

Delivery Management Plan

Aldi, Hedge End Retail Park, Southampton – October 2022

1.0 ALDI Company Specific Servicing Arrangements

- 1.1.1 The Aldi store on the Hedge End Retail Park will be serviced from Aldi's Regional Distribution Centre (RDC) In Swindon.
- 1.1.2 Up to 40 staff are employed at each store, comprising a Store Manager, Assistant Store Manager and Store Assistants, although not all staff are present on site at all times.
- 1.1.3 An Aldi store typically receives two HGV deliveries per day, one normally proper to the store opening and one in the afternoon/evening. There is one delivery per day of milk by a local supplier, usually using a sized Goods Vehicle. Daily deliveries of milk, bread and morning fresh produce are received prior to or as early as possible to the store opening in the morning, undertaken by one Aldi HGV and one milk delivery vehicle.
- 1.1.4 Aldi stores have a cardboard bailer within the warehouse and all cardboard packaging is bailed. Together with any plastics as required for recycling, this is then back loaded with each Aldi HGV.
- 1.1.5 Aldi operate a closely managed servicing arrangement for each of its stores. The Aldi articulated service vehicle is able to carry frozen, chilled and mixed goods assembled at Aldi's RDC enabling the potential to reduce journeys and vehicle kilometres, thus providing an efficient servicing regime.
- 1.1.6 Service vehicles use the same access as customer vehicles travelling to the rear of the store to a bespoke servicing area via the park's internal road network. HGV access to the service area has been designed to accommodate the required turning manoeuvres of the largest service vehicle (16.5m articulated goods vehicle) without impinging on others using this area. The service vehicle would drive forwards into the site, reverse into the service ramp and then drive out forwards to exit the site.
- 1.1.7 Stores are constructed with a delivery ramp, sheltered canopy and dock leveller system which means products can be unloaded without any external activity, such as forklift trucks, scissor lifts or cages, and in less than half the time. The delivery system is extremely efficient compared to other food retailers.
- 1.1.8 During unloading, the back of the vehicle is at floor level, enabling the driver to unload the goods quickly into the dedicated storage area. The delivery has previously been pre-packed onto pallets.
- 1.1.9 All Aldi vehicles are equipped with Reversing Cameras and Audible Warning Systems enabling the driver and other users to be aware of the reversing vehicle.
- 1.1.10 All delivery vehicle turning movements are undertaken within the site. See **Appendix A**.
- 1.1.11 The usual time for unloading an Aldi HGV is 30 - 60 minutes.
- 1.1.12 Aldi operates its own fleet of dedicated vehicles and drivers. Aldi HGVs are driven and operated by the dedicated Aldi driver only. The driver unloads the goods into the warehouse without the need for additional personnel and without external activity.
- 1.1.13 The Aldi store warehouse has been designed as a result of years of experience to hold enough stock to prevent unnecessary deliveries but is also of efficient size to ensure the freshest possible products and to prevent over-stocking. The efficient stock holding in their stores further reduces the need for multiple daily deliveries.
- 1.1.14 Aldi propose that the following training and procedures will be put in place to go in hand with the physical features of the service area to minimise any noise.
- 1.1.15 ALDI, as a company, operate the following specific servicing arrangements and working practices.
 - Delivery routes are planned to minimise distances travelled by each vehicle and maximise efficiency of goods per delivery. This practice is economically prudent for Aldi but also sustainable by virtue of reducing vehicle kilometres travelled. Each vehicle will visit between 1 and 6 stores per trip depending on the nature of the delivery and the geographical location of the



stores.

- On average each store will have only two deliveries by articulated lorry per day plus a modest number of smaller vehicles delivering locally sourced fresh produce.
 - Each store manager will have an allotted time each day by which the main delivery will have taken place. Each driver is furnished with a mobile phone and is able to inform the distribution centre if any delay is likely. However, this is very rare and allocated delivery times are consistently met by the distribution teams.
 - Delivery practices are identical at each store. Goods delivery is a one-man function carried out by the driver. The vehicle is reversed down the delivery ramp to the loading bay which is fitted with a “dock leveller” to provide a flush ramp from the floor of the lorry to the floor of the storage area.
 - The driver gains access to the building by means of a “driver’s door” located next to the loading bay. The driver opens the roller shutter door from within the building then unloads the goods directly into the storage area. The driver is then responsible for locking the shutter and the side door before leaving. Contact with the store manager is only required where site specific special arrangements dictate.
- 1.1.16 The daily HGV delivery arrival journey will normally take place outside peak highway network hours as well as peak store trading hours as follows;
- The standard delivery period is ½ hour;
 - Vehicular access to the delivery ramp will be through the car park;
 - Aldi’s service vehicles benefit from operational safety improvements including;
 - Rear Cameras;
 - Audible Warning Systems; and
 - Reversing Object Sensors.
- 1.1.17 ALDI has a long-established approach of ensuring minimal off-site impacts to neighbours and aims to be a responsible neighbour developing good relationships within the community and ensuring any disturbances are kept to a minimum.

