

**PLOT 700, WINNERSH TRIANGLE
DELIVERY MANAGEMENT PLAN**

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1. INTRODUCTION

- This report has been prepared in support of a Section 73 application (reference VAR/2014/2499).
- Condition 12 places time restrictions on the movement of goods and states that:
"No goods shall be taken, either departing or received, between the hours of 2000 and 0700 on any day"
- Whilst technically deliveries at any time are acceptable from a noise impact perspective, it is recognised that it would be helpful to put in place a Delivery Management Plan (DMP) to set out the procedures to be undertaken to minimise disruption associated with deliveries to the site outside of normal working hours. The following represents the DMP.

2. INSTRUCTIONS FOR WAREHOUSE/WORKSHOP EMPLOYEES

Warehouse and workshop employees should:

- Ensure the delivery bay doors, gates and shutters are well maintained to minimise noise when opening and closing.
- Ensure that the delivery area is clear of obstructions so vehicles can move easily.
- Make sure the delivery point is ready for the vehicle before it arrives - gates and doors should be open to avoid the vehicle idling.
- Ensure staff do not shout or whistle to get the attention of the driver.

3. BEST PRACTICE TO BE ADVISED TO ALL DRIVERS

- All HGVs and FLT's entering the site will be instructed that when delivering during night time hours (11pm – 7am) reversing alarms must be turned off or white noise alarms used.
- All HGV drivers entering the site will be instructed to turn their engines off when using the service yard, where possible.
- All drivers entering the site will be requested to do the following:
 - As approaching the site and manoeuvring into position, to remain aware of the effect noise levels can have on local residents.
 - Not to sound their horn.
 - To turn engines off when not manoeuvring.
 - To switch the radio off before opening the vehicle doors.
 - Minimise the frequency of opening and closing vehicle doors and do so quietly.
 - Not to whistle or shout to get the attention of store employees.
 - When finishing unloading/loading, close up the vehicle quietly.
 - Avoid over revving and seek to accelerate gently until the vehicle is a reasonable distance from the building, minimising excessive air brake noise.

4. INSTRUCTIONS FOR THE SECURITY GUARD / GATE KEEPER

The site has a 24/7 security guard / gate keeper who will be instructed to do the following:

- Instruct all drivers entering the site of the need to minimise any disruption to nearby residents.
- Instruct all drivers entering the site during night time hours (11pm – 7am) that reversing alarms must be turned off or white noise alarms used.
- Instruct all HGV drivers entering the site to turn their engines off when possible when using the service yard.

5. MANAGEMENT

- The delivery schedule will be managed to avoid vehicles queuing on-site and to avoid night-time (11pm – 7am) deliveries, where this does not impact on operations.
- The site will have 24/7 security guard presence and access to a list of Senior Managers to call as appropriate.

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