SAINSBURY'S SUPERMARKETS LTD
SAINSBURY'S LOCAL STORE
HORSHAM CAR CENTRE, HORSHAM
RH12 4HG

DELIVERY, COLLECTION & SERVICE MANAGEMENT PLAN

APRIL 2025



the journey is the reward

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APRIL 2025

Project Code:	**HorshamCrawleyRoad(Local).1**
Prepared by:	**CC**
Approved by:	**OAN**
Issue Date:	**April 2025**
Status:	**Final**

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Sainsbury's Supermarkets Ltd
Sainsbury's Local Store
Horsham Car Centre, Horsham RH12 4HG
Delivery, Collection & Service Management Plan

List of Contents

Sections

1 Introduction 1
2 Site Conditions 2
3 Ongoing Management 4
4 Delivery Vehicle Information & Instructions 5
5 Servicing and Waste Management 7
6 Monitoring and Review 8

Figures

Figure 2.1: Site Layout Plan 2

Tables

Table 4.1: Sainsbury's Delivery Schedule 5
Table 5.1: Store Waste Management Streams 7

Appendices

APPENDIX A: Site layout Plan
APPENDIX B: Swept Path Plots

1 Introduction

1.1 This Delivery, Collection & Service Management Plan (DCSMP) has been prepared by Mayer Brown Ltd on behalf of Sainsbury's Supermarkets Ltd (SSL) in support of a proposed local store within the redevelopment of the Horsham Car Centre.

1.2 The DCSMP is applicable to all Sainsbury's delivery vehicles and direct deliveries. For some deliveries, Sainsbury's milk deliveries will be consolidated to exclude the need for separate direct milk deliveries. The main bread delivery will be combined with the store deliveries. Specialist bread will typically be delivered by a rigid vehicle of maximum 11m in length and newspapers and tobacco will be delivered by small van.

1.3 Compliance and implementation of the DCSMP will be monitored by the Sainsbury's logistics managers and Sainsbury's store manager.

1.4 This report sets out the DCSMP obligations and responsible party.

1.5 The proposed development was consented following a Planning Appeal (Ref: APP/Z3825/W/23/3325135), the Decision Notice listed the following relevant conditions:

- Planning Condition 7 states that: *'No part of the development hereby permitted shall be occupied until a Delivery, Collection & Service Management Plan, which includes details of the types of vehicles, how deliveries and collections will take place and the frequency of deliveries has been submitted to and approved in writing by the local Planning Authority. All deliveries and collections shall thereafter be carried out in accordance with the approved plan.'*
- Planning Condition 11 states that: '*The premises shall not be open for trade or business except between the hours of 07:00 and 22:00 Monday to Sunday.'*
- Planning Condition 13 states that: *'No deliveries to or from the site in connection with the development hereby approved shall take place outside of 08:00 hours to 18:00 hours Mondays or Saturdays and 10:00 hours to 16:00 hours on Sundays, Bank or Public Holidays.'*

2 Site Conditions

2.1 The proposed site is accessed off on the B2195 Crawley Road. An internal road provides access to customer parking and a delivery bay. An extract of the proposed site access plan is shown **Figure 2.1** and included at **Appendix A**.