2.0 Site Specific Operational Requirements

- 2.1.1 Aldi, as a company, operate the following specific servicing arrangements and working practices:
- The store will normally be served by two HGV’s and a number of smaller vehicles per day, which will unload their goods using a dock leveller adjacent to the store building;
 - Access for service vehicles will be from the site access via Charles Watts Way;
 - HGV movements would be very infrequent and measured in speed;
 - Turning and reversing manoeuvres all undertaken within the on-site service area;
 - Egress in a forward gear; and
 - The daily HGV delivery arrival journey will normally take place outside peak highway network hours.

3.0 Training

- 3.1.1 Aldi’s delivery drivers and store staff will under-go appropriate training, which ensures the delivery procedure is safe and causes minimum noise to the surrounding area.
- 3.1.2 The training will include:
- Quiet Driving Techniques – quiet and efficient vehicle approach, docking and egress from site.
 - Quiet loading and unloading procedures.
 - Noise awareness training – how to minimise noise.



3.1.3 The training will focus on delivering the following procedures.

4.0 Service Vehicle Arrival

4.1.1 The following management practice and control are proposed:

- Drivers will engage gears as quietly as possible, brake gently and keep engine revs to a minimum.
- The reversing audible warning system will be switched off when accessing the service ramp if the delivery is being made outside of the store opening time.
- The Driver will not use the vehicle's horn unless required to avoid any conflict and will not be used if the delivery is being made outside of the store opening time.
- The Driver will ensure that any radio is switched off in the cab.

5.0 Service Vehicle Unloading

- The vehicle engine and the vehicle mounted refrigeration unit will be switched off once the vehicle is in the unloading position.
- Cab doors will be opened and shut quietly.
- The service door shutter and vehicle rear door will be opened and shut as quietly as possible.
- The Aldi delivery system is that the driver unloads the goods into the warehouse and thus there should be no voices within the service area. However, drivers and staff will be instructed to keep voices low if they are ever within the service area.
- Unloading will be undertaken as quickly and quietly as possible. As above, the Aldi delivery system means products can be unloaded without any external activity and thus noise is kept to a minimum.

6.0 Service Vehicle Departure

- The Driver will start the engine quietly without the use of the accelerator pedal.
- The vehicle mounted refrigeration unit will be switched back on just before the vehicle is leaving.
- Drivers will engage gears as quietly as possible, keep engine revs to a minimum and accelerate gently.

7.0 Monitoring

- The store manager will be responsible for monitoring this DMP.
- Any deviances from the DMP will be rectified by the store manager.

8.0 Summary

- 8.1.1 Aldi operate a closely managed servicing arrangement for each of its stores with the number of deliveries being low.
- 8.1.2 The service area design and operation is extremely efficient and minimises the time taken, involves only the driver and avoids external activity.
- 8.1.3 Aldi's delivery drivers and store staff will undertake appropriate training, which ensures the delivery procedure is safe and causes minimum noise to the surrounding area.
- 8.1.4 A series of management procedures are proposed for the Service Vehicle Arrival, Unloading and Departure to further ensure that noise is kept to a minimum.



APPENDIX A



- KEY**
- Application Boundary
 - Landlord Boundary
 - Existing Tree
 - Block paving
 - Soft Landscaping
 - Tarmacadam
 - Concrete Surface
 - Tactile paving
 - HDB Heavy Duty Bollard
 - PF Palisade Fence
 - Denotes EVCP (Electronic vehicle charging point)
 - Denotes provision for future EVCP

NOTES:

Based on topographical survey by Berry Geomatics Drawing no. 37/22 dated April 2021

Refer to 200698-1301 for Proposed unit layout
200698-1500 for Proposed elevations

Proposed Parking Space Numbers		- 248
Standard		- 211
Disabled Spaces		- 8
Parent & Child		- 8
Click & Collect		- 2
EVCP		- 4
Staff		- 15

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Former DFS
Client: Aldi Stores Ltd

Project Number	Drawing Number	Revision
200698-1300	P3	

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