Financial Times

1 Southwark Bridge Road London, UK

Q Spotlight on the building

International Newspaper Head Office
1,100 staff
Staff catering and corporate entertaining
Off-street servicing bay



What is a DSP?

Delivery and Servicing Planning (DSP) is the method to reduce the impact of deliveries on local streets, by adopting a bespoke package of measures to provide benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that Financial Times have adopted to improve the sustainability of their deliveries and servicing.



Q Spotlight on existing operations

Although the Financial Times already had many good practices which save them money and reduce the emissions and congestion within central London, they wanted to do more. They are moving location in 2018 so measures needed to be transferable.

Existing practices were monitored in September 2015, to enable a suitable package of measures to be identified.

Key findings:

- Average 34 vehicle trips per day
- 27% of inbound goods are personal deliveries for staff
- Catering department uses 32 different suppliers, resulting in 42 deliveries per week
- Some supplier duplication e.g. two milk and two meat suppliers

Financial Times DSP

Existing good practice

- ✓ Enable overnight deliveries through 24 hour security presence (94% scheduled trips are outside of working day 0800-1800)
- ✓ Use bicycles and low emission courier vehicles (28% of courier trips to/from the FT are by bicycle)
- ✓ Consolidation of laundry services between departments to halve vehicle trips
- ✓ Use compactor for recyclable waste, reducing collections from three per week to once per week

New practices

- ✓ Food waste compactor installed reducing daily collections to once every three weeks
- ✓ Milk deliveries consolidated, eliminating five deliveries per week and halving emissions
- ✓ Alternative solutions to office based personal deliveries promoted to staff, reducing trips associated with up to 27 packages per day
- ✓ Suppliers encouraged to deliver overnight to reduce 6% deliveries during AM peak hour

Future measures

✓ Waste compactor will be requested when they move to a new building in 2018







What measures are helping the Financial Times become more efficient and sustainable?



Safer environment for pedestrians and cyclists **Eliminating Scheduled deliveries during peak hours:** 6% of scheduled deliveries were between 0800 and 0900. Suppliers were reminded that 24-hour staff cover at Financial Times enables deliveries outside of peak times, to help improve road safety and air quality for pedestrians and other road users. "Our catering and cleaning contractors have agreed to use the same milk supplier. That means five fewer weekly deliveries, at a stroke!"

Michael Gainey, FT

FT



Reducing Personal Deliveries:

Promotion of alternative locations where deliveries are better consolidated e.g. Click & Collect, or don't need to enter central London e.g. Collect Plus / Doddle is reducing the number of packages arriving at the FT from 27 per day.



Reduce traffic Congestion

Supplier Consolidation:

Consolidation of milk, reducing two suppliers to one has saved five deliveries per week and halved associated emissions.

The FT have a long term goal to reduce catering suppliers further from 32 as they generate 42 deliveries per week.



Reduce reduce of the

Food Waste Compaction: Installing

a compactor reduced daily trips to once every three weeks whilst still enabling recycling and composting. The reduction in vehicle trips has reduced emissions to less than 10% of their original value.

How could you improve your business?

- ✓ Do you know what is coming into your building every day? If you monitor it for two weeks, could you make more informed decisions?
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- ✓ If you have a central procurement system does everyone use it and therefore you benefit from bulk buy savings? If not could you implement one?
- Do you have a preferred courier to aid consolidation?
- Do all your essentials (e.g. milk) need to be delivered daily? Could you use fridges more effectively for example.
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for generic goods and services?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered a waste compactor?







GAP Flagship Store

376-384 Oxford Street, London, UK

${\bf Q}_{\rm c}$ Spotlight on the building

UK GAP Flagship store based at street level

In addition to flagship retail space, the building has associated offices and a 'test store' function where advertising campaigns are first trialled

GAP are keen to streamline deliveries and promote good practice to other GAP stores and the headquarters at Berkeley Square



What is a DSP?

A delivery and servicing plan (DSP) is a method to reduce the impact of delivery vehicles on local roads, by adopting a bespoke package of measures to provide financial, health and environmental benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that the GAP Flagship store has adopted to improve the sustainability of their deliveries and servicing.



Q Spotlight on existing operations

The GAP Flagship branch has existing good practices, saving GAP money and reducing emissions in the Oxford Street area. However, they are committed to doing more and to promoting their actions to other GAP stores in central London.

Existing practices were monitored in February and March 2016 over 16 days, with a package of measures identified.

Key findings include:

- The building generates approximately six vehicular movements per day.
- 12 different goods suppliers delivered over the 16 days.
- Four courier companies were used for the collection / delivery of goods.

GAP Flagship Store DSP

Existing good practice

- ✓ Use of only one supplier for each of the following goods categories: store produce, event material, housekeeping supplies, appliances
- ✓ Retail goods delivered overnight when congestion is lowest
- ✓ All retail goods, display materials and retail accessories (bags, till rolls, etc.) are consolidated for delivery
- ✓ Bulk buying milk and efficient use of fridges to reduce deliveries

New practices

- ✓ On-going monitoring of deliveries will be used to inform future decisions
- ✓ 'Green' credentials of existing and future goods suppliers will be examined to reduce emissions and meet GAP's ISO 14001 environmental management requirements
- ✓ Staff will be encouraged to receive personal deliveries nearer home to keep vehicles out of the most congested and polluted areas of central London

Future measures

✓ Will investigate the use of a shared cardboard bundler with the 223-235 Oxford Street store, due to storage limitations at the Flagship store. This would require the transfer of cardboard across short distances but would reduce the number of long distance trips to the recycling plant by three to four times per week







What measures have helped GAP Flagship store become more efficient and sustainable?



Increased storage to reduce number of trips **Bulk buying goods:** monitoring delivery data will assist in identifying the greatest opportunities for bulk buying, thereby reducing unnecessary vehicular movements and congestion in Oxford Street area, following on from bulk buying of milk to reduce delivery frequency.

GAP



Continued environmental awareness

Efficient waste collection: investigate the potential of combining general waste and recycling collections as these are currently collected separately, and also whether it is possible to use the waste crushing facilities at the other Oxford Street GAP store.



Reduce staff time receiving goods

Reducing personal deliveries:

receiving personal deliveries nearer to home instead of at work could remove 7% of deliveries, reducing emissions, staff time to handle packages and increasing the security.



