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11 FEB 2011



**Tesco Express,
Berry Lane,
Mill End**

Servicing Management Plan

Preamble

This document has been prepared to allow discharge of condition 25 of planning permission reference 10/0329/FUL and to ensure that the above site will be serviced in a safe manner which does not result in any detriment to the free flow of traffic or public amenity.

General delivery management

- Tesco will identify the most appropriate routes between relevant distribution centres and the Berry Lane *Express* store. Routes will be identified on plans that will be issued to the distribution centres, the store and to vehicles. All Tesco service vehicle drivers will be required to follow these routes unless directed otherwise by an appropriate authority.
- Delivery vehicles will be limited to 10.35m in length
- Deliveries will be received by the store via the dedicated loading area located in front of the proposed convenience store. The delivery vehicle access arrangement is illustrated in TPA drawing number 0711-43/SP14, a copy of which is included as **Appendix A** of this plan
- Service vehicles will enter the site from Tudor Way and then reverse into the loading bay. Egress from the site will then be undertaken in forward gear, onto Tudor Way.
- A trained member of staff will be present during all deliveries to assist with delivery vehicle access and egress, where required, as well as with the movement of goods from vehicle to store.
- All deliveries will be undertaken within the constraints of the site

- Tesco service vehicle engines and chiller units will be switched off at all times during the unloading/loading operation in order to ensure that vehicle noise is kept to a minimum.
- Tesco has clear instructions for deliveries made using vehicles fitted with tail lifts that ensure that in addition to the service vehicle driver two other (suitably trained) Tesco employees will be present during unloading/loading operations.
- All Tesco delivery cages have rubber wheels, minimising noise generated by cage movements.
- Tesco will return their own packaging and general refuse to their depot utilising returning delivery vehicles.
- Roll cage and trolleys will be stored within the 'back-of-house' area until such a time that they are able to be loaded onto delivery vehicles. At no time will roll cages be left unattended outside of the back-of-house or within the designated service area.

Delivery timing and duration

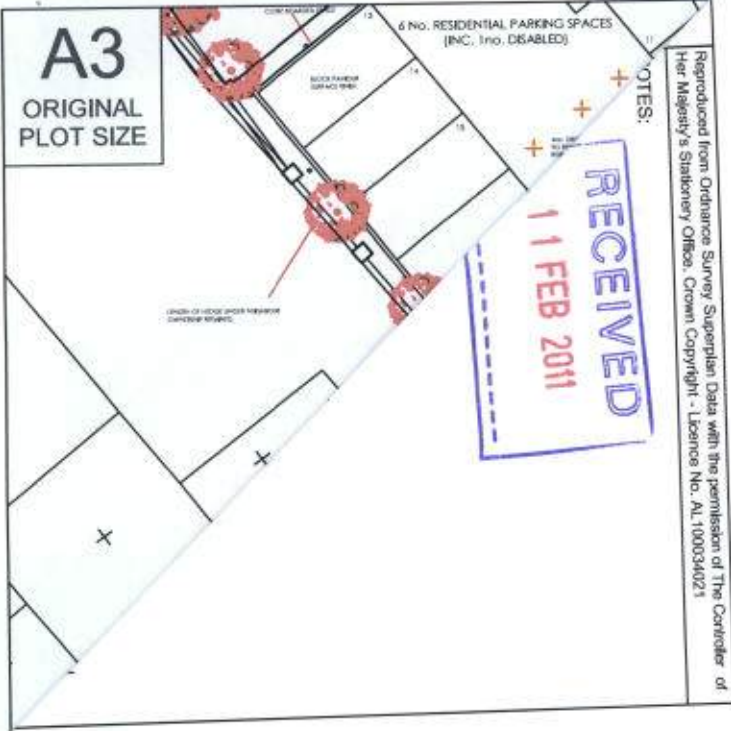
- Deliveries to the A1 retail unit will not take place before 8am or after 4pm, Mondays to Saturdays (inclusive) and 9am - 2pm on Sundays and Bank Holidays, to protect public amenity and avoid disturbance of local residents.
- Deliveries will be scheduled carefully, with the store manager advised on a daily basis, via email, of delivery times for the next day to ensure minimum disruption to pedestrians and to ensure that only one servicing vehicle will be present at any one time. As a precautionary measure, 'phone ahead' arrangements with delivery vehicle drivers shall be used where possible.
- Delivery duration will be kept to a minimum, with the occupiers vehicles expected to be on site for 30-40 minutes each and third party deliveries expected to have a duration of 10 minutes or less.
- Delivery scheduling is managed by Tesco (including all third party deliveries), the business is highly proficient at the management of such arrangements, having over 1000 Express stores (convenience stores) across the UK, a majority of which require careful scheduling of deliveries as only one delivery vehicle can stop on or adjacent to the site at any one time.

Control of direct and third party deliveries

Tesco undertake a delivery risk assessment at all Express sites, prior to occupation of the site. The report produced includes details of vehicle routeing, where banksman are to be utilised and where exactly vehicles should stop on the site as well as any other relevant details.

