

The Office Group Properties Ltd

(Henry Wood House House)

Operational Management Plan

Introduction

The Office Group ('TOG') is a large serviced and flexible office provider with over 40 buildings in London. TOG currently occupies multiple buildings within the City of Westminster, 2 of which are within a 5-minute walk of 2 Riding House Street. The applicant is therefore familiar with Westminster City Council policies and procedures currently in place.

1.1 - This statement has been prepared to support an application for full planning permission to refurbish the existing courtyard at Henry Wood House (located at 2 Riding House Street, London W1W 7FA) in connection with the Site's existing use as a flexible workspace and office. The document sets out the key details about the servicing of the premises and describes the control and management mechanisms to ensure effective running on a day-to-day basis whilst at the same time ensuring no amenity or other impacts occur.

1.2 - The lease holder of the site, The Office Group Properties Ltd, is bringing forward this application.

2.0 How this document will be used.

2.1 - The Applicant anticipates that this Operational Management Plan will be an approved document following the granting of any planning permission. This Operational Management Plan will be incorporated into The Office Group Building Logbook and suite of Training documents which include:

- Welcome Handbook,
- Health and Safety Procedures,
- Contractor site rules and,
- Building Operational Manual (of which this Servicing Management Statement forms part of).

2.2 - It is compulsory for all staff to undergo a TOG onboarding training, including several head office function training sessions (facilities, marketing, finance, I.T & Sales) as well as on site operational training and readiness.

3.0 Management Plan

This Section outlines the overarching measures and initiatives included within the Operational Management Plan covering the operation of the courtyard following the refurbishment.

Access and Entrances

3.1 - The principal access from the courtyard will be from Riding House Street, as per the existing situation. A new, secure access gate is proposed to be installed on this façade for improved security. The courtyard is also accessible from within the building as existing.

No change in the existing delivery and servicing arrangements are required to facilitate the courtyard improvements. Access to the existing servicing road to the east of the courtyard will not be affected by the proposals.

Parking Arrangements

It is proposed to provide high-quality bicycle parking spaces. This is an improvement on the existing provision of 44no. vertical cycle racks. It is proposed to provide 49no. bicycle parking spaces in total in the form of 41no. vertical storage spaces and 8no. Citihoop classics spaces. The bicycle parking spaces will be accessed by visitors and office occupiers from an entrance within the secure courtyard with an access control.

Site Plan





Existing access road to the east of the courtyard

Courtyard

It is proposed that the courtyard will be in use during standard operating hours and during events which are restricted to a 9pm finish.

Music will be played throughout the day at a maximum of = 65dB as specified within the TOG Standard Operating Procedure ('SOP').

The proposed lights will be controlled via a photocell and timeclock setup to operate until 21.00 hours.

Waste Management Strategy

No updates to the existing waste management strategy are required to facilitate the improvement of the courtyard.

Security

The pedestrian courtyard gate will be on access control to allow for pedestrian access from members arriving to and from the building. During hours, the on-site team will assist with any access requirements. Outside of office hours the access control system is monitored by a remote alarm receiving centre, utilising technology to monitor (CCTV, Access control, Audio) and manned security guarding visits to the property are frequent.

Additional landlord estate security is present 24/7, provided by Derwent London.

Cleaning

The courtyard will be well maintained under a contractual cleaning specification. This will include day to day cleaning, as well as periodic deep cleaning of surfaces.

Planting and landscaping will be well maintained under a contractual specification.

TOG commit to ensuring the building, including all external parts are well maintained.