# NEWRIVER RETAIL

# PROPOSED CONVENIENCE FOODSTORE DEVELOPMENT, FIVE CROSSES INN, MINERA

# SERVICE AND DELIVERY MANAGEMENT PLAN

# 13TH JANUARY 2016

## INTRODUCTION

This document sets out the Service and Delivery Management Plan for the proposed convenience foodstore at the Five Crosses Inn, Minera.

## DELIVERY MANAGEMENT OBJECTIVE

The objective of the Service and Delivery Management Plan will be to ensure that delivery operations are efficient and effective, thereby minimising disruption to the public highway, to the operation of the store and to the operation of the public house.

## DELIVERY SCHEDULE

A typical daily delivery programme for the currently proposed operator of the convenience store is the following:

- 1 – 2 deliveries per day.
- Deliveries occur between 06:00 and 21:00, but typically occur early morning (for delivery of fresh goods and in the evening).
- Delivery vehicle dwell times are c30-40 minutes.

The following details have been provided by Marston's in relation to their delivery schedule.

- 1 delivery per week.
- Deliveries occur between 06:00 and 15:00, but typically occur early morning.
- Delivery vehicle dwell times are c30 minutes.

## SERVICE VEHICLE TIME PERIODS

The convenience foodstore operator will aim for their deliveries to be undertaken during hours which minimise the potential for conflict between delivery vehicles and other traffic.

The public house operator will aim for their deliveries to be undertaken during hours which minimise the potential for conflict between delivery vehicles and other traffic.

## SERVICE VEHICLE MANOEUVRES

Delivery vehicles will service the store via A525 Ruthin Road and manoeuvre within the car park, allowing the vehicles to arrive and depart the site in forward gear.

All deliveries are likely to be undertaken using a vehicle which is no greater in size than a 10.1m rigid vehicle, unless otherwise deemed appropriate.

The service vehicle does not require entering into any on-site car parking spaces to undertake the manoeuvre, and would block access to a maximum of four parking spaces when stationary. Any staff who park on site (either public house or convenience foodstore) will be requested to park in these spaces to avoid inconveniencing short stay visitors.

## MANAGEMENT OF NOISE

The convenience foodstore operator will take reasonable steps to minimise unnecessary noise during delivery operations, will ensure that their deliveries are kept as quiet as possible and give staff an understanding of the issues that surround noise.

The following general tips for staff will apply:-

During Arrival / Departure

- Drivers make final approach to store with the minimum amount of noise possible
- Close driver's door quietly, do not slam
- Engage gears quietly and keep engine revs to a minimum
- Accelerate gently until fully away from the store

At the Store

- Generally try to make as little noise as possible
- Keep headlights and radio switched off, using lights to manoeuvre, but the minimum to ensure safe movement

Unloading/Re-loading

- Move tailgates carefully as this can cause significant noise
- Try to keep noise from conservations to a minimum
- Unload and re-load as quietly as possible with no banging
- Ensure turnaround times are as quick as possible

## REVIEW

Should it be felt that the objectives of the Service and Delivery Management Plan are not being met, a review will be undertaken to investigate potential alterations to the delivery procedure.

The store manager will be responsible for the implementation and monitoring of the plan, as well as responsible for organising any review.