Sustainable Acoustics

McOpCo

MCDONALD'S, RUISLIP #263

Noise Impact Assessment

Report No. 24-0157-0 R02

♦ PROTECT ♦ ENHANCE ♦ CONNECT

Noise Impact Assessment

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MCDONALD'S, RUISLIP #263

Report No.:	24-0157-0 R02
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0 NON-TECHNICAL SUMMARY

0.1 The McDonald's located at Ruislip (#263) is located at 144 High St, Ruislip HA4 8LJ; it has been operating between the hours of 05:00 – 23:00 for many years. The application seeks to regularise the trading hours at both Unit 144 and Unit 144a.

0.2 A noise impact assessment was completed between 21st – 22nd October 2024 to investigate the noise climate with and without the normal operation of the store to determine any impact.

0.3 People noise from pedestrians and road traffic noise are the primary contributors to the noise climate around the site. The closest residential properties are those of the terraced building on which the store is situated – though they are not directly above.

0.4 Internal sound transmission from the store to any receiver via walls, floors, flanking, or otherwise is outside the scope of this assessment.

0.5 An assessment of the potential noise impact due to the extension of operating hours was undertaken for the four principal noise sources. The significance of each was assessed with national planning and noise policy regarding the Noise Policy Statement for England 2010, and therefore the National Planning Policy Framework:

Effect Threshold	*Subjective / Objective Assessment levels in-front of residential façades*			
	People	**Vehicles**	**COD / Store**	**Roof Plant**
Significant observable adverse effect **(SOAEL)**				✔
Lowest observable adverse effect level **(LOAEL)**				↓
No observable adverse effect level **(NOAEL)**	✔	✔	✔	✔

Table 0: Noise Significance Impact Thresholds for extending hours of operation of the drive thru and in store eating services (in green after mitigation)

0.6 Whilst it is considered the application won't introduce any new noise, existing plant noise overnight may currently be causing significant effect on the closest residential receivers and so it is strongly recommended mitigation is applied.

0.7 Applying an appropriate mitigation package, it is considered likely that anticipated noise from the key 4 sources would meet a NOAEL, and therefore the aspiration set out by Paragraph 123 of the NPPF and the Noise Policy Statement for England; however, a proactive outline mitigation strategy is provided in this report.

0.8 A Premises Noise Management Plan is also proposed and set out in Appendix C. Such a Plan establishes good practice proactively and will reduce the risk of associated noise impact on the quality of amenity to a minimum.

1 INTRODUCTION

1.1 Sustainable Acoustics Ltd is an independent acoustic consultancy who has been commissioned to carry out a noise impact assessment, as part of the planning application for the proposed extension of hours of McDonald's Ruislip (#263).

1.2 It is understood that the restaurant currently operates between 05:00 and 23:00, and the planning application intends to regularise the hours.

1.3 **During the survey, it was arranged to have the store shut between 05:00 – 08:00 to explore residual noise (with the store shut) for purposes of the assessment**.

1.4 The permission from the application would control the use and hours of both 144 and 144a High Street.

1.5 A noise survey was undertaken between 20:00 and 09:00 21st– 22nd October 2024. The noise survey established the existing activity around the site during operational hours, as well as the night period when the store is currently closed, to inform an assessment of the likely noise impact during the proposed additional hours.

1.6 The assessment has been completed with regard for national policy on noise, relevant to England (NPSE), which specifies the approach to be taken to achieve the requirements of the National Planning Policy Framework (NPPF).

1.7 Assessment of any internal, structure-borne noise through the building massing to any potential receptors of the same terrace is outside the scope of this report.

2 THE AREA & CHARACTER

2.1 McDonald's [#263] is located at 144 High St, Ruislip HA4 8LJ. The store is located within an urban, mixed commercial-residential area as shown in Figure 1.

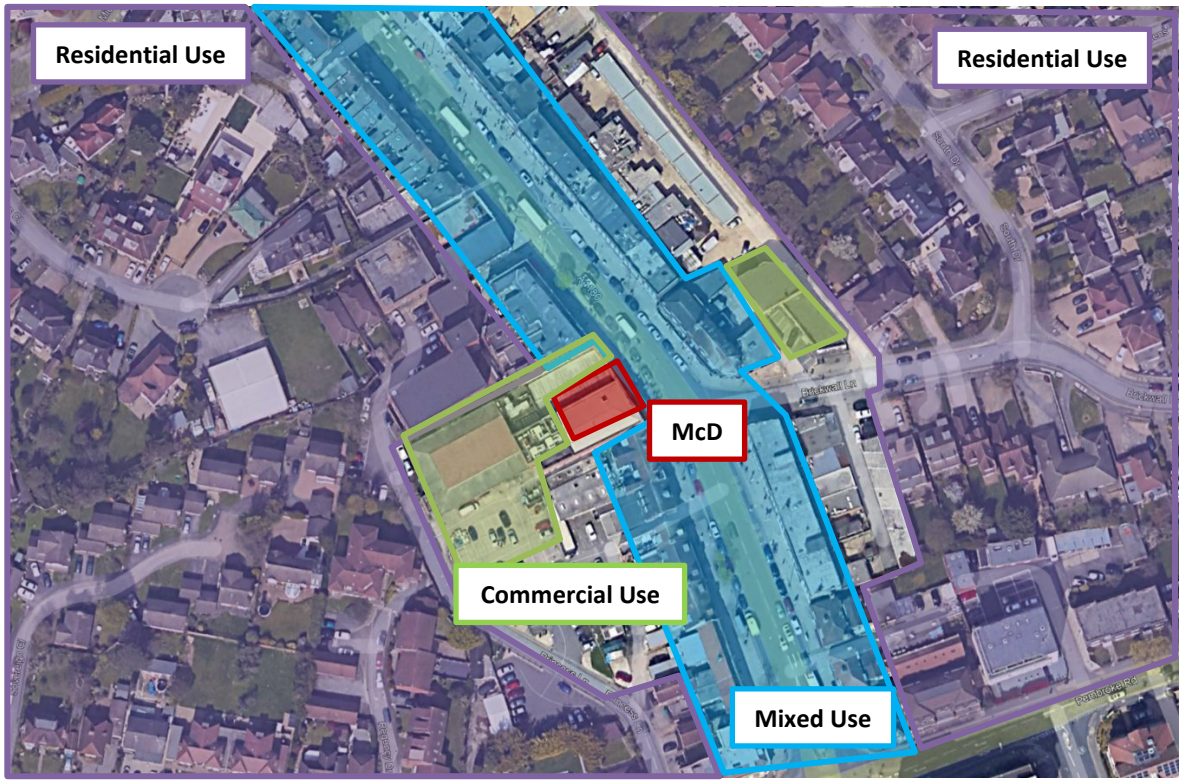


Figure 1: Map of local area with context

2.2 The operation has **no drive-thru** and therefore **no COD**. This is an urban store with foot access only. Access is directly at the front of the store on 144 High St. Similarly, there is no car park.

2.3 Based on on-site observation, it seems the closest noise-sensitive residential receptors are those of the first floor of the neighbouring buildings to the north and south sides of the building, in addition to the residential properties across High Street.

2.4 Many other residences are considered to be in fairly close proximity; as there are apartments above the ground floor commercial at street level.

2.5 The area had some active construction sites in close proximity, though these were not operational at night.

2.6 The store is in the middle of an active urban area, where noise traffic and people noise coming from the nearby commercial premises on High Street was prominent during the survey, in addition to the activity occurring in the carpark at the rear of Iceland together with some audible plant noise from Iceland store as well.

2.7 It is understood that there have been no complaints regarding plant noise or any other noise source from the current operation of the restaurant. It is also understood that the store has had no problem with anti-social behaviour, however, McDonald's takes a proactive approach on this, as set out in Appendix F.

3 NOISE SURVEYS

3.1 **Attended survey**: An attended survey was undertaken at the site between 20:00 and 09:00 on 21st– 22nd October 2024 to capture the closing periods of the store, as well the period immediately after the store had shut. The attended measurements were carried out at a number of positions; chosen to measure and establish the typical noise levels for activities associated with the McDonald's operation, as well as the ambient noise levels in the area. Observations were also made during the attended measurements, which were at suitable positions to have a view of those arriving and leaving the restaurant. Observations and measurements made during the attended survey are summarised in Appendix A.

3.2 **Unattended survey**: Monitoring was also undertaken at a fixed position on the rooftop of the store building, one meter outside of the south façade, to capture representative ambient and background noise levels at the residential facade. This position logged noise levels in 1-minute and 15-minute periods over the survey.

3.3 **Conditions:** The weather was cold at 7°C, and dry for the duration of the survey. Winds were still – very light for the duration of the survey; they are not considered likely to have affected the results as the sources are near the measurement positions.

3.4 **Locations:** Measurement positions are shown at Figure 2. Attended measurements were taken between 1.2 to 1.5m above the ground and at least 3m from a reflective surface.

Figure 2: Attended measurement positions

3.5 **Equipment**: The following equipment was used in the survey.

Equipment	Type	Serial Number
Unattended Monitoring:		
Svantek Class 1 Sound Analyser	977	69526
Microphone	7052E	68247
Preamplifier	SV 12L	72159
Attended Measurements:		
Rion Class 1 sound level meter	NA-28	00170246
Preamplifier	NH-23	60254
Microphone	UC-59	00299
Calibration:		
Rion Calibrator	NC-74	34773049

Table 1: The equipment used during the survey between 21st– 22nd October 2024

3.6 All equipment is within regularly traceable calibration and the meters were calibrated using field calibrators before and after the survey periods, without significant drift observed.

4 NATIONAL NOISE PLANNING GUIDANCE & ASSESSMENT CRITERIA

4.1 The Assessment criteria used in this report is based on the following local and national policies, and national and international standards:

- Hillingdon Local Plan 2026
- BS EN ISO 4142:2012 – Methods for rating and assessing industrial and commercial sound
- The National Planning Policy Framework (NPPF) and Noise Policy Statement England (NPSE)

Full detail of the relevant policies and standards can be found in Appendix B

5 SUBJECTIVE OBSERVATIONS

5.1 Ambient Noise / Area Comments (noise *not* associated with store)

The dominant noise source during surveyed hours was a combination of close-by vehicle movements (including revving of engines by traffic lights), and some commercial activities occurring nearby. The local traffic included buses, vans, trucks and cars. More distant traffic noise contributed to background but was barely discernible due to the masking of near-field noise.

