

171 CAMDEN HIGH STREET

WASTE & DELIVERIES POLICY

JANUARY 2016

Ruth & Robinson Ltd will operate 171 Camden High Street.

We will operate a Waste & Deliveries Policy which has been formulated to ensure that the business does not have an adverse impact on neighbouring premises, businesses or residents.

Our policy will be reviewed on a regular basis. When the policy is reviewed and potentially revised all team and Management will be made aware and fully trained in any new procedures.

WASTE POLICY

We will operate under Camden's recycling and waste policy which has time banded collections, allowing us to put rubbish out 30 minutes before the collection times of 6am-8am / 6pm-8pm / 12am-2am. Our waste will be put on the public highway as per Camden's policy, and not on the street. By operating under this policy we will ensure our waste is well managed with minimal impact on the local area, residents and neighbouring businesses. All our team will be fully trained in our waste policy and its importance for the local environment and waste and recycling will be separated.

Time banded collections

The time banded collections were introduced to:

- improve street and environment quality
- avoid obstruction on our streets
- reduce the amount of illegally dumped waste
- encourage and change business behaviour towards waste and the environment

A business must comply with the following when placing bags and containers for collection:

- place your recycling and waste out on the public highway 30 minutes before the time of collection
- keep your recycling and waste off streets

Camden Town time band areas

The collection times for the areas below are 06:00-08:00, 18:00-20:00 and 24:00-02:00.

Businesses are only permitted to place their recycling and waste out on the public highway 30 minutes before collection time.

- Camden High Street
- Mornington Crescent (at the junction with Camden High Street only)
- Crowndale Road (at the junction with Camden High Street only)
- Delancey Street (from Camden High Street to Arlington Road only)
- Plender Street (from Camden High Street to Bayham Street only, including King's Terrace)
- Pratt Street (from Camden High Street to Bayham Street only, including Pratt Mews)
- Greenland Road (from Camden High Street to Bayham Street only)
- Greenland Street
- Greenland Place
- Buck Street

DELIVERIES POLICY

We will operate under Camden's deliveries policy which allows loading and unloading from controlled parking zones on Camden High Street.

Deliveries

What is considered loading/unloading?

Loading/unloading involves the continuous movement of goods to and from your vehicle, and checking and signing any associated paperwork. Stopping for a chat, or shopping will not be considered loading.

If you are not seen to be loading/unloading continuously your vehicle will be considered to be 'parked' and different guidelines apply for this activity - see the [enforcement protocol](#) for more details.

