

Questions and answers about Uppsala CLC (Construction logistics centre)

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Content

General questions about Uppsala CLC	4
Why is a CLC opening in Uppsala?	4
What is Uppsala CLC?.....	4
What can Uppsala CLC contribute?	4
How is Uppsala CLC financed?	5
Which areas are included in Uppsala CLC?.....	5
Questions about co-loading delivery and direct delivery	5
How will I know if goods is to be co-loaded or delivered directly?	5
What is co-loading?.....	5
What are the rules for direct deliveries?.....	6
Will Uppsala CLC conduct direct deliveries checks?	6
What is a normal package?.....	6
What is a special package?	6
What is express delivery?.....	6
Questions about goods handling at the co-loading centre	7
Where will the Uppsala CLC terminal be located?.....	7
When is the Uppsala CLC co-loading centre open?.....	7
What are the lead times for co-loading deliveries by fixed route?.....	7
Does everyone have their separate space at the co-loading centre?	7
Can material be stored at Uppsala CLC?	7
Are there any waste disposal requirements?	7
What does the visual inspection at Uppsala CLC entail?.....	7
What do you do if the goods is damaged during co-loading?	8
What do you do if you suspect another type of damage to the goods?	8
Questions about co-loaded deliveries.....	8
What are the rules concerning deliveries with the fixed-route vehicle?.....	8
Who is responsible for unloading the goods?.....	8
How is the goods signed for?	8
How do you handle returns?.....	8
Questions about delivery planning and booking of unloading times	9
Why must all deliveries be booked through the delivery planning service (STC)?.....	9
How do we begin using the delivery planning service?.....	9
How do you book deliveries?.....	9
Who can book unloading times and other transits?.....	9

Can a booked unloading time be changed?	9
Should unloading times be booked for concrete trucks for example?.....	9
What about deliveries of things such as food or for cleaning companies?.....	9
What are the rules for subcontractors?	9
Questions about accessibility and transits into the area	10
Does Uppsala CLC monitor access to the area?.....	10
Will the construction site be fenced off?	10
What are the rules for accessing the construction site?	10
Can the construction project receive deliveries during evenings and nights?	10
How do those who work in Ulleråker, Rosendal and Östra Salabacke access the site?.....	10
How about emergency services, utility network owners and other public services?	10
What happens if a direct delivery arrives too early or too late?	10
What happens if the fixed-route vehicle arrives too late?	10
Where can trucks wait that arrive early?	10
Can material be temporarily stored on public land?.....	10
Questions about subscription and Uppsala CLC fees.....	11
For which developers is Uppsala CLC compulsory?	11
What is included in the compulsory membership?.....	11
What determines the subscription fee?.....	11
What does it mean that the subscription fee is based on the gross floor area above and below ground?.....	11
Questions about quality assurance and controls	12
How do the regulations and penalties work?.....	12
How does Uppsala municipality work with quality assurance?	12
Questions about how to initiate Uppsala CLC	12
Start-up meeting about Uppsala CLC for developers and contractors	12
What forums for collaboration will be available?	12
Contact details for questions about Uppsala CLC.....	13

General questions about Uppsala CLC

Why is a CLC opening in Uppsala?

Uppsala is growing; by 2030 we are estimated to be 50,000 inhabitants more than today. For that reason, we will be needing 3,000 new homes and 2,000 new jobs each year for the foreseeable future. This growth will come about in a smart and sustainable fashion; it is also one of the alignment goals of Uppsala municipality.

Uppsala will be at the forefront of managing environment and climate change by improving the city's air quality, reducing traffic noise and reducing climate gas emissions, aiming to be climate-positive by 2050. Find out more in the municipality's goals and budget at www.uppsala.se.

As the city grows, competition increases for road space. As urban densification increases, more people must fit into a smaller space – both during the construction period and when businesses open and people start to move into these new areas.

Uppsala CLC, with suppliers Wellsec and Wiklunds, create conditions for reducing construction traffic in and around the city.

