



Transport for London's Code of Practice for quieter deliveries

Background

London is changing. The population is growing, there is more traffic and more cyclists, and road space is limited. The increase in internet shopping means more deliveries, to more locations, more frequently.

Transport for London (TfL) knows from the Olympic and Paralympic Games in 2012 that moving freight efficiently on London's roads is key to the sustainable growth of the Capital's economy. The way in which freight is managed will need to change to support the growth in London.

As roads get busier we know shops, pubs, offices, hotels and restaurants may need to move some deliveries and servicing to less busy times.

This may 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 to maintain services in the Capital will mean even greater attention will be needed to meet the needs of businesses while minimising disruption to local residents.

In partnership with the freight industry, business groups, London Councils and the Retiming Deliveries Consortium, we have developed this Code of Practice to help organisations manage quieter delivery, collection and servicing activity.

The effectiveness of this Code of Practice has already been demonstrated in a series of trials which covered a variety of sectors across London. Case studies for some of these, plus examples from London 2012, are available on the TfL website.

Purpose

This Code of Practice provides businesses and delivery companies with simple, practical guidance on how to minimise noise from out-of-hours deliveries. 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 Code is relevant to all sectors and is in three parts:

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

Businesses in London should ensure colleagues, suppliers and carriers are aware of any proposed 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. It is vital to brief drivers and delivery point colleagues as they play a critical role in minimising noise.

General guidance and what to consider

Businesses should consider if there are restrictions such as planning conditions or noise nuisance issues at the delivery point that require a discussion with the local authority. Contact the Planning department and the Environmental Health Officer (responsible for noise issues) to explain and review your plans to manage delivery activity responsibly.

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

- Using newer and quieter delivery vehicles and equipment, where possible e.g. Quiet roll cages, rubber floor mats, soft-close doors, remote controlled shutter door systems, electric hand pallet trucks, low-noise refrigeration units, automatic shut-off radios, broad band reversing alarms
- 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 colleagues involved in delivery activity are briefed and trained appropriately, in accordance with the Code of Practice (see measures below)
- Ensuring all suppliers and carriers receive copies of the Code and are aware of its importance
- Liaising with colleagues, other local businesses, suppliers and carriers to minimise the likelihood of more than one vehicle arriving at the same time
- Keeping in mind that the weather has an impact – remind colleagues that residents may leave windows open during the warm summer months

Measures to reduce noise at 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 to avoid the vehicle idling e.g. gates and doors should be open
- Make sure the driver knows the precise location of your delivery point and is aware of any local access issues
- Ensure colleagues do not shout or whistle to get the attention of the driver

Measures for drivers

- 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 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
- Switch off engines immediately when not manoeuvring, however, try to minimise start-ups and avoid over-revving
- Refrigeration equipment should be switched off in advance of, or immediately on arrival at premises, if food safety processes allow
- If the radio is on, ensure the vehicle 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 e.g. when moving roll cages
- Where practical, notify colleagues 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 only as much as necessary
- Lower flaps on tail-lifts carefully and quietly
- Do not whistle or shout to get the attention of delivery point colleagues
- 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

Visit www.tfl.gov.uk/freight for more information and advice on changing delivery and servicing times or email freight@tfl.gov.uk.

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