Reduce vehicle emissions

Consolidation: consolidating all retail stock and consumables into one daily consignment reduces the need for separate stock and consumable trips, helping to remove at least one vehicle trip every week. In addition, making these deliveries overnight reduces congestion and related additional emissions.

How could you improve your business?

- ✓ Do you know what is coming into your building every day? If you monitor it for two weeks, could you make more informed decisions?
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- ✓ If you have a central procurement system, does everyone use it and therefore do you benefit from bulk buy savings? If not, could you benefit from a system?
- ✓ Do you have a preferred courier? Could you select one that uses low emission transport? Can you reduce the frequency of parcels being sent?
- ✓ Do all your essentials (e.g. milk) need to be delivered daily? Could you use fridges more effectively for example?
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for generic goods and services (e.g. cleaning supplies, milk, waste collection, and stationery)?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered a waste compactor?

For more information and support reviewing your deliveries please contact Cross River Partnership at **crossriver@westminster.gov.uk**







John Lewis

171 Victoria Street, London, UK

Q Spotlight on the building

International Department Store Head Office
2,500 staff
In-house staff catering
Off-street servicing bay



What is a DSP?

Delivery and Servicing Planning (DSP) is the method to reduce the impact of deliveries on local streets, by adopting a bespoke package of measures to provide benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that John Lewis have adopted to improve the sustainability of their deliveries and servicing.



Q Spotlight on existing operations

Although John Lewis already had many good practices which save them money, reduce the emissions and congestion within central London, they wanted to do more.

Existing practices were monitored in September 2015, with a package of measures identified.

Key findings:

- Average of 20 vehicle trips per day to/ from John Lewis
- Of these, 12 were associated with the delivery of samples to buying teams each day
- On average 25 personal parcels per day were delivered for partners (not all generating a new delivery)
- The loading bay was used by 41% of delivery vehicles, with the remainder occurring on-street (Ashley Place)

John Lewis DSP

Existing good practice

- Consolidation of waste and recycling for adjacent retailers minimises collections and reduces traffic congestion on surrounding roads
- Record details of incoming packages (date, time, department etc) to be able to track and monitor trends and any potential opportunities

New practices

✓ Personal deliveries are now prohibited with alternatives promoted instead (including corporate trial membership of Doddle), reducing delivery of 25 packages per day. This has freed up one partner (staff) to focus on business activities

Future measures

- ✓ Seek to adopt a preferred courier for outbound packages to improve consolidation and reduce emissions of 9% of vehicle trips
- ✓ Investigate with City of Westminster the possibility of providing an on-street loading bay to improve pedestrian and cycle safety and reduce idling on Ashley Place







What measures are helping John Lewis become more efficient and sustainable?



emissions

Preferred courier for outbound collections: Using a single approved courier for collections, particularly one with a low or zero emission fleet would help to reduce emissions through consolidation for 9% of journeys associated with Head Office. "Prohibiting personal deliveries has improved the efficiency of the post room, allowing us to focus on core business processes"

John Lewis Post Room Manager





Reduce partner (staff) time receiving goods

Reducing Personal Deliveries:

Prohibiting personal deliveries and promoting alternative solutions where deliveries are better consolidated e.g. Click & Collect, or don't need to enter central London e.g. Collect Plus / Doddle. This has reduced partner time handling packages, equivalent to one full time partner being able to undertake business activities. It has also eliminated an average of 25 packages per day arriving at head office.



Safer environment for pedestrians and cyclists

Provision of dedicated on-street

loading bay: At present over 50% of deliveries do not use the off-street loading bay. Providing an additional loading bay on-street could help speed up deliveries and ensure two vehicles could load concurrently. This would create a safer pedestrian and cyclist environment and speed up unloading.



Congestion

with neighbouring retail units to consolidate waste and share use of cardboard compactor helps to reduce the traffic congestion on nearby Victoria Street.

Working together: Working

How could you improve your business?

- ✓ Do you know what is coming into your building every day? If you monitor it for two weeks, could you make more informed decisions?
- Do you know where your suppliers are based? Are there local alternatives?
- ✓ If you have a central procurement system does everyone use it and therefore you benefit from bulk buy savings? If not could you implement one?
- ✓ Do you have a preferred courier to aid consolidation?
- ✓ Do all your essentials (e.g. milk) need to be delivered daily? Could you use fridges more effectively for example.
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for generic goods and services?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered a waste compactor?







London School of Economics and Political Science

Houghton Street, Aldwych, London, UK

Q Spotlight on the organisation

Leading university with over 10,000 students and 2,500 staff (full-time equivalent) Student and staff catering

Campus of 28 buildings

On and off-street servicing locations



What is a DSP?

Delivery and Servicing Planning (DSP) is the method to reduce the impact of deliveries on local streets, by adopting a bespoke package of measures to provide benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that London School of Economics and Political Science (LSE) have adopted to improve the sustainability of their deliveries.



Q Spotlight on existing operations

Although LSE already has many good practices which save them money and reduce the emissions within central London, they wanted to do more.

Existing practices were monitored between October and November 2015, with a package of measures identified.

Key findings are:

- Average of 19 vehicle movements per day
- Average of 114 packages per day
- 50% of couriers tried to deliver to the incorrect location and were then redirected to the post room

London School of Economics & Political Science DSP

Existing good practice

- ✓ End point delivery consolidation (all relevant deliveries are made to the post room, and are then distributed throughout the university on foot)
- ✓ Catering consolidation through the use of The University Catering Organisation (TUCO) consolidates all catering deliveries

New practices

- ✓ Raising awareness of the post room address to reduce unnecessary mileage by couriers seeking to find the correct location. Achieved through a number of measures including information leaflets, to eliminate the additional and unnecessary 1.4km travelled by up to 10 couriers per day (saving over 500km per year)
- ✓ Any future catering facility (either expansion or relocation) should consider the delivery and servicing arrangement both within the building and on street to help reduce the impact of deliveries on the campus and increase the speed of unloading
- ✓ Re-tendering courier collection companies to select couriers with a low-emission fleet (including cargo bikes) and potentially consolidate companies from 4 to 1-2 in order to increase consolidated collections

Future measures

✓ Increase awareness and use of the centralised procurement system and investigate using specific delivery days







Current and potential measures to help LSE become more efficient and sustainable



Reduced vehicle emissions

Raising awareness of post room address: Couriers had frequently

attempted to deliver to incorrect buildings, with each incident resulting in a 1.4km detour due to one-way systems. As part of the DSP, the School distributed maps to drivers, improved signage and clarified the drop-off address on the website. This has resulted in a reduction of detours from ten to two per day. When detours are eliminated, it is expected that this will remove over 500km of courier trips and associated emissions annually. "This will be a useful tool for changes that can be made now or gradually incorporated"

Dan Reeves, LSE Residences Sustainability Officer





Free up staff time spent receiving goods Order consolidation across

departments: Current usage of the order consolidation system amongst staff is low. Increasing awareness of benefits could help to reduce order duplication and facilitate bulk buying and reduce the number of deliveries made to the campus (currently over 15 per day).



