

Noise Management Plan Royston

Publication Date	23 rd July 2025
Location	Platform 2 Extension
Issue Identification	Local residents at Leete Place, located north of the eastern end of the extended Platform 2, have raised concerns about noise from station manual announcements.
Stakeholder Involvement	1. Station Management Team 2. Customer Relations Team 3. Customer Information Team 4. Environment and Sustainability Team 5. Project Team 6. External Town Planner 7. External Noise Consultant 8. North Herts Council 9. Local residents
Mitigation Measures	<i>Operational Practices:</i> 1. Set and limit input level for Zenitel station microphone to between “0 and +5” and Teleque roaming microphone to between “+5 and +10” so that speaker announcements do not exceed NR/L2/TEL/30134 maximum levels at source. 2. Update and re-brief staff on the Royston Noise Avoidance Briefing. A copy of this brief is accessible at the signing-on point for all staff and is incorporated into the local induction process for new staff, ensuring everyone is well-informed about the noise management plan. 3. Conduct before-and-after noise monitoring tests to assess the effectiveness of adjustments, noting the need to achieve NR/L2/TEL/30134 minimum levels. 4. Reinforce correct use of roaming microphones:



- Announcements should be specific and to the point, clear and audible.
- Be mindful of your surroundings and the time of day when making announcements. Manual non-emergency announcements should be restricted to the hours between 8:00am and 8:00pm.
- Do not shout into the microphone, it amplifies your voice for you.
- Maintain a speaking distance of no closer than 10 cm from microphones.

Engineering Controls:

1. Removed speakers RYS/P2/Z2/SPK/05 and RYS/P2/Z2/SPK/07 (in addition to RYS/P2/Z2/SPK03 and one existing speaker) to reduce sound coverage in sensitive areas.
2. Explore the implementation of noise suppression systems, such as limiters, to cap announcement levels and prevent exceedance of predefined SPL thresholds.
3. Assess compatibility and potential integration of advance hardware to support precise audio control.

Reporting/ Feedback

Please report any issues via the [Zero Harm Reporting app](#) or submit any suggestions via the [Form](#).

Further environmental information can be found on the [Environment SharePoint Page](#).

Published by

Environment and Sustainability Team



Approach to management of noise and vibration

Our approach to noise and vibration management is based in the Hierarchy of Noise and Vibration Response model as shown below. With the use of this model, we assess noise issues across all areas of operation, be it environmental noise, operational noise, or noise at work. Whether responding to specific complaints or proactively identifying areas for improvement, the Hierarchy model guides us in ranking potential actions by their effectiveness. Through its application, we derive a series of actions tailored to each unique noise or vibration issue. These actions, along with their associated timescales, constitute our specific Noise Action Plans. Although preparation of NAPs is targeted for completion in Phase 5, some elements of the plan may be enacted and documented earlier, depending on our level of preparedness. The NAPs will be prepared, when relevant, for each typical noise issue identified or location specified.

Hierarchy of noise and vibration response

	Hierarchy Level	Description
Most effective	Elimination	• Completely remove the noise source from the environment. • Avoid using noise equipment, relocate noisy activity away from the neighbours.
	Substitution	• Replace a noisy process or equipment with a quieter alternative (lower power, speed, pressure, force or temperature etc.)
	Engineering Controls	• Implement physical modifications to reduce noise exposure. • Install natural or man-made barriers, screens, enclosures or damper. • Use noise-absorbent materials and products. • Carry out regular maintenance.



Least effective

Administrative Controls and Procedures

- Establish, enforce or change operating practices and policies to minimise noise exposure.
- Introduce operating restrictions and voluntary measures.
- Provide training to enhance awareness of potential hazards.
- Advance warnings and information.

Protective Equipment

- Provide equipment that can be worn by individuals to protect from or reduce noise exposure.

Acceptance

- Acknowledge the presence of noise and accept it as part of the environment with justification.



Management of complaints related to noise and vibration

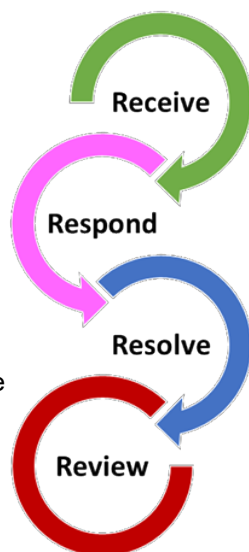
This section outlines our approach to handling noise- and vibration-related complaints from the public, stakeholders, and other concerned parties. Recognising the importance of community relations and environmental stewardship, this section sets out the procedures, timelines, and responsibilities for acknowledging, investigating, and resolving noise complaints. The objective is to address concerns promptly and effectively, while using each complaint as an opportunity to continually improve our noise management practices.

