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Worton Grange, Reading

Delivery and Waste Plan for Premier Inn and Costa Coffee

On behalf of **Kier Reading LLP**



Project Ref: 32618 | Date: November 2018

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1 Introduction

1.1 Background

- 1.1.1 This delivery and waste plan has been prepared to discharging Condition 54 and 77 for Unit F at the consented Worton Grange, Reading (Ref 151944) development. The conditions states:

54 Car Park / Delivery Management Plan

Prior to occupation of each unit within the Detailed Element details of how and when deliveries, including out of hours deliveries, will be undertaken for that unit without compromising the use of the car park shall be submitted for approval in writing by the local planning authority. Thereafter deliveries will be carried out for that unit in accordance with the approved details.

Reason: In the interest of the safety and convenience of all highway users in accordance with eh Core Strategy Policy CS24 and Sites and Detailed Polices Document Policy DM12

77 Waste Management

Prior to occupation of the units hereby permitted within the Detailed Element a Waste Management Plan in relation to respective units shall be submitted to and approved in writing by the Local Planning Authority. The approved plan shall thereafter be followed for each unit.

Reason: To ensure the development is suitable for its end use and the wider environment and does not create undue risk to occupiers of the site or surrounding areas. Sites and Detailed Polices Document policy DM4 (Safeguarding Amenity) Core Strategy Policy CS1 (Sustainable Development) Core Strategy Policy CS2 (Waste Minimisation).

- 1.1.2 The Worton Grange masterplan considers Unit F as a single unit, however it has the following two occupiers Premier Inn (140-bedroom hotel with associated Beefeater restaurant) and Costa Coffee (drive-thru restaurant).

1.2 Report Structure

- 1.2.1 This report will include the following chapters:

- Vehicle Type;
- Routing;
- Operational Times; and
- Site Management.

- 1.2.2 To address the individual requirements for both Premier Inn and Costa Coffee the report has been divided where appropriate.

2 Vehicle Types

2.1 Delivery & Servicing

Premier Inn

2.1.1 Premier Inn and Beefeater are both part of the Whitbread group. Whitbread servicing and delivery strategy (enclosed under **Appendix A**) states the following vehicles will be required to serve the site:

- Rigid truck (7.42m in length);
- Rigid truck (8.3m in length); and
- Rigid truck (10.1m in length).

2.1.2 To present a robust assessment the 10.1m rigid has been assessed.

Costa Coffee

2.1.3 As set out within Costa Coffee servicing and delivery strategy (enclosed under **Appendix B**) a small (8.45m in length) rigid vehicle will serve the drive thru. Importantly the document states the following:

"The added benefit of using such a small vehicle, is that no upgrades works should be required to any access roads, as its lower weight is suitable for standard specification car park roads."

2.2 Waste

2.2.1 Both Premier Inn and Costa Coffee have waste contracts with Veolia Environmental Services. A range of refuse vehicles between 9.0 to 10.0m refuse vehicles will be utilised to serve either unit.

3 Routing & Management

3.1 Delivery Routing

Premier Inn

- 3.1.1 As shown on PBA drawing 32618/001/030 (enclosed under **Appendix C**) that the largest 10.1m rigid vehicle can successfully enter, route, manoeuvre and exit the retail park car park within the parking aisles. Therefore, no management (i.e. conning off) parking bays are required to accommodate this vehicle.

Costa Coffee

- 3.1.2 As shown on PBA drawing 32618/001/029 (enclosed under **Appendix C**) that the identified 8.45m rigid vehicle can successfully enter, route, manoeuvre and exit the retail park car park within the parking aisles. Therefore, no management (i.e. conning off) parking bays are required to accommodate this vehicle.

3.2 Waste Routing

Premier Inn

- 3.2.1 As shown on PBA drawing 32618/001/032 (enclosed under **Appendix D**) that a 9.86 large refuse vehicle can successfully enter, route, manoeuvre and exit the retail park car park within the parking aisles. Therefore, no management (i.e. conning off) parking bays are required to accommodate this vehicle.

Costa Coffee

- 3.2.2 As shown on PBA drawing 32618/001/031 (enclosed under **Appendix D**) that a 9.86 large refuse vehicle can successfully enter, route, manoeuvre and exit the retail park car park within the parking aisles. Therefore, no management (i.e. conning off) parking bays are required to accommodate this vehicle.
- 3.2.3 However, the drive thru will need to be suspended during waste collection. During this short period customers, will be required to park in the car park and walk in.

3.3 Summary

- 3.3.1 As demonstrated all proposed vehicles can enter, route, manoeuvre and exit the retail park car park within the parking aisles. The layout has been designed to minimise the length of reversing in / out of designated loading bays.

4 Servicing & Delivery Times

4.1 Operators Policy

Premier Inn

- 4.1.1 Premier Inn operate under Good Night Guarantee policy. To uphold this policy Premier Inn, restrict deliveries and servicing before 08:00 and after 21:00 hours.

Costa Coffee

- 4.1.2 Costa Coffee have no internal policy that restricts servicing and deliveries therefore these operations can be carried out at any time.

4.2 Reading Borough Council Review

- 4.2.1 On the advice from Reading Borough Council (RBC) deliveries and servicing to both Costa Coffee and the Premier Inn shall be restricted, to minimise conflict during projected busy hours and high customer parking demand in the retail park, to the following hours:

- Weekday
 - No deliveries or servicing shall take place between 12:00 to 14:00 hours and 17:00 to 19:00 hours.
- Weekends
 - No deliveries or servicing shall take place between the hours of 11:00 to 17:00 hours

5 Management

5.1 Site Wide Management

- 5.1.1 The Worton Grange site has a site wide management plan which requires each occupier to be responsible for their own operations within their curtilage and parking areas.

5.2 Waste Management

- 5.2.1 Both Premier Inn (**Appendix E**) and Costa Coffee (**Appendix F**) have included details of their waste policy and management of materials both on and off site.

5.3 Unit F Management

- 5.3.1 As to the management of the site can be summarised as per below

	Commitment	Premier Inn	Costa Coffee
1	The sites will have 24/7 management	✓	
2	Each operator has their own delivery bay area to manage, as such delivery's will need to be allocated time slots to prevent multiple vehicles seeking access to the bays simultaneously	✓	✓
3	As a reinforcement to the time slot operation, inevitably there are risks of delay due to offsite incidents, therefore any delivery which is likely to miss their slot, will be required to call in and confirm if the bay will be free, when they are due to arrive or be given a new slot, which will require them to wait off site until the bay is available.	✓	✓
4	Each of the delivery's will be welcomed by a member of staff and if required areas will be conned off or managed to allow safe access to the premises seeking to minimise conflict with pedestrians in the area.	✓	✓
5	Any vehicles that are parked up will seek to maintain access through the site and the drive through, if this is not possible, then localised management of the road system will be implemented as required for the minimal time required.	✓	✓
6	The current defined bays and possible waste collection points are designed to offer a direct route into the premises. If the delivery routes cross walkways or other entrances to the building, then this will be managed on site as appropriate.	✓	✓
7	As required the delivery operators will be aided by staff on site as appropriate to facilitate the deliveries as required and to aid in the safe movement of goods between the vehicles and the premises as required.	✓	✓

Appendix A Premier Inn Vehicle Type

WHITBREAD

PLANNING CONDITION INFORMATION.