Other stores and commercial premises like Iceland and cafés were observed during the survey – they were closed by 23:00, and some began to open again by 07:00. At the rear of the Iceland store there is occasionally some movement at the carpark with vans and other heavy vehicles.

Plant noise coming from Iceland store was clearly audible at the rear of the stores during the night hours.

5.2 People

This assessment is for a store in an urban location with no drive-thru or car park, and so customers only arrived by foot.

30 customers were witnessed during the first opening hour 08:00 – 09:00.

No instances of antisocial behaviour were observed.

5.3 Vehicles

As this is an urban store, no customers were observed to arrive by vehicle, although there is some street parking at the storefronts on High Street. It is also understood that the store offers deliveries via UberEats. Delivery vehicles were observed to be typically bikes as opposed to cars, which is usual for stores in more built-up areas, where only 1 delivery car arrived in the during the first hour. The noise from the vehicle did not stand out against the site's soundscape.

5.4 COD/Store Noise

There is no COD noise at the store.

5.5 Plant

Plant noise from McDonald's was largely indiscernible level at street level during the survey. A close measurement was taken at the roof off axis to the plant's exhaust in a similar direction to the nearest receivers. Additionally, the monitor was placed in the propagation path from the plan towards the nearest receivers, as seen in Figure 3 below.

Figure 3: Kitchen Extract, with view to residential windows.

6 RESULTS

6.1 Attended survey noise levels (positions MP1 to MP4)

Appendix A summarises the attended measurements, which highlights the noise levels due to the operation of the McDonald's.

6.2 Customer Counts

An approximate estimation of predicted deliveries for the proposed extended operating hours from 05:00 to 08:00 has been provided by the store. As a worst-case assumption, the witnessed number of pedestrians in the first opening hour is considered to represent the proposed preceding hours. These are shown in Table 2:

Hour	Drive-Thru	Deliveries	On Foot
05:00 – 06:00	-	10	26
06:00 – 07:00	"	"	"
07:00 – 08:00	"	"	"

Table 2: Projected customer counts during potential opening hours of store

6.3 Unattended survey

The variation of ambient noise levels (L_{Amax}, L_{Aeq}, L_{A90}) during the evening survey are shown in 15-minute intervals in Figure 4.

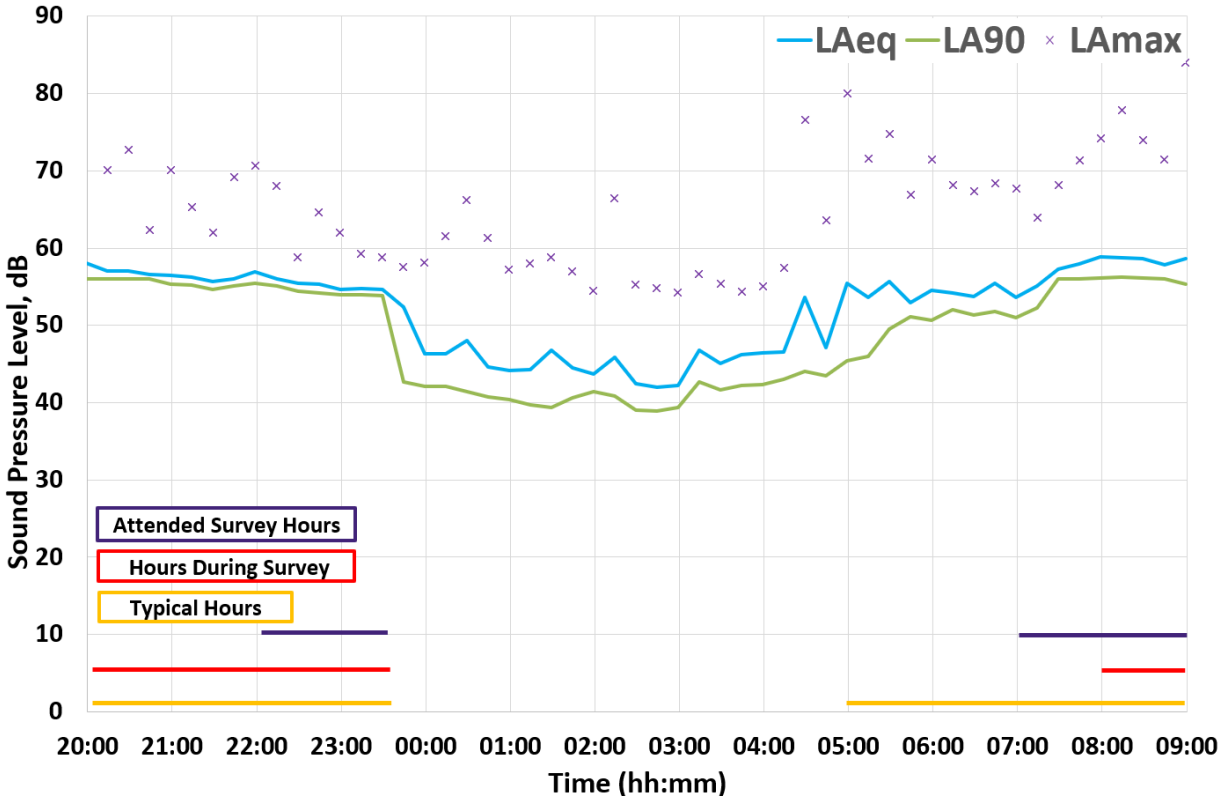


Figure 4: 15-minute time history at logging position

A finer time-trace is shown below, indicating sound captured in the 63 Hz frequency band. In both figures, a clear drop can be seen after 23:30, where the main kitchen extract turns off.

In Figure 5, an intermittent low frequency signal can be seen to switch on/off periodically throughout the night. This type of signal is usually refrigeration plant, turning on when required, likely from the Iceland store. The effect this has on the overall level is minimal compared with the extract.

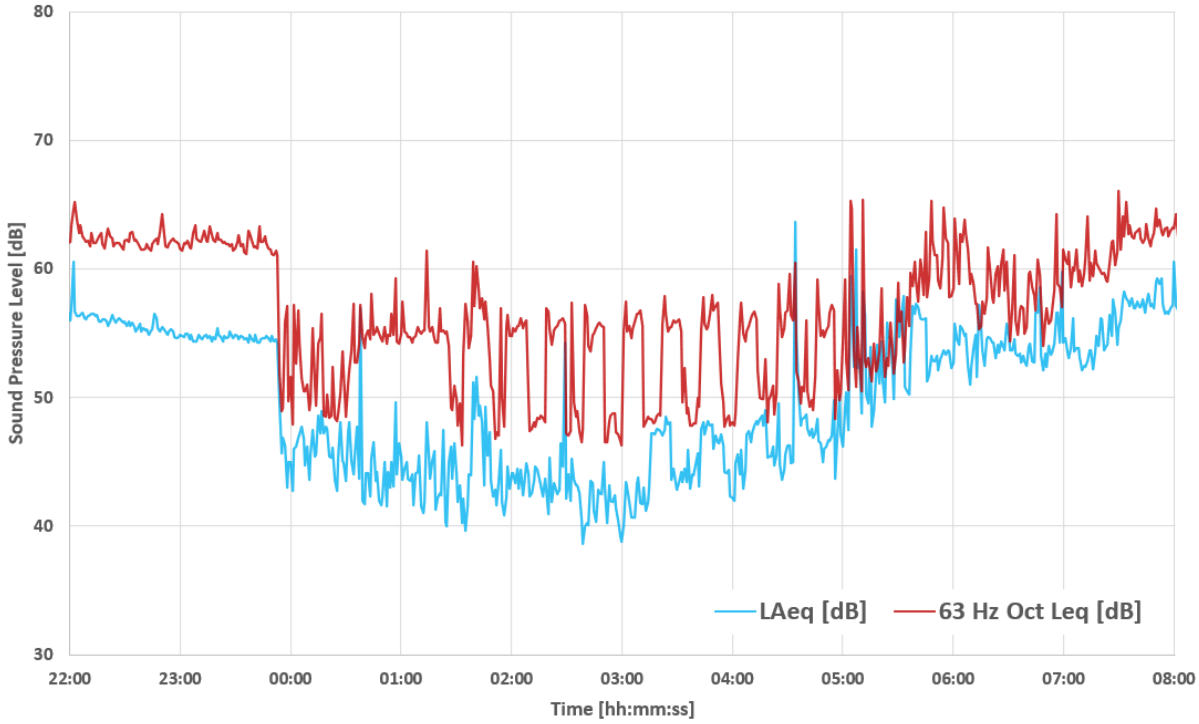


Figure 5: 1-minute time history at logging position, showing low frequency noise

7 ASSESSMENT

7.1 People / ASB

7.1.1 Whilst people noise was prevalent in the immediate area, McDonald's customers formed a small minority of the overall body of people in the immediate vicinity. It is also not possible to say whether or not the customers would or wouldn't have been in the area regardless of the store. Subjectively, no significant noise from customers (specifically) was observed during the site visit, any chat observed blended into the acoustic environment.

7.1.2 26 pedestrians were witnessed early in the first opening hour, but this does not necessarily represent the proposed hours for the extension.

7.1.3 Normal speaking voices would not be expected to increase the ambient levels of >55 dB $L_{Aeq,T}$ during the night levels from speech at street level several meters away (assuming point source propagation) would not be expected to increase this by more than 1 dB unless it was with a raised voice.

7.1.4 People noise is different from the other categories in terms of its unpredictability and subjectivity. Where hypothetical people noise during the later hours is concerned, no parameter or standard is identified to assess it as anything other than negligible in this context, based on what was witnessed.

7.1.5 It is considered that the best way to deal with people noise, should it become an issue in the future, is via the antisocial behaviour policy protocol as outlined in Appendix E, which should be implemented in full to mitigate the noise.

7.2 Vehicles – Effect on Ambient Noise

7.2.1 As there is no drive-thru or car park at this store, vehicle noise in the immediate area is expected to be limited to that of delivery vehicle.

7.2.2 To assess potential noise from the additional opening hours of McDonald's, the noise from additional vehicles passing by the closest point of the McDonald's store to the residential properties is added to the existing ambient noise level to establish the worst-case predicted increase in ambient noise level due to the operation of McDonald's.

