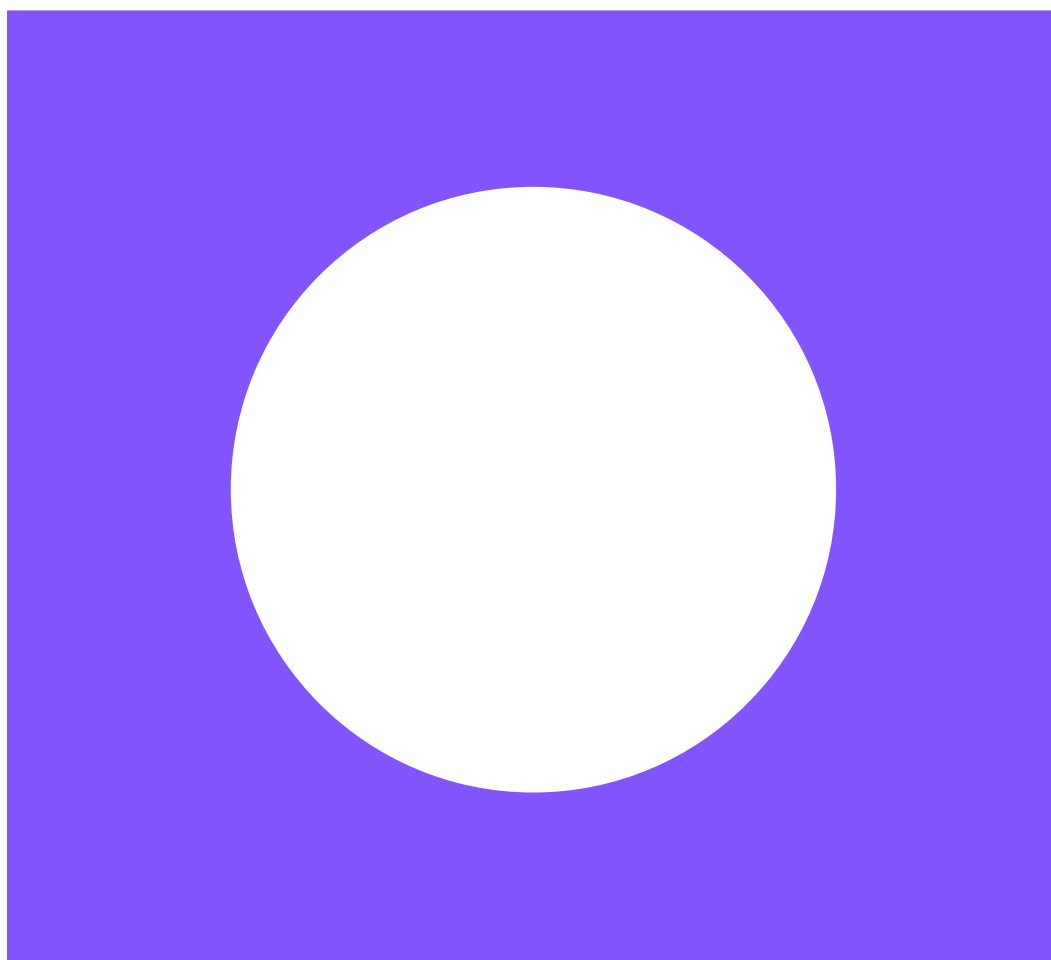




Building 1071 Southampton Road East

Outline Travel Plan

March 2026

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Building 1071 Southampton Road East

Outline Travel Plan

March 2026

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Contents

1	Introduction & Context	1
1.1	Overview	1
1.2	Proposed Development	2
1.3	What is a Travel Plan?	2
1.4	What are the Benefits of a Travel Plan?	2
1.5	Outline Travel Plan	3
1.6	Aims and Objectives	3
1.7	Travel Plan Structure	3
2	Policy Context	5
2.1	National Policy	5
2.2	Regional Policy	6
2.3	Local Policy	8
3	Site Assessment	10
3.1	Site Location	10
3.2	Active Travel Network	10
3.3	Public Transport	12
3.4	Local Highway Network	17
4	Travel Surveys, Objectives & Targets	19
4.1	Baseline Mode Shares	19
4.2	Travel Surveys	20
4.3	Initial Travel Plan Targets	20
5	Measures & Initiatives	21
5.1	Site Infrastructure	21
5.2	Soft Measures	22
6	Management and Implementation	26
6.1	Travel Plan Coordinator	26
6.2	Implementation	26
6.3	Securing and Enforcing	27
7	Monitoring, Review and Action Plan	28
7.1	Monitoring	28
7.2	Review	29
7.3	Action Plan	29

Tables

Table 3.1 Bus service destination and frequency	13
Table 4.1: Initial Forecast Mode Share	19
Table 7.1: Initial Action Plan	0

Figures

Figure 1.1 Site Location	1
Figure 3.1 Site Locality	10
Figure 3.2 Existing Cycle Infrastructure by Infrastructure Type 2019	11
Figure 3.3 Proposed 'Hub and Spoke' Cycle Network	12
Figure 3.4 Bus stops within close proximity of site	13
Figure 3.5 Bus Stops within wider Heathrow Area	14
Figure 3.6 Free Travel Routes	15
Figure 3.7 Site PTAL	16
Figure 3.8 Site Connectivity Score	17
Figure 3.9 Highway network in vicinity of site	18

1 Introduction & Context

Mott MacDonald has been appointed by Tritax London Logistics Fund to provide transport advice and support associated with the proposed redevelopment at Building 1071 Southampton Road East, located on the south side of the Heathrow Campus, within the London Borough of Hillingdon (LBH). This Outline Travel Plan (TP) identifies measures to encourage sustainable travel associated with the site.

1.1 Overview

The site is located within the Heathrow Cargo Area and is bounded by Southern Perimeter Road to the south, the Arora Multi-Storey Car Park (MSCP) to the east, Stanstead Road to the west and Southampton Road East to the north. The indicative site location is demonstrated on **Figure 1.1**

Figure 1.1 Site Location



Source www.openstreetmap.org with MM annotations

The site has previously been used for B2/B8 use and was most recently used by Gate Gourmet as a catering supplier to Heathrow. The proposals include development of the site for B2 and/or B8 Freight / Cargo forwarding activity associated with Heathrow, along with ancillary Class E(g). The core function of the site will be as a warehouse to support wider Heathrow activity, with goods coming into the site before being reloaded onto the relevant airside delivery vehicles for movement within the secure cordon line of the airport.

Pre-application discussion have been held with London Borough of Hillingdon (LBH) officers (as the Local Planning Authority) and representatives of Heathrow Airport Limited (HAL) who are the highway authority for the local roads in the immediate vicinity of the site, namely Southampton Road East, Sealand Road and the Southern Perimeter Road. These discussions have focused principally on the agreement of appropriate baselines for the assessing of the potential impacts of the development, the nature of access and egress arrangements to the site and the content of transport documents to be submitted as part of the planning application. To

aid these discussions, a transport scoping report was produced and issued to LBH in September 2024. Following receipt of comments, an updated pre-application pack was submitted to LBH, including a response to the technical transport points raised. In addition, a meeting was held with HAL representatives on 4 March 2026.

The proposals and transport documents produced for the planning application reflect the discussions and agreement of principles from these discussions.

1.2 Proposed Development

The site has previously been occupied by Gate Gourmet (B2-B8 land use), covering around 17,706 sqm and employing around 770 staff, based on information provided in the Gate Gourmet Transport Statement (TS) for the consented scheme (reference 51743/APP/2012/1781).

The proposed re-development is expected to include 11,652 sqm of B2/B8 and ancillary E(g) land use. A prospective tenant for the site has been identified and subsequent details regarding forecast activity has been informed by discussions with them.

1.3 What is a Travel Plan?

A Travel Plan (TP) is a package of measures designed to encourage a more sustainable approach to transport behaviour. These measures may be designed to reduce the overall need to travel, reducing the number and duration of trips, or by encouraging people to use public transport, walking or cycling as alternatives to car use. The measures employed should be tailored to the development and should focus on the travel behaviour of specific groups.

A TP also identifies how this sustainable approach will be implemented, managed, monitored and reviewed to maximise its success. It will typically identify a range of potential initiatives, either “hard” measures which focus on infrastructural improvements or “soft” initiatives through ‘Smarter Choices’ which include marketing and information in addition to incentives to travel by non-car modes.

In addition to identifying measures and initiatives that can be used to encourage employees and visitors to make smarter travel choices, a TP should also set out achievable targets against which its success can be measured and also identify the process by which it will be implemented, managed, monitored and reviewed.

TPs are ‘live’ documents that should be continually updated for at least a five-year period. The monitoring period should include assessments during Years 0 (baseline), 1, 3 and 5 (unless otherwise agreed).

