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CIRCULAR TO PROFESSIONAL INSTITUTES

Who should know

Developers, building owners, property managers, architects and engineers.

ADVISORY NOTE ON ADOPTING LOADING BAY MANAGEMENT SYSTEM

1. The Loading Bay Management (LBM) system comprises software that allows building owners to better manage their loading bays through dock scheduling and queue management. Building owners can request for logistics service providers to first book time slots on the scheduling system before making deliveries at the pre-determined times.

2. The LBM system presents multiple benefits for building owners and tenants:

a) Building Owners

With deliveries made during pre-determined slots, queuing by delivery vehicles to enter the loading bays will be reduced. This can help to reduce potential traffic spill overs and hence, reduce conflict between delivery vehicles and other traffic.

In addition, as the vehicles can be given security clearance in advance through the booking system, turn-around time of the delivery vehicles can be further lowered, hence optimising the use of the loading bays,

Last but not least, the LBM system can reduce the manpower needed to manage loading bays by leveraging on technology (e.g. video analytics, IU-enabled loading bay gantries) to manage the delivery traffic.

b) Tenants

Building tenants will have greater control over delivery times. For tenants who need to fulfil just-in-time deliveries, they can have the option to pre-book the loading bay lots for their logistics service providers at selected timeslots.

3. Enterprise Singapore (ESG), the Land Transport Authority (LTA) and the Urban Redevelopment Authority (URA) encourage the adoption of the LBM system as this would optimise the use of loading bays and improve local traffic circulation.

4. As part of ESG's mandate to help retail buildings grow through capability upgrading and business transformation, it provides support to early adopters of the LBM system through its grant support scheme, subject to its approval. Please refer to [Appendix 1](#) for a list of possible loading bay management logistics services providers who can operate the LBM system.
5. Please convey the contents of this circular to the relevant members of your organisations. Answers to anticipated questions can be found in [Appendix 2](#). Further enquires on this circular and the grant application process can be made to [ESG](#).

Thank you.

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CURRENT LIST OF LOADING BAY MANAGEMENT PROVIDERS

Disclaimer: The information here is by no means an endorsement or recommendation by ESG – building owners are free to identify their preferred consultants and exercise due diligence in identifying suitable ones for the projects.		
S/N	Loading Bay Management Logistics Services Provider	Contact details
1	YCH www.ych.com	Mr Simon Sim Head, Lifestyle & E-Commerce Email: simon.sim@ych.com Tel: 6417 2494 Mobile: 8799 0678 Ms Elane Ang Manager, Lifestyle & E-Commerce Email: elane.ang@ych.com Tel: 6417 2522 Mobile: 8498 9663
2	AAK Logistics Services www.aaklogistics.com	Mr Danny Ang Director Email: danny_ang@aakls.com Tel: 6665 0190 Mobile: 9633 4342 Mr Gary Ong Business Development Manager Email: gary_ong@aakls.com Tel: 6665 0190 Mobile: 9745 8239
3	Mao Heng International Logistics	Mr Edmund Song Sales & Marketing Director Email: Edmund.song@mhi.com.sg Tel: 6522 8853 Mobile: 9850 5883 Mr Michael Koh Operations Manager (Urban Logistics) Email: Michael.ksk@mhi.com.sg Tel: 6522 8853 Mobile: 8188 1973

FREQUENTLY ASKED QUESTIONS

1. Who can engage loading bay management logistics service providers?

All building owners are free to engage the loading bay management logistics service providers (see [Appendix 1](#)) to manage their loading bays. However, grant support is currently limited only to retail buildings.

2. Can we engage other service providers (not listed in Appendix 1) to provide LBM services and still be eligible for the LBM's grant support?

Yes, retail buildings may engage other service providers not in the list who are able to carry out the same service. If in-sourcing is preferred (i.e. retail buildings prefer to procure the dock scheduling system and have their own security guards manage the loading bay), grant support can be considered as well.

Please contact [ESG](#) for more information.

3. Why does the grant support only apply for retail buildings?

The incentives are targeted for retail buildings as they tend to generate higher volume of deliveries. Moreover, retail buildings have shorter delivery windows due to the need to de-conflict delivery timings with the peak shopping hours. Nonetheless, non-retail buildings such as condominiums or office buildings are also encouraged to tap on the available technologies to help manage loading bay use.

4. Is grant support available for mixed-used buildings with partial retail component?

The amount of grant support will be assessed on a case-by case basis, based on the retail quantum. Applicants can write in to [ESG](#) to enquire.

5. Which loading bay management logistics service providers should the building owners engage?

Owners are free to approach any of the service providers for an in-depth discussion on the services rendered by the operators.

6. Is the grant support applicable for new retail buildings (e.g. buildings which has yet to receive any Temporary Occupation Permit)?

Yes, the grant support is applicable for both existing and new retail buildings.

7. Will this grant support be perpetual?

No, it will not be. ESG will review the scheme periodically and may make changes to the grant support without any prior notice.