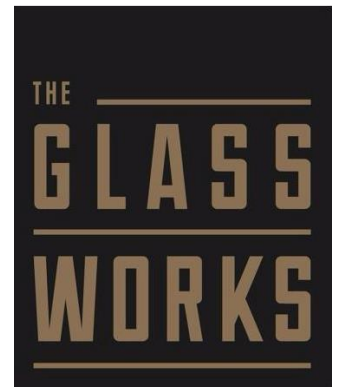




Service Yard Management Strategy

The Glass Works, Barnsley

This document describes how the basement service yard will be managed by the BMBC Glass Works management team.

Background

The Glass Works will be managed via a dedicated team based on site. The site team will comprise a range of skills but will primarily be tasked with delivering the safe management of all the different elements that make up the development. The site team will include a 24/7 control room which will act as the nerve centre for the development and will be where all life safety and security systems will be monitored from.

The service yard at the Glass Works forms part of the overall estate that the Landlord of the Glass Works is responsible for managing. The service yard and the service road linking it to Lambra Road, provides the means for deliveries to the Glass Works tenants to be made, for waste produced to be removed and for maintenance vehicles to gain access to the development.

The service yard is shown in Appendix A and comprises a number of elements. This document will identify and address any specific issues created by any of the individual elements.

The covered element of the service yard will operate from early in the morning (estimated at circa 5:00am but may vary to reflect user needs/requirements) and remain open until circa 9:00pm when service deliveries are expected to cease.

Operational Management

The following sections set out the key operational management strategies that will be adopted for each of the different elements comprising the Service Yard at the Glass Works. The strategies reflect best practice and are standard for developments similar to the Glass Works.

Service Road

The service road links the service yard to the highway network. Access from the service road to the service yard is controlled by way of a security gate. The gate is controlled from the 24/7 control room mentioned above and will be provided with both CCTV and voice communications. This will protect the overall security of the Glass Works and ensure that the site team are aware of all vehicles entering the service yard.

The gate will be kept closed except when permitting entry or exit by a vehicle. This will ensure that pedestrians, who have no logical reason to be in the service yard, will not be able to gain entry. Any pedestrians seeking to 'tailgate' a vehicle will be observed on the CCTV cameras and challenged by the security team.

It is accepted that the majority of service visits take place in the morning and this will be the time when the security gate will be at its busiest. The gate controlling access to the service yard is circa 100m from the junction with Lambra Road. This will provide potential capacity at busy times and reduces the risk of queuing vehicles backing up on to the highway. Although unlikely, if exceptional volumes of traffic were to occur at peak periods, the on-site Glass Works team would deploy a member of the security team to assist with the flow of vehicles into the service yard.

If a vehicle arrives at the security gate by mistake, i.e., if it has turned down the service road in error, the Glass Works site team will either grant access or will send a security officer to investigate. If access is granted the vehicle will be monitored on CCTV to ensure it leaves the service yard promptly.

All vehicles will be required to pre-book their service delivery arrival time. Frequency of deliveries will be monitored in order that the on-site management team can encourage occupiers to reduce the number of trips required and to be more efficient in their delivery scheduling. The booking system will be managed by the centre management team on behalf of the Landlord. Pre-booking will allow the management team to spread out the arrival of service vehicles to avoid congestion at peak demand periods. This information will also allow the centre management team to apply pressure to occupiers if they are found to be not adhering to the rules and regulations.

Service Yard Rules and Regulations

The following regulations will apply within the service yard.

General

- Once a delivery has been granted access to the site, they will proceed to the designated delivery location and will be met by members of the commercial operator's staff to complete the delivery.
- Commercial operators are encouraged to consolidate deliveries wherever possible such that the numbers of vehicles entering and exiting the service yard is minimised.
- The respective on-site retail management team will oversee all their own deliveries and manage the process having regard to service vehicles and other users who may be walking across the service yard.
- The servicing arrangements will also be included within the Tenant Handbook which is provided to all occupiers as part of their Welcome and Induction to the Glass Works.
- Staff will not be permitted to park in the service yard. Any vehicles parked which are not authorised, are liable to be removed or subject to other enforcement, which may involve a penalty charge.
- Any special deliveries to the site, such as cash collection or plant maintenance vehicles will need to be pre-arranged. The delivery time and duration will be agreed with the site management office to minimise the impact upon the routine daily servicing requirements of the development.

- Postal Deliveries – All mail will be delivered by Royal Mail directly to each commercial unit within their business hours. The occupiers will be responsible for their own outgoing mail and therefore each tenant will be required to make their own arrangements with regard to collection of post or either delivery to the nearest post box or alternatively the Post Office.
- Unit Fit Out Deliveries – Fit outs to vacant commercial units will need to be managed carefully. Deliveries of shopfitting and ultimately merchandising will need to be pre-booked through the on-site management team.

Drivers

- Any driver refusing to follow site regulations/act on instruction from the on-site management team will be asked to leave site immediately.
- Under no circumstances are drivers authorised to take a break whilst parked, including rest breaks taken in the cab or vehicle.
- Under no circumstances should vehicle engines be left running when vehicles are parked.
- Ensure that the reversing alarm is switched off before leaving the vehicle.

