

### APPENDIX 3: DESCRIPTION OF BUSINESS OPERATIONS

The following table provides further details on the processes and operations which take place as part of the Paragon Business. More particularly, additional explanation information is set out in response to specific questions raised by the Council's Planning Officer identified as part of pre-application discussions.

Topic on which Cherwell Council Requested Further Information	Paragon's Description of Operation and Processes
<p>Processes and operations that take place on site and how average times vehicles remain on site.</p>	<p>The business processes vehicles on behalf of its clients who are primarily vehicle manufacturers. The fleets we manage are defined as captive fleets which are company car and demonstrator programmes – To follow a vehicle through its life with us the following activities take place:</p> <ul style="list-style-type: none"> <li>• Client account teams order vehicle in accordance with agreed fleet rotation;</li> <li>• Car received from manufacturer;</li> <li>• Account teams register the car and instruct the workshop to prepare the car (Pre delivery inspection);</li> <li>• Workshop spend between 1 and 4 hours preparing the car dependent upon programme plus carrying out any mechanical or bodywork required. The level of work can range from a standard pre delivery inspection taking in the region of 1.5 hours where all transport identification stickers are removed, plus level checks and valet are completed to full safety checks where recall campaign work, warranty and enhancement work is carried out. The latter can take up to 4 hours where the highest level of mechanical expertise is required.</li> <li>• Account teams receive instructions for delivery of the car to either an employee or an individual who would be test driving the vehicle as part of a demonstrator programme;</li> <li>• Valeting takes place which again dependent on the programme consumes between 1hour and 2 hours labour per unit;</li> <li>• Logistics team arrange for the delivery of the car to the end user;</li> <li>• In the case of demonstrator programmes the account team arrange for collection and return to Upper Heyford after the demonstration period;</li> <li>• Logistics collect the car;</li> <li>• Upon return the vehicle is inspected and any work required carried out;</li> <li>• New booking taken and the vehicle goes through the same cycle;</li> <li>• At the end of the life of the car within the company car and demonstrator programmes it will be refurbished to the manufacturers sale standard which could entail body or mechanical work plus valeting. To meet the standards required for sale the preparation time is on average 15 days. The car will then be temporarily retained on site prior to sale;</li> <li>• Account teams will in liaison with the manufacturer arrange for delivery of the car to the purchaser (usually a dealer); and</li> </ul>

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	<ul style="list-style-type: none"> <li>Logistics arrange delivery.</li> </ul> <p>On average 600 cars are processed daily through the various workshops which results in the region of 250 cars being available for either delivery on a demonstrator programme or for sale.</p> <p>On the basis of circa 9,000 vehicles on site and 250 available cars a day the average time on site for any unit is 32 days.</p>
Proportion / numbers of vehicles subject to different programmes and processes.	<p>In view of the above process cycle and the fact that all manufacturers wish to demonstrate their full range of product and the various derivatives, the number of vehicles on site can be broken down as follows:</p> <ul style="list-style-type: none"> <li>1,500 (17%) are new cars that have been delivered to support either the company car or demonstrator programmes. Company car programmes are the provision of cars to a manufacturers staff which are usually used for a period of up to six months and then the car is refurbished to agreed standards and is subsequently sold to one of the manufacturers dealers to support used car programmes. Demonstrator vehicles are provided to press, celebrities and large fleet buyers where the manufacturer wishes to both promote their produce and encourage purchase from fleet buyers.</li> <li>2,000 (22%) are demonstrators;</li> <li>2,500 (28%) to support company car programmes; and</li> <li>Circa 3,000 (37%) available for sale.</li> </ul>
Where cars originate from and where they go after processing.	<p>The new cars are delivered to us by the manufacturers who we support, they are:</p> <ul style="list-style-type: none"> <li>Volkswagen;</li> <li>Audi;</li> <li>Mazda;</li> <li>Nissan;</li> <li>Renault;</li> <li>Seat;</li> <li>Alfa Romeo</li> <li>BMW</li> <li>Skoda; and</li> </ul>

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	<ul style="list-style-type: none"><li data-bbox="539 389 808 416">• Volkswagen Commercial.</li></ul> <p data-bbox="539 432 2112 485">At the end of the time we are responsible for the vehicles following returning them to the agreed standard they are sold by the manufacturer and delivered by us to the points of sale, primarily dealerships.</p>

