



STORE DELIVERY RISK ASSESSMENT (Desktop)

Sheppey
Haywards Heath



Responsible Person:	Aldi Stores Ltd
Store Address:	Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN
Assessor Name:	Alex Menzies
Assessor Job Title:	Regional Health & Safety Manager
Date of Previous SDRA:	N/A
Date of Desktop SDRA:	13/01/2025
Suggested Date for Review:	Prior to store opening

This assessment will also be reviewed if there have there been any significant changes to the site or operation, following an accident, incident or near miss or if any significant issues have been identified.

SUMMARY

A desktop Store Delivery Risk Assessment was conducted on the above date with the express intention of assessing the hazards associated with reversing delivery vehicles, and to establish the designated Pedestrian Marshal position. This is to help prevent customers from crossing the reversing path, and to maintain the safety of the Pedestrian Marshal.

DELIVERY RESTRICTIONS

Deliveries only permitted during off-peak hours and within the following hours:

Note-This will be confirmed during planning process.

LOADING BAY LOCATION AND OVERVIEW



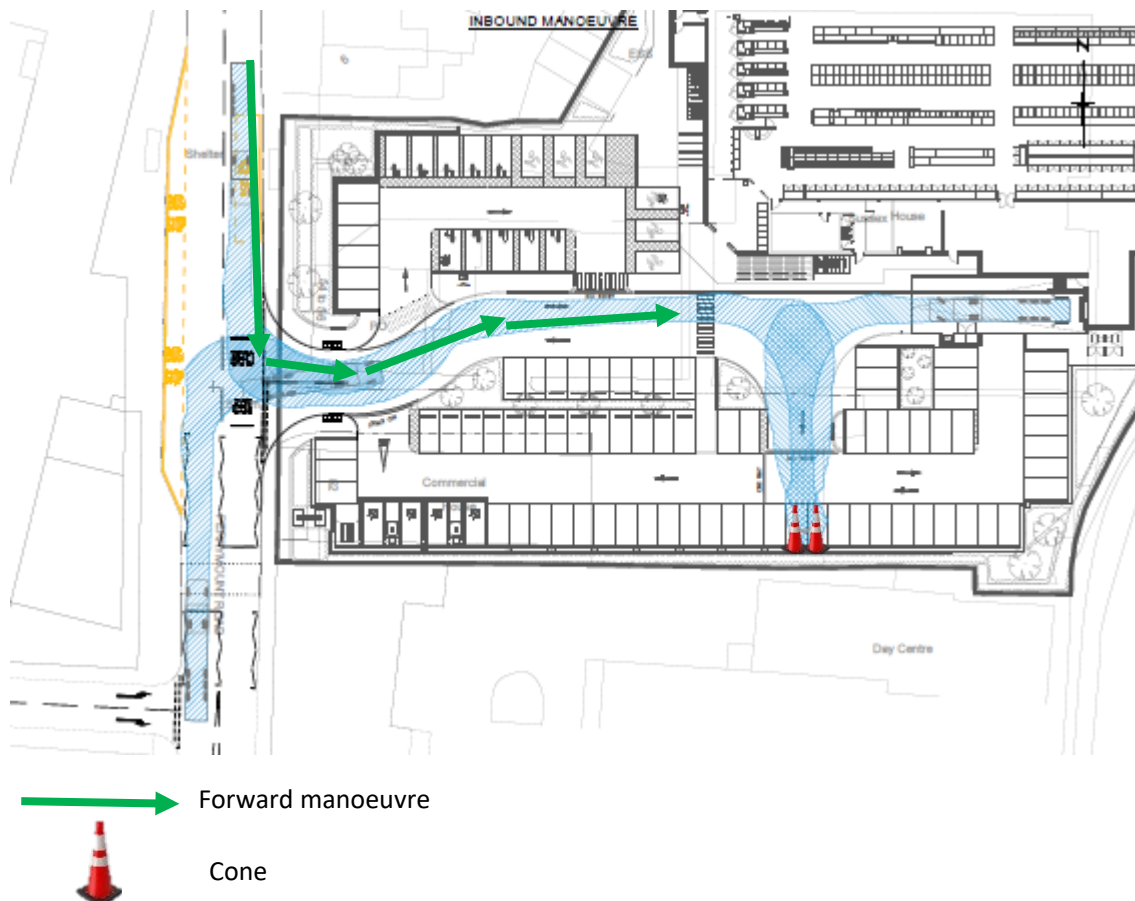
The loading bay is on the Southeast side of the store. The store does not have a segregated loading bay. Existing controls include:

- Signage
- Road markings
- Heavy duty bollards
- Line painting

Note-This will be confirmed when the actual on-site visit is conducted prior to store opening. Some of the controls such as heavy-duty barriers can influence the selection of a safe area for the Pedestrian Marshal.

ACCESS ROUTE TO THE LOADING BAY

Route to loading bay-



The access route to the store loading bay is from Mill Green Road straight over the roundabout onto Perrymount Road then immediate turn left into the store car park. The loading bay is situated at the northeastern side of the car park (marked with yellow circle above).

Cones will be placed out by the Pedestrian Marshal in the above bays to prevent customer parking to allow more space for the reversing manoeuvre.

ASSESSMENT

Does the store receive deliveries during trading hours, including milk and additional seasonal deliveries (e.g., at Christmas)?

Yes ☒ No ☐

Pedestrian Marshals are only required during trading hours. Therefore, if the above answer is no, a Pedestrian Marshal is not required.

1. Does the store have a segregated loading bay / area?

Yes ☐ No ☒

If yes, a Pedestrian Marshal may not be required. The loading bay / area and associated risks will be fully assessed and considered before a decision is made.

2. Does the delivery vehicle require access to the main store car park to reach the loading bay?

Yes ☒ No ☐

If yes, a Pedestrian Marshal will be required if deliveries take place during trading hours and a reverse manoeuvre takes place in the main store car park.

3. Does the delivery vehicle need to complete a reverse manoeuvre to leave the store after making the delivery?

Yes ☐ No ☒

If yes, a Pedestrian Marshal will be required for this manoeuvre if it takes place during trading hours and where access is required to the main store car park.

5. Are lighting levels sufficient in all areas for deliveries made during the dark?

Yes ☒ No ☐

PEDESTRIAN MARSHAL REQUIREMENT

1. If the delivery vehicle needs to complete a reverse manoeuvre to leave the store after making the delivery, is a Pedestrian Marshal required? (manoeuvre takes place during trading hours and access is required to the main store car park)

