

Being a good neighbour creates a positive image of the industry. If neighbours complain to their Local Authorities about dust or noise nuisance caused, the Local Authority can impose conditions and restrictions on working, which can lead to delays.

If any problems being caused by dust or noise are not satisfactorily resolved the Local Authority can prosecute those responsible.

If good relations can be established with neighbours, many issues such as access to site, material deliveries and working hours can be improved through friendly negotiation.

## DO

- ✓ Be polite and considerate to members of the public at all times.
- ✓ Take accurate notice of any complaint made by a neighbour and pass it on to your line manager.
- ✓ Only use approved routes to access the site.
- ✓ Use only designated parking areas, if they are provided; otherwise always park vehicles with consideration for the needs of others.
- ✓ Keep dust and noise to a minimum.
- ✓ Always close any noise reducing engine covers while plant is in use.
- ✓ Direct site lighting and task lighting away from neighbouring properties.
- ✓ Tell your line manager if rubbish bins or skips are full or nearly full.
- ✓ Notify your line manager immediately if you find any fly tipped waste in the area.



## DON'T

- ✗ DON'T obstruct vehicle accesses or driveways to neighbouring properties.
- ✗ DON'T obstruct public rights of way such as pavements, footpaths, and bridleways.
- ✗ DON'T drag mud onto the roads outside the site - make sure vehicle wheels are clean before leaving.
- ✗ DON'T trespass on neighbour's land.
- ✗ DON'T leave engines running unnecessarily.
- ✗ DON'T shout on site or have noisy radios on.
- ✗ DON'T shout or whistle at passers-by
- ✗ DON'T drop litter or leave sites untidy.
- ✗ DON'T leave gates to the site open.