

# **EUSTON TOWER**

Draft Delivery & Servicing Plan

December 2023



## **EUSTON TOWER, REGENT'S PLACE**

## DRAFT DELIVERY AND SERVICING PLAN

PROJECT NO. 22/181 DOC NO. D004

DATE: DECEMBER 2023

VERSION: 1.0

CLIENT: BRITISH LAND PROPERTY MANAGEMENT LIMITED

Velocity Transport Planning Ltd www.velocity-tp.com





## **DOCUMENT CONTROL SHEET**

### **Document Reference**

Project Title	Euston Tower, Regent's Place	
Document Title	Draft Delivery and Servicing Plan	
Project Number	22/181	
Document Number	D004	
Revision No.	1.0	
Document Date	DECEMBER 2023	

### **Document Review**

	Name	Date completed
Prepared By	EN	
Reviewed By	MP	December 2023
Authorised By	TM	

### **Notes**

The document reference number, revision number and date are given on the footer of each page
© Velocity Transport Planning Ltd
Extracts may be reproduced provided that the source is acknowledged



## **TABLE OF CONTENTS**

-	1	INTRODUCTION	1
2	2	PLANNING POLICY	5
3	3	AIMS AND OBJECTIVES	9
4	4	SERVICING DEMAND	10
[	5	SERVICING ARRANGEMENTS	12
(	6	MANAGEMENT AND MEASURES	17
-	7	WASTE MANAGEMENT STRATEGY	19
8	8	MONITORING AND REVIEW	21

## **FIGURES**

FIGURE 1-1: SITE LOCATION AND LOCAL CONTEXT	2
FIGURE 1-2: PROPOSED DEVELOPMENT - GROUND FLOOR PLAN	3
FIGURE 4-1: DELIVERY AND SERVICING TRIPS – DAILY PROFILE	.11
FIGURE 5-1: LONGFORD STREET SERVICING ACCESS AND RAMP	.12
FIGURE 5-2: EXISTING REGENTS PLACE BASEMENT AREA	.13
FIGURE 5-3: PROPOSED BASEMENT SERVICING ARRANGEMENTS	.14
FIGURE 5-4: SPECIALIST GAS DELIVERIES	.15
FIGURE 5-5: ACCESS STRATEGY FOR LARGER CARGO BIKES	.16
FIGURE 5-6: ACCESS STRATEGY FOR STANDARD CARGO BIKES	.16

### 1 INTRODUCTION

#### 1.1 INTRODUCTION

- 1.1.1 Velocity Transport Planning has been commissioned by British Land Property Management Limited (Thereafter British Land, or the 'Applicant') to prepare a Draft Delivery and Servicing Plan (DSP) in relation to the proposed redevelopment of Euston Tower, which forms part of Regent's Place, situated within the London Borough of Camden (LBC).
- 1.1.2 This DSP should be read in conjunction with the Transport Assessment (TA), also submitted as part of the planning application.
- 1.1.3 This Draft DSP is required as part of the planning application and the full DSP will be secured as a planning condition or obligation via a section 106 agreement.

