

# TRAFFIC MANAGEMENT POLICY

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## **PART 1**

### **POLICY STATEMENT**

#### **1 Ownership**

Covent Garden Market Authority was set up by Acts of Parliament to own and manage the property and buildings of the New Covent Garden Market site at Vauxhall.

#### **2 Road Traffic Legislation**

The Market roads are private roads over which the public have access. Appropriate DVLA driving licenses are required by all drivers on site including fork lift truck (FLT) drivers.

#### **3 Responsibility**

CGMA recognises its responsibility for the management of workplace transport and other traffic on the common areas of the Market, which is covered in this policy.

#### **4 Enforcement**

CGMA will use its powers to enforce and take action against those who fail to comply with the policy. This may result in bye-law prosecutions against offenders.

#### **5 Co-operation**

Where reasonably practicable, CGMA will provide resources to implement this policy, but the co-operation of the tenants and other users of the Market will be required for it to be effective.

#### **6 Standards**

Where possible the traffic management schemes on the Market will comply with traffic management standards for “public roads” as defined in the Road Traffic Act.

#### **7 Consultation**

CGMA has consulted with and taken advice from the Covent Garden Tenants' Association and the union UNITE when writing this policy. The policy will be reviewed annually.

#### **8 Contents**

- 8.1 Part 2 lists the responsibilities of CGMA, Tenants, their employees, the Trade Union and members of the public.
- 8.2 Part 3 lists the arrangements for implementing this policy.

## PART 2

### ROLES AND RESPONSIBILITIES

#### 1. INTRODUCTION

All who enter New Covent Garden Market have responsibilities to act in a safe manner, to act sensibly, be mindful and respectful of the actions of others and abide by the site conditions, rules, regulations and by-laws.

There are additional responsibilities for anyone using workplace transport, e.g. tenants, buyers, delivery companies and other users of the site.

#### 2. ROLE OF AUTHORITY

- 2.1. **Introduction** - CGMA has two main roles; those of landlord and of Enforcing Authority.
- 2.2. **Landlord** - As a landlord, CGMA will:
  - 2.2.1. Maintain and repair the fabric and lighting of the common parts of the Market in a reasonable and safe condition, including the traffic routes.
  - 2.2.2. Manage traffic schemes within the site including pedestrian and vehicle traffic management and periodic reviews.
  - 2.2.3. Inform users of the rules and regulations, by-laws and other conditions for entry into and work within the Market.
  - 2.2.4. Ensure CGMA's own workplace transport is properly maintained, serviced and FLT's under CGMA ownership undergo "Thorough Examination".
  - 2.2.5. Manage its own employees who use workplace transport.
  - 2.2.6. Ensure CGMA's contractors comply with this policy.
  - 2.2.7. Report fork lift truck (FLT) accidents to the Environmental Health Office as required.
  - 2.2.8. Keep abreast of current and new legislation and other standards, assess and prioritise any risks that may impact on this policy.
  - 2.2.9. Ensure this policy meets the legal requirements of the Traffic Management Schemes and the control of Workplace Transport legislation.
  - 2.2.10. Review the policy annually to ensure it remains effective and current. Advise all interested parties of any changes necessary and record all reviews and changes.
  - 2.2.11. Ensure enforcement action against offenders under this policy is dealt with quickly and fairly within the guidelines of the policy.
  - 2.2.12. Nominate Law Enforcement Officers as and when considered necessary.