What is Uppsala CLC?

There are two parts to Uppsala CLC – a delivery planning service and a co-loading service.

- The delivery planning service (STC) is a digital service and there transport scheduling takes place, both those that go directly to construction sites and those that go to the co-loading centre for co-loading.
- The co-loading service is based at the Uppsala CLC, where staff receive deliveries, co-load the goods and deliver them to the construction sites.

The services are outsourced by Uppsala municipality to Wellsec AB for delivery planning services (STC) and to Wiklunds Åkeri AB for co-loading and fixed route transports.

Uppsala CLC opened on 1 March 2018, and is estimated to remain until 2032 when Rosendal, Östra Salabacke and Ulleråker are fully developed.

What can Uppsala CLC contribute?

The CLC will help reduce construction traffic in Uppsala. The goal is for construction traffic to the projects in Rosendal, Östra Salabacke and Ulleråker to fall by 45 percent. This will contribute to better air quality, less noise, less traffic and a safer Uppsala, both inside and outside construction sites. We can compare it to a situation where there was no CLC. For the contractors working on the projects, the CLC provides better conditions for creating more efficient and sustainable building.

How is Uppsala CLC financed?

Uppsala CLC is financed by the developers building in Rosendal, Östra Salabacke and Ulleråker. It is compulsory for all developers in these areas to be affiliated with Uppsala CLC. Uppsala municipality may add more areas in the future.

Which areas are included in Uppsala CLC?

Uppsala CLC opened on March 1, 2018, and operate in the following areas and stages:

- Rosendal – from stage 2 onwards.
- Östra Salabacke – from stage 2a onwards.
- Ulleråker – all stages.

Uppsala CLC is compulsory for developers where the CLC has been included as a condition in a land allocation competition or through a special agreement. More areas may be added later.

Questions about co-loading delivery and direct delivery

How will I know if goods are to be co-loaded or delivered directly?

There are clear definitions for when goods are to be co-loaded and when they can be delivered directly. If there are fewer than 13 packages or less than 80 percent of a full load (by volume, weight or surface area), the goods should generally go through the co-loading centre. There are exceptions for certain goods types that can always be delivered directly. See the question about direct delivery for more information.

What is co-loading?

Co-loading means that deliveries comprising fewer than 13 pallets/packages or less than 80 percent of maximum load are delivered to Uppsala CLC. Each day, Uppsala CLC transport vehicles are filled with co-loaded goods for transport to various construction sites. Uppsala CLC books unloading times in its delivery planning service (STC) for their deliveries in exactly the same way that developers book direct deliveries to the construction site. This leads to the developers having better control of when the delivery from Uppsala CLC arrive at the construction site.

How goods are co-loaded

1. A delivery arrives at Uppsala CLC. It is smaller than 13 pallets/packages or constitutes less than 80 percent of the vehicle's maximum load.
2. The CLC staff conducts a receiving inspection against the consignment note and a visual inspection to see if the goods is damaged. If the goods is damaged, it is reported to the hauler and the procurer of the goods.
3. The goods are placed in the developer's/contractor's co-loading space at Uppsala CLC.
4. As more goods arrive, the co-loading space starts to fill up.
5. The staff at Uppsala CLC book an unloading time for the delivery. This means that they book a time for the goods to be delivered to the construction site. The staff may also book the fixed routes in advance.
6. The goods are delivered to the construction site at the booked time and within the lead-time requirements.

What are the rules for direct deliveries?

Some deliveries do not need co-loading or should not be co-loaded. They are called direct deliveries as they can be delivered directly to the construction site. This applies to transports with high levels of load or transports with goods that are unsuitable for trans-shipping.