Premier Inn & Beefeater, Worton Grange, Reading.

1 - VEHICLE SPECIFICATION & REQUIREMENTS FOR DELIVERIES TO PI&R

PI&R VEHICLE DETAILS					
VEHICLE TYPE	LENGTH	WIDTH	HEIGHT	COMMENT	
Rigid 18t	10.1m	2.65m	4.0m	1 st choice	
Rigid 14t	8.3m	2.65m	3.9m	2 nd choice	
Rigid `super 7`	7.42m	2.65m	3.84m	3 rd choice	
PI&R DELIVERIES					
TYPE	No VISITS	DURATION	TIMINGS	VEHICLE TYPE	ACTIVITY
Linen	7	30 mins	Mon-Fri: 0600-1100. & 1500-1900 Saturday: 0600-1000 & 1500-1900	Rigid 18t	6 x 1.5 m3 cages on wheels
Food	3	40 mins		Rigid 18t	1 x roll cage 735x850x1690mm
Beer/wine	1	45 mins		Rigid 18t	1 x trolley with 1m x 1.2m pallet
Refuse	3	20 mins		Rigid 18t	4 bins emptied per visit
Note: no deliveries on Sundays					

Width includes vehicle body width only, not including wing mirrors - allow additional 80cm for the 18t, so 3.45m wide for the rigids, PLUS a reasonable gap for maneuvering the vehicle, 4.0m will allow for that, albeit not much room for error.

DELIVERY CONDITIONS
- PI&R = Wheel point load 6 tonnes - PI&R = All corner radii to be a minimum of 6m - Both concepts = Vehicle loading bay to be virtually flat - Both concepts = Surface of delivery route from the vehicle to be smooth and level - PI&R = Loaded cages (735x850x1690mm) are pulled to the F&B areas

Slopes at delivery points - the maximum load for men is 250N, anything more than a 1 in 16 slope (3.6 degrees) would be too much weight for them to push up a slope. This is then reduced to 1 in 25 or 1.3 degrees for females.

2 - ACCESS AND UNLOADING

The service access route has been designed by the site developer as part of the wider scheme.

In order to minimise the impact on the retail park car park and ensure safety of members of the public the route specified involves only one reversing movement, a one way drive in and drive out method has been specified to eliminate turning around manoeuvres.

The loading bay area has been hatched out to define that the area is a loading area.

The service yard is situated right next to the service to minimise the travel distance of the deliveries.

The vehicles are live unloaded (i.e. the delivery lorry will wait whilst the stock is offloaded) and so the trailer will not be detached from the tractor unit.

A Standard Operating Procedure will be in place to require the Hotel or Restaurant management to ensure the service bay is clear and the service yard gates are open on scheduled delivery days and ensure the bay is maintained clear of obstructions which may inhibit the safe manoeuvring of the delivery lorry.

Appendix B Costa Coffee Vehicle Type

Costa Drive Thru – Servicing Information

We service our Drive Thru units using a fleet of small rigid vehicles as shown in the photo below. This ability sets us apart from other operators, who typically require a full HGV to service their units.

The added benefit of using such a small vehicle, is that no upgrades works should be required to any access roads, as its lower weight is suitable for standard specification car park roads.

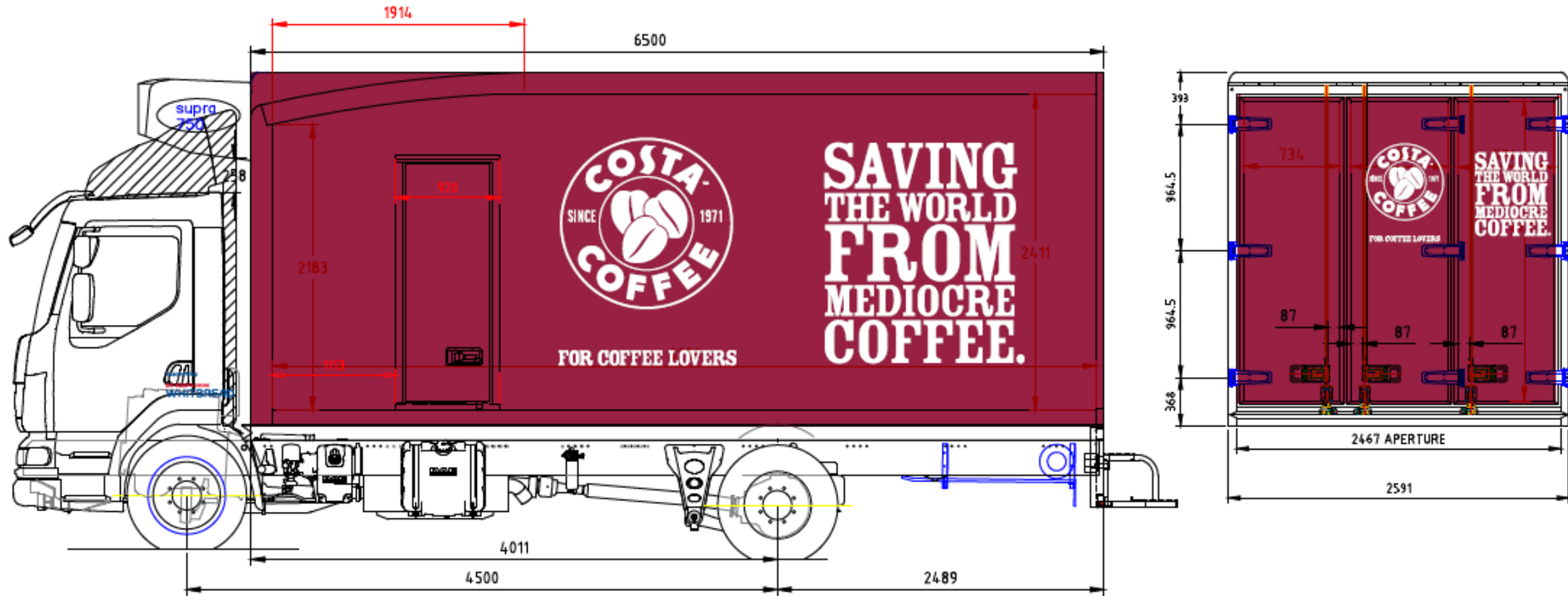
Vehicle Specification-

The following specification is for a typical vehicle in the Costa delivery fleet. We have adopted these dimensions in our tracking plans.