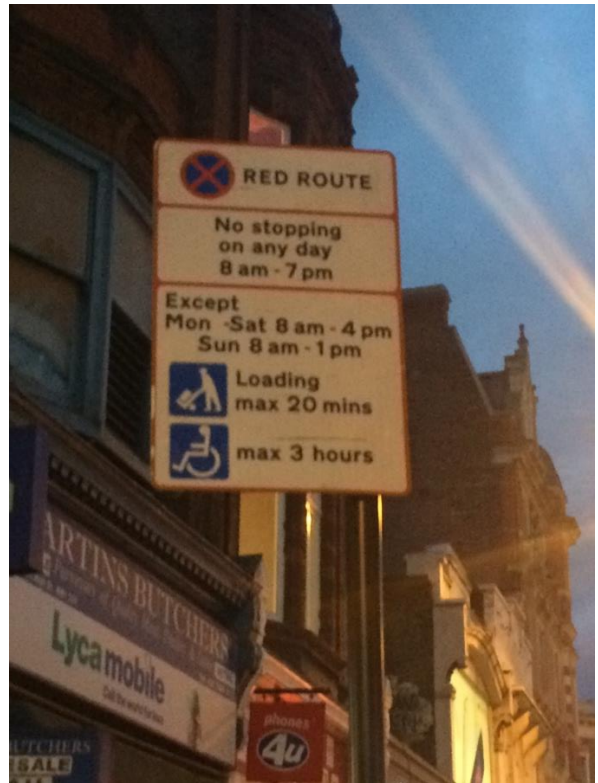
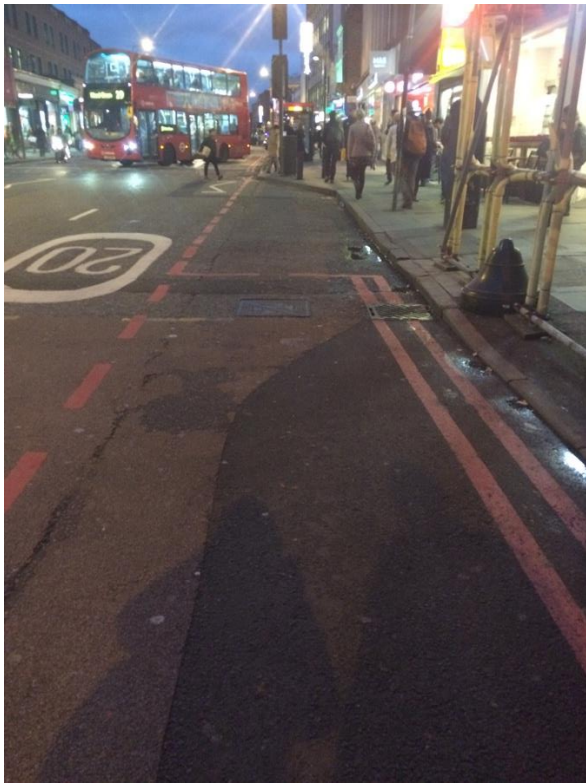
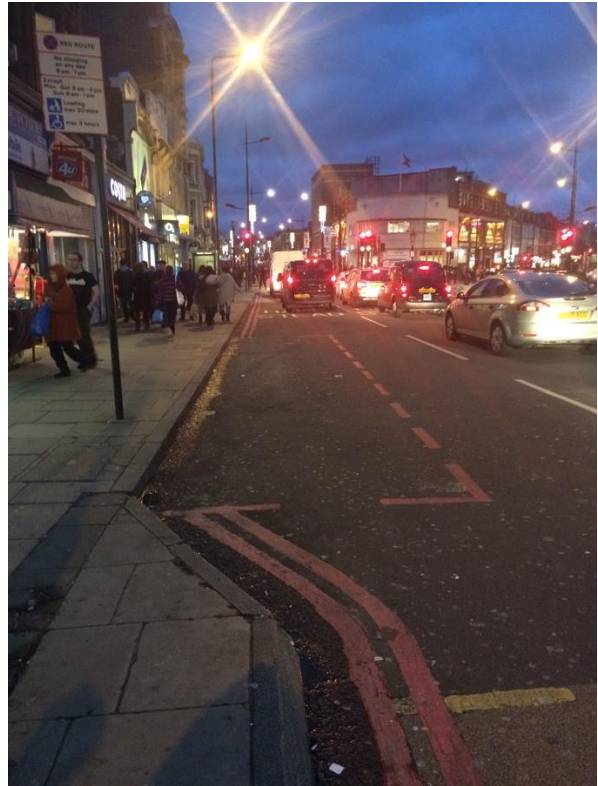
Where can I load/unload?

Our streets are governed by [controlled parking zones](#) - areas where all kerbside space is subject to regulation during the times of control.

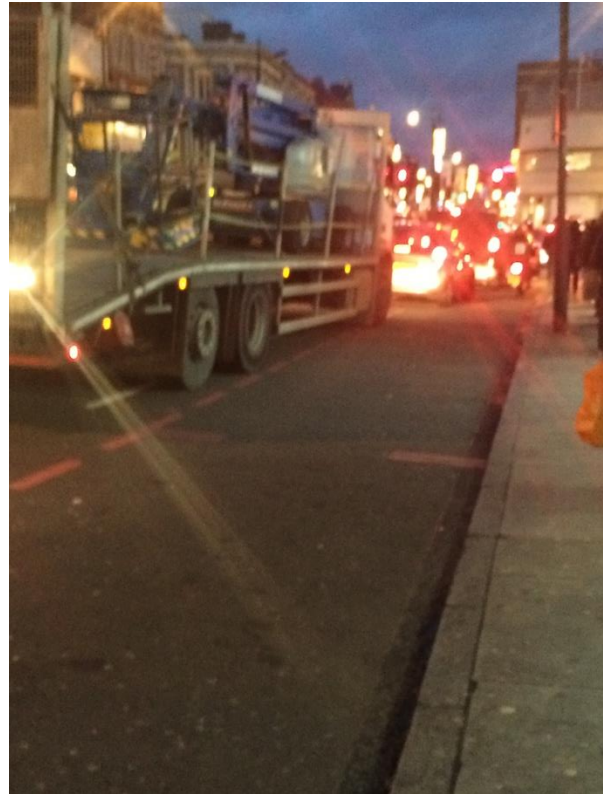
Kerb space may be marked with parking bays, single or double yellow lines, or kerb markings called blips - each of which has different implications for loading and unloading.