- 2.3. **Enforcing Authority** - As The Enforcing Authority, CGMA will:
- 2.3.1. Enforce speed limits.
  - 2.3.2. Enforce parking controls.
  - 2.3.3. Take action against vehicles travelling against one-way systems.
  - 2.3.4. Ensure correct operating standards for all transport under CGMA's control.
  - 2.3.5. Maintain the following records:
    - A data base of all FLT operators.
    - A database of all Fork Lift Trucks, Reach Trucks and other lifting vehicles.
  - 2.3.6. Allocate 'Authority Registration Numbers' to all Market based FLTs, Reach Trucks and other lifting vehicles and make provision of these number plates to the Keeper.
  - 2.3.7. Prosecute anyone who fails to comply with this policy.
  - 2.3.8. Carry out suitable and sufficient Risk Assessments when required.
- 2.4. **Tenant Responsibilities** - Tenants are to comply with this Policy, and ensure compliance by their employees, contractors and agents.
- 2.5. **Tenants Association** - The role of the Tenants Association is to:
- 2.5.1. **Liaison:** Collaborate with CGMA in the formulation of this Policy.
  - 2.5.2. **Distribution:** Communicate the Policy to its Members and to encourage Members to develop proactive H&S Management including the safe use of workplace transport.
- 2.6. **The UNITE Union** - The role of UNITE is:
- 2.6.1. **Liaison:** Collaborate with CGMA in the formulation of this Policy.
  - 2.6.2. **Compliance:** Encourage registered porters and other members of UNITE to comply with the requirements of this Policy.
- 2.7. **Labour Office** - The Labour Office is run jointly by UNITE and the Covent Garden Tenants Association to provide temporary replacements for registered porters employed by tenants. The Labour Office will ensure that any temporary labour supplied is competent to carry out the work to which they are deployed.

*Note: CGMA has been assured by UNITE that the Labour Office does not act as an employment agency and therefore does not have the duties detailed in The Employment Agencies Act 1973. This Policy relies upon this assurance.*

- 2.8. **Driver responsibilities** - All drivers, including FLT drivers, are required to comply with this Policy. All FLT drivers must comply with the Fork Lift/Reach Truck and Driver Registration guidance for the use of FLT's on the Market. All drivers are personally responsible for ensuring that they are qualified to drive the relevant type of vehicle within the UK.
- 2.9. **Pedestrian (at work) Responsibilities** - Pedestrians are required to comply with this Policy. Pedestrians have a duty towards their own and others safety, and as such are required to use the walkways and other facilities provided to ensure their safe separation from workplace transport.
- 2.10. **Members of the Public** - Although New Covent Garden Market is a public Market, members of the public have no right of access except on bona fide business. However, CGMA does not currently seek to exclude them.
- 2.10.1. **Compliance:** Members of the public are required to comply with this Policy. This requirement will be displayed at the entrances to the Market and copies of the Policy will be available at Link House Control Room and at Covent House.
- 2.10.2. **Conduct:** Members of the public are expected to act in a safe manner to ensure their own safety and the safety of others. They must also co-operate with any controls that are in place to ensure a safe, healthy working environment.
- 2.10.3. **Exclusion:** Under CGMA's By-laws CGMA has the power to exclude persons from entering the Market, including anyone under the age of sixteen.
- 2.10.4. **Conditions of Entry:** CGMA's Conditions of Entry are detailed at Annex D of this policy.

## TRAFFIC MANAGEMENT POLICY

### PART 3

#### OPERATION

a. **Distribution**

The Traffic Management Policy will be issued to the tenants of New Covent Garden Market, the Tenants Association and the union UNITE based in the Market. Copies will also be available at CGMA's offices in Covent House.

b. **Publication**

CGMA will publish a summary of the Traffic Management Policy on its website [www.newcoventgardenmarket.com](http://www.newcoventgardenmarket.com).

c. **Enforcing Authority**

A copy of the Policy has been provided to the Enforcing Authorities.

