

DHL Limited

Island Road West, Reading

Delivery and Servicing Management Plan

February 2019

Contents

1	INTRODUCTION	1
	Introduction to DHL.....	1
	Introduction to the Site	1
	Planning Background.....	2
	Objectives of the DSMP.....	2
2	THE SERVICING ARRANGEMENT	3
	Within the Site	3
	Delivery Process	3
	Management of the Servicing Area	3
	Delivery Timing Communication & Method	4
	Delivery to Proposed DHL Urban Logistics Centre	5
	Deliveries from DHL onwards to Customers	6
	Collections from Customers to DHL	7
	Collections from Proposed DHL Urban Logistics Centre.....	8
3	MEASURES AND INITIATIVES	9
	Good Neighbour and Operational Safety Practices.	9
4	KEY FEATURES OF THE SERVICING MANAGEMENT PLAN.....	11
	Refuse	11
5	MONITORING AND REVIEW	12
6	SUMMARY AND CONCLUSION.....	13

Figures

- Figure 1 - Strategic Site Location
Figure 2 - Local Site Location

Appendices

- Appendix A - Site Layout Plan

Drawings

- Drawing 162626/AT/A01
Drawing 162626/AT/A02

1 INTRODUCTION

- 1.1 Vectos is retained by DHL Limited to provide transport and highways advice in relation to the proposed development to the west of Island Road, Reading. Unit 1, is due to be occupied by DHL and therefore this specific Delivery & Servicing Management Plan (DSMP) has been prepared prior to occupation in Spring 2019.

Introduction to DHL

- 1.2 DHL are the world's leading transport and logistics company which connects goods and people. Across the world DHL implement innovative ways of working to create an efficient and sustainable logistics service to their customers.
- 1.3 DHL are committed to continual improvements to their logistics operations through the introduction of a range of measures over time including more efficient supply chains and introducing new technologies.
- 1.4 As background information on DHL's investment in innovation, DHL operate an innovation centre which provides a central platform where customers and business stakeholders can engage with DHL experts on innovation-related topics and issues. Its core mission is to:
- Demonstrate DHL's innovation capabilities and logistics solutions portfolio;
 - Build thought leadership through trend research (DHL Trend Research);
 - Engage customers, partners, and business leads on innovation topics through a portfolio of events, briefings, and workshops (Customer Innovation Workshops, Special events).
- 1.5 As a result, while this document provides a basis for the operation of the site in Reading the business will continue to introduce innovation to improve the efficiency of the business and as such this document is an evolving document and will continue to be developed as the operational aspects of the development are progressed.

Introduction to the Site

- 1.6 Unit 1 is intended to be occupied by DHL for an urban logistics centre. A plan of the layout can be viewed at **Appendix A**. This unit is bound by Island Road to the south, the River Kennet to the north, a site known as The Evander Site to the east and a private access road to the west.

- 1.7 The strategic location of the site is shown in **Figure 1**, while the site's location with respect to the local area is shown in **Figure 2**.

Planning Background

- 1.8 Planning consent (Planning Ref: 170444) was granted in October 2017 for the following development:

Erection of two no. employment buildings (B1c, B2 and B8 Use Classes) totalling 11,067sqm (GIA) including ancillary offices and structures, servicing areas and access roads, car parking and landscaping.

- 1.9 In accordance with the Decision Notice there were a number of planning conditions associated with the consented planning application. Planning Condition 21 specifically related to the Delivery and Servicing Management Plan and is set out below:

Prior to occupation of each unit details on the management of delivery and servicing vehicles accessing the development site and the anticipated number of vehicle trips associated with delivery and servicing vehicles for that unit shall be submitted to the Local Planning Authority for approval in writing. Thereafter deliveries and servicing will be carried out for each unit in accordance with the approved details.

Objectives of the DSMP

- 1.10 The plan will manage deliveries and servicing to the premises in order to ensure the successful operation of the servicing (including refuse storage and collection) associated with DHL's operation. Effective management will ensure that the potential for vehicle conflicts is avoided and that the proposals have the minimum impact on both the surrounding highway and pedestrian network.

2 THE SERVICING ARRANGEMENT

Within the Site

- 2.1 The proposed servicing and refuse collection arrangement will be undertaken within the Servicing Area to the north east of the unit, with access provided from an internal carriageway, off Island Road. All servicing will be undertaken within the site.
- 2.2 The service yard will be accessed by an access road that travels north from Island Road to the west of the site and accesses the yard along the northern perimeter. The access yard has been designed to accommodate all vehicles up to a 16.5m Articulated vehicle.
- 2.3 Swept path analysis of the access has been undertaken and is set out within **Drawing 162626/AT/A01** and **Drawing 162626/AT/A02**.

Delivery Process

- 2.4 All employees and drivers are briefed on the particular operational requirements of each site. Once at the site the driver will ensure engine and refrigeration units (where relevant) are switched off to minimise noise. Drivers of delivery vehicles will stay on site and in the proximity of the vehicle should there be a need for the vehicle to be moved.
- 2.5 Goods will be removed from the 16.5m articulated vehicle once the vehicle is parked in the dock loader and will be transferred into the site.
- 2.6 Once in the facility, goods are sorted and then put into vehicles to take onwards to the end destination.

Management of the Servicing Area

- 2.7 The sole vehicular access to the service yard is situated along the northern perimeter of the site and will be gated. It is accessed from the internal access road which serves both Unit 1 and 2.
- 2.8 A control point will be provided for access and will be managed by 24-hour on-site management to provide access to general service vehicles. The majority of drivers arriving to the site will be DHL drivers or service partners with electronic access control employee cards.

There will also be an intercom at the gate for contact with Reception during normal business hours. The gate will operate automatically for all egress vehicle movements.

- 2.9 It is proposed that the on-site management team will control access to the site.

Delivery Timing Communication & Method

- 2.10 DHL's approach to deliveries is to organise time windows. This means that the staff at the depot know when to expect the delivery and so are in place and ready to act in an efficient manner. This approach minimises the potential for an unmanageable influx of delivery and servicing vehicles at once.
- 2.11 All DHL delivery vehicles are in contact with each depot where servicing is to take place via mobile communications and proprietary software applications to communicate and pre-advise vehicle movements to inform time of arrival against schedule. Staff are already prepared due to the time window, but will then know with greater precision the arrival time of the vehicle. As a result, staff will be standing by ready to receive the vehicle, and they will be able to implement the standard safety and efficiency procedures the moment that it arrives.

Delivery to Proposed DHL Urban Logistics Centre

2.12 **Table 2.1** demonstrates the anticipated deliveries to the proposed DHL facility per day.

Table 2.1 Deliveries to DHL per Day (inbound trips)

Time	Deliveries Vehicles Arriving
00:00-01:00	-
01:00-02:00	-
02:00-03:00	-
03:00-04:00	-
04:00-05:00	-
05:00-06:00	1
06:00-07:00	-
07:00-08:00	2
08:00-09:00	-
09:00-10:00	-
10:00-11:00	-
11:00-12:00	-
12:00-13:00	-
13:00-14:00	-
14:00-15:00	-
15:00-16:00	-
16:00-17:00	-
17:00-18:00	-
18:00-19:00	-
19:00-20:00	-
20:00-21:00	-
21:00-22:00	-
22:00-23:00	-
23:00-00:00	-
Daily	3

2.13 Service vehicles will typically total up to 3 vehicle trips per day.

Type of Deliveries

2.14 The largest vehicle in the DHL fleet that is likely to undertake deliveries to the site is 16.5m. These vehicles will be to transport the goods to the urban logistics centre from regional / national centres for the items to be sorted and then further distributed regionally by smaller vehicles.

Deliveries from DHL onwards to Customers

- 2.15 **Table 2.2** demonstrates the anticipated deliveries from the DHL facility onwards to customers per day.

