

PLON01

Prologis Park West,
Units DC5 and DC6
Iron Bridge Road North
West Drayton
Uxbridge UB11 1BT

Delivery, Servicing and Waste Management Plan

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1.0 Introduction

1.1 Site Description and Background

RED has been commissioned by Prologis UK CCCXXXVIII SARRL to provide transportation and highways advice with respect to the proposed re-development of Units DC5 and DC6 at Prologis Park West, Iron Bridge Road North, West Drayton, Uxbridge, UB11 1BT

The Site forms part of Prologis Park West which comprises a total of six, large scale industrial buildings. It is the eastern section of the estate and measures approximately 6.3 ha.

The Site currently accommodates two warehouse buildings which were completed in 2023:

- Unit 1 (DC5 - Distribution Centre 5);
- Unit 2 (DC6 - Distribution Centre 6).

Unit 1 and Unit 2 are single-storey warehouse units measuring: 18,063 sq m (194,428 sq ft) and 13,290 sq m (143,052 sq ft) respectively. Each building has a clear haunch height of 15m and an overall building height of 18m.

The existing buildings are currently vacant but benefit from the flexible use included within the following use classes: Classes B2, B8 and E(g)(iii).

Direct access to the Site is via Iron Bridge Road, which forms the western boundary and runs in a north-south direction from the Stockley Road roundabout to West Drayton.

The Site is bounded to the east by Stockley Road (A408) and beyond that; Stockley Park which accommodates a series of large office buildings rising two to three storeys high. To the north is Horton Road and beyond that significant mature landscaping, including Stockley Country Park and Stockley Park Golf Course. To the south, between the Grand Union Canal and a mainline railway, lies a cluster of industrial yards that include carparking and storage facilities. Beyond that is the closest area of residential land use. To the west is Iron Bridge Road North, the remainder of the Prologis Park West Estate and further commercial uses.



1.2 Area Schedule

1.2.1 Provided Area Schedule

For this Delivery, Servicing and Waste Management Plan (DSWMP), GIA and NIA areas are required per Building, as shown in Table:

Table 1: Provided Area Schedule

BUILDING	MAX HIEGHT	GIA	NIA
DC01	17.950m	Total: 31,490 sqm Office: 2,002 sqm Data Centre: 29,488 sqm	22,043 sqm
DC02	17.650m	Total: 17,524 sqm Office: 1,926 sqm Data Centre: 15,598 sqm	12,267 sqm

1.2.2 Assumed Area Schedule

For the purposed of this DSWMP, the GIA and NIA for both building are required. This is a stage 2 planning submission a factored allowance for the NIA at 70% of the GIA has been applied. These have been provided in Table 1 above.

1.3 Reference Publications

This DSWMP has been developed with reference to national, regional and local planning policy documents, as well as best practice guidance. These sources support the integration of sustainable transport, efficient servicing and responsible waste management into the development proposal.

National Policy Documents:

- Revised National Planning Policy Framework (NPPF), 2024
Emphasises sustainable development, minimising waste and promoting efficient freight and servicing strategies.
- Designing for Deliveries, Freight Transport Association, 2016
Provides technical guidance on vehicle access, turning radii and loading bay design to support safe and efficient deliveries.
- The Waste (England and Wales) Regulations, 2011
Establishes the legal requirement to apply the waste hierarchy and maintain proper documentation for waste handling.
- DEFRA Government Review of Waste Policy in England, 2011
Sets strategic direction toward a zero-waste economy and outlines the role of planning in supporting sustainable waste systems.
- BS5906:2005 – Waste Management in Buildings: Code of Practice
Offers design guidance for internal and external waste storage, collection logistics and integration with building layouts.

Regional Policy Documents

- The London Plan, 2021
Policies SI7 and SI8 promote sustainable waste management and freight logistics, including the use of Delivery and Servicing Plans (DSPs).
- Freight and Servicing Action Plan, 2019
Identifies 18 actions to improve freight efficiency, reduce emissions and enhance safety across London.
- Mayor's Transport Strategy, 2018
Supports modal shift, consolidation centres and low-emission freight solutions to reduce the impact of servicing on urban environments.

- Fleet Operator Recognition Scheme (FORS)
Encourages best practice in fleet safety, efficiency and environmental performance, relevant to contractors and suppliers.
- Transport for London (TfL) Guidance for DSWMPs
Provides a structured approach to developing Delivery and Servicing Plans, including vehicle types, timing and mitigation strategies.

Local Policy Documents

- Hillingdon Local Plan: Part 1 (2012) and Part 2 (2020)
Includes strategic and development management policies relevant to waste minimisation (EM11), transport and servicing (T1–T4) and environmental protection (EM8).
Site-specific allocations should be reviewed to ensure alignment with servicing and waste infrastructure requirements.

1.4 Objectives

This DSWMP has been developed to support the operational efficiency and sustainability of the proposed development. It aligns with national, regional and local planning policy frameworks and incorporates industry best practice to ensure that delivery, servicing and waste management activities are safe, coordinated and environmentally responsible.

1.4.1 Objectives

This DSWMP sets out to achieve the following operational and design objectives:

Trip Identification and Vehicle Profiling:

To identify the expected frequency, duration and timing of delivery and servicing trips, including the types and sizes of vehicles likely to be used.

Goods Characterisation: To define the nature and volume of goods and materials expected to be delivered to and from the site.

Safe and Efficient Operations: To demonstrate that deliveries, servicing and waste removal can be carried out safely and efficiently, with measures in place to avoid vehicle clustering and congestion.

Trip Reduction and Consolidation: To explore opportunities for reducing the number of trips through consolidation, scheduling out-of-hours deliveries and encouraging shared logistics where feasible.

Traffic and Pedestrian Flow Protection: To ensure that delivery and servicing activities do not obstruct pedestrian routes or disrupt traffic flow on the public highway.

Loading Area Management: To minimise vehicle dwell times at loading bays and ensure continuous availability for approaching vehicles.

Design Integration for Servicing: To provide design guidance for accommodating service and delivery vehicles, including appropriate turning space and offloading areas.

Waste Management Design: To provide design guidance for waste storage, segregation and access for refuse collection vehicles, ensuring compliance with BS5906 and local authority requirements.

1.4.2 Monitoring and Review Process

To ensure the DSWMP remains effective and aligned with operational requirements, a structured review process will be implemented. Delivery and servicing activities will be subject to ongoing monitoring to assess performance against the plan's objectives, including vehicle movements, delivery timing, and waste collection efficiency. The DSWMP will be reviewed at defined intervals or in response to operational changes, tenant feedback, or issues encountered during implementation. Where appropriate, updates will be made to reflect lessons learned, emerging best practices, and evolving policy requirements. These updates may include adjustments to scheduling, vehicle access arrangements, and waste handling procedures to support continuous improvement.

2.0 Procurement and Sustainability

2.1 The Mayor's Transport Strategy (MTS)

The Mayor's Transport Strategy (MTS) sets out the long-term vision for London's transport network up to 2041, with a strong emphasis on sustainability, efficiency and inclusive growth. Freight and servicing operations are a key focus throughout the strategy, particularly in relation to reducing environmental impact, improving operational efficiency and supporting sustainable development.

2.1.1 Freight and Servicing Integration

The MTS recognises the critical role of freight and servicing in supporting London's economy and urban functionality. It promotes the use of Delivery and Servicing Plans (DSPs), Construction Logistics Plans (CLPs) and the Fleet Operator Recognition Scheme (FORS) as tools to improve logistics performance and reduce negative impacts on the transport network.

2.1.1.1 Proposal 99 outlines a coordinated approach to freight and servicing, stating that:

'The Mayor, through TfL and working with the London Boroughs, road freight operators and other stakeholders will:'

To support sustainable freight and servicing operations, the following measures will be promoted: the adoption of planning conditions requiring Delivery and Servicing Plans for major developments; a target for 50% of HGVs and vans servicing London to be members of the Fleet Operator Recognition Scheme (FORS); and the encouragement of more efficient freight movement through greater consolidation of deliveries, increased off-peak operations, and enhanced use of rail-based transport. Additionally, the freight industry will be supported through the safeguarding of land for local consolidation centres, break-bulk facilities, and access to waterways and rail infrastructure

2.1.1.2 Proposal 117 further reinforces this commitment:

'The Mayor, through TfL and working with the London boroughs and other stakeholders in the public and private sectors, will improve the efficiency and effectiveness of freight operations through the promotion of Delivery and Servicing Plans, Construction Logistics Plans, the FORS and other efficiency measures across London.'

2.1.2 Sustainability and Procurement Alignment

The Mayor's Transport Strategy (MTS) supports sustainable procurement practices by promoting the use of low-emission and electric vehicles for freight and servicing, the development of zero-emission last-mile delivery solutions such as cargo bikes, and the integration of alternative fuels and low-carbon technologies into fleet operations. It also advocates for the safeguarding of land to support freight infrastructure that enables modal shift and helps reduce road congestion. These measures are aligned with broader sustainability objectives, including the London Environment Strategy and the commitment to achieving Zero Carbon by 2050.

2.1.3 London Freight Information Portal

The Mayor's Transport Strategy (MTS) proposes the development of a London Freight Information Portal to support more efficient and sustainable freight operations. The portal is intended to facilitate data exchange between public authorities and freight operators, improve operational efficiency and journey planning, promote better driver behaviour and the adoption of alternative fuels, and reduce administrative costs through smarter logistics. This initiative complements wider efforts to modernise freight movement across London and supports the city's sustainability and congestion-reduction objectives.

2.2 Overview

The proposed physical works to adapt the existing buildings and facilitate their use as a 'data centre' will result in a significant shift in operational servicing patterns. Unlike traditional logistics operations, data centres typically generate fewer and more predictable delivery and servicing trips, primarily related to maintenance, equipment replacement and waste management.

This servicing strategy aims to implement a series of targeted measures that have proven effective in reducing delivery and servicing impacts in similar developments across London. These measures are aligned with the objectives of the Mayor's Transport Strategy (MTS), particularly Proposal 99 and Proposal 117, which promote the use of Delivery and Servicing Plans (DSPs), Construction Logistics Plans (CLPs) and the Fleet Operator Recognition Scheme (FORS) to improve freight efficiency, reduce emissions and support sustainable urban logistics.

