



Transport for London's code of practice for quieter out-of-hours deliveries

Background

The 2012 Games will have an impact on delivery and servicing activity across London this summer.

In many cases, owing to temporary restrictions, deliveries to shops, pubs, offices, hotels and restaurants will need to take place out of normal operating hours. In the most severely impacted locations the delivery may only be possible between midnight and 06:00.

This change will pose challenges to businesses, operators and London's boroughs. Although many deliveries already occur 'out-of-hours' without causing problems, the increase in activity necessary during the Games will mean even greater attention will need to be paid to meeting the needs of businesses while minimising disruption to local residents.

To help organisations deal with this change, Transport for London (TfL) has developed a code of practice for out-of-hours delivery and servicing during the Games.

Purpose

This code of practice provides businesses and delivery companies with simple, practical guidance on how to minimise noise from night-time deliveries. It is relevant to all sectors and is in three parts:

- General guidance about what to consider
- Measures to reduce noise at the delivery point
- Measures for drivers

Businesses in London should ensure staff, suppliers and carriers are aware of any changes to delivery processes and the reasons for them. Copies of the code of practice should be sent to all parties likely to be servicing their premises during the Games. It is vital that drivers are briefed as they play a critical role in minimising noise. It is recommended that a laminated copy of the code's driver component is kept in vehicles used for deliveries.

The code covers best practice in minimising noise from delivery and servicing activity. However, each delivery point and type of delivery may have its own particular issues. It is important that these are reviewed and specific noise reduction measures introduced if required.

The effectiveness of this code of practice has been demonstrated in a series of out-of-hours delivery trials covering a variety of sectors across London. Case studies for these trials are available at tfl.gov.uk/2012outofhoursdeliveries

Businesses should also consider if there are restrictions such as planning conditions or noise nuisance issues at the delivery point that require a discussion with the local borough.

Where other considerations exist, businesses are urged to read the supporting information around Games time delivery solutions. This is available at tfl.gov.uk/2012freight

General guidance

Think about the potential noise impact of any out-of-hours activity on local residents, and review the likely sources and consider how to address these by:

- Using newer and quieter delivery vehicles and equipment, where possible
- Making sure all equipment – both on the vehicle and at the delivery point – is in good working order and maintained or modernised to minimise noise when in operation
- Ensuring all staff involved in delivery activity are briefed and trained appropriately, in accordance with the code of practice
- Ensuring all suppliers and carriers receive copies of the code and are aware of its importance
- Liaising with your local borough and contacting the Environmental Health Officer (responsible for noise issues) to explain the plans to manage night-time delivery and servicing activity
- Liaising with colleagues, other local businesses, suppliers and carriers to minimise the likelihood of more than one vehicle arriving at the same time

Ensure all drivers follow the guidance below

The delivery point

- Ensure delivery bay doors, gates and shutters are well maintained to minimise noise when opening and closing
- Switch off any external tannoy systems
- Avoid using external bells at delivery points
- Switch off the radio when delivery point doors are open
- Ensure the delivery point and surrounding areas are clear of obstructions so vehicles can manoeuvre easily
- Keep doors other than the delivery point closed to ensure noise does not escape
- Where possible, prepare all empty handling units, salvage and returns behind closed doors. Check they are in the correct condition and position and at the right height before taking them out. This will minimise outdoor activity and unnecessary noise
- Think about how to minimise contact between hard surfaces, particularly metal on metal, during the unloading/loading processes. For example, use rubber matting and buffering material on doors
- Service any delivery equipment in advance to minimise noise

- Make sure the delivery point is ready for the vehicle before it arrives – gates and doors should be open to avoid the vehicle idling
- Make sure the driver knows the precise location of your delivery point and is aware of any local access issues
- Ensure staff do not shout or whistle to get the attention of the driver

The driver

- Plan ahead to ensure you know the location of the delivery point and the appropriate access route
- If early for your delivery slot, do not wait near residential property and encourage the driver to switch off the engine
- As you approach the site and manoeuvre your vehicle into position, remain aware of the effect noise levels can have on local residents
- Do not sound your horn
- Reversing alarms should be switched off or modified for white noise, if not subject to health and safety requirements. Use a qualified banksman instead, if available
- Engines should be switched off immediately when not manoeuvring, however, try to minimise start-ups and avoid over-revving
- Refrigeration equipment should be switched off in advance of arrival at premises
- If the radio is on, ensure the cab windows are closed and switch the radio off before opening the door
- Minimise the frequency of opening and closing vehicle doors, and do so quietly
- Allow extra time if needed to unload as quietly as possible. Take particular care to minimise rattle from metal-on-metal contact when moving roll cages
- Where practical, notify staff at the delivery point in advance of arrival to ensure they are ready for you
- Be aware of how far your voice can carry when talking outside at night
- If opening a gate/cellar flap/roller shutter door to gain access, do so gently and as little as possible
- Lower flaps on tail-lifts carefully and quietly
- Do not whistle or shout to get the attention of store employees
- When moving gates, locks and load restraint bars ensure they are placed gently in their resting position/stowage point – do not drop or drag them on the ground
- When safe to do so, use sidelights rather than headlights while off-road and manoeuvring, to minimise light intrusion
- Minimise excessive air brake noise
- When working in the vehicle load space avoid banging cages into the vehicle walls
- When finished unloading/loading, close up the vehicle quietly
- For keg deliveries, ensure that dropping beds are always used when dropping kegs into and out of the vehicle. If rolling kegs to the delivery point, use rubber matting. Consider using a sack truck with pneumatic tyres to move kegs from the vehicle to the delivery point
- Show the same consideration when leaving the site as when arriving