

## **Delivery and Service Management Plan**

**Ground Floor Commercial Unit at Athena Apartments, 105-107 Pinner Road, Northwood, HA6 1BP**

### **Purpose of the Delivery and Service Management Plan**

This Delivery and Service Management Plan sets out the operational arrangements for managing deliveries, collections, servicing, and waste movements for a small office. It ensures that activities are safe, efficient, and minimise disruption to staff, neighbours, and the surrounding public realm. The plan supports good building management, sustainable operations, and compliance with local authority expectations.

### **Operational Context**

- Office size: Small office – 6 employees
- Usual Operating hours: 08:00–18:00, Monday to Friday
- Location: Ground Floor Commercial Unit at Athena Apartments, 105-107 Pinner Road, Northwood, HA6 1BP
- Access: One primary entrance for staff, visitors and deliveries on the corner of Pinner Road and Chestnut Avenue

### **Delivery Types**

- Mail and parcels: Royal Mail, courier services (e.g., DPD, DHL, UPS)
- Office supplies: Stationery, IT equipment, consumables
- Facilities services: Cleaning materials, maintenance contractors
- Waste and recycling collections: Local authority or private contractor

### **Delivery Hours**

To minimise disruption and avoid peak pedestrian/traffic periods:

- Standard delivery window: 09:30–16:30
- No deliveries during: 08:00–09:30 and 16:30–18:00
- Emergency/exception deliveries: Pre-arranged with building management

### **Delivery Booking and Control**

- All suppliers must book delivery slots in advance via email or online system.
- Reception or facilities staff maintain a delivery log recording:
  - Date/time
  - Supplier
  - Vehicle type
  - Purpose of visit
  - Unscheduled deliveries are discouraged and may be refused during peak hours.

### **Vehicle Access and Loading**

- Deliveries use the designated loading bay or nearest legal loading point.
- Drivers must switch off engines (anti-idling).
- No reversing manoeuvres across pedestrian routes unless supervised by staff.
- Trolleys or sack trucks used to minimise manual handling risks.

### **Servicing and Maintenance Management**

- Scheduled Servicing
- Regular services include:
  - Weekly cleaning contractors (evening)
  - IT and telecoms maintenance (when required)

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- Fire safety inspections (bi-annual)
- Waste collection (weekly)

All servicing is scheduled outside peak office hours where possible.

### **Contractor Management**

- Contractors must sign in at reception and follow building safety procedures.
- Works involving noise, dust, or disruption are restricted to early morning or evening.
- Risk assessments and method statements (RAMS) required for intrusive works.

### **Waste and Recycling Strategy**

- Waste Streams
  - General waste
  - Mixed recycling
  - Confidential waste e.g. secure shredding (when required)
  - IT/electrical waste (WEEE) (when required)

### **Storage and Collection**

- Waste stored in a secure internal bin store with access from the office and street.
- Collections scheduled weekly via private contractor. .
- Bins presented for collection only during designated collection windows to avoid street clutter.

### **Sustainability Measures**

- Paperless office practices encouraged.
- Reusable kitchenware provided to reduce single-use waste.
- Recycling signage displayed prominently.

### **Staff and Visitor Management**

- Access and Circulation
  - Staff, visitors and delivery personal use the main entrance only.
  - Delivery personnel use the service entrance where a.
  - Clear internal routes maintained to avoid conflict between staff and deliveries.

### **Communication**

- Staff informed of delivery protocols during induction.
- Signage provided at entrances to direct delivery drivers.

### **Health, Safety, and Risk Management**

- Key Measures
  - Manual handling training for relevant staff.
  - Anti-idling policy for all delivery vehicles.
  - Clear fire escape routes maintained at all times.
  - Regular review of risk assessments for delivery and servicing activities.
- Incident Reporting
  - Any incidents involving deliveries or servicing must be logged.
  - Building management reviews incidents monthly and updates procedures as needed.

### **Monitoring and Review**

- Performance Monitoring
  - Quarterly review of delivery volumes, waste output, and servicing efficiency.
  - Feedback from staff and neighbours considered.

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- Continuous Improvement
  - Adjust delivery windows or procedures if issues arise.
  - Explore consolidation opportunities (e.g., grouped deliveries) to reduce vehicle trips.

### **Contact Details**

- Office Manager: Jonathan Johns
- Reception/Delivery Contact: 02034119598
- Emergency Out-of-Hours Contact: 07745062474