



NOISE MANAGEMENT PLAN

on behalf of

Lidl Great Britain Ltd

for

**Lidl, Fallowfield Shopping Centre,
Birchfields Road, Manchester M14**

6FS

Report Number NMP_102452-8

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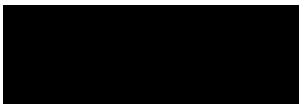
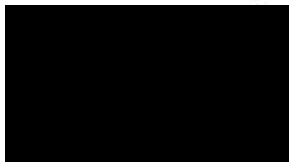
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Summary

This Noise Management Plan (NMP) has been produced by Miller Goodall Ltd (MGL) in conjunction with Lidl Great Britain Ltd in relation to the Lidl store at Fallowfield Shopping Centre, Birchfields Road, Manchester M14 6FS.

The NMP provides noise mitigation and controls to satisfy the requirements of condition 31 of planning approval issued by Manchester City Council, reference 13975/FO/2024, which states:

31) Prior to commercial units hereby approved becoming operational, a Noise Management Plan (NMP) shall be submitted to and approved in writing by the City Council. The NMP shall include an assessment of noise from all activities associated within loading bays and service yards. Where applicable, the noise assessment should take account of multiple noise sources operating simultaneously and report the cumulative impact. The noise impact of the development should be controlled to the criteria set out in the City Council's Planning and Noise Technical Guidance. The development shall only operate in accordance with the agreed NMP

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Signed		Signed	
Date	16 October 2025	Date	16 October 2025

Record of Changes			
Version	Date	Change	Initials
1	16 October 2025	Initial Issue	LG

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1 Introduction

- 1.1 This Noise Management Plan (NMP) relates to the Lidl store at Fallowfield Shopping Centre, Birchfields Road, Manchester M14 6FS. Planning permission was granted for the erection of a new foodstore (Use Class E) and 1 no. retail unit (Use Class E) and 1 no. hot food delivery unit (sui generis) with associated car parking and landscaping in May 2024.
- 1.2 This NMP identifies;
- the nearest noise-sensitive receptors (NSRs) to the development;
 - the main potential sources of noise associated with the development;
 - appropriate controls to manage those noise sources;
 - actions, contingencies and responsibilities when problems arise; and
 - processes for the review of the effectiveness of noise control measures.
- 1.3 This NMP shall be reviewed in the event of any significant changes at the store that may affect noise levels at noise sensitive receptors.

2 Site Description

- 2.1 The site is located at Fallowfield Shopping Centre, Birchfields Road, Manchester M14 6FS, Ordnance Survey National Grid Reference: SJ 86512 94051
- 2.2 The site is bounded to the north and south by commercial units within Fallowfield Retail Park. To the west, the retail park is bounded by the A34 Birchfields Road with dwellings located on the opposite side of the road. The site is bounded to the east by a railway line (the Styal Line), a commuter line that links Manchester to Manchester airport. On the other side of the railway line, residential dwellings are located along Peaceville Road and Kingsmere Avenue,
- 2.3 The store will primarily sell fresh produce including fruits, vegetables, and bakery items; chilled & frozen foods (dairy, meats, ready meals, and frozen goods); dry goods (canned foods, pasta, rice, cereals, snacks, and beverages); household & personal care (cleaning products, toiletries, and basic household items) and non-food Specials (rotating stock of seasonal or themed items like tools, clothing, toys, or homeware).
- 2.4 The planning application for the development limits the opening hours of the retail units to the following hours:

- 07:00 to 23.00 hrs Monday to Sunday;
- 10.00 to 17.00 hrs Sundays and Bank Holidays.

3 Maintenance and Review of the NMP

3.1 The store manager is responsible for this NMP and ensuring that their team is trained in its contents. The plan will be reviewed every time a significant change is made to noise generating activities in and around the store. Details of training and updates to this NMP will be retained by the appropriate store manager for a period of three years.

3.2 The store manager is also responsible for;

- the investigation of complaints regarding noise emanating from the store.
- Ensuring that any noise mitigation measures employed at the store are retained and maintained in a satisfactory manner.