7.2.3 ***Note that this is not a BS4142 assessment, but it is considered an effective way to assess the impact that additional vehicle movements may have at nearby residential receptors. This is supported by the approach taken in environmental statements, and guidance by IEMA and the Calculation of Road Traffic Noise (CRTN). BS 4142 is not aimed at accurately assessing impact for this type of noise, even though it now includes noise from vehicles around commercial sites. This is because the standard aims to assess noise from fixed plant and in this case the vehicles are not operating around the site but passing through it as diverted traffic. The difference in ambient noise level created by the number of vehicles is therefore considered a more robust approach to understand the impact of this type of noise.***

7.2.4 During the survey 9 delivery vehicles were observed, though it is recognised there may be more on other nights. It is understood the store runs delivery with Uber Eats. Uber Eats do use motorised scooters, but limit vehicles to engine sizes of 50CC. From previous surveys, scooters were found to have similar maximum noise levels to those of petrol cars. Calculations are done assuming delivery vehicles have much the same acoustic properties as customer cars, though **if motorbikes with larger engines are to be used as delivery vehicles, further assessment may be required.**

7.2.5 Noise levels from individual cars passing have been measured at other McDonald's stores, measured as 62 - 66 dB(A) at 7 m perpendicular to direction of travel.

7.2.6 Noise level at receiver: In order to undertake propagation calculations, those measurements are implemented together with the following assumptions, as summarised in the table below:

Previously Measured, at other McD sites	
Measured level of vehicle during movement over a few seconds at McDonald's Car Park, dB (L_{Amax})	66
Distance from vehicle at the instant the L_{Amax} was measured, m	7
Estimate of Sound Power of moving source, dB (L_{Aw})	91
Calculations for Ruislip #263	
Closest distance to residential window from road, m	10
Instantaneous level of passing vehicle at residential window, dB (L_{Amax})	63
Approximate total duration of a typical vehicle movement on McD premises (excluding idling), seconds	10

Table 3: Measurements used to approximate noise at window per vehicle – screening omitted

The calculations for change in ambient noise level is given below in Table 4. The levels have been calculated using a logarithmic average for the noise levels over every hour by considering each of the 3,600 seconds in the hour-period based on the data in Table 3.

	Existing Ambient Noise Levels at receiver, dB(A)	Anticipated Delivery Vehicles	Estimated contribution from additional vehicles alone, over the hour, $L_{Aeq, 1hour}$	Estimated Change to Ambient Noise Level from vehicles alone, dB(A)
05:00 – 06:00	52.9	10	47.4	54.0 (+1.1)
06:00 – 07:00	53.7	10	47.4	54.6 (+0.9)
07:00 – 08:00	53.6	10	47.4	54.5 (+0.9)

Table 4: Calculation of change in estimated ambient noise with additional customer vehicles.

7.2.7 It is generally considered that the minimum perceivable change in ambient noise level is 3 dB if the noise in question is steady state, anonymous sources.

7.2.8 Using 3 dB as a useful benchmark against which to assess the predicted change in ambient noise levels, the change in noise level shown in Table 4 shows no impact.

7.2.9 An allowance for a greater number of delivery vehicles is made as part of this assessment. With the assumptions made, over 35 vehicles are required to increase the ambient level at the receiver by 3 dB between 05:00 – 06:00 and over 40 vehicles per hour would be required to do so between 06:00 – 08:00 period.

7.2.10 Road traffic noise already governs a large component of the area's soundscape, and noise from additional vehicles driving past the closest residential property has negligible impact on the acoustic character.

7.2.11 It is considered that vehicles entering and leaving the site would not have a measurable impact on health or quality of life – this would be classified as a No Observable Effect Level (NOEL).

7.3 Vehicles – Maximum Noise

7.3.1 Car doors being slammed is often a typical maximum noise event to be considered where hours are extended. There may be other maximum events, but their assessment is considered simultaneously in this section regarding door slams.

7.3.2 No door slams are expected from customers, as the store does not have a customer car park.

7.3.3 It is possible a delivery vehicle may slam the car door.

7.3.4 Guidance from BS 8233:2014 is generally considered to establish aspirational targets for internal ambient noise levels in the case of new housing but the standard no longer provides specific guidance on acceptable maximum noise levels. The guideline value for the onset of sleep disturbance, given in the World Health Organisation (WHO) guidelines, is 45 dB L_{Amax} within bedrooms. ProPG Planning Guidance recommends limiting events exceeding 45 dB L_{Amax} internally to fewer than 10 times per night.

7.3.5 If the attenuation through an open window is assumed to be 15 dB (BS 8233:2014 Annex G), a corresponding target external noise level would be 60 dB L_{Amax}.

7.3.6 The loudest typical car door slams would be of the order of 91 dB sound power.

7.3.7 The closest spaces are at an approximate distance of 10m from resident windows. At this distance, the noisiest slams may reach 63 dB L_{Amax} externally, (48 dB L_{Amax} internally). Whilst this is slightly over the desired target, it must be noted that, not only is this a worst-case slam, but levels are consistently exceeding 60 dB L_{Amax} already as shown below. In context, hypothetical maximum noise events from potential car door slams are not considered to change the acoustic character of the area, or be noticeable

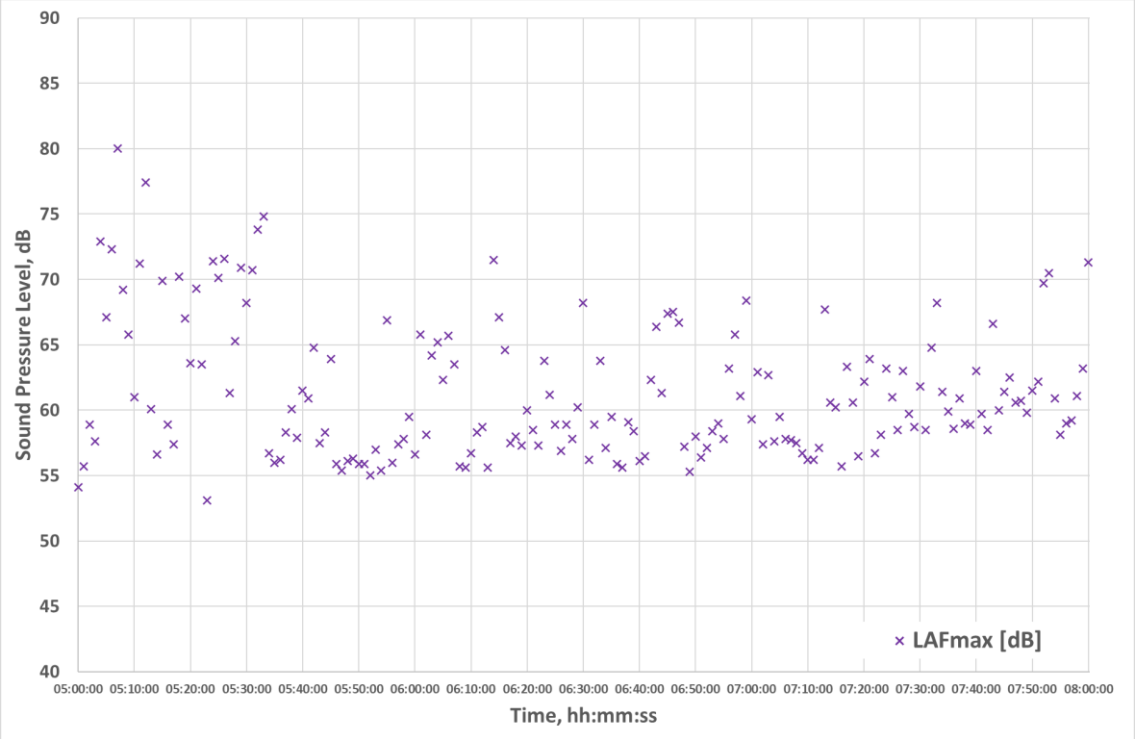


Figure 6: 1-minute L_{Amax} levels between 05:00 and 08:00

7.4 Plant

7.4.1 Subjectively, the roof-based plant was not discernible at street level positions around the store on High Street, while it was just at the audibility threshold close to the residence area at the rear of the stores.

7.4.2 There is already some plant noise present at the site during the night hours, coming mainly from the plant at the roof of the Iceland store.

7.4.3 Data from the unattended meter shows a clear cut-off event for the background noise approximately at midnight when the plant was turned off, as shown in Figures 4 and 5. **This indicates that the plant noise is likely influencing the background levels on the site**. Figure 5 also shows some other intermittent events occurring in the night hours at the 63Hz frequency band. This is presumably caused by the plant installed at the Iceland's store rooftop. Thus, this suggests that plant noise in the immediate surrounding is not unusual even at night hours.

7.4.4 A BS4142 assessment is included below using the lowest, representative background overnight between 05:00 and 08:00 using **plant noise as measured at the time of the survey**. In the time since, **it is understood that the fan speed has been lowered overnight**.

Results		Relevant BS4142 clause	Commentary
Measured Sound Pressure Level of plant (at distance of 1m, off-axis)	75 dB(A)	7.3.1	Sound pressure level measured at 1m off-axis from loudest item of the plant. Referred to as the "ambient" sound in BS 4142

Residual sound level	N/A	7.3.3	Sound level measured at same position as ambient sound, when the existing fixed plant item is switched off
Specific sound level	75 dB(A)	7.3.4	Calculated by removing residual noise from the measured plant noise. Given the proximity of the measurement to the plant item, no correction has been taken into account (allowing for a worst-case scenario).
Calculated Sound Power Level	83 dB(A)		Calculated sound power level from the measurement at 1m, assuming a point source, taking into account the reflection from roof during initial measurement.
Specific sound level at receiver	49		Calculated level at the closest residential window (19m away)
Acoustic feature correction	+ 4 dB	9.2	Roof-plant at Ruislip not found to be particularly tonal. In addition, the area features many other commercial premises using their own plant during these hours. However, fan-based units like this can still have discernible character.
Rating level	(50 + 4) = 54 dB	9.2	Sound level at 1m from residential, calculated from source measurements, and taking into account the acoustic feature correction of +4dB.
Background sound level	L_{A90} = 46 dB	8.3	Typical minimum 15-minute background sound level **at night**; measured at 05:00hrs when the plant was switched off.
Excess of rating over background sound level	**57 – 46 = 8 dB**	11	
BS 4142 Assessment	**8 dB**	11	
Uncertainty of the assessment	*±3 dB*	*10*	*The measurements were taken under repeatable conditions and therefore the uncertainty of the result will be low. However, the uncertainty has been determined from variability in noise levels affected by road traffic noise, which is likely to fluctuate.*

Table 5: BS4142:2014 Table for plant noise assessment

7.4.5 The conclusion of the assessment for plant noise at the time of the survey is a rating level of +8 dB. The rating noise at the closest residential may be above the lowest measured existing background.

