Delivery Management Plan

Retail Unit, Manchester, Deansgate

1. Introduction

The purpose of this Plan is to provide supporting information describing how servicing could take place and operate in an acceptable manner. This document details the following:

- The method of implementing the Plan;
- Size and routeing of delivery vehicles;
- Servicing times and frequency of deliveries;
- The behaviour of delivery and store personnel during servicing.

2. Management of Deliveries

2.1. Method of Implementation

It will be the occupier who is responsible for implementing the plan and ensuring that suppliers are notified of the agreed servicing procedure as detailed below.

The unit occupier will monitor the plan and propose improvements if necessary. Proposals for amendments to the plan must be discussed and agreed with the Planning Authority before being implemented.

2.2. Delivery Vehicles

The Retail Unit will be serviced by up to four delivery vehicles per day.

The largest delivery vehicle will be a 12.6m long articulated vehicle, which would be able to park in the loading bay on Southgate, as shown in Figure 1 attached, or outside the main entrance on Deansgate. On Deansgate, there is an existing bus stop outside the unit that is operational from 7am to 7pm. Deliveries to the front of the store can therefore be arranged to take place only from 7pm-10pm, as shown in Figure 1 attached.

Deliveries to the rear of the unit on Southgate can take place between 7am and 8pm. The vehicle would enter Southgate from King Street West and exit onto Bridge Street.

2.3. Behaviour of Personnel during deliveries

The Freight Transport Association (FTA) has developed a code of practice which gives guidance to all operators on minimising and, where practicable, avoiding disturbance to local residents when making deliveries.

Responsibility for minimising noise disturbing neighbours is everybody's responsibility from drivers, who deliver goods, through to the store staff who receive deliveries.

In line with the FTA's guidelines, therefore, delivery personnel and staff at this store will be required to check that when receiving deliveries outside normal working hours:

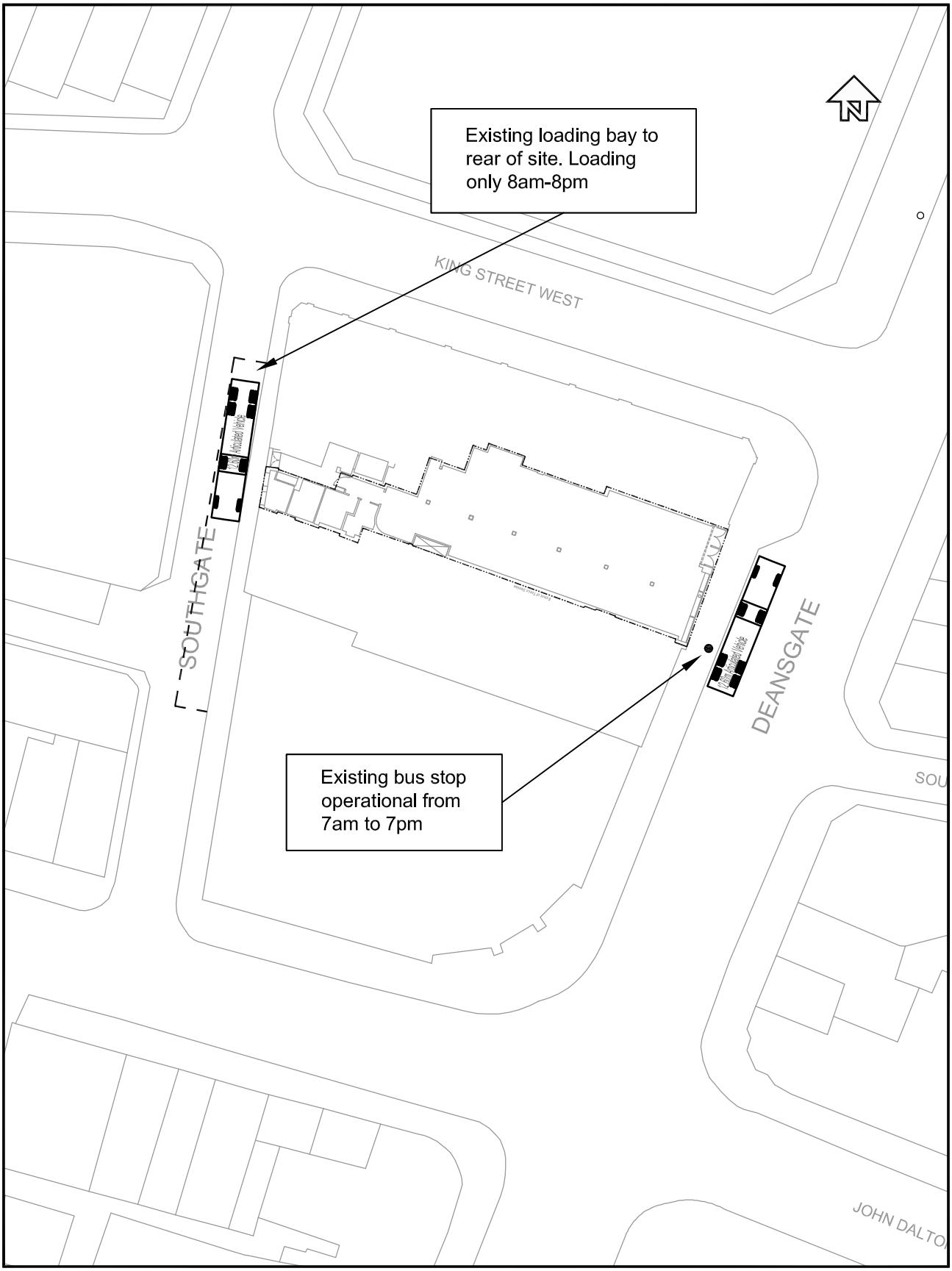
- automatic cab radios are cut off;
- refrigerated units are turned off during the visit;
- doors and tailgates are opened and closed carefully; and
- trolleys used for transferring goods are properly maintained to give quiet operation.

3. Summary

This Delivery Management Plan has been prepared to demonstrate how the occupiers can ensure that delivering goods to the retail unit can be achieved safely and with minimal disturbance to the highway network and neighbours.

Implementation of this plan is to be the responsibility of the Unit Occupiers.

All delivery personnel and retail staff are to ensure that servicing operations have as little impact on neighbours as possible.



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Servicing Area Locations
Manchester, Deansgate

FIGURE 1