

DELIVERY SERVICING MANAGEMENT PLAN

Kingsbridge Estates

New Lane

June 2022

Delivery and Servicing Management Plan

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1 Introduction

- 1.1 The site is located within an existing employment area near an existing industrial estate and was previously occupied by a cold chain packaging, storage, and distribution facility.
- 1.2 A planning application has been approved at the site under planning reference APP/21/00200. This has subsequently been varied by a S73 application under reference APP/21/01244 which sought to amend various conditions and approved the final Operational Management Plan.
- 1.3 This Delivery and Servicing Management Plan (DSMP) has been produced to discharge condition 6 attached to the above permission.

Objectives of the DSMP

- 1.4 The plan will manage deliveries and servicing to the premises only.
- 1.5 Following this introduction, this DSMP is structured as follows:
 - **Section 2** – provides a summary of the servicing arrangements, including the proposed access strategy and details related to HGV loading.
 - **Section 3** – outlines how servicing will be managed.
 - **Section 4** – summarises the monitoring regime that will be adopted.

2 The Servicing Arrangement

Service Vehicle Management

- 2.1 The operational day to day management of the service yard and freight will be the responsibility of the operations teams on site.
- 2.2 A Vendor Booking System will be in place at the site which will schedule arrival times of the HGVs. The booking system takes into account the dock door constraints in place for inbound movements to minimize congestion around the yards and reduce freight waiting time around the site. The system also takes into account local factors such as road capacity and any time restrictions around local sensitivities.
- 2.3 Vehicles are allocated a specific time to arrive and depart and there is a 30-minute grace-period, after the slot-time. Once the HGV arrives at the gatehouse the vehicle will be directed to their allocated dock. Early arrivals can be accommodated in the allocated parking spaces within the yard before being processed. Sufficient operational capacity is built into the site layout. The carriers are made aware of the procedures.

3 Key Features of the Servicing Management Plan

Servicing and Deliveries

- 3.1 upon arriving at the site HGV drivers will be provided with site details including:
- Safety details and emergency arrangements;
 - Details of driver welfare facilities;
 - Instructions on docking procedure; and
 - Instructions on departure procedure.
- 3.2 To improve the quality of the working environment within the yard a 'no idling' policy will be in place within the service yard.

Vehicles and Drivers Used

- 3.3 All freight carrier companies used by the occupant must comply with the site's specific code of conduct, making sure that all drivers have the appropriate training, and that vehicle maintenance is up to date.

Refuse Collection

- 3.4 Refuse collection will be undertaken internally within the site using the proposed service yard area.
- 3.5 Bins will be stored within the warehouse near the service yard and moved on collection days.

4 Monitoring

4.1 The on-site management team will constantly monitor/ review the success of the DSMP.

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