Externally facing Loading Bays

There are 5 loading bays at the entrance to the service yard. These bays provide the servicing route to the tenants in Blocks ZB and ZC, which comprise circa 2/3 of the Glass Works tenants. Service vehicles will manoeuvre in the uncovered section of the service yard and reverse into a loading bay. From here the goods being delivered will be taken to the tenant's unit. The 5 loading bays are covered by CCTV and monitored from the Glass Works control room.

Adjacent to the 5 loading bays is a Waste Management area, comprising a compactor and a storage area for refuse bins. Tenants will bring their waste to the refuse bins and sort their waste into general waste, paper, glass and cardboard. Once sorted the waste will be dealt with and managed by the Glass Works on-site team. The on-site team will organise for the waste and recyclable material to be collected as needed by its appointed contractors. Tenants staff will not be authorised to operate the compactor or any of the recycling equipment located in the service yard.

ZD Servicing Area

To access the ZD Servicing Area, the service vehicles enter the yard and proceed in a forward gear to the designated service area. Once the service delivery has been completed the service vehicle leaves in a forward gear and exits the service yard. The ZD Servicing Area is also covered by CCTV and monitored from the Glass Works control room.

Cheapside Servicing Area

To access the Cheapside Servicing Area service vehicles proceed beyond the ZD loading area. This area has restricted headroom and will be signed (*max headroom*) accordingly. This restriction will be notified to a tenant who will need to organise their service deliveries allowing for this constraint. The Cheapside Servicing Area is also covered by CCTV and monitored from the Glass Works control room.

Out of Hours Security

Roller shutters across the external elevation of the service yard will provide a protective perimeter to the covered section of the service yard out of operational hours. The shutters will be closed at the end of the trading day (*estimated at circa 9:00pm when deliveries are expected to cease*), and the shutters will be opened ahead of service vehicles arriving in the morning. The shutters will be controlled by the Glass Works control room or locally by a security officer.

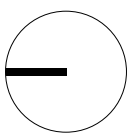
Operational Reviews

The management of the service yard will be reviewed by the Glass Works site team on a regular basis to ensure that the procedures put in place reflect best practice and provide the users with the level of service required.

Appendix A_Basement Service Yard

Notes:

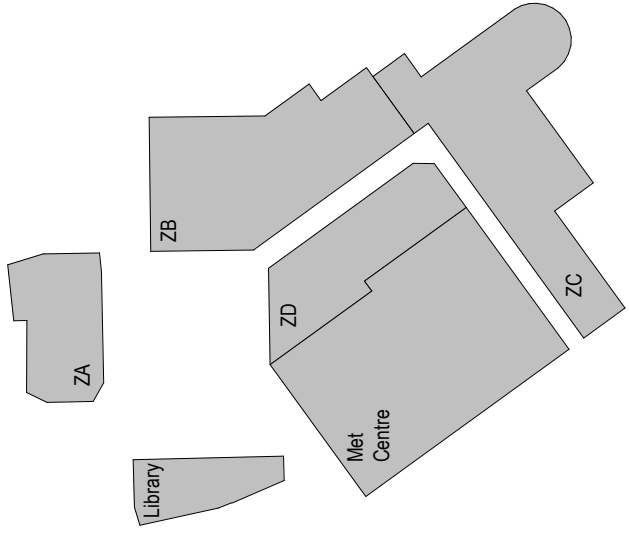
- This drawing is copyright [redacted] from this drawing.
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- All discrepancies on this drawing are to be reported to the architect.
- Do not modify any element of this drawing.
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- Not for sign, copy, print, etc.



0 1 5 10 15 25m
1:500 Scale @ A1
1:1000 Scale @ A3

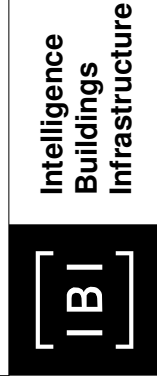
The following external model files are included within this drawing:

- Medium Shopping Unit (MSU)
- Shopping Unit (SU)
- Restaurant Unit (R)
- Leisure Cinema
- Leisure Other
- MSCP
- Ancillary
- Phase 2 Contract Boundary



Rev	Date	Revision Notes	Drawn	Review
P18	08/04/19	D4 - Issued for Contract	WL	EA
P17	03/04/19	Contract issue	MAH	EA
P16	07/01/19	Updated following RDT design development, showing	REB	AG
P15	11/12/18	SS - Suitable for Review and Comments	EA	SL
P14	31/01/18	Retail stores title revised	EA	SL
P13	31/01/18	Market Food Hall Stores Updated	EA	SL
P12	20/10/17	Basement Retail Storage note added	AG	EA
P11	27/09/17	D2 - Suitable for Tender	MH	EA
P10	12/09/17	Revision Notes		

Barnsley Metropolitan
Borough Council



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Project
The Glass Works, Barnsley

Drawing Title
Site Plan - Basement

UAS Number	UAS Created	PAS 1192 Status Code
50727	03/06/16	D4
Scale@A1/A3	Purpose	
1 : 500/1000	Contract	
Drawing Number	Revision	
BGW2-IBI-XX-BA-SP-A-G700-0001	P0 8	