

Sainsbury's Supermarkets Limited

Groceries Online (GOL) Facility - Uxbridge

Operational Noise Management Plan

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Operational Noise Management Plan

The objective will be to ensure that the service yard operates efficiently and effectively; thereby minimising any incidence of potential disruption from the service yard and on the highway of noise disturbance to local residents. Service yard management should also comply with the appropriate government guidance, including the Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Community and Resident Groups – February 2015.

Management Strategies

A combination of strategies will contribute to the operation of the ONMP, these are:

- Delivery Vehicle Manoeuvres;
- Delivery Schedules for Sainsbury's Vehicles;
- Delivery Communication Strategy for Sainsbury's Vehicles;
- Direct Delivery Strategy;
- Gate Opening Strategy;
- Use of the Yard for Ancillary Operations; and
- Delivery Process.

The underlying basis of the process with regard to stock delivery has emphasis on the following key targets:

- Maximising the load on each vehicle resulting in minimising the required number of vehicle movements. This includes the backhauling of recyclable materials, cages and crates by delivery vehicles;
- Service yard labour to be in place to suit delivery requirements;
- External product holding areas shall be avoided where possible;
- Service yard cleared on a daily basis; and
- Stores targeted on delivery vehicle turnaround.

The introduction of the above processes deliver faster, more effective operations in the store GOL service yard, reduces time turnaround and ensures all vehicle movements can be accommodated within the confines of the yard and improves product availability to customers.

Delivery Vehicle Manoeuvres

The development proposals will facilitate all vehicles entering and exiting the service yard in forward gear. The schedule of deliveries will be managed to ensure all delivery vehicles can be accommodated within the service yard with appropriate turning areas.

Delivery Schedule for Sainsbury's Vehicles

The delivery schedule for Sainsbury's vehicle will be largely dependent on resulting sales, however all of which will be scheduled to ensure there is appropriate capacity with the yard.

Delivery Communication Strategy for Sainsbury's Vehicles

All Sainsbury's vehicles operate on the Microlise system. This will ensure delivery vehicles serving the Uxbridge store will communicate both scheduled and expected delivery times to ensure store colleagues are available to receive the delivery on arrival. The gates will be left open to ensure no noise from the vehicle stopping on the highway.

Gate Opening Strategy

The vehicle management and routing system on the Sainsbury's delivery vehicles will ensure that vehicles do not need to lay up on the highway in advance of the delivery. The gates will be left open to ensure no noise from the vehicle stopping in the car park.

Delivery Process

There are also a number of management and operations measures to reduce noise levels within the service yard which include: -

The Journey

- The driver will then contact/page the store to ensure that the store is ready for the arrival.
- The gates will then be opened before the arrival of the vehicle.
- Access into the service yard must remain unrestricted. However, if entry is restricted, vehicles should stop, turn all engines, radios and headlights off, and contact store staff.

Within the Service Yard

- Noise levels to be kept to a minimum;
- Vehicle radios and headlights to be turned off;
- Lights to be used for vehicle manoeuvring only, to aid safe movement;
- Noise generation from vehicle manoeuvring into loadings to be kept to a minimum;
- Drivers should seek to:
 - engage gears within minimal noise;
 - keep engine revs to a minimum;
 - apply brakes gently; and
 - close doors with minimal noise.

Unloading/Re-loading

- Ensure engine and refrigeration units are switched off once vehicle the vehicle is stationary and in the unloading position;

- Drivers should seek to:
 - lower loading plates into the correct position with minimal noise;
 - avoid making contact with trailer walls, lift guardrails and other obstructions; and
 - maintain conversation to a minimum.

The Return Journey

- All vehicle doors must be closed with minimal noise;
- Drivers should seek to:
 - engage gears within minimal noise;
 - keep engine revs to a minimum;
 - apply brakes gently; and
 - accelerate gently until the vehicle is a reasonable distance from the store.

Ongoing Management

Store management will undertake weekly checks, both within and surrounding the service yard to ensure that all equipment, gates etc are operating efficiently and without excessive noise. Similarly store management will check that the ONMP is being adhered to.

Signage will be provided at the entrance to the service yard reminding drivers to be respectful of local residents and to keep noise to a minimum.

Complaints Procedure

Any complaints relating to noise will be communicated to store and head office management, with a record of any noise complaints maintained. Store management will seek to resolve the complaint, which may include monitoring and a noise assessment to investigate the source of noise and implement noise attenuation/control measures to ensure noise levels are not exceeding agreed levels. The results of such assessment will be reported within a suitable table, an example of which is shown within Appendix A of this document.

The results will then be assessed against any site noise limits and the report made available to the planning authority within 10 working days. A copy of the report will be kept by the Store Manager. No further action is required if noise monitoring demonstrates that the noise limits have been met.

If the assessment shows that the site noise limits have been exceeded, then the site's working procedures should be reviewed with regards to best practice. Appropriate remedial action will be undertaken to identify and address the cause or causes of the excessive noise levels. If such remedial action is required, an additional round of compliance monitoring will be carried out to demonstrate that the remedial action was effective.

End of Document

Appendix A – Example Noise Monitoring Logbook

Week Commencing; _____

Location	Date	Equipment details (Make, Model, Serial Number)	Calibration Details	Instrument Settings (e.g time weighting, frequency weighting)	Instrument Set-up (e.g Height / Free field?)	Weather Conditions	Time Start	Time End	Duration	Measured Noise Level L _{Aeq,T}	Description of Works	Comments	Supervisor Signature