

The Maltings Retail Park, Newark

Delivery Service Management Plan (DSMP)

1.0 Introduction

- 1.1 This document sets out a combination of measures, actions and guidelines that in combination will control and limit noise generated by deliveries and servicing vehicles at Units A, B and C at The Maltings Retail Park, off Northgate, Newark.
- 1.2 At time of writing, the only confirmed occupier of the retail park is Marks and Spencer who will occupy Unit C. The future occupiers of Units A and B will be expected to comply with the broad requirements of this DSMP.
- 1.3 Delivery arrangements for Unit D are not covered by this DSMP and will be controlled by pre-existing conditions, or subject to a further DSMP to be approved by the Local Planning Authority.

2.0 Method of Implementation

- 2.1 The occupiers of the units will be responsible for implementing the plan and to ensure that suppliers are notified of the servicing arrangements detailed within this DSMP.
- 2.2 The occupiers of units and the landlord will monitor the plan and propose improvements if required.
- 2.3 All staff involved in deliveries to the store and all delivery vehicle drivers will be informed of the following procedures for carrying out deliveries, with the objective of minimising noise.

3.0 Deliveries

General Principles

- 3.1 The following general principles apply to the servicing of Units A-C:
 - i A member of staff will open the loading bay door prior to the delivery vehicle getting into position, in order to avoid engine idling;
 - ii The use of alarms will be kept to a minimum;
 - iii Staff will be instructed to work quietly in the service yard at all times.

Delivery vehicles

- 3.2 The Marks & Spencer vehicles that will provide food deliveries to Unit C will:
 - i Be fitted with industry standard refrigeration equipment;
 - ii Have refrigerated boxes with significant insulation that reduces noise transmission;
 - iii Contain cages and trolleys fitted with quiet wheels;

iv Have reversing alarms fitted as standard. Marks & Spencer ensures that the alarms are muted when operating in sensitive locations, if Health and Safety assessments allow. M&S vehicles are fitted with broadband or 'white noise' reversing alarms; and

v Have loading platforms (tail-lifts) at the rear of the vehicle that meet industry standards.

Delivery Protocol -

3.3 In respect of Unit C, the majority of deliveries to the store will be delivered by 16.5 m articulated vehicles. M&S store staff will have prior information about delivery times for their own vehicles, which will form the overwhelming bulk of deliveries.

3.4 All deliveries to Units A-C will be managed through careful scheduling and Drivers will be instructed as follows:

i Consideration to be given to noise and local residents as the drivers approach the stores, particularly during periods outside of store opening times.

ii Drivers to manoeuvre slowly and carefully and avoid over-revving the engine or slamming vehicle doors;

iii Drivers will be instructed not to leave engines running when unloading at the store, thereby eliminating noise pollution from both the vehicle and the fridge engine;

iv Drivers will be instructed to turn off delivery vehicle cab radios whilst in the service yard;

v All drivers shall be asked to close doors gently and not slam them.