2.2.1 Strategic Objectives:

- Reduced frequency of commercial vehicle visits during peak hours;
- Improved safety for pedestrians and cyclists through minimised vehicle movements;
- Enhanced air quality through lower emissions from servicing vehicles;
- Reduced noise pollution associated with commercial vehicle operations.

2.2.2 Core Measures to be Implemented:

- Booking-in system for all deliveries and servicing visits to manage vehicle flow, retime deliveries to off-peak hours and optimise loading bay usage;
- Consolidated waste collection service to reduce the number of waste-related trips and improve recycling efficiency;
- Delivery point assessment and guidance provided to suppliers and contractors to ensure safe and efficient access, reducing dwell times and misrouting.

2.2.3 Additional Measures Under Consideration:

- Stock optimisation and order bunching, allowing deliveries to be grouped and scheduled on a weekly basis to reduce trip frequency;
- Preferred supplier list and collective procurement, enabling tenants and operators to source goods and services from approved vendors, facilitating delivery consolidation and improved logistics coordination;
- Personal delivery management for staff, encouraging employees to collect personal packages off-site or enroute home, thereby reducing non-essential courier visits to the development.

2.2.4 Sustainability and Procurement Alignment:

- Promoting low-emission vehicle use and off-peak logistics;
- Supporting modal shift where feasible, including rail or water-based freight for larger equipment;
- Encouraging responsible procurement through supplier vetting and consolidated sourcing;
- Reducing the carbon footprint of servicing operations in line with the London Environment Strategy and Zero Carbon by 2050 targets

2.3 Proposed Measures

2.3.1 Vehicle Booking System (VBS)

To ensure the safe, efficient and sustainable operation of delivery and servicing activities at the proposed data centre, a Vehicle Booking System (VBS) will be implemented as part of the site's management strategy and formalised within the future Detailed Delivery and Servicing Plan (DSP).

The VBS will be managed by the Facilities Management Company (FMC) and will allow occupiers and their suppliers to pre-arrange delivery and servicing appointments. Each booking will include a designated time slot, assigned loading bay and detailed route instructions. Operators will also receive site-specific yard rules and safety protocols.

This system supports the objectives of the Mayor's Transport Strategy, particularly Proposal 99, by:

- Reducing peak-hour freight movements;
- Improving safety for vulnerable road users;
- Supporting off-peak and consolidated deliveries;
- Enhancing operational efficiency and emissions reduction.

The implementation of a Vehicle Booking System (VBS) offers a range of operational benefits that support efficient and controlled site logistics. These include online appointment scheduling for carriers and suppliers, real-time monitoring and management of vehicle arrivals, and the prioritisation and approval of delivery requests by the facilities management team. The system enables automated scheduling based on vehicle type, bay restrictions, and handling requirements, while also providing a comprehensive audit trail and reporting functionality for compliance and performance tracking. Historical data analysis supports continuous improvement, and integration with procurement systems allows deliveries to be linked with inventory and purchase orders. Overall, the VBS facilitates optimised resource planning for site operations and staffing.

Vehicles not registered via the VBS may be denied access to the site and instructed to leave, in accordance with the DSP and site protocols.

Upon arrival at the Proposed Development, all delivery and servicing vehicles will enter via controlled security gates. Access will be granted only to vehicles that have been pre-registered through the Vehicle Booking System (VBS). This ensures that all movements are scheduled, prioritised and compliant with site protocols.

Once authorised, the driver will be directed to the designated service yard corresponding to the building they are visiting. Clear signage and route instructions will be provided to ensure safe navigation through the site.

At the service yard:

- The driver will unload goods directly at the designated delivery point.
- Goods will then be distributed to the relevant occupiers or customers within the building.
- The FM team will monitor unloading activities to ensure compliance with safety and operational standards.

A typical process flow for this transaction will be similar to the below:

1. Supplier/Carrier Accesses VBS Portal;
2. Booking Request Submitted with Vehicle and Delivery Details;
3. FM Team Reviews and Approves Booking;
4. Booking Confirmation Issued with Time Slot, Bay Assignment and Route Instructions;
5. Vehicle Arrives at Security Gate;
6. Access Verified;
7. Driver Directed to Assigned Service Yard;
8. Goods Unloaded and Distributed to Occupiers;
9. Departure Logged and Data Stored for Audit/Review.

2.3.2 Delivery Point Assessment (DPA)

To support efficient and safe deliveries to the Proposed Development, all suppliers and logistics providers will be issued a Delivery Point Assessment (DPA). This document serves as a practical guide for drivers, ensuring that deliveries are conducted in a manner that minimises disruption to other road users, pedestrians and site operations.

The DPA will be distributed in advance of scheduled deliveries via the Vehicle Booking System (VBS) and will include the following key information:

FM Team and Security Contact Details: Direct contact information for on-site facilities management and security personnel to assist with access, coordination and incident response.

Route Guidance to Delivery Premises: A clearly defined route map showing the preferred approach to the site, avoiding sensitive areas and minimising impact on local traffic.

Parking and Loading Map with Restrictions: A detailed layout of available loading bays, service yards and nearby parking zones, including any time-based or vehicle-type restrictions.

Manoeuvring Risk Rating: Assessment of turning radii, visibility and potential conflict points to help drivers plan safe entry and exit.

Loading Risk Rating: Evaluation of loading bay conditions, surface gradients and proximity to pedestrian routes to ensure safe unloading practices.

Health and Safety Risk Summary: Identification of potential hazards to drivers, site staff and third parties, including PPE requirements, reversing protocols and emergency procedures.

This approach supports the Mayor's Transport Strategy by improving freight efficiency, reducing emissions and noise and enhancing safety for all users of the public realm.

2.3.3 Waste Collection Consolidation

In a data centre environment, waste generation is typically lower in volume but more specialised in nature compared to traditional logistics or office uses. Waste streams may include packaging materials from IT equipment, general office waste and occasional hazardous materials such as batteries or electronic components. To manage these efficiently and sustainably, the proposed operation will implement a waste collection consolidation strategy overseen by the on-site Facilities Management (FM) team.

Each building within the development will be equipped with a secure waste room. These rooms will be designed to accommodate segregated waste streams, including general waste, mixed recyclables, IT packaging waste, WEEE (Waste Electrical and Electronic Equipment); and Hazardous materials (e.g., batteries, fluorescent tubes).

The FM team will coordinate waste collections across all buildings to minimise vehicle trips and improve operational efficiency. This will be achieved by coordinating collection times across buildings, using preferred waste contractors with Fleet Operator Recognition Scheme (FORS) accreditation, and consolidating loads to reduce collection frequency. Waste collection vehicles will be required to book time slots via the Vehicle Booking System (VBS), ensuring controlled access, minimised disruption, and efficient use of loading bays. The FM team will maintain records of waste volumes, collection frequency, and contractor compliance, supporting sustainability reporting, continuous improvement of waste handling practices, and adherence to local authority and environmental regulations. The approach delivers sustainability benefits including reduced vehicle movements, lower emissions, improved air quality, enhanced safety, increased recycling rates through clear segregation and contractor accountability, and support for circular economy principles, particularly in the lifecycle management of IT equipment.

2.4 Additional Measures to be Considered

2.4.1 Preferred Supplier Scheme

To further reduce delivery volumes and improve procurement efficiency, the development will encourage the implementation of a Preferred Supplier Scheme, coordinated by the FM team. This initiative will:

- Encourage occupiers to engage in collective procurement for common consumables such as:
 - Office supplies;
 - Catering and refreshments;
 - Cleaning products.
- Limit deliveries to a small, vetted group of suppliers, ideally FORS-accredited, who meet sustainability and safety standards;
- Enable combined deliveries across multiple occupiers, reducing the number of vehicles accessing the site.

The Occupier will maintain an account with the preferred suppliers, but orders will be pooled and scheduled to arrive together, ideally via consolidated delivery vehicles. This approach has been successfully implemented at sites such as TfL's Palestra operating centre, where stationery deliveries were reduced from twice daily to three times per week. Occupiers will also be encouraged to:

- Optimise stock levels to reduce delivery frequency;
- Coordinate delivery schedules with the FM team;
- Participate in performance reviews to assess supplier compliance and delivery impact.

2.5 Safe and Sustainable Freight

2.5.1 Freight Operator Recognition Scheme (FORS)

The Fleet Operator Recognition Scheme (FORS), originally developed under the 2007 London Freight Plan, is a nationally recognised accreditation that promotes safe, efficient and environmentally responsible freight operations. It is particularly relevant to data centre developments, where regular servicing and maintenance deliveries must be tightly managed to minimise disruption and environmental impact.

FORS membership is structured across three tiers-Bronze, Silver and Gold-with increasing levels of compliance and performance monitoring. At the Bronze level, operators must demonstrate robust practices in:

- Driver and vehicle management;
- Vehicle maintenance and fleet oversight;
- Transport operations;
- Performance assessment of company policies.

At Silver and Gold levels, operators must submit benchmarked data per million kilometres for:

- Fuel consumption;
- CO₂ and emissions;

- Vehicle incidents;
- Penalty Charge Notices and fines.

Application to the Proposed Development:

- Occupiers will be encouraged to contract only with FORS-accredited suppliers, ensuring high standards of safety and sustainability;
- The FM team will maintain a preferred supplier list prioritising FORS members;
- Occupiers will be encouraged to publicise best practice via the London Freight Information Portal, contributing to broader industry improvement;
- Maintenance contractors will be incentivised to use electric or low-emission vehicles, supporting the Mayor's goal of reducing freight-related emissions.

2.5.2 Safe Urban Driving

The Safe Urban Driving (SUD) programme is essential for commercial drivers operating Heavy Goods Vehicles (HGVs) in urban environments, especially where vulnerable road users such as cyclists and pedestrians are present.

SUD training is aligned with:

- Work Related Road Risk (WRRR) policies;
- FORS accreditation requirements;
- Construction Logistics and Cyclist Safety (CLOCS) standards.

Application to the Proposed Development:

- All suppliers and contractors accessing the site will be encouraged to ensure their drivers have completed SUD training;
- The FM team may require SUD certification for regular servicing contractors, particularly those operating large vehicles in shared access zones.

2.6 Alternative Fuelled Vehicles

As part of the development's commitment to sustainable logistics, the use of alternative fuelled vehicles- including electric vans, cargo bikes and hybrid delivery vehicles- will be actively promoted.