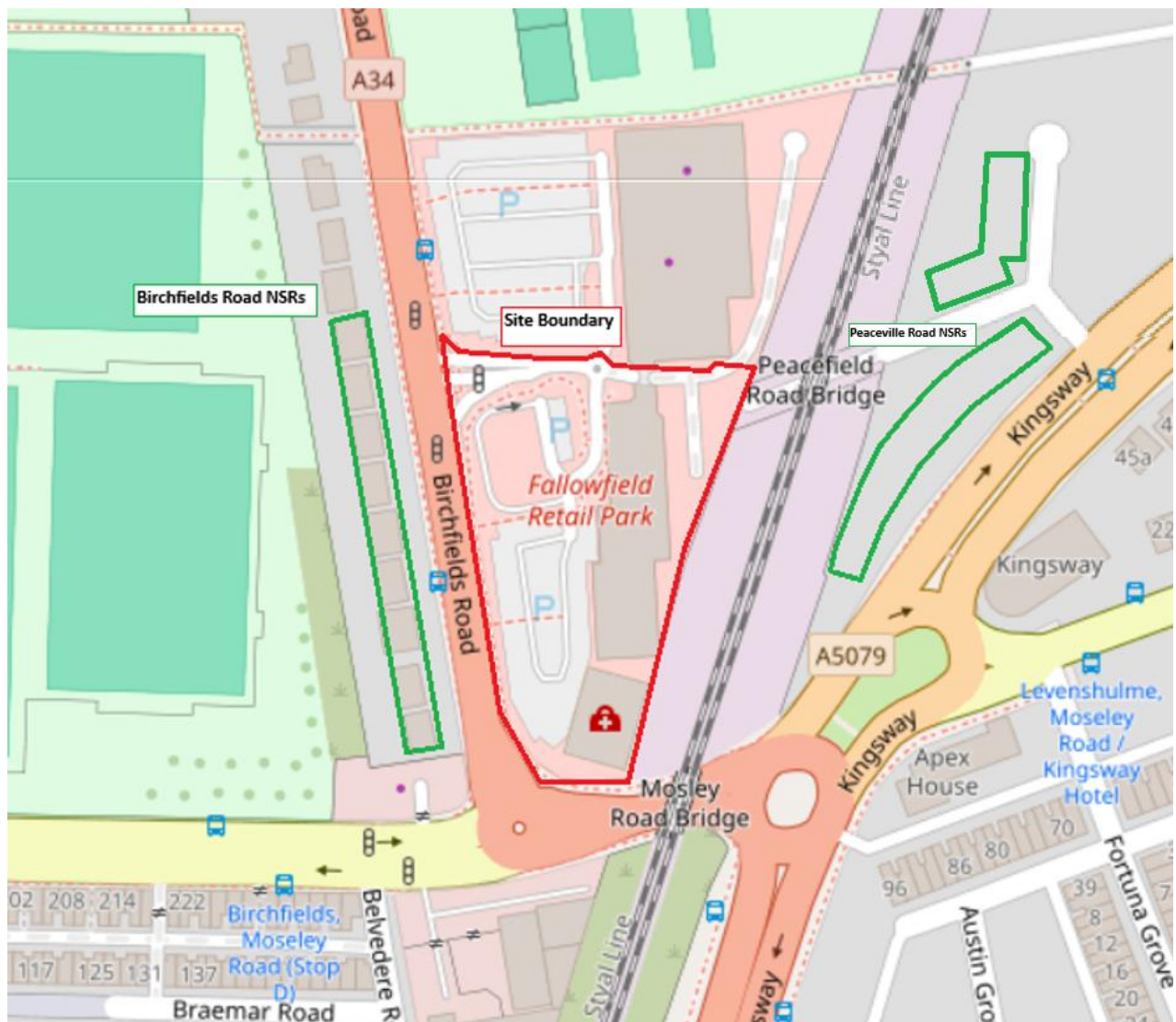
4 Noise Sensitive Receptors

4.1 Neighbouring residential properties are the most noise-sensitive receptors to the development. Birchfields Primary School is located directly north of the development beyond the boundary of the retail park, but is unlikely to be affected by noise from the development.