N/A ☒ Yes ☐ No ☐

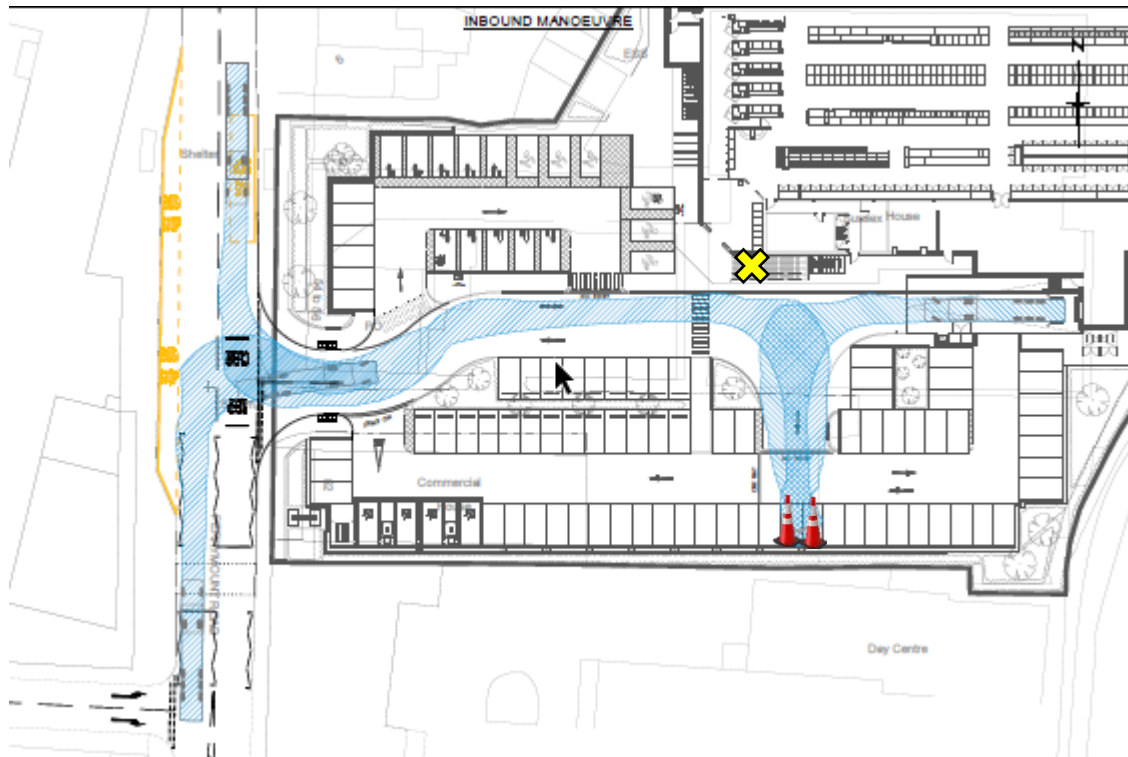
2. Based on the above considerations, does this store require a Pedestrian Marshal during trading hours?

Yes ☒ No ☐

Please state reasons below:

- The target delivery times are scheduled during trading hours.
- Reversing HGV in customer car park