1.4 What are the Benefits of a Travel Plan?

A successfully implemented TP can have a range of significant benefits for businesses and their employees, as well as for those who live in the surrounding area. Transport for London (TfL) guidance on the production of TPs notes that these benefits can include:

- Less congestion and therefore improved safety on local roads by promoting alternatives to the car
- Reduced highway capacity problems by promoting sustainable travel choices
- Local environmental improvements from reduced congestion, carbon emissions, pollution and noise
- Making the site more attractive to potential occupiers/users

- Increased opportunities for active healthy travel, such as walking and cycling
- Reduced demand for parking spaces enabling land to be put to more cost effective or commercially beneficial use and freeing space for active travel initiatives
- Improved travel choice, quality and affordable access to services for all users; and
- Increased opportunities for employers to feed into corporate social responsibility or sustainability initiatives.

1.5 Outline Travel Plan

At this stage an Outline TP has been developed for the site. This Outline TP will be developed into a Full Travel Plan by the future occupier as further details relating to the operation and management of the site are established, along with the undertaking of baseline travel surveys, and will be submitted to LB Hillingdon.

1.6 Aims and Objectives

This Outline TP provides an overarching strategy to effectively manage and influence the way staff and visitors travel to and from Building 1071. It aims to reduce the impact of journeys by encouraging travel by sustainable modes of transport, where possible.

As set out in later sections, the Heathrow site offers excellent public transport travel options (mix of bus, rail and underground) via the Central Terminal Area, Terminal 4 and Hatton Cross in particular, and these are accessible by public transport via an interchange. The site is also within walking distance of various bus stops and the Heathrow Terminal 4 station.

The overarching aim for the Outline TP is 'to ensure that all staff and visitors are able to make an informed choice about their mode of travel and encourage them to use the most sustainable form of transport available to them'.

Building on this, the following key objectives are as follows:

- Ensure accessibility for all users
- Ensure that sustainable travel is encouraged and that all staff and visitors are provided with sufficient information to be able to make an informed decision about their travel choices
- Promote the health and wellbeing benefits of walking and cycling
- Encourage the use of sustainable deliveries and servicing, wherever possible
- Minimise unnecessary journeys, particularly at peak times; and
- Reduce the volume of single occupancy car travel.

1.7 Travel Plan Structure

This Outline TP is structured as follows:

- Section 2 sets out the planning policy and guidance
- Section 3 sets out the development proposals and considers access to the site and its connections to the different transport networks
- Section 4 reviews the expected travel behaviour and mode shares and sets out some initial targets
- Section 5 identifies a range of measures and initiatives that could be implemented to meet the aims of the TP
- Section 6 sets out how the TP will be implemented and managed; and

- Section 7 considers how the TP will be monitored and reviewed and identifies a relevant Action Plan.

2 Policy Context

This section provides a summary of the relevant national, regional and local policies, along with a summary of best practice guidance for Travel Plans (TPs). These policies have been examined and those most relevant have been set out and considered when producing this Outline TP.

2.1 National Policy

2.1.1 National Planning Policy Framework (NPPF – February 2025)

In March 2012, the Department for Communities and Local Government (now the Ministry of Housing, Communities and Local Government) produced its 'National Planning Policy Framework' (NPPF), which replaced national policy for transport, as previously set out in the Planning Policy Guidance (PPGs) and Planning Policy Statements (PPSs), particularly PPG13. The NPPF was updated most recently in February 2025. A consultation has recently ended on a proposed revision to the NPPF, however this has yet to be adopted and the February 2025 NPPF remains the relevant national guidance.

Paragraph 109 states that:

"Transport issues should be considered from the earliest stages of plan-making and development proposals, using a vision-led approach to identify transport solutions that deliver well-designed, sustainable and popular places. This should involve:

- a) making transport considerations an important part of early engagement with local communities;*
- b) ensuring patterns of movement, streets, parking and other transport considerations are integral to the design of schemes, and contribute to making high quality places;*
- c) understanding and addressing the potential impacts of development on transport networks;*
- d) realising opportunities from existing or proposed transport infrastructure, and changing transport technology and usage – for example in relation to the scale, location or density of development that can be accommodated;*
- e) identifying and pursuing opportunities to promote walking, cycling and public transport use; and*
- f) identifying, assessing and taking into account the environmental impacts of traffic and transport infrastructure – including appropriate opportunities for avoiding and mitigating any adverse effects, and for net environmental gains."*

Paragraph 115 pertains to specific applications for development and states that *"it should be ensured that:*

- a) sustainable transport modes are prioritised taking account of the vision for the site, the type of development and its location;*
- b) safe and suitable access to the site can be achieved for all users;*
- c) the design of streets, parking areas, other transport elements and the content of associated standards reflects current national guidance, including the National Design Guide and the National Model Design Code; and*

d) any significant impacts from the development on the transport network (in terms of capacity and congestion), or on highway safety, can be cost effectively mitigated to an acceptable degree through a vision-led approach."

Furthermore paragraph 116 states that:

"Development should only be prevented or refused on highways grounds if there would be an unacceptable impact on highway safety, or the residual cumulative impacts on the road network, following mitigation, would be severe, taking into account all reasonable future scenarios."

2.1.2 Planning Practice Guidance (2025)

In March 2014 the then Department for Communities and Local Government launched a website containing national planning practice guidance on a range of planning topics such as design, Local Plans, Neighbourhood Plans and Travel Plans / Transport Assessments. Elements of the guidance have been subject to subsequent updating, up to 2025.

The section on 'Travel plans, Transport Assessments and Statements in decision-taking', which has not been amended since 2014, provides advice on when Transport Assessments and Statements are required and what they should contain.

2.2 Regional Policy

2.2.1 London Plan (2021)

The London Plan is the spatial development strategy for London which includes an economic, environmental, transport and social framework for development over the next 20-25 years.

The Plan has six core 'good growth' objectives:

- GG1 Building strong and inclusive communities
- GG2 Making the best use of land
- GG3 Creating a healthy city
- GG4 Delivering the homes Londoners need
- GG5 Growing a good economy
- GG6 Increasing efficiency and resilience

The Plan has created a strategic approach to transport; designed to support the Mayor's target of 80% of all trips in London being undertaken by sustainable modes by 2041.

Policy T5 'Cycling' states that "development proposals should help to remove barriers to cycling and create a healthy environment in which people choose to cycle". This will be achieved by supporting the delivery of a London-wide network of cycle routes, with new routes and improved infrastructure and by securing the provision of appropriate levels of cycle parking which should be fit for purpose, secure and well-located. Development should provide cycle parking in accordance with the standards (expressed as minimums) set out in Table 10.2 of the London Plan.

Policy T6 'Car parking' states that "parking should be restricted in line with levels of existing and future public transport accessibility and connectivity". Developments should be designed to provide the minimum necessary number of parking spaces and that on-street parking controls should not be a barrier to new development. When parking is provided on a new development site, there should be provision for electric vehicles or other ultra-low emission vehicles. At least

20% of spaces should have active electric charging facilities and the remaining spaces should have passive provision.

Policy T7 'Deliveries, Servicing and Construction' states "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 TfL guidance and in a way which reflects the scale and complexities of developments.

Within the London Plan, Paragraph 2.1.1 states how "Opportunity Area's (OA) are identified as significant locations with development capacity to accommodate new housing, commercial development and infrastructure, linked to existing or potential improvements in public transport connectivity and capacity." Heathrow is one of these OA's being identified as having an indicative capacity for 13,000 new homes and 11,000 new jobs. The Mayor of London confirms that any Heathrow expansion will be opposed unless it can be shown there are no damaging spatial or environmental implications. Once these potential implications are clearer, there will then be a further review to clarify the OA's potential contribution to growth, as explained through paragraphs 2.1.64-66 in the London Plan.

2.2.2 Mayor's Transport Strategy (2022)

The Mayor's Transport Strategy (MTS) which was updated in November 2022 is a statutory document that sets out the Mayor's transport vision for London and describes how TfL and its partners will deliver the overall vision of the London Plan.

A set of key challenges are discussed within the MTS, which include:

- Active, inclusive and safe travel;
- Improving air quality and the environment;
- Improving safety, affordability and customer service; and
- Improving public transport accessibility and inclusivity.

The main aim of this strategy is to support 80% of trips to be undertaken on foot, by cycle or using public transport by 2041.

Within the Mayor's Transport Plan, Vision Zero is discussed in relation to road danger. Vision Zero aims to eliminate all serious and fatal injuries on London's transport system by 2041.

2.2.3 TfL Travel Plan Guidance

TfL's current guidance on TPs for new developments in London was released in 2013. The guidance is split into four sections which relate to: benefits; contents; securing and enforcing and monitoring.

The 'How we secure and enforce travel plan targets' section notes that the key to creating a successful plan is to include clear outcomes and a timetable to appoint a Travel Plan Coordinator (TPC) to take responsibility for it. TPs may be secured either by way of planning obligations or conditions.

The 'How we monitor the progress of travel plans' section outlines that in London there are two approved methods for carrying out TP monitoring. All full travel plans must use TRICS compliant

monitoring while all other TPs should have iTRACE compliant surveys. The guidance sets out a list of activities that must be undertaken in order to be iTRACE compliant.