Improved

environment for pedestrian

and cyclists

Use of 'green' courier company: Currently 3-4 vehicle trips per day are

for outbound courier collections. Using a single approved courier, especially with a low emission fleet could increase consolidation of trips and reduce emissions for over 15% of the daily vehicle trips to LSE.



Reduce traffic Congestion **Relocate catering facilities:** Lack of storage within the main catering

facility in its current location results in increased deliveries; the restricted building access also adds delay to vehicles unloading. Any future catering facility should consider the internal building layout and external arrangement to reduce this impact on the local roads.

Questions for other organisations to consider

- Do you know what is coming into your building every day? If you monitor it for two weeks, could you make more informed decisions?
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- If you have a central procurement system, does everyone use it? Do you currently benefit from bulk buy savings? If you don't use such a system, could you implement one?
- Do you have a preferred courier to aid consolidation?
- ✓ Do all your essentials (e.g. milk) need to be delivered daily? Could you use fridges more effectively for example.
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for comparable goods and services?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered a waste compactor?







Longchamp

New Bond Street and Regent Street, London, UK

Q Spotlight on the building

Two buildings in the heart of the West End

High retail footfall, within the New West End Company Business Improvement District

Retail premises only with some storage but space a premium

Strong connection with Head Office and manufacturing operations in France



What is a DSP?

A delivery and servicing plan (DSP) is a method to reduce the impact of deliveries on local roads, by adopting a bespoke package of measures to provide benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that Longchamp are investigating to improve the sustainability of their deliveries and servicing.



Q How has Longchamp improved the sustainability of their deliveries?

Although Longchamp already have good practices which save them money and reduce the emissions in the local area, they wanted to do more and to help encourage other similar businesses to do similar.

Existing practices were monitored in May and June 2016, with a package of measures identified.

Key findings include:

- 8-9 delivery and servicing trips are made on average each weekday to service the two stores (2-3 per day of these are waste / recycling collections in line with timing restrictions on street)
- 12 unique companies service the stores

Longchamp DSP

Existing good practice

- ✓ Strong connection between the two buildings, with goods and documents transferred on foot into single consolidated consignment to / from France (Head office / warehouse)
- ✓ Weekly stationery orders to reduce delivery frequency
- ✓ Essential refreshments (tea, bottled water etc) are ordered with stationery to eliminate additional journeys
- ✓ Filling rubbish bags completely before disposing of them to reduce the number of bags used each week, thereby reducing both the plastic in landfill and the number of waste collection trips required
- ✓ Food waste recycling within the New Bond Street store (no provision exists with the current refuse contractor)
- ✓ Consolidation of stock being transferred to / from France, to ensure vehicle movements are minimised

New practices

- ✓ Investigating the potential for procurement of suppliers who use 'green' zero / low emission vehicles to compare benefits with existing consolidated suppliers (as part of New Bond Street wider waste/recycling initiatives)
- ✓ Communicating with regular goods suppliers to encourage deliveries outside of peak periods
- Consolidation of store to store transfers that don't currently occur by foot to reduce vehicle movements







What measures are helping them become more efficient and sustainable?



Reduce traffic congestion

Consolidating trips: Consolidating trips associated with store to store transfers will help to reduce vehicle movements within London. In addition, selecting a carrier that undertakes a high level of consolidation will be beneficial to reducing the overall impact of the journeys to/from France.

"We are constantly seeking ways to reduce our impact and improve our operations, and are pleased that we're going in the same direction. Keeping sustainability in mind when procuring new services is really important."

Office Manager, Longchamp





Reduce vehicle emissions

Low emission vehicles: Seek low emission vehicles when procuring future suppliers and logistics carriers to reduce vehicle borne emissions associated with deliveries to Longchamp stores.

How could you improve your business?

- ✓ Do you know what is coming into your building every day? Monitoring it for two weeks will help you make informed decisions.
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- If you have a central procurement system, does everyone use it and therefore do you benefit from bulk buy savings? If not, could you benefit from a system?
- ✓ Do you have a preferred courier? Could you select one that uses low emission transport? Can you reduce the frequency of parcels being sent?
- Do all your essentials (e.g. milk) need to be delivered daily? Are there ways to optimise storage?
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- Do all companies in your building use the same suppliers for generic goods and services (e.g. cleaning, milk supplies, waste collection, and stationery)?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered installing a waste compactor?



Save money with lower operating costs

Centralised refuse and recycling:

Review waste and recycling contractors to minimise trips, utilising the same contractors as other neighbouring local businesses.



Free up time staff spend receiving goods

Reducing personal deliveries:

Promoting alternatives to personal deliveries to the stores (e.g. Click & Collect, Doddle etc) to help ensure trips to Longchamp stores resulting from personal deliveries are minimised.

steer davies gleave





Neals Yard

Seven Dials Area, London, UK

Q Spotlight on the area

Collection of largely independent businesses (cafes, restaurants, boutique shops) within quiet courtyard serviced by on-street loading

Data analysed from four of the businesses (2 cafés/coffee shops, 1 restaurant, 1 shop/treatment room/office)

The small businesses often use this location as a start up and move to larger premises once established



What is a DSP?

A delivery and servicing plan (DSP) is a method to reduce the impact of deliveries on local roads, by adopting a bespoke package of measures to provide benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that the businesses are considering to improve the sustainability of their deliveries and servicing.

Q How have businesses in Neals Yard improved the sustainability of their deliveries?

Although Neals Yard businesses already have good practices which save them money and reduce the emissions in the local area, the landowner Shaftesbury PLC wanted to support businesses in the area and create a better urban environment.

