

## Delivery and Service Plan for Bridewell Site

Date of Policy	April 2024
Lead Officer	Estates Manager
Review Date	April 2025

### Policy Aims

By implementing these measures, the delivery and service plan aims to minimise the impact on the adopted highway while ensuring efficient delivery and servicing operations

Our delivery and service plan prioritises the smooth flow of traffic to minimise the impact on the adopted highway through meticulous control measures. Vehicles will adhere to designated times, parking regulations, and stopping/waiting control guidelines. Additionally, consolidation of deliveries and pickups will streamline operations. While a comprehensive booking and management system will ensure efficient scheduling. We are committed to effective communication to address any issues promptly, to ensure a seamless operation of our delivery and servicing activities.

### Policy Statement

1. **Vehicle Arrival and Departure:** Vehicles will adhere to designated arrival and departure times to avoid congestion. Drivers will be instructed to enter and exit the premises efficiently.
2. **Parking Regulations:** Designated parking areas will be allocated for delivery vehicles to ensure they do not obstruct traffic flow or pedestrian pathways. Vehicles will be directed to park in designated bays or unloading bays.
3. **Stopping and waiting;** strict guidelines will be in place to limit the duration of vehicles stopping and waiting times. Loading and unloading will be expedited to minimise obstruction
4. **Delivery consolidation Operations:** we will consolidate operations to establish a streamline of deliveries. This will involve consolidating multiple deliveries and pickups into fewer trips, reducing the overall number of vehicles on the highways
5. **Booking and Management System:** a comprehensive booking and management system will be implemented to schedule deliveries efficiently. The system will allow for advanced booking of deliveries slots and real-time monitoring of vehicle movements.
6. **Traffic Management Measures:** members of the Estates Team will oversee vehicle movements and ensure compliance with the delivery and service plan
7. **Communication and Coordination:** Effective communication will be established between the delivery company, suppliers, and contractors to address and issues promptly to ensure smooth operations

## **Responsibilities:**

Management: Senior management is responsible for providing leadership, resources, and support for the implementation of the Delivery and Service Policy

Employees: all employees are responsible for adhering to the Delivery and Service Plan, participating in training programs, and contributing to waste reduction efforts in their daily activities

Suppliers and Contractors: suppliers and contractors are expected to comply with Delivery and Service Plan requirements specified in contract and agreements and to support the Delivery and Service Plan

## **OPERATIONAL RESPONSIBILITIES**

### **Members of Staff**

All users of the site have a personal responsibility for the way their conduct impacts on this policy and should ensure that the delivery and service policy is adhered to for the smooth operations of the site, for its visitors, users, and tenants.

### **Estates Officers**

Estates Officer will oversee deliveries, and movements whilst vehicles are entering/ on site to ensure the smooth operations and the delivery and service policy are being adhered to.

### **Estates Manager/Senior Estates Manager**

A review of the Delivery and Service Policy will be carried out by the Estates Manager/Senior Estates Manager periodically or when any changes are required for the performance monitoring of this policy,

## **REVIEW, CONTINUAL IMPROVEMENT AND REPORTING PERFORMANCE**

Sites Audits will be carried out throughout the year by Estates staff to ensure the safe delivery of the Delivery and Service Policy.

Reports on findings from audits will inform the procedures of dealing with the Delivery and Service Policy and continually improve our delivery and performance. Of this Policy

This policy will be reviewed periodically (a minimum of every two years) in respect of changing developments across the Bridewell Site.

## **Communication and Training**

We will communicate our Delivery and Service Plan to all employees, tenants, suppliers, contractors, and other relevant stakeholders through various channels including regular internal communications, our website and training and awareness programs to ensure understanding and compliance with the policy,

## **Review and revision**

This Delivery and Service Plan policy will be reviewed periodically to assess its effectiveness, relevance, and compliance with evolving best practices. Revisions will be made as necessary to ensure continual improvements in our delivery and service performance.