4.2 Dwellings most at risk of having the potential to be impacted by noise from the site have been identified as follows:

- Residential dwellings along Peaceville Road. These properties are the closest to the proposed loading bay and plant area.
- Semi-detached residential dwellings are located on the opposite side of Birchfields Road, with ground floor and first floor windows facing the retail park.

4.3 A site location map and the location of noise-sensitive residential receptors (outlined in green) are shown in **Figure 1**.

Figure 1: Store Location and Noise Sensitive Receptors.

4.4 Lidl shall ensure:

- that all the neighbours know how to contact the store manager or an appropriate substitute if they consider noise to be a problem;
- that any complaints are recorded and that problems, where possible, are dealt with promptly; and

- that, in the event of a noise complaint to the Local Authority or to the store, feedback is provided to the complainant.

5 Noise Sources

5.1 Noise Sources

- 5.1.1 The primary noise sources associated with the store are delivery activities and plant noise.

5.2 Delivery Activities

- 5.2.1 Deliveries to the store – there will be daily deliveries of produce to the store. Normally, this will be in the form of one HGV movement plus several smaller vehicles per day. The HGV may have on board refrigeration plant located near the driver's cab.
- 5.2.2 The HGV loading area is located at the most north eastern point of the site, between the new Lidl store and the railway line. The process takes approximately 40 minutes, including the entry of the delivery vehicle into the yard, opening the rear container doors, reversing onto the ramp, unloading the stock, loading waste to be removed and finally leaving the site. The loading bay allows goods to be moved internally within the wagon, directly into the Lidl store. The moving of goods is therefore effectively an internal process. The plans also show a loading area for the sub-let unit.

5.3 Plant Noise

- 5.3.1 Plant serving the Lidl store – Dry-Coolers and pumping station plant will be sited within a rooftop plant area, and outdoor Variable Refrigeration Flow (VRF) units are proposed at the east side of the store at ground level. The plant is assumed to be in constant operation throughout the day and the night. The dry-coolers operate intermittently, cycling on and off for a few minutes at a time according to load requirements.

5.4 Noise Impact Assessment

- 5.5 A noise impact assessment was submitted with the planning application for the development. Background noise monitoring was completed during two Sunday morning periods, one in December 2020 when Covid 19 was still influencing noise levels and the other in August 2022. Both measurement periods focused on early morning periods ie 04.00 to 07.00.