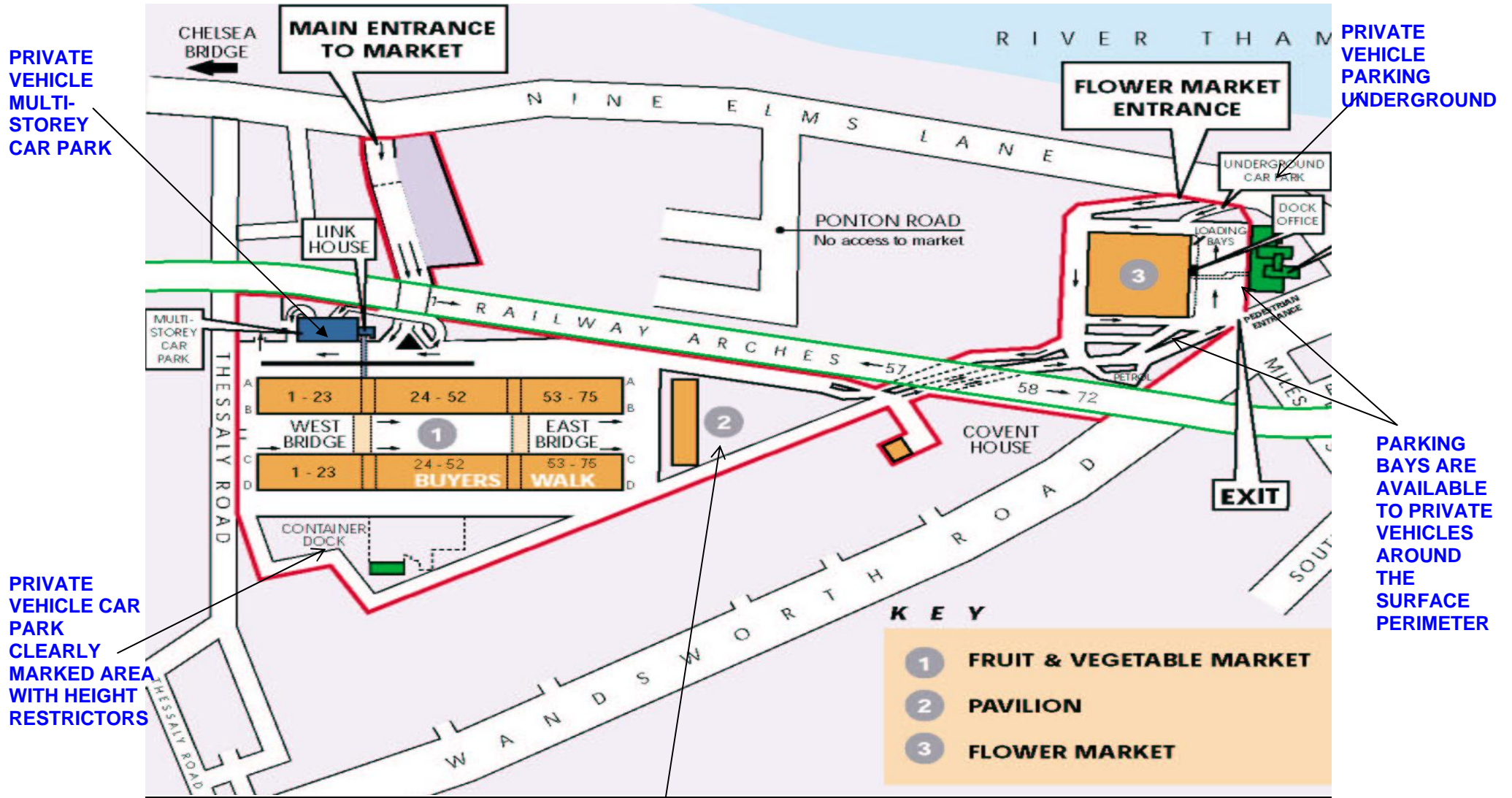
## 1. WORKING AREAS

- 1.1. **Centre Road** - The central working area between B and C Roads is designated for loading or unloading and must not be used for parking. The temporary storage of produce is not allowed - produce must be in the process of being actively loaded or unloaded from a vehicle. Vehicles parked in this area or produce temporarily stored will become subject to enforcement action by CGMA.
- 1.2. **Cut-Throughs** - The cut-throughs on A/B and C/D rows are for the use of pedestrians and Fork Lift Trucks (FLT) on designated marked routes. Parking, loading or unloading is not allowed.
- 1.3. **Container Dock** - This Dock is for the loading and unloading of lorries, limited to rear door access.
- 1.4. **Flower Market Dock** - This Dock is for the loading and unloading of lorries, limited to rear door access.
- 1.5. **Fruit & Vegetable Unit Aprons**
  - 1.5.1. **Responsibility** - As aprons are usually part of the common parts of the Market and not in the tenant's demise, CGMA is responsible for them.
  - 1.5.2. **Use** - The aprons may be used for loading/unloading and the temporary stacking of produce but must not be used for vehicle parking.
  - 1.5.3. **Obstructions** - Nothing should obstruct the roads, pedestrian walkways or affect the operation of the Market or other tenants. All items such as security screening should be kept inside the unit after normal trading hours. Anything found outside units after trading hours or causing an obstruction may be removed by CGMA without notice and disposed of.
  - 1.5.4. **Cleaning** - At the end of the working day aprons must be left clear of product, screening and vehicles to allow cleaning.
- 1.6. **Pedestrian Walkways** - Pedestrian walkways have been marked alongside most roadways and cross overs. Pedestrians are required to use these walkways and other facilities, which are in place to ensure their safe separation from workplace transport.
  - 1.6.1. **Obstruction** - Pedestrian walkways are to be kept clear at all times and must not be encroached upon during loading/unloading, parking or storing produce.
