
ALDI STORES LTD
HAYWARDS HEATH, PERRYMOUNT ROAD
DELIVERY MANAGEMENT PLAN
31ST JULY 2026

1.0 INTRODUCTION

- 1.1 Connect Consultants Limited is a firm of transport planning and highway design consultants that have been instructed by Aldi Stores Limited to produce a delivery management plan (DMP) for the above site.
- 1.2 Planning permission was granted by Mid Sussex District Council (LPA reference DM/24/3077) on 23rd February 2026 for the erection of a new Aldi foodstore.

2.0 DELIVERY AND SERVICES PLAN STATUS

- 2.1 Condition 8 of planning permission DM/24/3077 is extracted as follows: -

8. Prior to the first occupation of the new food store a noise management plan, also known as the delivery management plan, for the reduction and control of noise during deliveries, loading and unloading activities has been submitted in writing and be approved by the LPA. The noise management plan as approved shall be implemented and maintained for the duration of the development hereby permitted.

Reason: To safeguard the amenities of the occupiers of neighbouring properties and to accord with policies DP26 and DP29 of the Mid Sussex District Plan 2014-2031.

- 2.2 This delivery management plan has been produced to discharge condition 8.

3.0 DELIVERY MANAGEMENT OBJECTIVE

- 3.1 The objective of the delivery and servicing plan is to ensure that delivery and servicing operations, including waste collection, are undertaken safely, with the minimal amount of intrusive noise. This includes preventing adverse disruption to the public, including local residents, store customers and users of the highway.

4.0 ALDI DELIVERY OPERATIONS

- 4.1 An Aldi store typically receives three to four HGV deliveries per day using articulated lorries up to 16.5m long or rigid vehicles up to 12m long. Two or three articulated HGV deliveries per day come from Aldi's Regional Distribution Centre (RDC) and there is one delivery per day of milk by a local supplier, usually using a medium sized goods vehicle.
- 4.2 Daily deliveries of milk, bread and morning fresh produce are received prior to, or as early as possible after, the store opening in the morning, and are delivered by one Aldi HGV and one milk delivery vehicle.
- 4.3 In addition to goods deliveries, each store has 1-2 collections of General Waste and Animal By-products per week. Aldi stores also have a cardboard bailer within the warehouse, and all cardboard packaging is bailed. Together with any plastics as required for recycling, this is then back loaded to the RDC with each Aldi HGV.

-
- 4.4 Aldi operate a closely managed servicing arrangement for each of its stores. The Aldi articulated service vehicle is able to carry frozen, chilled and mixed goods assembled at Aldi's RDC, enabling the potential to reduce journeys and vehicle kilometres compared to separate deliveries, thus providing an efficient servicing regime.
- 4.5 Aldi operates its own fleet of dedicated vehicles and drivers.
- 4.6 The Aldi store warehouse has been designed as a result of years of experience to hold enough stock to prevent unnecessary deliveries, but is also of efficient size to ensure the freshest possible products and to prevent over-stocking. The efficient stock holding in their stores further reduces the need for multiple daily deliveries.
- 4.7 The store will be constructed with a sheltered canopy and dock leveller which means products can be unloaded directly from the delivery vehicle to the warehouse without any external activity, such as forklift trucks, scissor lifts or cages, and in less than half the time were these facilities not provided. The usual time for unloading an Aldi HGV is 30 - 60 minutes.
- 4.8 During unloading, the back of the vehicle body is at the shop floor level, enabling the driver to wheel pre-packed pallets directly from the HGV to the dedicated storage area within the store. The delivery system is extremely efficient.
- 4.9 All Aldi vehicles are equipped with Audible Warning Systems enabling the driver and customers to be aware of the reversing vehicle. The Audible Warning Systems will be disabled where this would cause an unacceptable noise nuisance.

5.0 ALDI SERVICE VEHICLE TIME PERIODS

- 5.1 Condition 7 specifies the store delivery hours as below:
- 06:00-23:00 hours Monday to Saturday
 - 08:00-21:00 hours Sunday
- 5.2 The store delivery hours will be operated in accordance with condition 7.
- 5.3 More generally, Aldi need to operate a supermarket in which fresh produce is delivered to the store and available to customers prior to, or as soon as possible after, store opening in the morning. Aldi staff perform multiple functions, including facilitating deliveries, operating the tills, and replenishing the stock within the store. It is therefore important that staff are available to receive deliveries before having to undertake their other duties, and for the store to be stocked with fresh produce before opening.
- 5.4 The articulated delivery vehicles will require approximately 30-60 minutes to load / unload and so deliveries will be scheduled to not occur at the same time, utilising a servicing booking system where necessary.