Receive

Complaints by the public

Environmental complaints management is governed by the GTR Complaints Handling Procedure. Complaints can be received by the customer relations team which can be contacted by:

- Online contact form:
 - www.gatwickexpress.com/contactus
 - www.greatnorthernrail.com/contactus
 - www.southernrailway.com/contactus
 - www.thameslinkrailway.com/contactus
- Twitter/ X:
 - @gatwickexpress
 - @GNRailUK
 - @southernrailuk
 - @TLRailUK
- App:
 - Thameslink or Southern App – download free from the App Store and Google Play
- Website:
 - www.gatwickexpress.com
 - www.greatnorthernrail.com



- www.thameslinkrailway.com
- www.southernrailway.com
- Telephone (07:00 to 22:00 every day except Christmas Day):
 - Gatwick Express: 0345 850 1530
 - Great Northern: 0345 026 4700
 - Southern: 0345 127 2920
 - Thameslink: 0345 026 4700

Internal complaints or notifications

Internally, complaints or notifications of noise and vibration can be reported via Zero Harm App.

In recording any noise- and vibration-related complaints, the following data fields must be completed:

Field	Short description	Mandatory or Optional
Personal information	First and Last name of the complainant, Phone number and Email address	Mandatory, it is recorded directly when the complainant logged in the Zero Harm App.
Date/ Time	Date when noise instance was observed, Time of observation	Mandatory
Location and place of noise	Detailed location of the noise	Mandatory
Person involved	Staff, Contractor, Public or Visitor	Mandatory
Information of person involved	First and Last name of the person involved, Phone number, Email address	Optional
Description of noise instance	Description and timeline of the noise instance	Mandatory
Action taken	Description of the action taken	Mandatory



Additional details	Free form text providing additional details of circumstances where noise was observed	Optional
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Respond

According to the Complaints Handling Procedure, our aim is to resolve most complaints quickly. We aim to send you a full response to a simple complaint within five to ten working days and if our incoming numbers are not being affected by specific circumstances. For more complex complaints needing investigation, or if we are facing high incoming numbers, we will respond within 20 working days.

Some complaints can take longer to resolve as they need further investigation. This can be the case if:

- The complaint is about several issues.
- The complaint is about an incident we don't already have information about.
- The complaint is complex, and we need to investigate.
- We need to ask one of our contractors, suppliers or another train operator for more information.

We will carry out investigation to establish the facts of an incident to ensure a full and objective response. Our inquiries could include:

- Talking to staff
- Getting statements from witnesses
- Looking at CCTV footage
- Getting data from our automatic ticket gates or smartcard systems

We will let complainant know we have received their complaint and are making further investigation. We will keep our website updated to reflect any potential impacts on response times due to an increased volume.

Resolve

Environment Specialist will identify responsibility for resolving the noise issue and allocate it to the relevant management group or authority where required.

Resolution of a complaint is verified by the Customer Relations Advisor, whose responsibility is to ascertain that the following criteria have been complied with:

- a) The complaint investigation has been timely and thorough.



- b) Where an action was undertaken to resolve the subject of the complaint, this action and its outcome are explained in a clear and simple language, with datasheets and other reference materials provided.
- c) Where no action was undertaken, the operations of the railway are explained and justification provided in a clear and simple language, with datasheets and other reference materials provided.
- d) All questions posed by the complainant have been answered.
- e) Complainant has been duly notified of the resolution and provided with the supporting information.

Documentation to evidence compliance to the above criteria are retained within the CRM system to ensure completeness of the audit trail.

At all times the Environment Team are available to assist. Complaints where mitigations actioned do not provide a resolution are escalated to the Head of Environment for further action. This action can vary depending on the nature of the complaint, but typically involves internal and external engagement to identify solutions. Due to the subjective nature of noise, each location and associated complaint is different. If a noise complaint requires ongoing monitoring GTR will put in place dedicated site-specific Noise Management Plans. If the issue continues to persist further action can be taken, this may include the requirement for external acoustic testing to understand the extent of the concern. From here a focused plan can be put in place to mitigate the issue.

GTR does not currently have any escalated noise complaints or any requirement for a Noise Management Plan to be in place.

Review

We aim to continually improve our processes. All noise related issues will be reviewed periodically to identify emerging future risk associated with the specific issues raised, and we will continue to communicate with complainants to ensure satisfactory resolution continues.

We will keep track of each noise issue on our route map, enabling us to locate areas that are particularly sensitive to noise and share insights within the organisation, which serves as a guide for future development.