LIDL GREAT BRITAIN LIMITED
LIDL FOODSTORE
DOWNLANDS RETAIL PARK, WORTHING

SERVICE MANAGEMENT PLAN

OCTOBER 2023



the journey is the reward

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Report Reference:	**SMP_OCT-23_FINAL_01**
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Prepared by:	**RB**
Approved by:	**HI**
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1.1 This Service Management Plan (SMP) has been prepared in respect of the new Lidl store at the Downlands Retail Park in Worthing (Worthing Borough Council planning reference AWDM/2026/22).

1.2 Condition 8 of the associated decision notice states:

"No part of the retail store hereby approved shall be first occupied until such time as until a Servicing Management Plan for has been submitted to and approved in writing by the Local Planning Authority. This shall set out the arrangements for the loading and unloading of deliveries, in terms of location and frequency, and set out arrangements for the collection of refuse. Once occupied the use shall be carried out only in accordance with the approved Plan."

1.3 Consequently, this SMP has been prepared to satisfy Condition 8 and is applicable to Lidl delivery operations.

1.4 Compliance and implementation of the SMP will be monitored by the associated store manager and regional / head office management team as appropriate, with regular training undertaken with delivery drivers and staff members as and when required.

1.5 Periodic reviews of the SMP will be undertaken, ensuring details outlined herein remain correct and relevant.

Delivery Vehicles

1.6 Lidl primarily use 16.5m articulated vehicles for undertaking deliveries.

1.7 Initial delivery information provided by Lidl indicates that the store would generate on average up to 3 deliveries per day over the week.

1.8 During busier seasonal periods, such as Christmas, delivery numbers could potentially increase by around 1 additional delivery per day on average.

1.9 Lidl store deliveries include all frozen, chilled and ambient goods, with store waste / recycling being returned to the distribution centre via the same delivery vehicle on the return journey.

1.10 Lidl's logistics team will manage store delivery schedules to ensure that no more than one vehicle is onsite at any one time.

Delivery Area

1.11 Delivery vehicle unloading / loading is undertaken to the rear (north) of the unit, accessed from the existing service yard serving the Lidl store and adjacent units and designed to accommodate a 16.5m articulated vehicle.

1.12 Lidl will ensure delivery drivers are advised that vehicle manoeuvring is undertaken within the service yard area and not from the highway. In addition, appropriate signage will be provided to ensure that the loading area remains clear of non-authorised vehicles.

1.13 Delivery vehicles will be fitted with tail lifts and goods transferred between the vehicles and associated unit warehouse areas via truck / trolley, with level access provided between the delivery vehicle parking area and the units to facilitate this.

Delivery Times

1.14 Based upon it being understood that there are no delivery timing restrictions specified, it is envisaged that a majority of deliveries to the Lidl foodstore would be undertaken overnight / outside of store opening times.

1.15 Planned delivery times are generally static but can vary slightly from time to time based on product volumes, operational issues etc., although Lidl will endeavour to undertake deliveries outside of the busiest local highway peak periods to minimise potential impact upon the local highway network where feasible.

1.16 Once docked, delivery vehicles typically stay onsite for between 30 - 60 minutes to facilitate unloading of goods and loading of any waste / recycling before departing.

Unit Delivery Coordination

1.17 Based upon potential interaction between delivery vehicles servicing the Lidl store and adjacent units there is a requirement for unit delivery vehicle timings to be coordinated to minimise potential disruption and delay.

1.18 Associated typical delivery timings would be discussed and agreed between unit operators' logistics and management teams to ensure a smooth delivery timetable or respond to seasonal demand / unforeseen circumstances.

Manoeuvring within the Site

1.19 Due to its constrained nature, delivery and servicing vehicles will travel at low speeds within the service yard with suitable lighting provided to ensure good visibility.

1.20 Swept path analysis showing a Lidl delivery vehicle manoeuvring within the site to access / egress the store delivery loading area is attached at **Appendix A**.

Offsite Routing of Vehicles

1.21 Dedicated delivery vehicle access to the retail park service yard is provided via a simple priority junction from Lyons Way along the western boundary of the site, which forms a signalised junction arrangement with the A27 to the south.

1.22 It is currently envisaged that the Lidl foodstore will be served by the Lidl Southampton Regional Distribution Centre (RDC) at Foxes Park, Brownhill Way, Southampton SO16 0AW.

1.23 It is noted that to optimise logistic operations, Lidl delivery vehicles typically serve multiple stores within the same geographical area on a single journey to ensure both efficiency of operation and sustainability of the business.

