becomes operational, ensuring that high-volume movements are coordinated with general estate activities.

6.2 Delivery Booking & Service Yard Management

To mitigate congestion and manage the impact on the local highway network, a formal delivery booking system will be implemented as the building reaches full operational capacity. This system will be overseen by a dedicated service yard operative, who will be responsible for:

- Scheduling arrival slots for large goods vehicles.
- Directing traffic within the service yard to ensure transient parking is used effectively.
- Supervising the offloading of transit materials into the designated goods-in area.

6.3 Small Parcels & Postal Services



A tiered approach will be adopted for smaller, personal, or courier-based deliveries to maintain security and keep communal areas clear:

- *Customer Suites:* Couriers with the appropriate security clearance may be permitted to deliver directly to customer suites.
- *Reception Protocol:* For standard deliveries, the reception host will notify the customer immediately upon arrival. To ensure a clear and professional environment, no parcels will be stored within the reception area; customers are required to collect items promptly.
- *Postal Hub:* Royal Mail will continue to utilise the BASE building as the central hub for all Manchester Science Park deliveries, maintaining a consolidated and efficient postal flow across the campus.

6.4 UK Biobank Liquid Nitrogen Tanks

UK Biobank will operate two dedicated 50l liquid nitrogen tanks that are located in the service yard, which are critical for the continuous cryogenic preservation of the millions of biological samples.

- *Contracted Supplier & Logistics:* UK Biobank will manage site access, ensuring deliveries adhere to specific service yard routing and scheduled windows. This coordination minimises traffic congestion and operational disturbance.
- *Safety Protocols:* Deliveries are conducted under strict UK Biobank supervision. To mitigate cryogenic hazards, temporary exclusion zones are established around the tanker and fill points during the offloading process.
- *Delivery Frequency:* Maximum of 12 delivered per month via articulated tankers during full capacity operations.

7. Servicing Management and Policies

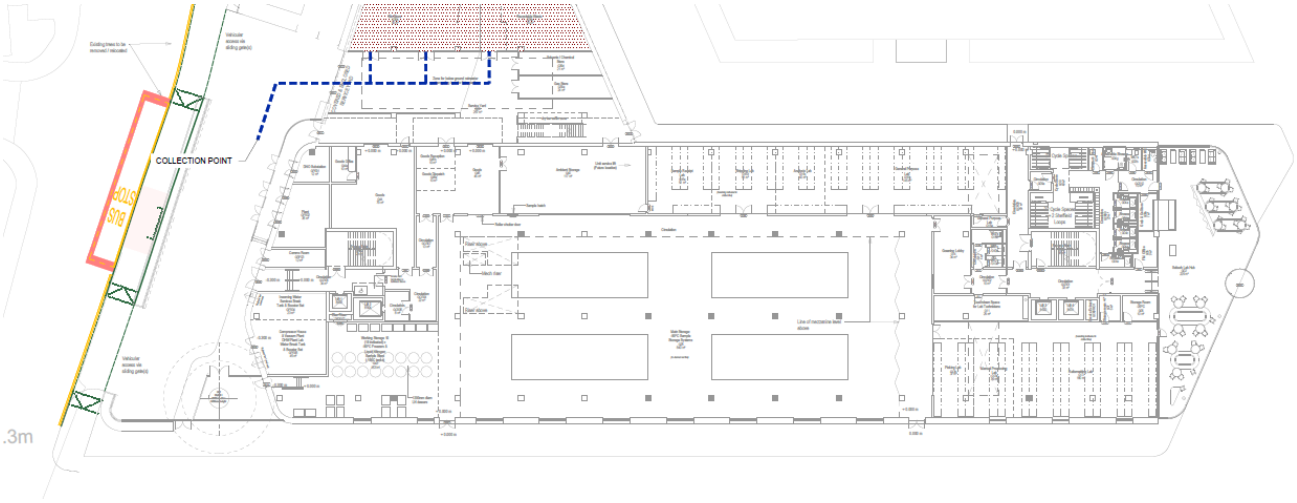
The Bruntwood SciTech Building Management team is currently preparing a Customer's Operational Handbook that includes the limitations and rules around arranging deliveries to the Greenheys building. This handbook will be circulated to customers prior to them occupying their lettable space.