- DAF - FA LF55 18-19t Chassis/Body
- Length: 8.45m
- Wheelbase: 4.75m
- Weight: Max. Front 7500 kg
Max. Rear 11500 kg



Costa 14t Service Vehicle – Dimensions and Branding

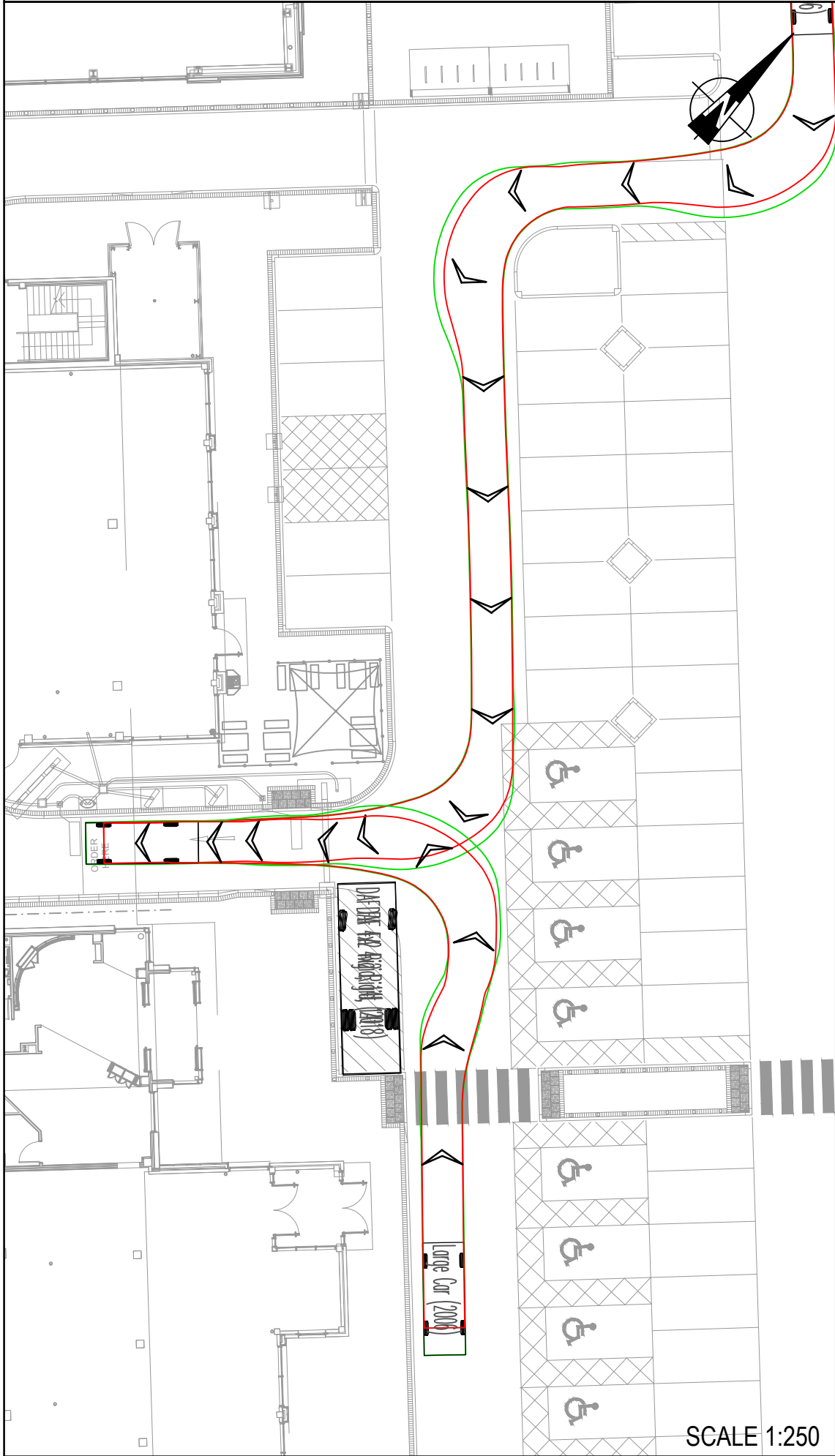
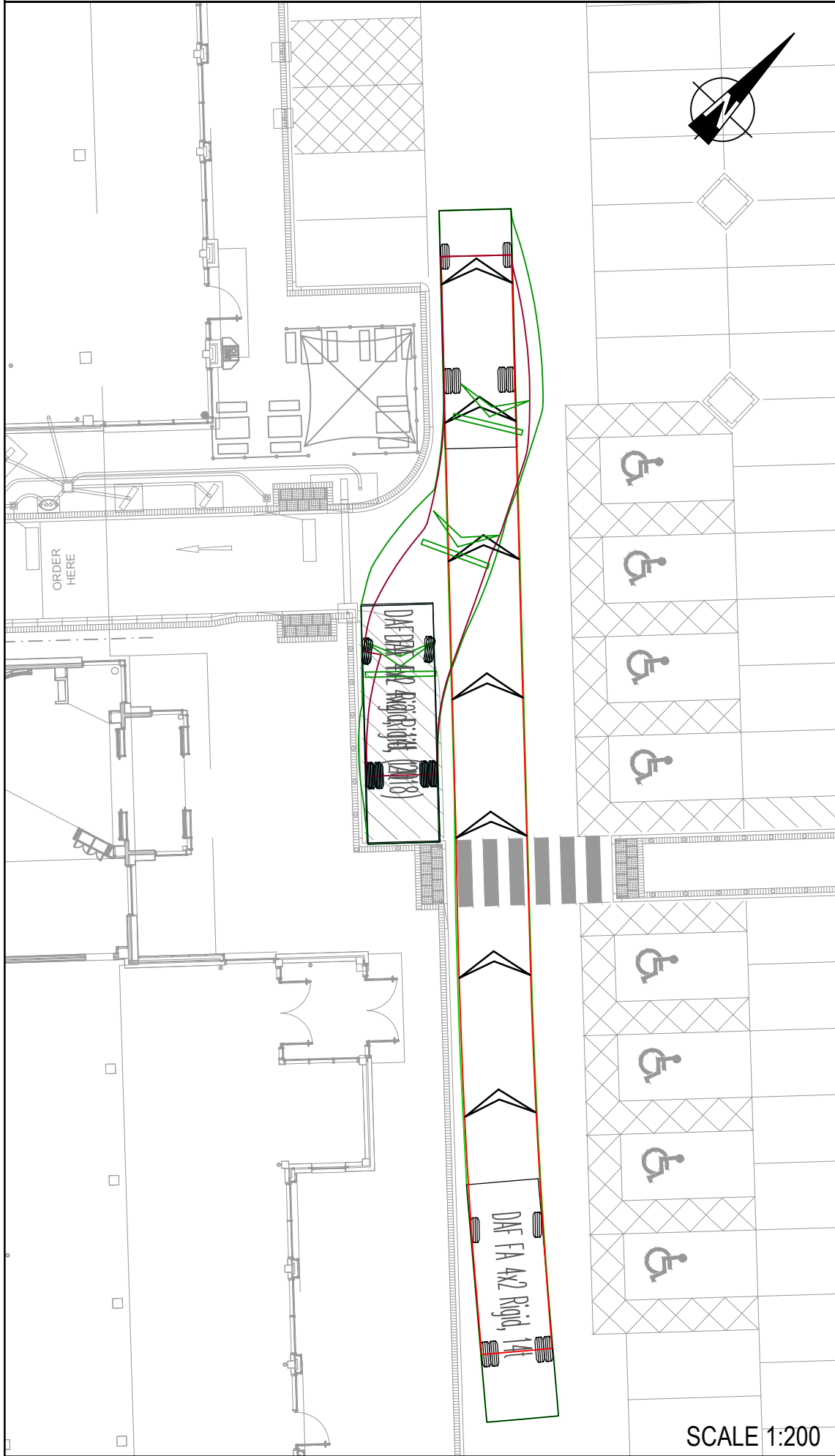