6 Noise Mitigation Measures

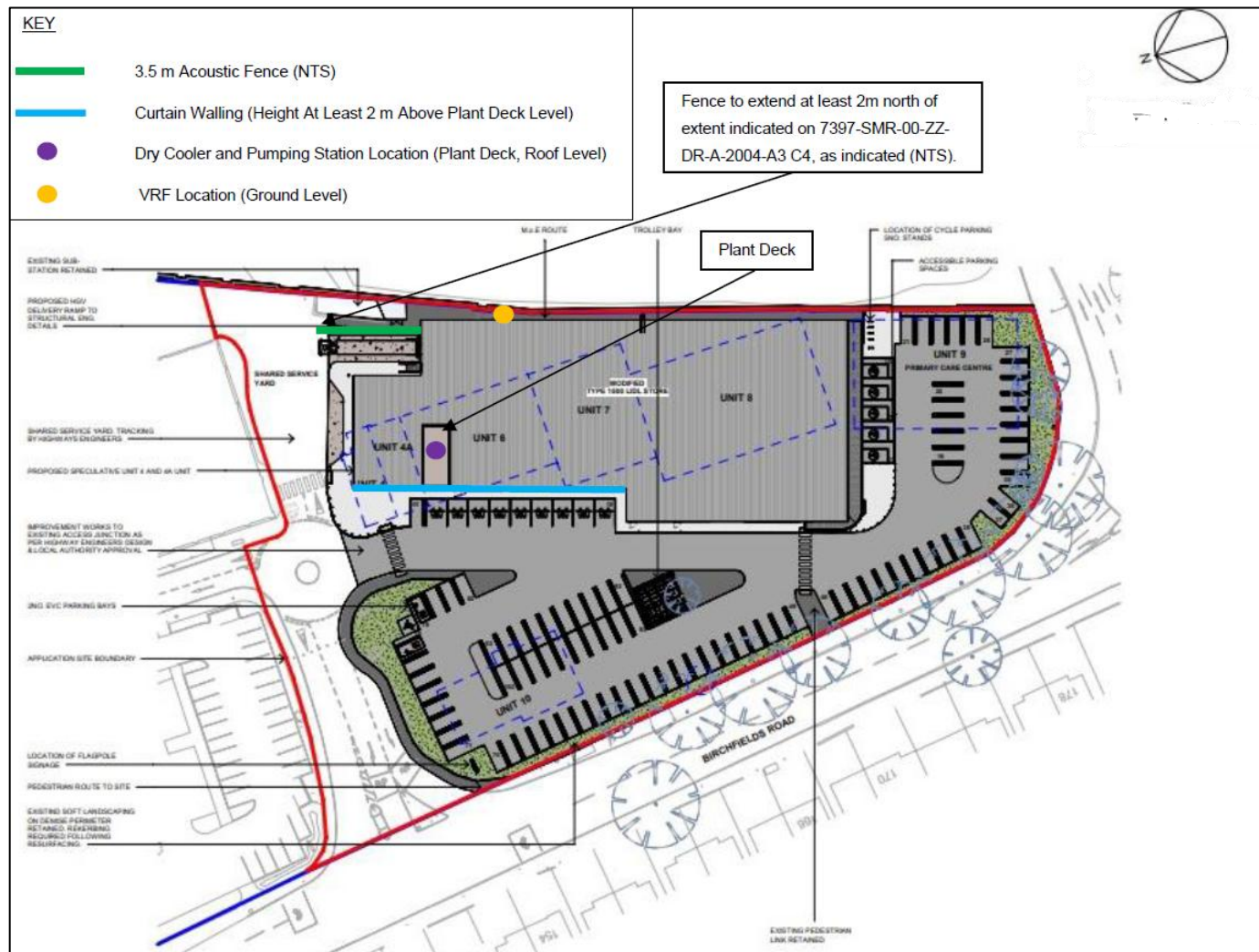
6.1 Condition 30 of the planning approval for the development states;

The development hereby approved shall be implemented in accordance with the criteria and noise mitigation measures detailed within the submitted Noise Assessment (Ref: 102452_V6), produced by Miller Goodall, dated 27 March 2024 and received by the City Council as Local Planning Authority on 9 April 2024.

6.2 The mitigation measures within the referenced report are as follows;

- An acoustic barrier adjacent to the eastern edge of the loading bay. The barrier is to be constructed from continuous, imperforate material with a minimum mass of 12 kg/m² and is to extend from the ground to a minimum height of 3.5 m above the level of the site. The barrier should provide additional screening height to the screening provided by the recessed loading bay. As such, the base of the barrier must not be within the recessed loading bay area. Close-boarded or overlapped timber panelling would be suitable in this regard; hit-and-miss fencing would not. Alternatively, a proprietary acoustic fence with a minimum weighted sound reduction index of 25 dB Rw would be appropriate.
- Provision of curtain walling, on the western side of the plant deck. The curtain walling or an additional out of sight non-decorative noise barrier should be designed and constructed from a continuous, imperforate material with a minimum mass of 12 kg/m². The extent and height should match the height and extent of the existing curtain walling and should be at least 2 m above the level of the plant deck.

6.3 **Figure 2** shows the layout of the site and the location of the mitigation measures.

Figure 2 : Site Layout and Mitigation Measures to be Implemented

7 NMP Control Measures

7.1 Monitoring

7.1.1 Routine monitoring of noise management measures will be undertaken to ensure continuing compliance with planning conditions and effectiveness of the NMP. The Store Manager (or nominated deputy) will:

- Carry out a daily visual and aural check of the loading bay and plant area to confirm no excessive noise, rattling or damage to acoustic barriers;
- Undertake a formal quarterly review, including “listening walks” around the site perimeter and at the nearest NSRs, recording findings in the site diary;
- Arrange an annual audit of compliance with the NMP, confirming staff training, barrier condition, and HGV delivery procedures; and
- Complete reactive monitoring within five working days of any substantiated complaint, implementing corrective actions where necessary.