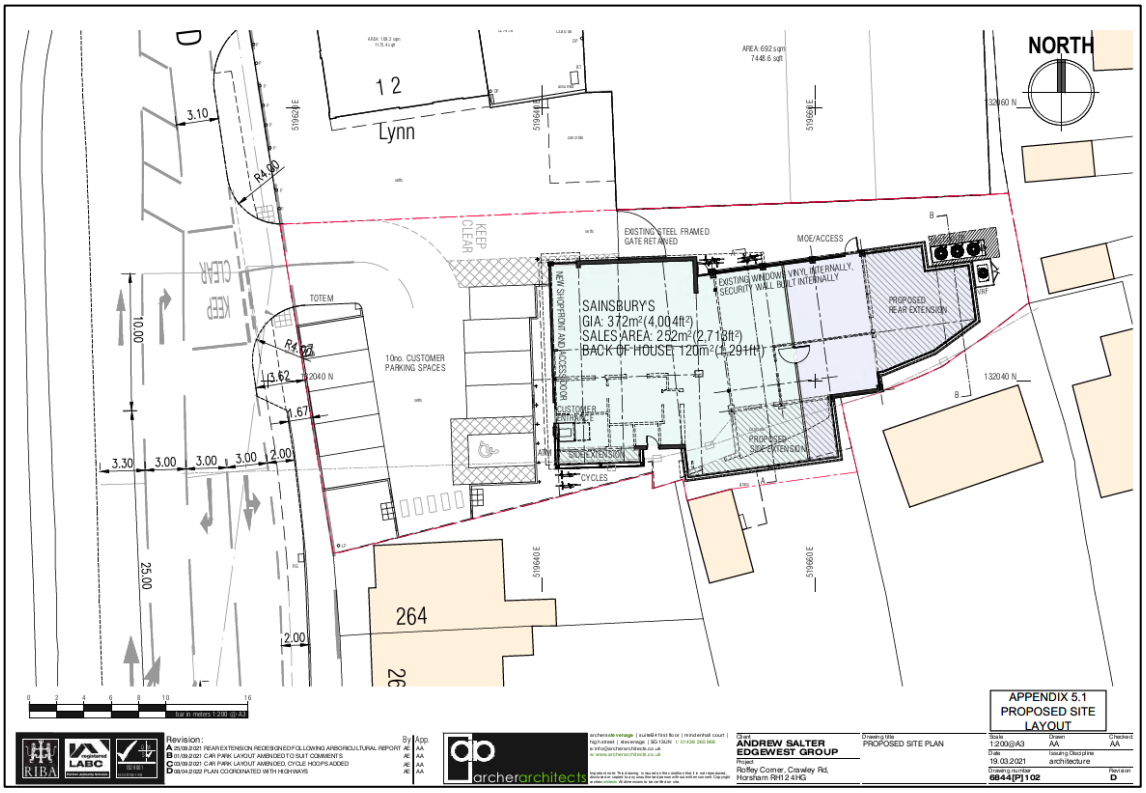


Figure 2.1: Site Layout Plan

2.2 It is anticipated that the store deliveries will be typically made by a 18t rigid for the consolidated deliveries. Other direct deliveries will typically be made by 18t rigid vehicles or light vans. The delivery bay has been designed with sufficient dimensions to accommodate an 18t rigid vehicle.

2.3 Swept path analysis provided in **Appendix B** illustrates a 10m rigid vehicle accessing and egressing the loading bay. In the unlikely event that the delivery bay is fully occupied when a delivery vehicle arrives at the store, deliveries will be undertaken in strict observation of all highway loading and waiting restrictions.

2.4 The store will be aware of incoming deliveries and main store deliveries will take approximately 40 minutes to complete. The direct deliveries will take no longer than ten minutes to complete.

2.5 In accordance with condition 13, no deliveries will take place at any time other than during the following times:

- 0800 to 1800 Mondays to Saturdays
- 1000 to 1600 on Sundays or bank/ public holidays

3 Ongoing Management

3.1 Sainsburys delivery drivers undertake regular training to ensure they are fully conversant with the delivery strategy and risk assessment ensuring compliance with the DCSMP.

3.2 The local highway waiting and loading restrictions are highlighted in the individual risk assessment that is prepared for the store.

3.3 Prior to the store opening, the store manager will liaise with the servicing depots to organise delivery time windows. The store manager would seek to coordinate deliveries outside of peak periods where possible, allowing deliveries to be scheduled efficiently.

4 Delivery Vehicle Information & Instructions

Sainsbury's Store Deliveries

4.1 **Table 4.1** illustrates the likely frequency of deliveries that will serve a typical Sainsbury's Local store. It is intended to serve the store with one depot delivery per day around 08:00. Milk and Bread will be consolidated with the main store delivery where possible, although separate deliveries may be required at times. Newspapers and specialist bread deliveries will be scheduled around the main delivery, avoiding network peak hours where possible. Dependent on trade intensity, there may be a need for a supplementary delivery on certain days. In this case, these will be subject to the same DCSMP requirements.

Delivery	Frequency
Sainsbury's Depot Delivery	Up to two per day
Specialist Bread	Daily
Main Bread	Daily – Consolidated With Depot Delivery Where Possible
Milk	Daily – Consolidated With Depot Delivery Where Possible
Newspapers & Magazines	Daily
Cigarettes	Weekly

Table 4.1: Sainsbury's Delivery Schedule

At the Store

4.2 Colleagues will ensure the delivery bay is clear prior to vehicles arriving on-site.

4.3 The loading area will be sufficiently lit.

4.4 Deliveries will occur in accordance with all highways waiting and loading restrictions in place. The delivery will be processed as quickly as possible.

4.5 Vehicles will manoeuvre with as little noise as possible, including turning reversing alarms off outside of trading hours, as per Condition 30.

4.6 Drivers will be made aware of the potential conflict with pedestrians.

4.7 Engine revs will be kept to a minimum.

4.8 Drivers will close the driver's door of the vehicle quietly.

4.9 Cages and trolleys will be stored within the back of house area at all times and only brought out prior to being loaded back onto the delivery vehicle.