The above is the smallest vehicle in the delivery fleet and is more typical of the vehicle used to service drive thru outlet. This is 1.45m shorter than the vehicle shown in our tracking plans.

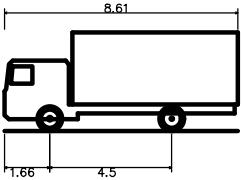
Appendix C Delivery Routing

COSTA SERVICE BAY ACCESS

COSTA DRIVE THRU ACCESS

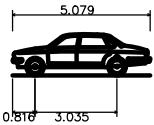


VEHICLE PROFILES:



DAF FA 4x2 Rigid, 14t (2018)

Overall Length	8.610m
Overall Width	2.600m
Overall Body Height	3.645m
Min Body Ground Clearance	0.440m
Track Width	2.550m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	7.100m



Large Car (2006)

Overall Length	5.079m
Overall Width	1.872m
Overall Body Height	1.525m
Min Body Ground Clearance	0.310m
Max Track Width	1.831m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	5.900m

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FOR INFORMATION

WORTON GRANGE, READING
SITE MASTERPLAN
COSTA DELIVERY & DRIVE THRU ACCESS
SWEEP PATH ANALYSIS

Client

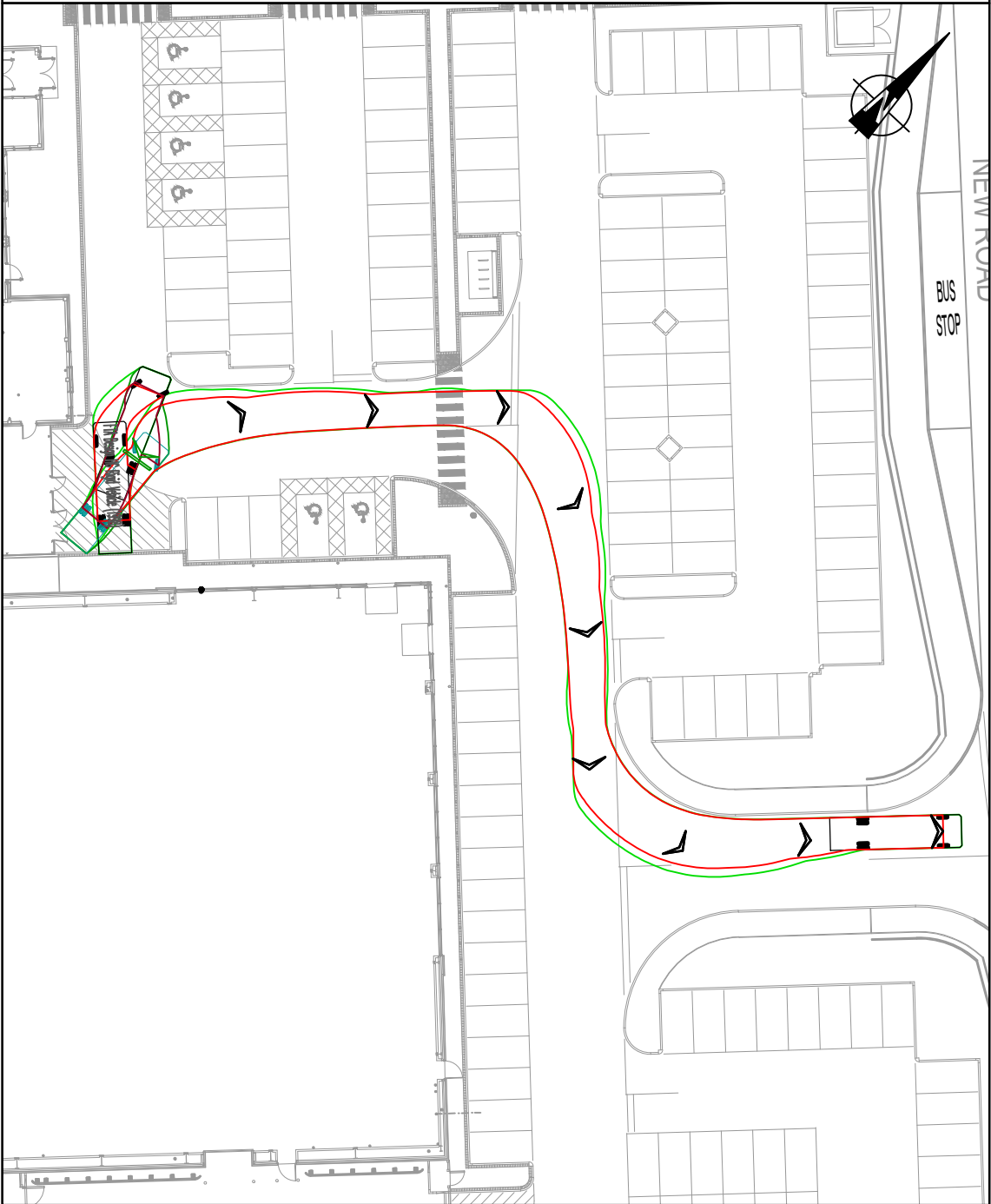
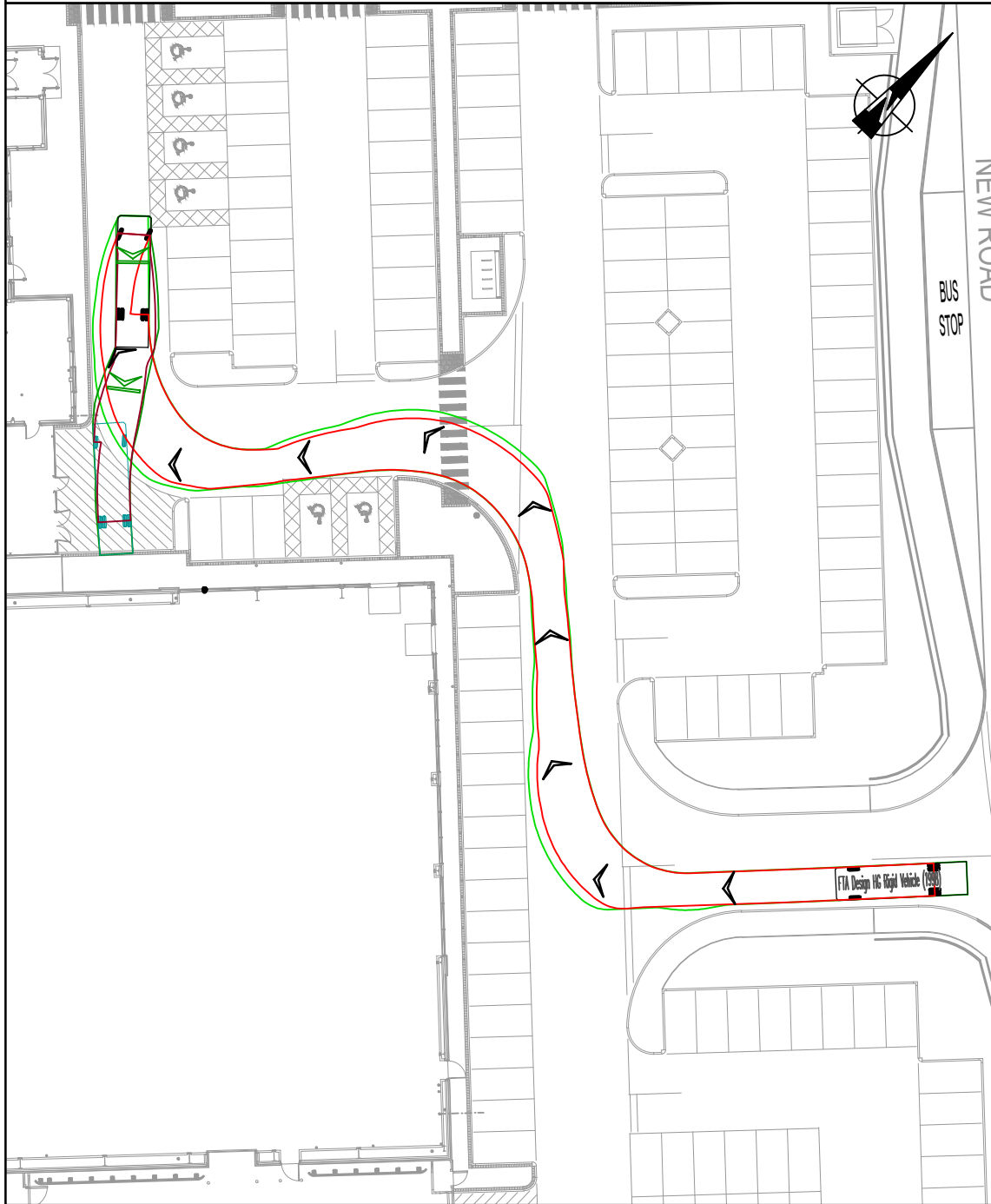
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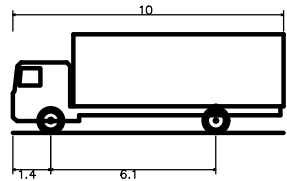
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PREMIER INN SERVICING - INBOUND

PREMIER INN SERVICING - OUTBOUND



VEHICLE PROFILE:



FTA Design HG Rigid Vehicle (1998)	
Overall Length	10.000m
Overall Width	2.500m
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

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PREMIER INN DELIVERY & SERVICING
SWEEP PATH ANALYSIS

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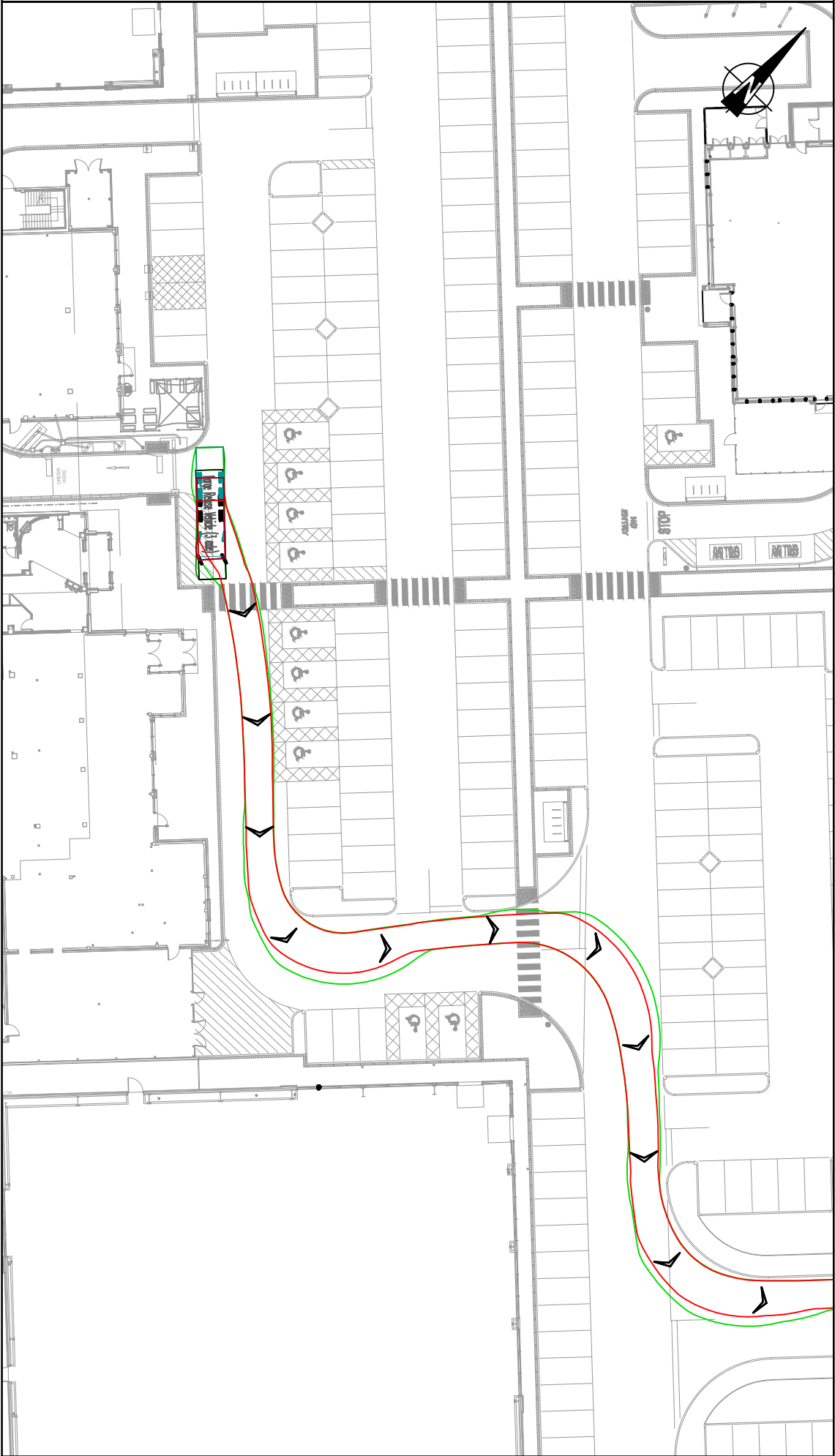
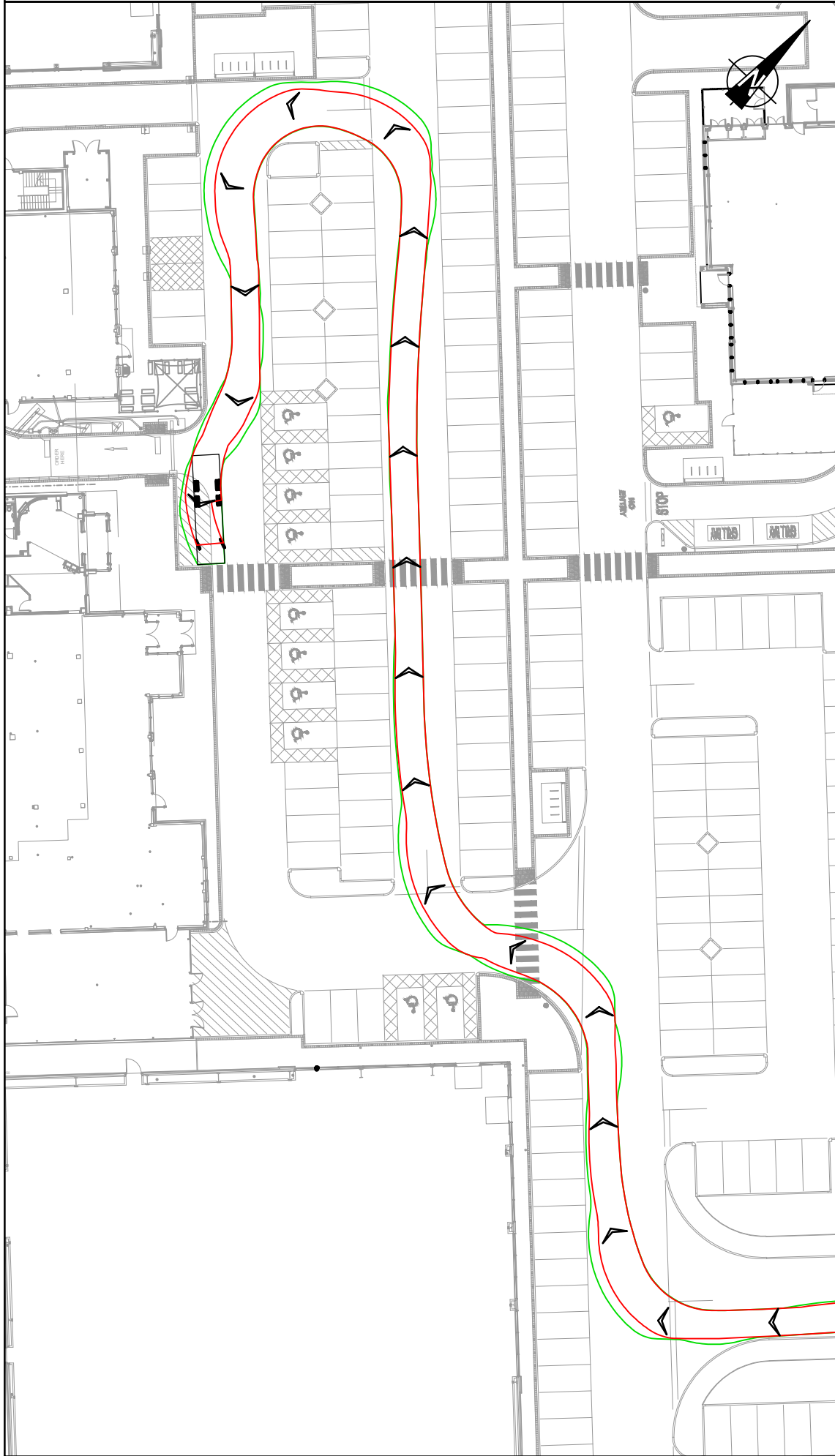
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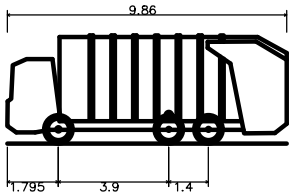
Appendix D Waste Collection Routing

COSTA REFUSE SERVICING - INBOUND

COSTA REFUSE SERVICING - OUTBOUND



VEHICLE PROFILE:



Large Refuse Vehicle (3 axle)	
Overall Length	9.860m
Overall Width	2.450m
Overall Body Height	3.814m
Min Body Ground Clearance	0.366m
Track Width	2.450m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	9.500m