7.1.2 Monitoring records shall be retained on site for at least three years and made available to Manchester City Council upon request.

7.2 Noise Barrier Mitigation

7.2.1 The acoustic barriers, screening and plant enclosures identified in Figure 2 shall be installed, maintained and retained in perpetuity.

7.2.2 Barriers and cladding shall remain imperforate and of at least 12 kg.m² surface mass (or equivalent 25 dB R_w acoustic performance).

7.2.3 Where deterioration or accidental damage occurs, remedial work shall be completed as soon as practicable to restore the designed attenuation.

7.2.4 All mechanical equipment, dock levellers and roller shutters shall be serviced routinely to prevent excessive impact or tonal noise.

7.2.5 Operational controls within this NMP form part of the mitigation package and must be followed at all times.

7.3 External Plant

7.3.1 All external plant equipment must be installed, operated and maintained in accordance with the manufacturer's instructions.

7.3.2 Condition 29 contained within the planning approval for the development states the following in relation to external plant and equipment;

a) Any externally mounted ancillary plant, equipment and servicing to be installed shall be selected and/or acoustically treated in accordance with a scheme designed so as to achieve a rating level of 5dB (LAeq) below the typical background (LA90) level at the nearest noise sensitive location. Prior to its installation, the scheme shall be submitted to and approved in writing by the City Council as Local Planning Authority in order to secure a reduction in the level of noise emanating from the site.

b) Prior to any externally mounted ancillary plant, equipment and servicing to be installed becoming operational, an approved verification report shall be submitted to and approved in writing by the City Council as Local Planning authority to validate that the work undertaken throughout the development conforms to the recommendations and requirements in the approved acoustic report. The report shall also undertake post completion testing to confirm that the noise criteria have been met. Any instances of non - conformity with the recommendations in the report shall be detailed along with any measures required to ensure compliance with the agreed noise criteria.

7.3.3 Notwithstanding compliance with this condition, every 3 months the store manager or an appropriate substitute shall undertake listening tests of all external plant equipment whilst operating, to listen out for possible noise issues and take action if appropriate.

7.4 Noise Awareness for the Lidl Team

7.4.1 Operatives shall undergo an induction awareness training regarding noise. This shall highlight factors in regard to vehicle and equipment operation, including: a.) Operating equipment at the appropriate loading and not overloading machines b) The avoidance of irregular and undue use of machines at high engine RPM. c). Care when lowering loading shovels to avoid banging them on the ground especially concrete surfaces, such as in the reception hall. d). Care when lowering containers to avoid banging them on the ground. e) Care when closing vehicle doors, lids or covers, to avoid undue banging. f) To check beepers are working appropriately with the white noise systems.

7.5 Noise Awareness for Delivery Drivers and Other Third Party Visitors

- 7.5.1 All delivery drivers and contractors shall be made aware of the site's noise-sensitive surroundings and the requirements of the NMP.
- 7.5.2 Clear signage at the service yard entrance and within view of the delivery bay shall be installed, reminding drivers to reduce noise where possible and turn off engines when stationary.
- 7.5.3 Induction briefings will cover permitted delivery times, vehicle shutdown requirements, quiet unloading techniques, and the prohibition of horns and PA systems.
- 7.5.4 Drivers shall be reminded that they represent Lidl GB when attending site and are expected to behave considerately towards neighbouring residents.
- 7.5.5 Compliance checks will be carried out periodically during deliveries. Any non-compliance will be recorded and addressed through driver re-briefing or, where applicable, escalation to relevant logistics contractor.

7.6 Vehicle Deliveries

- 7.6.1 Drivers shall know the precise location of the delivery point onsite and be aware of any local access issues.
- 7.6.2 Lidl and supply chain will aim to use newer and quieter vehicles and equipment where possible.
- 7.6.3 Lidl and their supply chain will make sure all equipment – both on the vehicle and at the delivery point – is in good working order and maintained or modernised to minimise noise when in operation.
- 7.6.4 Delivery equipment shall be serviced at appropriate intervals to minimise noise.
- 7.6.5 Lidl and supply chain will ensure HGVs do not park near residential properties if waiting for deliveries to commence.
- 7.6.6 Where practical, drivers shall notify staff at the delivery point in advance of arrival to ensure they are ready.
- 7.6.7 Delivery points shall be ready for vehicles prior to arrival – gates and doors should be open to avoid the vehicle idling.