bruntwood
SciTech



Appendix A

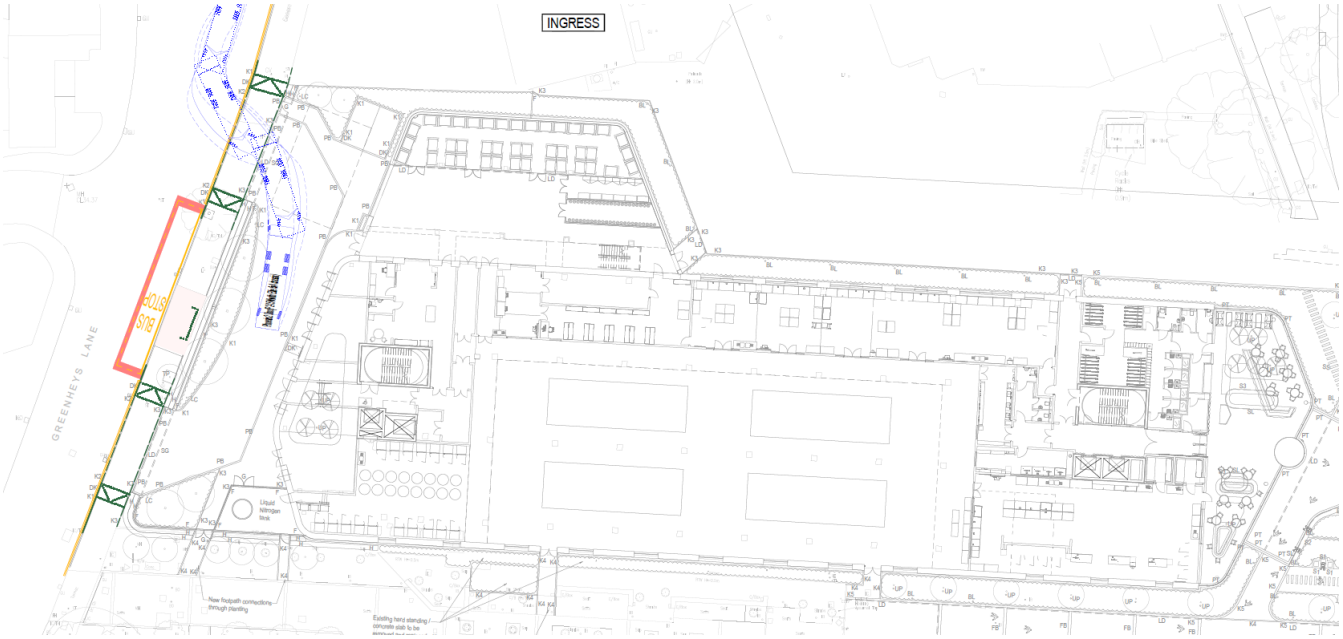
The below drawing provides details of the location and size of the waste stores, collection point and routes between the stores and the collection point.



