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Proposed Delivery Management Plan

ASDA Wythenshawe

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Contents

1	Introduction	1
2	Store Management Objectives	2
3	Delivery Management	3
4	Employee Instructions	5
5	Summary	7

1 Introduction

1.1 This Delivery Management Plan (DMP) has been prepared to support the extension of delivery hours at the existing ASDA store on Hollyhedge Road, Wythenshawe. It contains the procedures to be followed by delivery drivers and store staff to ensure that any impact created by extending the delivery hours at the store is reduced to a minimum.

Objectives

1.2 The objective of this Management Plan is to ensure that during the proposed extended delivery hours, measures are in place to ensure that the amenity of surrounding properties will not be adversely affected, in particular local residents. This Plan will demonstrate that this can be achieved by ensuring that staff enforce and adhere to certain simple procedures that will essentially limit any potential noise nuisance.

1.3 This Document reviews the proposed extension to delivery hours in the context of the following issues:

Delivery Management

- Key responsibilities / Methods of Implementation;
- Service Yard;
- Staff Training;

Employee Instructions

- Instructions for Delivery Drivers;
- Instructions for the General Store Manager;
- Instructions for Warehouse Colleagues.

1.4 This Delivery Management Plan provides a single reference point within which to record the Delivery Management procedures for the store in Wythenshawe. The Plan has been drawn up in conjunction with the Store Management and will be regularly reviewed against on-site operations to ensure it is effective.

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2 Store Management Objectives

2.1 The objective is to ensure that the ASDA Wythenshawe store operates efficiently and effectively minimising any instances of potential disruption. Guidance is provided on measures to reduce noise at the delivery point and measures for the delivery drivers.

2.2 Following discussions with the Council the proposed extended delivery hours are as follows:

Day	Proposed Delivery Hours
Monday – Saturday	0600-2200
Sunday	0800-1800

2.3 The protocol set out within this document to ensure that the extended delivery hours can be managed effectively and without detriment to the surrounding residents.

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3 Delivery Management

Key Responsibilities / Methods of Implementation

3.1 Ownership of this document lies with the General Store Manager. The General Store Manager will be responsible for the monitoring of the procedures specified in the DMP and ensuring their continued compliance.

3.2 In instances of potential non-compliance, steps will be taken by the General Store Manager to ensure that the incident is recorded and the correct procedures put in place.

3.3 The following Training and Management measures will be implemented:

- General Store Manager will undertake regular checks to ensure the DMP is being adhered to at all times;
- ASDA colleagues will undertake unannounced checks on an ad hoc basis to ensure the DMP is being adhered to at all times.

3.4 The instructions set out in the following sections for warehouse colleagues, the drivers and the duty manager will be explained, provided on laminated sheets for regular usage and erected on staff notice boards.

3.5 If colleagues and drivers fail to adhere to the instructions they will be reminded of their training and retrained. Monthly servicing and maintenance checks by the GSM will be undertaken to check for the integrity of the yard and gate areas to ensure that gates are operating smoothly.

3.6 All ASDA vehicles delivering to the ASDA Wythenshawe store are traceable via the ISO track system so the store can monitor deliveries on line and receive an estimated time of arrival. The departure times of vehicles are also recorded on ISO track to ensure that the entry gates are opened allowing the vehicle to directly enter the yard.

Service Yard

3.7 The service yard will only be permitted to receive deliveries between 6am and 10pm Monday to Saturday and 8am to 6pm Sundays. To ensure that any other use of the service yard does not adversely impact upon nearby residential amenity, the following procedures are in place:

- Staff are not permitted to move trolleys within the service yard outside of delivery hours of 6am and 10pm Monday to Saturday and 8am to 6pm Sundays;
- The main service hatch door to the service yard remains closed outside of delivery hours of 6am and 10pm Monday to Saturday and 8am to 6pm Sundays;
- Outside of the formal delivery periods the cages and delivery crates will remain inside of the designated cage marshalling area. Where the availability of space within the building facilitates it, cages and crates will as far as possible be retained within the building outside of the agreed delivery periods.

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3.8 These measures are enforced by the General Store Manager, for store security reasons as well as in order to protect adjacent residential amenity.

Staff Training

3.9 ASDA Stores Limited impose a requirement on its general store managers and colleagues (including drivers and those who accept deliveries) to seek to mitigate the impact of noise on surrounding properties.

3.10 Procedures have been put in place and implemented by ASDA colleagues which will seek to mitigate against any potential noise impacts on surrounding areas and residential properties. Staff will receive appropriate training to ensure that they are aware of the restrictions on deliveries, and the subsequent restrictions on the use of the service yard.

3.11 Staff are made aware of the importance of preserving good relations with surrounding neighbours, particularly residential neighbours. Staff are therefore aware that noise such as shouting, or the movement of trolleys/cages within the service yard which is in relatively close proximity to residential premises, can adversely impact upon the comfort of local people, and therefore understand why such behaviour or actions are not permitted.

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4 Employee Instructions

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Instructions for Warehouse Colleagues

- Ensure the delivery bay doors, gates and shutters are well maintained to minimise noise when opening and closing;
- Switch off any external tannoy systems between the hours of 8 pm and 9 am;
- Ensure that the delivery yard is clear of obstructions so vehicles can move easily;
- Keep doors other than the delivery point closed to ensure noise does not escape;
- Where possible prepare all empty handling units, salvage and returns behind closed doors. Check they are in the correct condition and position before taking them out;
- Make sure the delivery point is ready for the vehicle before it arrives – gates and doors should be open to avoid the vehicle idling;
- Ensure staff do not shout or whistle to secure the attention of the driver.

Instructions for Delivery Drivers

- As you approach the site and manoeuvre in to position, remain aware of the effect noise levels can have on local residents;
- Do not sound your horn;
- Engines should be switched off immediately when not manoeuvring;
- Refrigeration equipment should be switched off once the vehicle is stationary and in the unloading position;
- Switch the radio off before opening the vehicle doors;
- Minimise the frequency of opening and closing vehicle doors and do so quietly;
- Take particular care to minimise rattle from metal on metal contact when moving role cages;
- Lower flaps on tail lifts quietly and carefully;
- Do not whistle or shout to get the attention of store employees;
- When working in the vehicle load space avoid banging cages into the vehicle walls;
- When finishing unloading/loading, close up the vehicle quietly;
- Drivers should 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 should refrain from starting up vehicle refrigeration units until the vehicle is away from the store and residential properties.

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Instructions for the General Store Manager

4.1 As General Store Manager, your involvement in the management store deliveries is crucial. You may be the first point of contact for customers and residents.

4.2 We hope that residents will not complain about deliveries, however if they do, it is essential you treat all complaints consistently and record them accurately.

Complaints Procedure

The following procedure is to the followed in relation to any complaints received:

- If you receive complaints from residents by letter, by telephone or face to face you must reply politely and sympathetically to residents' concerns. Please make every effort to be concerned, helpful and polite. Please log the complaint and review the complaint with Warehouse colleagues and the driver.
- Any and every complaint must be logged and the action taken noted. If a complaint is received it will be important to establish whether the vehicle in question used reversing bleepers and whether it was a refrigerated vehicle.

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5 Summary

5.1 This Delivery Management Plan has been prepared to ensure that the operation of the ASDA Wythenshawe store during the proposed extended delivery hours can be achieved with minimal impact on surrounding properties, particularly on surrounding residential properties.

5.2 Responsibility for the implementation of the Delivery Management Plan lies with the General Store Manager, including installing a sense of ownership of the plan in drivers and colleagues operating in this particular location.

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