- 7.6.8 Refrigeration equipment shall be switched off in advance of arrival at premises for vehicles where this can be done from within the lorry cab.
- 7.6.9 Lidl and supply chain will ensure engines are turned off whilst HGVs are waiting for deliveries to commence.
- 7.6.10 Lidl and supply chain will ensure engines are turned off immediately after manoeuvring.
- 7.6.11 Lidl and supply chain will ensure HGV startups are minimised and that drivers do not over-rev engines.
- 7.6.12 Lidl and supply chain will ensure that refrigeration plant is turned off whilst HGVs are within the loading bay.
- 7.6.13 HGV refrigeration plant will remain switched off for the duration of the delivery.
- 7.6.14 Drivers shall minimise the frequency of opening and closing vehicle doors, and do so quietly.
- 7.6.15 Lidl and supply chain will ensure that drivers approaching site and manoeuvring vehicles into position shall remain aware of the effect that noise levels can have on local residents.
- 7.6.16 Lidl and supply chain will ensure that drivers do not sound their horn at any time.
- 7.6.17 Reversing alarms shall be switched off or modified for white noise, if not subject to health and safety requirements or localised risk assessment issues. A qualified banksman shall be used instead if available.
- 7.6.18 External tannoy/PA systems shall not be used at the site.
- 7.6.19 External bells shall not be used at delivery points.
- 7.6.20 Staff members shall be trained and supervised to ensure there is no shouting or unnecessary noise within the service yard area during deliveries.
- 7.6.21 Drivers are required to turn off cab radios during attendance at site.
- 7.6.22 Where applicable, delivery bay doors, gates and shutters shall be well maintained to minimise noise when opening and closing.

- 7.6.23 Unloading bays are fitted with dock levellers or dock plates which mechanically adjust to ensure a continuous surface between the trailer and delivery area. These are to be maintained appropriately.
- 7.6.24 Delivery procedures shall minimise contact between hard surfaces, particularly metal on metal, during unloading/loading processes, either by avoiding altogether where possible, or using rubber matting or other buffering materials to deaden otherwise loud and impactful noise.
- 7.6.25 Where possible, all empty handing units, salvage and returns shall be prepared behind closed doors and ensured to be in the correct condition and position and at the right height before taking them out. This will minimise outdoor activity and unnecessary noise.
- 7.6.26 When moving gates, locks and load restraint bars, operatives shall ensure they are placed gently in their resting position/stowage point – they must not drop or drag them on the ground.
- 7.6.27 When working in the vehicle load space, drivers shall avoid banging cages into the vehicle walls.
- 7.6.28 When finished unloading/loading, drivers shall close up the vehicle quietly.
- 7.6.29 HGVs which operate at the site regularly and all HGVs which operate during the night time will be fitted with air brake silencers, and at all times air brake noise shall be minimised wherever possible.
- 7.6.30 Drivers shall show the same consideration when leaving site as when arriving.
- 7.6.31 Lidl's supply chain / transport department shall produce a "driver charter" to ensure detailed briefing of drivers engaged in servicing the store during deliveries.
- 7.6.32 Lidl shall advise the supply chain if any delivery is non-compliant with the agreed operational aspects for deliveries to the site.
- 7.6.33 Lidl shall undertake a site assessment every six months to identify any areas of potential noise including servicing of delivery bay doors, etc. Any operational recommendations from this assessment shall be implemented within one week of receipt of the report. Where physical alterations or works to the site are required, this will be done as soon as reasonably practical.
- 7.6.34 Lidl shall circulate reports to all parties advising of any issues where they are found to arise.

8 Complaint Procedure

8.1 Lidl shall provide the nearest residences with a contact telephone number and/or email address which can be used to notify the store manager about noise complaints. A record of all noise complaints shall be kept by Lidl for a minimum period of two years.

