



Aldi Stores Limited

Burrows Yard, Afan Way, Aberavon, Port Talbot

Quiet Delivery Scheme

Introduction

This Quiet Deliveries Scheme (QDS) document sets out specific measures to ensure that the above stated Aldi store deliveries will be carried out in a quiet manner, and do not result in any detriment to public amenity, with particular regard to neighbouring properties.

The delivery and collection standards or measures are separated into the following sections:

- General,
- Arrival,
- Unloading/loading, and
- Departure.

Each section provides actions to be undertaken by all delivery drivers, transport managers, and Aldi staff on site during deliveries.

Delivery Standards

General

- Deliveries will be carried out within the hours specified by the planning conditions;
- All deliveries to the store shall be carried out by vehicles controlled by the Aldi logistics team, with the exception of milk deliveries, which are carried out by a contractor;
- Aldi delivery unloading on average will take 45 minutes;
- There will be adequate signage and instruction to ensure that all drivers and staff are aware of this Quiet Delivery Scheme.

Arrival

- Prior to the arrival, Aldi store staff will ensure that the loading bay area is clear of obstructions so vehicles can move easily;
- Drivers will arrive on site without excessive engine breaking noise, with the throttle and break only being used when necessary.
- Drivers will switch the engine off immediately after manoeuvring. Aldi utilise the latest delivery vehicles that minimise engine noise and gear change noise when vehicles are in use.
- No radios or stereos to be left on in vehicles during deliveries or at other times;
- The driver is responsible for docking the vehicle with the building and unloading the vehicle;
- The reversing alarm will be switched off outside of store opening hours (subject to Health and Safety requirements).

Unloading and Loading

- The delivery vehicle docks with the building, the trailer floor is adjusted to be level with the warehouse floor, and goods are transferred from the trailer to the warehouse without travelling outside. This contains noise within the building;
- Delivery bays are low maintenance, and the weather curtain will be checked to ensure that it still performs in accordance with the necessary requirements;
- During the delivery/collection, all building doors will remain closed unless being used for access;
- Aldi delivery vehicles are not fitted with a tail lift, therefore no goods can be moved outside of the noise containing dock system;
- Minimise the frequency of opening and closing vehicle doors, and do so quietly
- Staff to be instructed to work quietly when outside the store or in the loading bay - only performing essential tasks where noise could be generated;
- All components of the delivery system to be maintained in good working order;
- When finished unloading/loading, close up the vehicle quietly.

Departure

- Drivers will show the same consideration regarding the effect of noise on residents when leaving the site as shown on entry.
- Drivers will avoid over revving and seek to accelerate gently until the vehicle is a reasonable distance from the store, minimising excessive air brake noise.
- Drivers will refrain from starting up vehicle refrigeration units until the vehicle is away from the store.