4.10 Any safety issues identified will be reported immediately and deliveries will not take place until safe to do so.

4.11 Any near misses will be reported immediately.

4.12 Colleagues will only use equipment for which they have received the relevant training, and any defective equipment will be reported immediately.

Unloading/Re-Loading

4.13 Drivers will ensure that the vehicle engine is switched off once the vehicle is in the unloading position.

4.14 Store colleagues will endeavour to unload trolleys as quietly as possible.

The Return Journey

4.15 The vehicle will drive away observing the following requirements as best as possible:

- Do not slam the door when the driver gets into the cab
- Keep foot off the accelerator pedal when starting engine
- Engage gears quietly
- Keep engine revs to a minimum
- Apply brakes gently

5 Servicing and Waste Management

Store Waste Management

5.1 Store waste is segregated into the categories set out in **Table 5.1**. Waste is backhauled to central depots to ensure the most efficient collection operation and is then processed in accordance with Sainsbury's no waste to landfill policy.

Material	Disposal Route
Cardboard	Recycled
Plastic	Recycled
Food Waste	Anaerobic Digestion
Surplus Bread	Animal Feed
General Waste	Refuse Derived Fuel

Table 5.1: Store Waste Management Streams

5.2 Procedures are in place to manage all waste produced responsibly with a focus on reduction and recycling. Key recyclables (cardboard and plastic shrink film, and shelf ready trays) are segregated. All material is then sent for recycling.

5.3 Sainsbury's recyclable refuse such as cardboard, paper and plastics are taken back to the depot on the delivery vehicle.

5.4 The small residual waste will either be collected by private contract or as part of the local authority collection service.

5.5 Unsold food is subject to a specific hierarchy and strategy to reduce (forecasting and reduction processes, foodbank donating where possible, sending to animal feed, and finally anaerobic digestion). Sainsbury's are signed up to the Courtauld Commitment, 2030, a voluntary agreement that enables collaborative action across the entire UK food chain to deliver farm-to-fork reductions in food waste, greenhouse gas (GHG) emissions and water stress

Refuse Collection

5.6 Sainsbury's recycling and refuse streams will be stored at the back of house. A majority containing recyclables such as cardboard and plastic will be backhauled by Sainsbury's delivery vehicles ensuring no additional trips, unnecessary road trips and associated emissions.

6 Monitoring and Review

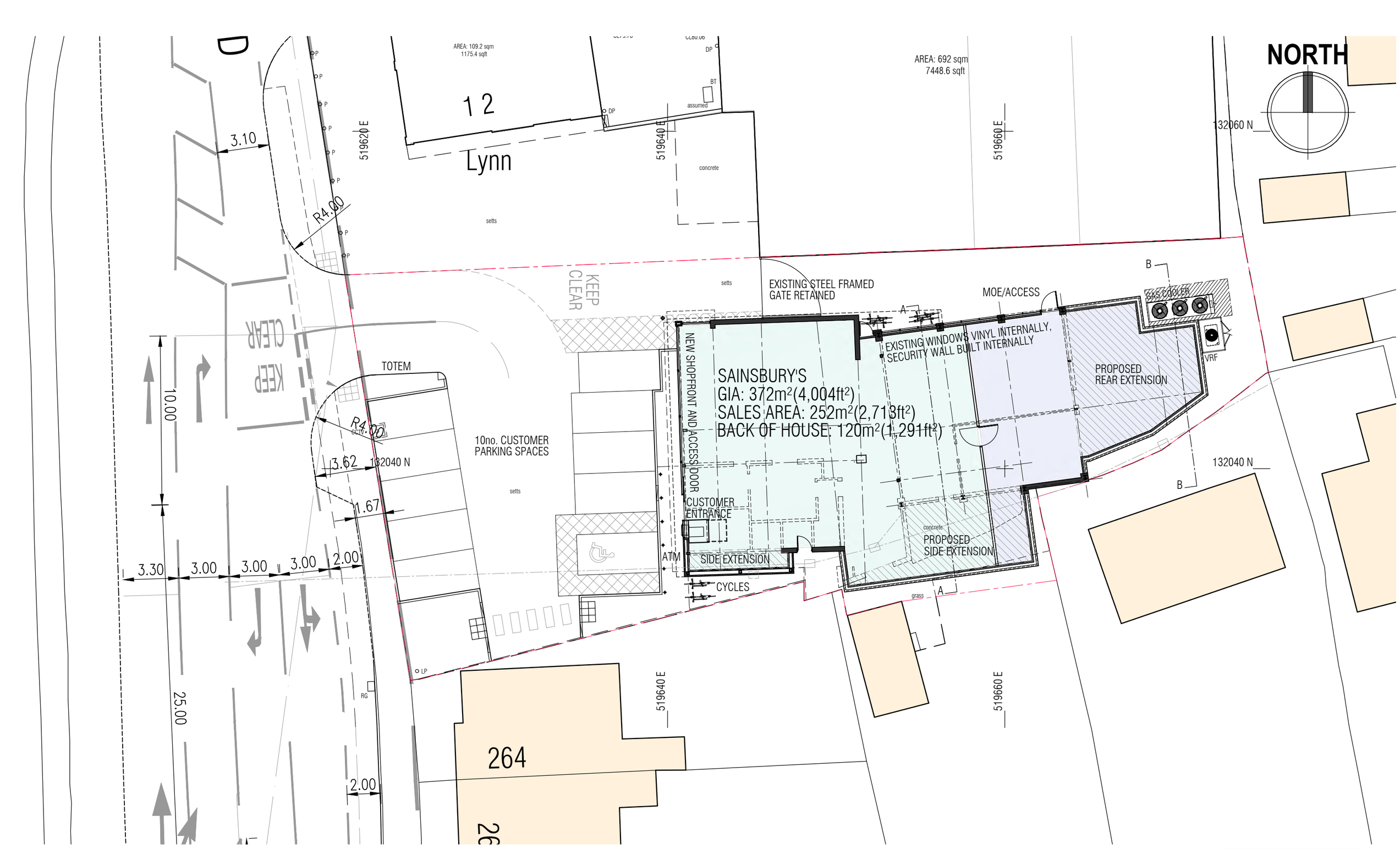
6.1 This DCSMP is considered to be a live document, to be reviewed on an annual basis or more frequently if problems or issues that lead to an unsafe or unsatisfactory situation arise, examples of this may be a reported obstruction or a change to the delivery process.