At the time of producing this Outline TP, TfL is undertaking a review of their 2013 guidance with a view to publishing updated information on the requirements for TPs in London, although at the time of writing, nothing has been published and therefore this TP considers the 2013 guidance where relevant.

2.3 Local Policy

2.3.1 London Borough of Hillingdon Local Plan (2020)

The LBH Local Plan is split into two parts, with Part 1, initially adopted in November 2012, identifying strategic policies, setting out the overall level and broad location of growth up to 2026. Part 2 is formed by Development Management Policies, Site Allocations and Designations and the Policies Map, adopted in January 2020, which provide more detail on the delivery of this growth.

Part 1 of the Local Plan includes a core policy focused on transport and infrastructure. This promotes the use of sustainable forms of transport, with an overall aim of reducing private car dependency. Where development is reliant on the road network, this will be located at sites with good existing road access. New developments should be located where they will have a minimal impact on the transport networks and will be expected to have good walking and cycling provision. The Development Management Policies identified in Part 2 of the Local Plan include a section dedicated to transport and aviation.

Policy DMT1 focusses on managing transport impacts of new development, including the requirements for documents to support planning applications. Developments should maximise safe, convenient and inclusive accessibility by sustainable travel modes, provide equal access for all people, include appropriate delivery, servicing and drop-off facilities and not have a significant adverse transport (or associated noise or air quality impact) on the local and wider environment. This notes the requirement for a Travel Plan or Local Level Travel Plan to be produced for major developments.

Policy DMT 2 sets out the need to ensure safe and efficient vehicular access to the highway network, including the provision of safe, secure and convenient access for cyclists and pedestrians. Impacts should be appropriately mitigated, and developments should not contribute to a worsening of air quality, noise or local amenity or safety of road users.

Policy DMT 6 requires parking for new developments to be in line with the standards identified in Appendix C of the document. For non-office B class use (employment uses based on the land use class order superseded in 2020), car parking is to be provided to a maximum of 2 spaces plus 1 space per 50-100sqm. Of these, 10% must be suitable for blue badge holders, with a minimum of 5% of total spaces having active electric vehicle (EV) charging provision and 5% having passive provision.

Cycle parking is to be provided at a minimum rate of one space per 500sqm for B2-B8 land uses.

Policy DMT 7 (Freight) includes the requirement that development proposals generating a high number/intensity of transport and movements relating to logistics, distribution or freight must demonstrate the following: being conveniently located to allow for direct routing to the strategic road network, and that there is no detrimental impact on residential areas, local air quality levels or local amenity of the highway network. The policy also identifies the council supporting use of the Blue Ribbon Network for rail and freight transport, subject to compliance with other policies within the Local Plan.

2.3.2 Heathrow Surface Access Strategy (August 2022)

This document looks at why surface access at Heathrow is important, providing an overview of current conditions along with outlining targets set and measures developed to form the strategy. It also sets out how interventions will be delivered, monitored and progress reported. A survey from 2017 shows that 60% of Heathrow colleagues use single-occupancy private car as their main mode of commute. With regard to freight, 6% of all Heathrow-related vehicle trips were freight but they generated 36% of vehicle-related emissions.

The four targets are:

- Achieving a passenger public transport mode share of 45% by 2026
- Achieving a colleague single-occupancy car mode share of 57% by 2026
- Reducing surface access carbon emissions by 49% by 2030
- Expanding the Heathrow public transport catchment area to bring 25% more people within a 1.5-hour public transport journey time to/from the airport site, and increase the 3-hour catchment population by 12%.

Some of the measures set out to achieve the targets include:

- Sustainable Travel Zones
- Improve active travel infrastructure and service
- Mobility as a Service (MaaS) and Heathrow Travel Wallet
- Truck Call Forward Facility on the southern perimeter
- Virtual Consolidation platform to increase cargo collaboration

More longer-term schemes post-2026 include Southern Access to Heathrow, Western Rail link and an employer recognition programme.

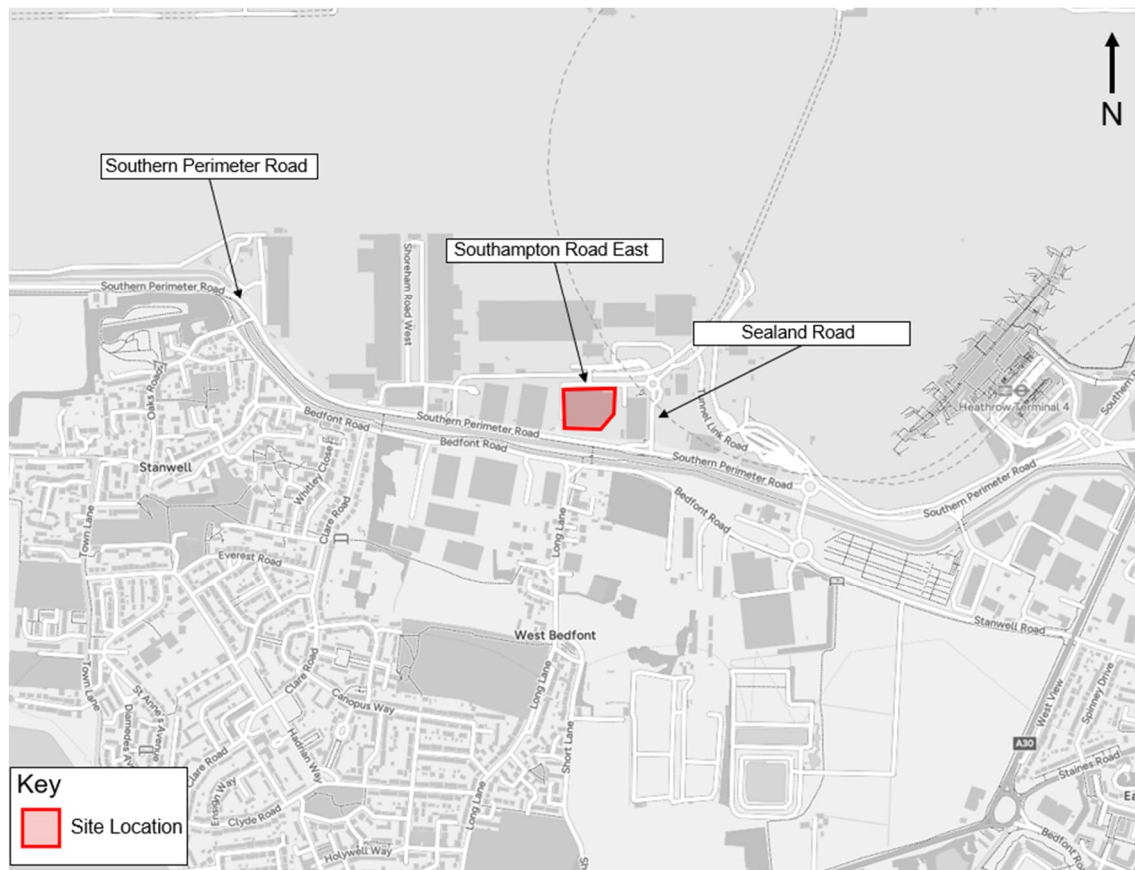
3 Site Assessment

This section outlines the accessibility of the former Gate Gourmet site by all modes of transport, describing the existing networks and any known proposed improvements.

3.1 Site Location

The site is located within the Heathrow Airport Cargo Area and is bounded by Southampton Road East to the north, the Arora MSCP to the east, the Southern Perimeter Road to the south and Stansted Road to the west. The site in relation to the immediate area is demonstrated in **Figure 3.1**.

