WREXHAM

Servicing and Deliveries Management Scheme

08.12.2025

PROPOSED DELIVERY LOCATION

Servicing of the proposed coffee shop will take place from the coffee shop car park. An area of the car park would be cordoned off to customers prior to servicing taking place to allow service vehicles to enter the site and deliver from an appropriate location. The chosen location is the furthest away from the main retail shopping units, therefore a quieter end of the car park. All car parking spaces have a maximum stay of 90 minutes. The delivery lorry location is directly visible to staff from the counter within the store. Any parking bays not able to be coned off in advance can therefore be monitored by the staff regarding the maximum 90 minute stay time and coned off separately.

Goods would be trolleyed into the building via the back door of the unit. This is also adjacent to the location of the bin store. The trolly route is through the Costa controlled and demised patio area avoiding the areas of fixed furniture and signage posts. There are no loose items of furniture etc to block the route.

DELIVERY VEHICLES USED AND FREQUENCY OF DELIVERIES

The following deliveries will typically take place each week.

- core and fresh deliveries around three times a week with a mix of 15 tonne and 18 tonne rigid vehicles used, listed below.
- non-perishable goods delivered once a fortnight in 18 tonne rigid vehicles.
- milk is delivered in vans on a daily basis with the exception of Sundays.

Products are delivered on either roll cages, dollies, or pallets and deliveries would take on average 30 minutes to complete.

In addition, refuse collection will be undertaken up to two times a week, and recycling also twice a week.

The deliveries would be undertaken within prearranged delivery slots and normally these times and dates are repeated every week. The coffee shop will be notified of the time slot days in advance of the delivery so that an appropriate parking area can be cordoned off in advance that day. Specific delivery times for Wrexham will not be known until the delivery company is fully appointed and have updated their system with this new store. The actual delivery time will not affect the above procedure and process.

Whilst Costa do not expect the above process to encounter any issues they have been asked for an alternative delivery lorry location. Throughout circa 300+ of Costa existing stores many lorry drivers park directly outside of the store patio and unload from this position. This is very common throughout their portfolio. Cars can drive around the parked lorry. Indeed, this is the process carried out the Costa drive thru in Plas Coch Retail Park, Wrexham.

MEASURES TO LIMIT DISTURBANCE

Servicing could take place at quieter coffee shop trading periods during the day, to reduce customer/service vehicle conflict both with coffee shop customers.

When service vehicles are on site a ‘no idling’ policy will be in place, with vehicles turning off their engines to minimise noise disturbance and fuel fumes from the vehicle.

The delivery company plan their routes efficiently using market leading planning tools. This means that appropriate vehicle routes to the site are to be used, using the strategic road network where appropriate, reducing the impact on the local area.

COSTA VEHICLE DETAILS

Type - Rigid 18T.
(Length -11.2m) (Width-2.65m) (Height- 4.0m)