6.2 Regular training is given to all Sainsbury's drivers and store colleagues (Local Sainsbury's Store Management) to ensure that this DCSMP will be adhered to. Any updates to the DCSMP will be shared as soon as possible to drivers (logistics) and colleagues (Sainsbury's Local Store Management) to ensure that all staff are aware of any amendments to the DCSMP.

6.3 Drivers providing direct deliveries to the store will also be made aware of any updates to the DCSMP and the store manager will be responsible for ensuring that all direct delivery drivers adhere to the DCSMP at all times. Any drivers that do not adhere to the requirements set out in the DCSMP will, in the first instance, be reminded of the requirements of the DCSMP. Should regular transgressions occur, drivers will receive additional training before undertaking any further deliveries to the store.

6.4 The store manager will be responsible for the monitoring and review of the document in conjunction with Sainsbury's Management.

APPENDIX A: Site layout Plan



APPENDIX 5.1
PROPOSED SITE LAYOUT

Revision:		By	App.
A	25/08/2021 REAR EXTENSION REDESIGNED FOLLOWING ARBORICULTURAL REPORT	AE	AA
B	01/09/2021 CAR PARK LAYOUT AMENDED TO SUIT COMMENTS	AE	AA
C	03/09/2021 CAR PARK LAYOUT AMENDED, CYCLE HOOPS ADDED	AE	AA
D	08/04/2022 PLAN COORDINATED WITH HIGHWAYS	AE	AA

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Client
ANDREW SALTER EDGEWEST GROUP

Project
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Drawing title
PROPOSED SITE PLAN

Scale	Drawn	Checked
1:200@A3	AA	AA
Date	Issuing Discipline	
19.03.2021	architecture	
Drawing number		Revision
6844[P]102		**D**

APPENDIX B: Swept Path Plots

Sendall's

AREA SENDALLS YARD: 1400.3 sqm
15072.7 sqft

The Bungalow

Yard

B2195 CRAWLEY ROAD

SAINSBURY'S
GIA: 372m²(4,004ft²)
SALES AREA: 252m²(2,713ft²)
BACK OF HOUSE: 120m²(1,291ft²)

brick building
ridge level 88.19
eaves level 85.12

brick building
ridge level 86.59

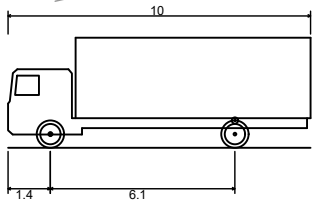
brick building
ridge level 86.88
eaves level 83.98

brick building
ridge level 86.29

brick building
ridge level 88.52
eaves level 85.44

264

260



FTA Design 13/18 Tonne Rigid Vehicle (2016)

Overall Length	10.000m
Overall Width	2.550m
Overall Body Height	3.645m
Min Body Ground Clearance	0.440m
Track Width	2.470m
Lock to lock time	3.00s
Kerb to Kerb Turning Radius	11.000m

Title
Development Proposals
Vehicle Tracking - Delivery Vehicle

Scale
1:250 (A3)

Appendix 5.6