These deliveries shall be booked as direct deliveries:

- Deliveries with a load comprising 13 pallets/packages or more.
- Deliveries with a load that constitutes 80 percent or more of the maximum permitted load.
- Delivery of materials that, by definition, are unsuitable for trans-shipping include differentiallocks, geo-textiles, reinforcement, concrete, floor slabs, hollow-boards, pre-cast reinforced concrete slabs, double walls, solid walls, pre-fabricated external wall units, roof trusses, loose wool insulation, trees, shrubs, grass, surfacing materials, asphalt, gravel, stairs, balconies, scaffolding and struts, columns and beams, as well as hazardous goods.

The following material types may be delivered as direct delivery following approval by Wiklunds haulage:

- Paint and glue
- Deliveries after unforeseen events (ex storm)

Will Uppsala CLC conduct direct deliveries checks?

Yes.

Uppsala CLC has the right to conduct spot checks of direct deliveries to the sites. Uppsala CLC has the right to impose penalties if transports are booked as direct deliveries without complying with direct delivery requirements.

What is a normal package?

A normal package is a package or pallet that can be handled by one person with a counterbalanced fork-lift truck or hand truck. Maximum permissible weight is 1,100 kilos, including the entire package with load carrier.

What is a special package?

A special package is a package or pallet that is not a normal package. It may be a package/pallet that cannot be handled using normal auxiliary devices or that weight more than 1,100 kilos.

Handling special packages may carry a surcharge for the following:

- Additional time spent at the terminal for handling special packages, beyond the time for handling a normal package.
- Time spent on additional transport planning or on booking special transport.
- Costs for material and equipment required to perform the service, such as rent for a larger truck.

The price list may be found at Uppsala CLC's website, [Price list](#)

What is express delivery?

It is possible to book express delivery from the co-loading centre during regular opening hours. The goods will be delivered within two (2) hours from arriving at the co-loading centre. It requires that there is an available unloading slot at the company's bays.

An express delivery is booked through the delivery planning service – STC (as are all deliveries) and is an additional service offered by Uppsala CLC to all developers and contractors. The service carries a surcharge as per the current price list, which may be found at Uppsala CLC's website, [Price list](#).

Questions about goods handling at the co-loading centre

Where will the Uppsala CLC terminal be located?

The co-loading centre will be located in the outskirts of the city along Långtradargatan in Fyrislund, close to the access road for the E4 motorway. This makes the terminal a well-placed hub for reducing construction traffic close to the city out to relevant development sites.

The co-loading centre is expected to be ready for operation in September 2019. This means that the CLC will use the Wiklunds terminal in Funbo Lövsta 149 (755 97 Uppsala) as a base for operations from March 1 to the commissioning of the CLC in the autumn of 2019.

When is the Uppsala CLC co-loading centre open?

Uppsala CLC is open on business days from 6:30-15:30. The terminal may be open during other hours upon prior agreement with Wiklunds. This is an additional service that carries a surcharge. The price list can be found at www.uppsala.se/bygglogistikcenter.

What are the lead times for co-loading deliveries by fixed route?

There are lead-time requirements to be able to schedule deliveries.

- Uppsala CLC guarantees that goods arriving at the CLC before noon is delivered to the contractor's place of unloading no later than at 13:00 on the following workingday.
- Any goods arriving at the CLC after 12:00 is delivered to the contractor's place of unloading no later than at 15:00 on the next working day.

Does everyone have their separate space at the co-loading centre?

Yes. The co-loading centre's storage hall is dimensioned for the size of the projects and the number of potential simultaneous projects, or a maximum capacity. Each developer/contractor has a certain amount of space in the hall that can change with the changing project requirements.

Can material be stored at Uppsala CLC?

No, the purpose is not storage, but co-loading. But it is possible to buy additional short- or long-term storage from Wiklunds. The price list may be found at Uppsala CLC's website, [Price list](#).

Are there any waste disposal requirements?

Uppsala CLC does not have a central solution for waste disposal. It is possible to buy waste disposal as an additional service from Wiklunds. This additional service is optional. The price list may be found at Uppsala CLC's website, [Price list](#).

All waste disposal, collection and delivery of containers, vessels, bags, etc. must take place at the designated unloading and storage areas (the matter is handled by each development project).