The risk assessment report is issued to Tesco distribution centres and to third party delivery companies, who are bound by contract to follow Tesco's instructions regarding delivery arrangements. Two example risk assessors' reports are included as **Appendix B** of this plan.

Delivery drivers are made aware that should they arrive at the site and not be able to access the site they are to continue past, find a suitable and legal place to stop and then contact the store manager, who will advise as to an appropriate time for the vehicle to return to the site



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Store No: 5436 Canton Express Cardiff



Risk Rating FD:
Risk Rating BD: HIGH
Risk Rating DD:

DRIVERS ISSUES:

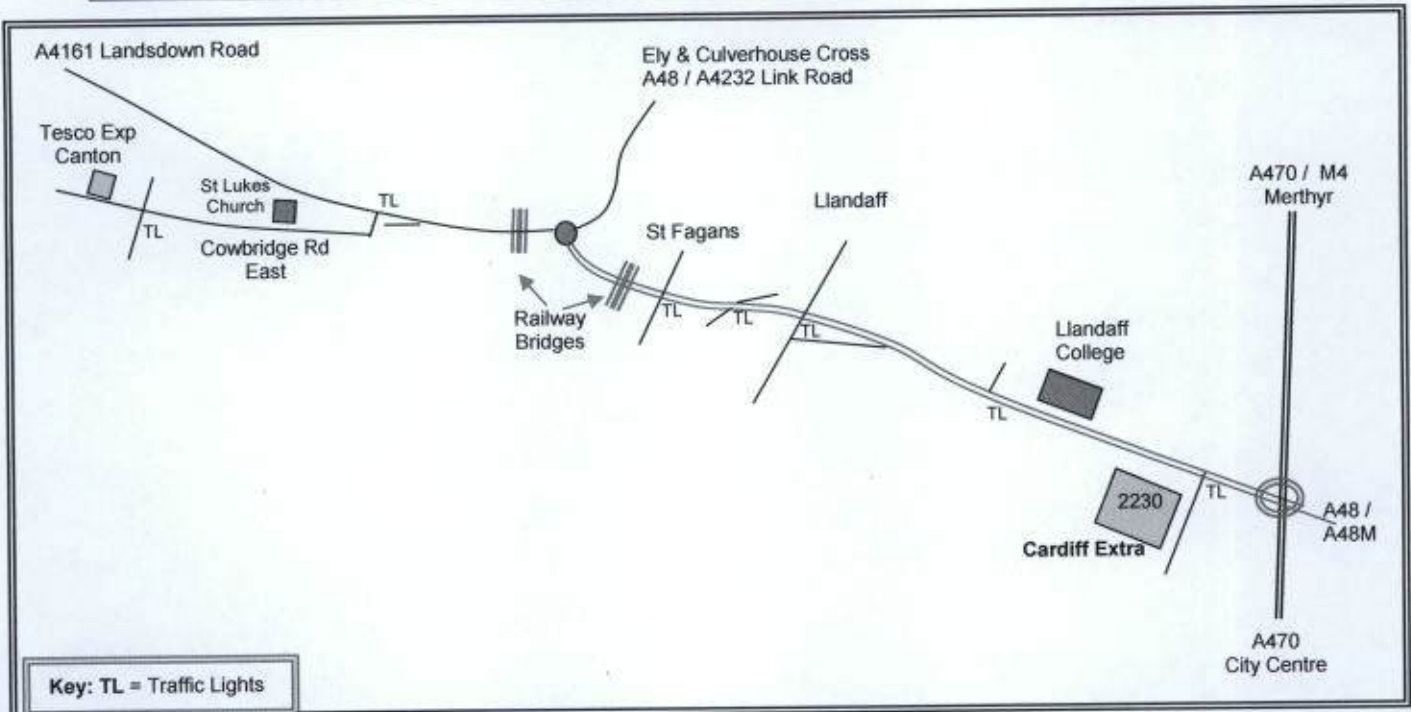
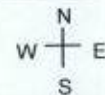
- NO deliveries before 07:00 - Good neighbour issues
- Noise sensitive area keep noise to an absolute minimum.
- Do NOT reverse without supervision.

STORE DELIVERY RISK ASSESSMENT RECORD MANOEUVRING RISK / DIFFICULTY OF MANOEUVRE

Category ~~Low~~ / ~~Medium~~ / High (delete as appropriate)

ALL ROADSIGNS AND WEIGHT RESTRICTIONS MUST BE ADHERED TO.

STORE NAME & NUMBER	5436 Canton Express Cardiff	DATE:	15 th September 2008
ADDRESS	Tesco Store, 425-427, Cowbridge Road East, Cardiff. CF5 1JG		
PHONE NO:	02920 397699	MAX TRAILER SIZE:	10Mtr
		TYPE OF DELIVERY:	Tail-Lift
ASSESSED BY:	Bill Teague	REGION:	Wales



