

9 DELIVERIES AND SERVICING

The service areas operate a security barrier and are protected by shutters. The main service yard is located under the main section of the scheme and is accessed via Bridge Street. There are two smaller service yards that serve some tenants and are located on Minster Street and Yield Hall Lane.

Access is 24 hours and there is a vehicle height restriction of 4.1 metres.

The Oracle Management reserves the right to refuse access to the service area at any time of the day or when we have to evacuate staff into the service area during an alarm activation. In addition, access for emergency vehicles must be maintained at all times.

Service yards are for the loading and unloading of service and delivery vehicles only.

- Under no circumstances are drivers authorised to take a break whilst parked in the service yards including rest breaks taken in the cab or vehicle
- Loading and unloading of vehicles must be restricted to a maximum of 20 minutes
- Brand Partners are reminded that customers and visitors should not, under any circumstance be directed to the service yards
- Under no circumstances should vehicle engines be left running when vehicle is parked
- If circumstances arise where suitable bays are unavailable, vehicles will be directed to drive out the exit and back to the entrance, by which time in most circumstances, a bay should be available
- All goods must be removed from the service area, goods lifts and service corridors as soon as possible
- Pallets must also be taken into the unit or taken away by the delivery company

Staff will not be permitted to park their vehicles in the service area. Any unauthorised vehicles parked in the service areas will be ticketed and blocked from entering Oracle property in the future by use of number plate recognition.

Deliveries/Movement of Stock

- Deliveries should be made to an appropriate location for your unit
- Deliveries should not be made through the Malls or Riverside
- Occasionally there may be operational requirements to move stock/waste across the Malls/Riverside during trading hours. This could be because a unit does not have a rear door or any other access to the Service Yard. Any movement of stock/waste of this kind must be under the express permission of the Retail Business Manag