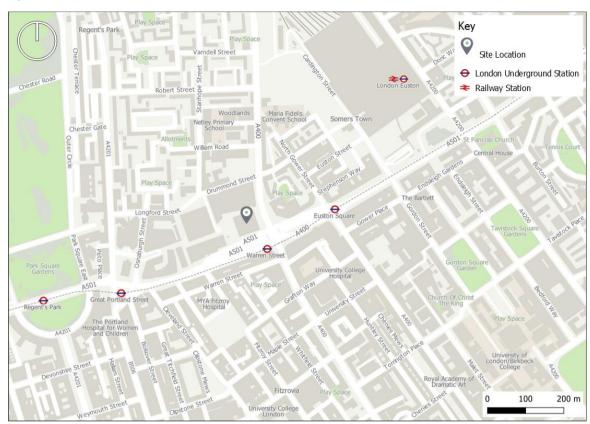
#### 1.2 SITE LOCATION AND USE

- 1.2.1 Euston Tower is situated within the London Borough of Camden ('LBC'), and the ward of Regent's Park. The Site is bounded by Euston Road (south), Hampstead Road (east), Brock Street (north) and Regent's Place (west). The Site covers an area of 8,079sqm, comprised of a single, ground plus an existing 36-storey tower. The tower has been largely vacant for several years, predominantly comprising office uses on the upper floors, however there are still retail uses currently in operation at ground floor level. The Site does not fall within a conservation area; however, Fitzroy Square CA and Bloomsbury CA are both located in close proximity (south). There are no elements of the Site that are statutory or locally listed. A Certificate of Immunity from listing has been submitted and at the time of submission is still pending in respect of the existing tower. There are several buildings located within a close radius of the Site that are Grade I, Grade II and Grade II\* listed.
- 1.2.2 The Site has a PTAL rating of 6b indicating 'excellent' transport connectivity. The Site is mainly served by Warren Street Underground Station (south), Euston Square Underground Station (east) and Great Portland Street Underground Station (west). There are also several bus routes that serve the site along Euston Road (south) and Hampstead Road (east).
- 1.2.3 The land surrounding the Site consists of a range of uses. The Site is designated within the Knowledge Quarter Innovation District ('KQID'), home to world-class clusters of scientific and knowledge-based institutions and companies specialising in life-sciences, data and technology and creative industries. The neighbouring Regent's Place comprises commercial, office and cultural land uses, as well as pedestrianised streets and public realm incorporated into the space. The closest residential properties are located along Drummond Street (north) and Hampstead Road (east).
- 1.2.4 On a London-wide scale, Regents Place sits within Central London located in the Borough of Camden approximately 1.5km to the west of Kings Cross and 0.5km to the east of Regents Park.



1.2.5 **Figure 1-1** shows the location of the site and its surrounding network within circa 800m.

Figure 1-1: Site location and local context



1.2.6 Euston Tower is situated at the southwestern corner of the Regents Place estate and is bounded by Brock Street to the north and Regents Place Plaza to the west which are both pedestrianised. To the east is Hampstead Road and to the south the A501 Euston Road.

#### 1.3 PROPOSED DEVELOPMENT

1.3.1 Full Planning Permission is sought for the following:

Redevelopment of Euston Tower, including the partial retention (retention of existing core, foundations and basement), disassembly, reuse and extension of the existing building, to provide a 32-storey building for use as offices and research and development floorspace (Class E(g)) and office, retail, café and restaurant space (Class E) and learning and community space (Class F) at ground, first and second floors, and associated external terraces. Provision of public realm enhancements, including new landscaping, and provision of new publicly accessible steps and ramp. Provision of short and long stay cycle storage, servicing, refuse storage, plant and other ancillary and associated works.

- 1.3.2 This is referred to throughout as the "Proposed Development".
- 1.3.3 The Proposed Development's new land uses and areas are summarised in **Table 1-1.**

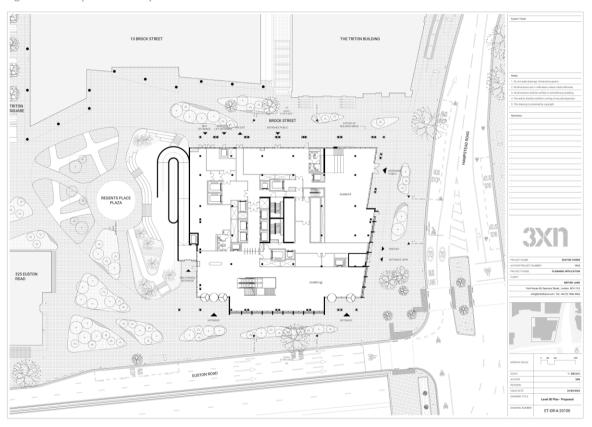


Table 1-1: Proposed Development Accommodation Schedule

LAND USE	FLOOR LEVEL	NIA (SQM)	GIA (SQM)	GEA (SQM)
Office (Class E(g))	Level 12 – Level 31	31,575	52,160	56,250
Life Science (Class E(g))	Level 03 - Level 11	16,487	22,631	24,380
Commercial, Business & Service Use (Class E (flexible retail))	Ground – Level 01	717	748	775
Learning (Class F1)	Ground – Level 02	1,960	2,003	2,137
Total		50,739	77,542	83,541

1.3.4 The ground floor plan is illustrated in **Figure 1-2.** The Proposed Development maximises active frontage with public access on Hampstead Road and office and lab space access from Euston Road. Significant improvements to the public realm are proposed to provide a high-quality environment for the Proposed Development.

Figure 1-2: Proposed Development - Ground Floor Plan



#### 1.4 PURPOSE OF THE DSP

1.4.1 The purpose of this DSP is to inform the Local Authority of the intent of the applicant in managing service vehicle trips to and from the development in order to minimise their impact on the surrounding public highway.

#### 1.5 DOCUMENT STRUCTURE

- 1.5.1 The remainder of this DSP is structured as follows:
  - Section 2 Reviews relevant transport planning policy;
  - Section 3 Provides the aims and objectives of the DSP;
  - Section 4 Provides details of the servicing demand;
  - ⊙ Section 5 Summarises the servicing arrangements;
  - Section 6 Describes the servicing management and measures;
  - ⊙ Section 7 Provides a summary of the waste management strategy; and
  - Section 7 Monitoring and Review



Page 4

## 2 PLANNING POLICY

#### 2.1 INTRODUCTION

2.1.1 Relevant regional and local planning policy and guidance have been reviews to provide context for deliveries and servicing related to the development proposals.