PEDESTRIAN MARSHAL POSITION



Pedestrian marshal position- 

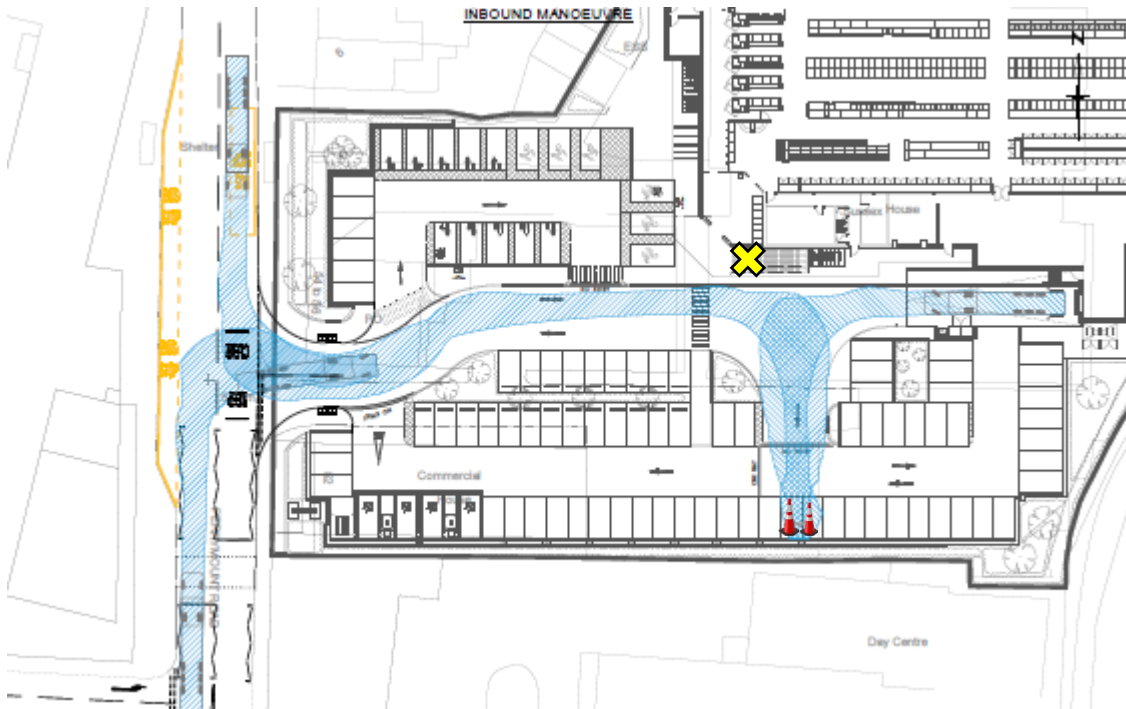
RATIONALE

- In this position, on a high kerb near to a heavy-duty bollard, the Pedestrian Marshal is in position of relative safety.
- Should the Marshal be required to move (including taking avoiding action), the Marshal can easily retreat further onto the pathway.
- From this position, the Pedestrian Marshal has clear visibility of the loading bay, car park and crossing area.

Note-This will be assessed during the actual on-site assessment and the safest position for the marshal identified and further controls recommended if required. The Marshal position will also take into consideration the visibility of pedestrians and vehicles. If the risk is higher or visibility restricted a second Marshal would be required.

In this position, the Pedestrian Marshal has clear views of pedestrians as seen below:

This section cannot be completed on the desktop assessment as a site visit is required to take images outwards from the Pedestrian Marshal position.