Figure 3.1 Site Locality

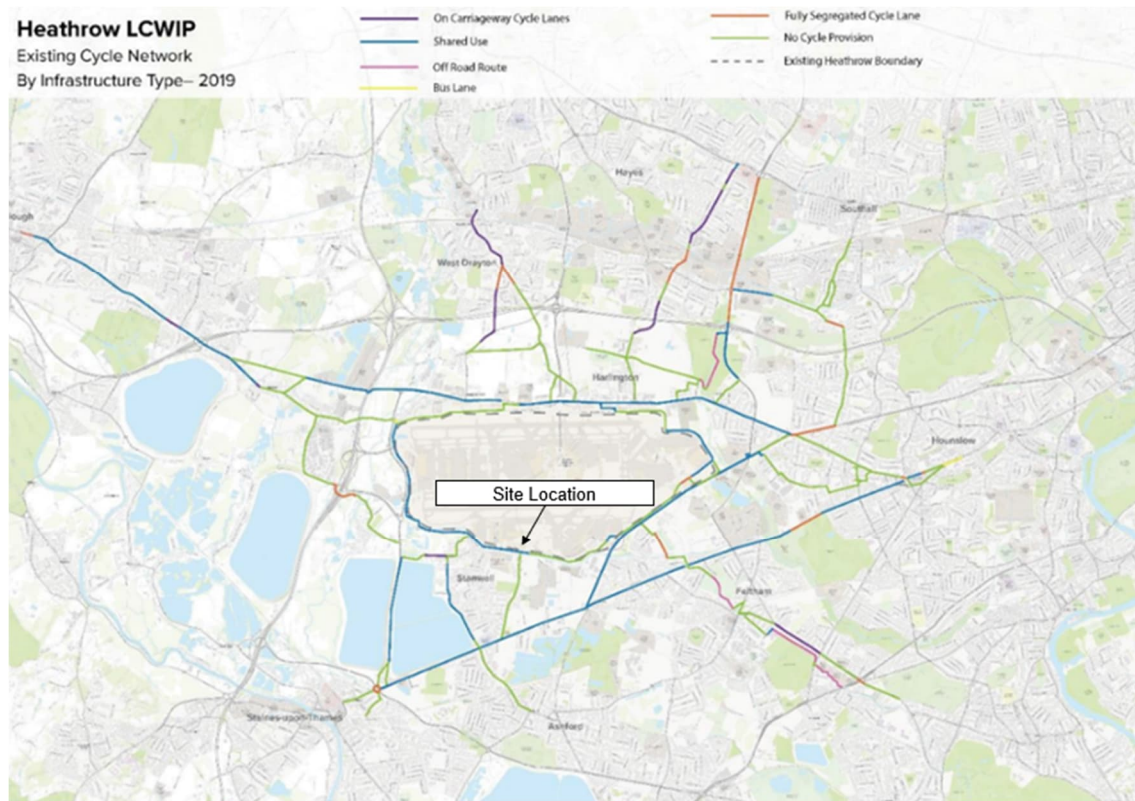


Source: www.openstreetmap.org with MM annotations

3.2 Active Travel Network

The Heathrow Local Cycling and Walking Infrastructure Plan (LCWIP) was published in April 2023 and includes details of the existing active modes infrastructure, as well as proposed improvements. **Figure 3.2** relates to the existing active travel network (2019) and is extracted from the LCWIP.

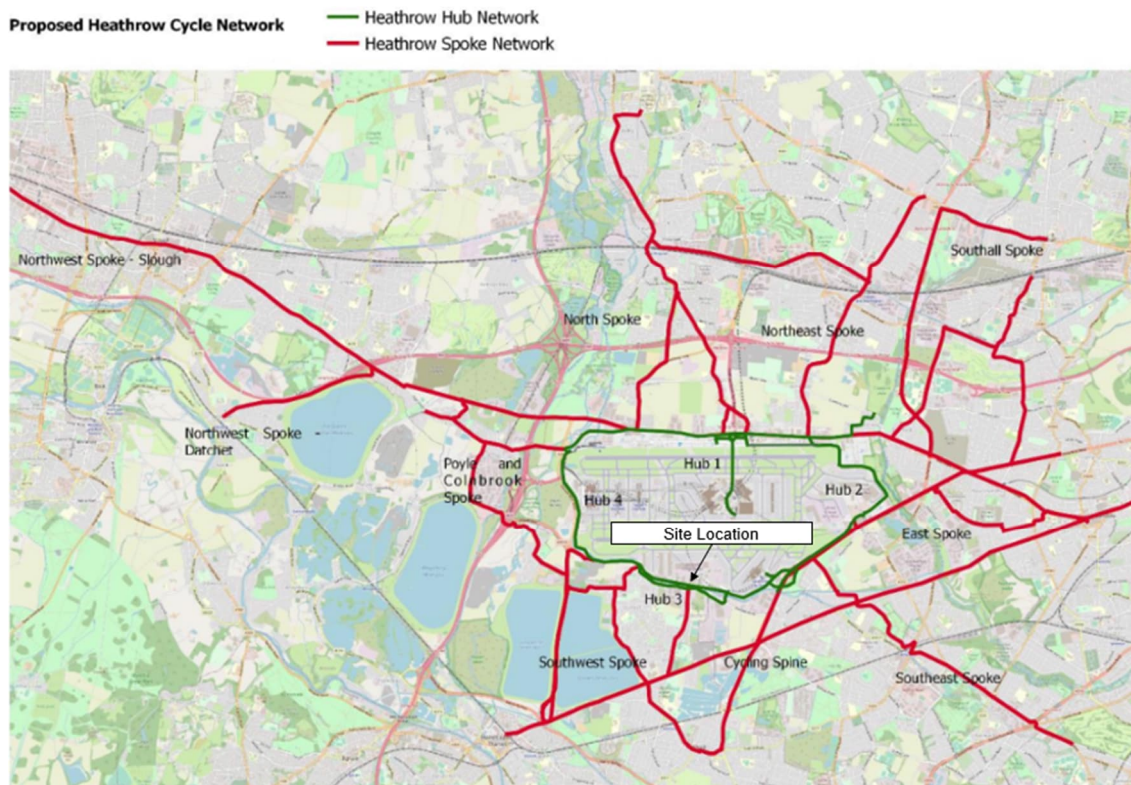
Figure 3.2 Existing Cycle Infrastructure by Infrastructure Type 2019



Source: Heathrow Local Cycling and Walking Infrastructure Plan (April 2023) with MM annotations

The LCWIP proposes a 'Hub and Spoke' Cycle Network as shown in the LCWIP which is extracted below in **Figure 3.3**.

Figure 3.3 Proposed 'Hub and Spoke' Cycle Network



Source: Heathrow Local Cycling and Walking Infrastructure Plan (April 2023) with MM annotations

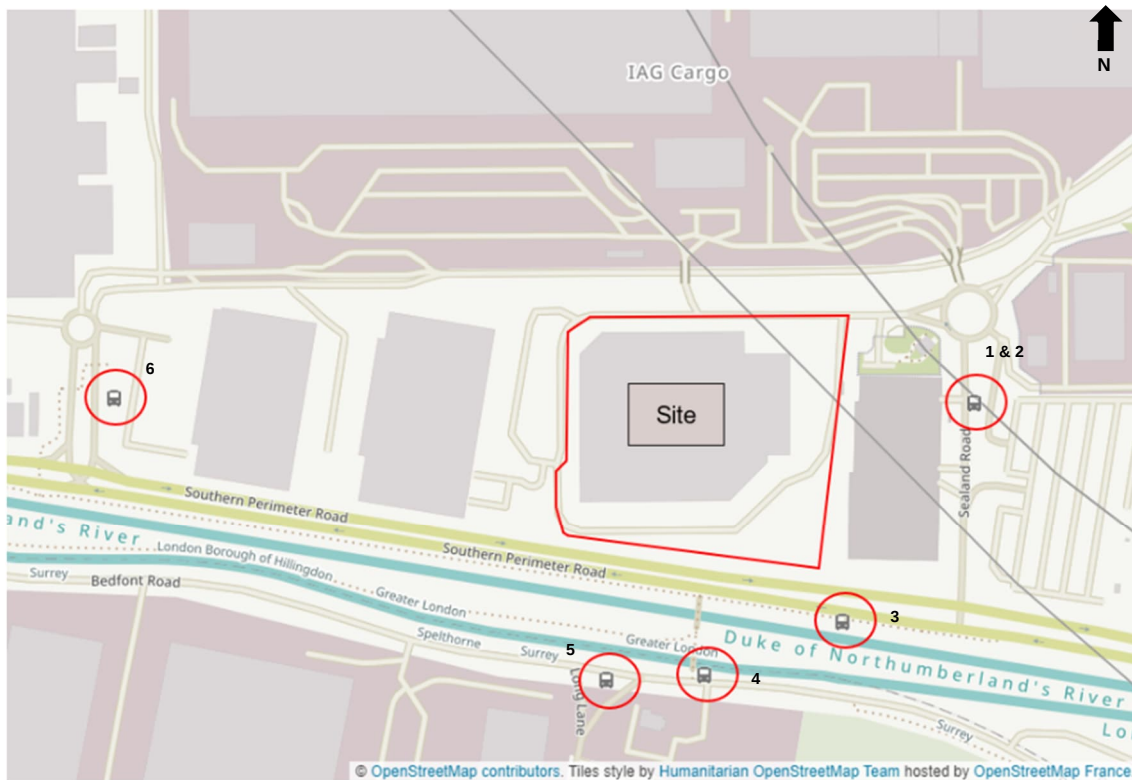
3.3 Public Transport

3.3.1 Bus Network

Bus stops within close proximity to the Gate Gourmet site are listed below and shown in Figure 3.4.