Existing practices were monitored across four tenants that chose to participate in May 2016, with a package of measures identified.

Key findings include:

- 12 delivery and servicing trips are made on average each weekday to service the four businesses surveyed (excluding waste & recycling)
- One supplier provides goods to two companies but delivers by van at separate times each day
- 17% of deliveries were staff from Neals Yard businesses collecting goods on foot locally

Neals Yard DSP

Existing good practice

- ✓ Tenants use a single waste contractor, and shared refuse storage room
- ✓ Neals Yard is within a consolidated and timed waste collection area to reduce overall waste related vehicle movements and emissions
- ✓ Products are sourced locally in some cases, including coffee from nearby Monmouth Coffee and milk purchased from a nearby supermarket, both saving separate deliveries

New practices

- ✓ Businesses now promote alternatives to receiving personal deliveries at work to their staff, using the Click. Collect. Clean Air material provided by Cross River Partnership
- ✓ A shared understanding of suppliers being used within the area to enable identification of consolidation opportunities between businesses

Future measures

- ✓ Communicating with regular goods suppliers to encourage deliveries outside of peak periods
- ✓ Communicating with suppliers where they are shared between businesses to ensure they can deliver in one consignment on any one day rather than making multiple trips



SUPPORTED BY

Shaftesbury



What measures are helping them become more efficient and sustainable?



Reduce traffic congestion

Consolidating suppliers: Business owners are now aware of the variety of suppliers delivering to Neals Yard and where appropriate are able to liaise with other businesses to procure the same suppliers, thereby helping to reduce emissions and congestion.

Retiming deliveries: Better

communication has been achieved between Neals Yard businesses and also their shared suppliers to encourage those that deliver

to multiple tenants in the area to

arrive at the same time as well as encouraging suppliers to arrive

outside of peak times.

"Following our success with reducing the frequency of waste collections in the area and therefore emissions, we are delighted to be working with our tenants more widely to assist their operations whilst also improving the local environment through the reduction of vehicle

movements. Analysing where these changes can be made has been a great first step."

Lydia Clarkson, Head of Public Realm Find out how you can make your deliveries more efficient by completing a quick survey at www. deliverbest.london

Shaftesbury

How could you improve your business?

- ✓ Do you know what is coming into your building every day? Monitoring it for two weeks will help you make informed decisions.
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- If you have a central procurement system, does everyone use it and therefore do you benefit from bulk buy savings? If not, could you benefit from a system?
- ✓ Do you have a preferred courier? Could you select one that uses low emission transport? Can you reduce the frequency of parcels being sent?
- ✓ Do all your essentials (e.g. milk) need to be delivered daily? Are there ways to optimise storage?
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for generic goods and services (e.g. cleaning, milk supplies, waste collection, and stationery)?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered installing a waste compactor?

For more information and support reviewing your deliveries please contact Cross River Partnership at **crp@crossriverpartnership.org**



Safer environment for pedestrians and cyclists



Reduce staff time receiving goods

Centralised refuse and recycling:

Using shared waste storage facility and a single supplier for general waste and recyclables helps to reduce the vehicle trips and emissions associated with waste and recycling.



Reduce vehicle emissions

Reducing personal deliveries:

Businesses are promoting alternatives to staff to having personal delivered to Neals Yard (e.g. Click & Collect, Doddle etc) to help ensure trips to Neals Yard resulting from personal deliveries are minimised.

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Shaftesbury



The Qube

90 Whitfield Street, London, UK

Q Spotlight on the building

Multi tenanted office with shared ground floor main reception area

Off-street servicing bay



What is a DSP?

Delivery and Servicing Planning (DSP) is the method to reduce the impact of deliveries on local roads, by adopting a bespoke package of measures to provide benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that EDF Energy and The Qube (a Derwent London Building) have adopted to improve the sustainability of their deliveries and servicing.



Q Spotlight on existing operations

Although The Qube and EDF Energy already have good practices which save them money and reduce the emissions within central London, they wanted to do more.

Existing practices were monitored in November and December 2015 for the Qube and EDF Energy, with a package of measures identified.

Key findings include:

- The building generates an average of 18 vehicle trips per day
- 59 different companies were recorded delivering to the Qube
- Nearly 15% of deliveries occur during AM peak hour (0800-0900)

The Qube and EDF Energy DSP

Existing good practice

- ✓ Cleaning and consumables supplier consolidation as building management company is responsible for maintaining shared tenant kitchens and bathrooms
- ✓ Off-street loading facilities for bulky goods to reduce congestion on Whitfield Street
- ✓ Use local food suppliers for office catering to reduce last mile vehicle emissions

New practices

- ✓ Promoting alternatives to personal deliveries in the office, reducing over 10 packages per day
- ✓ The Qube management promoting the usage of local catering suppliers to all building tenants to reduce unconsolidated ad-hoc vehicle based deliveries

Future measures

- Investigate the consideration of emissions, particularly from vehicle fleet, as part of nationwide EDF Energy supplier retendering process
- ✓ Future tenants within the building to have pest control services provided as standard to reduce the repetition of trips by different contractors to tenants in the building (to be included in all new leases) delivering 50% reduction in pest control visits







What measures are helping EDF Energy and The Qube become more efficient and sustainable?



Reduce traffic Congestion

Preferred courier for outbound collections: Using a single (or two) preferred courier companies for outbound collections would help to consolidate the 11 weekly trips by 10 different couriers. Selecting a courier that uses low emission vehicles would increase the benefits further.



Reduced vehicle emissions

Use of 'green' vehicles: Currently the vehicle emissions associated with EDF Energy suppliers are not considered as part of the tender process. EDF Energy will examine the potential for future contracts to take into account the sustainability of vehicle fleets whilst re-tendering. "At EDF Energy, we place sustainability at the heart of our outlook, our strategy and our leadership. We are always looking for ways to improve this and the Delivery and Servicing plan has provided a good opportunity to help us analyse and challenge our working practices."

Hugh Gilmour, Head of Land, EDF Energy





Free up staff time spent receiving goods

Reducing Personal Deliveries: All staff are encouraged to use alternatives to receiving personal deliveries at the office (e.g. using Click & Collect, Doddle etc) helping to reduce up to 10 packages per day. This reduces emissions, the staff time required for staff to handle packages and increases the security.



