ALDI FOODSTORES

ALTRINCHAM ROAD, SHARSTON

SERVICING STRATEGY

PREPARED ON BEHALF OF:

ALDI STORES LIMITED

CAMERON ROSE ASSOCIATES

10 King Street

Newcastle under Lyme

ST5 1EL

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A TRACK PLOT ANALYSIS – 16.5M ARTICULATED VEHICLE ENTRY AND EXIT MANOEUVRE DRAWING 277-01/ATR-06

1.0 INTRODUCTION

1.1.1 This Servicing Strategy has been prepared by Cameron Rose Associates on behalf of Aldi Stores Ltd in order to provide details of servicing arrangements for the Aldi Store at Altrincham Road, Sharston.

1.1.2 This strategy includes information regarding customer protection strategies that are proposed by Aldi Stores Ltd. The management plan will ensure that deliveries made to the site are conducted in a considerate and responsible manner. The plan will cover the following aspects of the delivery process:

- The scheduling;
- The stores responsibilities; and
- The driver's responsibilities.

1.1.3 As an international food retailer with c. 7,000 stores, Aldi have considerable experience of running efficient service delivery operations to their stores throughout the world.

1.1.4 The remainder of the note is set out as follows:

- **Section 2.0** of this report provides an overview of the scale of Aldi's operation and details the common attributes of each store that relate to deliveries and servicing;
- **Section 3.0** concentrates on Aldi's operations in the Bolton region. This represents the region in which the proposed store is located. This chapter provides information about the fleet of vehicles delivering to the existing stores in the region; and
- **Section 4.0** provides a detailed commentary on the servicing requirements at the proposed stores, including a swept path analysis of an articulated vehicle carrying out a standard delivery, which demonstrates the ready accessibility of the proposed service facilities.

2.0 DEVELOPMENT SITE

2.1 The Company

2.1.1 Aldi have c. 700 store located in the UK. Aldi continues to grow through a multi-million pound investment programme in people, stores and distribution facilities.

2.1.2 The scale of Aldi's international operation affords them significant buying power so they can buy at better rates. They also reduce their costs by cutting out gimmicks. The resultant savings are substantial and are passed on to customers as discounted prices.

2.2 The Aldi Store

2.2.1 An Aldi store is a modest scale supermarket, generally fulfilling a neighbourhood shopping role. Aldi is complementary to the existing pattern of trade within the local area.

2.2.2 The total range of products sold in an Aldi store is limited to approximately 2,000 lines. This compares with many retailers like Tesco and Sainsbury selling between 25,000 and 30,000 products. This has a significant impact on the frequency and type of delivery vehicles to each store.

2.2.3 A range of 60 seasonal fruit and vegetable items are delivered fresh to the store on a daily basis, sourced from local suppliers where possible. Around 15 products in Aldi's bread and morning goods range are managed and procured in the same way. Milk is also sourced locally.

2.2.4 Aldi have a policy of limited trading hours, which are generally as follows:

- Monday – Saturday 08:00 – 22:00
- Sunday 10:00 – 16:00

2.2.5 Any waste generated by the foodstore to be discarded as refuge or recycled shall be kept within the curtilage of the premises and will be removed by the Aldi delivery vehicles once the wagon has been emptied of stock.

3.0 REGIONAL OPERATIONS

3.1 Aldi's Regional Logistics

3.1.1 Aldi's operations for the proposed store would be run from the Bolton regional distribution centre.

3.1.2 From the Bolton distribution centre a fleet of vehicles service all stores within the region. Each of these vehicles is a 16.5m fully articulated lorry with rear wheel steering and a maximum gross weight of 44 tonnes.

3.1.3 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.

3.1.4 Each vehicle will visit between one and six stores depending on the nature of the delivery and the geographical location of the stores. Typically each store will have on average four deliveries by articulated lorry per day. This compares with an average of six to 10 articulated lorries and up to a 20 subsidiary vehicles (including HGVs) per day usually associated with the larger supermarkets.

3.1.5 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.

3.1.6 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.

3.1.7 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.

3.1.8 At sites where entrance barriers are installed, the delivery vehicles are fitted with transponders, which activate the barriers automatically.

4.0 SITE SPECIFIC ARRANGEMENTS

4.1 Site Layout

4.1.1 Drawing 277-01/ATR-06 attached in **Appendix A** illustrates the swept path of an articulated vehicle accessing and egressing the proposed site.

4.2 Site Location and Access

4.2.1 The site has an overall site area of 1.51 acres (0.61 Ha) and is located within the Sharston Industrial Estate off the A560 Altrincham Road directly to the north of the M56 Motorway and to the west of Junction 2, which provides access to the M6 Motorway at Junction 20.