What does the visual inspection at Uppsala CLC entail?

The Uppsala CLC staff visually inspects all the goods arriving at the terminal. This means that any visible damage to the goods or packaging is reported to the hauler and the procurer of the goods. How the goods are handled is decided in consultation with the contractor. Developer or contractors pay for the time spent as per the price list, which may be found at Uppsala CLC's website, [Price list](#)

What do you do if the goods are damaged during co-loading?

Wiklunds at Uppsala CLC is responsible for the goods from the moment has been received at Uppsala CLC and until it has been signed for by the recipient at the place of unloading.

If transport damage to the goods is discovered upon co-loading delivery, contact Uppsala CLC and report the damage. Remember to carefully document any damage with photos.

Any damage – or other discrepancy – is reported to Wiklunds using a reporting form that may be found at Uppsala CLC's website, Discrepancy Management.

Uppsala CLC's liability for damaged goods is regulated in accordance with the general regulations in Alltrans 2007. CLC has also taken out an additional insurance to increase the amount insured from the current SEK 150 per kilo of goods in Alltrans 2007, to SEK 500 per kilo. Find out more about Alltrans 2007 [here](#)

What do you do if you suspect another type of damage to the goods?

If there are suspicions concerning another type of damage to the goods, Wiklunds at Uppsala CLC can conduct a content check and document any damage. This is an additional service. The price list may be found at Uppsala CLC's website

Questions about co-loaded deliveries

What are the rules concerning deliveries with the fixed-route vehicle?

Uppsala CLC is responsible for complying with lead times. The staff at Uppsala CLC book unloading times for the deliveries. This enables the contractor to use the delivery planning service (STC) to see when the delivery arrives to their place of unloading and the type of goods delivered. Delivery requires free slots at the project's place of unloading.

Who is responsible for unloading the goods?

The developer/contractor is responsible for supplying the resources needed for unloading when the transport arrives. Any goods that can be unloaded using a hand truck are handled by the driver.

How are the goods signed for?

When the goods arrive at the place of unloading, they need to be signed for. If no person is present, the goods are considered to be signed for at the moment of delivery.

How do you handle returns?

If you need to return goods, you contact Wiklunds at Uppsala CLC. The goods are collected from the construction site and transported back to the CLC. The next day, the contractor's haulier can collect the goods from the co-loading centre. All shipping documents must be correctly filled in when the goods are collected. Returns are included in the fixed connection charge.

Questions about delivery planning and booking of unloading times

Why must all deliveries be booked through the delivery planning service (STC)?

Using compulsory delivery planning enables us to reduce traffic and increase accessibility, avoid queues at the construction sites and reduce the risk of unauthorized personnel being on the site. This will also increase the safety of the area itself.

How do we begin using the delivery planning service?

Uppsala municipality will invite all developers and contractors to a start-up meeting before each new stage. The municipality will demonstrate how to book deliveries and how the service works. You will also have an opportunity to ask questions. For earlier questions concerning the start-up meeting or other information, the Uppsala CLC Operations Manager can help. Contact details can be found on the last page of this document and at Uppsala CLC's website, [Contact](#).

How do you book deliveries?

After a briefing by Wellsec, each contractor gets access to the delivery planning service (STC). The contractors themselves can book all the transports required for the project, except those deliveries made by the co-loaded fixed-route vehicle.

You can make different types of bookings depending on the type of transport that is expected. Each contractor is briefed on how to do that by Wellsec. They can also be contacted if you have any questions – contact details can be found on the last page of this document.

Who can book unloading times and other transits?

The developer/contractor is in charge of its own place of unloading. This means that the developer/contractor designates the people or positions that will have the authority to make bookings in the delivery planning service (STC) for their own unloading spaces. The only stakeholder that has the right to book times for all unloading spaces is Wiklunds when they book fixed-route deliveries.

Can a booked unloading time be changed?

Yes.

The delivery planning service (STC) is updated in real time, which makes it possible for the contractor to change the unloading time for a direct delivery to an earlier or later time slot.