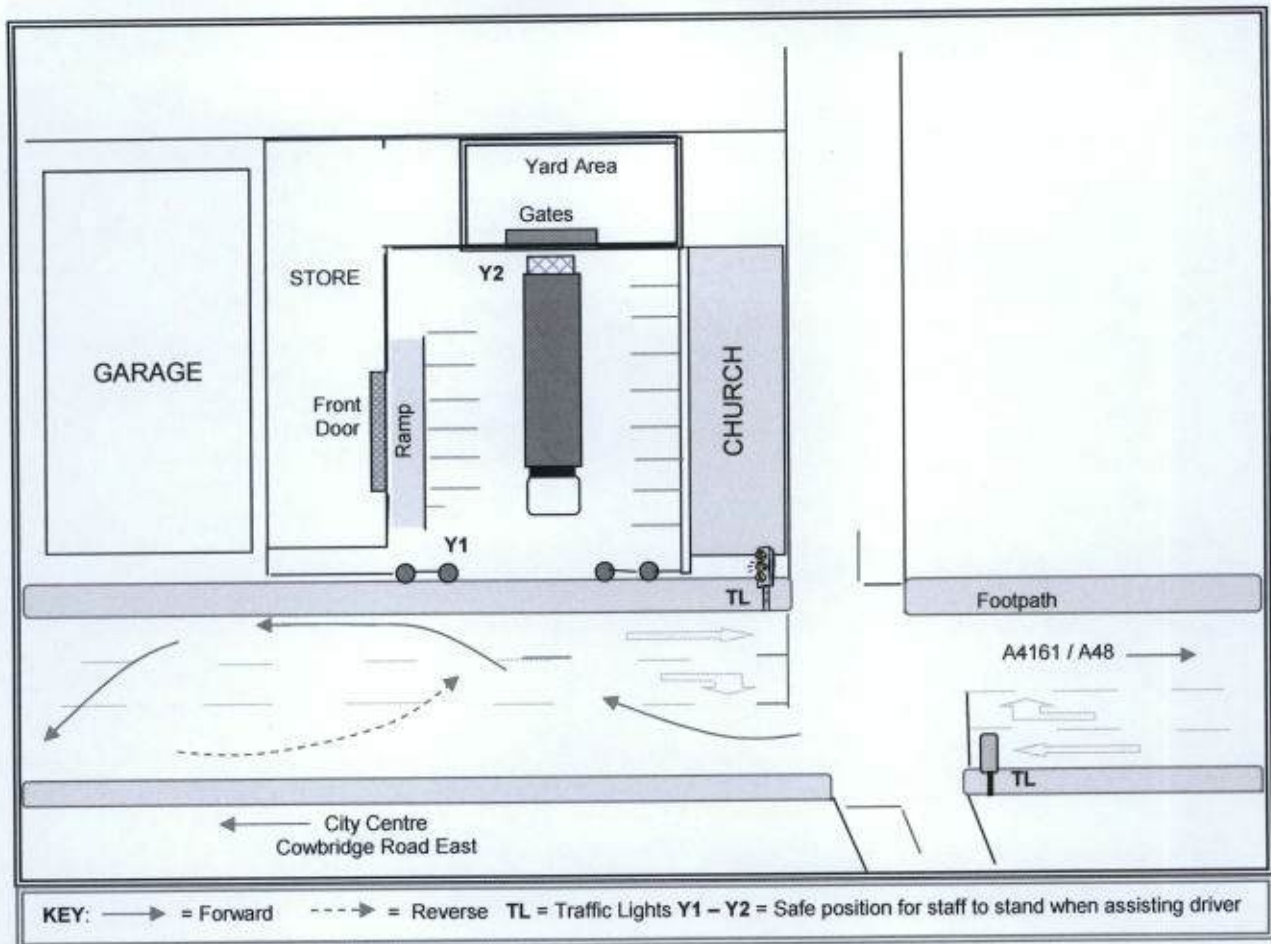
DIRECTIONS TO STORE

From the A48M:

- Exit the **M4** at junction (29) **keep LEFT** and continue along the **A48M** towards **Cardiff**.
- The motorway will change from the **A48M** into the **A48** dual carriageway.
- Continue along the dual carriageway for approximately 11km passing through all of the traffic lights until you go under a **railway bridge** and reach a **roundabout**.
- At the roundabout **turn left** onto the **A4161** for **City Centre**. (you will pass under another railway bridge.)
- At the traffic lights **turn LEFT** onto Cowbridge Road East.
- Continue along this road and you will see the **store on your right** just after the set of traffic lights.
- **Pull over to the right** to enable you to reverse into the access point in the front of the store.

Do NOT reverse without supervision!

FRONT DOOR DELIVERY



SUMMARY OF SIGNIFICANT RISKS AT THIS STORE: (Tick relevant boxes and delete as appropriate)

- Delivery vehicle hitting pedestrian (staff) and (members of the public).
- Delivery vehicle hitting property or structures e.g. (Canopy, Compactors, Walls, buildings).
- Delivery vehicle hitting other vehicles.