#### 2.2 LONDON PLAN (2021)

- 2.2.1 The London Plan was published in March 2021. The London Plan is part of the statutory development plan and aims to ensure that London's transport is easy, safe, and convenient for everyone and actively encourages more walking and cycling.
- 2.2.2 Policy T7 'Deliveries, servicing and construction' sets out:
  - G. "Development proposals should facilitate safe, clean, and efficient deliveries and servicing. Provision of adequate space for servicing, storage and deliveries should be made off-street, with on-street loading bays only used where this is not possible. Construction Logistics Plans and Delivery and Servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments.
  - H. Developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night-time. Appropriate facilities are required to minimise additional freight trips arising from missed deliveries and thus facilitate efficient online retailing."

#### 2.3 TFL DELIVERY AND SERVICING PLANS GUIDANCE

- 2.3.1 TfL's Delivery and Servicing Plan Guidance (issued in December 2020) assists with planning for safe, clear and efficient freight in London.
- 2.3.2 The guidance states the following:
  - A DSP is usually secured by means of a section 106 obligation or similar planning condition once planning permission is granted to a developer by the local authority.
  - The DSP should cover both deliveries and servicing made to the business(es) at the site, and the personal deliveries made to its employees or tenants/occupiers.
  - The DSP should be a live document that is updated over time to reflect changes.
- 2.3.3 There are benefits in terms of cost savings to the business, improved neighbour relations and reduced environmental impact of site occupiers where a DSP is effectively implemented:
  - Save time and money; for example, a delivery booking system can free up space and employees' time;
  - Contribute to Corporate Social Responsibility; for example, out-of-peak delivery hours can reduce local congestion, and cleaner and more efficient deliveries help to achieve carbon reduction targets; and
  - Improve everyone's safety, for example, by providing adequate off-street loading bays.



- 2.3.4 Transport for London ("TfL") requires DSPs to be submitted as part of all referable planning applications, to minimise the impact of freight movements on the transport network,
- 2.3.5 TfL provides online guidance on its freight portal, including the guidance document "Delivery and Servicing Plans: Making freight work for you". The guidance notes that:

"A DSP provides a framework for ensuring servicing freight activity is as effective and efficient as possible... DSPs consist of a range of tools, actions and interventions aimed at reducing and retiming deliveries, redefining building operations and ensuring procurement activities account for vehicle movement and emissions."

2.3.6 TfL guidance identifies the following strategies to manage delivery and servicing effectively:

#### **Managing Deliveries**

- Inform suppliers of the delivery location and where loading and unloading should take place.
- Implement a delivery booking system to manage the timing of arrivals and minimise peak demands and congestion on-site. Suppliers should be made aware of the system. Each delivery should have a specific time slot; however, the regular time slots should have some spare capacity to accommodate unexpected deliveries.
- Move deliveries outside of peak or normal working hours. In some circumstances, it may be possible to work with suppliers to undertake deliveries at quieter times, particularly if staff are available to receive goods on-site 24/7.
- Reduce the time spent on-site by suppliers by giving defined delivery times to manage loading and unloading durations and locating delivery areas near loading bays.
- Ensure loading bays are kept free of staff parking or other unintended uses, such as waste storage.

#### **Reviewing Supply Chain Operations**

- Reduce delivery, servicing and collection frequencies by consulting with suppliers and consolidating delivery streams.
- Establish a centralised ordering system to reduce the likelihood of different suppliers being used for the same products or of numerous orders being made to the same company.
- Use the procurement process to ensure freight vehicles are safe and lawful and operated efficiently.
- Reduce or consolidate the number of suppliers, such as suppliers delivering similar products.
- Minimise the number of courier/specialist delivery times on same day orders so that deliveries can be consolidated onto fewer vehicles.
- Review waste management processes to minimise the number of collections.
- Use a consolidation centre to minimise vehicle journeys and also improve delivery reliability and efficiency. A consolidation centre receives multiple deliveries from suppliers, and goods are grouped together before a single delivery vehicle delivers the consolidated goods to the recipient. This also enables off-site security screening and minimises the number of goods stored on-site.

#### **Working with Suppliers**

- Promote the use of low or no emission vehicles/modes. Bicycles and motorcycles can be suitable for smaller items. The use of electric and hybrid freight vehicles will reduce carbon emissions.
- Promote the use of legal loading locations.