7.4.6 Such rating level is close to the Significant Observable Adverse Effect (SOAEL) threshold.

7.4.7 It should be stated that any noise from the plant associated with the store is **already occurring** and therefore the application would not be considered to generate any **new noise**, provided no new plant is installed at 144a. **Notwithstanding**, given the result of the assessment, it is strongly recommended to include some noise mitigation measures for the kitchen extract plant.

8 MITIGATION

8.1 Necessary and proactive mitigation advice is given in this report, which will minimise the risk as far as practicable.

8.2 **People**: A premises noise management plan (Appendix B) is to be implemented, which embeds taking proactive best practice steps to further reduce the potential for noise impact on the residential properties. This is considered to be advisory to minimise the risk of noise from people, and in case of antisocial behaviour, and could be included as Informative to any permission.

8.3 **Vehicles**: It is not considered noise from vehicles will have any measurable effect during the proposed hours.

8.4 **Plant:**

Regarding plant noise, no change from existing noise is considered to be associated with the application, however, the assessment has flagged that the current impact may be significant during the sensitive morning period. Mitigation is considered critical in order to implement the aims of the NPSE and NPPF and ensure no adverse effect at the nearby residential receivers, this will have benefit for the quality of life of residents at other times also.

As an initial measures, a mechanical services engineer can inspect the suitability of the existing equipment, undertaking essential repairs, as necessary. If an inverter is not present, one should be installed.

Subsequently, installation of an in-duct attenuator to the extract ductwork to minimise noise from the outlet can be completed. Typically, these are made with filler material of mineral or glass fibre of sufficient density without affecting pressure drop or airflow requirements and have an outer casing of galvanised steel.

For robustness, installation of an acoustic enclosed to further mitigate levels; these are effective at minimising break-out from ductwork of all parts serving the extract. Typically, these are high mass, closed-board housing designs to screen the source from the receiver, and can be fitted with louvres to allow for adequate airflow.

It is suggested that the following wording is included in a condition to ensure that adequate protections are included to reduce the noise impact.

The extraction fan unit casing shall be acoustically enclosed, and the extract termination acoustically attenuated to reduce overall noise levels at 1m from the extract system by 10dB(A).

Upon installation, running speed of the kitchen extract fan should be set to as low as practicably possible in order to reduce noise at source.

9 NOISE IMPACT ASSESSMENT SUMMARY

9.1 Based on the assessments above the significance of the impact from noise from each source in turn is summarised below, assuming mitigation has been applied, with regard for the Noise Policy Statement for England 2010, and therefore the NPPF:

Effect Threshold	*Subjective / Objective Assessment levels in-front of residential façades*			
	People	**Vehicles**	**COD/Store**	**Roof Plant**
Significant observable adverse effect **(SOAEL)**				✔
Lowest observable adverse effect level **(LOAEL)**				↓
No observable adverse effect level **(NOAEL)**	✔	✔	✔	✔

Table 6: Noise Significance Impact Thresholds for extending hours of operation

9.2 Best practice measures are recommended to keep noise impact at minimum, should an extension be granted.

9.3 It is considered that the evidence supports this application on noise grounds and the premises noise management plan delivers an overall enhancement to the existing quality of life of residents, as encouraged by the national policy.

10 CONCLUSION

10.1 A noise impact assessment has been completed by Sustainable Acoustics Ltd. at the McDonald's located at 144 High St, Ruislip HA4 8LJ, based on the possibility of extending the planning hours of the restaurant (both 144 and 144a) to 05:00 – 23:00.

10.2 The assessment was completed using a combination of attended and unattended measurements between 20:00 - 09:00 the 21st – 22nd October 2024.

10.3 The assessment shows that the noise impact in terms of **people** and **vehicle** noise the store is likely to achieve no observable adverse impact on residences (NOAEL), though it is considered prudent to accompany this with a noise management plan.

10.4 If no mitigation works were completed, noise from plant may continue to yield **adverse impact** on the closest noise sensitive receiver; however, no new noise sources associated with the application to extend operation to 144a have been flagged. Through an appropriate mitigation strategy, as outlined in this report, this can be lowered to no observable adverse impact (NOAEL).

10.5 A premises noise management plan (PNMP) at Appendix C is proposed, which if implemented is extended to proactively minimise any potential risk of noise resulting from antisocial behaviour. This is a precautionary measure as no ASB was observed during the survey, and the risk of it considered to be very low. It is not considered necessary to add a condition in relation to this.

APPENDIX A

Acoustic Spot Measurements and Observations

Time	Duration (mm:ss)	L_{Aeq}	L_{Amax}	L_{A90}	L_{eq} 63 Hz	125 Hz	250 Hz	500 Hz	1 kHz	2 kHz	4 kHz	8 kHz	Pos	Remarks	Customer Count
22:00	15:00	69	98	51	72	71	70	66	65	61	53	45	1	Traffic noise dominant from busy traffic. Occasional car horns noise. No plant noise audible.	8
22:17	15:00	47	66	43	53	50	45	46	42	38	33	29	2	Low background noise levels. Plant noise dominant from Iceland store.	0
22:34	02:00	45	66	43	50	45	40	44	37	37	35	32	3	Plant noise from Iceland store higher compared to MP2. No other discernible noise source.	0
22:39	15:00	64	81	51	70	64	61	59	61	56	47	41	4	Fairly quiet area with some occasional traffic noise. Conversation noise dominant from food stores nearby.	4
23:00	15:00	65	83	47	66	60	61	60	63	58	48	39	1	McD and other stores closing. Low background noise levels with plant noise slightly audible.	1
23:17	10:00	46	71	43	50	48	42	44	40	37	36	32	2	Low plant noise audible. Low background noise levels.	0
07:19	10:00	53	71	49	62	58	52	51	49	44	39	33	2	Engine's noise dominant from vans at carpark. Distant aircraft noise audible.	0
07:31	10:00	69	81	60	74	69	67	64	65	61	54	47	4	Traffic noise dominant. Busy stationary traffic. Some stores open. McD closed.	3
07:42	15:00	69	80	60	74	67	65	63	65	62	54	49	1	Traffic noise dominant. Busy traffic and many pedestrians too. Many stores open. McD closed.	11
08:00	15:00	68	82	58	73	67	65	63	65	61	53	46	1	Traffic noise dominant. Busy traffic. Iceland store open. McD opening.	20
08:25	15:00	72	95	52	67	63	66	68	67	66	64	59	2	Traffic noise dominant. Iceland delivery occurring, very loud.	0
08:42	02:00	52	67	50	59	53	50	50	46	43	35	28	3	Plant noise audible, and some bleep noise.	0
08:49	15:00	68	88	58	72	67	64	63	65	61	52	45	1	Traffic noise dominant. Busy traffic. Bleep noise still audible.	11
09:32	02:00	75.3	76.3	74.9	73.9	70.0	68.8	74.6	68.1	68.5	60.9	53.3	R	Plant noise 1m off axis	0

APPENDIX B
Policies and Standards

NATIONAL PLANNING POLICY FRAMEWORK

Current planning policy is based on the National Planning Policy Framework (NPPF), revised in July 2021, which supports a presumption in favour of sustainable development, unless the adverse impacts of that development would outweigh the benefits when assessed against the policies in the Framework, taken as a whole.

The noise implications of development are recognised at paragraph 185, where it is stated that planning policies and decisions should:

- *"mitigate and reduce to a minimum potential adverse impact from noise from new development – and avoid noise giving rise to significant adverse impacts on health and the quality of life[65]"*

- *"Identify and protect tranquil areas which have remained relatively undisturbed by noise and are prized for their recreational and amenity value for this reason"*

Noise Policy Statement for England

Paragraph 185 of the NPPF also refers to advice on adverse effects of noise given in the Noise Policy Statement for England[1] (NPSE). This document sets out a policy vision to:

> *"Promote good health and a good quality of life through the effective management of noise within the context of Government policy on sustainable development".*

To achieve this vision the Statement sets the following three aims:

> *"Through the effective management and control of environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development:*
>
> - *avoid significant adverse impacts on health and quality of life*
> - *mitigate and minimise adverse impacts on health and quality of life; and*
> - *where possible, contribute to the improvement of health and quality of life.*

The following descriptive terms are implemented in the NPSE:

No observed effect level (NOEL): this is the level of noise exposure below which no effect at all on health or quality of life can be detected.

Lowest observed adverse effect level (LOAEL): this is the level of noise exposure above which adverse effects on health and quality of life can be detected.

Significant observed adverse effect level (SOAEL): This is the level of noise exposure above which significant adverse effects on health and quality of life occur.