Should unloading times be booked for concrete trucks for example?

Yes, but you do not need to book one unloading time for each concrete truck, but make a booking that applies to a number of transits for all concrete trucks during a certain period.

What about deliveries of things such as food or for cleaning companies?

Suppliers needing to access the construction site in order to deliver food or to clean are also booked. They are able to access the site between certain times, and it can be regulated to a certain number of transits.

What are the rules for subcontractors?

After an unloading time has been booked in the delivery planning service (STC) by the contractor, subcontractors may enter the construction area with their vehicles to unload their tools, for example. The unloading must be carried out at the contractor's unloading site.

Questions about accessibility and transits into the area

Does Uppsala CLC monitor access to the area?

Yes, by making a booking in the delivery planning service (STC) there is an assurance that only authorised transports are in the construction area. An authorised transport is one that has a booked time on the site. This helps reduce queues on the site and improves traffic safety for both residents and those working in the area.

Will the construction site be fenced off?

Ulleråker and Rosendal will be fenced off while Östra Salabacke will not, as it is being built in an existing urban environment. The same rules apply, irrespective of whether the site is fenced off or not.

What are the rules for accessing the construction site?

All transports must be booked in the delivery planning service (STC). The contractors are responsible for booking all their transport, Wiklunds book the fixed-route vehicle and the stage coordinator can book codes for snow clearing for example. Other rules for being on site are managed within each stage.

Can the construction project receive deliveries during evenings and nights?

Yes, if construction during evenings and weekends is permitted, it is possible to book deliveries to the site.

How do those who work in Ulleråker, Rosendal and Östra Salabacke access the site?

The rules for being on site are managed within the stage of each project. Any gates are managed by Uppsala CLC.

How about emergency services, utility network owners and other public services?

The emergency services have their own codes and Uppsala CLC has drafted procedures in collaboration with them. Stakeholders for snow clearance and utility network owners will receive pass codes for access during certain hours.

What happens if a direct delivery arrives too early or too late?

If a direct delivery arrives before or after a booked unloading time, it cannot access the place of unloading. The contractor can check if they can book a new time.

What happens if the fixed-route vehicle arrives too late?

If the fixed-route delivery is delayed, Uppsala CLC will have to book a new unloading time and deliver the goods as soon as possible. The incident and its cause shall also be registered as a discrepancy in the Wiklunds discrepancy management tool. It is important that contractors register discrepancies in order to take action and as Uppsala municipality use them in quality feedback.

Where can trucks wait that arrive early?

Transports arriving ahead of their scheduled unloading time cannot wait outside the entrance gate, but have to await unloading elsewhere. If the wait is short and there is room, the driver can wait at the CLC co-loading centre (only applicable when the permanent co-loading centre on Långtradargatan has opened).

Can material be temporarily stored on public land?

No, it is not permitted to store, unload or load goods, machinery and equipment on public land. The reason is that it should be easy to navigate the area.

Questions about subscription and Uppsala CLC fees

For which developers is Uppsala CLC compulsory?

The objective of Uppsala CLC is to reduce the number of deliveries to construction sites in order to achieve the sustainability goals of Uppsala municipality and contribute to an attractive city. For that reason, Uppsala CLC is compulsory for developers in Rosendal, Östra Salabacke and Ulleråker, where the municipality has authority as the developers have acquired land from the municipality. In practice, it means that the companies must be affiliated in order to be able to build on that land.

What is included in the compulsory membership?

The compulsory membership in Uppsala CLC includes the delivery planning service (STC) and co-loading deliveries. In addition, the procured suppliers Wellsec and Wiklunds can offer services such as gate control, stock management, carry-in and waste management. The price list for additional services offered by Wiklunds may be found on the Uppsala CLC website, [Price List](#). For additional service in respect of gate control, contact Wellsec. Contact information may be found at the end of the document.