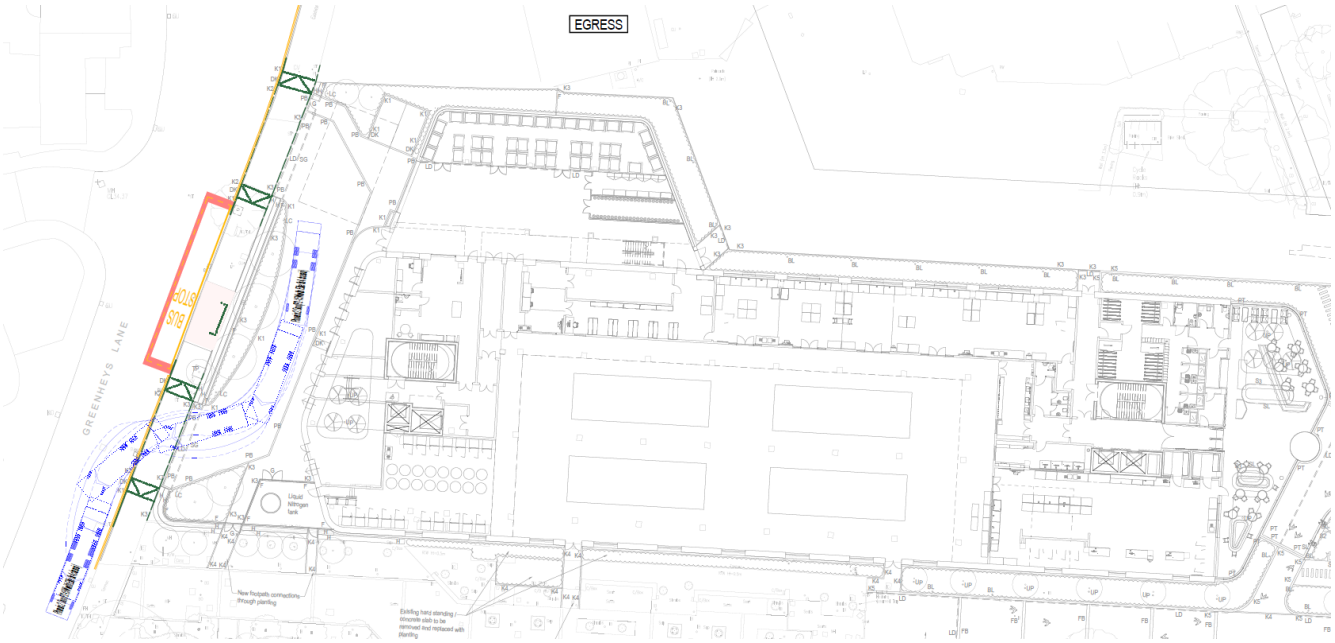


Appendix B

The below drawings provide the swept path analysis of a large refuse vehicle.