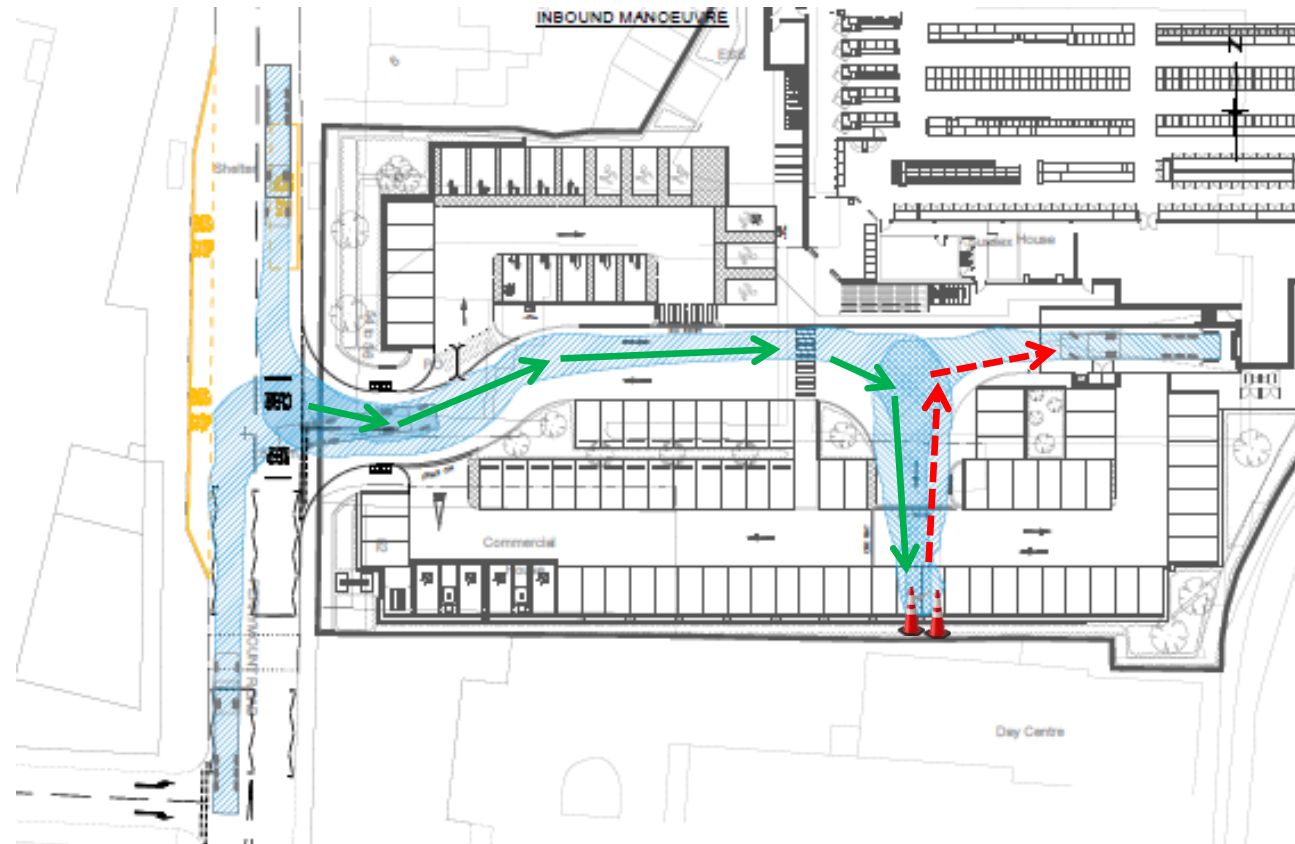
Pedestrian Marshal position



Cone

TRUCK TRACE / SITE PLAN - To include indication of vehicle manoeuvres and Pedestrian Marshal position.

-  Block off parking spaces.
-  Pedestrian Marshal position
-  Forward manoeuvre
-  Reverse manoeuvre



TRANSPORT / DELIVERY DRIVERS RESPONSIBILITIES

- A vehicle tracking system is used for Aldi delivery vehicles. Stores will receive a 'pre-arrival notification' when the delivery vehicle is approximately 15 minutes away (this time is subject to unexpected traffic delays)
- For Regions with Contract Hauliers or where the delivery vehicle has not been added to the tracking system (i.e., hired vehicles during peak times), the store will be contacted by the Gatehouse when the delivery leaves the RDC and the store must be telephoned 20 minutes prior to the estimated time of arrival by the contract haulier. This call must be completed safely, in line with legislation.
- When entering the car park, the driver must wait for a member of the store team to attend and assume the role of a pedestrian marshal prior to starting the reverse manoeuvre.
- The Pedestrian Marshal will stand and watch for pedestrians.
- The reverse manoeuvre should be conducted with the usual high level of vigilance.
- Be aware of cars and pedestrians moving around the vicinity.
- Should for any reason there be an instance where a Marshal is not present, the driver must use their professional judgement as to the safest course of action to take in the specific circumstance.
- Either on the Drivers Run Sheet or upon return to the RDC, drivers must record that they contacted the store by phone (where applicable) and record whether a Pedestrian Marshal was in attendance.

STORE / PEDESTRIAN MARSHAL PROCEDURE

- When the store receives notification of the estimated time of arrival (either via automated message or telephone call), the designated Pedestrian Marshal must be informed immediately, and they must safely place the cones out onto the relevant bays as soon as the bays are clear.
- Only trained members of store management are to fulfil the role of Pedestrian Marshal. The minimum age to conduct Pedestrian Marshal duties is 18 years old.
- The Pedestrian Marshal must be fully aware of the designated position as specified in this assessment.
- The Pedestrian Marshal must wear a high visibility vest or coat prior to exiting the store.
- The Pedestrian Marshal must stand in the designated location and verbally stop pedestrians from crossing behind the reversing vehicle.
- The Pedestrian Marshal is **NOT** to act as a 'Banksman' or a Traffic Marshal but is to stand in position and politely request pedestrians to remain in a safe area and not cross the path of the vehicle.
- The Pedestrian Marshal must ensure they are standing in a position of safety (i.e., on a pathway) and should not stand in a road.
- They must not stand in a position where they can become trapped by a reversing vehicle.
- They must have sight of the rear of the vehicle, and if possible, the Driver's mirror.
- If the Marshal is required to move during delivery manoeuvres (to maintain visibility of the rear of the delivery vehicle), they must be vigilant of traffic and not assume the driver has seen them just because they are wearing high visibility clothing.
- The Pedestrian Marshal must be vigilant for pedestrians and the reversing vehicle at all times.
- Drivers are human and can make errors of judgement.
- The Pedestrian Marshal must not put themselves at risk at any time.