Table 2.2: DHL from DHL per Day

Time	Deliveries Vehicles Departing
00:00-01:00	-
01:00-02:00	-
02:00-03:00	-
03:00-04:00	-
04:00-05:00	-
05:00-06:00	-
06:00-07:00	-
07:00-08:00	-
08:00-09:00	5
09:00-10:00	43
10:00-11:00	-
11:00-12:00	4
12:00-13:00	-
13:00-14:00	-
14:00-15:00	-
15:00-16:00	-
16:00-17:00	-
17:00-18:00	-
18:00-19:00	-
19:00-20:00	-
20:00-21:00	-
21:00-22:00	-
22:00-23:00	-
23:00-00:00	-
Daily	52

- 2.16 Service vehicles will typically total up to 52 vehicle trips per day.
- 2.17 These vehicles will return back to the site once they have completed their deliveries and as such the return time is unknown as it will depend on the distance parcels are delivered.
- 2.18 The majority of deliveries from the site will be undertaken by 6m transit type vehicles or similar which deliver parcels within the region from the urban logistics centre. These will usually be full at the point they depart the site and return largely empty once the parcels have been delivered. In general, each vehicle will undertake more than a single trip per day

as they are filled more than once but it will depend on the demand at the depot on the day and time of year (seasonal increases around December).

Collections from Customers to DHL

- 2.19 **Table 2.3** demonstrates the number of anticipated vehicle trips to the site generated by customer collections to DHL.

Table 2.3: Anticipated Customer Collections per day

Time	Customer Vehicles Arriving
00:00-01:00	-
01:00-02:00	-
02:00-03:00	-
03:00-04:00	-
04:00-05:00	-
05:00-06:00	-
06:00-07:00	-
07:00-08:00	-
08:00-09:00	5
09:00-10:00	-
10:00-11:00	-
11:00-12:00	-
12:00-13:00	-
13:00-14:00	-
14:00-15:00	4
15:00-16:00	-
16:00-17:00	15
17:00-18:00	20
18:00-19:00	8
19:00-20:00	-
20:00-21:00	-
21:00-22:00	-
22:00-23:00	-
23:00-00:00	-
Daily	52

Collections from Proposed DHL Urban Logistics Centre

2.20 **Table 2.4** outlines the anticipated number of vehicle trips generated by DHL Urban Logistics Centre collections at the site.

Table 2.4: Anticipated DHL Urban Logistics Centre Collections per day

Time	DHL Urban Logistics Centre Vehicles Arriving
00:00-01:00	-
01:00-02:00	-
02:00-03:00	-
03:00-04:00	-
04:00-05:00	-
05:00-06:00	-
06:00-07:00	-
07:00-08:00	-
08:00-09:00	-
09:00-10:00	-
10:00-11:00	-
11:00-12:00	-
12:00-13:00	-
13:00-14:00	-
14:00-15:00	-
15:00-16:00	1
16:00-17:00	-
17:00-18:00	-
18:00-19:00	1
19:00-20:00	2
20:00-21:00	3
21:00-22:00	-
22:00-23:00	-
23:00-00:00	-
Daily	9

3 MEASURES AND INITIATIVES

- 3.1 This section of the DSMP outlines the specific management measures to be implemented at the DHL depot. The aim is to manage delivery and servicing activity to ensure a safe and efficient environment and safeguard customer conflicts arising from any such activity.
- 3.2 This management plan will ensure that the potential for vehicle conflicts is minimised and that the proposals have the minimum impact on both the surrounding highway and pedestrian network.
- 3.3 This DSMP is a living document and can be modified in agreement with Reading Borough Council (RBC) on the basis that the purpose of the modifications is to better achieve the aims of the DSMP (as set out in paragraph 3.1).
- 3.4 It will be mandatory for vehicles servicing the unit to adhere to the initiatives contained within this DSMP.

Good Neighbour and Operational Safety Practices.