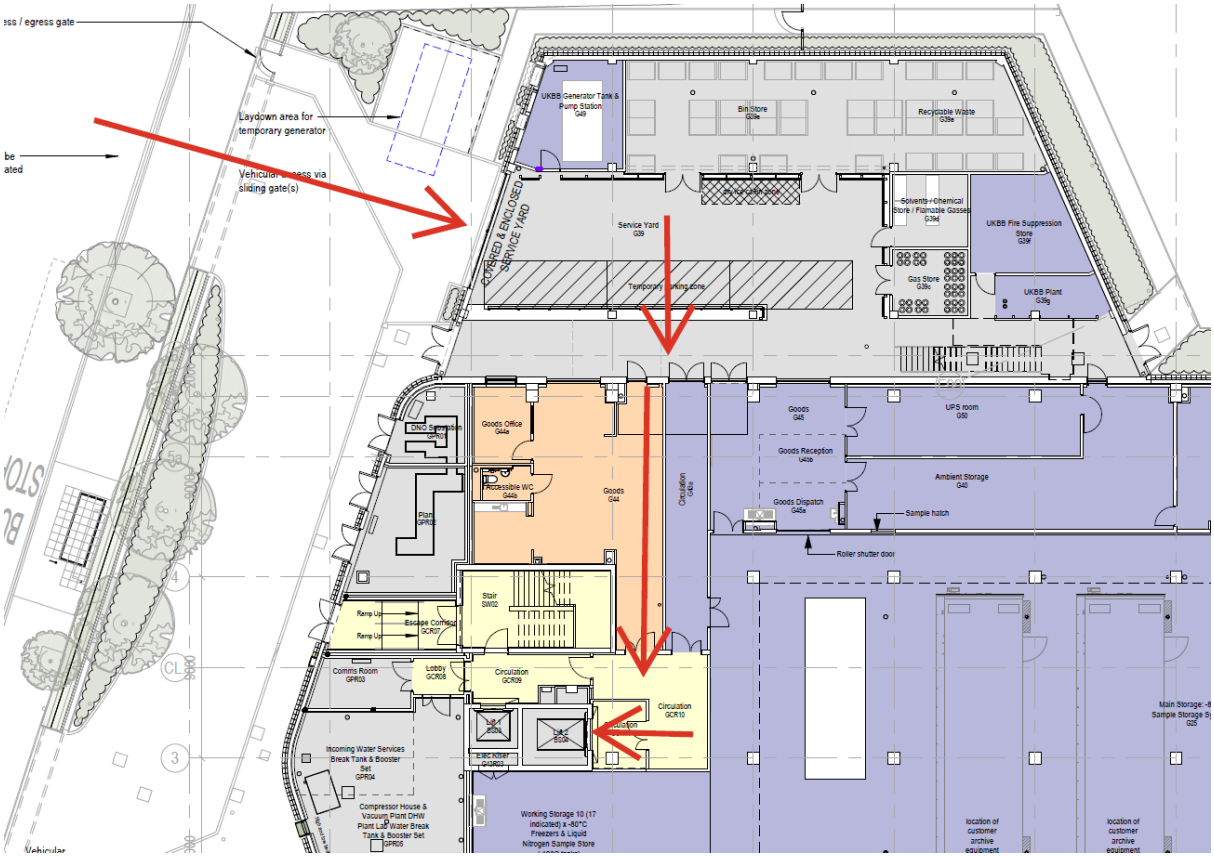




Appendix C

The below area shows the route into the dedicated service yard, goods area and goods lift.


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Laydown area for temporary generator
Vehicular access via sliding gate(s)
COVERED & ENCLOSED SERVICE YARD
UKBB Generator Tank & Pump Station G49
Bin Store G39e
Recyclable Waste G39e
Service Yard G39
Solvents+Chemical Store / Flamable Gasses G39d
UKBB Fire Suppression Store G39f
Gas Store G39c
UKBB Plant G39g
Temporary Parking Zone
Goods Office G44a
Goods G44
Goods G45
UPS room G50
Goods Reception G43b
Ambient Storage G40
Goods Dispatch G40a
Sample hatch
Roller shutter door
Accessible WC G44b
Circulation G43c
Stair SW02
Ramp Up
Escape Corridor GCR07
Comms Room GPR03
Lobby GCR08
Circulation GCR09
Circulation GCR10
Incoming Water Services Break Tank & Booster Set GPR04
Compressor House & Vacuum Plant DHW Plant Lab Water Break Tank & Booster Set GPR05
Working Storage 10 (17 indicated) x -80°C Freezers & Liquid Nitrogen Sample Store
location of customer archive equipment
location of customer archive equipment



Appendix D

Photos of the waste and logistic areas:

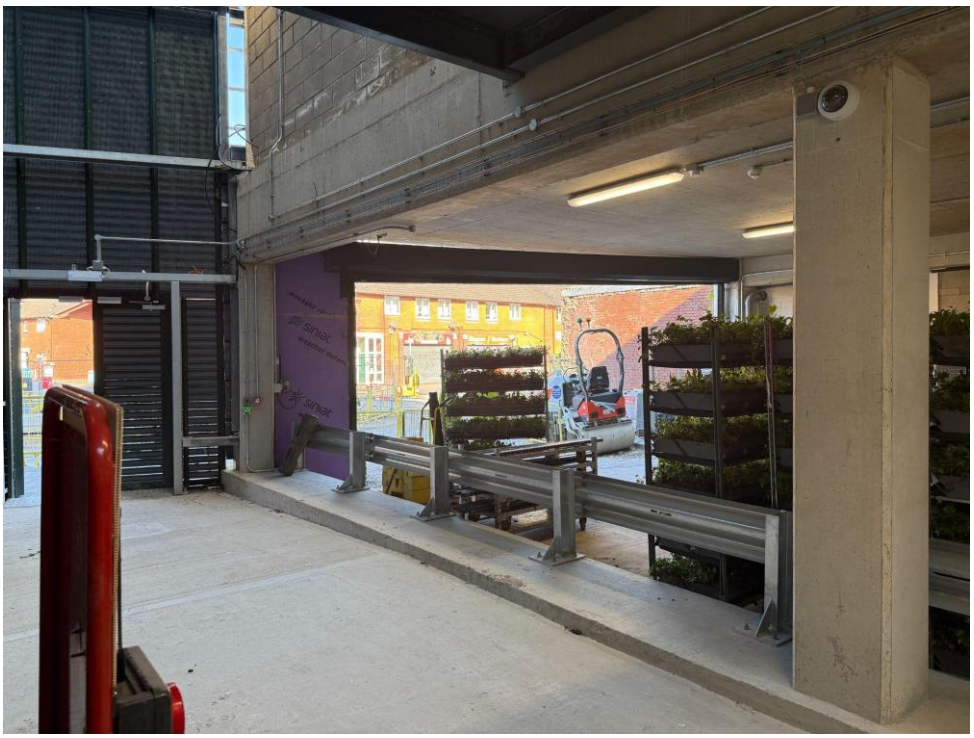


Image 1 - Covered service yard entrance towards Greenheys Lane. Showing vehicle