

# INTERNAL OPERATIONAL PROCEDURE

## FFS Furniture Collection and Deliveries

### Purpose

This document outlines the process for requesting items to be delivered or removed from Piccadilly and any of the London sites through our furniture storage provider FFS. Responsibilities are clearly listed to ensure best practise and reducing workload of other teams are met.

### Responsibilities

| Responsible for carrying out actions every day  | Responsible for checking actions have been carried out correctly  | Overall Accountability                 |
|---|---|--|
| All F&M Floor Managers, All Restaurant Managers, all VM Team, All Project Managers, Property/Facilities Managers, all Goods-In Team, Buying Team, Merchandising | All F&M Floor Managers, All Restaurant Managers, all VM Team, All Project Managers, Property/Facilities Managers, all Goods-In Team, Buying Team, Merchandising | HO Property, DO Retail, HO Hospitality |

### General

Furniture and any other items that are required to be removed from our building or delivered from storage to our building must follow the new process set out below. FFS will be on-site each **Thursday** and will co-ordinate all requests whether they are deliveries or collections on this day each week. For projects works such as Christmas Peak, FFS will provide extra dates and work with managers and project managers accordingly. Urgent requests for deliveries will be assessed by FFS.

Piccadilly, REX and St Pancras do not have any storage facility and therefore furniture/items that are required to be removed from any of the FOH floors, should be planned in for each **Thursday**. Furniture/items must only be left in the clearly marked areas in the hubs on 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> floors. Please leave furniture/items on the Wednesday ready for Thursday collection. Anything that is left outside these areas will impede the working environment for our Goods-In team whose priority is to ensure stock is brought up to our floors. Items must *never* be left outside the VM room as this is a fire exit corridor which must be kept clear at all times to keep us all safe.

### Collections from site – to arrange for a collection of furniture or other item/s for storage with FFS:

- Please complete the FFS collection form which can be found [www.FFSfortnum.com](http://www.FFSfortnum.com) and include item description, photo of item, site location and all other relevant information as requested on the form. All small items **MUST** be wrapped/boxed and labelled
- Once completed, please send the form to FFS directly [warehouse@ffs-limited.co.uk](mailto:warehouse@ffs-limited.co.uk)
- Cut off time for the Thursday collection will be 12noon on the Wednesday
- Broken or damaged items should not be sent to FFS – Please log on ProNett for a removal or repair
- **Rejections – Items not labelled or wrapped/boxed (if appropriate) will be rejected by FFS and not collected**
- **Our ELY warehouse should never receive any furniture items**

### Deliveries to site – to request furniture or other items from our storage facility with FFS to be delivered to site:

- Please go to the new website [www.FFSfortnum.com](http://www.FFSfortnum.com) and either set up your own login and password or simply sign in as a guest using password [ffsfort](#)
- The website is like a shopping page and you simply need to search for an item and add to your basket. You will receive an email confirmation of your delivery request
- Number of items in stock will not be shown. You can choose number of items by using the counter dropdown
- When you check out, you will be asked to complete contact and delivery address details. FFS can deliver directly to a floor; please specify clearly in the 'special instructions' section/using the drop down option on the address page to specify a floor. If your delivery is related to a specific project, please input project name in the special instructions section, so they can be grouped with other deliveries for the same project.
- Your items will be delivered on the nearest **Thursday**

|                               |                           |                                     |
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- Our Goods-In Team will sign the delivery docket for items being delivered. FFS will email you directly when delivery has been successful. Our BI Warehouse area is not for storage and items delivered here must be removed on the same day if they have not been taken to a specific area/floor
- Larger items will need to be delivered directly to the floor it is destined for
- For deliveries to REX or St Pancras, the requesting manager must be present to accept the delivery and sign the docket

