G8 – Noise assessment

This document is designed to help you provide evidence for meeting the noise assessment requirement to achieve your FORS Gold accreditation. If you have more than one operating centre (OC), this assessment will need to be carried out at each OC within the current scope of your accreditation. Please feel free to attach further information that would support the evidence provided.

1. **Do delivery and servicing activities take place at your operating centre (please tick all that apply):**

During the day (07:00 – 23:00):  During the night (23:00 – 07:00):

1. **Is your operating centre located in a noise sensitive area?**

*(Noise sensitive areas are areas adjacent to your operating centre which would be adversely affected by excessive noise levels e.g. hospitals, schools, churches, neighbourhoods, nature reserves, etc)*

Yes  No

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| **Please provide a brief description of the location of your operating centre and who, if anyone, is affected by your operations (*Top tip: use google earth to highlight areas that may be affected by the noise your operation generates)*.** |
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1. **Do delivery and servicing activities take place at your customers' sites (please tick all that apply):**

During the day (07:00 – 23:00):  During the night (23:00 – 07:00):

1. **Are your customers' sites located in a noise sensitive area?**

*(Noise sensitive areas are areas adjacent to your customers' sites which would be adversely affected by excessive noise levels e.g. hospitals, schools, churches, neighbourhoods, etc)*

Yes, all  Some  None

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| **Please provide a brief description of the location of your customer sites and who, if anyone, is affected by your deliveries to this site (*Top tip: use google earth to highlight areas that may be affected by the noise your operation generates)*.** |
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If you have answered “**Yes”** or **“Some”** to questions 2 and 4, please proceed to answering the following six questions in the tables. If you have answered **No** to questions 2 and 4, some questions may no longer apply to your organisation – if this is the case, please enter 'not applicable.'

In order to provide evidence of how you may reduce noise levels during operation, please provide answers to the following six questions using the space provided. The questions asked in the table are designed to get you to think about the options available for reducing noise levels. Base your answer to these questions on the “things to consider” and make use of the guidance documents available.