We have surveyed Camden High Street and are familiar with the loading bays allocated. We are also aware it is a red route and therefore deliveries can only be made in these loading bays.

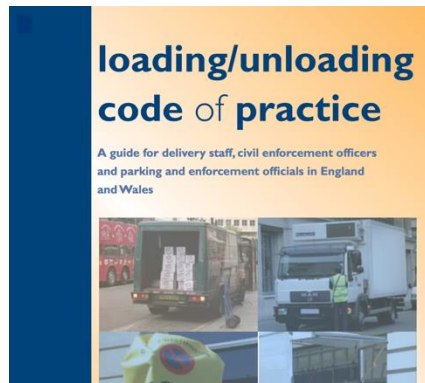
The photos below indicate the bays outside the venue on Camden High Street with the restrictions of loading being allowed for a maximum of 20 minutes between 8am and 4pm Monday-Saturday, and 8am and 1pm Sunday. We will ensure all deliveries are scheduled between these hours and all suppliers are aware of the 20-minute time limit for loading and unloading.



The photos below indicate the bays on the opposite side of the street to the venue on Camden High Street with the restrictions of parking for a maximum of 30 minutes between 8am and 4pm.



We will also ensure all suppliers and companies who deliver to us are issued with our delivery policy, and agree to comply with it. In addition, we will send them the England & Wales Code of Practice for loading/unloading to ensure they are fully trained and aware of the standards we expect.



section 2 Guidance for companies and delivery staff

► Introduction

It is important to acknowledge that many urban roads are overcrowded. Inevitably this means that the situation for delivery and servicing may not be perfect. Loading/unloading regulations should be observed, but if you have particular deliveries that you are unable to make within the regulations, then discuss this with the relevant traffic authority to see if a solution can be found.

► Principles

1 Training to be given to all delivery staff about the rules of loading and unloading

- Every driver to be issued with a copy of this code of practice
- Utilise training materials such as videos and drivers' cards
- Drivers to have a driver's card or similar in every vehicle

(A list of training materials is included in section 6.)

2 Conform to parking regulations as far as is reasonably practicable

- Ascertain delivery restrictions at customer premises in advance of delivery where possible and plan route accordingly
- If restrictions are in place, endeavour to adhere to restrictions or pursue alternatives (with the local authority and/or customers)
- Ensure load planners are familiar with all parking restrictions
- Always check signposts for parking restrictions
- If a civil enforcement officer cannot be seen in the vicinity of the vehicle, do not assume that parking regulations are not being enforced. Traffic authorities are increasingly utilising CCTV as a method of enforcement. See section 5, Closed Circuit Television (CCTV).

3 Understand and respect the civil enforcement officer's situation. They have an important role in ensuring that rules are complied with and that congested road space is used as effectively as possible

- Always show respect to civil enforcement officers
- Do not engage in confrontation

• Accept PCNs, ascertaining that the details are correct. If not, do not take the issue up with the officer. Make a note of the discrepancy and report back to your transport office on your return. If you drive off or the civil enforcement officer feels threatened, the PCN can be sent by post which will make the administration of payment or an appeal more difficult for your company

4 Always ensure that loading/unloading is taking place. A definition of loading/unloading is provided in section 1

- Ensure that the delivery or pick up notice is signed, dated and timed by the customer
- Personal and legally required breaks must be taken in accordance with parking regulations and drivers' hours rules

5 Debrief delivery staff who receive a PCN when they return to depot

- Discuss PCN report forms at daily debrief
- Review and assess reasons for contravention and record information

6 Interview and re-train any driver who consistently receives valid PCNs

- Ensure recorded information is used to address drivers who consistently receive a disproportionate number of valid PCNs
- Ensure that there is an ongoing review process in place

7 Discuss delivery issues with traffic authorities, customers and local residents to resolve problems

- Speak to customer to see if delivery arrangements (location and/or time) can be altered
- If unable to resolve at customer level, engage in discussion with traffic authorities to find solutions, eg obtain a dispensation