Leading logistics providers such as Clipper Logistics, UPS and Gnewt already operate electric fleets in London, demonstrating the feasibility and benefits of low-emission last-mile delivery.

Measures to Encourage Adoption:

- Retail and procurement strategy will prioritise suppliers using alternative fuelled vehicles;
- Courier services for outgoing mail will be selected based on their use of electric or low-emission vehicles;
- The procurement system will include sustainability criteria, encouraging purchasing managers to select vendors with green fleets;
- The Vehicle Booking System (VBS) will offer priority time slots (e.g., early morning access) to operators using electric or low-emission vehicles.

These measures align with the Mayor's Transport Strategy goals of:

- Reducing emissions from freight;
- Supporting modal shift and innovation in urban logistics;
- Improving air quality and reducing noise pollution.

3.0 Delivery and Servicing Vehicles

3.1 Overview

This section outlines the strategy for managing delivery and servicing activities at the proposed colocation data centre development. The strategy is designed to reduce the number of weekly delivery and servicing trips, improve operational efficiency and minimise environmental and traffic impacts. It draws on best practices from similar developments across London and aligns with the principles of the Mayor's Transport Strategy, including safe freight movement, emissions reduction and sustainable logistics.

The strategy includes:

- Vehicle size parameters for access and loading;
- Estimated delivery frequency and trip generation based on land use;
- Design requirements for service yards and loading infrastructure.

3.2 Assumptions

TfL's Delivery and Servicing Plan Guidance confirms that trip rates should be based on TRICS or similar site surveys and that office uses fall within this range. The following assumptions aligns with TRICS-derived data for general office buildings:

Office Deliveries: developments typically generate between 0.15 and 0.25 delivery and servicing trips per 100 m² GIA per day, depending on location, parking provision and operational characteristics. For this development, an average of 0.20 trips per 100 m² GIA has been applied to the total office floor area to estimate daily deliveries, covering general consumables, mail and catering.

Data Centre and Switch room Deliveries: While data centres are less frequently surveyed, the TRICS Good Practice Guide (2025) and TfL guidance support using lower trip rates for industrial or infrastructure-heavy uses with limited daily servicing needs. Industrial and warehousing uses typically generate 0.03 to 0.07 trips per 100 m² GIA, depending on operational intensity. A lower trip rate of 0.05 trips per 100 m² GIA is applied to technical areas, reflecting the infrequent but specialised nature of equipment deliveries, maintenance visits and waste removal.

These assumptions will be reviewed and refined during the operational phase by the end user, with support from the FM team and through monitoring mechanisms outlined in the DSP.

3.3 Servicing Vehicle Types and Turnaround Times

The Site access junctions and servicing yards have been sized appropriately for the expected vehicular use and can accommodate up to 16.5 metre long articulated vehicles, which is demonstrated in the vehicle tracking (Appendix A).

The Transport Statement [PLON01-TPA-XX-XX-RP-Q-00001] supports information on Servicing Vehicle Requirements including dwell time surveys and vehicle type breakdowns for this type of development developments. It confirms that:

- 8m transit vans are the most common servicing vehicle type;
- Larger vehicles (e.g. 16.5m articulated lorries) are used for occasional bulk deliveries;
- Cycle couriers are increasingly used for small parcel deliveries in urban settings;
- Typical turnaround times vary by vehicle type and site layout, but average dwell times are provided for planning loading bay capacity

For this proposed development, the majority of the servicing trips will be made by 8m transit vans, with the remainder of the deliveries by 16.5m, 10m and 6m vehicles. There may also be cycle courier deliveries throughout the day.

Table 2 shows the likely service vehicle type including typical turnaround times.

Table 2 - Services Vehicle Types, Dimensions and Turnaround Times

VEHICLE TYPE	CHARACTERISTICS	TURNAROUND TIME (MINS)
Cycle Couriers	Vehicle length: < 2m Weight: <1 T	5 - 10
Motorcycle Couriers	Vehicle length: V1.5m Weight: <1 T	15
A1 Cars	Vehicle length: up to 5m Weight: <1.5 T	15
A2 & B Small Transit Van	Vehicle length: up to 5m Weight: <2 T	15
C transit Van/Light goods vehicle (LGV)	Vehicle length: up to 6m Weight: 3.5 T,	15
D/Medium Goods Vehicle (MGV)	Vehicle length: up to 8m Weight: 7.5 T – 17 T	25
E1/Heavy Goods Vehicle (HGV)	Vehicle length: up to 10m Weight: 17 T	30
F1 & F2 Articulated vehicle	Vehicle length: up to 16.5m Weight: 44 T (unloaded)	45 - 60
C Transit Ven/Service engineer	Vehicle length: up to 6m Weight: 3 T	45 – half day
Refuse collection Vehicle	Vehicle length: up to 10m Weight: 26 T (full)	15 - 20

3.4 Trip Generation Methodology for Delivery and Servicing

The delivery and servicing strategy for the proposed development is based on a data centre (DC) with associated office accommodation.

To estimate the number of daily delivery and servicing trips, a generation tool has been applied using trip rates derived from TRICS survey data, TfL Delivery and Servicing Plan Guidance and relevant design standards. These rates are expressed as vehicles per 100 m² of Gross Internal Area (GIA) per day and are based on observed patterns at comparable facilities across London.

DC01 GIA

Office Areas: 2,002 sqm
Data Centre Areas: 29,488 sqm
Total: 31,490 sqm

DC02 GIA

Office Areas: 1,926 sqm
Data Centre Areas: 15,598 sqm
Total: 17,524 sqm

3.4.1 Trip Rate Assumptions

The following trip rates have been applied to the respective building uses:

Office Uses: A rate of 0.20 vehicles per 100 m² GIA per day has been applied to the office portions of the development. This reflects typical delivery volumes for general office consumables, mail, catering and courier services;

Support Uses (Data Centre and Switch rooms): A rate of 0.05 vehicles per 100 m² GIA per day has been applied to the data centre and switch room areas. This lower rate reflects the specialised nature of data centre operations, which typically involve:

- Infrequent but large-scale equipment deliveries;
- Scheduled maintenance visits;
- Consolidated waste collections;
- Limited daily servicing activity.

These rates are consistent with TRICS-derived benchmarks for industrial and infrastructure-heavy uses and have been validated through surveys of similar developments in London.

3.4.2 Use Class Allocation

The proposed buildings are assigned the following use classifications for trip generation purposes:

DC01 and DC02 (Main Data Centre Buildings): Defined as Class B8, but operationally treated as Support Uses due to their infrastructure-focused function.

Office Portions of DC01 and DC02: Defined as ancillary to the Data Centre and treated as Office Uses for trip generation purposes.

3.5 Servicing Trips

The anticipated number of delivery and servicing trips for the development is shown in Table 3 and shows a breakdown of site-wide deliveries by area.

Table 3 - Anticipated Sitewide Daily Servicing Trip

BUILDING	USE CLASS	GIA (M ²)	AVERAGE DAILY TRIP RATE PER 100M ² GIA	NUMBER OF DAILY TRIPS
DC01 – Data hall and switch room	Support	29,488	0.05	15
DC01 – Office	Office	2,002	0.20	4
DC02 – Data hall and switch room	Support	15,598	0.05	8
DC02 - Office	Office	1,926	0.20	4
Total				31

It is anticipated that the majority of servicing trips will follow the following time profiles:

- Office Deliveries:
Morning peak between 08:00 – 10:00, aligned with staff occupancy and operational hours.
- Support Deliveries (Data Centre and Switch room):
Morning window 07:00 – 10:00 for scheduled maintenance and equipment deliveries;
Evening window 15:00 – 18:00 for waste collection and off-peak logistics.

3.5.1 Loading Bay Provision

To accommodate the expectation of Couriers, LGV, HGV and Refuse Vehicles, the development will retain secured access to the main entrances for both DC01 and DC02 for smaller vehicle deliveries. For larger vehicle delivered (8m or over) both building will accommodate 2No Loading docks that will support the offloading of larger deliveries.

To accommodate the expected range of delivery and servicing vehicles-including couriers, LGVs, HGVs and refuse vehicles-the development will provide the following infrastructure:

Secured Access Points: Both DC01 and DC02 will retain secure access to their main entrances for smaller vehicle deliveries, including transit vans and cycle couriers;

Dedicated Loading Docks: Each building will be equipped with 2 loading docks, designed to accommodate vehicles 8 metres and longer, including:

- 10m rigid vehicles;
- 16.5m articulated lorries;
- Refuse collection vehicles.

These docks will support safe and efficient offloading of large equipment, bulk deliveries and waste removal, with access managed via the Vehicle Booking System (VBS) to prevent congestion and ensure operational control.

Compactors and waste management facilities will be located within the Loading bays of both buildings.

3.6 Typical Deliveries Aids

Palletised goods and heavy or large crates are handled using a hand pallet truck. Roll cages are pushed.

Examples of the types of containers which are used for general goods deliveries are shown in Table 4.

Table 4 - Typical Delivery Aid and Containers

ROLL CONTAINER	PALLET	PLASTIC OR WOODEN CRATE
		
Overall width: 7800mm Overall length: 6800mm Overall height: 1340mm Capacity: 600kg	Width: 1200mm Length: 800mm Height: 166mm Capacity: 1000kg	Overall width: 1000mm Overall length: 1200mm Overall height: 400mm

4.0 Internal Distribution

4.1 Loading Bay Strategy and Access Management

As part of the proposed development, new extensions to both DC01 and DC02 will require the removal of the existing loading docks located to the south of DC01 and east of DC02. To maintain operational efficiency and support secure logistics, two new loading docks will be constructed on the same elevations of each building, strategically positioned to align with internal delivery routes and service yard layouts. These can be seen in Figure 1 and Figure 2 respectively.

