

**PLAN OF MANAGEMENT FOR DELIVERY TRUCKS  
ALDI BALGOWLAH  
22-26 ROSEBERRY STREET, BALGOWLAH (LOT 10 DP 1233834)**

**JULY 2018**

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## **1.0 INTRODUCTION**

This Plan of Management (POM) has been prepared by Milestone (AUST) Pty Limited (Milestone) on behalf of ALDI (A Limited Partnership) (ALDI) to accompany a Section 4.55(2) Modification Application. This POM has been prepared with consideration to the Manly Development Control Plan 2013 and revised Noise Assessment Report prepared by Wilkinson Murray Pty Limited dated June 2018.

## **2.0 OPERATIONAL DETAILS**

### **2.1 Delivery Hours**

The proposed delivery hours for the ALDI Store at 22-26 Roseberry Street, Balgowlah are as follows:

*Condition No. 59A*

*Deliveries shall occur during the following hours:*

*Monday-Sunday including Public Holidays 24 hours"*

*Reason: To minimise disruption to neighbouring properties.*

*Condition No. 59B*

*Delivery vehicles over 6m in length must approach and depart the site using Condamine Street and enter and exit Roseberry Street to/from Kenneth Road or Hayes Street. Use of Balgowlah Road or Kenneth Road (east of Roseberry Street) to be avoided.*

*Reason: To minimise impacts upon residential premises in Balgowlah Road & Kenneth Street.*

### **2.2 Location and Delivery Vehicle Access**

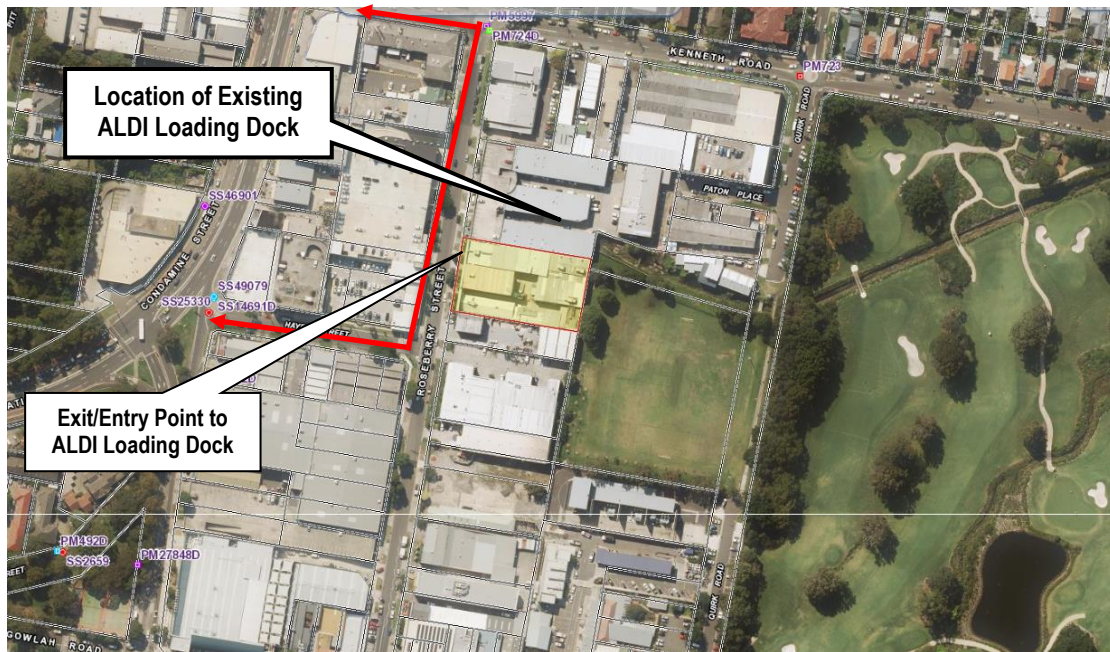
The ALDI loading dock is located at the rear (eastern side) of the site and is accessed via an entry/exit vehicle access point on Roseberry Street. This access point will be utilised by both customer and ALDI service vehicles. The access to the loading dock will be restricted by a boom gate operable only by ALDI staff and authorised contractors. A separate loading bay for the specialty retail tenancy is located at the rear of the tenancy within the at-grade undercover car park.

All loading and unloading to the ALDI Store will be carried out in the loading bay located at the rear of the building. Delivery trucks access the ALDI Store loading dock via Kenneth Road and Hayes Street, before entering the building from Roseberry Street.

### **2.3 Number and Type of Deliveries per day**

The ALDI Store will have up to 2-4 deliveries each day comprising up to three ALDI-owned 15.6m truck deliveries and two (2) deliveries from independent bread providers, using either a small truck or van typically having a maximum length of 12.5 metres to the existing approved ALDI Store loading dock area.

Only one ALDI Store delivery truck will service the ALDI loading dock at any one time.



**Figure 1: Site Location with ALDI delivery route in red**  
**Source: SIX Maps, 2018**

## 2.4 Delivery Procedure

The proposed delivery procedure to the ALDI loading dock area is as follows:

- All ALDI trucks over 6m are to access the site via Hayes Street and Kenneth Road west of Roseberry Street only (refer to **Figure 1**). ALDI trucks over 6m are not permitted to use Balgowlah Road.
- ALDI delivery vehicle enters the site from Roseberry Street and drives to the ALDI loading dock area at the rear of the building through a boom gate.
- The truck turntable rotates the delivery vehicle into the ALDI loading dock and truck unloading commences (approximately 45 minutes).
- The truck turntable manoeuvres the delivery vehicle in a forward direction and the delivery vehicle departs the site via Roseberry Street.

ALDI has developed and implemented the following delivery procedures to control noise and other emissions from deliveries to the ALDI Balgowlah Store:

- ALDI drivers will be informed of the specific access route for the ALDI Balgowlah Store by ALDI Management.
- All drivers are contracted on condition that they comply with ALDI standards of behaviour, performance and appearance, including the control of noise and other emissions and consideration of others.
- The delivery vehicle will comply with RMS regulations and are fitted with rear-facing video monitoring systems to provide full views of reversing and docking procedures. This eliminates the requirement for reversing alarms.
- All trailer refrigeration equipment complies with State noise regulations and can be switched off by the driver when entering the site in order to reduce noise emissions.
- The delivery vehicle is rotated on the truck turn table and then backed up to the store loading dock bay and fills the entire dock opening. All loading and unloading is carried out directly from the rear of the truck trailer onto the loading dock landing, and pallet movements are not visible from any public areas. Any offloading noise is minimised by the close fit of the truck trailer into the dock opening.

## 2.5 Management of ALDI Delivery Vehicles and ALDI Loading Dock

The ALDI Store is a key retail tenant of the site and is the only tenant within the building using the loading dock bay at rear (the specialty retail tenancy has a separate loading bay). All delivery vehicles are company controlled and delivery vehicle movements are tracked and monitored by ALDI using a GPS tracking system. The ALDI Store

Manager coordinates all deliveries to the ALDI Store and will ensure strict adherence to the delivery schedule. All ALDI delivery personnel are thoroughly trained on the equipment used, store locations and access.

After a delivery, the loading dock vehicle driveway will be secured by the boom gate to prevent customer vehicle access.

## **2.6 Noise Mitigation Measures**

In addition to the above procedures, the following management procedures are proposed to ensure that any noise from deliveries is minimised, as recommended by the revised Noise Assessment Report prepared by Wilkinson Murray Pty Limited dated June 2018:

- No reversing alarms will be used on site (only rear view cameras will be used);
- Ongoing training for drivers and store personnel to minimise noise generated; and
- Drivers will be advised to avoid compression braking in the vicinity of nearby residences.

Council can impose as a condition on any development consent the implementation of the above mitigation measures in addition to the existing Condition 59 (6WM02) of Notice of Determination No. 300/2016 restricting offensive noise.

## **2.7 Noise Complaint Management**

To ensure the amenity of the local area is maintained ALDI will strictly conduct deliveries to the ALDI Store at Balgowlah in accordance with the conditions of the Development Consent DA No. 300/2016 (as modified). ALDI's Customer Service Department (CSD) is responsible for registering any complaints received via phone and the ALDI website form and allocating the complaint for action by the relevant ALDI Staff. The ALDI CSD operates Monday to Saturday during typical business hours to take calls from the public. On Sundays, the public can contact the CSD via ALDI's online website form.

Complaints from the public can be made via phone on ALDI's Customer Service Phone Number (13 25 34) and via the Customer Service Contact Form on the ALDI website (<https://www.customerservice.aldi.com.au/>). If complaints are made outside of normal business hours, the CSD will typically respond within 48 hours to advise the complainant that their complaint is being investigated and a further response will be provided.

Any complaints from the public regarding noise from delivery trucks will be forwarded by the CSD to the relevant Area Manager for initial review and then marked for action by the ALDI Logistics Team and Property Manager if required. Following a review, ALDI's Logistics Team in consultation with the Area Manager and Property Manager (if required) will respond to the complainant and outline any actions to address the complaint.

Northern Beaches Council Officers will also be able to contact ALDI in accordance with the above methods as well as visiting the ALDI Store in-person.

## **MILESTONE (AUST) PTY LIMITED**