

NOISE MANAGEMENT PLAN

ON BEHALF OF

LIDL GB LTD

for the site at

**FALLOWFIELD RETAIL PARK,
MANCHESTER M14 6FS**

REPORT DATE: 24TH AUGUST 2022

REPORT NUMBER: 102452-3

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Summary

A Noise Management Plan (NMP) has been produced by Miller Goodall Ltd for, and in conjunction with, Lidl GB Ltd, for a consented new Lidl store. The NMP has been prepared to address the requirements of Condition 30 of the planning approval (130189/FO/2021).

The aim of the NMP is to provide a framework for developing appropriate operating procedures at the Lidl store so that potential noise impacts to surrounding residential properties are actively managed and mitigated as much as practically possible. This noise management plan should be read in conjunction with the report reference 102452V3 which was submitted as part of the planning application.

In preparing the NMP, reference has been made to *Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Retailers, April 2014*. In particular the recommended measures in the 'Menu of Measures for Retailers and Freight Operators' in Appendix A have been incorporated into Section 5 of the NMP.

This document will be adopted from page 2 onwards by Lidl, who are expected to regularly review and improve their operating procedures using this NMP framework.

Noise Management Plan

1 Site Details

1.1 Site Address: **Fallowfield Retail Park, Manchester M14 6FS**

1.2 The store hours of operation are:

- 07:00-23:00 Monday to Saturday, and;
- 10:00-17:00 on Sunday's and bank/public holidays.

1.3 The consented delivery hours for the site are:

- 07:00-23:00 Monday to Saturday with no deliveries on Sundays or Bank Holidays.

1.4 The condition relating to delivery hours is currently under review to be extended to include deliveries as follows:

05:00 to 00:00 Monday to Sunday

1.5 The site operates within the administrative boundaries of Manchester City Council (MCC).

2 Scope of Document

2.1 This Noise Management Plan (NMP) shall identify existing and potential sources of noise, and has been produced with the intention of managing and reducing noise impacts to nearby sensitive receptors as much as possible.

2.2 This NMP contains:

- Identification of the nearest noise sensitive receptors (NSRs);
- Identification of the main existing and potential sources of noise;
- Appropriate controls to manage those noise sources;
- Actions, contingencies and responsibilities when problems arise; and
- Regular review of the effectiveness of noise control measures.

3 Noise Sensitive Receptors

Personnel and Visitors

3.1 Personnel/operatives working on site and visitors to the site are the closest receptors to any noise produced on site, however under current procedures we do not expect visitors to be significantly impacted by noise on site. Where deemed necessary, staff and other operatives' exposure to noise while performing their duties on site will be assessed in accordance with the Control of Noise at Work Regulations 2005.

Local Residential Properties

- 3.2 Neighbouring residential properties are the most noise sensitive receptors. Good relationships with neighbouring residents are essential in order to anticipate potential problems and avoid them, where possible, before official complaints are made. Lidl shall ensure:
- that all the neighbours know how to contact the site managers if they consider noise to be a problem;
 - that any complaints are recorded and that problems, where possible, are dealt with promptly; and
 - that feedback is provided to the Local Authority following every complaint.
- 3.3 Local residential properties 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
 - Residential dwellings along Birchfields Road

4 Identified Main Sources of Noise

- 4.1 The following sources of noise have been identified on the site:
- Staff and visitors in outside areas
 - Vehicle deliveries
 - External plant

5 Noise Control Measures

Best Practicable Means (BPM) for Noise

- 5.1 Lidl will employ best practicable means for the control of noise as detailed below, particularly management controls which strive to minimise noise associated with the operation of the business.

General Operational Control Measures

- 5.2 At least one staff personnel shall be present at all times who shall be responsible for enforcing this noise management plan, reminding other staff and workers about their responsibilities in terms of noise management and preventing any undue noise disturbance.

Staff and Visitors in Outside Areas

- 5.3 All site operatives will be aware of the need to be mindful of noise, and will not cause a nuisance by shouting loudly, playing car radios at excessive levels, or using car horns unnecessarily when using the car park. Visitors will be made aware of this requirement in the unlikely event that they cause a noise disturbance in the carpark.
- 5.4 Staff and visitors will not shout or use raised voices outside of the building at any time in the early morning, evening or night time periods, except in emergency situations. At all time staff and visitors shall be aware of how far voices can carry when talking outside at night.