ALDI Risk Assessment

Version: V1.0 January 2024

SRA Store Delivery Risk Assessment		
Notes: Refer to Site Specific Store Delivery Risk Assessment		
Hazard	Who May be Harmed	Current Control Measures
Struck by moving vehicle.	Customer Colleague Contractor Visitor	• Adequate lighting • Aldi vehicles fitted with a camera system to aid reversing (not applicable in Regions where contract hauliers are used) • Hazard warning lights used during reversing. • Audible reversing alarm, subject to noise restrictions (not applicable in Regions where contract hauliers are used) • Two cones set out by Store Marshal to ensure two spaces are left empty (See above trace for location). • Pre-use inspection on safety devices • Safe Store Delivery • Procedures Manual • Driver CPC • Third party businesses ensure Drivers are fully trained, including Driver CPC • Waste collections in non-articulated vehicles with a dynamic assessment undertaken. Pedestrian marshal available upon request • Structured training • Trained store management conduct Pedestrian Marshal duties • Over 18s only conduct Pedestrian Marshal duties • Sensible footwear policy • Mandatory PPE to be worn including high visibility vest
Lone working (risk of attack or injury when working alone in stores)	Colleague Contractor	• Adequate lighting • Security barriers fitted on dock levelers. • Panic alarms fitted at the loading bay. • Security instructions • Structured training • Lone working devices (not applicable in Regions where contract hauliers are used)

		• Drivers carry a mobile phone.
Violence and aggression	Customer Colleague Contractor Visitor	• Aldi colleagues are instructed not to engage in arguments or heated discussions with members of the public. • Aldi colleagues do not put themselves at risk. • Assistance to be requested if required, including from emergency services. • Procedures Manual • Structured training
Further Control Measures	Responsible Person	Time to Complete
1.		

STORE DELIVERY RISK ASSESSMENT - ACTION PLAN

The following action plan should be implemented and signed off by the Area Manager.

Action required to eliminate or control significant hazards	Benefits	Target Date for Completion	Date Completed and Completed By
Ensure all Management are aware of the contents of this risk assessment and only store management carry out Pedestrian Marshal duties	Consistent approach to marshalling duties	On receipt of report	
Pedestrian Marshal to stand in designated position, as detailed this risk assessment wearing a high visibility vest or jacket	Protection of Pedestrian Marshal	Immediate effect	
Pedestrian Marshal to be made available for non-Aldi deliveries as required	Additional protection for pedestrians	Immediate effect	
Store Managers, Assistant Store Managers and Deputy Store Managers must be enrolled on to the "Safe Store Delivery / Pedestrian Marshal Training" module. The following process should be followed: 1. Log into 'MyWorkday' and select the 'Learning' icon. 2. Click on 'Discover' on the left, then 'Browse Learning.' Type 'Safe Store Delivery' into the search bar 3. Click on the relevant course and select 'Enrol My Team' on the bottom right-hand side of the page. 4. Assign the course as 'Required Learning' to the above listed colleagues. 5. Enter a 'Due Date.' This should be no longer than 1 month from enrolment	Information, Instruction, Training & Supervision	On receipt of report	
Cones to be placed on two parking bays marked above prior to arrival of delivery trailer (Store are to encourage colleagues to park in these spaces so that the cars can be easily moved prior to delivery). These bays must remain clear during delivery. If the two designated spaces are not clear prior to delivery vehicle is to wait until these spaces are clear and cones	Additional protection for pedestrians and vehicles	Immediate effect	

have been put in place.			
Transport is to ensure the gatehouse call store as the delivery vehicle leaves the RDC and when it is 25 minutes away from store to allow enough time for the bay to be emptied and cones placed out.	Allow extra space for delivery vehicle manoeuvre in the store car park.	Immediate effect	

Only members of store management are permitted to perform the role of the Pedestrian Marshal, and these colleagues should complete the boxes below to confirm that all issues regarding Pedestrian Marshals and the Safe Store Delivery procedure have been fully explained and demonstrated.

NOTE: It is the Store Manager's responsibility to ensure that any new colleagues (either permanent or temporary) complete the boxes below before they perform the role of Pedestrian Marshal.

Trainee Name	Signature	Date
