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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 30334-2024

**Service specification and assessment indicator of logistics
parks**

物流园区服务规范及评价指标

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Foreword

This document is in accordance with the provisions of GB/T 1:1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents"

Drafting: This document replaces GB/T 30334-2013 "Logistics Park Service Specifications and Evaluation Indicators": Compared with GB/T 30334-2013, In addition to structural adjustments and editorial changes, the main technical changes are as follows:

--- Changed the definitions of "logistics park" and "logistics public information platform" (see 3:1, 3:2, 3:1, 3:2 of the:2013 edition);

--- Deleted the definition of "logistics operation area" (see 3:3 of the:2013 edition);

---Change "basic requirements" to "overall principles and requirements", and add requirements for the functions of management agencies, green and low-carbon logistics parks and digital Digital requirements have been added, and the requirements for planning and construction have been deleted (see Chapter 4, Chapter 4 of the:2013 edition);

--- Deleted the content of "Organization" (see 5:1 of the:2013 edition);

--- Added the content of "system construction" (see 5:1);

--- Deleted the requirement that service personnel should have good professional qualities (see 5:3:3 of the:2013 edition);

--- Changed the content of "Facilities and Equipment" (see 5:3, 5:4 of the:2013 edition);

--- Added the content of "information platform" (see 5:4);

--- Deleted "comprehensive services" (see 6:1 of the:2013 edition), added "basic services" (see 6:1), "government services" (see 6:2), "commercial services" (see 6:3), "commercial services" (see 6:4), "commercial services" (see 6:5), "commercial services" (see 6:6),

"commercial services" (see 6:7), "commercial services" (see 6 "Services" (see 6:3), "Other Services" (see 6:5);

--- Changed the content of "Information Service" (see 6:4, 6:2 of the:2013 edition);

--- Changed the content of "Management Requirements" (see Chapter 7, 5:2 of the:2013 edition);

--- Deleted the "Basic Requirements" indicator, changed the "Service Requirements" indicator, and added the "Social Contribution" indicator (see 8:1,:2013 Edition Chapter 7);

--- Added "evaluation methods" (see 8:2) and "continuous improvement" (see 8:3): Please note that some of the contents of this document may involve patents: The issuing organization of this document does not assume the responsibility for identifying patents: This document is proposed and coordinated by the National Logistics Standardization Technical Committee (SAC/TC269): This document was drafted by: Shanghai Quality and Standardization Research Institute, China Federation of Logistics and Purchasing, Beijing Jiaotong University, Shandong Port Land Shanghai International Logistics Group Co., Ltd., Shanghai Business School, Dongguan Mengda Group Co., Ltd: The main drafters of this document are: Yan Shaoqing, He Dengcai, Ma Na, Lu Huanhuan, Zhuang Zhiyi, Zhang Xiaodong, Jiang Chaofeng, Song Min, Huang Ping, Yu Yang, Yang Hongyan, Liu Bin, Liu Jinchao, Shi Qingjie, Wang Pei, Chen Kai, Pan Xueting, Jiang Ping, Fang Yuxuan, Wang Fugui, Gong Shibo: The previous versions of the documents replaced by this document are as follows:

1 Scope

China's national service specification and assessment framework for logistics parks, and the current edition of GB/T 30334, replacing the 2013 edition. It sets out the general principles and requirements for a logistics park, the service guarantees it must have in place - management system, personnel, facilities and equipment, and information platform - the services it provides, the management requirements covering operations, safety, emergencies and energy, and the indicators and method by which its performance is assessed. A logistics park is not a warehouse; it is a piece of infrastructure. It concentrates warehousing, transport organisation, distribution, customs and inspection facilities, freight forwarding and often light processing on one site, so that goods, vehicles and paperwork all converge in one place and the transfers between modes and between operators happen inside a managed perimeter rather than across a city. The park operator's product is therefore not storage but coordination, and that is what makes it hard to specify: the operator does not perform most of the activities that happen on the site, and its service quality shows up as the absence of friction between tenants rather than as anything it does itself. The 2024 revision reflects how the sector has changed since 2013. Planning and construction requirements have been dropped, since the parks now being assessed already exist; requirements have been added for the functions of the management body, for

green and low-carbon operation, and for digitalisation; system construction and an information platform have been added to the service guarantee clause; the service catalogue has been restructured into basic, government, commercial, information and other services; and the assessment indicators now include social contribution alongside service, with a defined evaluation method and a continuous improvement requirement. Issued on 28 May 2024 and in force since 1 September 2024.

This document specifies the overall principles and requirements for logistics park services, service guarantees, service provision, management requirements, and evaluation and improvement: This document applies to the services provided by the logistics park operation and management agency to the enterprises settled in the park:

2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this document: For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to This document: GB 5768:

3 Terms and definitions

The terms and definitions defined in GB/T 18354 and the following apply to this document: 3:

1 Logistics Park Planned by the government and managed by a unified entity, it provides professional logistics services for many companies to set up distribution centers or regional distribution centers: Logistics industry cluster for infrastructure and public services: [Source: GB/T 18354-2021, 3:16] 3:

2 Apply information technology to coordinate and integrate relevant information resources in the logistics industry, and provide logistics information, technology, equipment and other resources to social entities A system of shared services: [Source: GB/T 18354-2021, 6:26]

4 General principles and requirements

1 Principles 4:1:

1 Logistics park services should focus on green, low-carbon and sustainable development: 4:1:

2 Logistics park services should focus on digitalization and intelligence: