Noise Management Plan

Our systems for noise management provide for the following provisions:

- The doors to the premises are fitted on sprung hinges which incorporate a soft close mechanism. Consequently, the door doesn't slam when customers leave the premises.
- A3 sized posters with the company's logo are posted in plain view of customers with the words "This is a residential area. Please be considerate to our neighbours by leaving the premises quietly."
- Papa John's train their staff to courteously remind customers to leave the premises quietly and in an orderly manner.

In terms of noise generated from deliveries the following strategies are employed:

- All drivers are trained using a DVD that the Papa John's training team has developed, this advises of the need for compliance with road safety and noise management
- There are laminated screen surrounds positioned on driver despatch screens. These are a training tool and reiterate key points about customer service, road and vehicle safety and noise management
- Car horns are not be used inappropriately
- Drivers will not slam doors
- Drivers will not loiter or socialise outside the unit
- Delivery vehicles used will be road worthy, in good working order and their condition monitored on a daily basis as part of the manager's checklist
- Dates for vehicle servicing and MOT's are logged in the electronic point of sale systems installed in the units to ensure all delivery vehicles are maintained in good working order