CONTROLS/SAFE SYSTEM OF WORK AT THIS STORE:

- Driver Controls:** Driver receives appropriate training
- Driver follows correct vehicle movements as indicated on plan
- DRIVER MUST NOT REVERSE WITHOUT ASSISTANCE**
- DRIVER TO STOP IF THEY LOSE SIGHT OF BACK DOOR PERSON WHEN REVERSING**
- Store Controls:** Store staff receive appropriate training
- Store back door person provides assistance to driver
- Backdoor store person to use standard hand signals whilst remaining in view of driver
- Store back door person wears hi-viz clothing when providing assistance to driver
- Store back door person to warn members of the public of vehicle movement
- Warning signs are displayed
- Store staff are excluded from delivery area while the vehicle is moving
- Back door person to remain in safe area while the vehicle is moving

CONTROL MEASURES MATRIX (Please tick relevant boxes)

1. Do drivers require assistance when manoeuvring/reversing into the delivery yard and/or unloading area?

Y FD BD Go to Q2
 N FD BD Go to Q2

- (D) Driver receives appropriate training.
- (D) Driver follows correct vehicle movements as indicated on plan
- (S) Store staff receives appropriate training
- (S) Store back door person provides assistance to driver
- (S) Backdoor store person to use standard hand signals whilst remaining in view of driver.
- (S) Store back door person wears hi-viz clothing when providing assistance to driver.

2. Are members of public at risk from delivery vehicles?

Y FD BD Go to Q3
 N FD BD Go to Q3

- (D) DRIVER MUST NOT REVERSE WITHOUT ASSISTANCE.
- (D) DRIVER TO STOP IF THEY LOSE SIGHT OF BACK DOOR PERSON WHEN REVERSING
- (S) Store staff receives appropriate training
- (S) Store back door person to warn members of the public of vehicle movement.
- (S) Store back door person to wear hi-viz clothing.
- (S) Warning signs are displayed

3. Are members of staff at risk from being hit by moving delivery vehicles?

Y FD BD Go to Q4
 N FD BD Go to Q4

- (D) DRIVER MUST NOT REVERSE WITHOUT ASSISTANCE.
- (D) DRIVER TO STOP IF THEY LOSE SIGHT OF BACK DOOR PERSON WHEN REVERSING
- (S) Store staff are excluded from delivery area while the vehicle is moving.
- (S) Warning signs are displayed.
- (S) Back door person to remain in safe area while the vehicle is moving.
- (E.g. loading dock, inside store unless stated by position marked Y on the plan)

4. Are there guide markings/wheel guides to guide driver?

Y FD BD Go to Q5
 N FD BD Go to Q5

- (D) Driver to follow guide markings/wheel guides into unloading position.

5. Are there traffic lights to guide driver?

Y FD BD Go to Q6
 N FD BD Go to Q6

- (D) Driver reverses on green, stops on red.
- (S) Traffic lights operated by trained store person to indicate when safe to reverse.

6. Are additional traffic lights required to limit risk to pedestrians / other traffic?

Y FD BD Go to Q6
 N FD BD Go to Q6

Notify Transport Manager and Trading Law and Technical.

COMMENTS:

Risk assessment revised due to route change!

Regional Risk Assessor (Name)	Bill Teague	Store Mgr (Name)	
Signature	WTeague	Signature	As per original copy
Date	15 th September 2008	Date	15 th September 2008
TRADING LAW		Regional Transport Mgr (Name)	
Department		Signature	
Signature		Date	
Date			

ARE THE FOLLOWING WARNING SIGNS TO BE DISPLAYED AT THE STORE

a) Driver:

Ring bell contact store for authorisation before approaching the delivery area

~~YES~~ / NO / NA

b) Driver:

Do not reverse when traffic lights are RED

~~YES~~ / NO / NA

c) Staff:

Danger beware of moving vehicles, do not enter if vehicles are moving in the yard

~~YES~~ / NO / NA

d) Public:

Danger Lorries!

~~YES~~ / NO / NA

e) Public:

YES / ~~NO~~ / NA

Danger vehicles unloading (portable sign)

RISK ASSESSMENT CATEGORY FOR MANOEUVRING VEHICLES

Category: **LOW RISK** – No reversing, or reverse is in enclosed secure area (no pedestrians)

Category: **MEDIUM RISK** – Reversing in safe area, with no public access

Category: **HIGH RISK** – Reversing in public/unsecured areas

Store No: 5436 Canton Express Cardiff

Risk Rating FD:
 Risk Rating BD: HIGH
 Risk Rating DD:

LEAVE A COPY OF THIS SHEET WITH THE STORE MANAGER FOR ANY WORK REQUIRED (INDICATED ABOVE) TO BE COMPLETED.

ENGINEERING WORKS	REQUIRED		
	Front Door	Back Door	Double Decker
Signage			
Signage a) Driver: Ring bell contact store for authorisation before approaching the delivery area			
Signage b) Driver: Do not reverse when traffic lights are RED			
Signage c) Staff: Danger beware of moving vehicles, do not enter if vehicles are moving in the yard.			
Signage d) Public: Danger Lorries!			
OTHER WORKS			
Provide guideline markings on yard indicating stop position to driver			
Install traffic lights			
Provide marked delivery point and stop position			
Rectify disrepair to yard			
Provide level/even surface for unloading			
Provide ramp to level vehicle			
Modify air bags to accept DD delivery			
Modify bay buffers			
Remove metal guides.			