 Encourage best practice scheme membership amongst suppliers, such as TfL's Freight Operator Recognition Scheme (FORS), which helps suppliers become safer, greener and more efficient.

#### 2.4 CAMDEN LOCAL PLAN 2017

- 2.4.1 The Local Plan was adopted by Council on 3 July 2017.
- 2.4.2 Policy T4 'Sustainable Movement of Goods and Materials' states:

"The Council will promote the sustainable movement of goods and materials and seek to minimise the movement of goods and materials by road.

We will:

- a. Encourage the movement of goods and materials by canal, rail and bicycle where possible;
- b. protect existing facilities for waterborne and rail freight traffic and;
- c. promote the provision and use of freight consolidation facilities.

Developments of over 2,500 sqm likely to generate significant movement of goods or materials by road (both during construction and operation) will be expected to:

- d. minimise the impact of freight movement via road by prioritising use of the Transport for London Road Network or other major roads;
- e. accommodate goods vehicles on site; and
- f. provide Construction Management Plans, Delivery and Servicing Management Plans and Transport Assessments where appropriate."

#### 2.5 CAMDEN PLANNING GUIDANCE – TRANSPORT (2021)

- 2.5.1 The Camden Planning Guidance on Transport was adopted in 2021 and provides further detailed guidance on transport matters.
- 2.5.2 Chapter 4 concerns Delivery and Servicing Plans and expresses the follow key messages:
  - The need for a Delivery and Servicing Plan (DSP) should be identified in the Transport Assessment.
  - A framework/draft DSP will form part of the Transport Assessment; the DSP itself will form part of the Travel Plan or be a standalone document, secured as a Section 106 planning obligation.
  - The use of the term 'Delivery and Service Plan' is interchangeable with the term 'Delivery and Servicing Management Plan'.
- 2.5.3 The Guidance identifies that "the aim of a DSP is to minimise motorised freight movements, mitigating against the negative impacts of freight movement in general, in particular those of motorised freight traffic" and that it will aid developers and future occupiers in managing:
  - a. Location of loading;
  - b. Delivery timing;
  - c. Routing;
  - d. Vehicular type and vehicular control measures;
  - e. Freight consolidation;
  - f. Other control measures;
  - g. Specific considerations according to land use, where applicable; and
  - h. Monitoring."



- 2.5.4 Specific considerations for office uses are provided and include:
  - The prohibition of personal deliveries to offices, combined with an offer of click and collect services to employees is one way of reducing the number of vehicles serving an office, and can significantly reduce the impact on the road network.
  - The re-timing of some deliveries should be possible within the development. If a development is not to be staffed overnight or at weekends, on-site secure storage, or arrangements with nearby businesses to accommodate out of hours deliveries, may be feasible in order to reduce daytime impact on the network.
  - Consideration should be given to the consolidation of deliveries, in particular to large office developments (generally those larger than 2,500sqm). This consolidation regime should be enforced though a robust booking and monitoring system that can demonstrate the number of vehicle trips avoided as a result of the consolidation. If this is not required as a planning condition, a voluntary cap on the number of delivery vehicles each day is encouraged.

## 3 AIMS AND OBJECTIVES

- 3.1.1 The DSP is intended to outline the principles associated with servicing of the Proposed Development and establish management measures that will be implemented in order to ensure that the activity associated with deliveries, servicing and refuse collection do not have adverse impacts.
- 3.1.2 The aim of this DSP is to:
  - Assist in the management of refuse, delivery and servicing activities at the development by improving the efficiency of these activities and reducing the impact of the development on the local road network.
- 3.1.3 The objectives are:
  - To ensure that there is minimal disruption to the local highway network;
  - Reduce environmental impacts (noise, pollution etc.) associated with delivery and servicing operation.
- 3.1.4 The intended benefits of the DSP are:
  - For the occupiers and supply chain reduced operating costs and improved reliability of deliveries;
  - For site users and the local community reduced risk of accidents and reduced congestion on the roads surrounding the application site; and
  - ⊙ For the local community and wider environment reduced CO<sub>2</sub> and noise emissions.



