



Delivering to London

John Crosk Operations Manager
EPA- Polis Parking Workshop Stuttgart, 17th May 2011



Introduction

Tradeteam is the UK's leading drinks logistics business. It was formed in 1995 with the sole aim of offering brewers, drinks brand owners and retailers cost savings through a number of tailored services



Introduction

- **Number of Operations** 27
- **Employees** 2,300
- **Vehicles** 600+
- **Product lines** 2,000+
- **Customer Deliveries** More than 30,000 to 'on trade' outlets each week, more than 7,000 primary 'off trade' trips each month
- **50 million items picked each year with a 99.88% accuracy**
- **Tradeteam are part of the DHL group of companies**



Introduction

European Transport
Company of the Year 2010



MotorTransport
Awards 2009

WINNER
CUSTOMER CARE



MotorTransport
Awards 2009

WINNER
HAULIER OF THE YEAR

The Challenge



- Tradeteam deliver to pubs and clubs etc across the UK.
- Health and Safety of our Dray crews and the public is a concern when delivering into urban areas, every account is risk assessed prior to its first delivery.
- The Health and Safety Executive in the UK dictate that Brewery delivery vehicles should park adjacent to the delivery point to minimise risk.
- Recommendations from our risk assessments and the requirement to follow the HSE,s guidelines, often put us in conflict with parking regulations.
- Tradeteam are former members of the PCN millionaires club!



The Challenge

- Central London has no space for Regional Distribution Centres.
- RDCs are on the periphery of the capital therefore vehicles travel greater distances to deliver goods causing more congestion, pollution etc.
- Distribution companies only have a 12 hour window to make deliveries, as noise becomes a factor. Noise abatement orders are common for the brewery distribution industry.
- Night time lorry ban between 21:00 & 07:00, increases travel distances, pollution and operational cost.



The Challenge



- Tradeteam encourages its customers to consolidate their orders to reduce vehicle movements.
- However this puts the delivery vehicles at the kerbside for longer periods and are prone to enforcement.
- Parking regulations – loading and unloading restrictions attract large fines of £130 (£65 if paid within 14days).
- In 2004 Tradeteam spent £35k per month for parking infringements, close to half a million pounds a year off the bottom line.

The Challenge

- Transport for London are responsible for 5% of Central London's road network through the red route system.
- Agreements with TFL allow Brewery vehicles to park on the red route and to conform to the HSE requirements without penalty.
- The other 95% of the road network are the responsibility of the 33 London Boroughs who all have their own interpretations of how the regulations should operate.
- Its difficult for drivers to know which set of regulations apply when moving between Boroughs.



The Challenge

- There are also other charges to contend with, the congestion charge, low emission zone and of course parking fines.
- This all adds up to a very expensive “tax” making London a costly area to work.
- The commercial vehicle is not liked, despite being the life blood of the capital, its what keeps London alive, its fair to say that without commercial deliveries no one would work, live or play in London.
- London's population is predicted to rise by 90k annually, these people will need to be fed and watered, entertained, therefore increasing commercial vehicle activity.



The Challenge

- Not all of London's street are conducive to commercial vehicles.
- Load planning parameters are set through account assessments which take into account environment, side of vehicle etc.
- Valuable kerbside space is being lost to other projects such as cycle hire schemes, 10 miles of space has been lost to docking stations in central London.
- Yet more pressure will be put on availability when electric vehicle charging points are installed in 2013.
- Unsuitable buildings are allowed to be converted into pubs, with no provision for unloading and loading.



The Olympics

- New challenges for commercial vehicle operators
- Disruption to the road network from June to September in 2012, TFL describe this period as “around a 100 days of extraordinary operations”
- 6.1 million people will need to move around London during this period.
- There will be an Olympic Route Network in place during the hours of 06:00 to 24:00, thus changing the way operators currently deliver to their customers.
- Night deliveries could be the only solution, but there are concerns over noise, and noise abatement orders, availability of staff etc.



The Olympics

- The implications of the ORN will cause extra problems on side roads and adjacent roads which will cause more disruption to deliveries (closures, access limitations', traffic lights changes, and additional loading and parking restrictions).
- Load planning systems will not be effective during June to September 2012.
- Additional operating costs, staff, vehicles, PCNs at £200 etc.



Solutions ?

- More consolidation of loads, offer customers more services .
- Consider wider customer time windows.
- Work with the Noise Abatement teams to investigate “silent delivery techniques”.
- Review current restrictions for unloading and loading, are they still relevant.
- Review the ‘London Lorry Ban’ is it fit for purpose?
- Review the need for 24hr bus lanes.
- Consolidation centres, reduced vehicle trips.





Any Questions ?

John Crosk Operations Manager
EPA- Polis Parking Workshop Stuttgart, 17th May 2011

