



Aldi Stores Limited

Hedge End Retail Park

Quiet Delivery Scheme

Preamble

This document sets out specific measures to ensure that the above stated Aldi store deliveries and refuse collections will be carried out in a quiet manner, and do not result in any detriment to public amenity, with particular regard to neighbouring properties.

The delivery and collection standards or measures are separated into the following sections:

- General,
- Arrival,
- Unloading/loading, and
- Departure.

Each section provides actions to be undertaken by all HGV and delivery drivers, transport managers, and Aldi staff on site during deliveries and collections.

Delivery and Collection Standards

General

- Deliveries and refuse collection will be carried out within the hours specified by the planning conditions.
- All deliveries to the store shall be carried out by vehicles controlled by the Aldi logistics team, with the exception of milk deliveries, which are carried out by a contractor.
- Delivery unloading on average will take 45-60 minutes and refuse collections will take around 15 minutes.
- All drivers, transport managers and Aldi staff will be made aware of this Quiet Delivery Scheme.

Arrival

- Prior to the arrival, Aldi store staff will ensure that the loading bay area is clear of obstructions so vehicles can move easily.
- Vehicles are to travel directly from the main road to the service yard. No vehicles will wait within close proximity to the site if they arrive outside of the delivery hour restrictions.
- Drivers will arrive on site without excessive engine breaking noise, with the throttle and break only being used when necessary.

- Drivers will switch the engine off immediately after manoeuvring, and use a power supply from the store to provide power if necessary. However, Aldi utilise the latest delivery vehicles that minimise engine noise and gear change noise when vehicles are in use.
- The vehicle radio will be switched off before opening the vehicle doors.
- The Aldi delivery bay is located above the service yard floor level with only steps and a pedestrian door to link the warehouse and service yard.
- The driver is responsible for docking the vehicle with the building and unloading the vehicle.
- The reversing alarm will be switched off outside store opening hours.

Unloading and Loading

- The delivery vehicle docks with the building, the trailer floor is adjusted to be level with the warehouse floor, and goods are transferred from the trailer to the warehouse without travelling outside. This contains noise within the building and trailer.
- Delivery bays are low maintenance, and the noise curtain will be checked to ensure that it still performs in accordance with the necessary requirements.
- During the delivery/collection, all building doors will remain closed unless being used for access.
- Aldi vehicles are not fitted with a tail lift, therefore no goods can be moved outside of the noise containing dock system.
- As deliveries are undertaken between the trailer and the warehouse, no pedestrians will be in the yard, and no discussions would occur outside of the building.
- Door shutting will be kept to a minimum during unloading and loading of vehicles.

Departure

- Drivers will show the same consideration regarding the effect of noise on residents when leaving the site as shown on entry.
- Drivers will avoid over revving and seek to accelerate gently until the vehicle is a reasonable distance from the store, minimising excessive air brake noise.
- Where possible, drivers will refrain from starting up vehicle refrigeration units until the vehicle is away from the store and residential properties.
- The reversing alarm will be switched off outside store opening hours.