## 4 SERVICING DEMAND

- 4.1.1 Servicing trips have been calculated from delivery log data provided by the Regent's Place Management Team. The delivery log provides 24-hour servicing and deliveries to all buildings within Regents Place, and data has been extracted for the occupied office buildings.
- 4.1.2 The data shows Regent's Place campus generates a total of 0.194 servicing vehicle arrivals per 100 sqm per day.
- 4.1.3 The Regent's Place data used is comparable with the Trip Rate Information Computer System (TRICS) Sites identified in **Section 7.2** of the Transport Assessment which generate a total of 0.190 servicing vehicle arrivals per 100sgm per day.
- 4.1.4 To inform the assessment for the expected life science deliveries, data from the Francis Crick Institute located approximately 1.0km to the east was used. The data provided shows the Crick Institute generate a total of 0.124 servicing vehicle arrivals per 100sqm per day. The Crick Institute is a purpose-built research building with more than 100 separate research groups and over 2,000 staff and would therefore generate comparable servicing and delivery trips.
- 4.1.5 The following servicing rates have been applied:
  - Office and Learning Space 0.194 per 100sqm per day;
  - O Life Sciences 0.124 per 100sqm per day; and
  - Retails uses 1.35 per 100sqm per day.
- 4.1.6 **Table 4-1** forecasts the daily servicing trips to the Proposed Development.

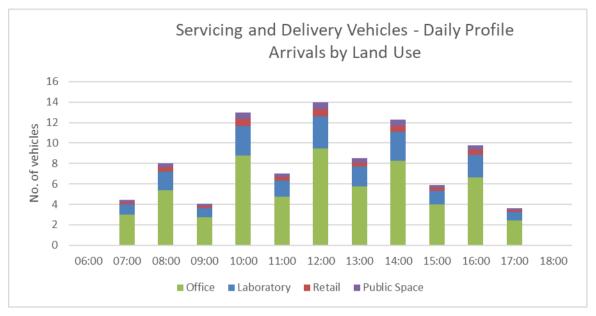
**Table 4-1: Daily Servicing Vehicles** 

Land Use	Daily Servicing Trips
Office (Class E(g))	61
Life Science (Class E(g))	20
Retail (Class E (flexible retail))	4
Learning Use (Class F1)	5
TOTAL	91

4.1.7 **Figure 4-1** shows a daily profile for the expected servicing demands.



Figure 4-1: Delivery and Servicing Trips – Daily Profile



## 5 SERVICING ARRANGEMENTS

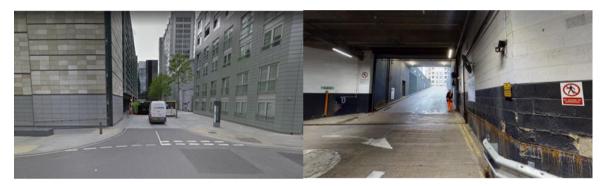
#### 5.1 GENERAL

5.1.1 This section provides details of the access strategy for servicing and delivery activity associated with the Proposed Development.

#### 5.2 DELIVERY AND SERVICING ACCESS

- 5.2.1 The existing access for servicing vehicles is via Longford Street. The basement ramp provides access to a number of servicing areas which serve all buildings within Regents Place. The basement is fully managed by Regent's Place Management team.
- 5.2.2 The Longford Street access is for delivery and servicing vehicles to the basement as shown in **Figure 5-1.**

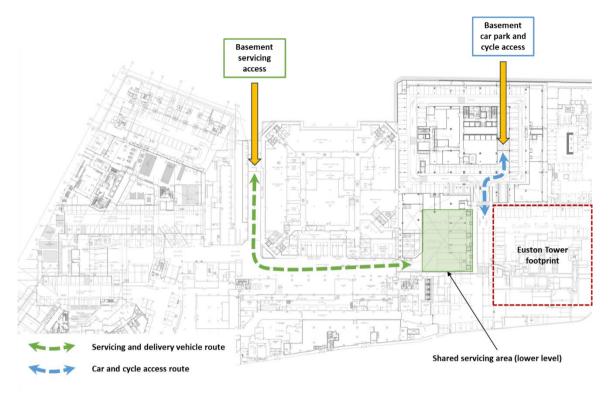
Figure 5-1: Longford Street Servicing Access and Ramp



5.2.3 The service yard area for Euston Tower is located towards the eastern side of the basement and is shared with Brock Street. The existing basement layout is shown in **Figure 5-2.** 



Figure 5-2: Existing Regents Place Basement Area



#### 5.3 DELIVERY AND SERVICING LOCATIONS

#### OFFICE AND RETAIL DELIVERIES

- 5.3.1 The existing access and vehicle route to the servicing area will be retained for Euston Tower and Brock Street and Regent's Place Management will continue to manage the entire basement area. There will be a reduction in one 8m loading bay to accommodate refuse storage at service yard level with cycle storage above. The proposed basement servicing arrangements are shown in **Figure 5-3.**
- 5.3.2 The swept paths are shown in **APPENDIX A.** All vehicles will enter and exit the servicing area in a forward gear.