National Planning Policy Guidance on Noise (July 2019)

This guidance is consistent with the policy within NPSE. The newly refreshed guidance says *"Good acoustic design needs to be considered early in the planning process to ensure that the most appropriate and cost-effective solutions are identified from the outset".*

[1] Department for Environment, Food and Rural Affairs, *Noise Policy Statement for England,* London, 2010

It also says noise can override other planning concerns, where justified, "*although it is important to look at noise in the context of the wider characteristics of a development proposal".*

It makes clear that "*As noise is a complex technical issue, it may be appropriate to seek experienced specialist assistance when applying this policy".*

The guidance provides the following "Noise Exposure Hierarchy Table":

Response	Examples of outcomes	Increasing effect level	Action
NO OBSERVED EFFECT LEVEL			
Not present	No Effect	No Observed Effect	No specific measures required
NO OBSERVED ADVERSE EFFECT LEVEL			
Present and not intrusive	Noise can be heard, but does not cause any change in behaviour, attitude or other physiological response. Can slightly affect the acoustic character of the area but not such that there is a change in the quality of life.	No Observed Adverse Effect	No specific measures required
LOWEST OBSERVED ADVERSE EFFECT LEVEL			
Present and intrusive	Noise can be heard and causes small changes in behaviour, attitude or other physiological response, e.g. turning up volume of television; speaking more loudly; where there is no alternative ventilation, having to close windows for some of the time because of the noise. Potential for some reported sleep disturbance. Affects the acoustic character of the area such that there is a small actual or perceived change in the quality of life.	Observed Adverse Effect	Mitigate and reduce to a minimum
SIGNIFICANT OBSERVED ADVERSE EFFECT LEVEL			
Present and disruptive	The noise causes a material change in behaviour, attitude or other physiological response, e.g. avoiding certain activities during periods of intrusion; where there is no alternative ventilation, having to keep windows closed most of the time because of the noise. Potential for sleep disturbance resulting in difficulty in getting to sleep, premature awakening and difficulty in getting back to sleep. Quality of life diminished due to change in acoustic character of the area.	Significant Observed Adverse Effect	Avoid
Present and very disruptive	Extensive and regular changes in behaviour, attitude or other physiological response and/or an inability to mitigate effect of noise leading to psychological stress, e.g. regular sleep deprivation/awakening; loss of appetite, significant, medically definable harm, e.g. auditory and non-auditory.	Unacceptable Adverse Effect	Prevent

Local Policy

Policy on Local environmental impacts including Noise is provided in Policy EM8 of Hillingdon's Local Plan

> *"The Council will investigate Hillingdon's target areas identified in the Defra Noise Action Plans, promote the maximum possible reduction in noise levels and will minimise the number of people potentially affected. The Council will seek to identify and protect Quiet Areas in accordance with Government Policy on sustainable development and other Local Plan policies. The Council will seek to ensure that noise sensitive development and noise generating development are only permitted if noise impacts can be adequately controlled and mitigated"*

British Standard BS 4142: 2014

The British Standard BS 4142: 2014, *Methods for rating and assessing industrial and commercial sound* is an update of the previous edition of the standard, and describes methods for rating and assessing sound of an industrial and/or commercial nature, to assess the likely effects of sound on people who might be inside or outside a dwelling or premises used for residential purposes upon which sound is incident. The sound from the industrial/commercial source is rated by taking into account the sound level of the source, known as the specific sound level, and its characteristics, such as tonal, impulsive or intermittency of the source, and applying an appropriate correction to give the rating level of the sound source. To gain an initial estimate of the potential impacts of the sound source, it is compared to the background noise level, and the level by which the rating level exceeds the background noise level indicates the following potential impacts:

Difference	Assessment
Around 10 dB or more	Likely to be an indication of a significant adverse impact, depending on the context.
Around 5 dB	Likely to be an indication of an adverse impact, depending on the context.
0 dB or less	An indication of the specific sound source having a low impact, depending on the context.

The standard states that "where an initial estimate of the impact needs to be modified due to the context, take all pertinent factors into consideration, including the following:

1) *The absolute level of the sound*

2) *The character and level of the residual sound compared to the character and level of the specific sound*

3) *The sensitivity of the receptor".*

The standard also requires an indication of the uncertainty of the assessment made.

British Standard BS 8233: 2014

The British Standard BS 8233: 2014, *Guidance on Sound insulation and noise reduction for buildings* provides additional guidance on noise levels from sources without specific character in the built environment, based on the recommendations of the World Health Organisation. The criteria desirable

levels of steady state, "anonymous" noise in unoccupied spaces within dwellings, from sources such as road traffic, mechanical services and other continuously running plant, are tabulated below:

Activity	Location	07:00 to 23:00	23:00 to 07:00
Resting	Living room	35 dB $L_{Aeq, 16\ hour}$	-
Dining	Dining room/area	40 dB $L_{Aeq, 16\ hour}$	-
Sleeping (daytime resting)	Bedroom	35 dB $L_{Aeq, 16\ hour}$	30 dB $L_{Aeq, 8\ hour}$

It is noted, however that where development is considered necessary or desirable, despite external noise level above WHO guidelines, the above target levels may be relaxed by up to 5 dB.

The standard also recommends that for traditional external amenity areas, such as gardens, it is desirable that external noise levels do not exceed 50 dB $L_{Aeq, T}$, and that 55 dB $L_{Aeq, T}$ would be acceptable in noisier environments. However, it is recognised that these values may not be achievable in all areas where development is desirable, and in such locations, development should be designed to achieve the lowest practicable levels.

ProPG

Professional Practice Guidance on Planning & Noise: New Residential Development, published May 2017 by a Working Group of the Institute of Acoustics, Association of Noise Consultants and Chartered Institute of Environmental Health to provide guidance on the approach to the management of noise within the planning system in England. Whilst it is not an official government code of practice, it is endorsed by the appropriate professional bodies and reflects the NPSE, NPPF and Planning Practice Guidance. It is restricted primarily to the consideration of new residential development that will be exposed to transportation noise sources.

ProPG advocates consideration of noise at an early stage and good acoustic design to produce sustainable development. Design target noise levels are based on BS 8233: 2014 with additional guidance on individual noise events at night, how windows and ventilation should be assessed and how the assessment should be considered where target noise levels may be difficult to achieve.

The criteria for the ProPG Stage 1: Initial Site Risk Assessment are reproduced overleaf.

Note also that Appendix A para A.19: "A site should be regarded as high risk where the $L_{Amax, f}$ exceeds or is likely to exceed 80 dB more than 20 times per night."

As an additional note to the final comment at the bottom of Figure 1; NOTE 4 in Figure 2 with ProPG guidance gives the following advice in relation to maximum noise levels: *"In most circumstances in noise-sensitive rooms at night (e.g. bedrooms) good acoustic design can be used so that individual noise events do not normally exceed 45dB $L_{Amax,F}$ more than 10 times a night."*

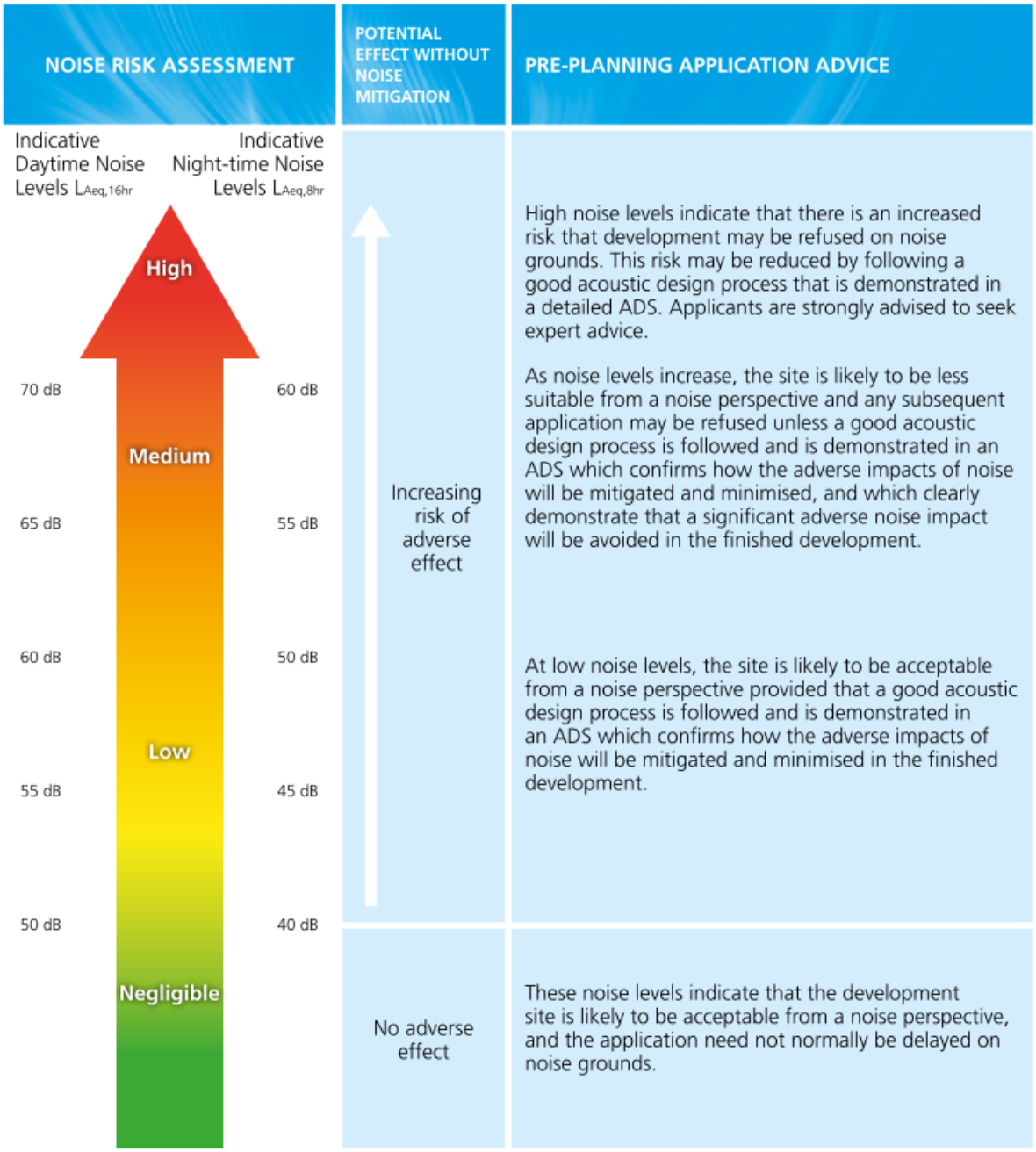


Figure 1 Notes:

a. Indicative noise levels should be assessed without inclusion of the acoustic effect of any scheme specific noise mitigation measures.

b. Indicative noise levels are the combined free-field noise level from all sources of transport noise and may also include industrial/commercial noise where this is present but is "not dominant".

c. $L_{Aeq,16hr}$ is for daytime 0700 – 2300, $L_{Aeq,8hr}$ is for night-time 2300 – 0700.

d. An indication that there may be more than 10 noise events at night (2300 – 0700) with $L_{Amax,F} > 60$ dB means the site should not be regarded as negligible risk.