1. Cargo Centre stop on Sealand Road (northbound on Sealand Road) – Routes 482, 490, H30 & N30 (approximately 150m via Southampton Road East)
2. Cargo Centre on Sealand Road (southbound on Sealand Road) – Routes 482, 490 (approximately 150m via Southampton Road East)
3. Sealand Road stop on Southern Perimeter Road (westbound on Southern Perimeter Road) – Routes 482, 490 (approximately 250m via Southampton Road East and Sealand Road)
4. Long Lane on Bedfont Road (eastbound on Bedfont Road) – Routes 203, 555, (approximately 400m via Southampton Road East, Sealand Road and Southern Perimeter Road)
5. Long Lane on Bedfont Road (westbound on Bedfont Road) – Routes 203, 555, (approximately 450m via Southampton Road East, Sealand Road and Southern Perimeter Road)
6. Stirling Road (southbound on Stirling Road) – Routes 482, 490, H30 & N30 (approximately 750m via Southampton Road East, Sealand Road and Southern Perimeter Road)

Figure 3.4 Bus stops within close proximity of site



Source: www.openstreetmap.org with MM annotations

These bus stops are served by bus routes shown in **Table 3.1** below.

Table 3.1 Bus service destination and frequency

Service	Operator	Destination	Average Frequency (buses per hour)	
			Day	Night
482	Transport UK	Southall Town Hall – Heathrow T5	3	0
490	Transport UK	Pools on the Park – Heathrow T5	5	0
N30	Diamond Buses	Acton – Heathrow Central Bus Station	0	1
H30	Diamond Buses	Hatton Cross – Heathrow Central Bus Station	3/4	2
203	London United	Staines Bus Station – Hounslow Bus Station	3	0
555 / N555	Diamond Buses	Walton-on-Thames – Hatton Cross Station	2	1

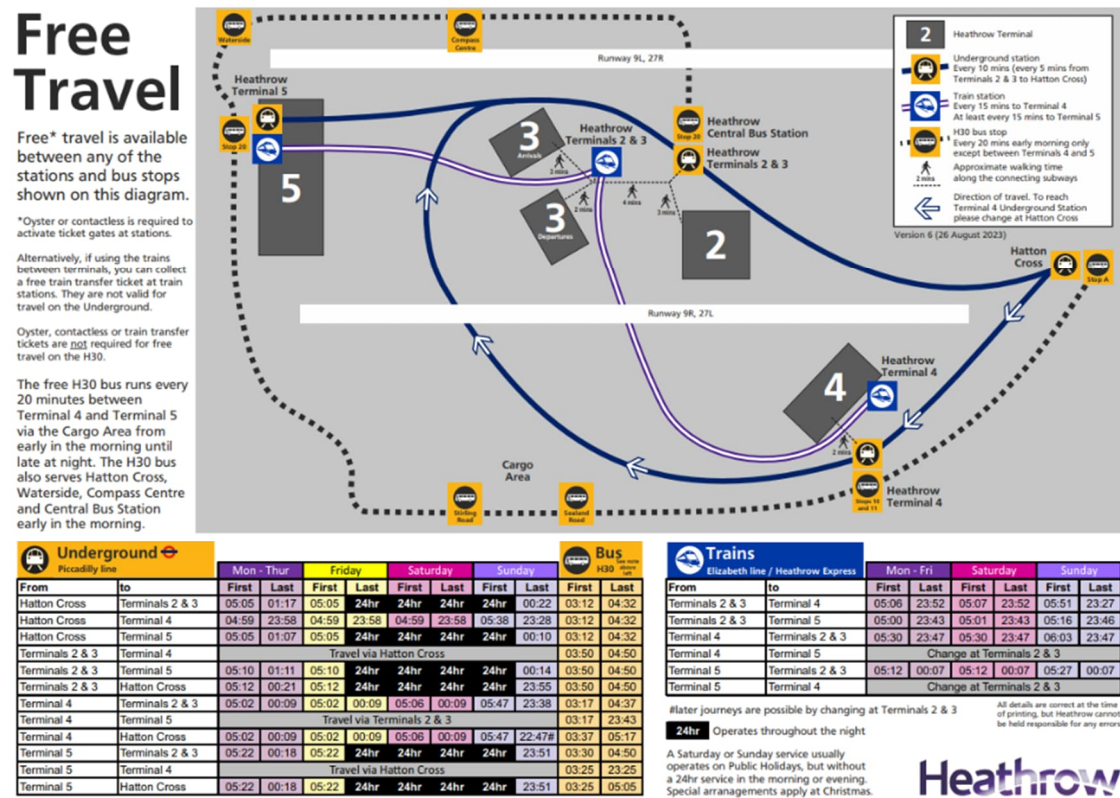
Source <https://bustimes.org/>

Figure 3.5 Bus Stops within wider Heathrow Area



Free travel is offered between the local terminals and a bus service operates along the Southern Perimeter Road stopping at Sealand Road, which is demonstrated on **Figure 3.6**.

Figure 3.6 Free Travel Routes



Source <https://www.heathrow.com>

3.3.2 Rail and Underground Network

The nearest stations are at Heathrow Terminal 4 (T4) approximately 1km as the crow flies east of the site, however these are a 25 minute walk or a 10 minute cycle along the Southern Perimeter Road. Elizabeth Line and Piccadilly Line services run from the stations providing connections into Central London. The Elizabeth Line runs between Abbey Wood and Heathrow T4, and the Piccadilly Line connects Heathrow T4 and Cockfosters.

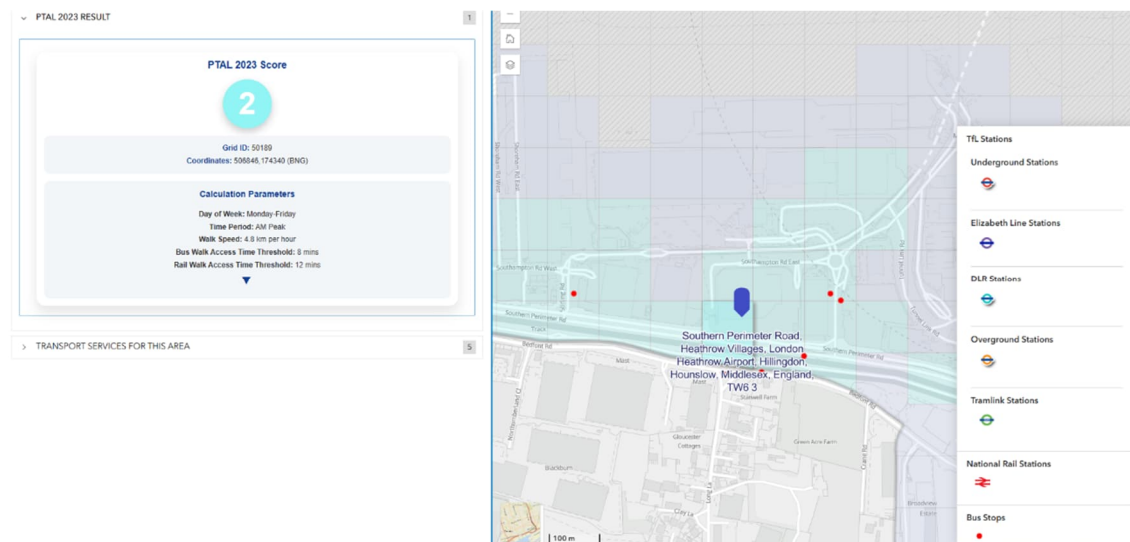
The Piccadilly Line runs from Heathrow Terminal 4 Underground Station at a frequency of six trains per hour with the first train being from 0500. The Night tube runs on this line on Friday and Saturday nights, at the same frequency of six trains per hour (every 10 minutes), from Hatton Cross Underground Station. The Elizabeth Line has four trains per hour running directly between Terminal 4 to Abbey Wood via Canary Wharf, with the first train being from 0500.

3.3.3 Public Transport Accessibility Levels (PTAL)

Access to public transport can be quantified through the use of TfL's Public Transport Accessibility Level (PTAL) tool. PTAL is a measure of the accessibility of a location to the public transport network and takes into account walk access time and service availability and frequency. The site has a PTAL score of 2, however, the PTAL value only relates to the points of contact to the public transport networks, it does not take into account the overall travel time of options available via an interchange. The Heathrow site offers excellent public transport travel options via the Central Terminal Area (bus and rail options) and Hatton Cross (underground) in

particular and these are accessible via public transport via an interchange. The PTAL Output is demonstrated on **Figure 3.7**.

