

Company Shop Southampton – Service & Noise Management Plan Updated

Our ref 63312/03/DL/ZW
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Subject Company Shop Southampton – Service & Noise Management Plan

1.0 Introduction

- 1.1 This document sets out a combination of measures, actions and guidelines that in combination will control the size of vehicles permitted and limit noise generated by deliveries, servicing vehicles and other store tasks at the proposed Company Shop store, Hawkeswood Road, Southampton.
- 1.2 All staff involved in deliveries to the store and delivery vehicle drivers will be informed of the following procedures for carrying out deliveries and other store tasks early in the morning.

2.0 Deliveries

Service Yard:

- 1 A member of staff will open the loading bay door prior to the delivery vehicle getting into position, to avoid engine idling;
- 2 There will be an electric charging point to enable the vehicle to be plugged in once it has arrived on site to keep noise to a minimum
- 3 The use of alarms will be kept to a minimum; and
- 4 Staff will be instructed to work quietly in the service yard at all times.
- 5 Staff will ensure that the bollards are raised as soon as possible once the store is closed, leaving only the ones needed to get the colleagues cars out once the site is closed for the night.
- 6 Trolley redistribution will now occur just before the store closes or after the store opens, but not between 6am-9am.

Delivery vehicles:

- 2.2 The delivery vehicles that will provide food deliveries to the site will:
- 1 Be fitted with industry standard refrigeration equipment;
 - 2 Have refrigerated boxes with significant insulation that reduces noise transmission;
 - 3 Contain cages and trolleys fitted with quiet wheels;
 - 4 Have reversing alarms that are fitted as standard as required by health and safety guidelines; and
 - 5 Have loading platforms (tail-lifts) if required at the rear of the vehicle that meet industry standards.

3.0 Maximum Vehicle Size

- 3.1 A 16.5m articulated vehicle is the largest size vehicle which will be required to service the unit. The tracking shows that this size of vehicle is able to enter and leave the site in forward gear.

4.0 Delivery Protocol

- 4.1 All deliveries will be managed through careful scheduling to ensure that they arrive at a time when there is a team available to process it. The delivery window will be from 6am-9am although the scheduling team will endeavour to try and arrive after 7am. Drivers will be instructed as follows:

- 1 Consideration to be given to noise and local residents as the drivers approach the store
- 2 Drivers to manoeuvre slowly and carefully and avoid over-revving the engine or slamming vehicle doors;
- 3 Drivers will be instructed to plug in the vehicle once on site so as not to leave engines running when unloading at the store, thereby eliminating noise pollution from both the vehicle and the fridge engine;
- 4 Drivers will be instructed to turn off delivery vehicle cab radios whilst in the service yard.
- 5 All drivers shall be asked to close doors gently and not slam them.
- 6 Waste collection is to be scheduled between 7am-9am if possible. If current service provider is unable to meet this request, Company Shop will endeavour to change supplier to one who can meet the schedule.

5.0 External Lighting

- 5.1 External lighting will be changed to put the main car park lighting and the staff entrance under separate timers. Main car park lighting and the other lights on the side and front of the building will go off at 8.30pm with the light over the external staff entrance remaining on until 11.00pm