  - 1.6.2. **Traffic** - FLT and vehicle drivers must take special care when in the vicinity of pedestrian walkways.
  - 1.6.3. **PPE** - Those pedestrians who are in regular contact with workplace transport are to wear high visibility clothing and any other personal protective equipment identified by 'risk assessment'. Risk assessments should be carried out by the tenant or the employer of the person involved, i.e. the driver of a supplier, or jointly.

## 2. PARKING

- 2.1. Parking enforcement services on the site are managed by London Parking Control Ltd.
- 2.2. Commercial vehicles only may park on the aprons and central rows of the Fruit and Vegetable Market.
- 2.3. Private Vehicles may stop for up to **20 minutes** either on the apron and commercial areas to **load and unload only**. Any private vehicle stopped beyond 20 minutes will be liable to be clamped.
- 2.4. All vehicles – both Commercial and Private – parked illegally, i.e. on double yellow lines/ hatched areas/ disabled bays, are liable to be clamped in **any** part of the market, at any time.
- 2.5. To avoid misunderstandings, a Private Vehicle is defined as any Saloon, Sports Car, Hatchback or Estate Car, and includes 4x4 type vehicles i.e. Range Rovers, BMW X5, Mitsubishi Shogun etc.
- 2.6. Where a 4x4 type vehicle has a separate load area from the passenger cab e.g. a Pick up Truck, this will be classed as a commercial vehicle.
- 2.7. All Private Vehicles must be parked in the designated areas as indicated on the site map on the next page. (Multi Storey Car Park, marked areas in the Container Dock area & Pavilion, Flower Market Underground Car Park and the Surface Bays around the perimeter of the Flower Market.)
- 2.8. Disabled badge holder parking is available and clearly marked at both ends of A, B, C & D Rows of the Fruit and Vegetable Market and Flower Market. Special bays may be allocated to drivers with a temporary incapacity.

For more information, please call CGMA on 020 7720 2211.



PRIVATE VEHICLE MULTI-STORY CAR PARK

PRIVATE VEHICLE PARKING UNDERGROUND

PARKING BAYS ARE AVAILABLE TO PRIVATE VEHICLES AROUND THE SURFACE PERIMETER

PRIVATE VEHICLE CAR PARK CLEARLY MARKED AREA WITH HEIGHT RESTRICTORS

PRIVATE VEHICLE CAR PARK CLEARLY MARKED AREA WITH HEIGHT RESTRICTORS

### 3. ENTRY TAG SYSTEM

Vehicle entry to the Market is operated by an automated system using electronic vehicle tags which are attached to the windscreen of the vehicle entering the Market. Tags can be purchased from CGMA Reception at an annual charge.

Tagged vehicles can utilise any of the Market entrances (Main Entrance, Flower Market and Underground Car Park), dependent on access levels. The entry tag transmits a signal which is read by proximity readers to automatically lift the entry barrier upon approach.

While the vehicle is in the Market the tag must be displayed at all times. Any vehicle not displaying a tag or entry receipt may be clamped. Vehicles are only to park in the designated areas.

In the unlikely event of a barrier failing to rise, drivers are required to pay the current entry charge for a parking ticket to enter the Market and should subsequently contact CGMA to investigate the cause. The entry fee will be reimbursed for all genuine barrier faults.

The tags are programmed with an anti pass-back system. This means they cannot be used to re-enter the market until they have been read by the proximity reader when leaving via the exit barrier. When exiting the Market the barrier will automatically rise reactivating the tag for re-entry.

Any lost or stolen tags should be reported to CGMA on 020 7720 2211. Drivers must report their tag number in order to cancel the tag. Replacement tags are chargeable. It is recommended that a list of tag numbers and the vehicles they have been allocated to is kept by all companies purchasing tags, as lost or stolen tags can only be replaced once the original is cancelled.

CGMA will not provide refunds for unused tags.

Vehicles entering without tags are subject to a daily entry fee and issued a parking ticket to be displayed in the windscreen.

## 4. Fork Lift and Reach Trucks

### 4.1. FORK LIFT/REACH TRUCK AND DRIVER REGISTRATION 2009

CGMA's Traffic Management Policy holds that Tenants must declare the details of their Fork Lift / Reach Trucks and Drivers on an annual basis. This may be done by completing the forms at Annex A & B to this policy and returning them to CGMA. When changes occur to FLT's or Drivers CGMA should be notified within seven days.

- 4.1.1. **Fork Lift Trucks (FLT's)** - The employer (the Tenant) must ensure that all FLT's they use conform to the standard, see attached Specification document at Annex C. Trucks must comply with the "CGMA Standard" however the adoption of "best practice" could reduce the risk of prosecution. There is also the Approved Code of Practice (ACOP) 117, and (HSG6) Guidance which should be observed.
- 4.1.2. **Reach Trucks** - Reach Trucks are not to be used on the common parts of the Market, including aprons. They may only be used inside Units, and only then if the Tenant carries out a risk assessment and finds the risks acceptable. They may only be used aprons when unladen, to move between Units
- 4.1.3. **Registration Plates** - On receipt of the completed form (Annex A) each truck will be allocated a registration number by CGMA, if not already allocated. It will be the responsibility of the Tenant to attach a number plate with this registration to the front and rear of each FLT & Reach Truck, so that they are clearly visible. Number plates may be ordered through the Operations Department. Each initial set will be issued free of charge, however all replacements will be chargeable. CGMA will not allow the use of FLT's or Reach Trucks that have not been registered and that do not comply with the "CGMA Standard"
- 4.1.4. **Maintenance** - It is the responsibility of Tenants to ensure that all FLT's and Reach Trucks are correctly serviced, maintained and thoroughly examined in line with LOLER 98 and PUWER 98 Regulations.