Refuse store at service area level

Platform lift to service area

Vehicle Access

Platform lift to loading dock

Hazardous Waste Store
Vehicle Loading Bays
Cargo Bike Bays
Goods Lifts

Figure 5-3: Proposed Basement Servicing Arrangements

#### LIFE SCIENCE DELIVERIES

#### **SPECIALIST LIFE SCIENCE DELIVERIES**

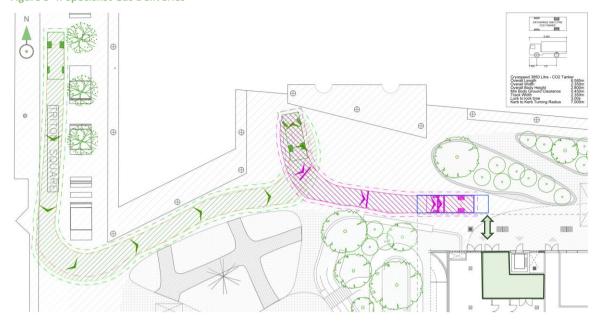
- 5.3.3 The requirements for specialist deliveries are highly dependent upon the tenants. At this stage it is therefore necessary to design flexibly to allow for different volumes, types and delivery methods of liquids/gases.
- 5.3.4 Life sciences require several additional specialist bottled/liquid gas deliveries along with the regular deliveries expected to a lab-type building.
- 5.3.5 The liquid and bottled gas deliveries cannot take place within the basement and need to be at ground level with blue-sky above them. All specialist delivery activity is proposed to be at ground-level to the northwest corner of the building.

#### VEHICLE MOVEMENT

5.3.6 The proposed specialist delivery location will enable deliveries to be made safely and directly into the ground-level gas store. The vehicle will access the delivery bay from Drummond Street via Triton Square and stop in an area close to the gas store. An area will be cordoned off to pedestrians between the proposed planter to the north and the building. An alternative pedestrian route is provided to the north of the planter. Figure 5-4 shows the vehicle access route and delivery bay location.



Figure 5-4: Specialist Gas Deliveries



- 5.3.7 All vehicle movements across the Regent's Place Plaza and the delivery process will be fully managed by trained staff with a 'banksman' provided to guide the vehicles across and manoeuvre within the plaza.
- 5.3.8 It is proposed that gas deliveries will be scheduled to be undertaken outside of peak pedestrian times where less people will be within the plaza.
- 5.3.9 The vehicle swept paths are shown in **APPENDIX A.**

#### TRANSFER FROM VEHICLE TO BUILDING

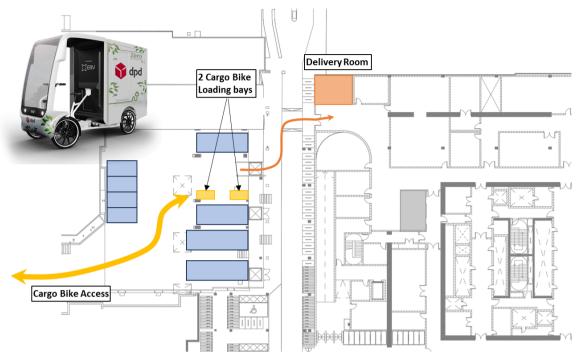
- 5.3.10 Once the servicing vehicle has arrived, the delivery can be transferred into the building.
- 5.3.11 For liquid nitrogen (LN2) deliveries, LN2 may be pumped directly to an on-site tank via a hose. If a Dewar exchange solution is adopted, full and empty Dewars will be transferred between the building and the LN2 store.
- 5.3.12 Gas bottles will be brought directly into the store from the delivery vehicle using trollies and directly to the gas store at ground level

#### **CARGO BIKE DELIVERIES**

5.3.13 Deliveries made by larger cargo bikes or quadracycles similar to that in **Figure 5-5** will enter the Proposed Development via the existing basement servicing ramp. Within the existing service area, two cargo bike parking bays will be provided. Deliveries will be received by a member of on-site staff.

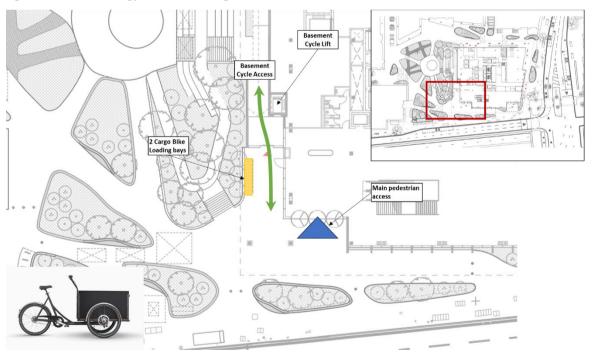


Figure 5-5: Access Strategy for Larger Cargo Bikes



5.3.14 For standard cargo bike deliveries, two parking spaces will be provided at ground level, adjacent to the cycle access and main pedestrian building access. Deliveries will be received by a member of on-site staff.