Figure 3.7 Site PTAL



Source: TfL WebCat Website

3.3.4 Department for Transport (DfT) Connectivity Tool

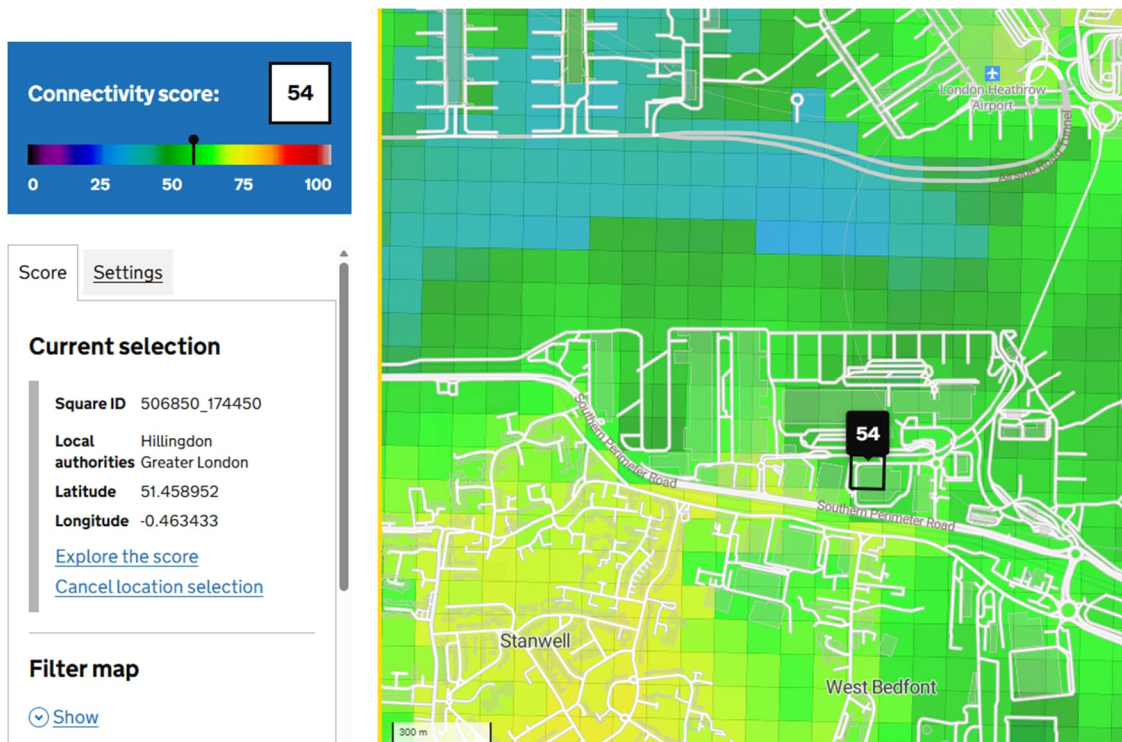
The Department for Transport (DfT) Connectivity Tool is a web-based analytical resource provided by the UK Government to assist local authorities and other stakeholders in assessing public transport connectivity across England. The tool evaluates how well different locations are connected via public transport, with particular emphasis on access to key destinations such as employment centres, education facilities, healthcare services, and retail and is given a connectivity score between 0 and 100 where 100 represents the most connected area.

The Connectivity Tool utilises journey time data, including public transport service frequencies and transfer times, to produce a robust and objective assessment of connectivity between origin and destination pairs. The platform enables users to:

- Identify areas of poor connectivity, supporting the case for transport improvements,
- Analyse the potential impacts of proposed developments or policy interventions,
- Demonstrate accessibility levels to strategic destinations for current and future scenarios.

The site has access to multiple transport routes. An output of the connectivity map is demonstrated on **Figure 3.8** which shows that the site currently has a connectivity score of 54, which reflects the low number of key amenities within the area. Despite this the site remains well connected in terms of public transport routes. Furthermore, the connections from the buses create links to key destinations within the local area which house multiple amenities such as Hounslow, Southall and Richmond.

Figure 3.8 Site Connectivity Score



Source: DfT connectivity tool website

3.4 Local Highway Network

The strategic highway network is easily accessible from the site via the Southern Perimeter Road which leads to the M25 J14 to the west. The M25, being a major motorway encircling a majority of Greater London, connects with several other major motorways providing access to various parts of the UK.

Key connections from the M25 include the M1 at Junction 21, the M11 at Junction 27, the M23 at Junction 7 and the M3 at Junction 12. To the east of the site, the Southern Perimeter Road has a connection with the A30. The A30 is important in connecting London to the southwest. In a westbound direction, the A30 connects to the M25 providing further access to the motorway network. The site in relation to the surrounding highway network is demonstrated on **Figure 3.9**.

Figure 3.9 Highway network in vicinity of site



Source: www.openstreetmap.org with MM annotations

4 Travel Surveys, Objectives & Targets

In order to set appropriate targets and monitor the success of the Travel Plan (TP), it is necessary to carry out a regular programme of travel surveys to determine the travel patterns of staff and visitors to the development. At this stage the targets are preliminary and will be updated once baseline travel surveys have been undertaken.

4.1 Baseline Mode Shares

4.1.1 Gate Gourmet

The site has previously been occupied by Gate Gourmet, covering around 17,706sqm and employing around 770 staff, based on information provided in the Gate Gourmet Transport Statement (TS) for the consented scheme (reference 51743/APP/2012/1781).

The Gate Gourmet TS indicates that around 75% of staff currently arrive by car, equating to around 17 car trips in the morning and evening peak hours, noting that the majority of staff work shift patterns with their associated travel taking place outside of the peak hours.

4.1.2 Proposed Development

The proposed re-development will comprise of 11,652 sqm of B2/B8 and ancillary E(g) land use.

Baseline travel surveys for the site will be undertaken within three months post-occupation in order to understand how staff and visitors travel to and from the site.

A prospective tenant for the site has been identified and subsequent details regarding forecast activity has been informed by discussions with them based on their other operations in the area.

It is understood that there may be of the order of 100 staff based at the site on a given day, split between two shifts, 0700-1900 and 1900-0700. An initial forecast of the potential mode shares associated with these staff, informed by discussions with the prospective operator, is provided below.

Table 4.1: Initial Forecast Mode Share

Mode	Mode Share
Car Driver	60%
Car Passenger	0%
Taxi	0%
Motorcycle	5%
Train	0%
Underground	0%
Bus	30%
Cycle	5%
Walk	0%
Other	0%
Total	100%

4.2 Travel Surveys

In order to set appropriate targets and monitor the success of the TP, it is necessary to carry out a regular programme of travel surveys to determine travel patterns. It is important that an initial travel survey is carried out as soon as practicable after initial occupation of the new development to establish the baseline travel patterns of all users.

TPs should set modal shift targets. These are measurable goals by which the progress of the TP should be assessed. Furthermore, these targets are essential for monitoring the progress and success of a TP in meeting its objectives, as well as the success of the measures implemented. Targets should be "SMART" - Specific, Measurable, Achievable, Realistic and Time-bound as detailed below.

- **Specific:** A defined reduction in particular set modes of travel associated with the site that will be achieved through providing appropriate measures.
- **Measurable:** A quantifiable number of trips that can be monitored regularly to determine whether further initiatives and measures should be pursued if the development fails to meet the required targets.
- **Achievable:** TP targets will be reachable through the measures implemented at the site, with their effectiveness monitored to ensure that they are attained.
- **Realistic:** Targets will be set that are attainable and realistic based on site-specific requirements.
- **Time-bound:** The targets will be reviewed on an ongoing basis across at least a five-year period to assess whether the TP is successfully achieving its objectives.

Once the baseline travel surveys have been undertaken, following occupation, finalised targets will be set that aim to:

- Maximise the number of trips made by sustainable modes (walk, cycle and public transport)
- Support and encourage staff and visitors to maintain healthy and active lifestyles; and
- Help support access for all.

4.3 Initial Travel Plan Targets

This section sets out a range of initial targets, prior to the completion of baseline travel surveys. These will be reviewed and updated once the baseline travel surveys have been undertaken. The mode share targets within this Outline TP relate to the main mode of travel (the main mode of a trip is that used for the longest stage of the trip by distance).

The following initial targets have been identified for all site-based staff:

- Achieve a reduction in car driver mode share from 60% to 55%
- Increase the number of staff car sharing
- Increase staff awareness of the availability and benefits of sustainable modes of travel
- Increase staff awareness of sustainable travel through involvement in national and international sustainable travel events and promotion of the TP
- Increase the number of office business miles undertaken on foot / cycle; and
- Increase the use of sustainable or active modes of travel amongst visitors.

5 Measures & Initiatives

This section of the Outline TP sets out a range of measures expected to be included in the Full TP to encourage staff and visitors to use sustainable modes of travel, where possible, when travelling to or from the site. These measures will be reviewed and updated throughout the life of the TP, as appropriate, with additional measures added where necessary.

This Outline TP sets out the overarching measures and initiatives that will promote the use of active and sustainable modes of transport for staff and visitors. It also sets out relevant measures to reduce the impact of servicing and deliveries. At this stage the future occupier of the site is unknown, however, they will be expected to incorporate the measures and initiatives set out below, when producing their Full TP.

A range of individual measures and initiatives are outlined herein. A package of measures is significantly more likely to be successful than unconnected individual measures and therefore the package of measures should be considered as a whole. This Outline TP therefore sets out this package, with the measures included considered to be complementary of one another and will assist the occupier in developing their Full TP by providing examples of relevant measures. The measures in the Full TP will need to be updated to reflect relevant baseline surveys undertaken in the base year.

5.1 Site Infrastructure

5.1.1 Site Location

The Heathrow site offers excellent public transport travel options via the Central Terminal Area (bus and rail options) and Hatton Cross (underground) in particular, and these are accessible via public transport via an interchange. Staff and visitors will benefit from the Heathrow Free Travel Zone, which provides connectivity between the site, Terminal 4 and Hatton Cross, as discussed in **Section 3**. This will support encouraging users of the development to utilise public transport.

