

Respecting our Neighbours A Retailers Perspective

South London Freight Quality Partnership

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Sainsbury's
Try something new today

Respecting Our Neighbours

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What Sainsbury's want to achieve?

- To reduce the risk of gaining more delivery restrictions through poor practices
- To enhance the reputation at stores where we have an existing restriction and increase the likelihood of having restrictions lifted
- To improve morning availability at stores by challenging the restrictions we have and working on local action plans to ensure a win-win
- To create local solutions to local issues
- To meet our obligations to the environment and local air quality improvements

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Why do we want to remove restrictions?

- Inflexibility in Supply Chain
- Increased costs (parking fines, managing the peaks)
- Improve efficiency –fuel economy/environment
- Increase availability
- Improve relations with community groups
- Difficult to manage to the minute! Increased complexity!
- Actively work towards reduced congestion on the roads at peak times

Size of the problem circa 20% of our main estate and 80% of our convenience “local” stores are impacted by restrictions of some kind

What are Sainsbury's doing about it?

1. Behaviour
 1. Communications
2. Investment
 1. Noise review of yards
 2. Roll cages
3. Constructive challenge
 - Planning permissions
 - Reviewing/re-negotiating local agreements

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Issues

1. What are the expectations of residents/local authorities?
2. Conflicting requirements
 1. Reversing beepers vs. health and safety
 2. Day time restrictions vs. night-time noise
 3. Noise vs. environment

Conclusions

Significant progress has been made in the last year – developing an end to end process for managing restricted stores, from constructively challenging the status quo, through to data integrity and support to the stores.

We are starting to be a bit more pro-active with Local Authorities, although there is **still a lot of work to do!**

The whole area of delivery restrictions adds complexity to both Supply Chain and Retail, solving the issues around them are fraught with bureaucracy, emotion and complexity.

Key is working constructively together.