### 4.2. FORK LIFT TRUCK DRIVERS

- 4.2.1. CGMA have a duty to ensure that only competent Fork Lift Truck (FLT) drivers drive FLT's within the Market. As CGMA is not in a position to assess the driver's competence it is the responsibility of Tenants to supply this information by filling in Annex B to this letter.
- 4.2.2. The consequence of this is that all FLT drivers operating within the Market are required to hold a current Group "B" (car) licence, assuming the FLT being driven has a gross vehicle weight under 3500kg. Advice on licensing requirement for FLT's over this weight should be sought from DVLA.
- 4.2.3. Under the Provision and Use of Work Equipment Regulations 1998 employers must ensure that all persons who use work equipment, or supervise and manage work equipment, have received adequate training for the purpose of Health & Safety. This also includes the requirements set out in the Market Bye-laws.

In practice this means, **NO ONE WITHOUT A VALID FORK-LIFT TRUCK LICENCE AND APPROPRIATE FLT TRAINING MUST BE ALLOWED TO DRIVE A FORK-LIFT TRUCK WITHIN THE MARKET.**

If you allow untrained or inadequately trained personnel to use your Fork-Lift Trucks **YOU WILL PERSONALLY BE HELD LIABLE.**

- 4.2.4. There is also a requirement to abide by the rules laid down in relationship to the build standard and use of Fork-lift Trucks within these regulations.
- 4.2.5. **Tenants' Responsibilities** - In addition to holding a current Group "B" driving licence, drivers should have received training as follows:
- Training in accordance with the ACOP "Rider operated lift truck: operator training" carried out by a company who is a member of the five bodies recognised as competent by the HSE as training provider.
  - HSE guidance recommends refresher training for FLT drivers every 5 years. Refresher training is also advised if a driver has been involved in an accident / incident or that his ability to operate a FLT safely causes concern.
  - HSE guidance also recommends a medical examination every five (5) years for drivers over the age of forty (40) It is also recommended that drivers over the age of sixty (60) have a medical examination every 12 months.
- 4.2.6. **Drivers Registration** - The Fork Lift Trucks & Drivers form at ANNEX B must be completed and returned with details of all drivers applying for registration.
- 4.2.7. **PPE** - Employers (Tenants) must ensure that their drivers are issued with, and wear, appropriate **high-visibility clothing** and **safety footwear** at all times while operating FLTs.

#### 4.3. **CGMA RESPONSIBILITIES**

CGMA is responsible for the health and safety management of the common areas of the Market and as such may take enforcement action under the Market Byelaws against Tenants whose FLTs or Drivers fail to comply with the above requirements. CGMA will investigate all FLT related accidents and ensure that any lessons learnt are incorporated into CGMA's Traffic Management Policy. Details of Enforcement Action are detailed in Section 6 of this policy.

## 5. MAINTENANCE OF ROAD SIGNS AND MARKINGS

- 5.1. **Responsibility** - CGMA is responsible for the upkeep and routine maintenance of the Market's roads, road markings and road signs.
- 5.2. **Compliance** - All signs and road markings will be in compliance with The Traffic Signs and General Directions Regulations 2002.
- 5.3. **Additions** - Proposals for any new traffic signs are to be put to CGMA for consideration. To avoid confusion, signage will be kept to a minimum.
- 5.4. **Maintenance Inspections** - CGMA will inspect and record all significant faults. Additionally, CGMA expects its staff and permanent contractors to report any faults.
- 5.5. **Customer Reports** - Tenants and their employees have a duty to report safety problems under the Health & Safety at Work Act 1974. All observations are to be passed to CGMA – Tel 020 7720 2211.

## 6. POLICY ENFORCEMENT

The Traffic Management Policy on site includes the control of all types of transport. This Authority will take action against those who fail to comply with the policy

### 6.1. PROCEDURE

- 6.1.1. **Traffic Infringements** - Security Officers (SOs) of the Market Security Force (MSF) carry out regular foot and mobile patrols throughout the Market. Offence details will be noted and where possible recorded on CCTV or by still photography.
- 6.1.2. Typical infringements include:
- Speeding over the 20mph Market speed limit
  - Driving against a one way traffic system
  - Dangerous parking or obstruction
  - Unauthorised parking on demarcated areas, pedestrian walkways or access gates
  - Fork Truck Standards (e.g. lights, number plate, seat belts) or use (e.g. carrying people, lifting persons up on forks/pallet and not wearing hi-visibility clothing)
- 6.1.3. **Identification** - CGMA can obtain details of vehicle ownership through an official link to the DVLA.
- **Notification** - Most minor violations will result in verbal warning. Significant infringements may result in prosecution under the Market Bye-laws (fine & costs)
  - It is also possible that serious and continuous breaches of Health & Safety Rules could be reported to London Borough of Wandsworth or the HSE for enforcement action.

### 6.2. ENFORCEMENT ACTION

- 6.2.1. **Immobilisation** - All vehicles – both Commercial and Private – parked illegally, i.e. on double yellow lines, are liable to be clamped in **any** part of the Market, at any time. Clamping will be removed upon payment of a fine, or on the approval of an authorised CGMA representative.
- 6.2.2. **Permit Suspension** - A vehicle entry permit may be suspended for two (2) working weeks. The vehicle would still be allowed to enter the Market on payment of the standard entry fee. This is an action that may only be applied to permit holders.
- 6.2.3. **Prosecution** - Persistent offenders could be prosecuted under Market By-laws.
- 6.2.4. **Banning** - For serious incidents CGMA may elect to ban the driver or the vehicle from entering the Market. This would normally be for a prescribed time period, but CGMA does have the power to impose a lifetime ban.

**FORK LIFT / REACH TRUCK VEHICLE NOTIFICATION**

- 1) Please find listed below details of all Counter Balance Fork Lift and Reach Trucks used by this Company.
- 2) I will inform CGMA if any of the details below change.

**PLEASE LIST TRUCK DETAILS BELOW**

To be completed by the Tenant						
FLT / RT MAKE & TYPE	MODEL	SERIAL NUMBER	DATE OF MANUFACTURE	GROSS WEIGHT	CGMA REG NUMBER (EXISTING NUMBER)	REG NUMBER REQUIRED <small>(PLEASE TICK)</small>

NAME (Print) \_\_\_\_\_

COMPANY \_\_\_\_\_

SIGNATURE \_\_\_\_\_

UNIT \_\_\_\_\_

POSITION IN COMPANY \_\_\_\_\_

DATE \_\_\_\_\_

**FORK LIFT / REACH TRUCK DRIVER NOTIFICATION**

- 1) Please find listed below details of all Counter Balance Fork Lift and Reach Trucks drivers employed by this company
- 2) I will inform CGMA if any of the details below change.

**PLEASE LIST DRIVERS' DETAILS BELOW**

To be completed by the Tenant					
SURNAME	FIRST NAME	GROUP "B" LICENCE (expiry date)	FLT / REACH (FLT/ RT/BOTH)	DATE OF LAST TRAINING	DATE OF LAST MEDICAL (if applicable)

