Our ref: NIA/8204/18/8129/v1/Lidl/Capitol Park, Barnsley

15th November 2018

Mr Matt Grafton
SolarFrame Ltd
Davey Road
Goldthorpe
Rotherham
South Yorkshire S63 0JF

cc. Miranda Bell, Commercial Development Projects Limited

Dear Mr Grafton

SERVICE YARD NOISE MANAGEMENT PLAN
UNIT B, CAPITOL PARK, DODWORTH, BARNSLEY

1.00 INTRODUCTION

1.01 Environmental Noise Solutions Ltd (ENS) has been commissioned by Commercial Development Projects Limited on behalf of SolarFrame Ltd to provide a Service Yard Noise Management Plan (NMP) for a proposed commercial / industrial unit at Capitol Park in Dodworth, Barnsley.

1.02 The NMP has been requested to address Condition 15 of the outline planning approval (ref: 2016/0713) which states:

'Prior to occupation of the building, a noise and traffic management plan for the Service Yards shall be submitted to and approved in writing by the Local Planning Authority. This should consider noise generated from deliveries, loading/unloading activities, along with general service yard activities, and consideration of any mitigation measures required. The development shall be carried out in accordance with the approved details, which shall be retained and adhered to at all times.'

1.03 The NMP, presented in Appendix 1, has been prepared for Commercial Development Projects Limited and SolarFrame Ltd for the sole purpose described above and no extended duty of care to any third party is implied or offered. Third parties making reference to the report should consult Commercial Development Projects Limited and SolarFrame Ltd and ENS as to the extent to which the findings may be appropriate for their use.

I trust the foregoing is sufficient for your needs. Should you have any queries regarding the above, please do not hesitate to contact me.

Yours sincerely

Chris Parker MIOA
Environmental Noise Solutions Limited

Appendix 1

Service Yard Noise Management Plan (NMP)
Unit B, Capitol Park, Dodworth, Barnsley

NMP Management

- Ownership of the NMP lies with the General Manager.
  The General Manager will be responsible for the monitoring of the procedures specified and ensuring their continued compliance.
- In instances of potential non-compliance, steps will be taken by the General Manager to ensure that the incident is recorded and the correct procedures put in place.
- Regular training will be provided by the General Manager (or a member of the Management Team) to Drivers and General Staff to ensure that the NMP is adhered to at all times.
- The General Manager will undertake unannounced checks on an ad hoc basis to ensure that the NMP is being adhered to at all times.
- In instances of potential non-compliance, steps will be taken by the General Manager to ensure that the incident is recorded and the correct procedures put in place.
- The instructions set out below for the Duty Manager, Drivers and General Staff will be explained, provided on laminated sheets for regular usage and erected on staff notice boards.

Instructions for Duty Management

- Deliveries are to be scheduled and agreed with drivers to reduce to a minimum the time taken to deliver goods and therefore limit potential for noise impact.
- Where possible, restrict working operations within the service yard between 23:00 – 07:00 hrs Monday to Sunday.
- Where possible, restrict the operation of reversing vehicle alarms (e.g. by the permitted use of broad band ‘white noise’ alarms rather than traditional mid-frequency ‘beep’ tone alarms) between 23:00 – 07:00 hrs Monday to Sunday.
- Delivery doors, gates and shutters are to be well maintained to minimise noise when opening /closing.
- Switch off any external public address systems between 23:00 – 07:00 hrs Monday to Sunday.
- Erection of signs in external areas notifying staff and visitors that the area is noise sensitive and there are residents in close proximity to the unit.
- Padlock chains for service yard gates are covered in plastic to reduce clanking noise.
- Minimise the speed of on-site vehicle movements.
- Radios are to be switched off / muted immediately before the service yard doors are opened. They will remain off until service yard doors are closed.
- If a complaint arises, management and employees will follow a set of guidelines which set out how to deal with complaints quickly and effectively and to address any issues raised.
- Complaints from residents (by letter, telephone or in person) should be met with a concerned, polite reply sympathetic to the residents’ concerns. The complaint should be logged and reviewed with Drivers and/or General Staff with a noted action taken.

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Instructions for Drivers

- Deliveries are to be scheduled and agreed with Duty Manager / Delivery Coordinator to reduce to a minimum the time taken to deliver goods and therefore limit potential for noise impact.
- Drivers are to contact the Duty Manager / Delivery Coordinator prior to arrival to ensure service yard gates are open, therefore enabling lorries to enter the service yard without stopping and thus minimising the time taken to pass nearby residential properties. Similarly, gates are to be left open during unloading activities such that lorries do not idle at the gates on departure.
- Delivery vehicles are to be driven around the site in a considerate manner, e.g. speeds kept to a practical minimum and all items properly fastened in order to avoid impulsive noise/rattling from loose material.
- Drivers are to be aware of the effect of noise upon local residents.
- Drivers are to adhere to the site speed limit at all times.
- Lorry cabin radios are to be switched off / muted before arrival.
- Horns are not to be sounded on, or in the vicinity, of the site.
- Engines (and any associated refrigeration equipment, where applicable) are to be turned off as soon as practicable and not left running during deliveries.
- Minimise the frequency of vehicle door opening/closing. Doors are to be closed quietly at all times.
- Tailgate flaps are to be lowered carefully and quietly.
- Drivers are not to engage in shouting, whistling or loud conversation in the service yard.
- Upon completion, vehicles are to be closed up quietly and with due regard to the avoidance of loud, impulsive noise that could disturb neighbouring residents.
- Drivers should avoid over revving and seek to accelerate gently until the vehicle is a reasonable distance from the unit and residential properties.

Instructions for General Staff

- Ensure service yard and loading bays are kept clear of obstructions to enable lorries to manoeuvre easily.
- The delivery point should be ready and accessible before a scheduled delivery to avoid vehicle idling in the service yard.
- Ensure all doors, other than the delivery point at the necessary time, are closed to minimise noise break out.
- Drop heights are to be minimised when loading and unloading vehicles.
- An isolating mat is to be placed under the tail/scissor lift to reduce the noise of the plates on the pavement or the loading bay.
- All employees are to speak in hushed voices when in service yard.
- All employees are to avoid passing over drains and loose paving when moving pallets / cages.
- All employees are to be made aware of the importance of preserving good relations with surrounding neighbours, particularly residential neighbours. All staff therefore will understand and appreciate that noise such as shouting/whistling/loud conversation, or the movement of trolleys/pallets/cages within the service yard, can adversely impact upon the amenity of neighbouring residents and therefore understand why such actions are not permitted.