5.1.2 Mobility Impaired Access

The design of the development has been considered to ensure that there is suitable disabled access in line with the relevant regulations. The site includes suitable level routes and step free access.

5.1.3 Parking

The site currently has access to 280 car parking spaces in the adjacent Arora Multi-Storey Car Park. In addition, a further ten spaces will be provided in a small car park adjacent to the office entrance to the site. This will include six disabled bays, located so that they reduce the walk distance to the building compared to the MSCP. The other bays are intended for operational requirements associated with the facility, e.g. border control checks and drop-offs. All spaces within this parking area will be provided with access to an EV charging point.

The proposed development will provide 24 long stay cycle spaces and 12 short-stay cycle spaces, totalling 36 cycle parking spaces on the site, in line with London Plan standards.

To provide a mix of provision, 18 of the spaces would be in the form of two-tier racks, with the remaining spaces provided using Sheffield stands which would include the ability to

accommodate up to two non-standard bikes. The mix of cycle parking is in line with TfL general advice.

5.2 Soft Measures

5.2.1 Awareness and Engagement

A named Travel Plan Coordinator (TPC) will be responsible for the day to day running of the TP. Further information about the role of the TPC can be found in **Section 6.1**.

5.2.2 Publicity and Marketing

A key element to the success of the TP is ensuring staff and visitors are fully informed of their travel options, understand the aims and objectives of the TP and get involved in the TP process. Therefore, it is important to promote and market the TP, which will be the responsibility of the TPC.

5.2.2.1 Travel Information Leaflets/Welcome Pack

A 'Travel Information Leaflet' provides information about the travel choices available and would be particularly useful for new staff as part of their Welcome Pack and for visitors before they plan their journey to the development. This will be produced and made available to the relevant individuals as part of the implementation of the TP. It is expected that the Travel Information Leaflet will include the following:

- Aims and objectives of the TP
- Maps showing:
 - Walking and cycling routes to local facilities and approximate walking and cycling times. This will include crossing points and key local facilities within the local area. Suitable routes to the development from various bus/rail stations and bus stops will also be identified
 - Cycle routes including locations of cycle facilities, local cycle hire locations, cycle parking and cycle shops; and
 - Taxi drop off/pick up facilities.
- Information about the Heathrow Free Travel Zone and other local public transport services including station and stop locations and service routes and frequencies
- Details of websites and mobile phone applications that provide public transport information and/or allow personal journey planning
- Information about any discounts and promotions offered by local transport operators and retailers
- Information about participation in local and national transport events, such as cycle to work week
- Information on the health benefits of active travel; and
- Contact details for the TPC.

This information will be provided via either email or links to the occupiers' website. This will mean that the promotion of sustainable travel is included as part of the induction or marketing processes.

The TPC will ensure that the leaflets are kept up to date and publicise the availability of Journey Planner Websites such as www.tfl.gov.uk as well as relevant enquiry phone numbers or details

of mobile apps (such as Citymapper) through these leaflets. A portion of this information will also be made available to visitors, either on company websites or via an email link, where appropriate.

5.2.2.2 Travel Noticeboards

A travel information point could be provided within public parts of the buildings to inform staff and visitors of key travel information. Alternatives to their current travel options and information on discounts and offers could also be advertised. The potential to provide real-time travel information points could also be investigated by the facilities management team and the developer with the support of the TPC.

5.2.2.3 Participation in National and Local Events

Participation in sustainable travel marketing campaigns and events can be an effective method of raising awareness of the health and social benefits associated with walking and cycling. Staff will be encouraged to participate in major national campaigns such as 'Bike Week' (June) and 'European Mobility Week' (September). Evidence of these events should be provided in the annual monitoring reports. In addition to national events 'Cycle to Work Days' or 'Green Travel Days' could be organised and promoted. This could either be in the form of participation in national events or organised independently for the development. Promotional events such as these would help to further endorse the benefits of sustainable travel and support the targets set out in the TP.

5.2.2.4 Personalised Travel Planning

It is anticipated that as part of their role as TPC, they will be available to offer personal TP advice if required, with a self-completion questionnaire available to help identify their potential travel options.

5.2.3 Reduce the Need to Travel

The Outline TP and the subsequent Full TP will look to reduce the need for staff to travel where possible.

5.2.3.1 Flexible Working Hours

The occupier will be encouraged to review staff working practices within their organisation. This could include considering flexible working hours or shift patterns which minimise the need to travel during peak periods.

5.2.3.2 Use of Technology

Staff will be encouraged to use video conferencing facilities in order to reduce the number of miles travelled. Where face-to-face meetings are necessary, visitors should be made aware of the public transport options and cycling/walking facilities available to access the development. Providing fast, high speed internet facilities across the development will also help facilitate a reduction in the need to travel.

5.2.4 Walking and Cycling

5.2.4.1 Walking and Cycling Information

Information regarding local walking and cycling routes should be displayed on noticeboards, websites and intranet (as appropriate) and communicated through the Travel Information Leaflet, as discussed in **Section 5.2.2.1**. In particular, information on how to access key

destinations such as local rail and underground stations either on foot or cycle should be made clear to staff and visitors.

The health and cost benefits of walking and cycling to the development should be promoted as part of improving general health and wellbeing and a way to reduce the demand on the local public transport network. The NHS¹ website notes the role of fast walking and cycling in achieving the recommended weekly levels of physical activity. There is also a link to the NHS 'Couch to 5k' programme which is designed to get people of the couch and gradually working up to running 5km or for half an hour in just nine weeks.

The following will also be promoted:

- The potential cost benefits of walking and cycling over the use of public transport
- The opportunity to improve quality and reliability of journeys to and from the Site compared with using public transport; and
- The London Cycling Campaign² website will be promoted to those seeking additional information regarding cycling in London.

5.2.4.2 Competitions

The TPC could investigate the potential to setup step challenges / targets.

5.2.4.3 Business Miles

The TPC will investigate the potential to pay for business mileage undertaken on foot or cycling over a certain distance.

5.2.4.4 Cycle to Work Schemes

The initial cost of purchasing bicycles and associated safety equipment and clothing can be a deterrent to cycling. Therefore, the TPC will investigate the opportunity to offer interest-free loans to staff for bicycles through the Government Cycle to Work Scheme. This can be offered through a gross salary sacrifice to purchase a bike and associated equipment. This provides savings on tax and National Insurance. This loan could also be used to purchase cycling accessories such as helmets, lights, baskets and panniers. This will help promote both safety for cyclists and assist them to transport materials as well as personal belongings to and from work.

5.2.4.5 Bike Maintenance and Spare Cycle Equipment

The TPC will look into providing information on and potential offers with companies that can help with bike maintenance as well as providing cycling equipment. To assist in promoting cycling as a primary mode of transport to and from the development, the developer will investigate the potential to provide bicycle equipment on-site, such as spare lights to be loaned to staff. This could include providing spare tyres / innertubes, repair kits and pumps to assist people to maintain and repair bikes.

Opportunities to provide discounts to staff for obtaining cycle equipment from local shops and manufacturers will also be explored by the TPC.

¹ NHS: <https://www.nhs.uk/live-well/>

² London Cycling Campaign: <https://lcc.org.uk>

5.2.4.6 Bicycle User Group and Bike Events

The TPC will encourage staff to participate in a Bicycle User Group (BUG) and take part in national and local cycle events. Details of this could be provided via email newsletters and noticeboards. Participation in this scheme will also be monitored by the TPC.

5.2.4.7 Cycle Proficiency

The potential to provide cycle proficiency training for staff through links with local organisations and businesses will be investigated.

One potential scheme is 'Bikeability', which provides cycle training and a cycling proficiency test for adults. It aims to provide people with the necessary skills and confidence to ride bicycles on the public highway as well as getting 'more people cycling, more safely, more often.'

Details of training available are provided on the Bikeability Website³. Where there is a cost associated with training, the TPC will discuss the funding of this with the occupier.

5.2.4.8 Bike Security

The TPC will provide advice relating to cycle security and encourage the use of bike marking. The TPC will also investigate the potential to provide information and training relating to how to safely secure their bicycle on-site and which locks and chains to purchase.

5.2.5 Public Transport

5.2.5.1 Public Transport Information

Staff and visitors will be provided with travel information through the 'Travel Information Leaflet', Welcome Pack and travel noticeboards, as discussed in **Section 5.2.2.1**. This will include information on the Heathrow Free Travel Zone and a link to websites such as the TfL journey planner⁴ which provide live travel updates, journey planners, timetables and maps. Staff and visitors should be advised to check these websites before starting their journey to ensure they are aware of any service disruptions or delays and can adjust their travel plans accordingly.

5.2.5.2 Season Ticket Loans and Discounts

The occupier of the site will be encouraged to offer interest free loans for public transport season tickets to their staff when they join. Reminders will also be provided to staff at different points throughout the year that these are available. The uptake of these loans will be monitored and recorded through the TP process.