HOME DELIVERY VANS	
1) How many home delivery vans can be parked close to the back door?	Nil
2) Are there any other locations within the yard, where DOT com vans can be parked which would not impact on turning circles. How many vehicles and Where?	No
3) Are there any other locations outside yard for Parking, DOT com vans?	No
Please mark DOT com vans on risk assessment form.	
CONTAINERS / MARQUEES	
1) How many containers / marquees are located in the yard? What is the maximum size container/marquee possible to be placed in the yard?	Nil
2) How many Seasonal Containers/ Marquees does the store have (Firework, Turkey etc) + where? Firework containers must be 5 meters away from Store. What are the sizes of the Containers/marquees? (Please mark sizes of Containers/marquees on drawings)	Nil
3) Are there any other locations outside yard for Storage of containers / marquees. (E.g. car parks Etc)	No
Please mark containers on Risk Assessment form.	

Store No: 3246

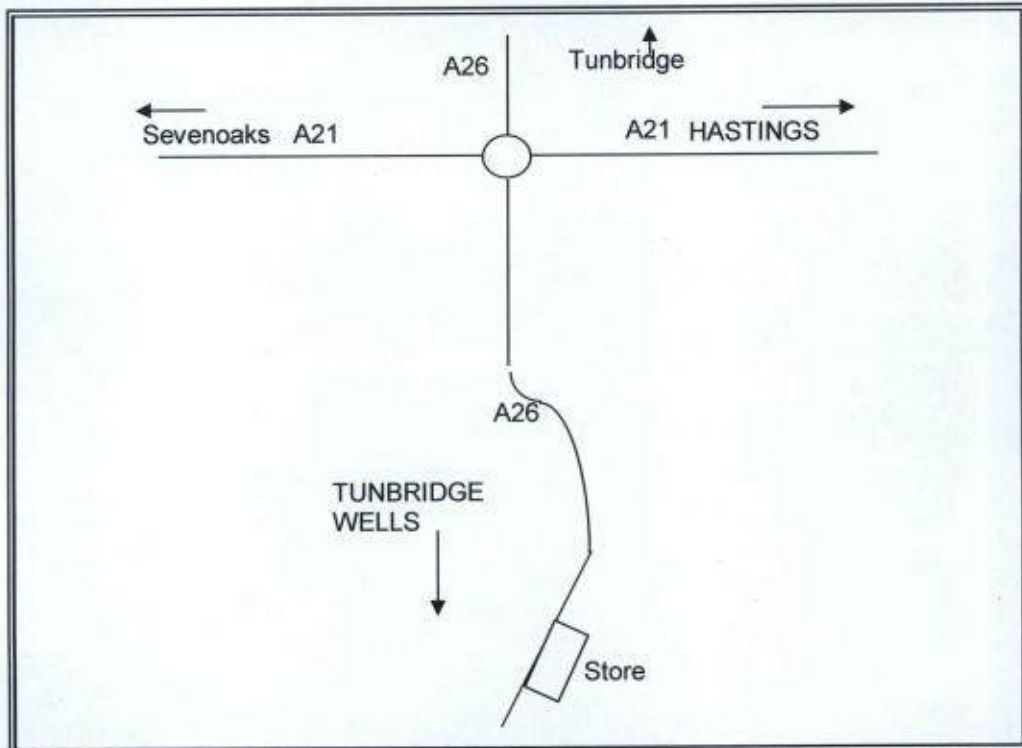
Risk Rating: 3C



STORE DELIVERY RISK ASSESSMENT RECORD

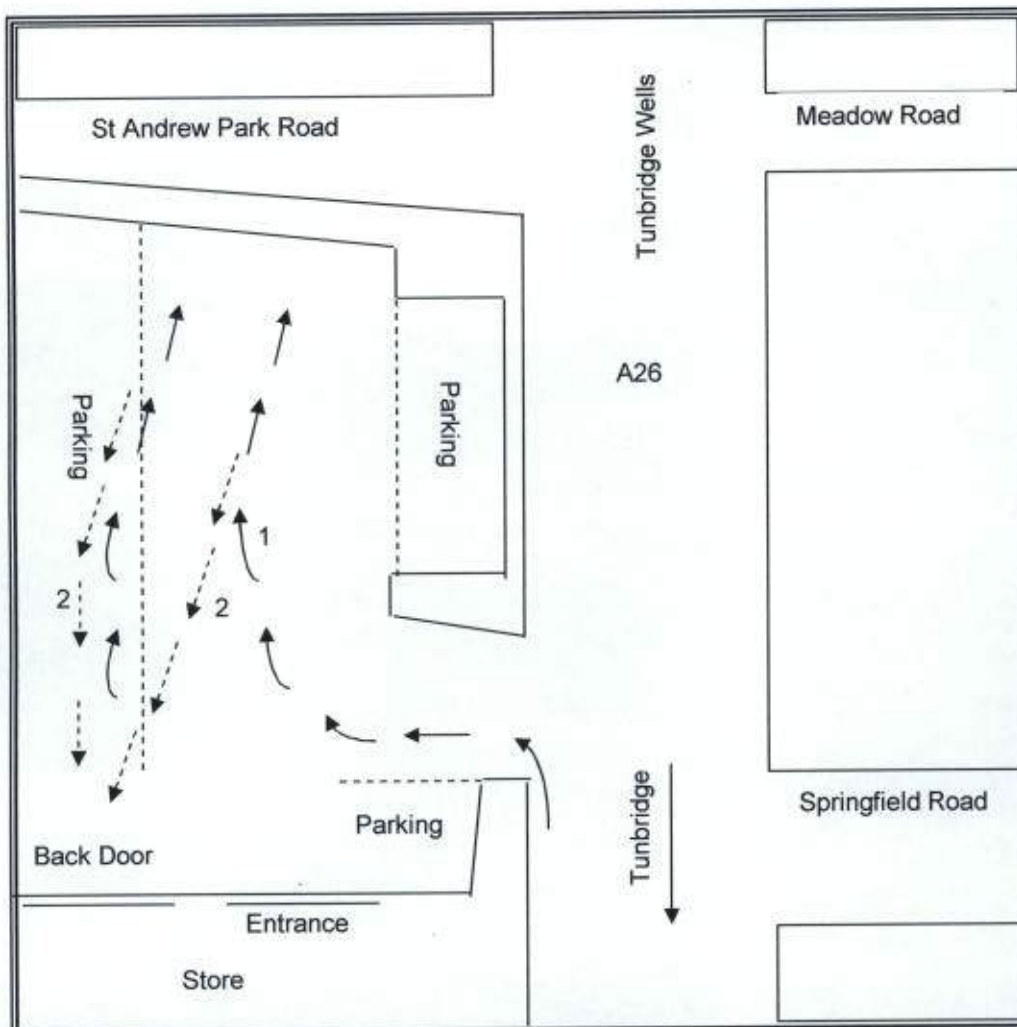
MANOEUVRING RISK = UNLOADING / UPLIFT RISK=
Category 1 or A = low 2 or B = Medium 3 or C = High

STORE NO	3246 Southborough	DATE:	15/03/07
NAME & ADDRESS	79 London Road. Southborough. Tunbridge Wells. Tn4 OPX		
PHONE NO		TRAILER SIZE	10 MTR R/S
ASSESSED BY	Jim Wade	ASSESSING DC	SNODLAND



DIRECTIONS TO STORE

From Snodland take A228 over M20 stay on A228 until Seven Mile Lane roundabout. Pick up A26 Tunbridge go through Tunbridge still on A26 for Tunbridge Wells pass over A21 still heading for TWells A26. The store comes up on the left approx. one and half miles past A26/A21 Junction



Summary of significant risks at this store:

Risk of colliding with: Member of Public/Tesco Employee/Backdoor Checker
 Risk of cage or stock falling/toppling and causing injury to:
 Member of Public/Tesco Employee/Backdoor Checker