This is included in the subscription fee:

- Free use of Uppsala CLC's terminal in accordance with current regulations, where Wiklunds co-load goods and deliver to the sites using fixed-route vehicles.
- Free use of the delivery planning service (STC), where contractors, by way of their own permissions, plan deliveries by booking them to their place of unloading and book specific permissions by way of scheduling or notify the CLC terminal concerning co-loaded goods. The service enables each contractor to stay informed about when the fixed-route vehicle arrives at the place of unloading/contractor area.

This is not included in the subscription fee (but is still compulsory if the activities are required):

- Managing special packages. Also remunerated for any extra equipment.
- Handling of goods damaged in transit, not caused by Wiklunds.
- Handling unbooked transports and incorrectly labelled goods.

In addition, it is possible to order express delivery from the co-loading centre during regular business hours (outside of business hours, it is done upon agreement with Wiklunds). This is included in the price list at Uppsala CLC's website, [Price list](#).

What determines the subscription fee?

The cost of subscription to Uppsala CLC varies. The fee is determined by the area (square metres) of the project, as well as the gross floor area above and below ground. An amount per gross floor area is determined for each stage, as conditions at the sites differ.

What does it mean that the subscription fee is based on the gross floor area above and below ground?

Uppsala municipality uses the terms gross floor area above ground and below ground respectively, when selling land. Uppsala CLC follows the same method and uses it for setting the subscription fee for these two categories. The distinction is made as garages and basements below ground use fewer transports and therefore use the co-loading centre less. By having two different levels, the costs are allocated as fairly as possible.

It means that larger projects will pay less than smaller projects. It also means that a project building an underground car park will pay a little more than a project of the same size that is not.

Questions about quality assurance and controls

How do the regulations and penalties work?

The aim of the regulations is to achieve well-functioning logistics. The penalty is a means of stopping incorrect behaviour or cheating in connection with transports. Penalties can be imposed for three types of events – incorrect delivery, unauthorised access and unlawful obstacle. The penalty is SEK10,000 per incident.

- Incorrect delivery includes goods that should have been co-loaded is delivered directly.
- Unauthorised access includes vehicles accessing the site without having been booked or which has been incorrectly booked in the delivery planning service (STC) or by a delivery being driven onto the site by following another vehicle when the gate is opened, and not having announced one's arrival.
- Unlawful obstacle means that the negotiability in the area is impaired in some way.

How does Uppsala municipality work with quality assurance?

Uppsala municipality has procured suppliers for Uppsala CLC, Wiklunds to operate the co-loading centre for making co-loading deliveries, and Wellsec to provide the delivery planning service (STC).

The procurement has strict quality requirements in order to provide high quality services to Uppsala and the development projects. The requirements also enable relevant follow-up and control.

Questions about how to initiate Uppsala CLC

Start-up meeting about Uppsala CLC for developers and contractors

All developers and contractors in each stage are called to a start-up meeting with Uppsala municipality about Uppsala CLC. The meeting will be held before beginning to work with Uppsala CLC in Rosendal, Ulleråker or Östra Salabacke.

At the start-up meeting, Uppsala municipality and the suppliers, Wellsec and Wiklunds, present how the CLC co-loading centre will operate and how the service for delivery planning will work. Wellsec and Wiklunds also hold individual presentations with the contractors.

What forums for collaboration will be available?

There will be various forums for Uppsala CLC. The aim of these forums is to create and ensure good communication between all parties and other stakeholders.

One forum will focus on follow-up and development, and comprises Uppsala municipality as well as Wellsec and Wiklunds. It may also include representatives of the developers. Another forum is the operating meeting where Wellsec, Wiklunds and the contractors are included. If appropriate, it will be coordinated with the urban development meetings. In general, Uppsala CLC works in close collaboration with the urban development projects through all the stages from early planning to finished construction.

Contact details for questions about Uppsala CLC

Procurer:	Uppsala municipality
Operations Manager:	Catharina Danckwardt-Lillieström
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Provider co-loading centre:	Wiklunds Åkeri AB
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