Figure 5-6: Access Strategy for Standard Cargo Bikes



## 6 MANAGEMENT AND MEASURES

#### 6.1 INTRODUCTION

6.1.1 This draft DSP has been developed in consideration of LBC and TfL best practices and guidance to provide an effective and efficient servicing strategy that minimises the impacts of servicing at the site.

#### 6.2 ACCESS

6.2.1 The existing servicing vehicle basement access from Longford Street will be used to access the shared Euston Tower loading area. Access into the basement servicing areas is controlled at the top of the Longford Street ramp.

#### 6.3 MANAGEMENT

- 6.3.1 The Regent's Place Management (RPM) team will be responsible for managing and co-ordinating the servicing of the development including:
  - O Liaising with occupiers and suppliers to encourage good practice, such as:
    - the virtual grouping (virtual consolidation) of deliveries to minimise vehicle trips;
    - selecting delivery companies and suppliers that use low emissions delivery methods (cargo bikes and electric vehicles) where possible;
  - Managing a delivery scheduling system, which will aim to avoid busy peaks;
  - Overseeing and accepting deliveries and being available to provide assistance;
  - O Contacting individual occupiers to alert when their delivery has arrived; and
  - Recording vehicle sizes and types and discouraging long dwell times.

#### 6.4 SERVICING EFFICIENCY AND SAFETY

- 6.4.1 In order to make deliveries as efficient and safe as possible the following is proposed:
  - The RPM team will issue written / email instructions to all suppliers who book deliveries setting out the delivery procedures to be adopted. The information will include a plan indicating the location for access and servicing and where goods will be received;
  - All deliveries including the specialist gas deliveries will be scheduled to limit the number of vehicles in the morning and afternoon peak hours;
  - O Clear signage will be provided directing goods to the correct entrance;
  - Drivers will be informed that vehicle engines must be switched off whilst goods are being loaded/ unloaded (i.e., when their vehicle is stationary).
  - Suppliers will be encouraged to use small and fuel-efficient vehicles where possible;
  - The refuse collection contractor will inform the FM team when the refuse collection vehicle is expected to arrive, so that the refuse is collected as promptly as possible; and
  - A logbook will be maintained and will include a record of any accidents or near misses and, if necessary, will be used to avoid potential future incidents.



#### 6.5 REDUCING DELIVERIES

- 6.5.1 At this stage the future occupiers/tenants of the building are not known. It could be a single occupier or multi-tenanted. In the event of multiple tenants, the RPM team will encourage shared suppliers to be used which minimises the total number of deliveries.
- 6.5.2 There are a number of Life Science deliveries that are common to all occupiers including laundry and PPE supplies. The RPM team will encourage all Life Science occupiers to use the same suppliers for these types of goods.
- 6.5.3 The use of consolidation centres will be explored further with The Applicant as this could lead to an overall reduction in vehicle deliveries.

#### 6.6 REVISING MODE

- 6.6.1 Revising the travel mode to more sustainable forms of transport can reduce the impact of servicing through reduced emissions and noise.
- 6.6.2 Cargo bicycle deliveries will be encouraged and through the procurement process, cargo bike deliveries will be chosen where available.
- 6.6.3 Electric servicing vehicles are becoming more common and available for making deliveries. Electric vehicle battery and charging technology is continually improving and interventions such as the Ultra-Low Emission Zone are further encouraging electric vehicles. The use of electric vehicles will minimise noise and vehicle emissions. Through the procurement process, electric vehicle deliveries will be chosen where available.

#### 6.7 PERSONAL DELIVERIES

6.7.1 The specific policy for personal deliveries will need to be determined by individual occupiers of the development. Employees will be encouraged to use click-and-collect locations within close proximity of the site for personal delivery items.



## 7 WASTE MANAGEMENT STRATEGY

#### 7.1 WASTE STRATEGY

- 7.1.1 This section summarises the Operational Waste Management Strategy (OWMS) produced separately and is submitted as part of the planning application for the Proposed Development.
- 7.1.2 This waste strategy has been developed in accordance with standards detailed in LBC's 'Waste Storage and Arrangement for Residential and Commercial Units' guidance document (hereafter referred to as 'the Guidance') which was updated in 2014.
- 7.1.3 The estimated daily waste generation has been calculated using waste metrics provided in British Standard BS5906:2005 *Waste Management in Buildings Code of Practice.*

#### **COMMERCIAL WASTE**

#### **EXISTING WASTE MANAGEMENT STRATEGY**

- 7.1.4 An on-site Facilities Management (FM) contractor is currently appointed to collect the segregated waste from these areas as part of standard cleansing operations.
- 7.1.5 The site is currently providing separate storage provisions for the following waste streams:
  - Residual waste;
  - DMR;
  - Food waste; and
  - Glass waste.
- 7.1.6 All waste streams are transferred around the estate to the basement 01 service yard by the on-site FM team for consolidation into respective tenanted waste storage areas.
- 7.1.7 Residual waste and DMR is temporarily stored within the waste storage areas before being consolidated into two portable waste compactors, located in the service yard, by the on-site FM team.
- 7.1.8 Each waste stream is collected multiple times a week in accordance with the LBC approved servicing hours.