6.0 MANAGEMENT OF NOISE

- 6.1 As background, Aldi vehicles manoeuvre to align with the sheltered canopy and dock leveller which means products can be unloaded without any external activity, such as forklift trucks, scissor lifts or cages. The store design is therefore inherently noise friendly.

- 6.2 Training will be provided to drivers and staff so that they have an understanding of the issues that surround noise and the delivery restrictions. The store deliveries will be operated in accordance with the following: -

Store Maintenance

- 6.3 The Aldi Store Manager will ensure that all service doors and shutters are properly maintained so that they operate as designed with noise minimised.

Management delivery noise reduction measures: arrival and departure

- 6.4 Aldi will take reasonable steps to minimise unnecessary noise during delivery operations and give staff an understanding of the issues that surround noise and delivery restrictions.
- 6.5 The following noise reduction measures shall be implemented at all times relating to the manoeuvring of delivery vehicles upon arrival and departure to/from the Aldi store:
- There will be adequate signage and instruction to ensure that all drivers and staff follow the noise management measures;
 - All delivery vehicles to be driven in as quiet a manner as possible, avoiding unnecessary engine revving;
 - All engines to be switched off as soon as vehicles are parked at the unloading dock;
 - No radios or stereos to be left on in vehicles during deliveries or at other times;
 - Vehicle doors and roller shutters shall be open and closed with minimal noise;
 - On board refrigeration units shall be switched off prior to arrival at site, and not switched on again until the vehicle has departed the site;
 - Reversing alarms will be turned off outside store opening hours and evening times.

Management delivery noise reduction measures: unloading

- 6.6 The following noise reduction measures shall be implemented at all times relating to the unloading of delivery vehicles at the Aldi store: -

- All components of the delivery system to be maintained in good working order;
- Goods will be offloaded from the delivery vehicle directly via the dock leveller system and into the warehouse;
- Staff shall seek to lower levelling/tailgate plates with minimal noise;
- Staff shall seek to avoid making contact with the trailer walls, carefully lift guardrails and other obstructions with minimal noise;
- Staff to be instructed to work quietly when outside the store or in the loading bay, only performing essential tasks where noise could be generated;
- Delivery scheduling to be undertaken on the basis that no delivery vehicles are present on site other than those that can be accommodated within the loading area at any one time;
- Refrigeration units are not to be operated using running vehicle engines whilst stationary in the loading bay. Any operation of refrigeration units on stationary vehicles shall be by way of an electrical system (either on the vehicle or via the store's mains supply).

7.0 SERVICE VEHICLE MANOEUVRES

- 7.1 The dedicated servicing area is located on the eastern side of the site, broadly centrally within the site.
- 7.2 The site layout has been assessed for manoeuvres based on the likely delivery vehicle intended to service the stores. It has been assessed using the FTA 16.5m design articulated vehicle.
- 7.3 The track plots show that the service route into the site, from Perrymount Road and within the service area is satisfactory and that service vehicles are able to manoeuvre within the site, enabling service vehicles to arrive and depart in a forward gear.

8.0 SERVICE ROUTE

- 8.1 The Aldi will be serviced using articulated lorries up to 16.5m long or rigid vehicles up to 12m long.
- 8.2 All delivery HGVs will access the site from Perrymount Road and their main route is anticipated to be to and from the south.
- 8.3 However, the route might vary if delivery vehicles elect to multi-drop, if there are traffic delays or vehicles elect to use a different route.

9.0 COMPLAINTS PROCEDURE

- 9.1 The aim will be to avoid any complaints by undertaking deliveries in accordance with the DMP.
- 9.2 However, any complaints will be recorded with appropriate action taken, including the following: -

-
- Date
 - Name of complainant
 - The cause of the complaint
 - A commentary as to how the complaint arose including whether there was a breach of the DMP
 - Action taken

9.3 The action taken will be reported to the complainant.

9.4 Any breaches in the DMP will be reported to Aldi's transport manager with all outcomes recorded.

10.0 REVIEW

10.1 The site will be operated in accordance with the approved delivery management plan from the first day of store opening and for the lifetime of the development.

10.2 Should it be felt that the objectives of the delivery and servicing plan are not being met, a review will be undertaken to investigate potential alterations to the delivery procedure.

10.3 The Aldi Store Manager will be responsible for the implementation and monitoring of the plan, as well as responsible for organising any review.