Controls/Safe system of work at this store: Training and Instruction. Park in safe position; agree with backdoor checker approach to delivery point. Store to ensure that vehicle manoeuvring area is kept clear at all times. Follow backdoor guide. Backdoor checker to assist driver to manoeuvre, using standard hand signals whilst remaining in view of driver. Backdoor checker to wear Hi-Viz. clothing. Backdoor checker to warn members of public of vehicle movement and wear Hi-Viz. clothing. Backdoor checker to exclude all staff from the area when vehicles are moving. Two-trained store persons to unload ALL tail lift deliveries. Backdoor checker to exclude members of staff from unloading area during unloading. Use tail lift side guards, backdoor checker to exclude public from unloading/loading area. Danger unloading sign to be displayed.

Driver Issues:

STOP!! If you lose sight of any pedestrians whilst manoeuvring.
10M REAR STEER TO BE USED BEFORE 6.30AM.
DELIVERIES AFTER 8.30AM 8M REAR STEER ONLY.

- I. - **RISK ASSESSMENT FOR MANOEUVRING VEHICLES**
- RISK OF REVERSING VEHICLE RUNNING OR KNOCKING A PERSON OVER
- RISK OF MANOEUVRING VEHICLE TRAPPING A PERSON

CONTROL MEASURES MATRIX

1. Do drivers require assistance when manoeuvring/reversing into the delivery yard and/or unloading area?

Y Go to Q2

N Go to Q2

Training and instruction for staff.
Backdoor checker to assist driver to manoeuvre, using standard hand signals whilst remaining in view of driver. Backdoor checker to wear Hi-Viz clothing. Signage a).

2. Are members of public at risk from delivery vehicles?

Y Go to Q3

N Go to Q3

Backdoor checker to warn members of public of vehicle movement and wear Hi-Viz clothing. Signage d). Training and instruction for staff.

3. Are members of staff at risk from delivery vehicles?

Y Go to Q4

N Go to Q4

Backdoor checker to exclude all staff from the area when vehicles are moving. Signage c). Training and instruction for staff.

4. Can the backdoor checker be trapped by manoeuvring vehicle?

Y Go to Q5

N Go to Q5

Backdoor checker to remain in safe area while vehicle manoeuvres. (e.g. loading dock, inside store). Training and instruction for staff.