8.2 Lidl shall have a set procedure for dealing with and responding to complaints. In the event of a noise complaint, a complaint form will be filled out (see Appendix 1) and a note made in the site diary. All complaints shall be dealt with promptly, and any appropriate remedial action shall be taken. A noise complaint will result in:

- Completion of a complaint form
- Source of noise identified, (where possible)
- Remedial action taken (where possible)
- Complainant notified of remedial action taken and deadline for action
- Relevant staff informed as to the time and nature of each complaint
- Control measures reviewed

Appendix 1: Complaint Form Template

Lidl, Fallowfield – Noise Complaint Form	
Date of report:	Reference Number:
Time and date of call	
Name and address of caller	
Telephone number of caller	
Location of caller in relation to site	
Date, time and duration of reported noise	
Description of character of noise: e.g. loud/distant, continuous, intermittent, hum, bangs, clatters.	
Any other comments about the reported noise	
Any other previous complaints relating to this report	
Potential noise sources that could give rise to the complaint	

The operations being carried out on site at the time of the complaint e.g. unloading goods		
Any other relevant information		
Follow Up		
Actions taken		
Date of call back to complainant and summary of call back conversation		
Recommendations		
Change in procedures		
Any changes to Noise Management Plan	<i>Provide Section Reference</i>	
Date changes implemented		
Form completed by:	<i>Signature</i>	<i>Date</i>

Glossary of Terms

Decibel (dB) The unit used to quantify sound pressure levels; it is derived from the logarithm of the ratio between the value of a quantity and a reference value. It is used to describe the level of many different quantities. For sound pressure level the reference quantity is 20 μPa , the threshold of normal hearing is in the region of 0 dB, and 140 dB is the threshold of pain. A change of 1 dB is usually only perceptible under laboratory conditions.

dB L_A Decibels measured on a sound level meter incorporating a frequency weighting (A-weighting) which differentiates between sounds of different frequency (pitch) in a similar way to the human ear. Measurements in dB L_A broadly agree with an individual's assessment of loudness. A change of 3 dB L_A is the minimum perceptible under normal conditions, and a change of 10 dB L_A corresponds roughly to halving or doubling the loudness of a sound. The background noise level in a living room may be about 30 dB L_A ; normal conversation about 60 dB L_A at 1 meter; heavy road traffic about 80 dB L_A at 10 meters; the level near a pneumatic drill about 100 dB L_A .

$L_{A90,T}$ The A-weighted noise level exceeded for 90% of the specified measurement period (T). In BS 4142:2014+A1:2019 it is used to define background noise level.

$L_{Aeq,T}$ The equivalent continuous sound level. The sound level of a notionally steady sound having the same energy as a fluctuating sound over a specified measurement period (T). $L_{Aeq,T}$ is used to describe many types of noise and can be measured directly with an integrating sound level meter.

$L_{AF,max}$ The highest A-weighted noise level recorded during the time-period using a Fast time-weighting. It is usually used to describe the highest noise level that occurred during the event.

$L_{A10(18\text{ hour})}$ R_w Single number rating used to describe the sound insulation of building elements and is defined in BS EN ISO 10140-2: 2010 (formerly BS EN ISO 140-3:1995). It is derived by measurement under laboratory conditions and does not take into account the effects of flanking transmissions.

$D_{nT,w}$ The weighted standardized level difference is a single figure rating used to describe the sound insulation of a construction separating two rooms, for

example a wall or floor, and is defined in BS EN ISO 16283-1:2014 (formerly BSEN ISO 140-4:1998). It is derived by measurement of an in-situ construction and therefore takes into account the effects of flanking transmissions, workmanship etc.

$D_{ne,w}$ The weighted element-normalized level difference is a single figure rating used to describe the sound insulation of small elements within a larger construction and is defined in BS EN ISO 10140-2:2010 (BS EN ISO 140-10:1991). It is most often used to rate the sound insulation performance of ventilator units e.g. trickle vents.

C_{tr} A single-number spectrum adaptation term used to characterise the sound insulation rating with respect to urban traffic. It is defined in ISO 717-1:2013.

NR curves Noise Rating – or NR – curves were developed by the International Organization for Standardization (ISO) to determine the acceptable indoor acoustic environment for hearing preservation, speech communication and annoyance. They are most often used to quantify noise within a building from mechanical and electrical (M&E) systems.