Figure 1. Stage 1– Initial Site Noise Risk Assessment

APPENDIX C
Premises Noise Management Plan

PREMISES NOISE MANAGEMENT PLAN (PNMP): RUISLIP #263

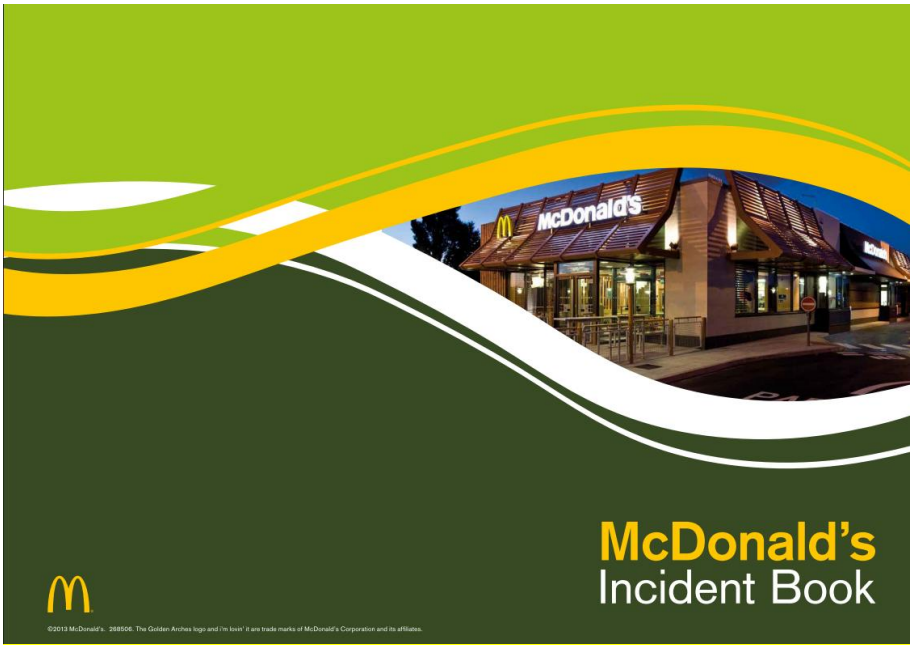
The following measures **must be implemented between 11pm and 7am,** as part of a proactive management effort to minimise the noise impact caused to nearby residents, created by the operation of the premises, and its customers when inside or in the vicinity of the premises.

These measures include:

Noise Source	Control measure
1. Minimising Vehicle and antisocial behaviour Noise (eg. Loud music)	Staff shall be vigilant for vehicles that arrive and have either loud music playing, or where the car is being driven deliberately to create noise by revving of the engine or other stunts. Observational records should be made of registration plates in the **Incident log** where possible, and CCTV footage used to provide evidence of culprits whom regularly cause antisocial behaviour. Where these are substantial examples then these should be supplied to the authorities with a copy of the noise log. NOTE: No deliveries or waste collections should occur before 08:00 or after 20:00, and no deliveries should occur on Sundays or Bank Holidays according to previous planning documents. Members of the management team, who are properly trained are required to quickly and safely challenge those creating unreasonable noise levels and request them to **adjust their behaviour, to minimise noise and respect their neighbours**. Information on those causing antisocial behaviour (ASB), should it continue, will be recorded as an incident and reported, when required to statutory authorities thereby and minimising and preventing the disturbance caused to neighbours as far as possible. For further information on McDonald's National Policy on ASB see the McDonald's Guidance for Managing Anti-Social Behaviour.
2. People Noise	Signs shall be prominently displayed that ask customers that come into the premises to leave quietly in order to respect our neighbours. We will work in partnership with the police and other statutory authorities to address any nuisance or crime and disorder that generates noise outside the restaurant within the licence, which could include SIA guarding (Security Industry Authority) on a risk assessment basis to achieve, where it is expected to be necessary to control noise. Customers that are seen to be disregarding the notices and or loitering outside during night-time/early morning hours making noise should be encouraged to come inside if they are eating, rather than be outside, or move on. Where this becomes confrontational an ASB trained Manager will attend and have the power to bar the person. *Gatherings of people in the car park who are not waiting to be served, should be challenged by the Manager, notified that they are on CCTV and recorded in the* ***Incident log.*** *Although rare, where there is evidence of antisocial behaviour, of which significant levels of noise are part, information will be made available to the authorities.* ***A phone number will be made available to residents to contact the store, to report evidence of ASB within the boundary of the premises.***
3. Intercom (COD)	n/a at this store

Approved Plan for Store No. : ____, Authorising person : _____, Signature _____

INCIDENT LOG BOOK EXCERT



Local Police Team Contact Details:
Last updated -

Name/s.....

Telephone Number/s.....

Email/s.....

Work Address.....

Police Licensing Officer Contact Details:
Last updated -

Name/s.....

Telephone Number/s.....

Email/s.....

Work Address.....

Local Authority Licensing Officer Contact Details:
Last updated -

Name/s.....

Telephone Number/s.....

Email/s.....

Work Address.....

Incident Log

Date		Day of Week		Shift Mgr Name		Shift Mgr Signature	
Security Guard Name			SIA Badge No		Security Guard Name		SIA Badge No

Incident Details	Security Guard Statement / Additional details of incident witnessed
Time of Incident (duration):	
Names Mgr(s) / Staff involved:	
Where incident occurred:	
Customer Description (Height, appearance, clothing, shoes):	
Details of incident (What actually happened):	
	StaffSafe Activated (Y/N): / Police Requsted (Y/N):
	Police: Involvement - If Police were alerted to incident- Details of Officers Attending / Any additional information required to support incident (Note: specifically involving any incidents outside restaurant in car park area)
	Crime Number (if required) :

Was the incident covered by CCTV (Y/N):		CCTV Burnt off (Y/N):		CCTV with Police (Y/N):	

APPENDIX D
Plant noise levels

Extract system - Variation of output sound levels with extract speeds

The noise level variation for different speeds has been measured at other McDonald's stores. The noise levels measured for the extract duct and the fan are shown below in Tables C1 and C2.

Speed (Hz)	Noise level measured dB(A)	Calculated sound power level (SWL)
25	63 - *64 **	71 - 72
30	67	75
35	70 - 71	78 - 79
40	73 - *75 **	81 - 83
45	76 - 79	84 - 87

Table C1. Noise levels at different speeds for the kitchen extract duct.
** Calculated level based on other measurements for that store.*

Speed (Hz)	Noise level measured dB(A)	Calculated sound power level (SWL)
25	64 - *67 **	72 - 75
30	67 - 69	75 - 77
35	69 - 71	77 - 79
40	*71.5 ** – 73	80 - 81
45	74 – 75	82 - 83

Table C2. Noise levels at different speeds for the kitchen extract fan.
** Calculated level based on other measurements for that store.*

Table C1 shows that the noise levels for the extract duct measured at different stores provide steps of **3 to 4 dB(A) per each 5 Hz setting variation**. Table C2 shows that the noise levels for the extract fan measured at different stores provide steps of typically 2dB(A) per 5Hz speed variation. It is likely that this is partially due to contribution from the extract duct noise. Therefore, the main output difference is from the extract duct rather than from the fan.

It was also possible to calculate the frequency spectrum trend for different speeds as shown in Figure C1 below. Note that for 25Hz and 40 Hz the frequency spectrum was only measured at one store, whereas for the rest of speeds the trend shows the logarithmic average of the different stores.

It is clear that for 30 Hz to 45 Hz settings, there is a trend showing possible tonality around 250 Hz. The spectral shape between 30 Hz, 40 Hz and 45 Hz settings is almost identical other than shifted up for the higher speed settings. However, the measurement for the speed setting of 25 Hz shows a different shape, where the possible tonality has shifted down to the 125 Hz octave band. Not many systems allow the 25 Hz setting, and therefore this data will be revised when there are more opportunities to measure other stores at the speed setting of 25 Hz.

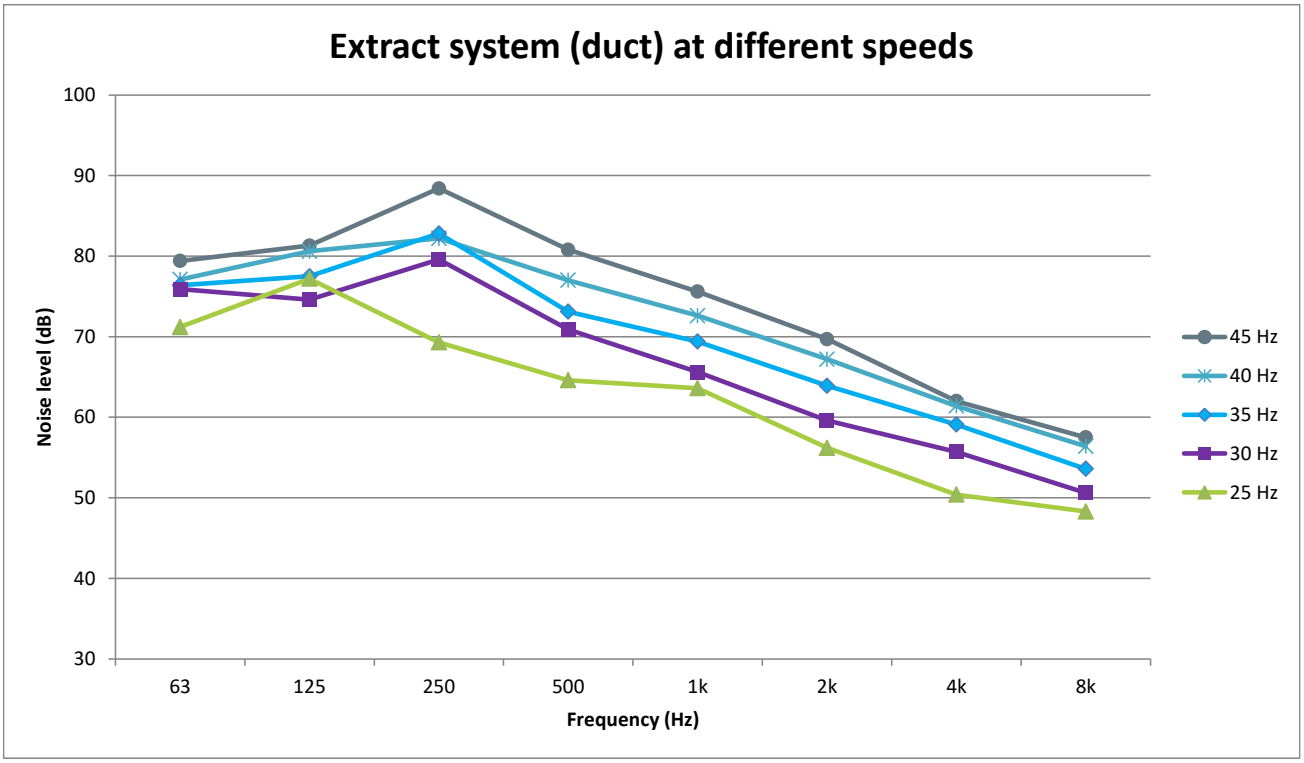


Figure C1. Frequency spectra for different speeds for the kitchen extract (duct).