- 5.5 Staff will ensure the delivery point and surrounding areas are clear of obstructions so vehicles can manoeuvre easily.
- 5.6 Doors other than at the delivery point shall remain closed to ensure noise does not escape.
- 5.7 Drivers and staff shall allow extra time if needed to unload as quietly as possible, and take particular care to minimise rattle from metal-on-metal contact when moving roll cages.

Vehicle Deliveries

- 5.8 Drivers shall know the precise location of the delivery point onsite and be aware of any local access issues.
- 5.9 Lidl and supply chain will aim to use newer and quieter vehicles and equipment where possible.
- 5.10 Lidl and 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.
- 5.11 Delivery equipment shall be serviced at appropriate intervals prior to deliveries to minimise noise.
- 5.12 Lidl and supply chain will ensure HGVs do not park near residential properties if waiting for deliveries to commence.
- 5.13 Where practical, drivers shall notify staff at the delivery point in advance of arrival to ensure they are ready.
- 5.14 Delivery points shall be ready for vehicles prior to arrival – gates and doors should be open to avoid the vehicle idling.
- 5.15 Refrigeration equipment shall be switched off in advance of arrival at premises for vehicles where this can be done from within the lorry cab.
- 5.16 Lidl and supply chain will ensure engines are turned off whilst HGVs are waiting for deliveries to commence.
- 5.17 Lidl and supply chain will ensure engines are turned off immediately after manoeuvring.
- 5.18 Lidl and supply chain will ensure HGV startups are minimised and that drivers do not over-rev engines.
- 5.19 Lidl and supply chain will ensure refrigeration plant is turned off whilst HGVs are within the loading bay.
- 5.20 HGV refrigeration plant will remain switched off for the duration of the delivery.
- 5.21 Drivers shall minimise the frequency of opening and closing vehicle doors, and do so quietly.
- 5.22 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.
- 5.23 Lidl and supply chain will ensure that drivers do not sound their horn at any time.
- 5.24 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.
- 5.25 External tannoy systems shall not be used at the site.

- 5.26 External bells shall not be used at delivery points.
- 5.27 Staff members shall be trained and supervised to ensure there is no shouting or unnecessary noise within the service yard area during deliveries.
- 5.28 Drivers are required to turn off cab radios during attendance at site.
- 5.29 Where applicable, delivery bay doors, gates and shutters shall be well maintained to minimise noise when opening and closing.
- 5.30 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.
- 5.31 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.
- 5.32 Where possible, all empty handling 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.
- 5.33 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.
- 5.34 When working in the vehicle load space, drivers shall avoid banging cages into the vehicle walls.
- 5.35 When finished unloading/loading, drivers shall close up the vehicle quietly.
- 5.36 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.
- 5.37 Drivers shall show the same consideration when leaving site as when arriving.
- 5.38 Lidl's supply chain / transport department shall produce a "driver charter" to ensure detailed briefing of drivers engaged in servicing the store during deliveries.
- 5.39 Lidl shall advise the supply chain if any delivery is non-compliant with the agreed operational aspects for deliveries to the site.
- 5.40 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.
- 5.41 Lidl shall circulate reports to all parties advising of any issues where they are found to arise.

External Plant

- 5.42 All external plant equipment will be installed, operated and maintained in accordance with the manufacturer's instructions.

- 5.43 Every 3 months Lidl shall undertake listening tests of all external plant equipment whilst operating, to listen out for possible noise issues and take action if appropriate.

Staff Training

- 5.44 Lidl shall inform all staff about the requirement to minimise noise in outside areas, particularly at sensitive times during evenings and weekends.
- 5.45 Review of the NMP will be included as part of induction procedures for all relevant staff, with periodic reviews thereafter, including whenever changes are made to this NMP.
- 5.46 Disobeying the NMP shall be considered a disciplinary matter.
- 5.47 Lidl shall ensure all suppliers and carriers receive copies of the NMP and are aware of its importance.

6 Regular Review of Control Measures

- 6.1 The above noise control measures shall be reviewed annually.
- 6.2 The control measures shall also be reviewed as a matter of course if:
- A complaint is received;
 - If planning or licensing conditions are amended.

7 Complaints Response

- 7.1 Lidl shall provide the nearest residences with a contact telephone number and/or email address which can be used to notify The Operator about noise complaints. A record of all noise complaints shall be kept by Lidl.
- 7.2 Lidl shall have a set procedure for dealing with and responding to complaints. If a noise complaint is made then 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	Provide Section Reference	
Date changes implemented		
Form completed by:	Signature	Date