5. Are there guide markings/wheel guides to guide driver?

Y Go to Q6

N Go to Q6

Training and instruction for staff.
Backdoor checker to remain in safe area while vehicle manoeuvres. (e.g. loading dock, inside store).
Driver to follow guide markings/wheel guides into unloading position.

Backdoor checker to guide driver into position using standard hand signals whilst remaining in view of driver at all times.
Provide guideline markings on yard indicating stop position to driver. (Request on page 6).

6. Are there traffic lights to guide driver?

Y Go to Q7

N Go to Q7

Traffic lights operated by trained store person to indicate when safe to reverse to driver. Driver reverse on green, stop on red. Signage b).
Training and instruction for staff.

7. Are traffic lights in addition to guidelines required to limit risk to backdoor checker?

Y

N

Backdoor checker to remain in safe area while vehicle manoeuvres, (e.g. loading dock, inside store) request traffic lights on page 6.

RISK RATING (1, 2 or 3): 3

- II. - **RISK ASSESSMENT FOR UNLOADING/UPLIFT OPERATIONS**
- RISK OF CAGE OR STOCK FALLING FROM A HEIGHT AND CAUSING INJURY
 - RISK OF CAGE OR STOCK TOPPLING FROM TAIL LIFT OR YARD SURFACE CAUSING INJURY

CONTROL MEASURES MATRIX

1. Is a dock leveller or scissor lift of standard design and layout used to unload every time?

Y		Go to Q3
---	--	----------

Follow backdoor guide.

N	√	Go to Q2
---	---	----------

2. Does the store receive deliveries on a loading bank?

Y		Go to Q3
---	--	----------

Follow backdoor guide. Training and instruction for staff.
Use correct bridging plate.

N	√	Go to Q3
---	---	----------

3. Does the store receive tail lift deliveries or uplifts?

Y	√	Go to Q4
---	---	----------

Follow backdoor guide. Training and instruction for staff.
Two trained store persons to unload ALL tail lift deliveries.
Backdoor checker to exclude members of staff from unloading area during unloading.

N		Go to Q6
---	--	----------

4. Does the store receive tail lift deliveries/uplifts in an area which public may have access to?

Y	√	Go to Q5
---	---	----------

Use tail lift side guards, backdoor checker to exclude public from unloading/loading area. Signage e).
Danger unloading sign to be displayed.
Training and instruction for staff.

N		Go to Q5
---	--	----------

5. Is unloading from the side of a tail lift?

Y		Go to Q6
---	--	----------

Use correct side tail lift bridging plate.
Training and instruction for staff.

N	√	Go to Q6
---	---	----------

6. Does the delivery operation involve a slope?

Y		Go to Q7
---	--	----------

Use vehicle air suspension to level slope.
Use chocks to prevent uncontrolled cage movement.
If severe, two store persons required to unload.
Training and instruction for staff.

N	√	Go to Q7
---	---	----------

7. Is the unloading area uneven or pot holed?

Y		Go to Q8
---	--	----------

Two store persons required to unload/secure the load.
Rectify disrepair to yard (report on page 6).
Provide level/even surface for unloading (report on page 6).
Training and instruction for staff

N	√	Go to Q8
---	---	----------

8. Is there an adverse camber?

Y		Go to Q9
---	--	----------

Use tail lift side guards for tail lift deliveries.
 Training and instruction for staff.
 (Two store persons required to load/unload)
 In exceptional circumstances request ramp to level lorry in
 unloading area (request on page 6)

N	√	Go to Q9
---	---	----------

No action required.

9. Is the scissor lift of non-conforming design and layout e.g. mobile scissor lift, which may cause unloading risks to staff or public?

Y		
---	--	--

Exclude pedestrians from the area.
 Training and instruction for staff.

N	√	
---	---	--

COMMENTS:

This is quite a small area to manoeuvre in. The backdoor checker must oversee pedestrians not entering the forecourt when vehicle is manoeuvring. Driver to ensure checker is there before manoeuvring
 RA amended by Jim Wade 15/03/07 to change to r/s

RISK RATING (A, B OR C):C**RISK ASSESSMENT COMPLETED BY (NAME):** JIM WADE**JOB TITLE:** DRIVER/STORE RISK ASSESSOR**LOCATION:** SNODLAND**ASSESSORS SIGNATURE:****TLTM NAME:****SIGNATURE:****OVERALL RISK RATING (1-3 and A-C):**3C**SIGNAGE TO BE POSITIONED AT THE STORE****a) Driver:***Ring bell contact store for authorisation before approaching the delivery area***b) Driver:***Do not reverse when traffic lights are RED***c) Staff:***Danger beware of moving vehicles, do not enter if vehicles are moving in the yard***d) Public:***Danger Lorries!***e) Public:***Danger vehicles unloading (portable sign)*

STORE CATEGORIES

I. RISK ASSESSMENT CATEGORY FOR MANOEUVRING VEHICLES

Category 1: *LOW SIGNIFICANT RISK* – no reversing, or reverse is in enclosed secure area (no pedestrians)

Category 2: *MEDIUM RISK* – reversing in safe area, with no public access

Category 3: *HIGH RISK* – reversing in public/unsecured areas

II. RISK ASSESSMENT CATEGORY FOR UNLOADING/UPLIFT OPERATIONS

Category A: *LOW RISK* – no significant risk to staff or public – no public access