APPENDIX E
COD Noise Levels

1 Sound Levels of COD

The Communications Operating Device (COD) systems have been measured at a number of stores for different levels, in order to indicate noise levels for different settings, study variability between stores and provide an average noise level per level setting in order to provide guidance to the COD system management based on measured ambient noise levels and distance to nearest residents.

The measured noise levels at three McDonald's stores (North Cheam, Wandsworth Road and Maidstone) are shown below in Figures D1 – D3. All the systems were 3M although the COD was an older version at Wandsworth Road (Figure D5) rather than the latest one that can be found at most stores as it was at North Cheam and Maidstone.

Subjectively there was a noticeable difference between the main 3 levels measured, and when the systems were set at level 8 it was just audible above the ambient noise levels. North Cheam was the quietest and therefore the noise levels measured were less affected by road traffic noise in the area. At Wandsworth Road there was fairly constant traffic at all times and the roof plant was clearly audible. At Maidstone the measurements for settings 18 and 13 were affected by a van engine on the other lane of the store drive thru service. This is clearly visible in Figure D4.

When taking the average of the levels measured at the three stores, it is possible to determine that the reduction in noise level is between 6-7 dB per 5 levels of the COD system. Figure D6 shows that the average noise level against McDonald's COD system settings as a best fit a linear trend. Therefore, using this data it is possible to determine what settings each store needs to operate at in a given background noise level, in order to achieve adequate levels which are not excessively audible at the nearest residential property. The overall noise levels for every setting from 6 to 20 have been calculated and shown in Table D1.

