

27 July 2026

Quiet Delivery Policy (QDP) Plan

Wadworth & Co Ltd – Folly Road Brewhouse, Folly Road, Devizes, SN10 2HT

Introduction

On behalf of Wadworth & Co Ltd ('the Applicant'), this Quiet Delivery Policy (QDP) Plan has been submitted in support of an application for approval of details reserved by Condition 2 pursuant to Planning Permission ref. PL/2025/06694 which permitted extended operating hours at Folly Road Brewhouse, Folly Road, Devizes, SN10 2HT ('the Site').

The requirements of Condition 2 are as follows:

"Prior to any deliveries or collections taking place during the approved extended operating hours, a Quiet Delivery Policy (QDP) shall be submitted to and approved in writing by the Local Planning Authority (LPA).

The QDP shall be informed by and broadly accord with the principles and noise-reduction measures set out in the Department for Transport's Quiet Deliveries: Good Practice Guidance and shall include:

- a) driver behaviour protocols, including engine switch-off when stationary, controls on reversing alarms, and avoidance of unnecessary door slamming;*
- b) quiet loading and unloading procedures, including measures to reduce metal-on-metal contact;*
- c) on-site measures, including signage promoting quiet operations; and*
- d) management measures, including staff training, monitoring arrangements, and a procedure for responding to complaints.*

Thereafter, all deliveries and collections during the extended operating hours shall be carried out in full accordance with the approved QDP for the lifetime of the development."

For the avoidance of doubt, the extended operating hours detailed within Condition 7 of Planning Permission ref. PL/2025/06694 state the permitted use can take place between 08:00 – 18:30 on Saturdays, and 08:00 – 16:00 on Easter Friday, Easter Monday and the May and August Bank Holidays with the loading of vehicles on the approved Bank Holidays restricted to 12:00 – 16:00.

This QDP Plan has been prepared in accordance with the Department for Transport's Quiet Deliveries Good Practice Guidance and in the context of the known operational conditions at the Folly Road Brewhouse. It applies to all deliveries and collections undertaken during the approved extended operating hours (Saturdays and Bank Holidays) and seeks to demonstrate that these



operations can be undertaken in a manner that minimises noise and disturbance to surrounding land uses.

Wadworth & Co Ltd will comply with the contents of this QDP Plan, unless otherwise agreed in writing with Wiltshire Council (WC).

Management and Operational Requirements

As detailed within the approved submission documents of Planning Permission ref. PL/2025/06694, deliveries and collections during the approved extended operating hours (Saturdays and Bank Holidays) will take place on the basis that weekday deliveries have been materially affected by unplanned stoppages and unforeseen circumstances that delay operations. Therefore, the level of operation on Saturdays and the approved Bank Holidays will vary week-to-week.

During the approved extended operating hours:

- A maximum of 3no. heavy goods vehicles (HGVs) will operate at the site to undertake deliveries/collections.
- A maximum of 2no. vans will operate at the site to undertake deliveries/collections. These will be loaded 2-3 times per day and only utilised when the capacity of the HGVs has been exceeded.
- Approximately 8-10 collections by car will take place (small customer collection orders required to address reduced stock of product in advance of Bank Holidays).
- No goods in deliveries will take place to avoid HGV's entering the site.

To ensure staff comply with the contents of this QDP Plan, it will be made available to staff and new starters as part of induction training as well as incorporated into official procedure documents (See Appendix 1 & 2) which are required to be reviewed and signed when understood.

Site management will be responsible for ensuring compliance and conduct periodic review of delivery and collection procedures, arrange meetings with staff to understand if procedure is not being met and assign additional training when required.

Driver Behaviour Protocols

The following procedures will be implemented:

- Vehicle engines to be turned off as soon as practicable and not left idling.
- Reversing will be kept to a minimum.
- Adequate spaces will be provided around any parked HGV / Van to enable sufficient access for clamp trucks without unnecessary reversing.
- HGV's will be parked without needing to reverse when exiting the following day.
- Stereos must be turned to silent or off upon entry before arrival.
- Vehicle doors to be shut quietly once vehicles are parked for loading.
- Delivery vehicles are to be driven around the site in a considerate manner with speed to be kept to a practical minimum to reduce engine noise.



- Electric forklifts and clamps shall utilise broadband white-noise reversing alarms in preference to tonal alarms. Currently, visual alarms (no noise) and white-noise alarms are installed.

Quiet Loading and Unloading Procedures

The following procedures will be implemented:

- Metal on metal contact will be kept to a minimum by loading shorted stacks of kegs resulting in each stack being clamped and dropped once.
- Kegs, firkins and pins will not be dropped manually onto the HGV bed.
- Clamp trucks will be used for loading operations when required to minimise unnecessary noise from manual handling and used in a controlled manner.
- When possible, loading and unloading will take place inside the warehouse to minimise noise travelling.
- Once loaded, goods shall be secured to further minimise noise when exiting the site and undertaking deliveries.