Safer environment for pedestrians and cyclists

Pest Control Consolidation: At

present EDF Energy use a different pest control contractor to the rest of the building. Moving to the same contractor would halve the number of pest control visits and by reducing the number of vehicle movements would help make the local environment safer for pedestrians and cyclists.

How could you improve your business?

- ✓ Do you know what is coming into your building every day? If you monitor it for two weeks, could you make more informed decisions?
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- ✓ If you have a central procurement system does everyone use it and therefore you benefit from bulk buy savings? If not could you implement one?
- ✓ Do you have a preferred courier to aid consolidation?
- ✓ Do all your essentials (e.g. milk) need to be delivered daily? Could you use fridges more effectively for example.
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for generic goods and services?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered a waste compactor?









Roundhouse

Chalk Farm Road, London, UK

Q Spotlight on the building

Renowned Entertainment venue – capacity for 1800 seated (3100 standing) Two bars, one restaurant and offices for circa 100 permanent staff

Combination of Roundhouse and promoter managed bars/restaurants

Off-street loading area

Keen to consolidate deliveries across the various departments



What is a DSP?

Delivery and Servicing Planning (DSP) is the method to reduce the impact of deliveries on local streets, by adopting a bespoke package of measures to provide benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that the Roundhouse have adopted to improve the sustainability of their deliveries.



Q Spotlight on existing operations

Although the Roundhouse already had many good practices which save them money and reduce the emissions and congestion within central London, they wanted to do more.

Existing practices were monitored in December 2015, with a package of measures identified.

Key findings are:

- Average of 8 vehicle movements per day
- 63 unique companies delivered over a fortnight (11 companies for beverages)
- Almost 50% of delivery trips were for personal staff goods

Roundhouse DSP

Existing good practice

- ✓ All deliveries and servicing trips recorded to enable monitoring of trends and issues
- ✓ A sizeable off-street loading area provides significant space for large vehicles to be able to load/unload at one time, reducing the impact on Regents Park Road

New practices

- Promoting alternatives to office based personal deliveries, reducing trips associated with 50% of packages currently delivered
- ✓ Providing set days to some suppliers to reduce deliveries. Majestic (wine and beer) deliveries have reduced by 50% from six to three days per week

Future measures

- Develop and promote approved supplier list to event promoters to encourage use of suppliers with low emission fleet
- ✓ Discourage peak hour deliveries to reduce impact on local congestion emissions and road safety at peak times, whilst adhering to delivery curfew (11pm-8am)



What measures are helping Roundhouse become more efficient and sustainable?



Reduced vehicle emissions

Waste Consolidation: The Roundhouse has a new supplier and are now monitoring on-going waste collections to enable service frequencies to be reduced as necessary. The Roundhouse are investigating the installation of a glass crusher on-site to reduce frequency of recycling trips.

"The Roundhouse is committed to improving our environmental impact and implementing any measures that we can. We became involved with the study as we are aware that air quality in Camden and across London is poor and we wanted to see if there was anything we could do to help. Moving forward we intend to work across departments and with our suppliers to consolidate deliveries wherever possible."

Fiona Greenhill, Head of Technical and Production, Roundhouse





Free up staff time spent receiving goods

Reducing Personal Deliveries: Promoting alternatives to personal

deliveries to the office (e.g. Click & Collect, Doddle etc) could remove up to 50% of deliveries per day, reducing emissions, the staff time required for staff to handle packages and increasing the security.



Improved security of deliveries and servicing

Set Delivery Days: Set delivery days have been provided to Majestic to encourage consolidation by supplier. Orders have been combined between restaurant and bar to reduce beverage deliveries by 50% from six to three per week.



Safer pedestrian and cyclist environment

Reducing peak hour deliveries:

Although the Roundhouse has limited control over the delivery schedule of artists and stage crews setting up for events, suppliers will be encouraged to avoid peak traffic times to reduce the impact of HGVs on those using local streets at peak times.

- ✓ Do you know what is coming into your building every more informed decisions?
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- ✓ If you have a central procurement system does everyone use it and therefore you benefit from bulk buy savings? If not could you implement one?
- ✓ Do you have a preferred courier to aid consolidation?
- ✓ Do all your essentials (e.g. milk) need to be delivered
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for generic goods and services?
- ✓ Are your bins full when waste is collected? Could your considered a waste compactor?



SUPPORTED BY **MAYOR OF LONDON**

Sheppard Robson

77 Parkway, London, UK

${\bf Q}_{\rm c}$ Spotlight on the building

Architectural practice

250 staff at 77 Parkway office (architects & support)

Keen to reduce deliveries and vehicle movements and improve overall corporate social responsibility

Off-street courtyard area shared with neighbouring premises



What is a DSP?

Delivery and Servicing Planning (DSP) is the method to reduce the impact of deliveries on local roads, by adopting a bespoke package of measures to provide benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that Sheppard Robson have adopted to improve the sustainability of their deliveries and servicing.



Q Spotlight on existing operations

Although Sheppard Robson already have good practices which save them money and reduce the emissions within central London, they wanted to do more.

Existing practices were monitored in January and February 2016, with a package of measures identified.

Key findings include:

- The building generates an average of 8 vehicle trips per day
- 13% of deliveries were for personal goods
- Two courier companies were used, creating 5 trips per day

Sheppard Robson DSP

Existing good practice

- \checkmark Use of low emission courier for one of the two couriers used
- Electronic submission of many documents as standard, hard copies only upon request
- ✓ Centralised procurement to avoid duplication and frequent deliveries as well as providing awareness about delivery times

New practices

- On-going monitoring of deliveries to inform future decisions
- ✓ 'Green' credentials of existing and future goods suppliers will be examined to reduce emissions and meet Sheppard Robson's ISO 14001 environmental management requirements
- ✓ Promote alternatives to receiving personal deliveries at work to all staff and added to bi-annual sustainability training and new starter training to reduce over 10% of vehicle trips and handling of up to 5 packages per day

Future measures

- ✓ Bulk buying of goods investigated with each department following collation of monitoring data
- ✓ Leading a milk buying group to work with other businesses on the same road to increase their buying power, reduce the number of delivery companies and potentially switch to a supplier with zero or low emission vehicles



What measures are helping Sheppard Robson become more efficient and sustainable?