- 3.5 The following practices will be implemented and included within the DRA:
- Keep noise to a minimum;
 - The preferred method of loading / unloading vans is within the warehouse, accessed through rapid roll doors which automatically open / close on entry / exit;
 - Trucks will be loaded / unloaded on doors, where activity is within the back of the truck and in the warehouse;
 - Minimal loading / unloading will occur externally;
 - Switch off the engine and radio during loading / unloading; and
 - The considerate closing of doors (do not slam).
- 3.6 The standard safety practices for both the driver and DHL staff will be observed. These include:
- All relevant PPE (Personal Protection Equipment) is worn during delivery (boots, jacket and gloves);
 - Audible and visual warning devices to be used;
 - Hi-viz to be worn in all areas at all times;

- Only trained persons to be involved; and
- An awareness of the risks (a risk assessment).

4 KEY FEATURES OF THE SERVICING MANAGEMENT PLAN

- 4.1 On-site management will be employed to oversee the operation of the site including servicing and deliveries to ensure its smooth operation.
- 4.2 In order to meet the key objectives of the plan (i.e. to minimise service vehicle/car conflict and safeguard the amenity of pedestrians), the following initiatives will be adopted:
- The on-site management team will be employed to manage servicing activity at the site;
 - All DHL drivers will be provided with written/emailed instructions on how to access the site, update delivery slots and the procedures to be adopted;
 - The management team will work with the larger depots to minimise the number of arrivals per day and to consolidate deliveries, where possible;
 - The management team will ensure that deliveries remain on site for as little time as required and that vehicle engines are switched off while stationary (where possible); and
 - The management team will seek to minimise, where possible, deliveries during the peak hours.

Refuse

- 4.3 All refuse collection will take place from within the internal service area.
- 4.4 At all times refuse will be stored within the dedicated refuse stores and management will collect it from each department and take it to the refuse area where it will be collected.
- 4.5 On-site management will advise refuse collection staff of the location of the refuse store and the correct route and loading area in order to mitigate any conflict between refuse collection vehicles and delivery vehicles.

5 MONITORING AND REVIEW

5.1 The on-site management team will maintain a record of servicing activity which will include the following information:

- Day
- Date
- Delivery Arrival / Departure Time
- Type of Vehicle
- Goods Delivered
- Any other comments

5.2 Best practice guidelines include the following provisions:

- Drivers will seek to minimise noise at all times;
- Drivers ensure vehicle engine is turned off during deliveries;
- Deliveries are scheduled and agreed with the depot to reduce to a minimum time taken to deliver and therefore limit the potential for noise impact; and
- Should there be a complaint, DHL's guidelines set out how to deal with these quickly and effectively and to address any issue raised.

5.3 The on-site management team will continuously monitor/review the success of the DSMP and if considered necessary/appropriate will propose changes which will need to be approved in writing by RBC.

5.4 The contact details of the on-site management team will be provided to RBC so that in the event of any issues that arise the authorities can arrange a meeting to discuss.

6 SUMMARY AND CONCLUSION

- 6.1 The purpose of this DSMP is to manage and control deliveries and servicing movements so as to minimise service vehicle and car conflict and to safeguard the safety and amenity of pedestrians.
- 6.2 The DSMP will ensure the successful and efficient operation of servicing/delivery activity on a day to day basis.
- 6.3 The DSMP will be monitored on a regular basis by the management team, consulting with relevant stakeholders as necessary.

FIGURES



Key:  Site Location	Island Road, Reading			DHL Limited	
	Strategic Site Location			 Network Building, 97 Tottenham Court Road, London W1T 4TP Tel: 020 7580 7373 Email: london@vectos.co.uk www.vectos.co.uk	
	DRAWN: H.J	CHECKED: M.D.C	DATE: 08/1/2019	SCALES:	DRAWING REFERENCE: Figure 1



Key:  Site Location				Island Road, Reading		DHL Limited	
				Local Site Location		 Network Building, 97 Tottenham Court Road, London W1T 4TP Tel: 020 7580 7373 Email: london@vectos.co.uk www.vectos.co.uk	
DRAWN:	CHECKED:	DATE:	SCALES:	DRAWING REFERENCE:		Figure 2	
H.J	M.D.C	08/1/2019					

APPENDIX A



NOTES:

SUBJECT TO STATUTORY CONSENTS

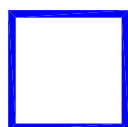
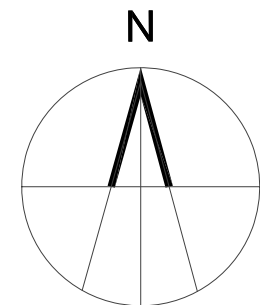
SUBJECT TO SURVEY

BASED ON OS MAP REPRODUCED BY PERMISSION OF
CONTROLLER OF HM STATIONARY OFFICE (G CROWN
COPYRIGHT, O.S. LICENSE NUMBER: 100022432

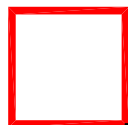
COPYRIGHT RESERVED

DO NOT USE ELECTRONIC VERSIONS OF THIS DRAWING TO
DETERMINE DIMENSIONS UNLESS SPECIFICALLY
AUTHORISED BY MICHAEL SPARKS ASSOCIATES

IF USING AN ELECTRONIC VERSION OF THIS DRAWING
FIGURED DIMENSIONS TAKE PRECEDENCE AND NOTIFY
MICHAEL SPARKS ASSOCIATES OF ANY DISCREPANCIES



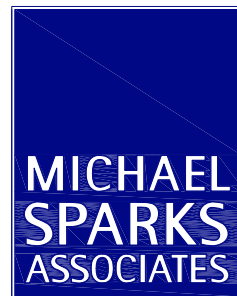
OWNERSHIP BOUNDARY
(7.96 acres / 3.22 hectares)



PLANNING BOUNDARY
(8.32 acres / 3.37 hectares)

15M BUFFER ZONE TO PROTECT THE INTEGRITY
OF THE WOODLAND LANDSCAPE STRIP

REV	DATE	NOTE	DRAW	CHK
-	03.03.2017	First issue	MSa	AC



CHARTERED ARCHITECTS

11 PLATO PLACE
ST. DIONIS ROAD
LONDON SW6 4TU

TELEPHONE 020 7736 6162
www.msa-architects.co.uk

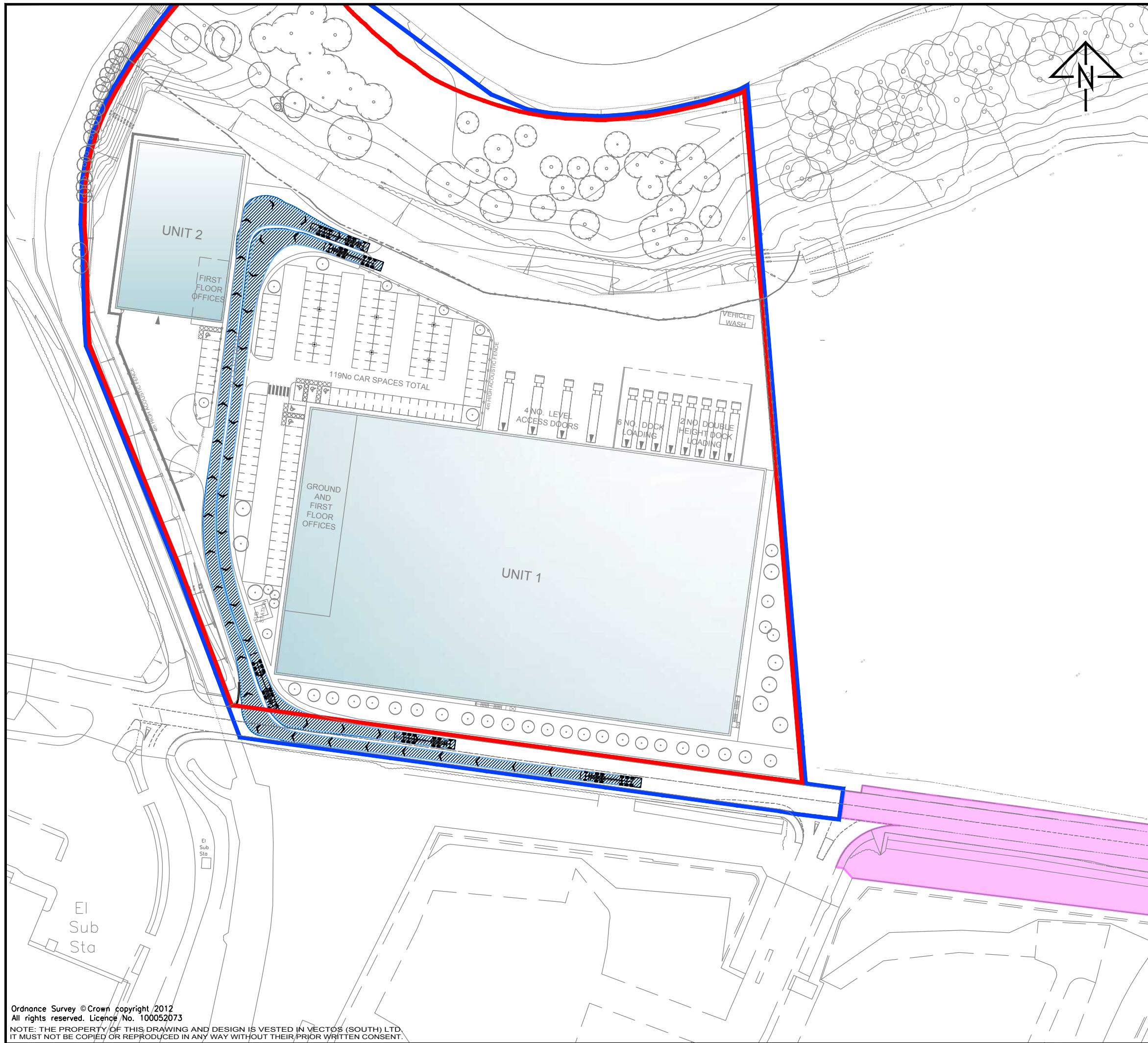
TITLE
ISLAND ROAD WEST, READING
DRAWING
SITE LAYOUT PLAN