4.2.2 Manchester city centre lies approximately five miles to the north of the site, whilst Manchester International Airport lies approximately four miles to the south.

4.2.3 It is proposed route of service vehicles into and within the store, is shown in drawing 277-01/ATR-06.

4.2.4 The servicing arrangements at the proposed site have been designed to operate without detriment to the operation of the highway network or customer safety.

4.3 Scheduling

4.3.1 There are no restrictions on servicing hours on any of the neighbouring units, including the post office and builder's merchants. Therefore there are likely to be an element of HGV movements in the area at all times. This is also likely given the location of the site in relation to the M56 Motorway.

4.3.2 Unrestricted delivery hours to the site are sought. A president has been set with the lack of restrictions placed on other businesses in the area.

4.3.3 In association with the Aldi foodstore, there are differing volumes of deliveries to a store each day of the week depending on store trading patterns. On average four Articulated HGV deliveries will be made in a 24 hour period, in association with the Aldi foodstore.

4.3.4 The standard delivery period is ½ hour to 1 hour. Should a delivery vehicle arrive whilst another vehicle is unloading, there is provision within the service area to accommodate an additional vehicle. Any stationary vehicles waiting to dock will have their engines and refrigeration units turned off. This practice will also be applied to external suppliers.

4.4 ALDI Responsibilities

4.4.1 To ensure that servicing of the store is operated in the most considerate fashion there are certain operations which will be adopted by the site to ensure Aldi are good neighbours. These include:

- The unloading dock is fitted with a curtain dock shelter which ensures there is a barrier between the store and the service area and this will mitigate against noise.
- All overnight activity (such as replenishing stock) will be contained within the store and should not be audible to neighbours.

4.5 Driver Responsibilities

4.5.1 Delivery practices are identical at each store. Goods delivery is a one-man function carried out by the driver. The vehicle will enter the service area in a forward gear and undertake a banjo manoeuvre, allowing the service vehicle to reverse onto the service dock.

4.5.2 When servicing the Aldi, 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 foods 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.

4.5.3 Delivery drivers will be issued with an instruction pack with details of necessary actions to be undertaken. This will include turning off the refrigeration unit before approaching the store. The final approach to the store will be made with a minimal amount of noise as will the exit from the service area.

4.5.4 While vehicles are stationary within the service area, their engines and radios will be switched off. After dark, headlights will be switched off.

4.5.5 When manoeuvring within the service area, drivers will engage gears quietly, keep engine revs to the minimum, apply their brakes gently and close the driver's door quietly.

4.5.6 The management system will ensure HGV's will not wait on street. In the unlikely event that a vehicle arrives before the previous one has dispatched, the driver will pull into the space within the service area and wait in the allocated position. They will turn off their engine until the unloading dock is free.

4.5.7 Cab radios will be switched off while the vehicle is stationary in the service area. External alarms or speakers will not be allowed within the service area

4.6 Review Procedure

4.6.1 In the case of any complaints received from local residents or any contraventions of the service management plan noted, Aldi will investigate and undertake remedial action immediately. Details of any complaints, including name and address of the complainant, reason for complaint, time of complaint and action taken will be maintained and made available to the local authority upon request.

4.6.2 The store manager will be notified of all complaints received and any contraventions of the Service Management Plan noted.

4.6.3 The Service Management Plan will be reviewed periodically taking into account any issues which have arisen, to ensure that additional measures required are implemented.

4.6.4 Details of complaints received by Manchester City Council will be recorded and details passed to the Aldi Store Manager for investigation and where necessary, to undertake any remedial action.

4.7 Aldi Site Specific Operational

Vehicle Camera System

4.7.1 Aldi Stores have installed a vehicle camera system for all of Aldi's service vehicles.

4.7.2 This camera system provides four cameras on the vehicle unit, three on the trailer and one on the tractor unit. The three trailer cameras are split one on each side and one rearward facing. The tractor unit mounted camera faces forwards.

4.7.3 The driver can select which view they require to be displays, however on engaging the reverse gear the camera system automatically defaults to the rear camera.

4.7.4 The camera system is supported by an on-board recording system, which loops every 30 minutes. However the driver can override the overwriting process, should they wish to retain a certain 30 minute period during their journey.

