

Service Yard Management Plan

Introduction

- 1 This Plan has been prepared to demonstrate the practices to be adopted by the amenity restaurant. The management plan will ensure that deliveries and collections made to and from the service yard of the restaurant are conducted in the most considerate and responsible manner.
- 2 The Plan will cover three aspects of the delivery and collection process:
 - (i) The scheduling of Food & Drinks deliveries and Waste/ Waste Recycling Collections;
 - (ii) The Restaurant's responsibilities;
 - (iii) The suppliers'/ driver's responsibilities;
- 3 The Plan will take each of these processes in turn.

i) Scheduling

- 4 The proposed schedule for the restaurant includes periodic food and drinks deliveries throughout the week of the items listed below, together with collections of waste including materials for recycling.

Food and Drinks

- 5 The operator's policy is to use smaller regional and local suppliers, so the food and drinks delivery goods will predominantly arrive in vehicles with a usual maximum gross vehicle weight of 12 tonnes and measuring a maximum of 7.5m long x 2.5m wide x 3.5m high.
- 6 The main fresh and frozen food stock delivery vehicles (including fresh meat) will be controlled multi-temperature and deliver twice during the week and once on a Saturday.
- 7 A separate combined delivery of fresh vegetables, fruit, bread, and milk, will be delivered by a local supplier in smaller vehicles, and because of the need for freshness, these will be delivered more frequently (daily except Sundays).
- 8 The drinks delivery vehicles will deliver twice during the week with no scheduled weekend deliveries.
- 9 Delivery of dry goods and consumables will take place once per week during a weekday.
- 10 In total, therefore, it is envisaged that there will be up to 12 Food and Drinks related deliveries per week with 10 taking place on Monday to Friday with a maximum of 2 on a Saturday morning. It is not envisaged that the number of deliveries on any one-day will exceed 3. It should be noted that given the nature of the restaurant and the emphasis on fresh locally produced food, it would be necessary to have additional deliveries to manage one-off busy extended bank holiday periods. This schedule will of course be reviewed to align with the actual operation of the restaurant once opened.
- 11 A full food delivery vehicle takes approximately 30 minutes to unload and, due to the modest size of the service yard, it is only possible to unload one delivery at a time. However, in the unlikely event that a delivery vehicle arrives whilst another vehicle is unloading, there is provision directly

adjacent the yard entry to accommodate a second lorry to ensure the main car park entrance area is kept clear.

- 12 Any stationary vehicles waiting to dock will have their engines and refrigeration units on slumber setting or turned off.
- 13 A dedicated team of restaurant staff will be appointed to manage each delivery and replenish the main food and drinks bulk storage areas. This will be done whilst the restaurant is either closed or operating off peak, as it is not possible to replenish all these areas effectively whilst the restaurant is fully operational. Only limited restocking will occur during the day (after 12 noon) and this will be restricted to emergency product deliveries only.
- 14 This provision will be applied to all the operator's suppliers who are all linked into the operator's advanced notification system, which is explained in more detail below.

Delivery Schedule

- 08:30 - 09:00 Fresh daily produce - this includes fruit and vegetables, bread and milk
- 09:00 - 10:00 Main Food Delivery
- 10:00 - 11:00 Non Perishable goods including dry goods and consumables
- 11:00 - 12:00 Drinks

Waste

- 15 The waste and waste recycling collections will be undertaken by various vehicles, the largest for collection of trade waste having a gross vehicle weight (full) of 32 tonnes and measuring 10.36m long x 2.5m wide x 4.5m high (travel height). Collections include trade waste, and various used materials for recycling including glass, cardboard/ paper and cooking oil. In total terms, vehicle collections will be during mornings between 07.30 and 09.00. Trade waste will be collected twice per week (weekdays only) and recycled waste is collected once per week (weekdays only) with the exception of waste cooking oils, which are collected bi-weekly.

ii) Restaurant Responsibilities

- 16 To ensure the service yard is operated in the most considerate fashion there are certain operations which will be adopted by the operator to ensure the restaurant is a good neighbour. These include:
 - Ensuring the car park security barrier and service yard gates are open prior to the vehicle arriving. This will be achieved in accordance with the operator's Secure by Design Management System.
 - Empty goods will remain in the service yard from mid-day onwards (including overnight) and will only be returned to the suppliers' depot during the following day. This will minimize the time that each vehicle remains in the service yard and any associated noise.
 - The restaurant will be served by commercial waste and recycling bins rather than a compactor, which will keep noise to a minimum. The bins will be located in the enclosed and secure service yard. Waste packaging will be stored within the restaurant overnight ensuring that these bins will only be used during operating hours.

- The point of access/ egress from the restaurant to the service yard will be fitted with a door curtain, which ensures there is a barrier between the restaurant and the service yard, and this will mitigate against noise.
- No delivery or waste removal activity will take place on any day between the hours of 18.00 and 07.30.

iii) Supplier/ Driver Responsibilities

- 17 Delivery drivers will be issued with an instruction pack with details of necessary actions to be undertaken. This will include turning off the refrigeration unit before approaching the store.
- 18 The final approach to the restaurant will be made with a minimal amount of noise as will the exit from the service yard.
- 19 The reversing beepers on vehicles will all be “white noise” where possible rather than conventional reversing alarms, however they cannot be switched off due to health and safety considerations.
- 20 While vehicles are stationary within the service yard, their engines will be switched off. During any hours of darkness, headlights will be switched off.