

Quiet Delivery Procedures - Delivery Management Plan

Waitrose Ltd – 4 Sheen Road, Richmond, TW9 1AE

This Delivery Management Plan (DMP) has been prepared in the context of the known operational conditions at the store and seeks to reduce noise breakout from the service yard through the implementation of a quiet delivery strategy as part of the delivery management regime. Accordingly, the following delivery procedures will be implemented:

1. Deliveries are scheduled and agreed with the store to reduce multiple vehicles arriving at the same time and to a minimise the time taken to deliver the goods and therefore limit potential for noise impact.
2. Only permitted delivery vehicles are allowed to access the service yard.
3. Delivery vehicles will be following the speed limit and guidance of the car park.
4. Delivery doors, gates and shutters will be well maintained to minimise noise when opening / closing;
5. Vehicle engine and refrigeration will be turned off upon arrival at the site and not left running unattended, as far as is reasonably practicable;
6. Delivery vehicles will not make deliveries outside of permitted delivery hours;
7. The service yard will be kept clear of obstructions to enable vehicles to manoeuvre;
8. The radio in the vehicle cabin will be switched off / muted before arrival;
9. Branch radios will be switched off / muted before the service yard doors are opened;
10. There is a general requirement for all drivers to minimise noise;
11. Vehicles will be driven around the site in a considerate manner, e.g. speed being kept to a practical minimum and all items properly fastened in order to ensure rattles and bangs are kept to a minimum;
12. All partners working in the service yard and involved in the delivery operation (including drivers and relevant distribution management) will be informed and work with the guidance in the Delivery Management Plan;
13. Copies of the Delivery Management Plan will be displayed on staff notice boards and given to employees directly engaged in the delivery process; and
14. If a complaint arises, Waitrose employees will follow a set of guidelines which set out how to deal with complaints quickly and effectively and to address any issues raised.

Dated November 2024