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| **Question 5** | **Things to consider** | **Evidence** | **Guidance available** |
| Can you retime your deliveries to take place outside of night-time or early hours? | Who are the stakeholders involved and what impact would retiming of deliveries have on these stakeholders? | Evidence should be provided to show that you have considered the various aspects involved in retiming of deliveries at regular delivery sites | [TfL - Getting the timing right](http://content.tfl.gov.uk/getting-the-timing-right.pdf) |
| [FTA - Out-of-hours deliveries](http://www.fta.co.uk/policy_and_compliance/road/urban_operations/out_of_hours_deliveries.html) |
| [Quiet Deliveries Demonstration Scheme](http://www.fta.co.uk/policy_and_compliance/road/urban_operations/quiet_deliveries_demonstration_scheme.html) |
| [RHA - Out of Hours Deliveries](https://www.rha.uk.net/training/compliance/drivers-operation/out-of-hours-deliveries) |
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| **Question 6** | **Things to consider** | **Evidence** | **Guidance available** |
| Do you specify noise reduction equipment on new vehicles and/or consider retrofitting on current vehicles? | Newer and quieter delivery vehicles and equipment where possible e.g. 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 | The evidence provided shall show what noise reduction equipment is currently fitted to your vehicles. If equipment isn't fitted to current vehicles, evidence shall be provided of an assessment that has been carried out to explore equipment available for future fitment | [Department of Transport - Quiet deliveries: good practice, principles and processes](https://www.gov.uk/government/publications/quiet-deliveries-demonstration-scheme) |
| [FORS Quiet Equipment Guide](https://www.fors-online.org.uk/cms/quiet-equipment/) |
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| **Question 7** | **Things to consider** | **Evidence** | **Guidance available** |
| Do you communicate to drivers methods of reducing noise pollution? | Ensure all colleagues involved in delivery activity are briefed and trained on methods to reduce noise pollution during operation | The evidence provided shall show messages regarding noise reduction are communicated to drivers including any training administered on this topic | [Department of Transport - Quiet deliveries: good practice, principles and processes](https://www.gov.uk/government/publications/quiet-deliveries-demonstration-scheme) |
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| **Question 8** | **Things to consider** | **Evidence** | **Guidance available** |
| Do you conduct site evaluation reports that detail potential and predicted noise pollution? | What areas of operation at regular sites cause noise pollution and what can be done to limit this? | The evidence should show that you have reviewed regular delivery sites to see what aspects of operation create noise pollution and actions that can be taken to minimise this | [Department of Transport - Quiet deliveries: good practice, principles and processes](https://www.gov.uk/government/publications/quiet-deliveries-demonstration-scheme) |
| [Quiet Deliveries Demonstration Scheme](http://www.fta.co.uk/policy_and_compliance/road/urban_operations/quiet_deliveries_demonstration_scheme.html) |
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| **Question 9** | **Things to consider** | **Evidence** | **Guidance available** |
| Do you provide and maintain equipment to reduce noise in the workplace or provide information, instruction and training on protecting against noise in the workplace? | What areas of your business are employees required to use hearing protection or equipment to reduce noise? What type of protection is available and how do you alert employees wearing hearing protection?  What areas of your business would need to display warning signage? Does information/training need to be shared with all employees or just certain groups? | You can detail how you have taken action to limit noise. Moreover, you should be able to show how you keep up with what is good practice or the standard for noise-control within your industry, i.e. through your trade association, or machinery or equipment suppliers. Evidence should include what types of equipment is available to your employees to protect against noise and how it is maintained or how often it is replaced. | [HSE-Noise at work](http://www.hse.gov.uk/pubns/indg362.pdf) |
| [HSE- Worried about your hearing?](http://www.hse.gov.uk/noise/worried.htm) |
| [IOSH- Advice for employees](https://www.iosh.co.uk/Books-and-resources/Our-OH-toolkit/Noise/Advice-for-employees.aspx) |
| Ten ways to reduce noise exposure for your [workers](https://ohsonline.com/blogs/the-ohs-wire/2017/03/ten-ways-to-reduce-noise-exposure-for-your-workers.aspx) |
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| **Question 10** | **Things to consider** | **Evidence** | **Guidance available** |
| Can you demonstrate you have carried out a risk assessment for employees working in and around excessive noise levels? | You are required to make an accurate estimate of your workers’ daily personal noise exposure. Daily personal noise exposure should be made up of a combination of ‘how loud’ and ‘how long exposed’ for the various noises that a person is exposed to in a working day. | The evidence shall show how you have considered not only the risks to employees’ health and safety but also employees’ estimated exposure to noise. You should be able to give example of what actions you have taken as a result. | [Nosie at work- a guide for health and safety representatives](https://www.tuc.org.uk/sites/default/files/extras/noiseatwork.pdf) |
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**The Environmental Protection Act 1990** provides the principal controls over so-called ‘statutory nuisances’, including noise emitted from premises so as to be prejudicial to health or a nuisance. By virtue of the **Noise and Statutory Nuisance Act 1993,** it also applies to nuisances arising from stationary vehicles, machinery and other equipment, in the street. Under the Act, local authorities have a duty to inspect their areas from time-to-time to detect nuisances and to serve an abatement notice on the person responsible. They also have a duty to investigate any complaint made by a person living within their area.

* Night hours are 11.00 pm until 7.00 am. To reduce noise nuisance from houses and premises, the law defines a maximum amount of noise which is acceptable during night hours.
* Find out what the acceptable levels of noise are here:

<https://www.gov.uk/guidance/noise-nuisances-how-councils-deal-with-complaints>

**Health and Safety Executive (HSE) - The Control of Noise at Work Regulations 2005**

The protection of employees to excessive noise exposure is not part of the FORS Gold G8 requirement however, operators should be aware of the legal requirement to protect employees from excessive noise at their place of work as stated in the HSE Control of Noise at Work Regulation 2005.

* The Control of Noise at Work Regulations 2005 are based on a European Union Directive requiring similar basic laws throughout the Union on protecting workers from the risks caused by noise
* It states the daily and weekly noise limits which an individual can be exposed to which fleet operators should be aware of
* Please visit <http://www.hse.gov.uk/noise/> where you can find the Noise at Work Regulation act and supporting guidance

*Top tip: There are a variety of free noise measuring apps available which can be downloaded onto a mobile device or tablet and used to assess the noise created by vehicles and equipment. These noise levels should then be measured against legal limits set out in The Control of Noise at Work Regulations 2005 (http://www.legislation.gov.uk/uksi/2005/1643/contents/made).*