

DSP (Delivery and Servicing Plan) Framework

You will be aware that in order to secure rewards under the Green500 programme, all organisations need to have a plan of action that leads to a reduction in CO₂ emissions. As part of this process, one of the actions that you could undertake is to consider the environmental impacts of the transportation associated with your business. Part of TfL's London Freight Plan is to encourage and support organisations to consider implementing Delivery and Servicing Plans (DSPs). A pilot project has been run in London over the past two years and 30 organisations have implemented DSPs in some shape or form. Many of these organisations have received significant benefits.

A Delivery and Servicing Plan is a framework for identifying potential changes to business practices that will enable an organisation to actively manage its delivery and servicing activities in order to achieve efficiency gains or cost savings, improve operational safety, and reduce the environmental impact of its supply chain.

Implementing a DSP has multiple benefits and multiple beneficiaries. Organisations can work together with suppliers and sub-contractors to secure operational benefits through effective management of deliveries and servicing. From the perspective of TfL and Local Authorities, successful DSPs will reduce vehicle trips, particularly in peak periods, and minimise the need for illegal kerbside activity. Overall this will; smooth traffic flow, reduce congestion, minimise CO₂ and other emissions, improve the health and safety of London's workforce, visitors and residents, and increase London's Gross Value Added.

As a DSP is bespoke to you and your organisation, it is not necessary to undertake all the potential elements; it is possible to pick and choose those which are most relevant to you. The scope for improvement and suitability of each stage of a DSP would be different for every organisation. Therefore, you can choose whether to settle for the quick wins that are often available, or do a full review of all the business operations and vehicle trips associated with your organisation.

Many organisations are unaware of how many vehicles visit their site with deliveries or to undertake service trips. Many of the companies that have implemented a DSP are surprised to learn just how many vehicles they receive. Therefore, it is recommended that an organisation conducts a review of its supplier base and undertakes a survey. Once the results of this stage have been analysed, a number of quick, easy measures can often be identified and implemented. Further details are available from the TfL website for which the details are provided below.

Quick Wins

It is often possible to identify some areas that can be targeted and where improvements can be made without a great deal of effort being necessary. Examples are:

- Researching how many suppliers you have and what they are used for can identify items or services that are being delivered by more than one company and provide the opportunity for consolidation.
- Identifying the cost of processing invoices can show whether it would be beneficial to work on ways to minimise the numbers processed, for instance consolidating orders or invoices.

It is recommended that organisations setting out a plan for reducing carbon emissions should give due consideration to managing delivery and servicing activities as a means of demonstrating planned actions to reduce environmental impacts and meet CO₂ targets.

If you are interested in learning more about DSPs, additional information can be obtained from the TfL website:

http://www.tfl.gov.uk/microsites/freight/delivery_servicing_plans.aspx