access and pedestrian access.



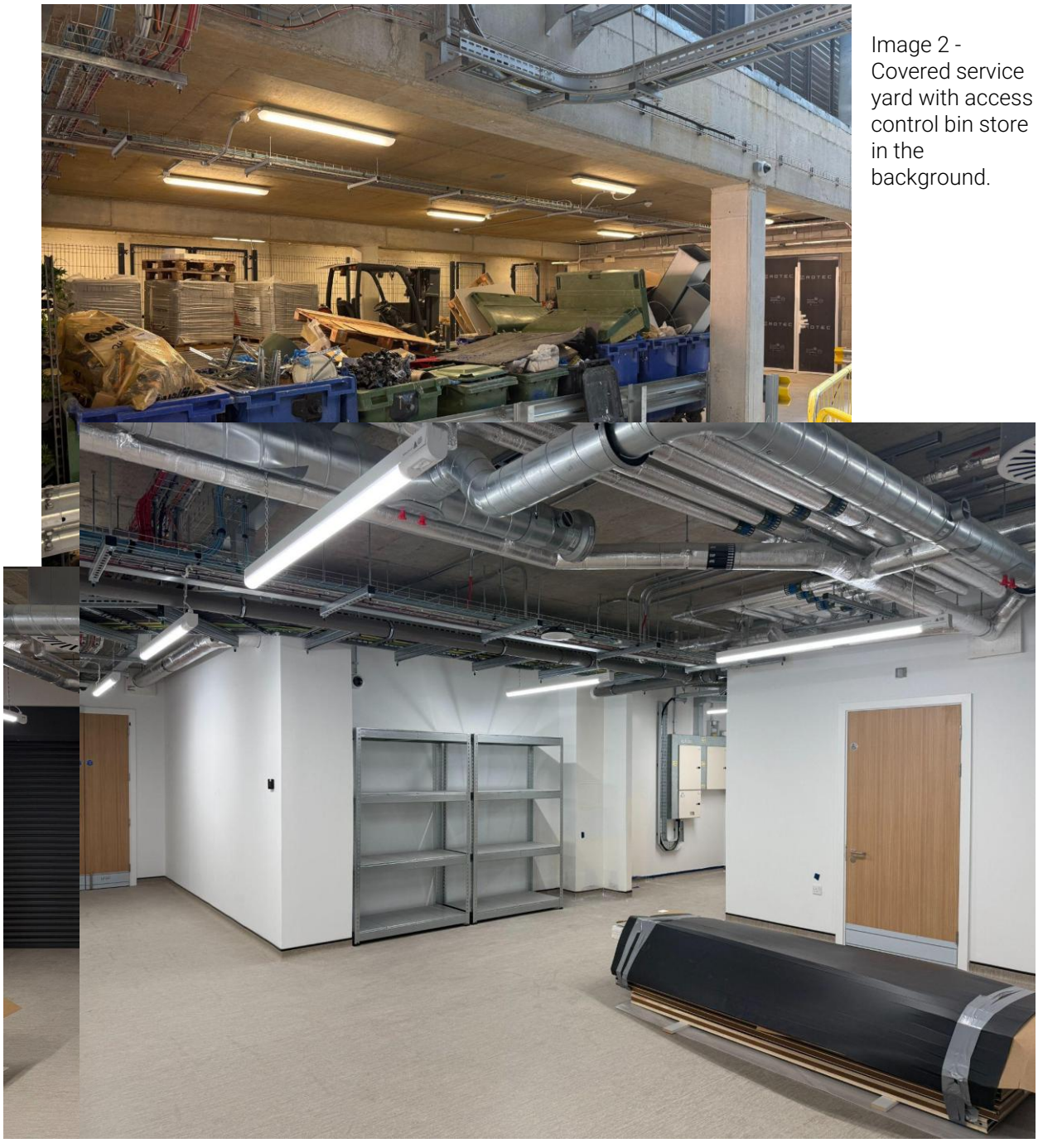
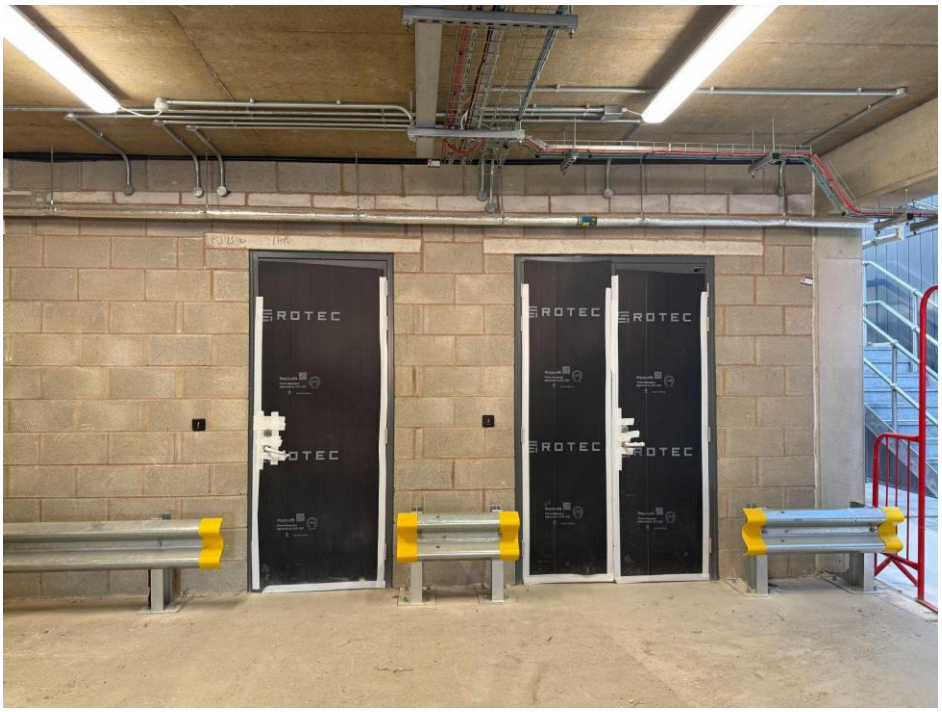


