

QUIET OPERATIONS POLICY

Introduction

The purpose of this policy is to ensure all operations carried out by the employees of the company are done so with the minimum of environmental impact regarding noise pollution. This policy applies to all drivers, co-drivers, supervisors, and managers responsible for yard staff. As part of the wider Health & Safety at Work, L Lynch Plant Hire and Haulage Ltd aims to minimise its environmental impact and maximise its operational efficiency.

Delivering quietly enables deliveries to be made outside of the busy day time peak, thus opening up a wider delivery window. Operating out-of-hours reduces congestion, improves fuel efficiency, and minimises the likelihood of incidents between commercial vehicles and vulnerable road users, such as cyclists. Delivering quietly is not just about vehicle noise but the associated unloading process and driver behaviour.

Road transport can be a noisy business, and as an operator we could be vulnerable to noise complaints from nearby residents and businesses for the following reasons: -

- Delivery yards have lots of hard surfaces and cavernous structures therefore noise tends to bounce around and create vibrations through the yard.
- More and more people in the UK are being affected by traffic noise. The style of driving can affect noise levels. Aggressive driving with high engine speeds not only causes more noise and higher fuel consumption but when compared to driving passively with low engine speeds, it produces very little time savings.
- Excessive noise from operational activities away from the operating centre can lead to complaints from residents and actions for nuisance from the authorities.

Background

Industry research shows that noise reduction procedures should be ingrained into the culture of the business in the same way as health and safety procedures.

Recent Cases illustrated the willingness of local authorities to crack down on transport operators that breach planning notices or operating restrictions.

- A West London dairy were fined a total of £57,000 (including costs) at Acton Magistrates' Court for breaches at the company's depot in Acton, West London.
- A Surrey haulier, following an objection from Surrey County Council because of noise complaints from nearby residents, had restrictions imposed by the Traffic Commissioner on vehicle movements covering weekends, bank holidays and nights.

Noise disturbance problems with neighbours can be tackled if firms adopt a two- pronged approach.

- better training for drivers
- and
- greater investment in noise reduction technology.

Owner: Head of HSQE	Version: 8	QP37
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QUIET OPERATIONS POLICY

Specific Aims

L Lynch Plant Hire & Haulage Ltd takes all reasonable steps to minimise its environmental impact and maximise its operational efficiency. A number of control measures have been identified and are communicated as part of this policy. The company expects these measures to be adhered to and will take appropriate action against drivers who fail to do so.

The key objectives of the Quiet Operations Policy are to:

- Promote a culture of environmental awareness and a 'duty of care' to minimising unnecessary noise pollution.
- Avoid financial and reputational risks associated with the environmental impact of operational noise.

The risks identified and measures to reduce them, will be monitored and reviewed periodically to ensure maximum effectiveness.

1. Senior management will: -

- Publish this Quiet Operations Policy and ensure it is effectively communicated to all managerial and driving staff.
- Ensure company vehicles are equipped to minimise noise production during operations: -
 - Silent Engine Kits
 - Quiet reversing warnings
 - Quiet Roller Shutter Doors
 - Silent Tail-lifts
 - Noise reduction mats
- Ensure that management and supervisory staff are resourced, trained, and empowered to ensure the duties outlined in this policy are adhered to.
- Ensure that any related policies, driver training, education campaigns and disciplinary procedures are consistent with this policy.

through:

- Developing an internal company policy to reduce unnecessary noise.
- Hosting Noise Reduction workshops.
- Posting signs to remind employees to be aware of any noise they may be creating.
- Offering rewards to employees for noise reduction efforts.
- Investigating and implementing suitable alternative systems for noise reduction.

2. Supervisory management must ensure that:

- They are conversant with all procedures and documentation referred to in this policy and that the policy is fully implemented.
- All drivers are aware of their duties and responsibilities under this policy.

Owner: Head of HSQE	Version: 8	QP37
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QUIET OPERATIONS POLICY

- Take appropriate action if any driver falls short of their duties and responsibilities under this policy.
- 3. Driving staff, both at the operating centre, any other delivery or collection location when parking, loading or unloading, must ensure they have respect for others by
 - switching off their engines (See Anti Idling Policy).
 - not using the horn in built up areas between 23:00 and 07:00.
 - switching off reversing alarms between 23:00 and 07:00.
 - not slamming truck doors or tail lifts.
 - not dragging gates or other equipment.
 - turning off radios and have phones switched to silent/vibrate mode.
 - not shout or throw objects.

This policy will be communicated to all employees and organisations working on our behalf, displayed at our offices and on our intranet, and is available to defined interested parties.

This policy will be reviewed annually or sooner by senior management to ensure its suitability. Where necessary it will be amended, reissued, and communicated to all employees and people working on its behalf.



Rob Lynch
Joint Managing Director

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Owner: Head of HSQE	Version: 8	QP37
Uncontrolled if printed or copied. Always check for latest version.		Page 3 of 3