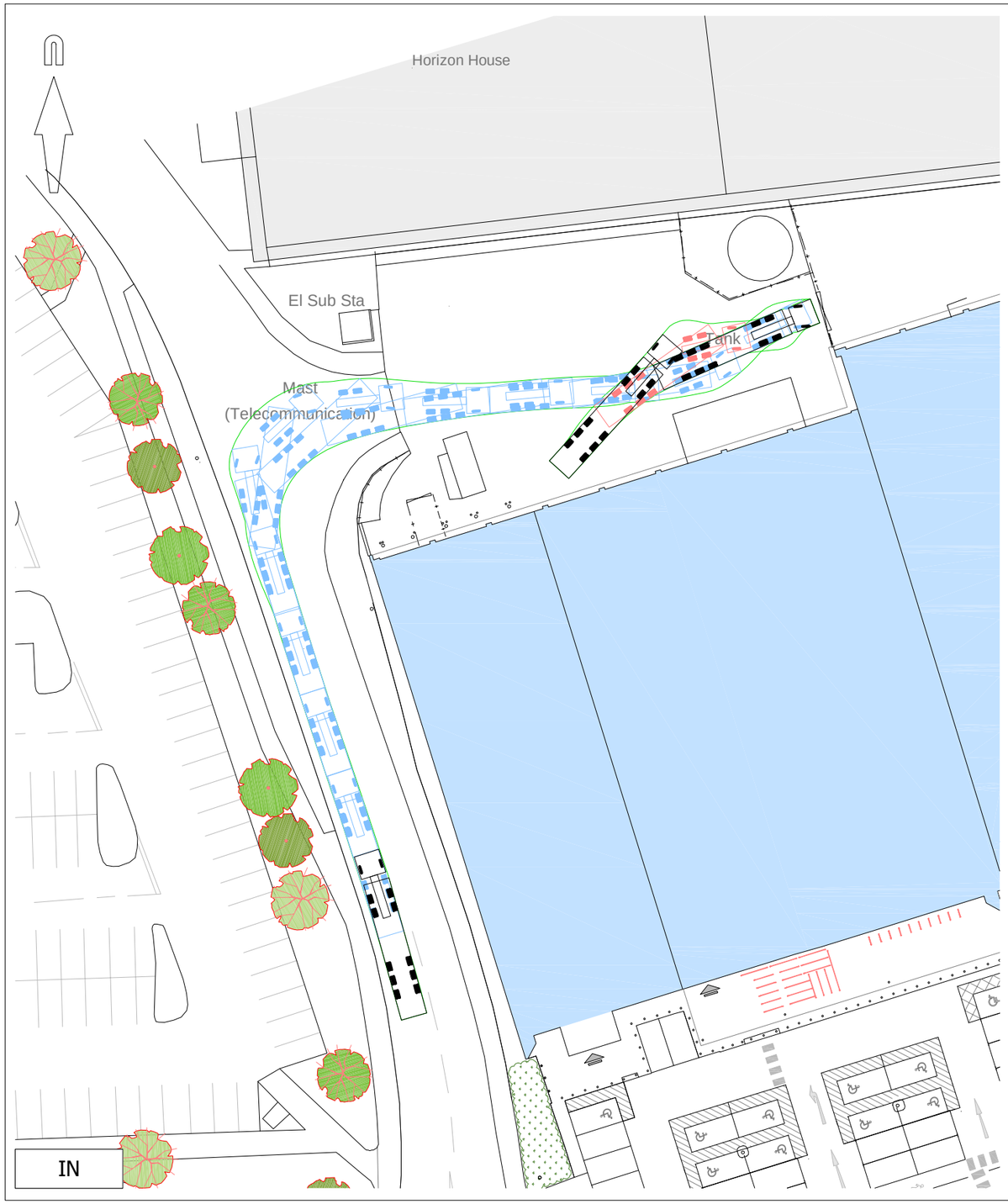
1.24 Based upon the store location in relation to the RDC and alternative Lidl store locations within the local area, it is envisaged that deliveries will approach / depart the site via the A27, which forms part of the strategic highway network and in turn provides suitable access to destinations wider afield.

