Operational and Environmental Management Plan

Prepared for planning submission

Units 5 and 5a, 83-95 Hainault Road, Romford RM5 3AH
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Ground floor and associated application land only. The first floor is excluded.

1 Business and responsibility

This plan sets out the proposed controls for Bestway Motorcycles at the ground floor of Units 5 and 5a. A director will be responsible for implementation, staff instruction, bookings, housekeeping and complaint investigation. The first floor will not be used for the business, storage, offices, staff facilities or customers under this application.

Parameter	Proposed limit or activity
Staff	Five: three mechanics and two directors.
Work positions	Four service positions and one motorcycle MOT inspection area.
Motorcycle positions	Nine indoors: four showroom, four servicing and one MOT. No additional outside or stock-room motorcycle holding.
Hours	Monday-Friday 09:00-19:00; Saturday 09:00-17:00; Sunday closed. Public holidays follow the corresponding weekday or Saturday limit; Sunday closed.
Typical daily activity	10-20 service motorcycles; 3-6 hire handovers; 2-4 supplier deliveries.
MOT and sales	Bookings to include MOT-only visits and sales attendance, within the nine indoor positions and two allocated car spaces.

Booking and capacity

The director will coordinate service arrivals, MOT appointments, collections and supplier slots. No appointment will be accepted where the nine indoor motorcycle positions are fully occupied or clear access cannot be maintained. Bikes on ramps and in the MOT bay are included in that limit. Staff and visitors' cars must be managed within the two dedicated forecourt spaces and the appointment controls in this plan.

Reception is the customer arrival point. Staff will control workshop access. The circulation space, customer route, doors and exits will remain free of stock, parts, pallets and waste. No activity, stock or display may be transferred to the excluded first floor as a means of overcoming a ground-floor capacity problem.

2 Working noise and security

Indoor activities

All repairs, powered-tool work, servicing, diagnostics and MOT testing will be carried out indoors. The forecourt provides two car-parking spaces and access; it will not be used for motorcycle display, storage, parking or workshop operations. No outdoor repair, static engine testing, tuning demonstration or unnecessary revving will take place. Engines will be stopped when not needed for a necessary movement or inspection.

Doors equipment and ventilation

Workshop doors will be closed during powered-tool work, stationary engine testing and other noisy operations, except for necessary passage. Suitable exhaust capture and adequate ventilation will be provided for that operating arrangement before engine testing begins. Doors will not be propped open as the routine means of removing workshop exhaust.

Compressors, lifts, brake-testing equipment and tools will be located internally, maintained and isolated as necessary to minimise structure-borne vibration and airborne sound. Equipment will not be fixed in a way that creates avoidable transmission to adjacent or upper-floor accommodation. No external compressor or ventilation plant is proposed. Loud music or amplified sound will not be directed outside.

Protection of other occupiers

Activity will not obstruct shared access, neighbouring entrances, retained escape routes or any independent route serving the excluded first floor. Noise and vibration controls apply to all other occupiers, including those above, irrespective of whether their accommodation is within the application.

Security lighting and complaints

CCTV and any external lighting will be arranged to avoid unnecessary intrusion and glare. A director will keep a complaints log recording the date, time, relevant activity, investigation and response. Complaints will normally be acknowledged within two working days, with corrective action recorded. Recurring problems will trigger a review of bookings, working practices and plant or door controls.

Staff will be inducted in the approved hours, capacity limits, display boundary, spill procedures and complaint arrangements. The plan and any planning conditions will be kept available at reception. This plan is an operational control document; it does not predict sound levels or replace an acoustic assessment.

3 Waste materials and spill prevention

Waste separation

Material	Management arrangement
General refuse and recycling	Separate suitable lidded containers; regular collection; no accumulation in circulation space.
Oils and service fluids	Compatible closed labelled containers with suitable secondary containment, on a sound impermeable surface away from drains.
Filters oily rags and absorbents	Dedicated suitable closed containers; appropriate classification and specialist disposal.
Tyres and scrap parts	Secure segregated storage, with collections before quantities obstruct operations or create a fire risk.
Batteries	Appropriate segregated storage; damaged-battery procedure; specialist collection and fire-risk review.

Storage and collection

Waste will be held in designated segregated containers within the ground-floor parts and storage accommodation, clear of the MOT bay, reception, access and fire routes. Oils and service fluids will have secondary containment; batteries and incompatible materials will be separated. The rear store will hold dry parts and equipment only unless its construction and containment are suitable for the particular waste. No external bin compound is proposed.

Appropriate authorised waste contractors and facilities will be used and the relevant transfer or hazardous-waste documentation retained. Collections will use the agreed access and loading arrangements within operating hours. No waste will be burned or left on the highway or shared access road.

Spill and drainage controls

Keep suitable spill kits near working and storage areas. Staff will stop a release where safe, protect drains, contain and collect the spill, arrange appropriate disposal and record the incident. The director will inspect the floor, containers, containment and drainage protections regularly and repair defects promptly.

No oils, fuel residues, detergents or contaminated water will be discharged to surface-water drains or the ground. No outdoor washing is proposed. Any trade-effluent arrangement requires the relevant drainage design and consent. Fuel, aerosols, cleaning products and batteries will be managed through the detailed workplace and fire-risk arrangements; no bulk fuel sales or spray painting is included.