

Delivery Management Plan

Aldi, Neath Abbey Road, Neath

1.0 ALDI Company Specific Servicing Arrangements

- 1.1.1 The Aldi store in Neath, will be serviced from Aldi's Regional Distribution Centre (RDC) in Cardiff.
- 1.1.2 Up to 40 staff are employed at each store, comprising a Store Manager, Assistant Store Manager and Store Assistants, although not all staff are present on site at all times.
- 1.1.3 An Aldi store typically receives two HGV deliveries per day on average and there is one delivery per day of milk by a local supplier, usually using a small sized Goods Vehicle. Daily deliveries of milk, bread and morning fresh produce are received prior to or as early as possible to the store opening in the morning, undertaken by one Aldi HGV and one milk delivery vehicle. Normally there are three GV deliveries a day.
- 1.1.4 As part of their pledge to reduce their carbon footprint by reducing trips, Aldi operate double deck trailers, which can be used at this site
- 1.1.5 Aldi stores have a cardboard bailer within the warehouse and all cardboard packaging is bailed. Together with any plastics as required for recycling, this is then back loaded with each Aldi HGV.
- 1.1.6 Aldi operate a closely managed servicing arrangement for each of its stores. The Aldi articulated service vehicle is able to carry frozen, chilled and mixed goods assembled at Aldi's RDC enabling the potential to reduce journeys and vehicle kilometres, thus providing an efficient servicing regime.
- 1.1.7 Aldi standard HGV servicing practices seeks to ensure that typical highway network peak traffic hours are avoided.
- 1.1.8 Service vehicles use the same access as customer vehicles. HGV access to the service area has been designed to accommodate the required turning manoeuvres of the largest service vehicle (16.5m articulated goods vehicle). The service vehicle would drive forwards into the site, reverse into the service ramp and then drive out forwards to exit the site.
- 1.1.9 Stores are constructed with a delivery ramp, sheltered canopy and dock leveller system which means products can be unloaded without any external activity, such as forklift trucks, scissor lifts or cages, and in less than half the time. The delivery system is extremely efficient compared to other food retailers.
- 1.1.10 During unloading, the back of the vehicle is at floor level, enabling the driver to unload the goods quickly into the dedicated storage area. The delivery has previously been pre-packed onto pallets.
- 1.1.11 All Aldi vehicles are equipped with Reversing Cameras and Audible Warning Systems enabling the driver and customers to be aware of the reversing vehicle. If required, a trained Pedestrian Marshal is utilised by the store to guide pedestrians in a safe manner whilst a service vehicle is manoeuvring.
- 1.1.12 The usual time for unloading an Aldi HGV is 30 - 90 minutes, depending on whether a double deck trailer is used.
- 1.1.13 Aldi operates its own fleet of dedicated vehicles and drivers. Aldi HGVs are driven and operated by the dedicated Aldi driver only. The driver unloads the goods into the warehouse without the need for additional personnel and without external activity.
- 1.1.14 The Aldi store warehouse has been designed as a result of years of experience to hold enough stock to prevent unnecessary deliveries but is also of efficient size to ensure the freshest possible products and to prevent over-stocking. The efficient stock holding in their stores further reduces the need for multiple daily deliveries.
- 1.1.15 Aldi propose that the following training and procedures will be put in place to go in hand with the physical features of the service area to minimise any noise.

2.0 Training

2.1.1 Aldi's delivery drivers and store staff under-go appropriate training, which ensures the delivery procedure is safe and causes minimum noise to the surrounding area.

2.1.2 The training includes:

- Quiet Driving Techniques – quiet and efficient vehicle approach, docking and egress from site.
- Quiet loading and unloading procedures.
- Noise awareness training – how to minimise noise.

2.1.3 The training will focus on delivering the following procedures.

3.0 Service Vehicle Routing

3.1.1 The preferred day-to day routing to and from the Aldi store for Aldi's delivery vehicles will be:

- M4
- A465
- A474
- Neath Abbey Road

4.0 Pedestrian Safety Measures

4.1.1 The following pedestrian safety measures are to be implemented:

- A pedestrian marshal will be available throughout the store opening hours to ensure that the car park is being correctly use, resolve any problems and importantly to control any interaction between delivery vehicles and pedestrians traversing the car park.
- Aldi will endeavour not to allow goods vehicles of greater than 7.5T to arrive at or leave the site during the hours of 0815-0930 and 1430-1600 during school term times where possible. Service vehicles arriving / departing during these times will only be in exceptional circumstances such as motorway delays or similar.
- Aldi's supply chain will be informed to these times.

5.0 Service Vehicle Arrival

5.1.1 The following management practice and control are proposed:

- Drivers will engage gears as quietly as possible, brake gently and keep engine revs to a minimum.
- The reversing audible warning system will be switched off when accessing the service ramp if the delivery is being made outside of the store opening time.
- The Driver will not use the vehicle's horn unless required to avoid any conflict and will not be used if the delivery is being made outside of the store opening time.

6.0 Service Vehicle Unloading

- The vehicle engine will be switched off once the vehicle is in the unloading position.
- Cab doors will be opened and shut quietly.
- The service door shutter and vehicle rear door will be opened and shut as quietly as possible.
- The Aldi delivery system is that the driver unloads the goods into the warehouse and thus there should be no voices within the service area. However, drivers and staff will be



instructed to keep voices low if they are ever within the service area.

- Unloading will be undertaken as quickly and quietly as possible. As above, the Aldi delivery system means products can be unloaded without any external activity and thus noise is kept to a minimum.

7.0 Service Vehicle Departure

- The Driver will start the engine quietly without the use of the accelerator pedal.
- The vehicle mounted refrigeration unit will be switched back on just before the vehicle is leaving.
- Drivers will engage gears as quietly as possible, keep engine revs to a minimum and accelerate gently.

8.0 Summary

- 8.1.1 Aldi operate a closely managed servicing arrangement for each of its stores with the number of deliveries being low.
- 8.1.2 The service area design and operation is extremely efficient and minimises the time taken, involves only the driver and avoids external activity.
- 8.1.3 Aldi's delivery drivers and store staff will undertake appropriate training, which ensures the delivery procedure is safe and causes minimum noise to the surrounding area.
- 8.1.4 A series of management procedures are proposed for Pedestrian Safety, Service Vehicle Arrival, Unloading and Departure to further ensure that noise is kept to a minimum.

9.0 Contact Details

- 9.1.1 Any issues arising with regard to this document and / or Aldi's on-going operation as set out above should contact:

Rob Williams on 07966927543