CLIENT
EXTON ESTATES LTD

DATE	SCALE	DRAWN
MARCH 2017	1:500	MSa
STATUS		CHECKED
PLANNING		AC

DRAWING NUMBER
30912-PL-101

DRAWINGS



Notes:

- This is not a construction drawing and is intended for illustrative purposes only.
- White lining is indicative only.
- Based on MSA layout: 30912-PL-101 Site Layout plan

Max Legal Length (UK) Articulated Vehicle (16.5m)

Overall Length	16.500m
Overall Width	2.550m
Overall Body Height	3.681m
Min Body Ground Clearance	0.411m
Max Track Width	2.500m
Lock to lock time	6.00s
Kerb to Kerb Turning Radius	6.530m

Highway land maintainable at public expense.

C	Latest architect layout added.	TF	HJ	03.02.2017
B	Latest architect layout added.	TF	MdC	28.02.2017
A	Highway boundary data added.	TF	MdC	14.12.2016

REV.	DETAILS	DRAWN	CHECKED	DATE
------	---------	-------	---------	------

CLIENT:

Exton Estates

PROJECT:

Island Road, Reading

DRAWING TITLE:

Swept Path Analysis
Development Access
16.5m Articulated Vehicle

SCALES:

1:1000 at A3

DRAWN:	TF	CHECKED:	MdC	DATE:	11.11.2016
--------	----	----------	-----	-------	------------