Improved security of deliveries and servicing **On-going monitoring:** Continuing the monitoring started as part of the study will improve the safety and security of the business as well as building up a set of data that can be used to inform future decisions e.g. quieter days on which to schedule deliveries, or identify supplier consolidation opportunities. "We recognise the importance of environmental protection and are committed to operating our business responsibly. The DSP process has empowered us to analyse how we operate, providing us with information on best practice"

Sara Ladkani, Sheppard Robson

SHEPPARD ROBSON



Free up staff time spent receiving goods **Reducing Personal Deliveries:** Promoting alternatives to personal deliveries to the office (e.g. Click & Collect, Doddle etc) could remove over 10% of deliveries per day, reducing emissions, the staff time required for staff to handle packages and increasing the security.



Reduced vehicle emissions

Use of 'green' vehicles: Currently the vehicle emissions associated with Sheppard Robson suppliers (except courier and taxi contract) are not considered as part of the tender process. The use of low emission vehicle fleets will be considered whilst retendering (e.g. ultra low emissions zone compliant).

Åå

Safer pedestrian and cyclist environment

Working together: Sheppard Robson are leading a milk buying group to work with other businesses on the same road to increase their buying power, reduce the number of delivery companies and potentially switch to a supplier with zero or low emission vehicles. Reducing the number of vehicle movements and emissions from them will help to improve the environment for pedestrians and cyclists.

How could you improve your business?

- ✓ Do you know what is coming into your building every day? If you monitor it for two weeks, could you make more informed decisions?
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- ✓ If you have a central procurement system does everyone use it and therefore you benefit from bulk buy savings? If not could you implement one?
- Do you have a preferred courier to aid consolidation?
- Do all your essentials (e.g. milk) need to be delivered daily? Could you use fridges more effectively for example.
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for generic goods and services?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered a waste compactor?



Southside

105 Victoria Street, Victoria, London, UK

Q Spotlight on the building

Multi-tenanted office located in the heart of Victoria with a dedicated goods entrance, serviced by on-street loading

Approximately 1,350 employees across 8 businesses

Staff café for one of the businesses as well as meeting rooms and events spaces within businesses



What is a DSP?

A delivery and servicing plan (DSP) is a method to reduce the impact of delivery vehicles on local roads, by adopting a bespoke package of measures to provide provide financial, health and environmental benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that the main reception and individual tenants of Southside have adopted to improve the sustainability of their deliveries and servicing.



Q Spotlight on existing operations

Southside already has good practices which saves money and reduces the emissions in the local area, however they wanted to do more and promote measures to other multi-tenanted office buildings in central London.

Existing practices were monitored across six tenants in May 2016, with a package of measures identified.

Key findings include:

- 21 delivery and servicing trips are made on average each weekday (excluding waste & recycling).
- 90% of deliveries via Southside's main reception were by van, with a further 7% by foot or bicycle.

Southside DSP

Existing good practice

- The majority of the tenants use a single waste contractor
- ✓ Some tenants each procure one single approved courier, enhancing consolidation opportunities within the business, but this could be increased to the whole building
- ✓ 8% of delivery and servicing vehicles that arrived through the building's reception were delivering to more than one tenant in the same visit
- ✓ None of the regular goods suppliers and servicing / maintenance companies visiting the tenants monitored arrived in the PM peak (17:00 18:00) which typically has the highest local level of congestion of the day

New practices

- ✓ 'Green' credentials of existing and future goods suppliers will be examined to reduce emissions and meet the building's ISO 14001 environmental management requirements
- \checkmark Tenants now promote alternatives to receiving personal deliveries at work to their staff
- ✓ Communicating with regular goods suppliers to encourage deliveries outside of peak periods

Future measures

- ✓ Tenants will share information with one another to develop a greater understanding of existing suppliers visiting the building, to enable consolidation
- ✓ Tenants will re-examine their chosen goods suppliers when existing contracts end, and liaise with one another to reduce the number of separate suppliers visiting Southside
- ✓ All tenants will use the central refuse storage system for general, toner and recyclable waste to eliminate unnecessary refuse contractors visiting individual companies
- Tenants will encourage employees to use paper shredders installed to eliminate confidential waste collection (where applicable)





What actions are helping Southside make their deliveries cleaner and more efficient?



Building-wide cooperation

Consolidating suppliers: Existing tenants meetings are being used to identify and agree preferred suppliers for common goods and services. This helps reduce the number of suppliers delivering to Southside and consolidate the number of trips made.

Centralised refuse and recycling:

Using a single supplier for all the building's different waste and recycling streams helps limit the number of waste collection

vehicle trips.

"Sustainability and reducing our carbon footprint are important to Edelman. We participated in the delivery and servicing project so we could understand our negative impact on local air quality and to look for opportunities to reduce it through shared suppliers, fewer delivery days and encouraging staff to receive fewer packages at work."

Antony Wiltshire, Director of Workspace & Facilities UK & Ireland, Edelman (Southside tenant)



- \checkmark Do you know what is coming into your building every day? informed decisions?
- If not, could you benefit from a system?
- that uses low emission transport? Can you reduce the
- ✓ Do all your essentials (e.g. milk) need to be delivered
- for generic goods and services (e.g. cleaning, milk supplies,
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you
- ✓ Do you have online shopping delivered to your office? www.victoria.clickcollect.london?



Continued

environmental awareness

Reduce staff time receiving goods

Reducing personal deliveries: Tenants are promoting alternatives to personal deliveries to the office to help remove a significant proportion of courier trips whilst also reducing emissions, staff time to handle packages and improving security.

See www.victoria.clickcollect.london to find a convenient alternative parcel collection point.



Reduce vehicle emissions Use of 'green' vehicles: The use of low / zero emission vehicle fleets will be considered whilst re-tendering. Tenants will consider the environmental impact of deliveries when procuring goods and services. Suppliers using zero and low emissions suppliers will be favoured where possible. Find a zero and low emission supplier at: www.victoriabid.co.uk/work/zero-

and-low-emission-suppliers-directory/





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St Martin-in-the-Fields

Trafalgar Square, London, UK

Q Spotlight on the building

18th century Anglican church with music venue, café, shop, conference room, event space and Chinese community centre

- 220 cover restaurant / café
- 750,000 visitors annually
- On and off-street servicing area



What is a DSP?

