

Sainsbury's Stores Ltd - Service Yard Management Plan (SYMP)

This Service Yard Management Plan (SYMP) has been prepared in respect of an existing Sainsbury's food store located at Goldcroft Common, Caerleon.

The SYMP sets out how deliveries will be managed during times of delivery and is applicable to all delivery vehicles to Sainsbury's.

Compliance and implementation of the SYMP will be monitored by the Sainsbury's logistics managers and Sainsbury's store manager. This report sets out the SYMP obligations and the responsible party.

This SYMP constitutes a site-specific management plan covering deliveries to the service yard, enabling the development to operate as a Sainsbury's store in order to reduce effects of delivery noise on residential neighbours.

Site Conditions

Deliveries will be made in the loading bay with access via Mill Street. This arrangement would be used for all deliveries and refuse collection associated with the store.

Sainsbury's will restrict deliveries outside the permitted delivery hours; deliveries will only take place between 07:00 to 18:00 on Monday to Friday, 08:00 to 18:00 on Saturday and 09:00 to 17:00 on Sunday.

The main store delivery will take around 45 minutes to complete.

Ongoing Delivery Management

Regular training is undertaken by Sainsbury's delivery drivers to ensure they fully understand the delivery strategy and risk assessment ensuring compliance with the SYMP. Similarly, for direct deliveries, the supplier will be advised on the delivery restrictions as set out above and any early arrivals or complaints resulting from direct deliveries will be escalated with the supplier. The store management will be instructed not to take deliveries before the permitted times and report any incidents of early arrivals immediately to logistics management.

The delivery risk assessment will be based on the key elements of this document. All drivers and colleagues involved in deliveries will be fully trained on the requirements of the risk assessments and management plan.

If problems or issues that lead to an unsafe or unsatisfactory situation arise - examples of this may be a reported obstruction or a change to the delivery process, the Duty Manager is responsible during a delivery to ensure all measures are met.

Driver and Service Yard Staff Instructions

Prior to Arrival at the Store

- Prior to arrival at the store [i.e., whilst on the HGV] drivers will confirm the delivery time. This will ensure that the store staff are ready for the delivery, ensuring that unloading is conducted for the minimum amount of time.
- The store is located approximately 40 minutes drive from the Sainsbury's depot and vehicles will be held at the depot to ensure no arrivals outside the permitted delivery hours.

At the Store

- No deliveries will be accepted outside the permitted hours and each delivery will be processed quickly and be completed within those hours.
- Vehicles will manoeuvre at low speeds into and out of the delivery bay to minimise noise from engines. Engine revs will be kept to a minimum
- Drivers will be made aware of the potential conflict with pedestrians.
- Drivers will close the driver's door of the vehicle quietly.
- Cages and trolleys will be always stored within the back of house area and only brought out prior to being loaded back onto the delivery vehicle.

Unloading/Loading

- Drivers will ensure that the vehicle engine is switched off once the vehicle is in the unloading position.
- Any chiller units will be switched off once the chilled delivery unloading begins
- Store colleagues will ensure to unload trolleys as quietly as possible.

Vehicles exiting loading bay

On departing the store the driver will observe the following:

- Do not slam the door when the driver gets into the cab
- Keep foot off the accelerator pedal when starting engine
- Engage gears quietly, keep engine revs to a minimum and apply brakes gently

Recycling

Sainsbury's recyclable refuse such as cardboard, paper and plastics are taken back to the depot on the delivery vehicle.

Monitoring and Review

This SYMP is considered to be a live document, to be reviewed:

- At a minimum of 12 monthly intervals
- At the request of the Newport City Council
- Following a public liaison committee meeting
- In the event of any justified complaints

The store manager will be responsible for the monitoring and review of the document in conjunction with Sainsbury's Management. Changes to this SYMP will only be made following seeking approval from Newport City Council.

Name Gary Speller

Role Transport Planning Manager

Contact gary.speller@sainsburys.co.uk

Details of Public Engagement

An in-store notice, and information board should be present in store detailing expected delivery times/schedules. Updating the board with public information for scheduling and contact details for queries. A schedule of public liaison committee meetings will be set up on a minimum 12-month basis.

Servicing Management Plan Review

Regular training is given to all Sainsbury's drivers and store colleagues (Local Sainsbury's Store Management) to ensure that this SYMP will be adhered to. Any updates to the SYMP agreed with Newport City Council and following approval will be shared as soon as possible to drivers (logistics) and colleagues (Local Sainsbury's Store Management) to ensure that all staff are aware of any amendments to the SYMP. All drivers providing deliveries to the store will also be made aware of any updates to the SYMP and the store manager will be responsible for ensuring that all delivery drivers adhere to the SYMP at all times. Any drivers that do not adhere to the requirements set out in the SYMP will, in the first instance, be reminded of the requirements of the SYMP. Should regular transgressions occur, drivers will receive additional training.

Ongoing Management

Store management will undertake weekly checks, both within and surrounding the service yard to ensure that all equipment, gates etc are operating efficiently and without excessive noise. Similarly store management will check that the SYMP is being adhered to. Signage will be provided at the entrance to the service yard reminding drivers to be respectful of local residents and to keep noise to a minimum.

Complaints Procedure

Any complaints relating to noise will be communicated to store and head office management, with a record of any noise complaints maintained. Store management will seek to resolve the complaint, which may include monitoring and a noise assessment to investigate the source of noise and implement noise attenuation/control measures. The results of such assessment will be reported within a suitable table. A copy of the report will be kept by the Store Manager. If necessary, the site's working procedures should be reviewed with regards to best practice.

Appropriate remedial action will be undertaken to identify and address the cause or causes of the excessive noise levels. If such remedial action is required, an additional round of compliance monitoring will be carried out to demonstrate that the remedial action was effective. If required, the Store Manager or Deputy Manager can be contacted on this phone number: 03300137229