

NOISE MANAGEMENT POLICY

LIDL STORE, VICTORIA ROAD, RUISLIP, HA4 0QQ

It is advised that all store members and drivers are supplied with the following noise management policy. In addition a copy of this policy should be displayed in the Warehouse area.

The policy is as follows:

1. *Store staff and drivers should be made aware that there are neighbours and to conduct themselves in a quiet manner at all times.*
2. *Delivery bays should be well lit, clear of all obstacles and easily accessible by the HGV.*
3. *The warehouse area should be kept clear of any obstructions, so goods can be transported into the store quickly.*
4. *Goods should be transported using the approved pallet trucks and wheeled cages/boxes only. These pallet trucks and cages/boxes should be kept in good working order and visually inspected regularly.*
5. *Drivers and staff should ensure that there is no unduly loud noise outside any residents, this could include phones calls outside resident properties, shouting, revving engines, or leaving engines running.*
6. *Engines should be turned off once the vehicle is in not manoeuvring.*
7. *Engines should not be left idling when the vehicle is stationary.*
8. *The vehicle should be driven in a careful and considerate manner, without the need to accelerate or brake quickly.*
9. *The refrigeration unit should be turned off on arrival.*
10. *HGV radios should be at a low level and ideally not on at all.*
11. *The tail lift should be lowered in a controlled manner.*
12. *All doors (vehicle and store) should be open and closed in as quiet a manner as possible.*
13. *After the delivery all doors should be closed quietly, and the driver leave the store in a careful manner. Any refrigeration units should only be turned on once away from any residents if this possible.*