Delivery and Servicing Planning (DSP) is the method to reduce the impact of deliveries on local roads, by adopting a bespoke package of measures to provide benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that St Martin-in-the-Fields have adopted to improve the sustainability of their deliveries and servicing.



Q Spotlight on existing operations

Although St Martin-in-the-Fields already had good practices which save them money and reduce the emissions and congestion within central London, they wanted to do more.

Existing practices were monitored in January and February 2016, with a package of measures identified.

Key findings include:

- The building generates an average of 20 vehicle trips per day
- 77 different companies were recorded delivering to St Martin-in-the-Fields
- Food deliveries were the largest generator of vehicle movements (30%)

St-Martin-in-the-Fields DSP

Existing good practice

- ✓ Early morning receipt of deliveries by cleaners from 0630 reduces the need for peak hour deliveries
- ✓ St Martin-in-the-Fields procure cookies for the restaurant from the adjacent Connections community centre. Goods are delivered on foot every 4 or 5 days according to demand

New practices

- ✓ Researching preferred supplier for production of promotional material to reduce associated vehicle trips from 17% of total deliveries
- ✓ Promotion of alternatives to receiving personal deliveries at work to remove one delivery per day on average

Future measures

- ✓ Preferred suppliers will be selected and consolidated to provide a single supplier for each type of goods e.g. vegetables, fruit, to reduce the number of suppliers and therefore trips by 25%
- ✓ Procure suppliers who use low emission fleet where possible to reduce vehicle emissions associated with deliveries







What measures are helping St Martin-in-the-Fields become more efficient and sustainable?



Reduce traffic Congestion

Supplier consolidation:

Consolidating goods to fewer suppliers, i.e. reducing the number of suppliers that provide comparable goods will help to reduce the vehicle trips associated with deliveries and subsequently reduce traffic congestion and emissions.

Buying in bulk: Increasing the amount

of goods per order to reduce delivery frequency, e.g. moving from weekly to

fortnightly stationery orders.

"Undertaking the two week survey made us realise that we could reduce the frequency of vehicular deliveries to St Martin's, particularly with our catering offer, by simply planning further ahead and by ordering non-perishable goods in larger quantities."

Chantal Lane, Office Administration Coordinator





Reduce number of deliveries

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Reduced vehicle emissions

Use of 'green' vehicles: Currently the vehicle emissions associated with St Martin-in-the-Fields suppliers are not considered as part of the tender process. The sustainability of vehicle fleets will be considered whilst retendering.



and cyclist environment

Preferred supplier: Currently events hosted at St Martin-in-the-Fields use an array of suppliers to provide promotional material (flyers / posters etc) and generate 17% of the total vehicle trips. Encouraging a preferred supplier will reduce trips by up to 17%, helping to make a safer pedestrian and cycle environment through reduced goods vehicle movements.

How could you improve your business?

- ✓ Do you know what is coming into your building every day? If you monitor it for two weeks, could you make more informed decisions?
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- ✓ If you have a central procurement system does everyone use it and therefore you benefit from bulk buy savings? If not could you implement one?
- Do you have a preferred courier to aid consolidation?
- Do all your essentials (e.g. milk) need to be delivered daily? Could you use fridges more effectively for example.
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for generic goods and services?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered a waste compactor?







Westminster City Hall

64 Victoria Street, Victoria, London, SW1E 6QP

Q Spotlight on the building

Multi-tenanted building primarily occupied by Westminster City Council (WCC)

WCC leases some floors out to Citibase, NHS England, Unison and BT Support

Amey manages the servicing operations for the building alongside 40 other sites across LB Westminster



What is a DSP?

A delivery and servicing plan (DSP) is a method to reduce the impact of delivery vehicles on local roads, by adopting a bespoke package of measures to provide financial, health and environmental benefits not only to the business but to all those working, visiting or living within the area.

This case study outlines some of the practices that Westminster City Hall has adopted to improve the sustainability of their deliveries and servicing.



Q Spotlight on existing operations

Westminster City Hall has existing good practices, consolidating services between the various tenants in the building wherever possible which helps to reduce vehicular trips to the local area. However, WCC are committed to doing more and developing a greater understanding of the delivery and servicing trips for the entire building. Existing practices were monitored in August 2016 and February 2017, with a package of measures identified.

Key findings include:

- The building generates an average of 18 trips per weekday across all delivery / collection points.
- 11 trips were recorded within the peak highway hours (08:00 – 09:00 and 17:00 – 18:00).
- 11% of all parcels distributed to individual staff desks across the building were for personal non-work related reasons.

Westminster City Hall DSP

Existing good practice

- ✓ All tenants within the building use Amey in-house services for maintenance, thereby encouraging a default supplier to be used for servicing (e.g. cleaners, housekeeping products) and reducing the number of external trips to the building
- ✓ Only one waste contractor is used to service the building, with collections taking place prior to 07:00 which is more beneficial for the local highway network
- ✓ Beverage deliveries only come once a month, demonstrating good practice to reduce the number of vehicle trips
- ✓ A tenth of deliveries, where the vehicle type was known, were undertaken by bicycle

New practices

- ✓ WCC staff have been encouraged to receive personal deliveries nearer to their homes to keep vehicles out of the most congested and polluted areas of central London
- ✓ WCC will be reminded of the default goods supplier for stationery to avoid miscellaneous deliveries from alternative suppliers

Future measures

- ✓ Will encourage regular goods suppliers to deliver prior to the AM peak period (08:00 – 09:00) wherever possible to avoid the most congested time for various road users
- ✓ Investigate the possibility of using a single default stationery supplier across the entire building, and negotiate a discount with the supplier
- ✓ Investigate using a milk supplier based more locally to eliminate current daily mileage from Exeter for West Country Milk deliveries, and preferably a supplier that is able / willing to use an electric or hybrid vehicle







What measures have helped Westminster City Hall become more efficient and sustainable?



Reduce staff time receiving goods

Reducing personal deliveries:

receiving personal deliveries nearer to home instead of work could remove up to 11% of deliveries across the building, reducing emissions, staff time to handle packages and increasing the security.