On-site measures

- Behavioural signage by the goods in door adjacent to the delivery and servicing yard will be updated to incorporate QDP procedures in line with this Plan and forthcoming internal guidance. Additional signage will also be incorporated into the working yard should it be required to further support and evidence QDP procedures.

Monitoring and Record-keeping arrangements

Site management will be responsible for ensuring compliance with this QDP.

Compliance checks will be undertaken by the Warehouse & Logistics Manager (or other nominated responsible person) at least once per month during delivery and collection operations undertaken within the approved extended operating hours. This will include:

- Observation of driver compliance with the requirements contained within this QDP;
- Observation of loading and unloading activities contained within this QDP; and
- Inspection of signage to ensure it remains present, visible and legible.
- Recording of any non-compliance incidents identified during the compliance check.
- Immediate corrective action and if required, re-issuing of official procedure documents and assignment of additional training.

In addition, audits / inspections shall also be undertaken by Warehouse & Logistics Manager (or other nominated responsible person) every six months for two-year period and annually thereafter.

Records of compliance inspections, audits and complaints shall be retained for a minimum period of two years which shall be made available to Wiltshire Council (WC) upon request.

Following approval of this QDP by Wiltshire Council (WC), the applicant will conduct an annual



review of this QDP and any resulting official procedure documents to ensure it continues to remain effective and appropriate to the site's operational requirements.

Complaints Procedure

Any breaches of this Plan are to be directed in accordance with the below process:

1. Customer Service
E: BreweryShop@Wadworth.co.uk
P: [01380 732277](tel:01380732277)
W: www.wadworth.co.uk
2. Andy Morgan – Warehouse & Logistics Manager

E: andymorgan@wadworth.co.uk
P: 01380732266
M: 07894280093

Upon receipt of a complaint, an acknowledgement shall be issued by the applicant within two working days and a written response following investigation shall be issued to the complainant within ten working days. Should it not be possible to investigate the complaint within the specified time-frame, the applicant should inform the complainant and provide an updated timescale for a written response.

In the event that a complaint remains unresolved or repeated complaints are received, Wadworth & Co Ltd may appoint a planning consultant or independent acoustic consultant to undertake further investigation.

A record of all complaints, investigations and actions taken shall be retained for a minimum period of two years (as per the Monitoring and Record-keeping arrangements section) and made available to Wiltshire Council (WC) upon request.



Appendix 1 – Quiet Delivery Procedures (18-ton HGV)

22 Ganton Street, London, W1F 7BU
T 020 3897 1110 E London@pegasusgroup.co.uk
Offices throughout the UK.

Pegasus Group is a trading name of Pegasus Planning Group Limited (07277000) registered in England and Wales.
Registered Office: 33 Sheep Street, Cirencester, Gloucestershire, GL7 1RQ

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Quiet Loading Procedure

18T RIGIDS

- On entry to the yard all stereos must be turned to silent or off.
- Lorry cab doors to be shut quietly once parked for loading.
- Keep reversing to a minimum.
- Park with plenty of space around the lorry to allow clamp trucks the space required to avoid unnecessary reversing. Make turn in the yard not reversing in front the office window.
- Please Park so you can exit the following day without the need to reverse.
- During loading, please avoid manually dropping Firkins/Kegs/Pins onto the lorry bed and allow the clamp truck to load in place required.
- Acknowledge and follow quiet loading signage around loading area.
- No loading to take place before **7:00** on a standard working day.
- No loading or unloading before **12:00** on a weekend or bank holiday.
This includes empties.

Failure to follow these procedures will result in restricted loading times within the premises;

NAME

SIGNED

DATE

Folly Road Brewhouse, Folly Road, Devizes, Wiltshire, SN10 2HT
☎ 01380 723361
www.wadworth.co.uk

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Appendix 2 – Quiet Delivery Procedures (Vans)

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Quiet Loading Procedure

VANS

- On entry to the yard all stereos must be turned to silent or off.
- Van doors to be shut quietly once parked for loading.
- Keep reversing to a minimum.
- Park with plenty of space around the van to allow clamp trucks the space required to avoid unnecessary reversing.
- Enter the yard in a slow manner safely and to avoid unnecessary engine noise.
- Load the vans without dropping Firkins/Kegs/Pins on to the van being mindful of noise this creates.
- Acknowledge and follow quiet loading signage around loading area.
- No loading to take place before **7:00** on a standard working day.
- No loading or unloading before **12:00** on a weekend or bank holiday.
This includes empties.

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