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SWEEP PATH ANALYSIS

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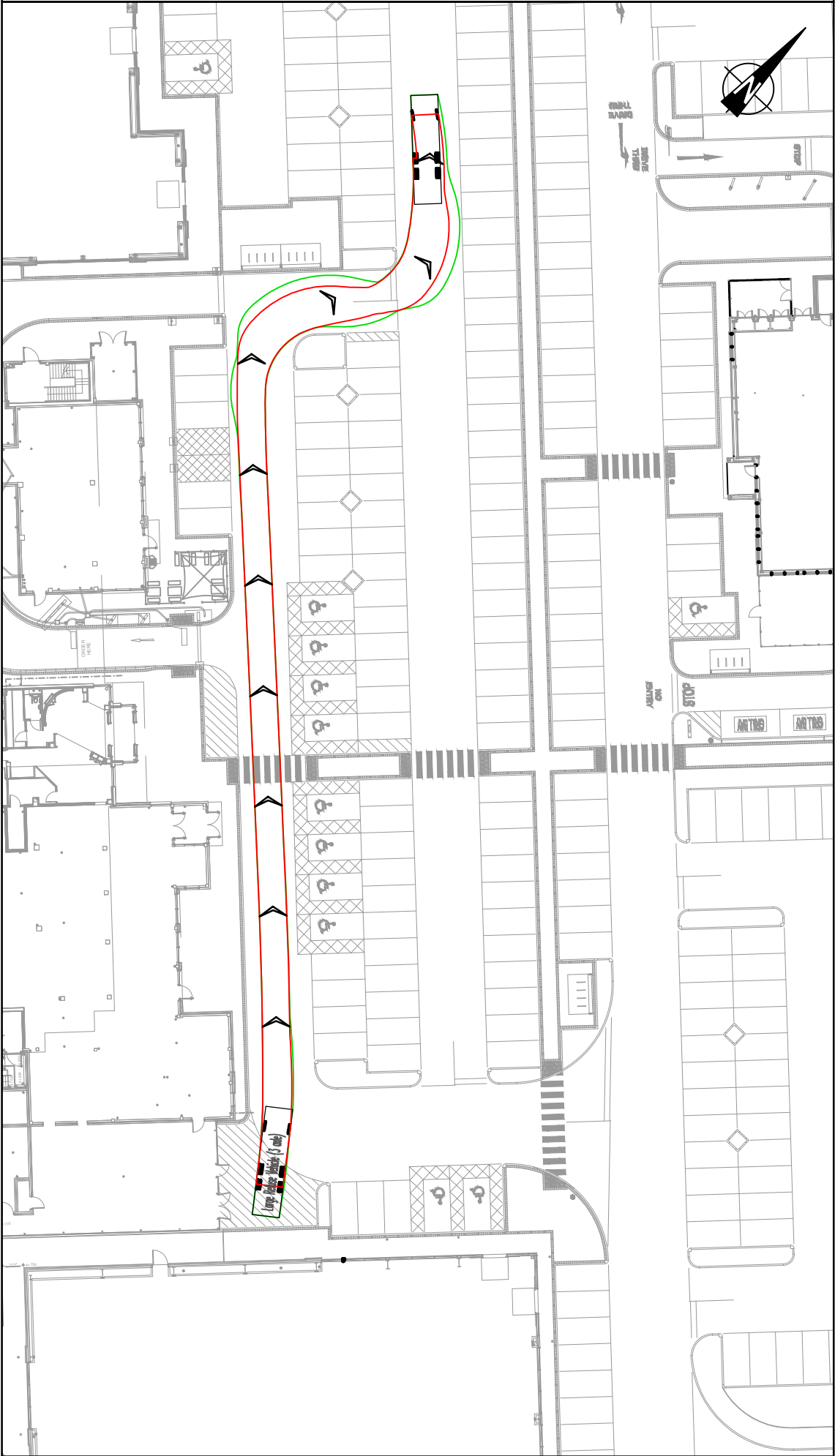
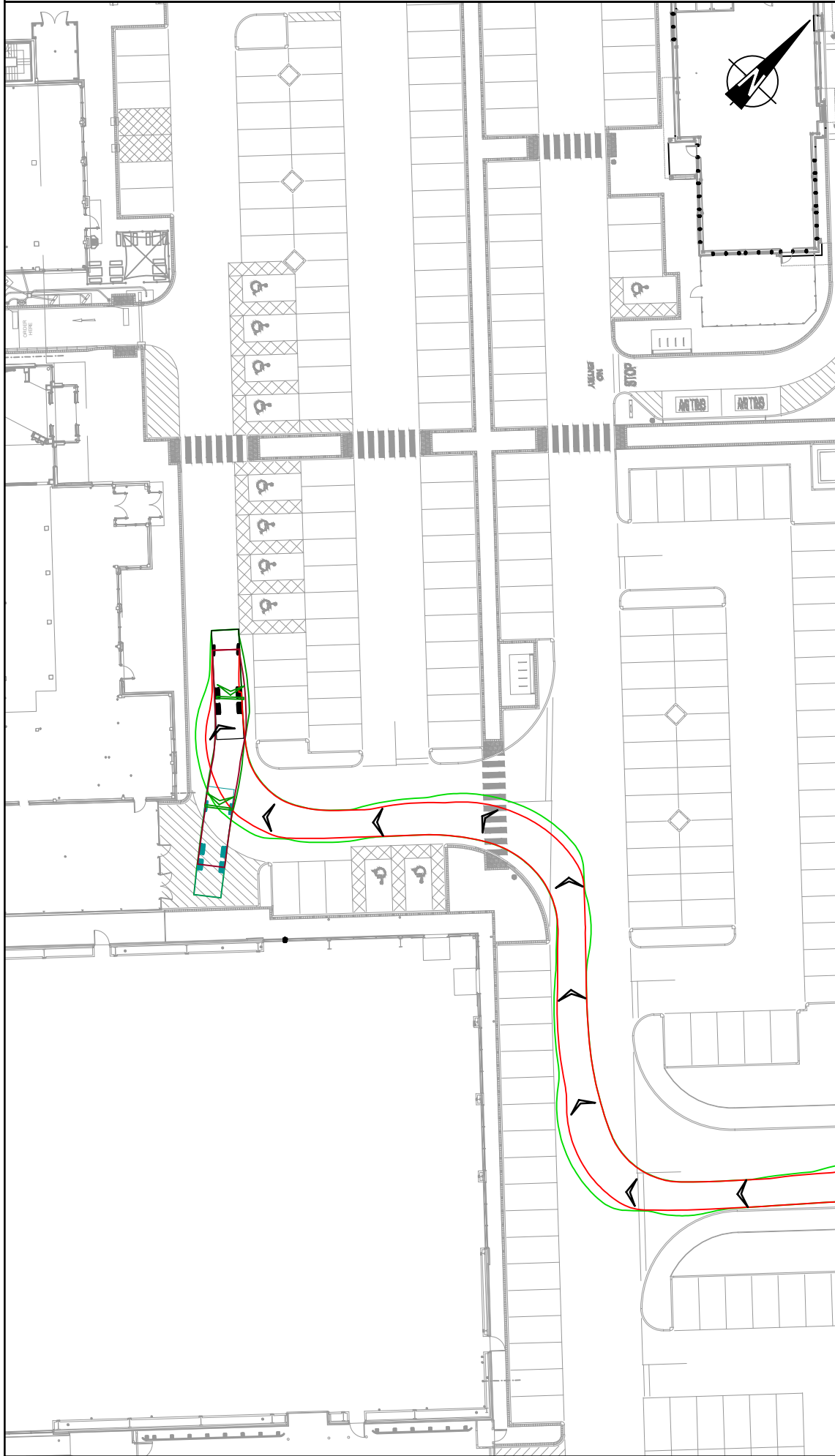
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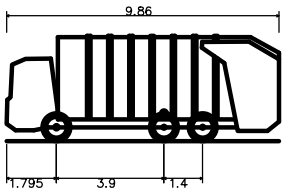
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PREMIER INN SERVICING - INBOUND