Continued environmental awareness

Use of 'green' vehicles: the use of low / zero emission vehicle fleets wherever possible will be considered whilst re-tendering for suppliers, and will use local suppliers when appropriate to reduce mileage and enhance WCC's Corporate Social Responsibility. "Westminster City Council is leading by example when it comes to reducing deliveries into the area. We commissioned this Delivery and Servicing Plan as we believe it is important to review our current procedures and to implement effective changes that will reduce the number of vehicles entering central London and improve air quality. We want to demonstrate to businesses in the borough that this is an effective and simple way to make a real difference to our environment."

Councillor Harvey, Westminster City Council

How could you improve your business

- Do you know what is coming into your building every day? If you monitor it for two weeks, could you make more informed decisions?
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- ✓ If you have a central procurement system, does everyone use it and therefore do you benefit from bulk buy savings? If not, could you benefit from one?
- ✓ Do you have a preferred courier? Could you select one that uses low emission transport? Can you reduce the frequency of parcels being sent?
- ✓ Do all your essentials (e.g. milk) need to be delivered daily? Could you use fridges more effectively for example?
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- ✓ Do all companies in your building use the same suppliers for generic goods and services (e.g. cleaning, milk supplies, waste collection, and stationery)?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered a waste compactor?

For more information and support reviewing your deliveries please contact Cross River Partnership at **crp@crossriverpartnership.org**



Increased supplier consolidation to reduce vehicle trips

Consolidation: reviewing the range of suppliers delivering to WCC's staff canteen will reduce unnecessary grocery and beverage deliveries, alleviating congestion in Victoria area.



Increased storage to reduce number of trips

Bulk buying goods: monitoring delivery data for office supplies and investigating the use of energy efficient fridges and freezers, to enable products to be ordered in larger quantities and delivered less often.







80 Strand

London, WC2R ORE

Q Spotlight on the building

Multi-tenanted office located in the heart of the Strand with a dedicated goods entrance, serviced by on-street loading

No delivery and servicing trips are permitted through the main entrance, resulting in a single delivery point through the loading bay and higher level of security

Hospitality space for all businesses on the 10th floor and two staff restaurants within the building



What is a DSP?

A delivery and servicing plan (DSP) is a method to reduce the impact of delivery vehicles on local roads, by adopting a bespoke package of measures to provide financial, health and environmental benefits not only to the tenants but to all those working, visiting or living within the area.

This case study outlines some of the practices that the building manager and participating tenants of 80 Strand have adopted to improve the sustainability of their deliveries and servicing.



Q Spotlight on existing operations

The tenants within 80 Strand demonstrate good practices which save them money and reduce emissions in the local area. Their priority is to build on what they have achieved and promote measures to other multi-tenanted office buildings in central London.

Existing practices were monitored across five tenants that chose to participate in August 2016, with a package of measures identified.

Key findings include:

- 41 delivery and servicing trips are made on average each day.
- 73% of all deliveries recorded were undertaken by van.
- 32% of deliveries contained goods for more than one tenant.
- 28% of individual packages being delivered were for personal non-work related reasons.

80 Strand DSP

Existing good practice

- All tenants within the building use the same waste contractor and compactors are installed for cardboard and recycling streams, reducing the number of vehicle collections
- ✓ Only one supplier for certain goods / servicing categories currently visits the building, including IT servicing, housekeeping goods, printing supplies and IT equipment
- ✓ 32% of delivery and servicing vehicles delivered goods to more than one tenant in the same visit, comparatively high to other multi-tenanted buildings in central London
- ✓ On average, less than one delivery / servicing trip to the participating tenants was recorded during the PM peak (17:00 − 18:00) which typically has the highest local level of congestion of the day

New practices

- ✓ Building manager will promote alternatives to receiving personal deliveries at work to tenants, encouraging them to share information with their employees
- Communicating with regular goods suppliers to encourage deliveries outside of peak periods, by maximising use of overnight deliveries through the loading bay and holding area for items

Future measures

- ✓ Reduce the number of stationery companies delivering to and courier companies collecting parcels from 80 Strand through better liaison between tenants
- ✓ Encourage Pearson, Aimia and Stasco to each review their grocery / beverage supplier list to minimise the number of separate companies that provide similar type goods (e.g. dairy products, bread and sweet baked goods)
- Tenants will share information with one another to develop a greater understanding of existing suppliers visiting the building, to enable consolidation







What measures are helping 80 Strand become more efficient and sustainable?



Reduce traffic congestion

Consolidating suppliers: Building management has encouraged ongoing liaison between the tenants through tenant meetings to assist procurement of the same companies for regular goods deliveries and servicing purposes. "We recognise the importance of environmental protection and are committed to managing 80 Strand responsibly. The Delivery and Servicing Plan has empowered us to analyse how our tenants operate, providing us with information on best practice."

Paula Bone, Building Manager





Safer environment for pedestrians and cyclists

Reducing peak hour deliveries:

5% of all scheduled deliveries were between 08:00 – 09:00. Suppliers will be reminded that 24-hour staff cover at the loading bay enables deliveries outside of peak time, to help improve road safety and air quality for pedestrians and other road users.

Reduce staff time receiving goods

Reducing personal deliveries:

Tenants are promoting alternatives to personal deliveries to the office (e.g. **northbank.clickcollect. london**) to help remove up to 28%

of courier deliveries, reducing both vehicle-borne emissions and staff time handling packages, as well as improving security.



vehicle emissions

Reduce

Use of 'green' vehicles: Currently the vehicle emissions associated with 80 Strand's suppliers are not considered as part of the tender process for some tenants. The use of low / zero emission vehicle fleets will be considered whilst re-tendering.



- ✓ Do you know what is coming into your building every day? Monitoring it for two weeks will help you make informed decisions.
- ✓ Do you know where your suppliers are based? Are there local alternatives?
- ✓ If you have a central procurement system, does everyone use it and therefore do you benefit from bulk buy savings? If not, could you benefit from a system?
- ✓ Do you have a preferred courier? Could you select one that uses low emission transport? Can you reduce the frequency of parcels being sent?
- ✓ Do all your essentials (e.g. milk) need to be delivered daily? Are there ways to optimise storage?
- ✓ Do your suppliers use low or zero emission vehicles? Could you use alternative suppliers that do?
- Do all companies in your building use the same suppliers for generic goods and services (e.g. cleaning, milk supplies, waste collection, and stationery)?
- ✓ Are your bins full when waste is collected? Could your collections be reduced to save you money? Have you considered installing a waste compactor?