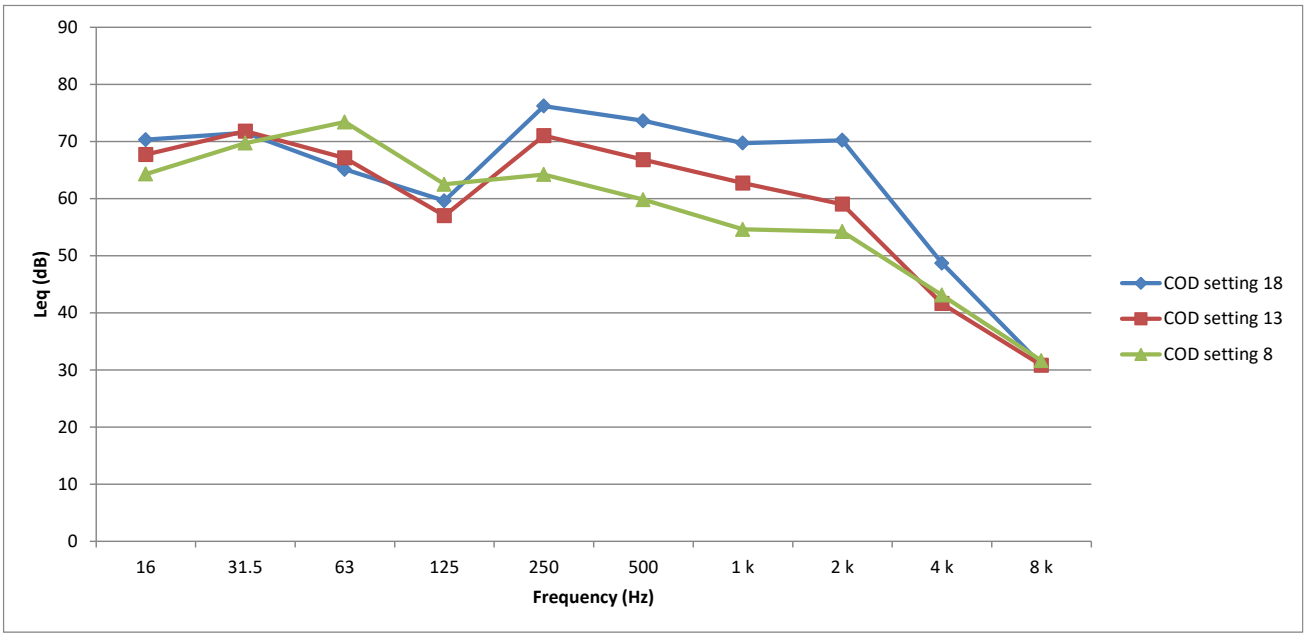


Figure D1. Measurements at 1m from COD - North Cheam

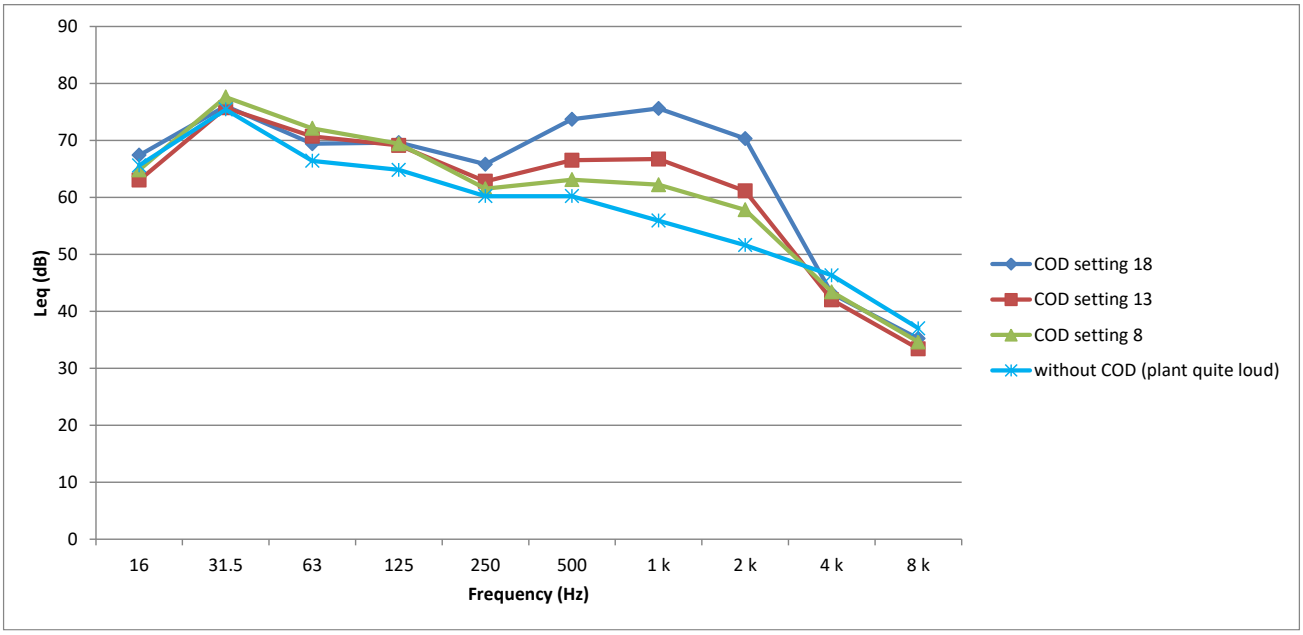


Figure D2. Measurements at 1m from COD - Wandsworth Road

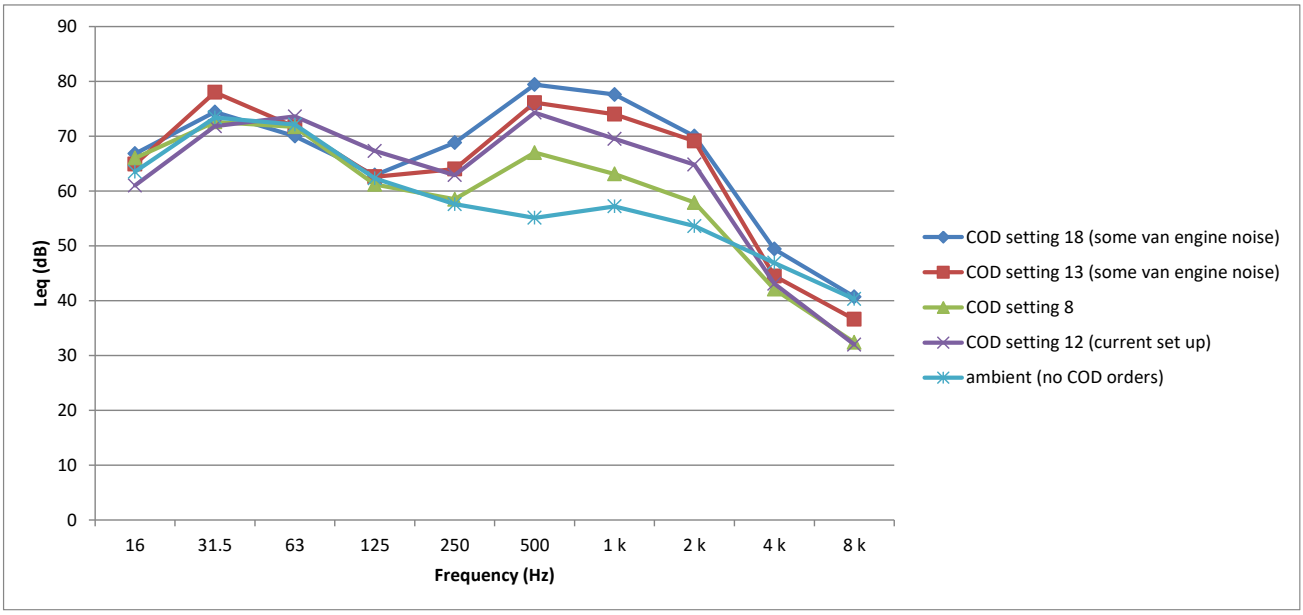


Figure D3. Measurements at 1m from COD - Maidstone

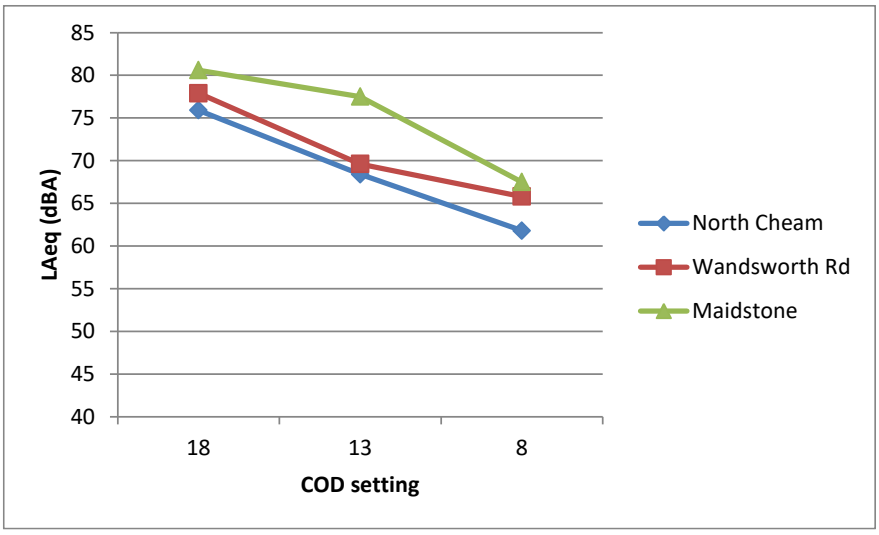


Figure D4. Measurements at 1m from COD – Overalls (dBA) for the 3 stores

Figure D5. Photo of COD system at Wandsworth Road

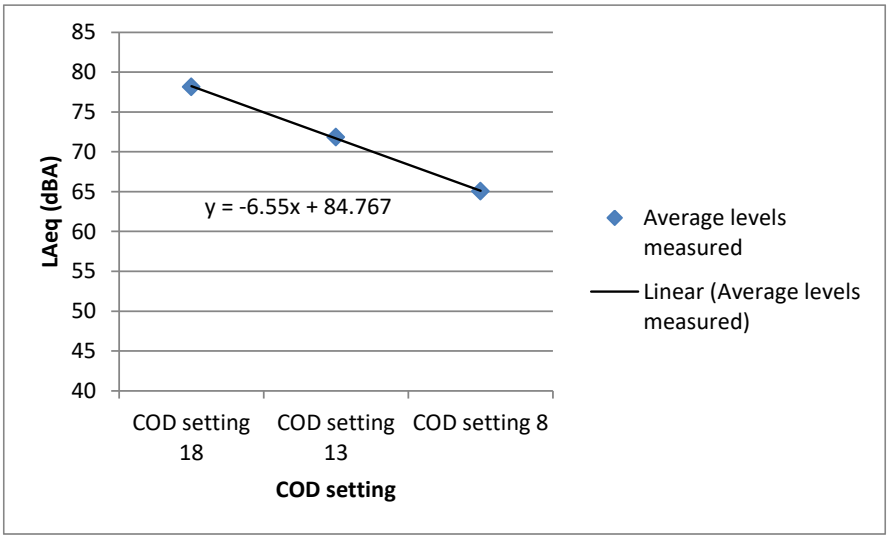


Figure D6. Linear regression fitting average levels from 3 stores

COD setting	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Noise level at 1m from COD (dBA)	62.4	63.7	**65.0**	66.3	67.6	68.9	70.2	**71.5**	72.8	74.1	75.4	76.7	**78.0**	79.3	80.6

Table D1. Noise levels for COD settings 6 to 20 – measured (bold) and calculated based on difference measured and linear regression.

2 Assessment of required COD Levels against ambient noise

Subjectively, when the COD was set to level 8, it was perceived as not loud enough for Wandsworth Road and Maidstone and slightly more audible at North Cheam. The overall ambient noise levels for Wandsworth Road and Maidstone when the COD was not in use were 61 dBA for both stores. This means that a difference of 4dBA is not enough for the COD to be at a workable level. When the setting was 13, it was clearly audible at all stores and at Maidstone, the COD system was set up to 12, which was also subjectively clearly audible. This means that a difference between the COD level and ambient noise levels of 10dBA is more than enough, and 8dBA a reasonable difference for the COD to be at a workable level. Table D2 shows the noise levels for each COD setting at distances with the residential properties between 10 and 60 meters and what the maximum ambient noise levels can be at the COD for the setting to be at a workable noise level.

COD setting	**Noise level at 1m from COD (dBA)**	**Noise levels from the COD at different distances (m)**											**Max ambient noise level required (dBA)**
		10	**15**	**20**	**25**	**30**	**35**	**40**	**45**	**50**	**55**	**60**	
20	80.6	61	57	55	53	51	50	49	48	47	46	45	72.6
19	79.3	59	55	53	51	49	48	47	46	45	44	43	71.3
18	78.0	58	54	52	50	48	47	46	45	44	43	42	70.0
17	76.7	57	53	51	49	47	46	45	44	43	42	41	68.7
16	75.4	55	51	49	47	45	44	43	42	41	40	39	67.4
15	74.1	54	50	48	46	44	43	42	41	40	39	38	66.1
14	72.8	53	49	47	45	43	42	41	40	39	38	37	64.8
13	71.5	52	48	46	44	42	41	40	39	38	37	36	63.5
12	70.2	50	46	44	42	40	39	38	37	36	35	34	62.2
11	68.9	49	45	43	41	39	38	37	36	35	34	33	60.9
10	67.6	48	44	42	40	38	37	36	35	34	33	32	59.6
9	66.3	46	42	40	38	36	35	34	33	32	31	30	58.3
8	65.0	45	41	39	37	35	34	33	32	31	30	29	57.0
7	63.7	44	40	38	36	34	33	32	31	30	29	28	55.7
6	62.4	42	38	36	34	32	31	30	29	28	27	26	54.4

Table D2. Calculated COD noise levels at distances between 10 and 60m for COD settings 6-20 and correspondent maximum ambient noise level required for the setting to be workable.

APPENDIX F

McDonald's Guidance on Anti-Social Behaviour

McDonald's has launched national Guidance for Managing Anti-Social Behaviour, aimed to reduce the risk of ASB happening at McDonald's premises and to help store managers to know how to best manage Anti-Social Behaviour (ASB) if this happens and to do so safely and effectively.

The Guide defines ASB as *"behaviour likely to cause harassment, alarm or distress to one or more persons*". The methods and tools described in the Guide have been summarised below:

- All restaurants should have a CCTV system installed that complies with McD minimum standards so it can be used for the purposes of monitoring as well as identification and able to do so in low light.

- Body worn cameras (BWC) are not recommended and at restaurants belonging to McOpCo are not permitted to managers or employees.

- Detecting and preventing ASB:

  Loitering: groups of people hanging around can increase the risk of ASB and therefore if an individual or a group is perceived to be loitering, it is recommended to approach them in a safely and effective way (method described on the Guide) in order to dismiss the groups or individuals.

  Drug misuse: a list of indications is provided so staff can identify possible problems and for the management team to deal with the problem. A list of tactics than can be implemented to prevent the issue is also provided.

  Staff Safe AV: alarm system that helps raise an alert to a monitoring station so an operator can connect to see and hear what is happening. The system consists of a control panel and six activation buttons (3 mobile units, 1 for staff working outside, 1 on the control panel) and is capable of announcements by pressing the control panel activation button, there will be an announcement to tell customers that the premises are externally monitored. The system is also capable of recordings, and these recordings are kept at the Call Centre anytime an audio activation is made. These recordings can be useful as evidence for the Police. An external speaker could be fitted when the restaurant is in a non-residential area, if approved by a Licensing Officer or the Local Authority. This would allow to make announcements from inside the premises to inform individuals or groups outside.

- Use of tools such as classical music, stop free WiFi service and power to charging points inside:
  Playing classical music inside the store, groups of teenagers will tend not to want to stay at the premises and therefore they will leave as soon as they finish eating.
  It is suggested that some individuals or groups might stay longer than necessary at the restaurant to use the free WiFi and charging points. Although it is desirable for customers to enjoy their stay, it is also desirable to deter loitering that could lead to ASB in or around the premises. Therefore, by temporary suspension of the WiFi and charging points facilities, groups are likely to willingly mobilise.

- Partnership with Police and other forces is encouraged and provides a proactive commitment to trying to manage ASB. Radio Links help the Franchisees and Managers build relationships with the Police and other businesses including Shop Watch, Pub Watch and Retail Radio Links initiatives. The restaurant management team should attempt to deal with issues in the restaurant, however, if there is a persistent problem, the option of using guarding policy should be assessed for the required time.

- Reporting and tracking incidents allows issues to be identified and create plan actions to address them. The process of reporting is explained in detail on the Guide for both crime and ASB.

- As a last resource, it is possible to ban specific people that have caused an issue. This should only be applied when all other resources to stop the problem have not been effective and should always be done with support of an external partner, ideally the local Police.

Note: the use of a mosquito devices was identified as one commercially available way to disperse groups of young people, however, this is not recommended as it introduces another noise source that could cause annoyance to other in the vicinity, especially children or animals with more sensitivity to high frequency.

Two main step guides are also provided in the document:

- **ASB Incident Management: 5 Step Method for Managers**

1. Approach and ask for the behaviour to stop, explain that if the behaviour does not change they will need to leave the premises
2. If the behaviour continues, explain that they need to leave the premises. Dialog should be kept at a minimum. If they do not leave, explain that further action will be taken.
3. If they have not left, ask again and explain that the assistance button is going to be used, which would take CCTV footage and pass it to the police and it could result in a ban from the restaurant and other prosecution from the police. If they still not leaving, Staff Safe takes over and there is no more dialog between the member of staff and the person or group.
4. Staff Safe Operator will contact the police and will stop the dialog with the person or group
5. It is likely that the person or group leave before the police arrives, however, an overview together with the incident log book and CCTV footage should be provided to the Police. If an individual results to be banned from the restaurant, it is crucial to enforce it at all times.

- **ASB Incident Management: 7 Point Plan – Post ASB Incidents Actions**

1. All incidents should be recorded in the Incident Log
2. Shift Manager should take a picture from CCTV footage of the individual and attach it to the Incident Log
3. Monthly review of the Incident Log at Manager's meeting. Banning letters should be given to the Police.
4. The Police is encouraged to issue the Banning Letter through a home visit
5. Reasons for banning:
   Instant Ban: due to aggressive, abusive, threatening behaviour or damage to property
   Yellow Card: issued for less significant incidents, three yellow cards would result on a Ban.
6. Monthly review of Incident Log and Banning Letters, preferably with the Police.
7. Advise other McDonald's in the area of banned individuals.