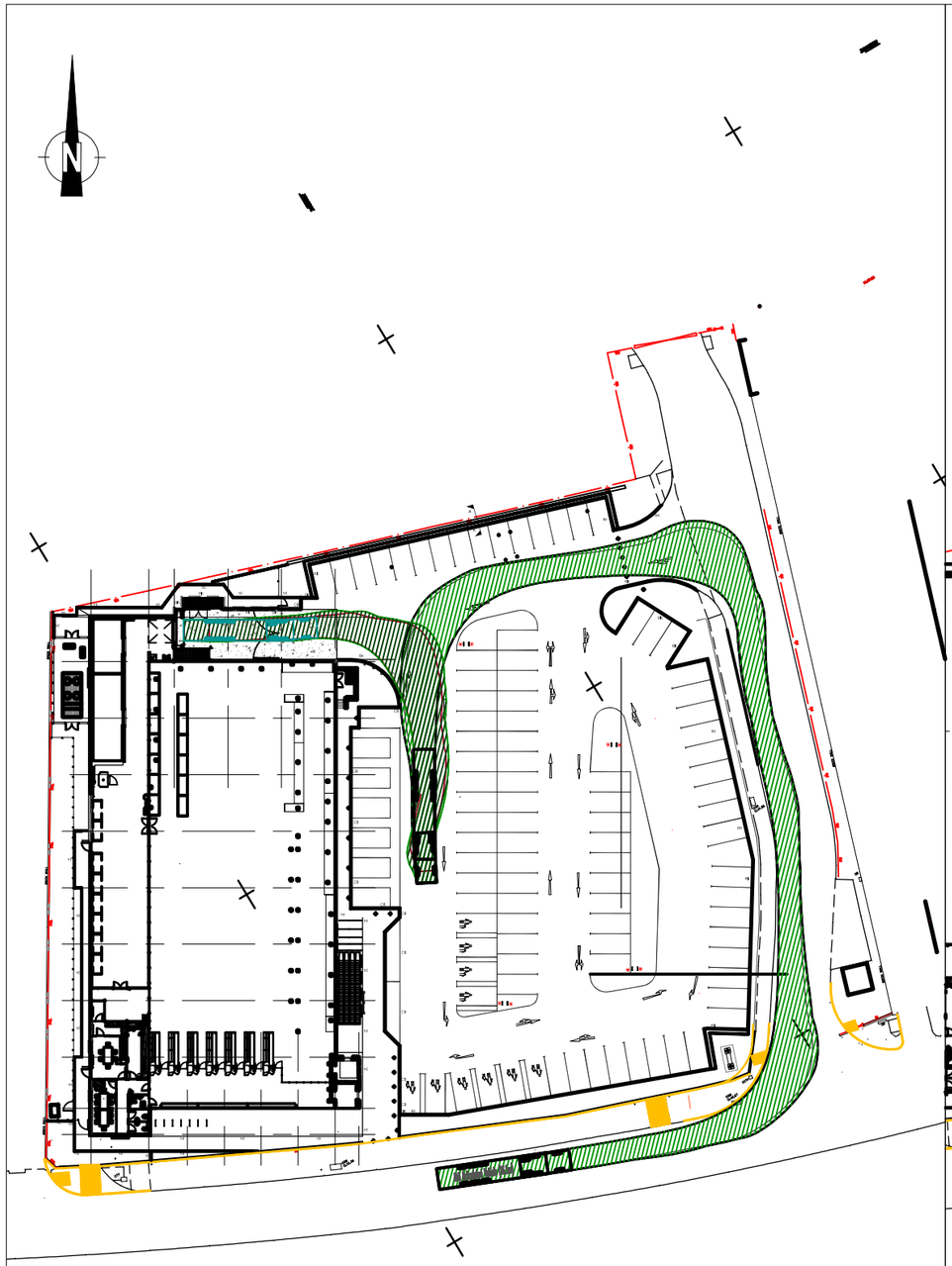
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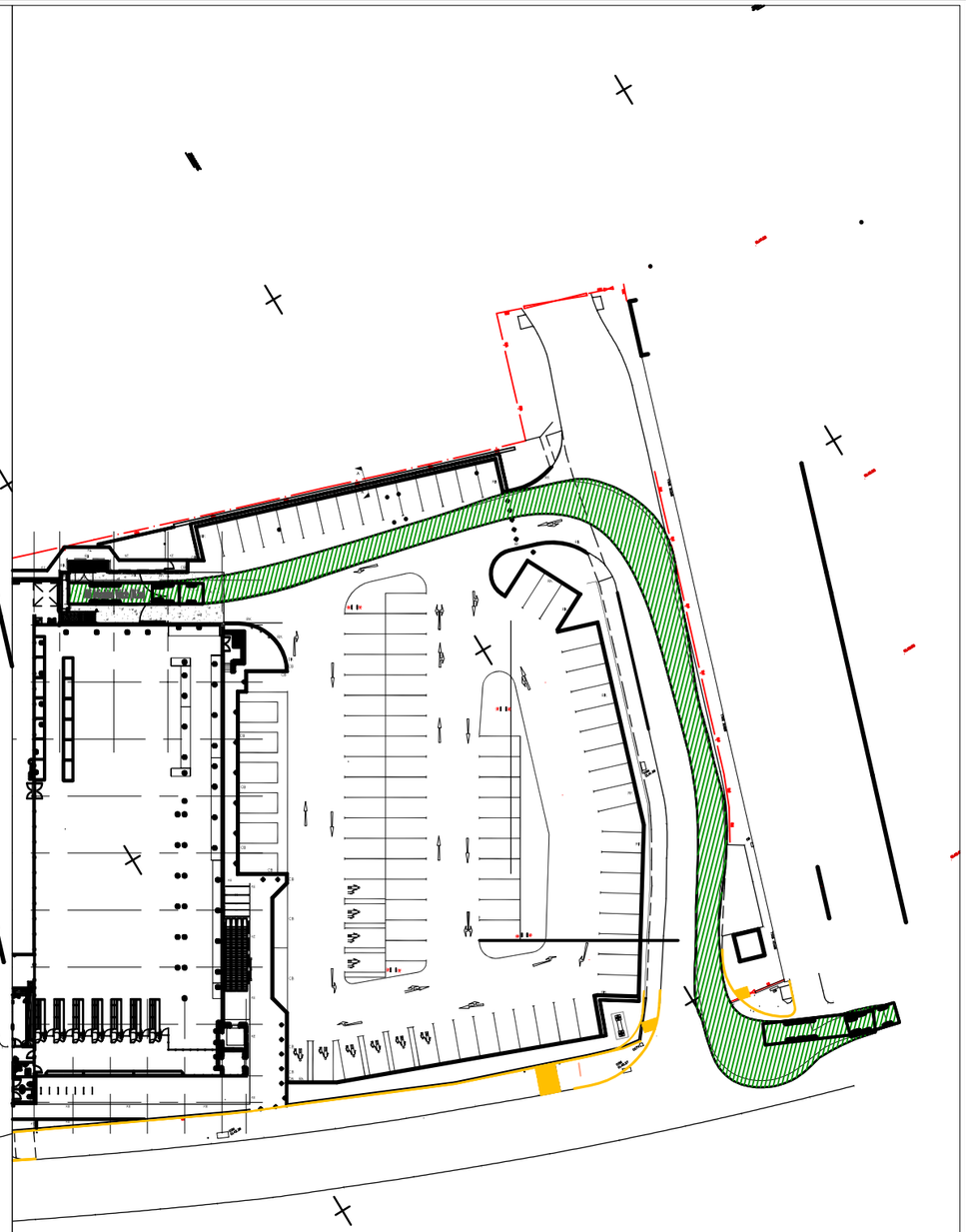
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APPENDIX A

