

# TfL Code of Practice for quieter deliveries



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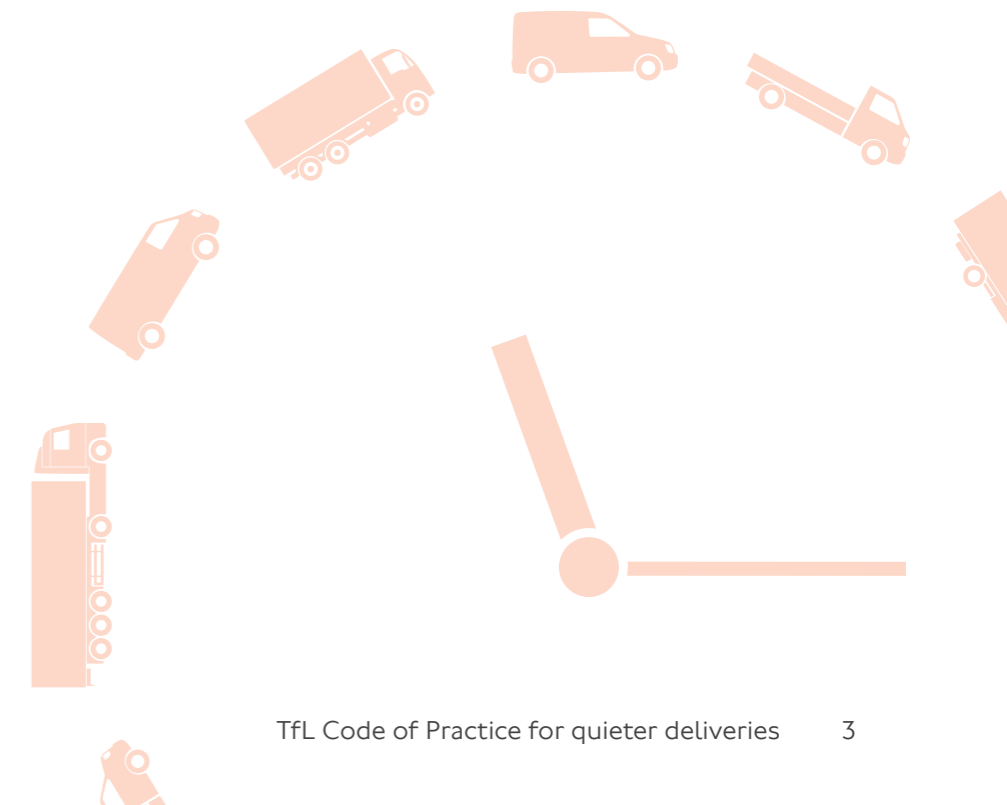
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# Background

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.

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 addition to bringing better efficiency, there are wider benefits of changing delivery times. These include:

- Improved air quality
- Reduced congestion
- Increased road safety
- Sustainability of urban centres

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

## London's growing population



London population in 1991



London population in 2015



Estimated London population growth by 2041

# Purpose

This Code of Practice provides businesses, delivery companies and regulators with simple, practical guidance on how to minimise noise from deliveries. Each delivery point and type of delivery may have its own particular issues. It is important that these are reviewed and site-specific noise reduction measures are introduced as required.

The Code of Practice forms part of a responsible approach to retiming which is supported by further guidance on detailed noise management plans and other measures which may be necessary for complex situations.

The Code is in six parts and is relevant to all sectors:

- General guidance about what to consider
- Assessing and managing noise impact
- Good practices
- Measures at the delivery point
- Measures for drivers
- Supporting information and guidance

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 made available to all parties likely to be servicing their premises. In particular, it is vital to brief drivers and delivery point colleagues as they play a critical role in minimising noise.

Please note that following this Code of Practice may not permit off-peak activity at every location. Following a risk-based responsible approach for each site is necessary.

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# General guidance and what to consider

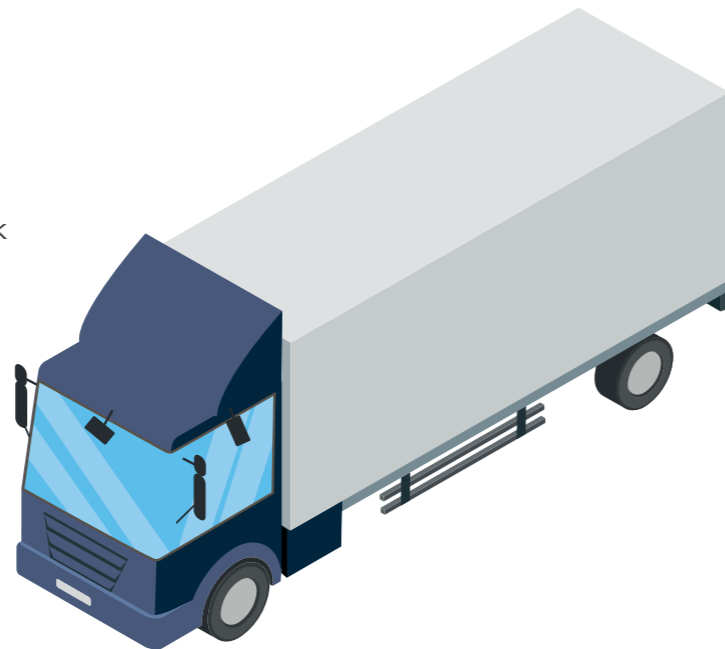
Businesses and local authorities should adopt a risk-based approach to effective noise management and control. This provides a foundation that businesses and regulators can base decisions on and adopt a proportionate level of control or management to minimise the impacts of noise from delivery activity on the local community.

Businesses should consider if there are restrictions such as planning conditions, licensing or noise abatement issues at the delivery point that require a discussion with the local authority. Legislative controls can be complex to navigate so early contact with relevant stakeholders is advised.

Suppliers, transport operators and clients should be consulted to consider any supply chain or operational restrictions.

A site and risk assessment should be completed before starting off-peak deliveries at any site.

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# Assessing and managing noise impact

Carrying out a detailed site and noise impact risk assessment will assist businesses and regulators make informed decisions on proposed changes to delivery and servicing times, especially where noise is a consideration.

A Noise Management Plan (NMP) and auditing would be essential to demonstrate proposed responsible practices.

The aim of an NMP is to assist businesses, regulators and local residents understand how noise impacts should be managed and controlled. A well prepared plan can avoid problems for residents and others. It can also help the regulator and the business respond to any problems by providing effective measures.

An NMP should contain information about the potential noise impact of any activity on local residents, review the likely sources and consider how to address them.

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Once a risk assessment has been undertaken and a plan to manage noise is in place, businesses should notify their intent to change delivery times.

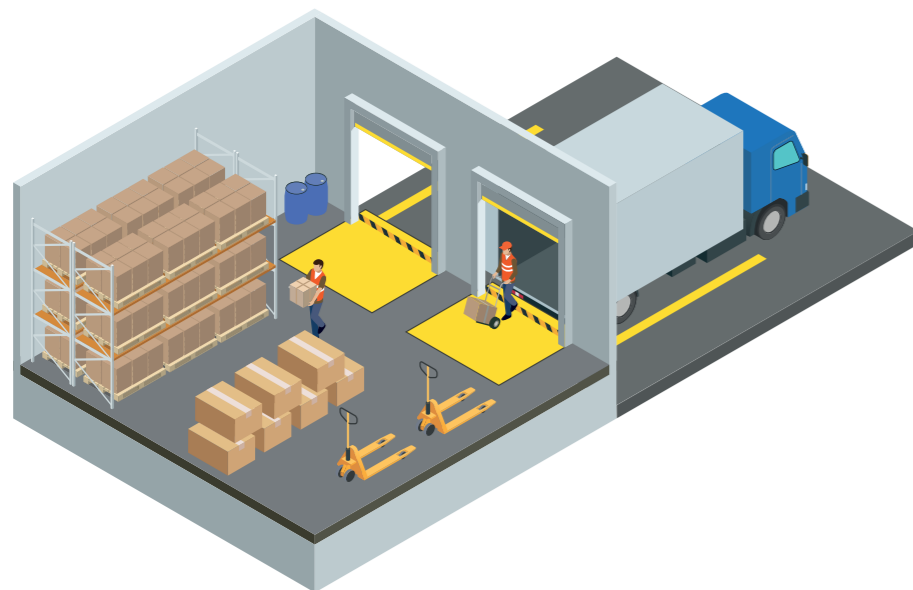
If noise issues arise on industrial, trade or business premises, under certain circumstances, it is important to show that best practicable means were used to prevent, or counteract, the effects of statutory nuisance. Following an NMP can help quickly resolve issues.

Further information on site and noise assessment and what an NMP should include is available at [www.tfl.gov.uk/retime](http://www.tfl.gov.uk/retime)

# Good practices

This Code recommends general good practices including:

- Using newer and quieter delivery vehicles and equipment, where possible eg 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 equipment, practices and 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 and may therefore be more likely to hear (and be disturbed by) noise from delivery activity



# Measures at the delivery point

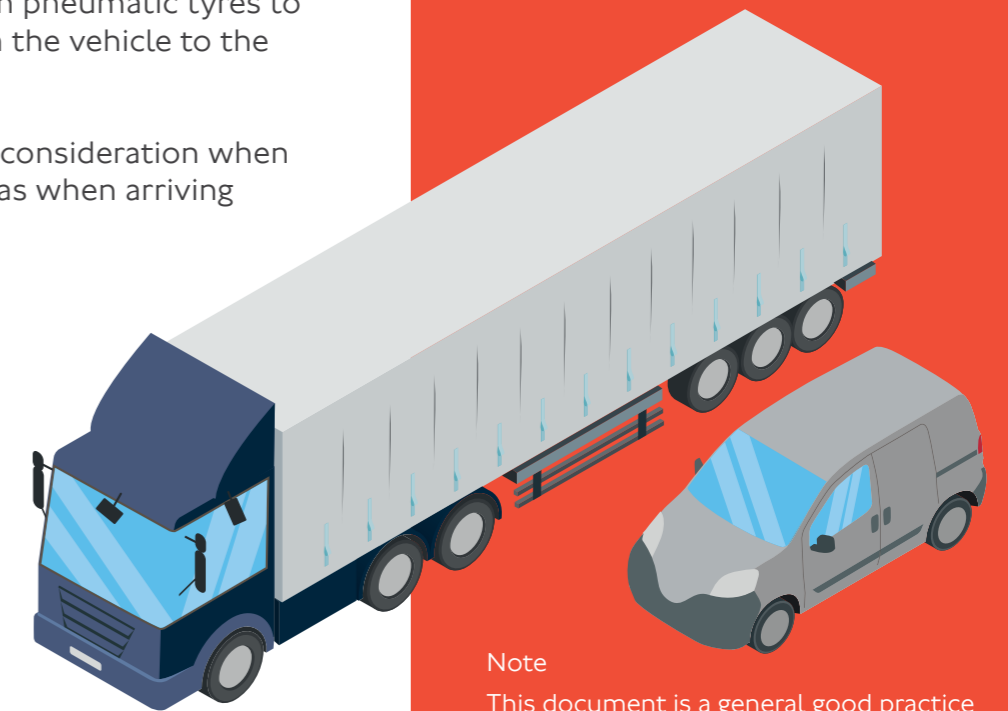
- Ensure staff are trained and able to safely use any equipment required
- Ensure delivery bay doors, gates and shutters are well maintained to minimise noise when opening and closing
- Switch off any external tannoy systems
- Avoid using external bells at delivery points
- Switch off the radio when delivery point doors are open
- Ensure the delivery point and surrounding areas are clear of obstructions so vehicles and colleagues 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 eg 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

- Ensure you are trained and able to safely use any equipment required
- Plan ahead to ensure you know the location of the delivery point and the appropriate access route
- If early for the 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 the horn
- If not subject to health and safety requirements, during sensitive hours (usually 23:00 – 05:00) switch off reversing alarms, modify them for white noise or if permitted, use a qualified banksman
- Switch off engines immediately when not manoeuvring and 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 eg when moving roll cages
- Where practical, notify colleagues at the delivery point in advance of arrival to ensure they are ready
- Be aware of how far voices 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 and secure the vehicle quietly
- For keg deliveries, ensure 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

## Further information and guidance

Visit [www.tfl.gov.uk/retime](http://www.tfl.gov.uk/retime) for more information and advice on changing delivery and servicing times.



### Note

This document is a general good practice guide only. It is not intended to replace the need to take relevant legal and other professional advice in specific circumstances. Prior advice should also be sought from the appropriate relevant local and other statutory authorities whose consent may be required as practice may vary in particular situations.

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