#### PROPOSED WASTE MANAGEMENT STRATEGY

- 7.1.9 The existing waste management operations are currently segregating material effectively, and the proposed waste strategy will therefore maintain the same principles of consolidation and collection for each waste stream.
- 7.1.10 Commercial occupiers will temporarily store segregated waste within their tenanted areas.
- 7.1.11 All waste generated during the operational phase of Proposed Development will be collected internally and transferred to the tenant commercial waste store by the on-site FM team.
- 7.1.12 A tenant commercial waste store will be provided in basement level 01 with separate residual waste, DMR, glass waste and food waste storage, constructed to BS5906:2005 standards.
- 7.1.13 On a regular basis, the on-site FM team will transfer all waste streams to the tenant commercial waste store.



- 7.1.14 Residual waste and DMR will be consolidated at basement level 01 as a continuation of the existing waste strategy.
- 7.1.15 Each waste stream will continue to be collected multiple times a week in accordance with the LBC approved servicing hours for the Proposed Development.
- 7.1.16 Additional waste collections could be implemented as necessary to accommodate the waste generated by the Proposed Development.

#### LABORATORY WASTE

#### **CLINICAL WASTE**

- 7.1.17 Clinical waste bins will be stored within a nominated area within the commercial waste store at basement level 01.
- 7.1.18 A suitably licenced clinical waste contractor will be appointed to collect the clinical waste bins directly from the commercial waste store on an agreed schedule.

#### **SPECIALIST WASTE**

- 7.1.19 Specialist waste will be stored in a separate waste store, designed in accordance with prevailing legislation for the physical and chemical properties for each material type.
- 7.1.20 It is anticipated that tenants may also store small volumes of specialist waste types with specific properties within their tenanted areas rather than the communal waste stores at basement-01.
- 7.1.21 The design of the storage facilities will also be dictated by the specific requirements of the commercial tenants and their business activities.
- 7.1.22 As necessary the on-site FM team will transfer the specialist waste from each tenant floor to the specialist waste store at basement level 01.
- 7.1.23 On an agreed schedule appropriately licensed specialist waste contractors will be appointed to collect directly from the specialist waste store and tenanted areas.

#### 7.2 SUMMARY

- 7.2.1 This waste management strategy has taken into account the need to lessen the overall impact of waste generation through the recycling of materials from the operational phase of the Proposed Development.
- 7.2.2 The proposals set out in the OWMS meet the requirements of relevant waste policy and follow applicable guidance.



## 8 MONITORING AND REVIEW

#### 8.1 MANAGING SERVICING TRIPS

- 8.1.1 The RPM team will maintain a record of deliveries. Clear protocol for deliveries will be set our and suppliers will be informed of requirements;
  - Provided with details in advance of the delivery destination address;
  - Required to adhere to local traffic regulations;
  - Required to switch of engines when loading/unloading; and
  - Unloading to take place as quickly as feasibly possible with assistance of the management team to ensure dwell times are minimised.

#### 8.2 MONITORING

- 8.2.1 Monitoring will be put in place to ensure the DSP is being implemented and the data provided to the LBC to demonstrate compliance with the requirements identified above. The data will primarily be sourced from the delivery booking system and include:
  - Day and Date;
  - Slot(s) booked;
  - Supplier;
  - Type of vehicle;
  - Goods carried; and
  - Time of arrival / departure.
- 8.2.2 This data will be provided from the delivery schedule and goods-in book.
- 8.2.3 The RPM team will monitor and review the success of the Plan and, if considered necessary or appropriate, will propose changes to be approved by the Council.
- 8.2.4 As part of the monitoring and review of the Plan, the RPM team will take into consideration any other developments in the locality which could potentially affect, or be affected by, servicing activity associated with the development (i.e., adjacent buildings).
- 8.2.5 The DSP will be subject to internal review, with the RPM team reviewing any comments received from the occupiers of the development and/or third parties regarding servicing activities.



# **APPENDIX A**

**SWEPT PATH ANALYSIS** 