SWEPT PATH ANALYSIS



16.5m Arictulated Aldi Service Vehicle
Entry Manoeuvre

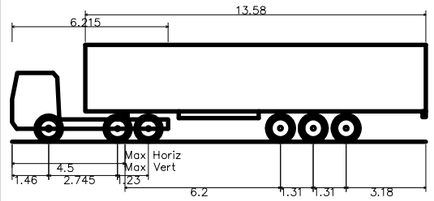


16.5m Arictulated Aldi Service Vehicle
Exit Manoeuvre

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Follow any figured dimensions - do not scale. IF IN DOUBT ASK.

This drawing has been prepared for feasibility purposes and does not represent a construction plan. All design aspects to be confirmed at the appropriate detailed design stage.



Aldi Articulated Vehicle (16.5m)	
Overall Length	16.500m
Overall Width	2.600m
Overall Body Height	3.863m
Min Body Ground Clearance	0.511m
Max Track Width	2.500m
Lock to Lock Time	8.00s
Wall to Wall Turning Radius	8.250m

• Revision History		• Date
A	desc	date a
B	desc	date b
C	desc	date c
D	desc	date d
E	desc	date e
F	desc	date f
G	desc	date g
H	desc	date h
I	desc	date i
J	desc	date j

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client: Aldi Stores Limited

project: Sharston

drawing title: Track Plot Analysis
As Built Arrangement
Entry & Exit Manoeuvre

scale(s): 1/500	date: 18/01/18	drawn by:	checked:
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