

RESEARCH SUMMARY

Title	Office Freight		
Objective	To build a better picture of then delivery and servicing activity in London's offices.		
Date	December 2015	Agency	Future Thinking
Methodology	Online interviews among 1,293 offices based within the M25.		

Abstract

Larger buildings receive the highest volume of deliveries/ collections/ service visits and are currently well equipped to handle them. However, they have greater potential to receive even more visits after 7pm.

Small/ medium sized buildings are less equipped to handle deliveries/ collections/ service visits but could be making better use of loading bays, receive more visits outside working hours and consolidate more visits.

Key findings

Bigger buildings are better equipped for deliveries – they're more likely to have a loading bay, post room, 24 hour receptionist and can receive more visits outside normal working hours.

Overall, over two thirds (69 per cent) of offices have access to a loading bay, the majority of which are off street. However, over one in five (22 per cent) use restricted parking areas as an option, rising to a quarter (25 per cent) of small buildings.

Just under one in three offices (31 per cent) can receive visits outside of 'normal' working hours (between 7am and 7pm), however only 16 per cent of all offices are currently doing so.

Forty-nine per cent are currently receiving deliveries in consolidation, increasing to 60 per cent among larger buildings. However, consolidating deliveries appears to be driven by the providers and not the receiving businesses.

Nearly three-fifths of businesses (58 per cent) have a post room, increasing to two-thirds (67 per cent) of shared office buildings.

Almost all offices allow personal deliveries (only three per cent of companies have restrictions on staff receiving personal post) – accounting for nearly one fifth (18 per cent) of packages/ parcels on average.

Business post deliveries are the most frequent visit to offices (75 per cent on a daily basis) - cleaning visits (53 per cent daily), personal post (53 per cent daily) and personal deliveries (47 per cent daily) are the next most frequent.

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