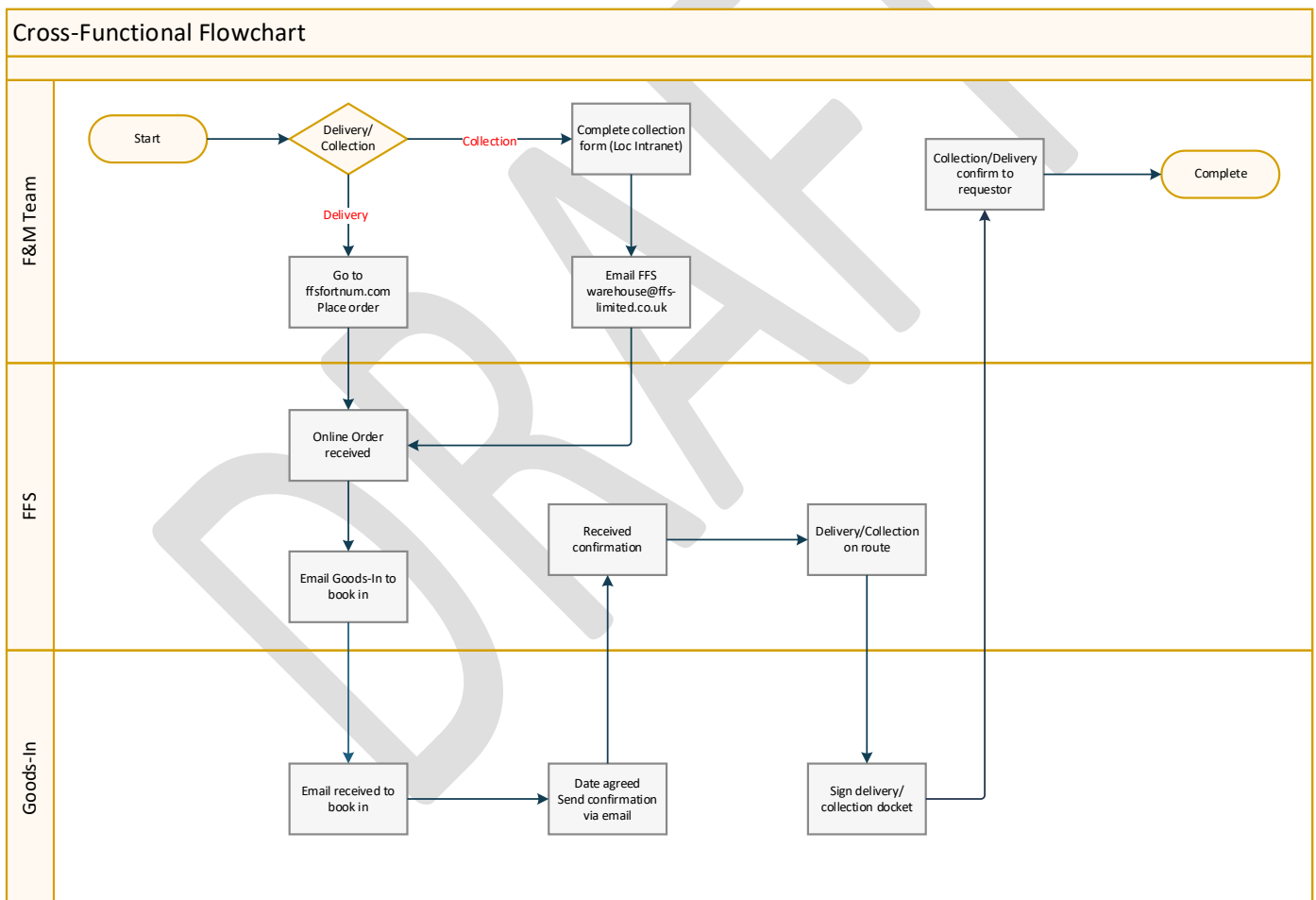
**Project Works / Peak requests will be carried out on agreed dates with FFS and the Project Managers:**

- Please use the FFS website to request any deliveries as normal [www.FFSfortnum.com](http://www.FFSfortnum.com)
- Please follow the collections process above
- For large items such as Gondola's and Roundel removals and deliveries, please consider if these require additional resource such as GCS to assist with lifting and shifting. Please schedule this in with the appropriate Project Team member

**Queries**

- For all delivery and collection queries, please contact FFS via email [warehouse@ffs-limited.co.uk](mailto:warehouse@ffs-limited.co.uk)

**PROCESS MAP**



|                               |                           |                                     |
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