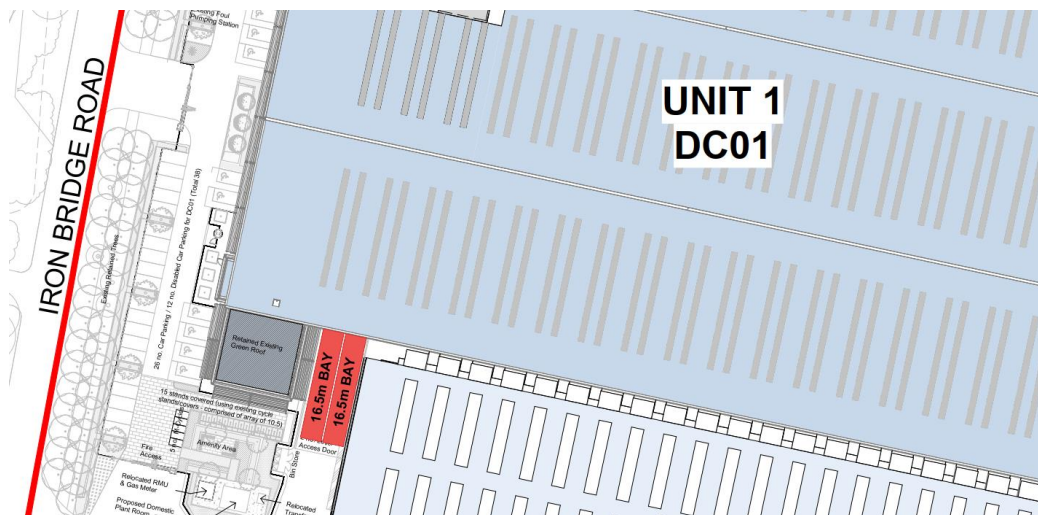


Figure 1 - DC01 (Unit 1) Loading Bay Locations

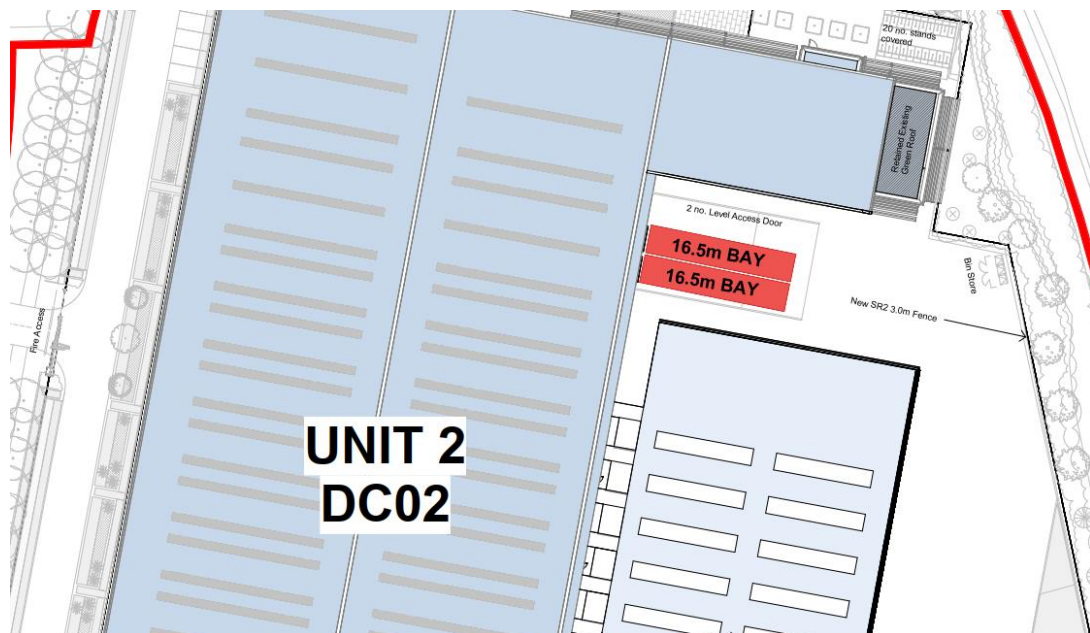


Figure 2 - DC02 (Unit 2) Loading Bay Locations

4.1.1 Loading Dock Provision

Each building (DC01 and DC02) will be equipped with two 16.5m loading bays, capable of accommodating articulated vehicles and other large delivery formats.

These bays will support bulk equipment deliveries; scheduled maintenance logistics; and, consolidated waste collections. The provision enables up to four large vehicle deliveries simultaneously across the site, ensuring capacity for peak servicing periods without congestion.

4.1.2 Traffic Separation and Access Control

To ensure safe and efficient site operations, the development will implement clear separation between different traffic types:

- Two separate entrances will be provided for each building:
- One for Medium and Heavy Goods Vehicles (MGV/HGV);
- One for personnel and smaller goods vehicles, including couriers and cycle deliveries.

This separation supports:

- Reduced conflict between pedestrians and freight vehicles;
- Improved safety for vulnerable road users;
- Streamlined access control via the Vehicle Booking System (VBS).

4.1.3 Banksman Provision for Loading Bay Operations

To ensure safe and efficient manoeuvring of delivery and servicing vehicles-particularly larger formats such as 16.5m articulated lorries-each loading bay within the proposed development will be supported by a dedicated banksman. This individual will assist drivers with accessing and exiting the loading areas, guide vehicles into position and help manage interactions between freight traffic and pedestrians or smaller vehicles. The banksman will coordinate with the Facilities Management (FM) team and the Vehicle Booking System (VBS) – See section 2.3.1 - to maintain orderly scheduling, reduce dwell times and uphold site-specific safety protocols. Their presence will be particularly important during peak delivery windows and for complex manoeuvres, contributing to improved operational safety, reduced risk of incidents and enhanced delivery efficiency across both DC01 and DC02.

4.1.4 Design Considerations

Each loading dock will be designed to accommodate a range of vehicle types, from 6-metre vans to 16.5-metre articulated lorries, ensuring flexibility for various delivery and servicing needs. The layout will incorporate adequate turning radii, verified through swept path analysis, to support safe and efficient manoeuvring. Secure offloading zones will be provided, featuring appropriate lighting, surface treatments, and clear signage to enhance safety and operational clarity. Additionally, each dock will be integrated with internal logistics routes to enable efficient distribution of goods and equipment to data halls and associated support areas.

4.2 Loading Bay Access Routes and Swept Path Analysis

Delivery vehicles accessing the proposed development will enter the loading bays in reverse gear and exit in forward gear, ensuring safe manoeuvring and compliance with site logistics protocols. The loading bays for both DC01 and DC02 are accessed via dedicated service entry gates located on Iron Bridge Road, providing controlled and secure access for medium and heavy goods vehicles. This arrangement supports efficient servicing operations while minimising disruption to surrounding traffic and pedestrian routes.

The proposed access routes and vehicle movements are illustrated in the accompanying Figure 3 with detailed swept path analysis for manoeuvres into and out of the loading bays provided in Appendix A. These diagrams demonstrate how delivery vehicles will safely navigate the site, ensuring compliance with design standards and operational efficiency

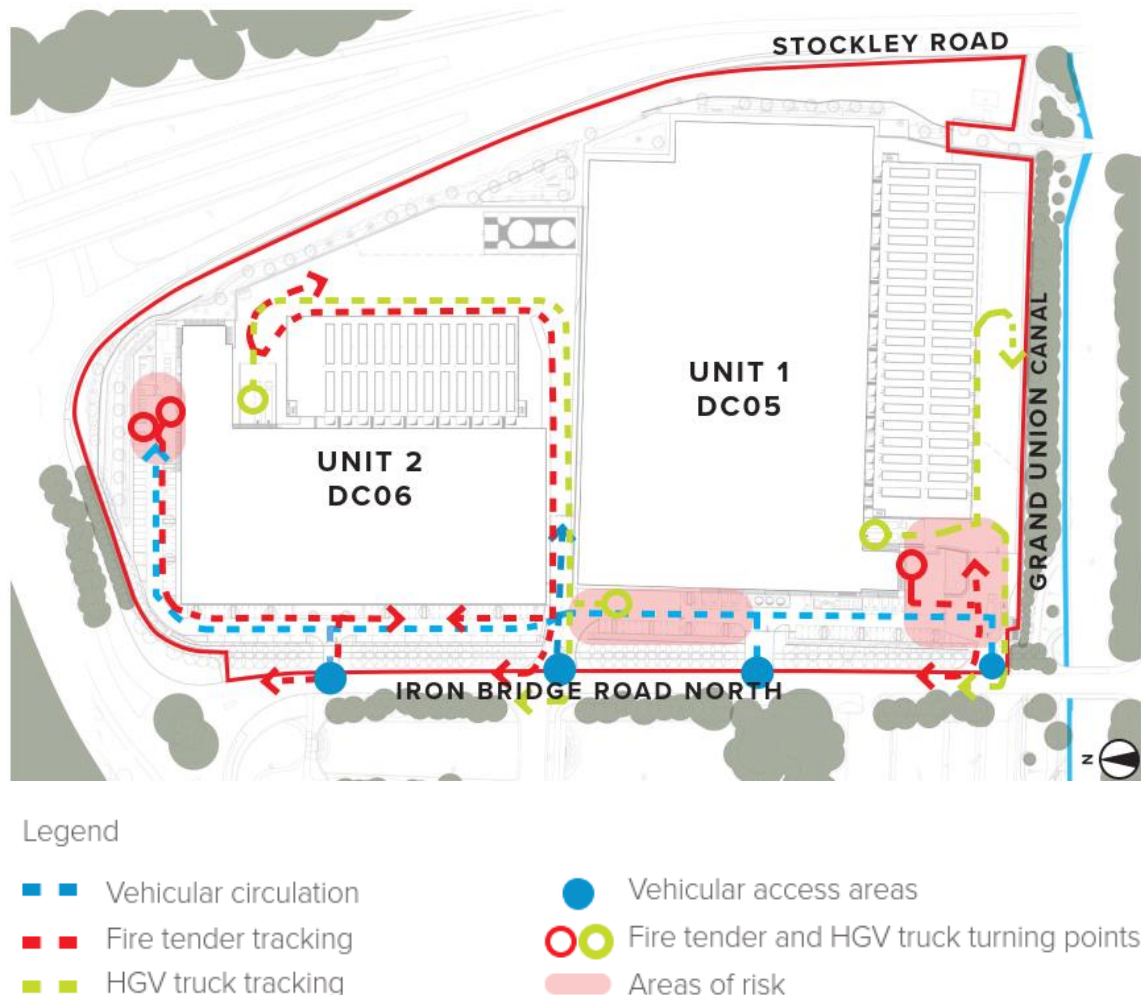


Figure 3 - Illustrative Vehicle Movement for New Site Layout

4.3 Goods Receipt and Distribution – Intended Operational Strategy

The following servicing and delivery procedures have been developed to support the efficient and sustainable operation of the Proposed Development. While the building will be formed and commissioned by the Applicant, it is expected that future occupiers will adopt and implement these measures as part of their operational management strategy. These procedures are aligned with best practice guidance, including the Mayor's Transport Strategy and are intended to minimise servicing impacts, promote safety and support collaborative logistics across the site.