transport planning specialists

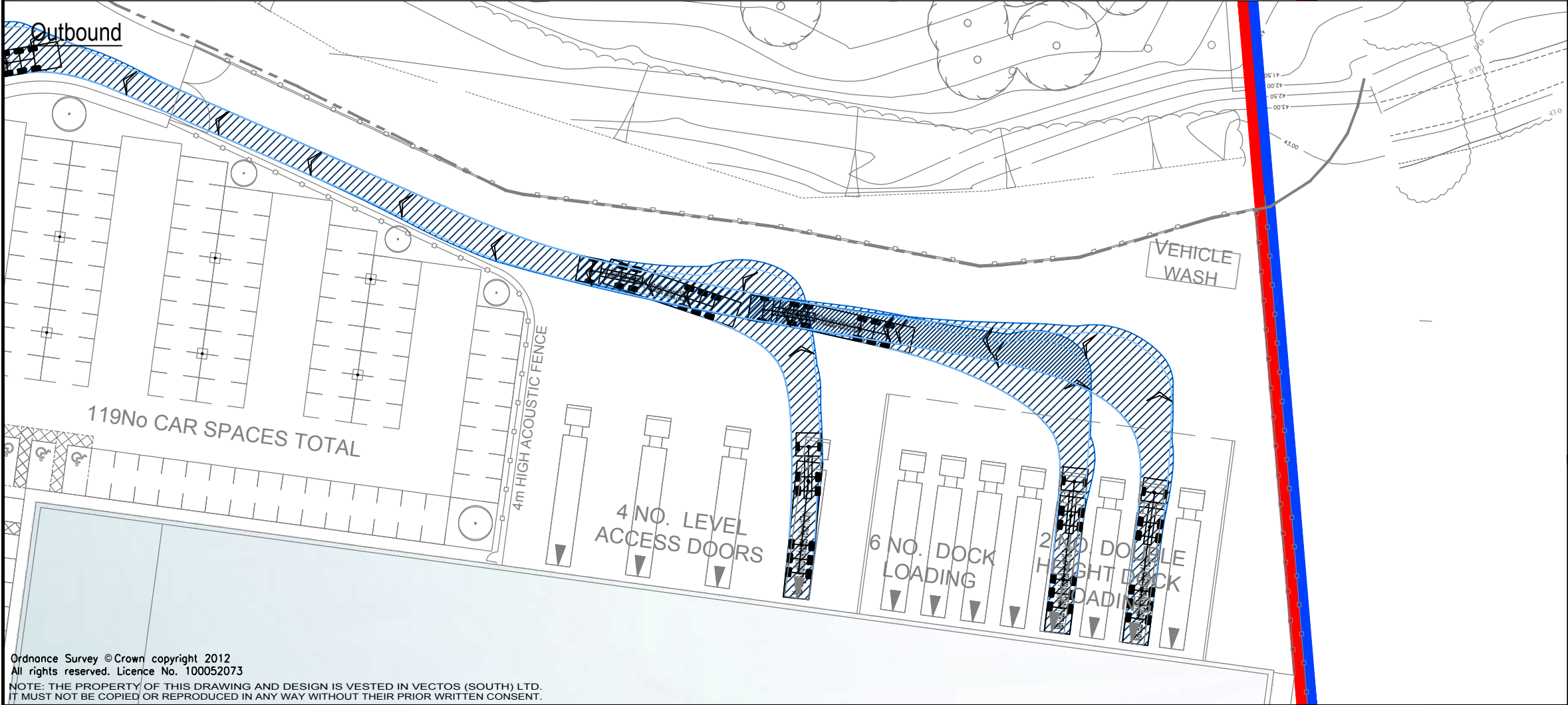
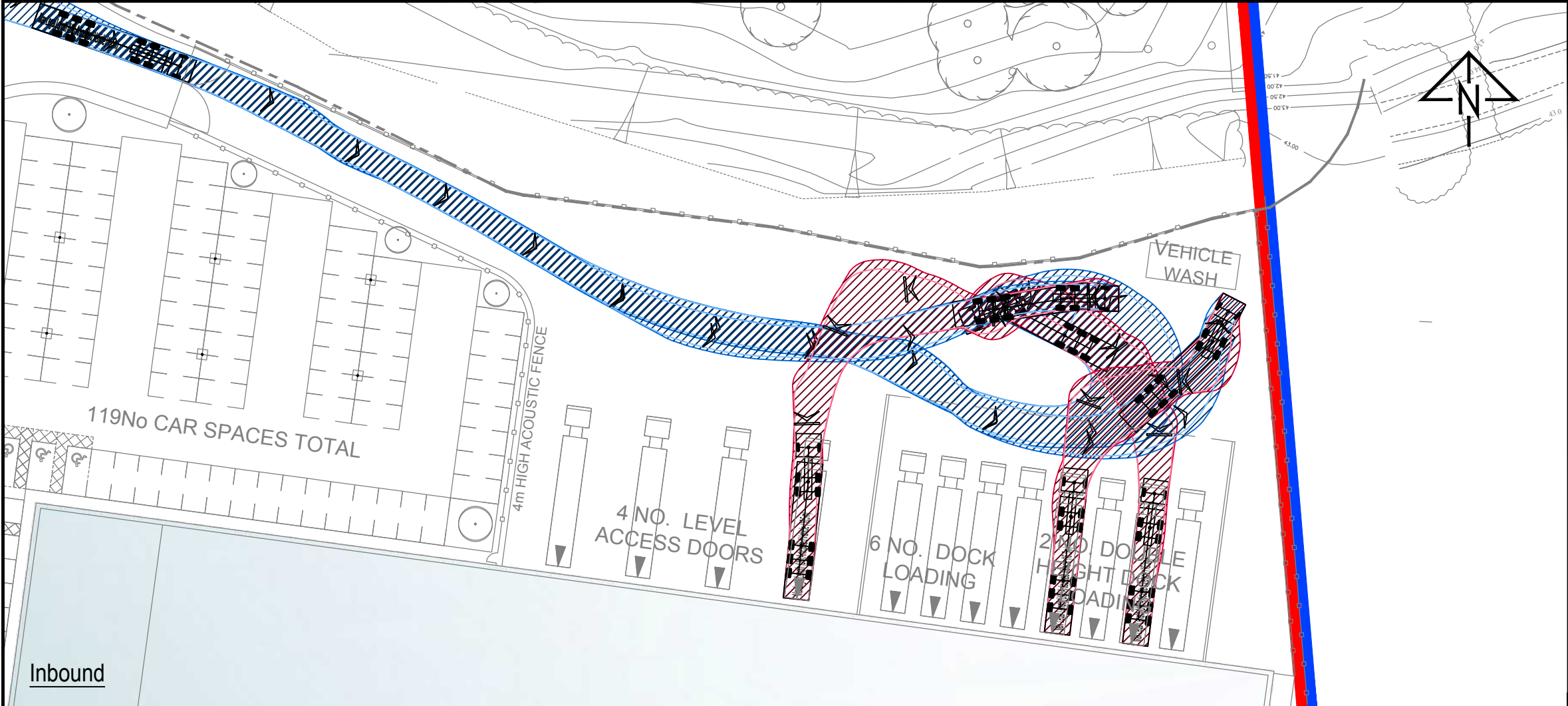
Network Building, 97 Tottenham Court Road, London W1T 4TP
t: 020 7580 7373 e: enquiries@vectos.co.uk

DRAWING NUMBER:

162626/AT/A01

REVISION:

C



Notes:
1. This is not a construction drawing and is intended for illustrative purposes only.
2. White lining is indicative only.
3. Based on MSA layout: 30912-PL-101 Site Layout plan

Max Legal Length (UK) Articulated Vehicle (16.5m)
Overall Length
Overall Width
Overall Body Height
Min Body Ground Clearance
Max Track Width
Lock to lock time
Kerb to Kerb Turning Radius

16.500m
2.550m
3.681m
0.411m
2.500m
6.00s
6.530m

A	Latest architect layout added.	TF	HJ	03.02.2017
REV.	DETAILS	DRAWN	CHECKED	DATE

CLIENT:

Exton Estates

PROJECT:

Island Road, Reading

DRAWING TITLE:

Swept Path Analysis
Unit 1
16.5m Articulated Vehicle

SCALES:

1:500 at A3

DRAWN: TF

CHECKED: MdC

DATE: 28.02.2016

Network Building, 97 Tottenham Court Road, London W1T 4TP
t: 020 7580 7373 e: enquiries@vectos.co.uk

DRAWING NUMBER:
162626/AT/A02

REVISION:
A