

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.*