Image 2 - Covered service yard with access control bin store in the background.



Image 3 - Access to the gas bottle and solvent storage with access control





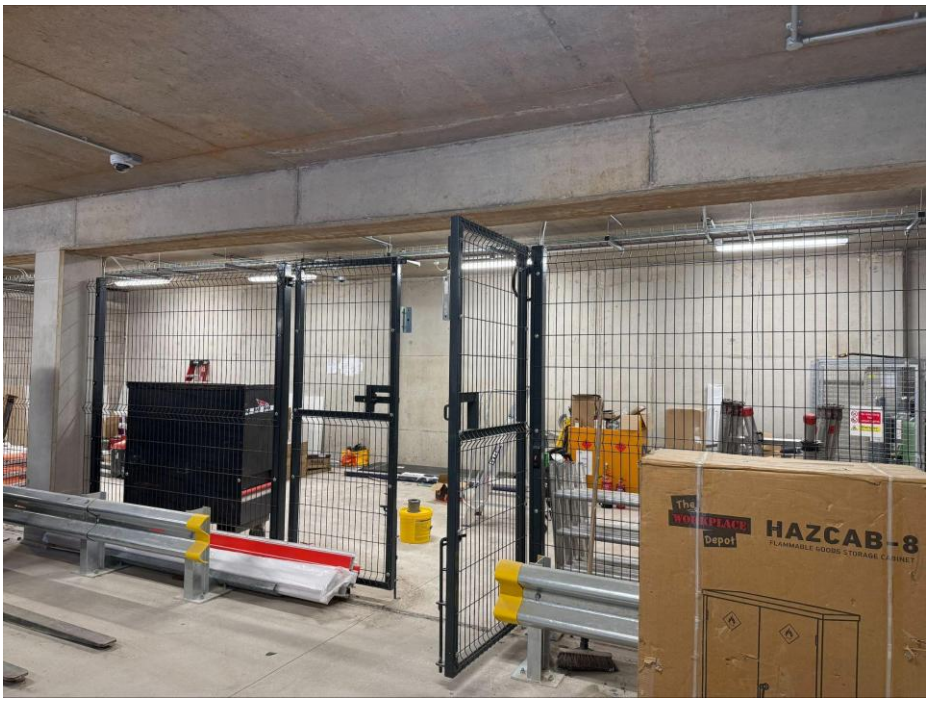


Image 4 - Bin store access with access control



Image 5 - Goods in area door and roller shutter

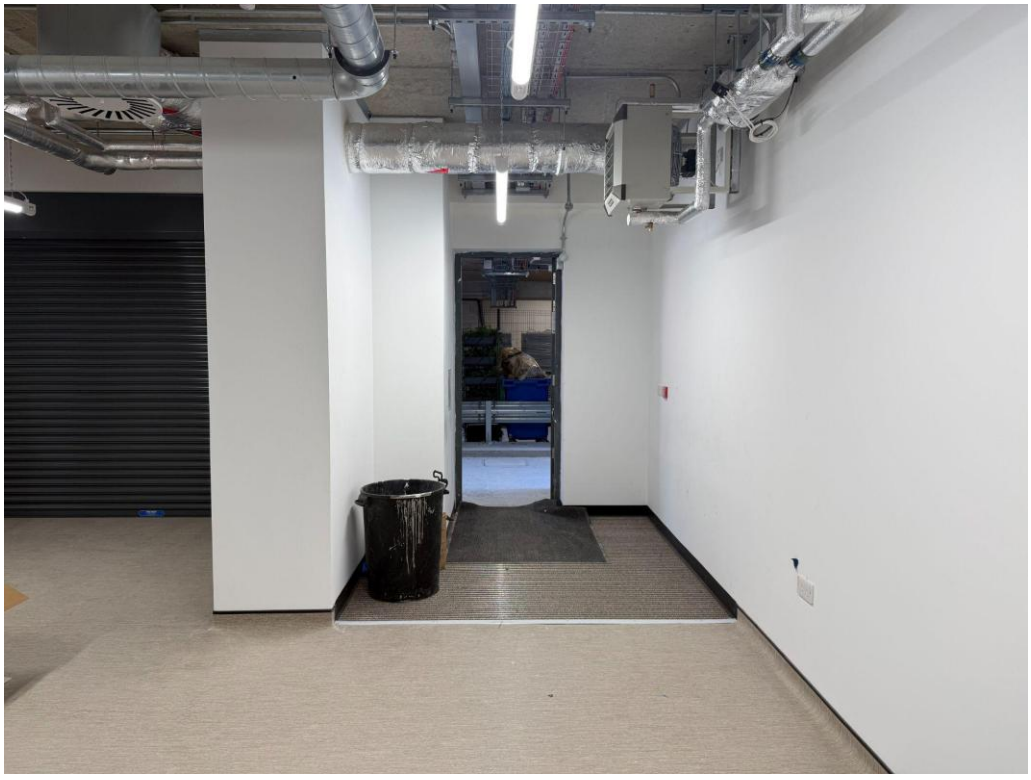






Image 6 - Dedicated goods in area



Image 7 - Goods lift