4.3.1 Communication of Delivery Procedures

Upon occupation, delivery procedures will be communicated to all site-based staff. Occupiers will be responsible for informing their suppliers of any delivery restrictions and for implementing the booking and management strategy within their operations.

4.3.2 Delivery Restrictions and Enforcement

Peak-hour deliveries will be discouraged through consultation between site management and occupiers. A web-based vehicle booking system will be used to spread deliveries throughout the day and optimise loading bay usage.

4.3.3 Promotion of Freight Information Portal

Estate management will promote the use of the Freight Information Portal to raise awareness of sustainable freight practices. The Occupier will be encouraged to select suppliers who demonstrate Corporate Social Responsibility (CSR) through low-emission fleets and efficient servicing strategies.

4.3.4 Servicing Booking and Management Strategy

A servicing vehicle booking system is expected to be implemented to manage and schedule vehicle activity within the service yards. While each occupier may manage their own system, collaboration between occupiers will be encouraged to reduce delivery volumes and avoid scheduling conflicts. Dwell times will be allocated based on vehicle type and delivery nature, with extended stays requiring prior notification to the FM team.

4.3.5 Noise and Air Quality Management

Drivers will be required to switch off engines during servicing to reduce noise and emissions. The FM team will monitor compliance and manage any instances of engine idling. Occupiers will be informed of London Emission Zone (LEZ) requirements and any future regulatory changes affecting delivery vehicles.

4.3.6 Management of Service Yard

Designated servicing bays will support self-enforcement of delivery protocols. Drivers will be informed of their assigned bay prior to arrival and random spot checks will be carried out by the FM team to ensure compliance.

4.3.7 Staff Training Requirements

Occupiers will be responsible for ensuring their staff receive appropriate training on site-specific delivery and servicing procedures. Training needs should be reviewed annually through internal performance review processes to maintain operational standards.

4.4 Emergency Procedures – Unauthorised/Unscheduled Deliveries and Vehicle Breakdowns

To ensure the secure and uninterrupted operation of the data centre, robust emergency procedures will be implemented to manage incidents involving unauthorised or unscheduled deliveries, as well as vehicle breakdowns within or near the service yard. These procedures are designed to minimise disruption, uphold safety standards, and ensure compliance with site protocols.

4.4.1 Unauthorised or Unscheduled Deliveries

In the event that a delivery vehicle arrives without a scheduled booking, the gatehouse or automated access control system will immediately flag the vehicle. The Facilities Management (FM) team will be notified and will assess the situation. Unless the delivery is deemed critical, access will be denied and the vehicle will be directed to a designated holding area pending verification. The FM team will liaise with the relevant occupier or supplier to confirm the legitimacy of the delivery. All unauthorised delivery attempts will be logged and reviewed during monthly operational audits. Repeated breaches by the same supplier or occupier may result in formal warnings and potential removal from the approved supplier list

4.4.2 Vehicle Breakdown During Delivery

If a vehicle breaks down during delivery, the FM team will respond promptly to assess the situation and implement containment measures. Temporary signage and traffic redirection will be deployed to maintain access for other deliveries and emergency services. The FM team will coordinate with the vehicle operator and recovery services to ensure swift removal of the vehicle. If necessary, a pre-approved recovery contractor will be activated to expedite clearance. In cases where fluid leaks or emissions occur, environmental safeguards will be applied immediately to contain and clean the affected area in accordance with site protocols.

4.4.3 Communication and Training

All incidents involving unauthorised deliveries or breakdowns will be documented in a formal incident report, detailing the time of occurrence, response actions, and any operational impacts. These reports will be reviewed as part of the site's continuous improvement strategy. To support these procedures, all occupiers and delivery partners will be briefed on emergency protocols during onboarding and through periodic communications. FM staff will receive annual training on incident response, including scenario-based exercises and mock drills to ensure preparedness and consistency in execution.

5.0 Waste Management

5.1 Overview

The Proposed Development, in line with Policies EM11 and DMHB 11 of the LBH Local Plan, should address waste management in a sustainable manner and provide suitable waste reduction, storage and collection measures. The proposed measures are set out hereafter.

This section outlines the Waste Management Plan (WMP) for the proposed development, comprising DC01 and DC02. The WMP is designed to support efficient, safe and sustainable waste handling across the site and includes:

- Identification of responsibilities for waste management;
- Segregation and disposal of waste streams;
- Forecasted waste generation and storage requirements;
- Collection points and frequency;
- Roles of the Facilities Management (FM) team and future occupiers;
- A programme for monitoring and review;
- Documentation of amendments and operational updates

5.2 Commercial Waste Generation and Storage

The guidance contained within the London Freight Plan identifies that developments should provide sufficient facilities for storage and collection of segregated waste.

The timings of waste collections should be coordinated and managed by the FMC and occupiers should be informed upon occupation of regular waste collection times. Any subsequent amendments should be disseminated to occupiers.

The waste generation estimates are based on guidance from BS 5906:2005 – Waste Management in Buildings: Code of Practice and the following operational assumptions:

- Office areas generate 50 litres of waste per employee per week, with 1 employee per 10 m²;
- Data centre areas generate 5 litres of waste per m² per week;
- Office spaces operate 5 days per week, while data centres operate 7 days per week;
- Waste storage is designed to accommodate two days' worth of waste for resilience;
- Waste will be collected daily, with flexibility for peak periods;
- A minimum clear headroom of 2.4m is required to accommodate 1,100 litre Eurobins and compactors.

The effect of the proposed development and the adaptation works to the existing building will reduce the current occupancy to 50 persons with minimal change to the existing office space provision. It is expected that 8-10 visitors will be present per day per building. For the following assessment, target occupancy of 70 people has been selected over BS 5906:2005 to provide a more appropriate indicator for waste generation.

Table 5 - Site two-day waste generation and storage

BUILDING	DC01	DC02
Office Area (sqm)	2,002	1,926
Data Hall and Switch room Area (sqm)	29,488	15,598
Projected Occupancy	40 (30 perm + 10 Visitors)	30 (20 Perm + 10 Visitors)
Estimated Two-Day Waste Generation (Litres)	2,525.09	1,491

The following tables support the arrangement of bins and storage requirements that would be commensurate of these figures:

Table 6 - DC01 expected generated waste per waste type

WASTE TYPE	VOLUME (L)	1100L EUROBIN	360L EUROBIN	100KG BALE
Residual	697	1	2	N/A
Paper	581	1	2	6
Cardboard	349	1	1	4
Plastic	232	1	1	3
Aluminium	116	1	1	N/A
Glass	116	1	1	N/A
Food Watse	232	1	1	N/A

Table 7 - DC02 expected generated waste per waste type

WASTE TYPE	VOLUME (L)	1100L EUROBIN	360L EUROBIN	100KG BALE
Residual	412	1	2	N/A
Paper	343	1	1	4
Cardboard	206	1	1	3
Plastic	137	1	1	2
Aluminium	69	1	1	N/A
Glass	69	1	1	N/A
Food Watse	137	1	1	N/A

Due to the similarities in both building operations, it is proposed that the minimum waste store size shall be 16m² to enable the provision of two-day storage of the following containers:

- 1No. 100kg Baler
- 1No. 1100 litre in-bin compactor
- 1No. Hand Pallet Truck
- 1No. 1100 litre EuroBin for Residual Waste
- 1No 360 litre EuroBin for Paper Waste (Office)
- 1No 360 litre EuroBin for Plastics Waste (Office)
- 1No 360 litre EuroBin for Aluminium Waste (Office)
- 1No 360 litre EuroBin for Glass Waste (Office)
- 1No 360 litre EuroBin for Food Waste (Office)
- 4No Bales for Paper Waste (2No. Per Pallet)
- 2No Bales for Plastic Waste (2No. per Pallet)

The waste store will be designed with a minimum clear headroom of 2.4 metres, allowing for the installation and operation of both a baler and a compactor, in line with best practice guidance from BS 5906:2005. The Facilities Management (FM) team will be responsible for maintaining the cleanliness and hygiene of the waste store, including regular wash-down procedures and the provision of spill kits to manage any accidental leaks or contamination. This setup ensures the waste management area remains safe, efficient and compliant with operational and environmental standards.

5.2.1 Hazardous Waste

It is anticipated that small volumes of hazardous waste will be generated during the operation of the site. To ensure safe and compliant handling, dedicated equipment will be provided within each building's waste area for the storage and collection of specific hazardous materials. Batteries will be stored in appropriately sized containers; fluorescent bulbs will be placed in secured, rigid, closable containers; paints, solvents and chemicals will be housed in a lockable flammable safety cabinet; printer cartridges will be collected in lidded containers or via manufacturer 'take back' schemes; and waste electrical and electronic equipment (WEEE) will be stored in suitable wheeled or caged containers. These provisions support safe segregation and disposal in accordance with relevant regulations

5.3 Refuse Collection Procedure

The proposed development, will adopt a private refuse collection strategy to manage waste generated on-site. This approach enables occupiers to appoint refuse collection companies that best suit their operational needs, offering greater flexibility in scheduling and allowing collections to be timed outside of peak operational hours. By avoiding high-traffic periods, this strategy helps minimise disruption to core site activities and reduces potential impacts on the surrounding area and highway network.

The building will retain its existing waste management infrastructure, which has been designed to support efficient refuse handling and environmental compliance. Waste collections will be coordinated in line with site operations to ensure smooth logistics and uphold sustainability standards.

Following planning approval and once a waste contractor has been procured, the waste storage requirements will be reviewed and recalculated based on the contractor's preferred vehicle types and collection strategy. Some contractors may utilise specific vehicle configurations that influence the size and type of bins used on-site. Additionally, if the contractor proposes multiple collections per week, this may reduce the overall bin capacity required. This post-procurement review will ensure that the final waste management solution is both operationally efficient and tailored to the contractor's logistics model.

