

To: Jordan Hayes
Subject: Thames Tower- Service delivery statement- JLL Building Management

Here is an updated exert taking directly from our occupiers handbook which states that delivery times, particularly for our retail units, will be pre-determined to allow the free flow of deliveries and will not block the exit from the NCP car park on Garrard Street.

Our security team will manage the process and provide our tenants with time slots for ad-hoc deliveries which we are made aware of and pre-determined time slots for our 2 retails units.

Goods In/Allocated Delivery Times

- 1 Regular suppliers i.e. restaurant/ retail weekly deliveries are allocated a strict delivery time. Delivery time is the start of a 30 minutes "window" (or multiple thereof) which enables the driver to offload/collect a consignment to/from a loading area area. Such allocations are to be agreed with the occupiers. This relates to all occupiers within the building.
- 2 Our retail units will be allocated time slots throughout the week in ensure there is not a build-up of larger vehicles delivering to site at one time. I.e. Unit 1 to be allocated between 0700- 0900 and Unit 2 to be allocated 0900- 1100 Mon- Tues and Unit 1 to be allocated between 0900- 1100 and Unit 2 to be allocated 0700- 0800 Weds- Fri. This will ensure free flow of traffic and equally fair time slots throughout the working week. Weekend deliveries will be agreed once both units are in occupation.
- 3 To aid in free flow a schedule of fixed pre-arranged booking slots will be provided to the building security staff on a weekly basis by all occupiers. In addition an updated list with short notice requirements will be provided on a daily basis. Details of the list will be available to tenants on request.
- 4 Any occupiers having deliveries to the building made by vehicles (excluding bicycles) must obtain an allocated delivery time. This can be done by contacting Reception directly, who will be able to allocate you a delivery time. Occupiers must supply a contact name and telephone number for all pre-arranged deliveries/collections. The contact will be notified when goods/deliveries arrive. Any deliveries arriving without a pre-arranged booking time may be liable to be turned away. The reception team will be responsible for allocating delivery times and compiling the daily delivery schedule. Before requesting short notice bookings, occupiers must liaise with Reception to ensure that the loading bay will be free to accommodate deliveries.
- 5 Every endeavour will be made by reception/security to accommodate emergency deliveries.
- 6 Occupiers will be informed of deliveries that miss an agreed booking time due to traffic delays or any other such reason outside their control that may have to return for the next available delivery time, every endeavour will be made to accommodate the delivery as quickly as possible but this cannot be guaranteed. (Please see para 6)
- 7 Occupiers and fit out contractors must advise suppliers of the importance of adhering to the specified delivery times, as it will not be possible to allow vehicles to queue/wait in the confined goods in area. The building management team will be informed of any contractor who regularly misses their scheduled delivery time. Any delivery/collection overrunning its allocated time which could cause delays to other deliveries may be requested to complete their delivery at a later time/date. We are hopeful that through good management and occupier co-operation that this will not occur.
- 8 The security team is responsible for ensuring clear and safe access and egress is maintained to the loading bay area to ensure all other users may safely use the loading bay and accesses the refuse services provided.

Hope this helps and closes out the outstanding planning condition.

Kind Regards,

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Thames Tower, Reading



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