Aldi Stores Ltd

Heanor Retail Park,
Heanor

Quiet Delivery Scheme Rev C, August 2021

Preamble

This document has been prepared to ensure that the above site will be serviced in a quiet manner and does not result in any detriment to public amenity.

Delivery / Collection Standards

- Deliveries and refuse collection will be carried out within the hours specified by the planning condition.
- All deliveries to the store are carried out by vehicles controlled by the logistics team at Aldi Stores with the exception of milk. Milk deliveries are carried out by a contractor delivering to other stores in the area.
- Delivery unloading takes 45-60 minutes and refuse collections take 15 minutes and there would be no more than:
  5 arrivals on weekdays, 5 arrivals on Saturdays and 3 arrivals on a Sunday or bank holiday;
- Vehicles travel directly from the main road (High Street) to the service yard. No vehicles will wait within close proximity of the site if they arrive outside of the delivery hour restrictions.
- Refrigeration equipment is switched off in advance of arrival at the store/premises [as trialled in the DfT/QDDS's Quiet Deliveries Demonstration Scheme] until departure.
- Drivers arrive on site without excessive engine or braking noise, with the throttle and brake only being used when necessary.
- The access gate is controlled by the driver, there is no tannoy system, drivers arriving out of hours enter the code and the gate opens. Vehicles do not wait at the gate to the rear delivery area for any longer than is necessary to enter the code.
- The Aldi delivery bay is located 1.2m above the yard floor, with only steps and a standard pedestrian only door linking the warehouse to the service yard.

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Delivery / Collection Standards Cont.

- The Driver is responsible for docking with the building and unloading the vehicle as such no pedestrians are in the yard, delivery vehicle reversing alarms are not required.
- The vehicle docks with the building, the trailer floor is level with the warehouse and goods are transferred from the trailer to the warehouse without traveling outside. This contains noise to inside of the building/trailer.
- Other than the vehicle arriving and departing; no other delivery activity occurs outside of the building or the trailer.
- Delivery bays are low maintenance; 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.
- The yard will be kept clear around the Aldi loading dock to ensure the vehicle can dock easily, without having avoid any storage in the yard area.
- The Aldi store would not store any materials in the yard as there is no physical way to transfer elements from the warehouse to the yard due to the docking system.
- When a vehicle leaves the Aldi dock the vehicle turns right and carries out a 180 degree spin, this area will also be clear prior to the driver starting the engine.
- Aldi vehicles are not fitted with a tail lift, therefore no goods can be moved outside of from the noise containing dock system.
- Radios, refrigeration equipment on the trailer and engines will be switched off once the vehicle is docked at the delivery bay.

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Delivery / Collection Standards Cont.

- Engine noise is to be kept to a minimum along with braking as both actions generate spikes in noise.
- Aldi Utilise the latest delivery vehicles, these minimise engine noise and gear change noise, when the vehicle is in use.
- Drivers unload the vehicles themselves, as this store has a service yard, no pedestrians will be in the yard. As such no discussions would occur outside of the building.
- Drivers will show the same consideration to the effect of noise on residents when leaving the site as shown on entry.
- The landscaping surrounding the delivery area will be maintained to ensure that it continues to limit noise from the vehicle arriving and departing.
- A substantial earth/timber acoustic barrier has been in-situ along the site boundary since the original retail park development was built and there is a significant drop down to dwellings beyond the barrier to break in-of-sight. This barrier will be maintained to its original specification.
- All drivers and Transport Managers will be made aware of this Quiet Delivery Scheme.
- Complaints:

  All complaints are dealt with promptly and recorded in a written log. The log details the complainant's name, address and contact details (where provided), as well as the date/time and nature of the complaint, and the action taken in response by a named individual. A copy of the log is maintained on site and available for inspection by an authorised Amber Valley Borough Council enforcement officer on request.

  Any maintenance issues, or other extenuating circumstances, are also noted in the log.
- Should the above require amendments this will be carried out with agreement from all parties (Amber Valley Council and Aldi Stores Ltd).