6.0 Delivery, Servicing and Waste Management Plan (DSWMP) Review Process

6.1 Implementation, Monitoring and Review

The delivery, servicing and waste management strategy outlined in this DSWMP has been designed to support the long-term operational efficiency and sustainability of the Proposed Development. It is expected that future occupiers will adopt and maintain the measures set out in this plan.

Upon occupation, each occupier will be responsible for:

- Informing suppliers of delivery restrictions and booking procedures;
- Implementing the vehicle booking and management strategy;
- Ensuring adequate facilities for the storage and collection of segregated waste, in line with BS 5906:2005 and the London Freight Plan (LFP).

The site management team (or appointed Facilities Management Company) will be responsible for:

- Enforcing a procurement strategy that monitors vehicle activity and promotes low-emission, FORS-accredited suppliers;
- Promoting the use of the Freight Information Portal to encourage sustainable freight practices;
- Undertaking risk assessments and enforcing delivery restrictions;
- Monitoring and reviewing delivery and servicing activity to ensure alignment with the DSWMP objectives.

6.2 Enforcement

This DSWMP has been prepared to inform LBH of the intended operational strategy for the Proposed Development. Future occupiers will be expected to adhere to the principles and procedures outlined in the final Detailed DSP unless otherwise agreed in writing with LBH.

The Travel Plan Coordinator or a designated site logistics manager may fulfil a dual role in monitoring HGV routing, booking compliance and reporting discrepancies. This role should be confirmed as part of the final DSP implementation.

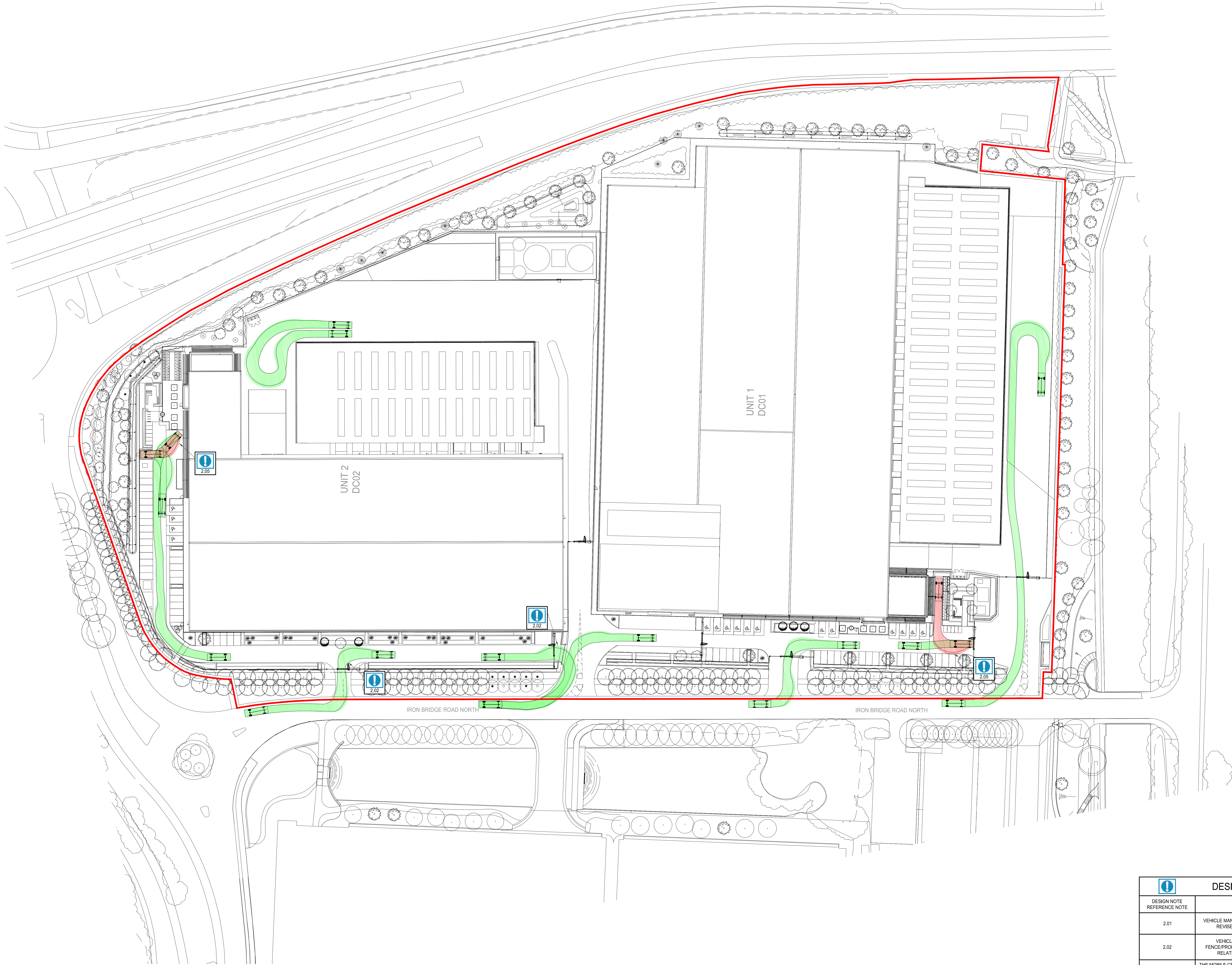
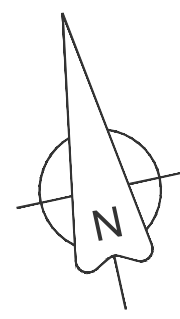
6.3 Monitoring and Review

The final Detailed DSP will be subject to ongoing monitoring and periodic review, particularly in response to changes in occupancy or operational needs. Where possible, this process should be coordinated with the Travel Plan monitoring programme. Key monitoring activities will include:

- Delivery and servicing surveys conducted post-occupation of each unit;
- Joint review with Travel Plan surveys, where timescales permit;
- Annual performance reviews to assess compliance with DSWMP objectives;

This process will ensure that delivery and servicing operations remain efficient, safe and responsive to local transport and environmental conditions.

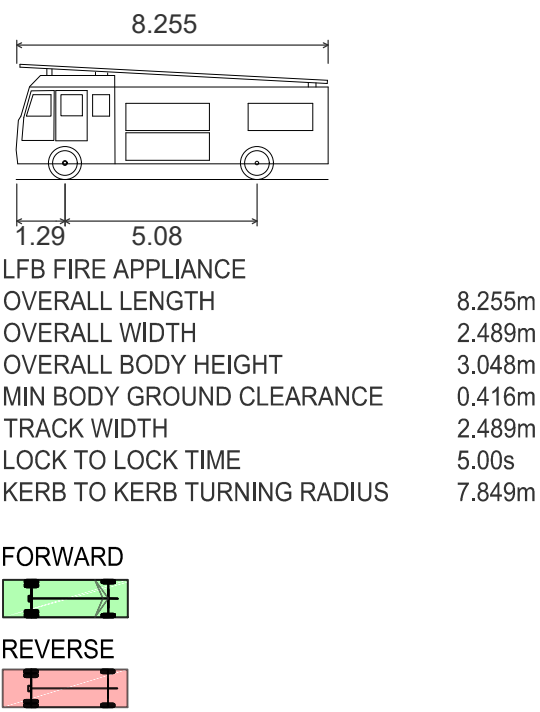
Appendix A: Swept Path Analysis for HGV



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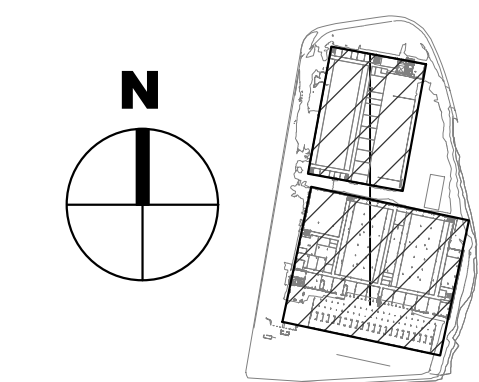
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P02	13.10.25	FOR INFORMATION	RP
P01	29.07.25	STAGE 2 ISSUE	RP
Rev	Date	Description	Issued By

Project Stage

STAGE 2



Client:



Project:

PLON01
Iron Bridge Road North, UB11 1BT

Drawing Title:

PLON01 - SITEWIDE - JUNCTION
SCHEMATIC - INITIAL VEHICLE
TRACKING PROPOSAL - FIRE TENDER

Drawn	Checked	Project No.	Scale	Date
WM	RP	A0	1:500	29.07.2025
Project No.	Drawing No.	Revision		
PLON01	31002	P02		

File Name:

PLON01-PIN-SW-XX-DR-C-31002

Purpose Code

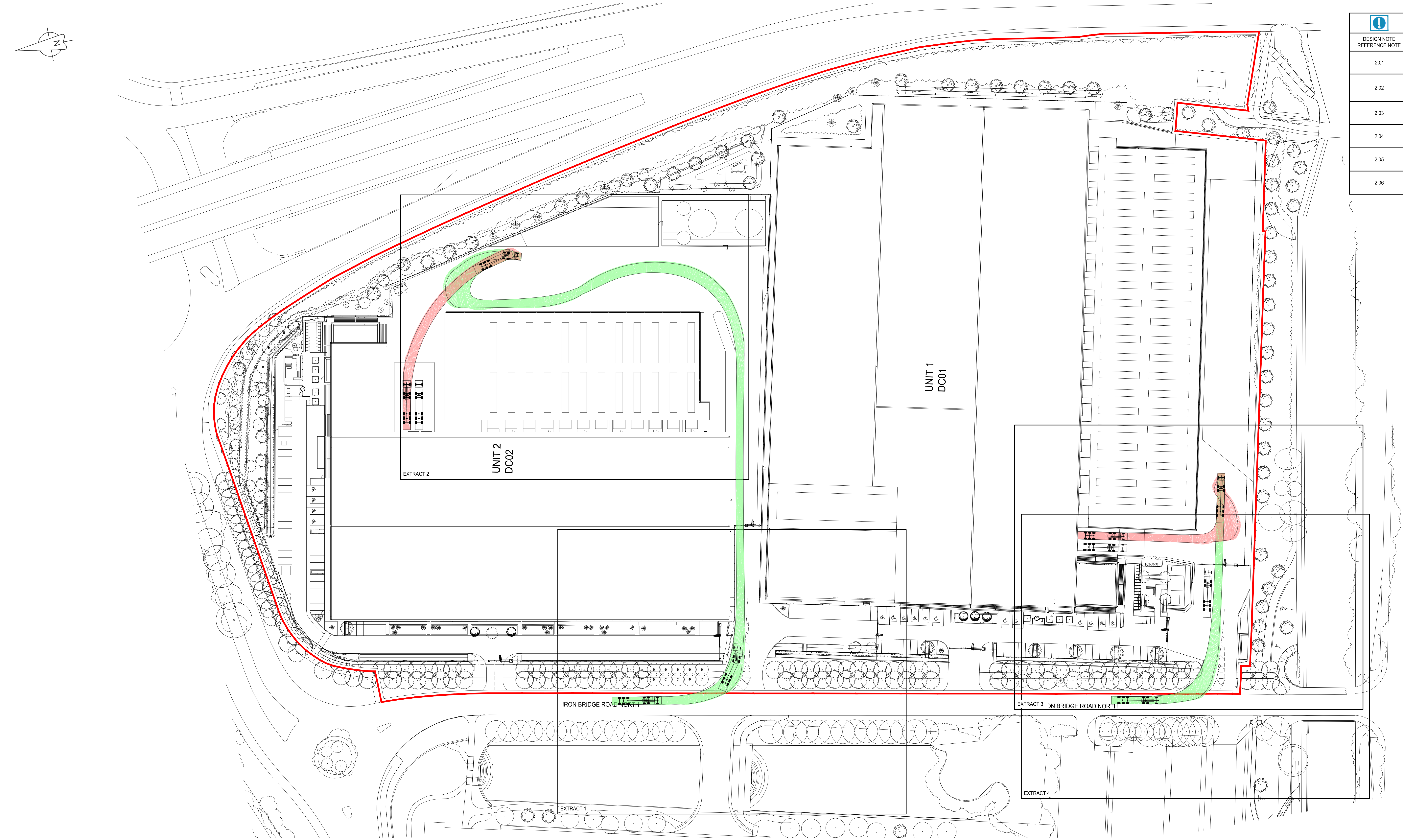
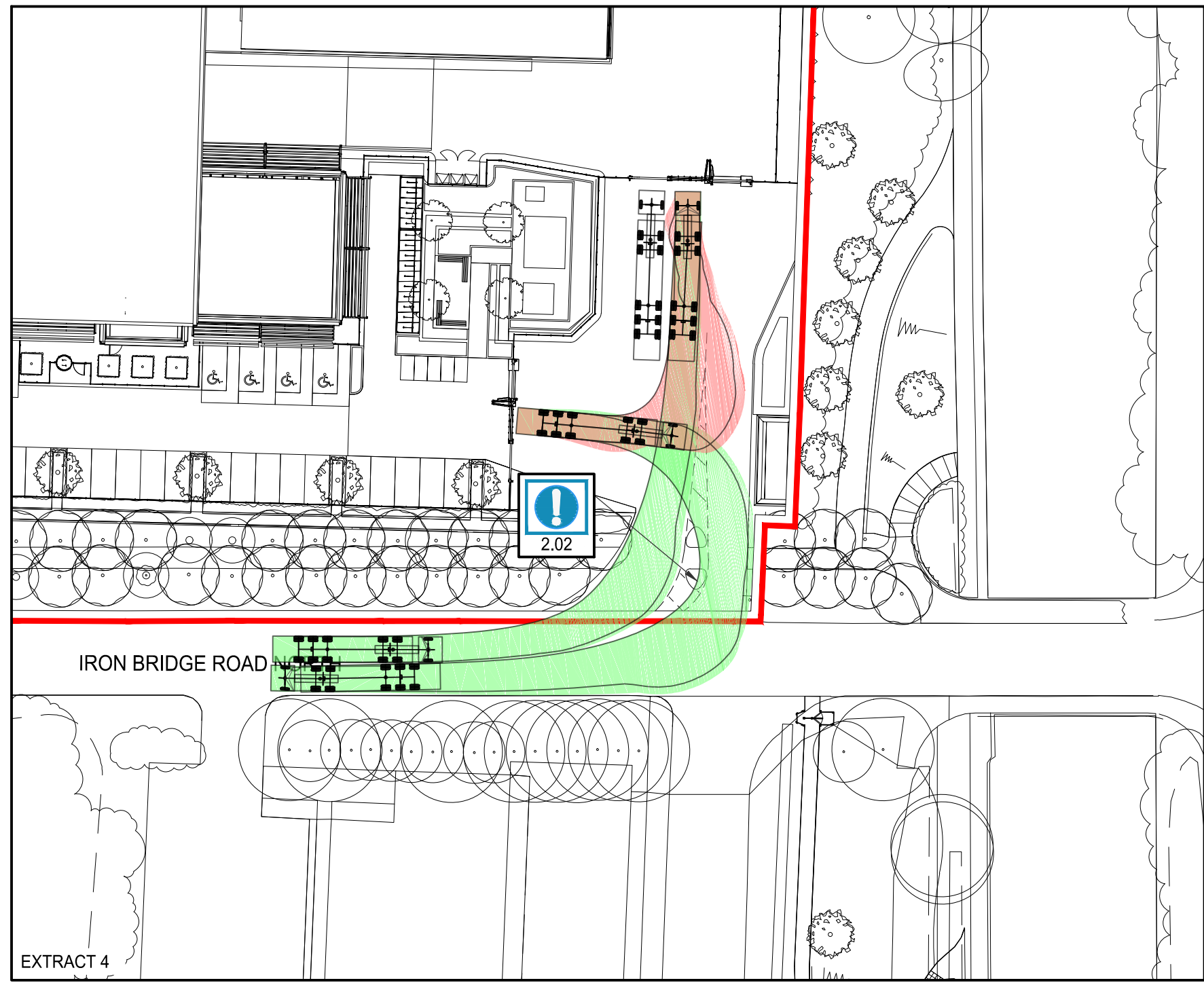
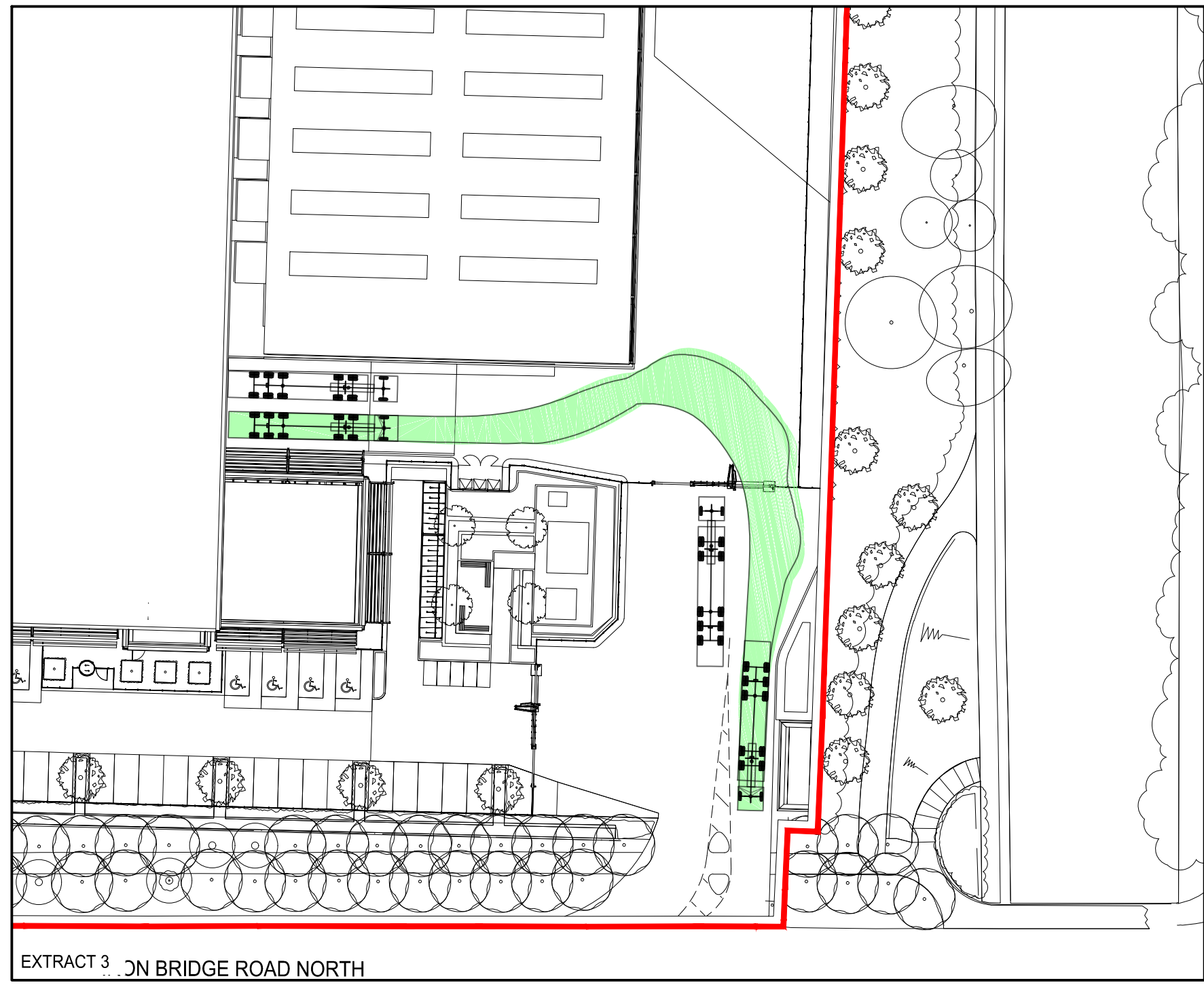
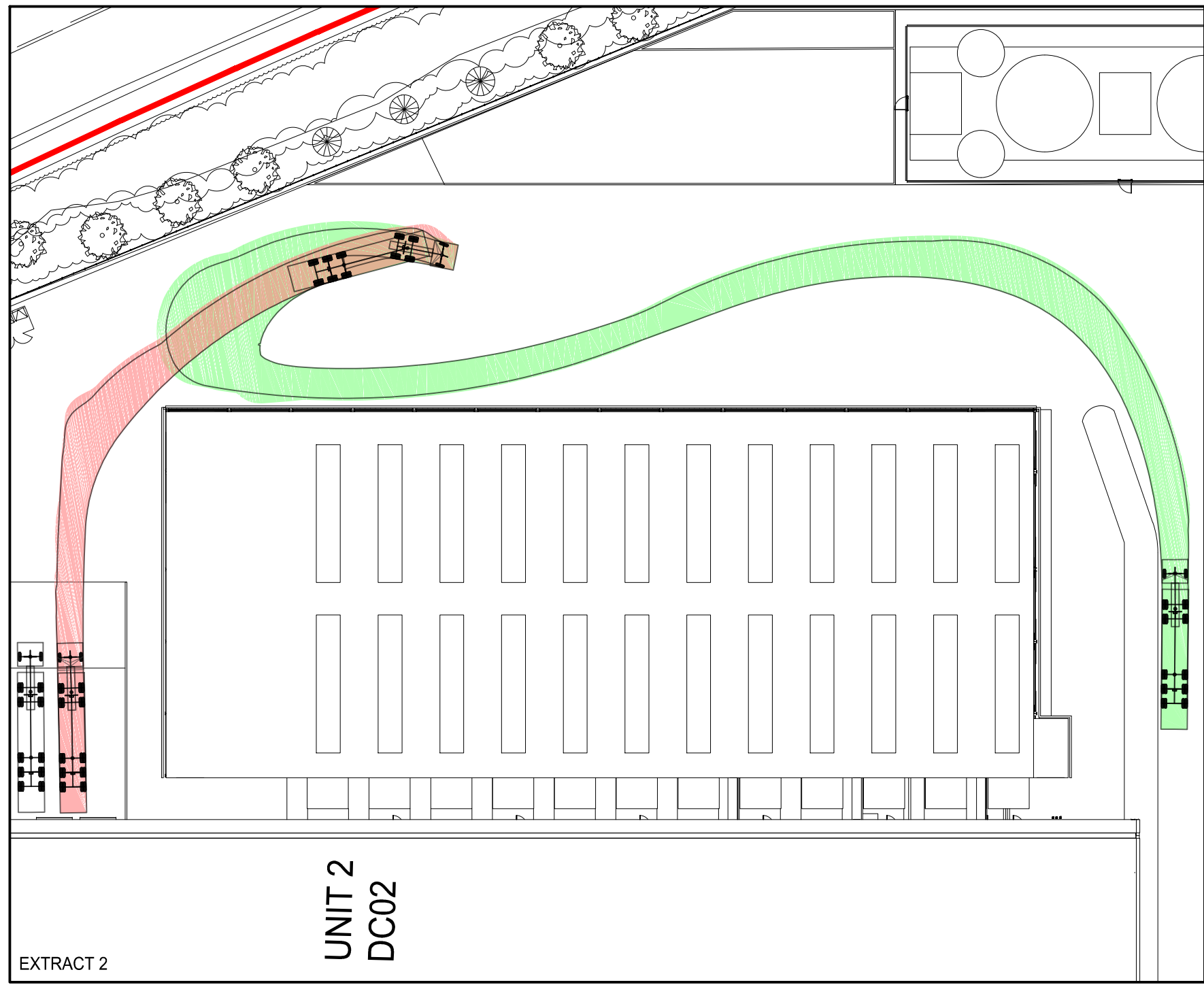
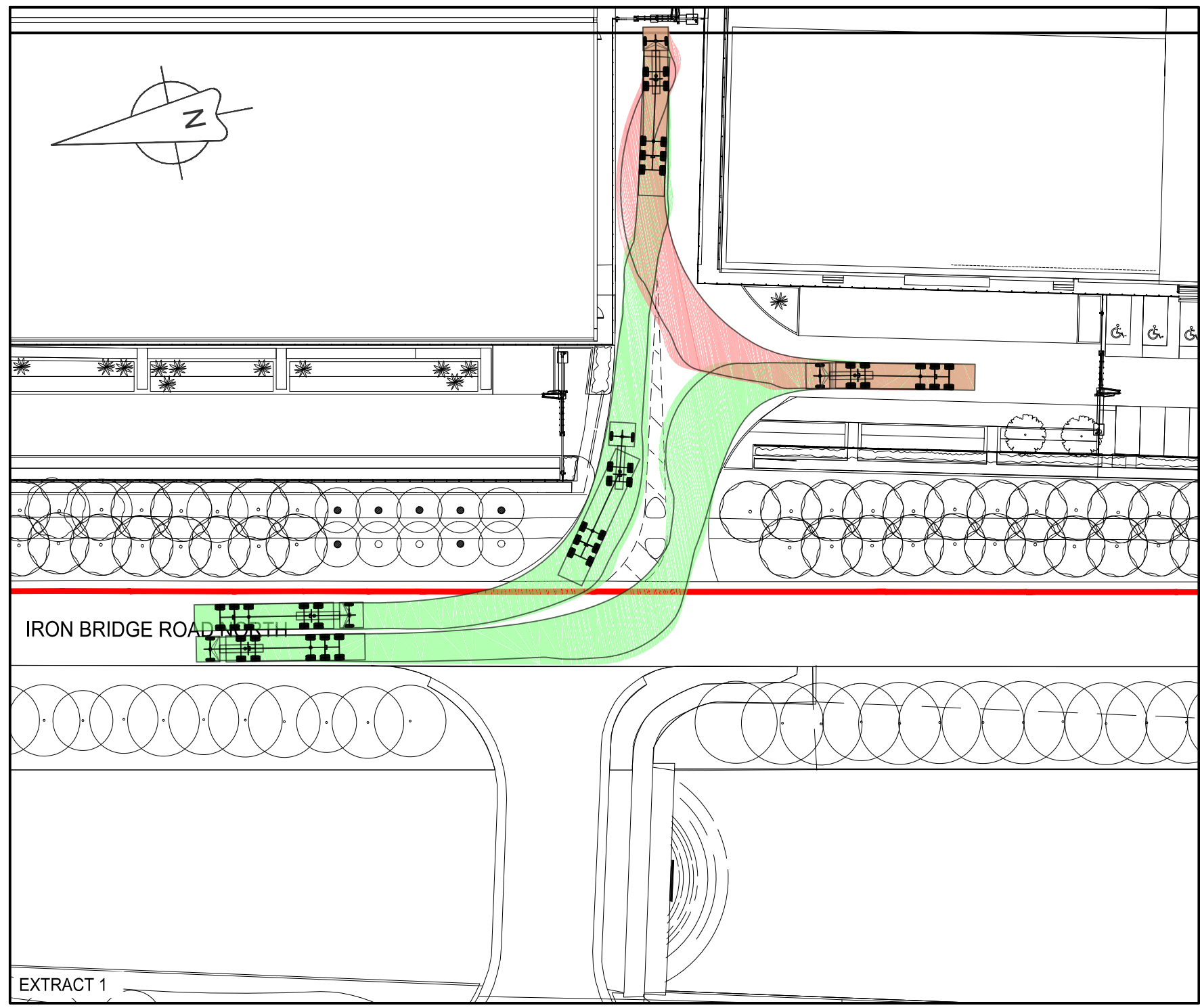
S4 - Issue for Stage Approval