5.2.6 Private Car Use

5.2.6.1 Car Sharing

The TPC will encourage staff to car share where possible and will promote the Liftshare scheme⁵. Liftshare enables organised car sharing by connecting people travelling in the same direction so they can arrange to travel together and share the costs, whilst reducing congestion and pollution at the same time.

³ Bikeability: <https://www.bikeability.org.uk/get-cycling/cycle-training-for-adults>

⁴ TfL Journey Planner: <https://tfl.gov.uk/plan-a-journey>

⁵ Liftshare: <https://liftshare.com/uk>

6 Management and Implementation

To help ensure the success of the TP it is important that the organisation and management is in place to support the TP in achieving its core aims and targets. Therefore the TP must have a suitable structure in place from the start in order to maximise its effectiveness. The TP is more likely to succeed if it is supported by a strong management structure and is suitably coordinated. This section also provides details on the management of the TP, including the role of the Travel Plan Coordinator (TPC).

6.1 Travel Plan Coordinator

The initial administration of the Travel Plan will be the responsibility of the developer, in this case Tritax London Logistics Fund. The developer will be required to designate a TPC for the development. Essentially, the TPC will provide a liaison in implementing the plan with the business and the local authority.

Contact details will be submitted to the Planning Authority at LBH and also to HAL as the highway authority. These details will also be included in future updated versions of this TP. The TPC will be the first point of contact for employees in all matters regarding travel.

The TPC's responsibilities will include:

- The delivery and management of the Travel Plan
- Being the point of contact for employees and visitors on travel options and initiatives
- Ensuring that travel information, including for active travel (such as cycling and walking) and sustainable modes (including bus and rail-based public transport) are kept up to date and available to employees and visitors
- Implementing the relevant travel plan measures and investigate potential additional measures in co-ordination with employees; and
- Organising relevant baseline and monitoring surveys, update the Travel Plan and report on its progress at the relevant junctures to LBH and HAL.

At this stage it is envisaged that the post of the TPC will be for a minimum of five years, however this may be increased if an extended monitoring period is identified to be required.

The TPC will be allocated sufficient time to undertake all the duties associated with their role and provided with an appropriate budget to implement the relevant travel plan measures. The exact time and cost for undertaking this role will be determined by the occupier as part of developing their Full TP.

6.2 Implementation

Once travel behaviour is established it is often more difficult to change, therefore ensuring the TP is implemented at the earliest possible opportunity will encourage all users to think about their travel choices and to make informed travel related decisions from the start of the development's occupation.

It is important that the TP management structure and all measures are in place from the outset and that prospective staff and visitors are provided with access to the Travel Leaflet. It will also be important that information about travel options is easily available to all site users e.g. on notice boards around the building. Informing all users of the site of the available travel options prior to occupation through the staff induction process will help to encourage active and sustainable travel behaviours.

It is important to ensure staff have a strong sense of involvement and ownership in the TP process. This consequently can improve participation and create an enthusiastic approach to travel planning in larger significant numbers.

The feedback obtained throughout the TP process can help enhance and highlight areas that are successful in promoting active and sustainable modes of travel, along with highlighting areas that could be improved. Meetings held by the TPC can help generate ideas and share information, along with distributing regular newsletters or marketing materials.

6.3 Securing and Enforcing

The costs associated with the measures, monitoring and management of the TP will be provided and updated through the Full TP. This information will also include a list of remedial measures and actions that will be taken if its targets are not met. It is anticipated that the requirement for the production of a Full TP will be secured via condition or obligation associated with a planning permission.

7 Monitoring, Review and Action Plan

7.1 Monitoring

7.1.1 Monitoring Process

To enable the success of the TP to be established, the TPC will be responsible for on-going monitoring and regular travel surveys to an agreed timetable and will ensure the results are distributed appropriately. They will also ensure measures and initiatives are up to date. This will include identifying new schemes, incentives and benefits for staff that follow active and sustainable travel practices.

7.1.2 Baseline Surveys

Travel behaviours should be identified at the opening of the development, and then continue to be monitored through a programme of surveys to ensure the success of the TP. As set out in **Section 4.2**, baseline surveys of travel behaviour will be undertaken within three months post occupation.

7.1.3 Monitoring Strategy

Once the baseline surveys have been undertaken, monitoring surveys will be undertaken during year 1, 3 and 5 post occupation to review progress. The requirement of any monitoring subsequent to this five-year period will be discussed and then agreed with LBH in consultation with HAL.

Information gathered as part of the continuous monitoring process will be made available to the local authority to assist the assessment of on-going modal split.

The exact timescales and format for baseline surveys and subsequent monitoring surveys will be discussed and confirmed with LBH and HAL. The occupier will be responsible for the cost of the baseline and subsequent monitoring surveys.

In the event that the specified targets are not met within the required period, the TPC will need to discuss and confirm an extension to the review period with the local authority.

In London there are two approved methods for carrying out TP monitoring. All full TPs must use TRICS compliant monitoring surveys, while all other TPs and Travel Plan Statements should have iTRACE compliant surveys. Given the nature of the site, it is proposed that iTRACE compliant surveys are undertaken.

In addition to the multi-modal iTRACE surveys, it is intended that other aspects of the TP process will also be recorded and monitored. This could include monitoring:

- The use of cycle parking spaces
- The number of people participating in walking and cycling groups
- The number of staff taking out public transport season ticket loans
- The number of staff enrolled in the cycle2work scheme
- The number of people participating in organised sustainable travel events; and
- The travel behaviour associated with visitors to the site.

7.2 Review

After collecting the multi-modal travel survey and any additional monitoring data, the TPC will be responsible for analysing the survey results and identifying whether the TP targets are being met. They will then undertake a review of the TP, identifying where targets are being met and where there is need for improvement and subsequently assisting in updating the initiatives as necessary.

The results of the monitoring surveys will be assessed and their outcomes will be provided to LBH and HAL within approximately three months of any survey results being obtained, along with proposed updates to the TP. This will allow for suitable liaison and discussions with the local authority and allow suitable adjustments to be made to relevant procedures, processes and measures if necessary to meet the TP objectives and targets.

7.3 Action Plan

An Action Plan identifies key decisions and actions that are required to deliver the TP. It acts as a guide to key milestones and actions in the evolution of the TP. An Initial Action Plan to support this Outline TP is provided in **Table 7.1**. This Action Plan will be updated as part of the development of a Full TP.

Table 7.1: Initial Action Plan

Category	Task	TP Reference	Indicative Timescale	Responsibility	Funding Source
TP Management	Appoint a Travel Plan Coordinator (TPC)	5.2.1	Prior to occupation	Developer	Developer
Measures & Initiatives	Mobility impaired access to be provided in line with standards	5.1.2	Prior to occupation	Developer	Developer
	Provision of adequate cycle parking in line with London Plan standards	5.1.3	Prior to occupation	Developer	Developer
	Produce and distribute Travel Information Leaflet/Welcome Pack	5.2.2.1	Prior to occupation	TPC	Occupier
	Establish travel noticeboards and keep information up-to-date	5.2.2.2	TBC	TPC	Occupier
	Participation in national and local events	5.2.2.3	TBC	TPC	Occupier
	Offer personalised travel planning service	5.2.2.4	TBC	TPC	Occupier
	Introduce flexible working policies	5.2.3.1	TBC	TPC	Occupier
	Increase use of technology in workplace	5.2.3.2	TBC	TPC	Occupier
	Provide walking and cycling information and keep information up-to-date	5.2.4.1	TBC	TPC	Occupier
	Investigate setting up competitions	5.2.4.2	TBC	TPC	Occupier
	Investigate the potential to pay business mileage undertaken by walk/cycle	5.2.4.3	TBC	TPC	Occupier
	Promote the Government's Cycle to Work Scheme	5.2.4.4	TBC	TPC	Occupier
	Investigate the potential to provide spare bicycle and maintenance equipment on-site and discounts for obtaining cycle equipment from local shops and manufacturers	5.2.4.5	TBC	TPC	Occupier
	Establish a Bicycle User Group and monitor use	5.2.4.6	TBC	TPC	Occupier
	Investigate potential to offer cycle proficiency training	5.2.4.7	TBC	TPC	Occupier
	Provide information on bike security	5.2.4.8	TBC	TPC	Occupier
	Provide public transport information and keep information up-to-date	5.2.5.1	TBC	TPC	Occupier
	Encourage occupier to offer season ticket loans to staff	5.2.5.2	TBC	TPC	Occupier
TP Monitoring/ Review	Undertake initial baseline multi-modal surveys	7.1.2	Within 3 months of occupation	TPC	Occupier
	Undertake follow-up multi-modal travel surveys	7.1.3	Year 1, 3 and 5	TPC	Occupier
	Undertake informal visitor surveys	7.1.3	Ad-hoc	TPC	Occupier
	Travel Plan Review	7.1.3	Year 1, 3 and 5	TPC	Occupier