PREMIER INN SERVICING - OUTBOUND



VEHICLE PROFILE:



Large Refuse Vehicle (3 axle)
Overall Length 9.860m
Overall Width 2.450m
Overall Body Height 3.814m
Min Body Ground Clearance 0.366m
Track Width 2.450m
Lock to lock time 4.00s
Kerb to Kerb Turning Radius 9.500m

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Appendix E Premier Inn Waste Policy

Waste and recycling plan for Premier Inn

Whitbread expect their waste to be segregated and collected in line with their Good Together Environmental objective of recycling 80% of waste by 2020.

In order to ensure that we collect the waste in the most appropriate way, waste is segregated at the point of production in to 4-waste streams: dry mixed recycling, glass, food and general waste.

Whitbread will monitor the planned provision for waste on site and where required will amend accordingly.

A separate collection vehicle would attend site to collect each of these waste streams and then take the respective waste onwards for its treatment. Where possible general waste is also diverted from landfill utilising many different alternative treatment options and the food waste stream is recycled either by anaerobic digestion or composting.

In addition to this, and to keep Scope 3 emissions as low as possible, we will always try to provide more containers and collect less often where space permits.

Our waste partner for all of the above waste streams is Veolia who self perform these activities where possible, if not they will contract out the service.

With the Whitbread Good Night Guarantee in operation at all Premier Inn locations, collections would take place after 08.00 AM and before 09.00PM on each collection day where possible.

To ensure that all Whitbread team members understand the recycling process at site, we provide a bespoke colour coded container solution both internally (all sites) and externally (where Veolia self perform services) to the hotel. This has demonstrated an effective method of reducing contamination and thus eliminating the need to send a further vehicle to collect any waste that may have been inadvertently contaminated.

Regular communication with the site is provided to help with education of the process. We also have an on-line educational tool called Say no to Landfill which is Mandatory for all employees to complete.



The bin store on site has been designed to be lockable and has drainage points to enable the site to keep the area clean and secure.

Appendix F Costa Coffee Waste Policy

Case Study:

Costa Coffee

Recycling and Waste Management Provision



Costa Coffee is the UK's largest coffee chain with over 1,500 stores nationwide in locations that include the high street, airports and train stations. A subsidiary of the Whitbread Group, the company has experienced double digit growth in recent years and has a goal to double global sales to £2bn by 2018.

The Challenge

Considered the 'coffee drinkers favourite', Costa Coffee wanted to improve its landfill diversion rate in line with the Whitbread Group and ultimately aspires to be a zero waste to landfill organisation, across all of its UK company stores by 2017. In 2012/13 Costa Coffee set a target to divert 40% of waste from landfill. For 2013/14 their landfill diversion target has been revised to 65%.

Veolia faced a number of challenges throughout the project. Most notable was the fact that retail space was at a premium throughout Costa stores. This meant that there was very little room



for dedicated on-site internal and external recycling bins.

Costa stores are fast paced environments, so any proposed in-store segregation would have to be as simple and manageable as possible.



Turning waste into a resource

The high street location of many Costa stores means that they may be serviced through local authority arrangements or by pre-existing contractors. The latter is certainly the case with many shopping centre locations. Veolia currently services around 500 Costa Coffee stores in the UK.

The Solution

To help Costa meet their recycling objective, a series of waste audits were conducted by Veolia. This would identify and analyse areas for improvement throughout the waste streams.

In 2011, a trial of 50 stores across the east region identified that organic wastes such as coffee grounds and food waste could be separated from general waste and sent for treatment.

During 2012, Veolia implemented a new 'Two Stream' waste solution which focused on the separation of food and coffee ground waste from the mixed recycling waste streams. Costa's food service distribution company Kuehne & Nagel would collect all organic waste in 'totes' daily and backhaul to their depot for Veolia to collect and subsequently treat.

The mixed recycling collection comprised of paper, card, plastic and cans. This is separated at Veolia's network of Materials Recovery Facilities (MRF), baled and sent for reprocessing into new materials. This process also ensured that stores could maximise space utilisation and



not have to perform too much waste separation themselves.

A number of Costa stores in the UK are now separating food waste and used coffee grounds from their waste. Food waste is now diverted to anaerobic digestion (AD) where methane gas is extracted and converted into electricity. This process also delivers residual slurry that, when filtered and spread on land results in a high-grade fertiliser. Waste coffee grounds are used as a source of fuel for the biomass process which also generates electricity.

An educational awareness poster campaign was developed to facilitate the required increased take-up of the new service across the Veolia serviced estate. This was supported by store literature. The stores advanced till system was further utilised to communicate reminder alerts to all employees, thus ensuring a regular flow of information.



Turning waste into a resource

The Results

The Costa Coffee equity estate has significantly overachieved against its 2012/13 target of 40% landfill diversion. By February 2013 the new 'Two Stream' solution had contributed to an increased rate of 59% diversion from landfill. This also represented a significant improvement from 29% at the beginning of 2012.

Sites directly serviced by Veolia have made even greater improvements and now average a diversion from landfill rate of over 90%. In total, approximately 7000 tonnes of waste was diverted away from landfill in 2012, almost double the quantity diverted during the previous year.

In addition to a significant reduction in waste being sent to landfill, 45% of all Costa equity stores serviced through Veolia under the 'Two Stream' solution, generated cost savings in the region of 13%.

In November 2012, Veolia's Green House Gas Tracker illustrated that avoided emissions had increased by 85% across the estate as a result of the increased amount of waste being recovered. The 'Two Stream' approach has also been shared with individual franchise partners and it is anticipated that take-up of the new process will increase throughout 2013/14.

Chris Keast, Head of Supply Chain UK, Costa Coffee commented:

"Costa Coffee shares Whitbread Group's commitment to sustainability and desire to work towards zero waste to landfill. The 'Two Stream' waste solution has delivered fantastic results and we are delighted that much of our food and coffee grounds waste is now not only been diverted from landfill, but being put to a good use through the AD and biomass processes. We foresee more of our franchised stores reaping the benefits of this process in the future."

Matt Osmond, General Manager - Leisure, Veolia Environmental Services' added:

"We are proud of our relationship with Costa Coffee. Through our progressive partnership and access to our innovative treatment solutions, we have been able to significantly improve the recycling and recovery of waste materials generated in their managed store estate. "