Acceptance Code

DESIGN NOTE REFERENCE NOTE	NOTE
2.01	VEHICLE MANOEUVRE CLASHES WITH PROPOSED KERB LINE. REVISED KERB LINE SHOWN TO BE CONSIDERED.
2.02	VEHICLE MANOEUVRE CLASHES WITH PROPOSED FENCE/PROPOSED GATE. CARRIAGEWAY AND FENCE/GATE RELATIONSHIP TO BE REVIEWED BY ARCHITECT.
2.03	THE MOBILE CRANE TRACKED IS SUBJECT TO CONFIRMATION BY THE MAINTENANCE/PLANT REPLACEMENT STRATEGY AND LIFTING CONSULTANT.
2.04	VEHICLE MANOEUVRE REQUIRES THE USE OF MULTIPLE LANES. TRAFFIC CONTROL MEASURES REQUIRED.
2.05	VEHICLE MANOEUVRE CLASHES WITH PROPOSED PARKING BAYS. RELOCATING PARKING BAYS TO BE CONSIDERED.
2.06	VEHICLE REJECTION MANOEUVRE REQUIRES MANAGEMENT OF PUBLIC HIGHWAY. BANKSMAN REQUIRED.

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DESIGN NOTE	
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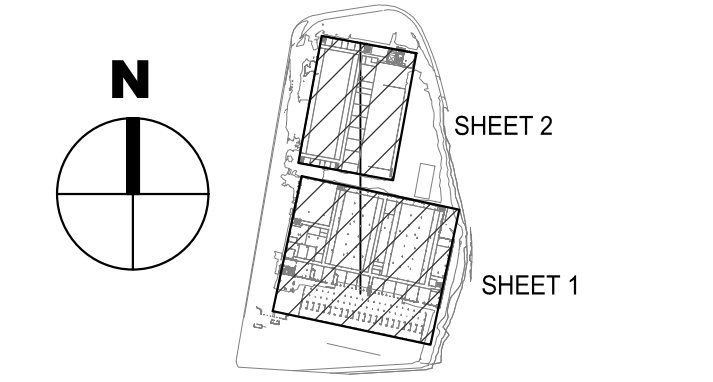
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LEGEND	
	SITE BOUNDARY
	FORWARD
	REVERSE
Max Legal Length (UK) Articulated Vehicle (16.5m) Overall Length 16.500m Overall Width 2.550m Overall Body Height 3.681m Min Body Ground Clearance 0.411m Max Track Width 2.500m Lock to lock time 6.00s Kerb to Kerb Turning Radius 6.530m	

P02	13.10.25	FOR INFORMATION	RP
P01	29.07.25	STAGE 2 ISSUE	RP
Rev	Date	Description	Issued By

Project Stage

STAGE 2



Client:



Project:

PLON01
Iron Bridge Road North, UB11 1BT

Drawing Title:

PLON01 - SITEWIDE - JUNCTION SCHEMATIC - INITIAL VEHICLE TRACKING PROPOSAL - HGV

Drawn	Checked	Project Size	Scale	Date
WM	RP	A0	1:500	29.07.2025
Project No.	Drawing No.	Revision		
PLON01	31001	P02		

File Name
PLON01-PIN-SW-XX-DR-C-31001

Purpose Code
S4 - Issue for Stage Approval

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