



Estates and Acquisitions

Asda House
Great Wilson Street
LEEDS
LS11 5AD

www.asda.com

20 May 2016

Dear Neighbour,

RE: Asda Shaw, Meet The Manager, 14/03/16

Thank you for joining us at Asda Shaw on 14th March for the Meet the Manager event. The Asda team very much appreciates your time and your feedback regarding ongoing store operations and the development proposals that are currently being discussed with the council.

This letter summarises the matters as discussed and we hope you find this informative:

Delivery vehicles

A briefing has been held at the local Distribution Centre with managers and drivers to reiterate the importance of working to the adopted delivery management plan. Work is being undertaken to improve the delivery sequence with both in-store and distribution colleagues **and** if there is the possibility of stacking then the second vehicle will be admitted to the delivery yard to wait rather than dwelling on the local streets. The yard can accommodate one waiting and one unloading vehicle at any time. All external suppliers have been briefed and have provided undertakings not to dwell outside delivery yard

Proposals for additional deliveries to the front of store

Following a review of feedback received at the meeting, discussions with the council and a further consideration of the stores needs, it has been decided to withdraw the application for additional deliveries.

Service yard

Given the location, and the fact the delivery yard is covered, it is not felt that acoustic fencing would be suitable in this location. However, to reduce noise levels, new brackets have been fitted on both delivery gates and the pin from the gate will now slot in between the brackets to prevent it from dragging on the floor. Warehouse colleagues have been re-briefed on "lifting" the gate up when opening and closing it and Home Shopping colleagues have been reminded of the requirement to be mindful of neighbours.

We have spoken to Smiths, our newspaper supplier regarding the companies 5am delivery. They will take greater care when delivering to minimise any noise.

Highways, traffic and parking

From Crompton Way (A663) the established access to the site and surrounding businesses is via a signalised junction with High Street, which then becomes Greenfield Lane. The established access is on a corner and we understand this was also the case for the previous use of the site.

We have looked at the feasibility of a new access that might be formed onto Eastway. The road would need to be accessed via all of the above roads as the present arrangements, but would also introduce another junction for vehicles to negotiate. Additionally, the increase in traffic to the junction at Eastway/Greenfield Lane could mean that pedestrian safety is affected where they will be required to cross Eastway. Mitigation measures could be put in place, but we feel these would not improve upon the current arrangements. These access changes would also lead to a significant loss of parking spaces at the store as the layout would need to be amended to accommodate the new access.

A car park accumulation study has been undertaken which has assessed the use of the car park. This has demonstrated that, whilst the car park is busy at peak times, there are still sufficient spaces available for customers. Asda always focus on a good customer experience, so providing enough parking is a key indicator for ensuring customers return and shop with us again. We are also sympathetic to issues impacting the wider highways network, but can only directly control movements within the store site boundary itself. Also, whilst one user of the local highways network, Asda are not the only operator using these junctions. Delivery drivers have been briefed to drive sympathetically on local road surfaces

Petrol Filling Station

It was suggested that Asda consider a new petrol filling station located away from the store. By locating a PFS next to the existing store it will encourage existing customers to make link trips. An off-site solution would lead to additional journeys as customers would be required to drive to a second location to access fuel, potentially increasing the number of vehicle movements

Charity collection

We have discussed the issue of the report of a Royal British Legion local vendor being prevented from collecting at store, despite there being an exiting agreement with the RBL which allows them to with both the RBL and our store team

Community Life

The Community Life Programme is designed to help local groups and organisations. Beneficiaries over the last 12 months include; Beal Vale Primary School, Shaw Cricket Club and First Shaw Beaters. To be supported by the Community Life Programme a group must be audited using a "red flag checklist" to ensure they are fully compliant with Asda's ethics policy. If they pass, then the stores Colleague Voice (which is a meeting comprised of a selection of colleagues from the store that gathers monthly) decides upon any changes to the beneficiaries.

We hope you find this letter useful. If you would like clarification on any of the points or have questions relating to the above then please contact Andrew Lester of HardHat on 0113 357 0066 or email andrewl@hardhat.co.uk. If you have any queries regarding store operations, then please contact the General Store Manager, Beth Grundy on 01706 883500.

Yours sincerely,

Bob Parkes
Estates and Acquisitions
Asda Stores Limited