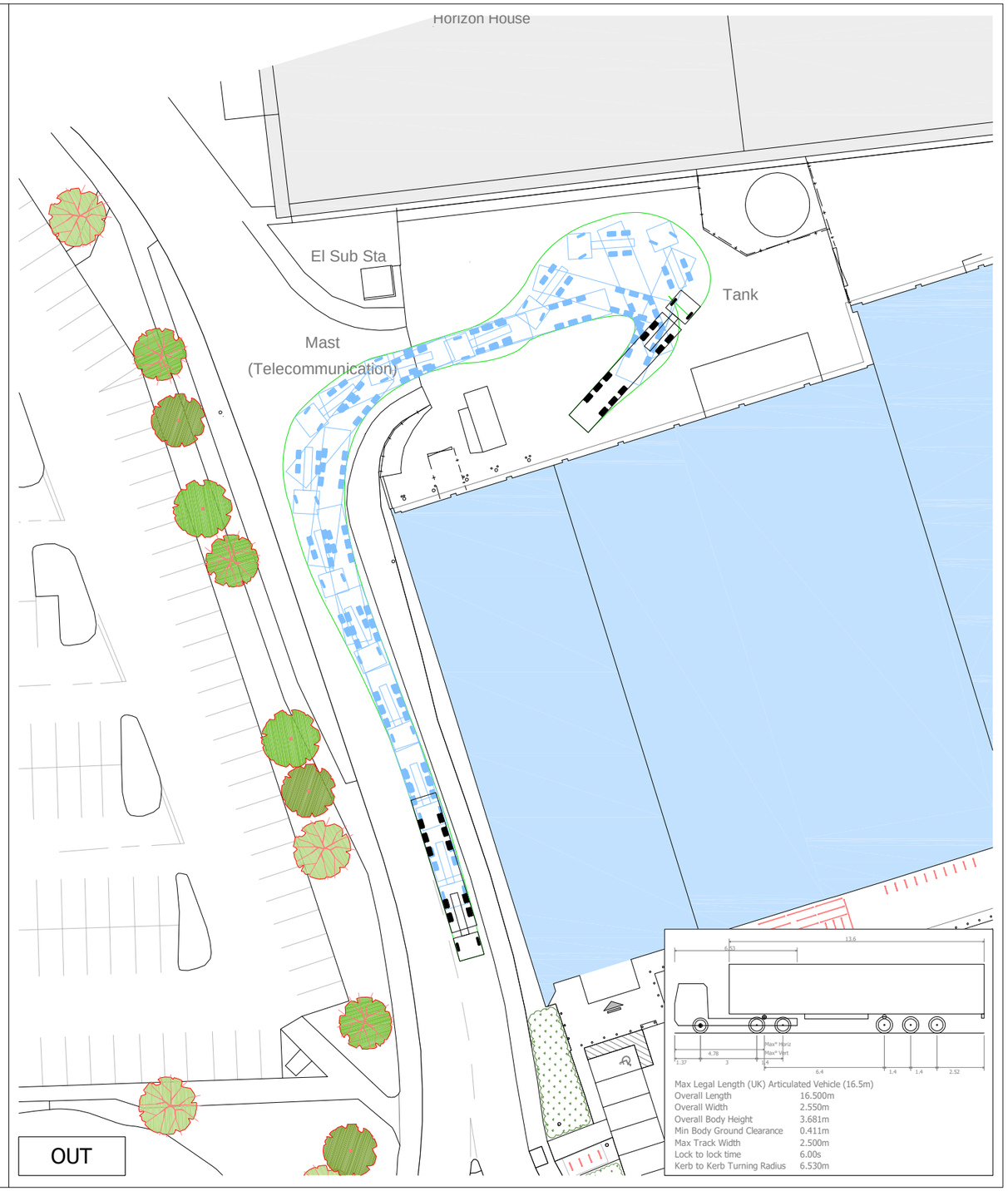
Considerate Behaviour

1.25 In addition to the management of delivery numbers and scheduling, mitigation measures will be in place to minimise potential impact upon nearby residents / premises, including:

- When / where appropriate vehicle reversing ‘audible warning’ and on-board vehicle refrigeration units to be switched off;
- No idling while waiting or loading / unloading;
- At all times, deliveries to be undertaken with minimal noise in terms of vehicle manoeuvring, engine noise (“revving”), gear changes and application of brakes, and moving goods to/from the vehicle; and
- Vehicle headlights and radio switched off when parked in the delivery bay.

APPENDIX A: HGV Tracking Plan





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client
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project
LIDL FOODSTORE
DOWNLANDS RETAIL PARK, WORTHING

title
SWEPT PATH ANALYSIS
DELIVERY VEHICLE ACCESSING
LIDL LOADING BAY

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