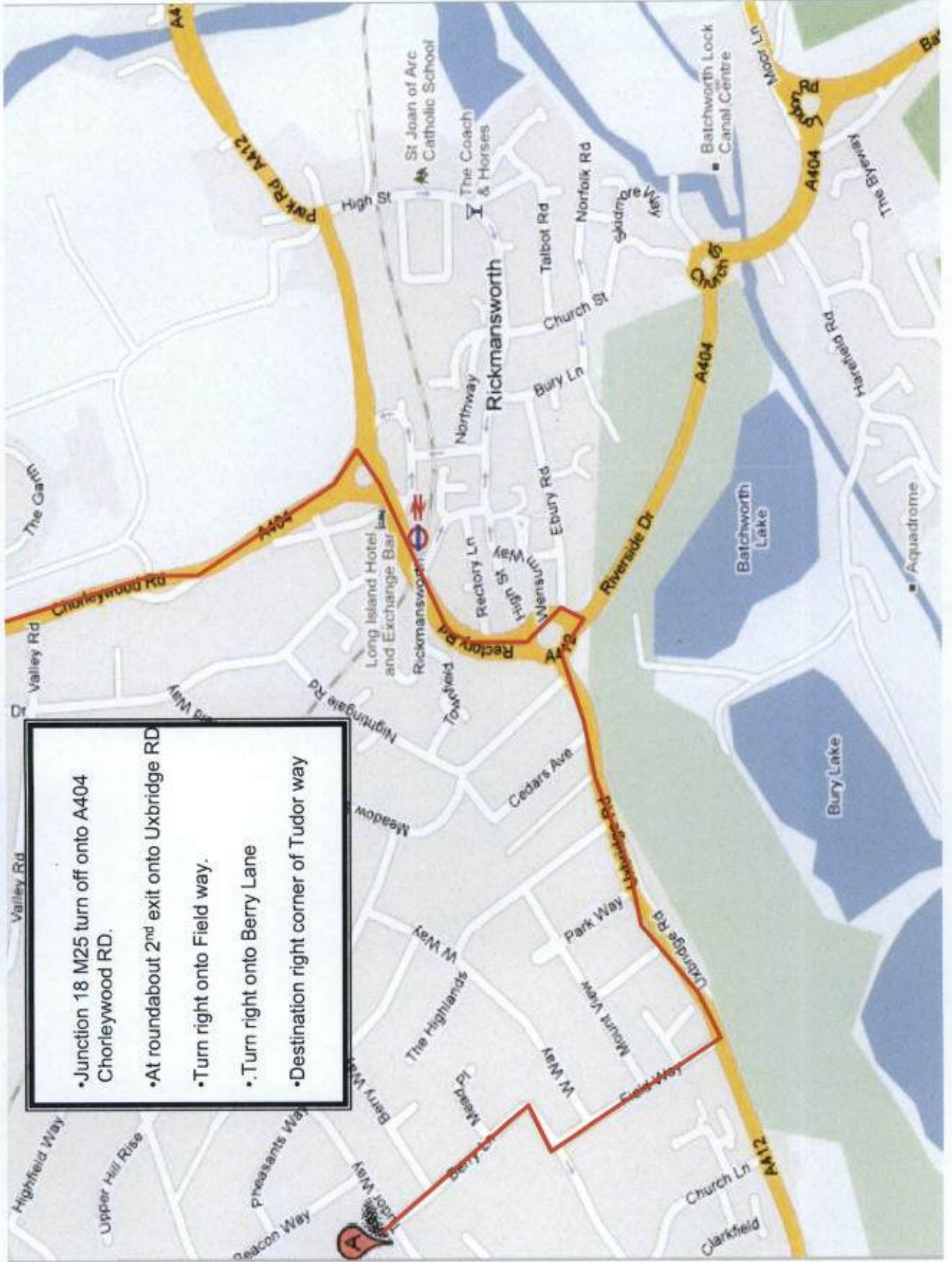
Category B: *MEDIUM RISK* – no significant risk to public, risk to staff – no public access

Category C: *HIGH RISK* – risk to public and/or staff – public access to unloading area

ENGINEERING WORKS	REQUIRED
Signage a) Driver: Ring bell contact store for authorisation before approaching the delivery area	
Signage b) Driver: Do not reverse when traffic lights are RED	
Signage c) Staff: Danger beware of moving vehicles, do not enter if vehicles are moving in the yard	
Signage d) Public: Danger Lorries!	√
Provide guideline markings on yard indicating stop position to driver	
Install traffic lights	
Provide marked delivery point and stop position	
Rectify disrepair to yard	
Provide level/even surface for unloading	
Provide ramp to level vehicle	

Directions for deliveries from Junction 18 M25

- Junction 18 M25 turn off onto A404 Chorleywood RD.
- At roundabout 2nd exit onto Uxbridge RD
- Turn right onto Field way.
- Turn right onto Berry Lane
- Destination right corner of Tudor way



Lamp post Signage Design

450mm



450mm



- 30no Straight Signs
- 5no Right Hand Signs