NAME (Print) \_\_\_\_\_

COMPANY \_\_\_\_\_

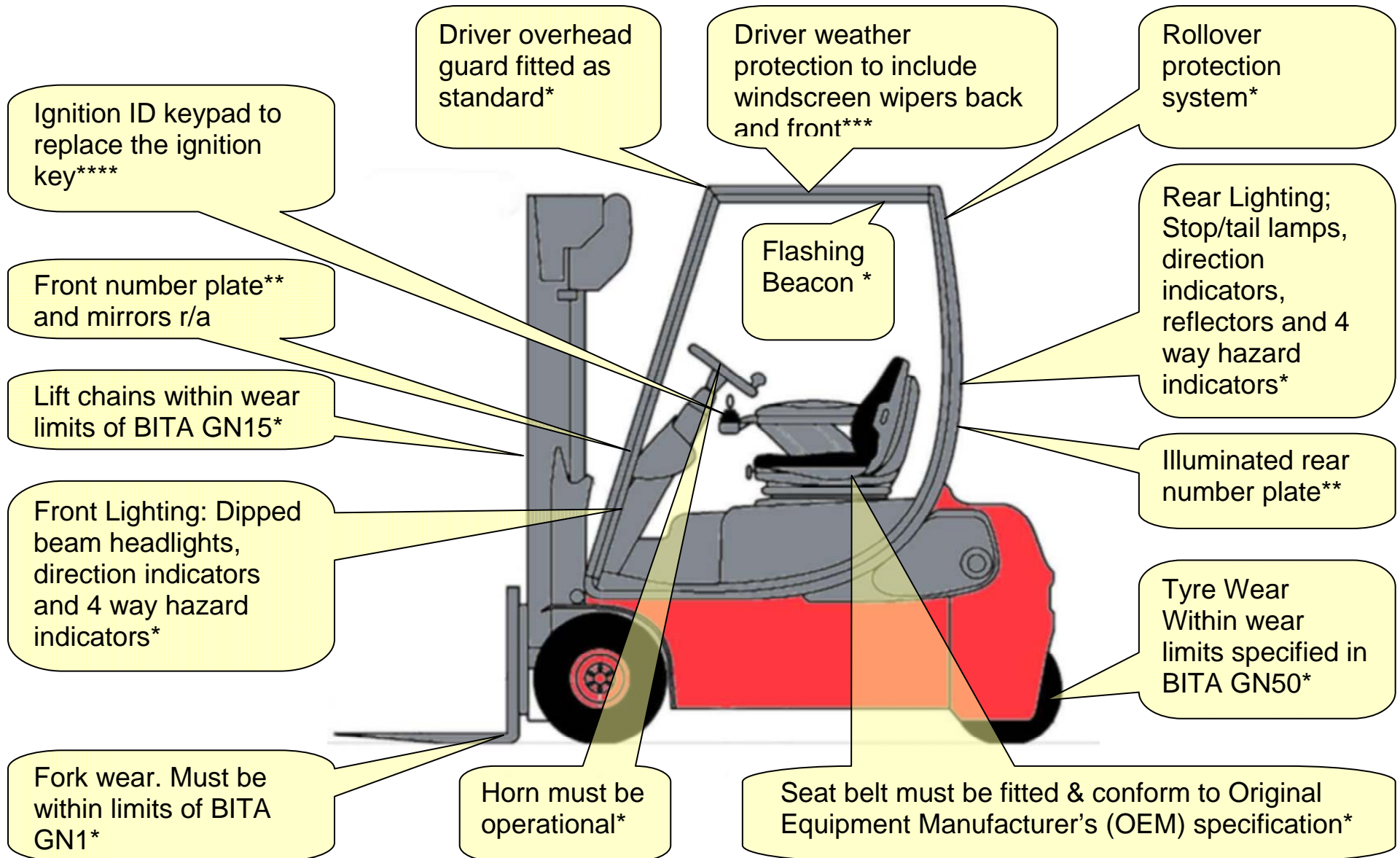
SIGNATURE \_\_\_\_\_

UNIT \_\_\_\_\_

POSITION IN COMPANY \_\_\_\_\_

DATE \_\_\_\_\_

**Annex C**  
**Electric Counterbalance Fork Lift Truck Specification (Jan 2009)**



**Abbreviations:** BITA - British Industrial Truck Association. **GN:** Guidance Note. **Note:** Reversing bleeper not to be fitted  
**Legend:** \* Mandatory. \*\* CGMA Requirement. \*\*\* Best Practice. The use of cling film is not acceptable.

## **CONDITIONS OF ENTRY**

### **1. INTRODUCTION**

- 1.1. **General** - The HSE and Wandsworth Council are the Enforcing Authorities for Health & Safety on the Market – this includes traffic management. As owner and landlord of the Market, CGMA is responsible for the management of traffic on the site.
- 1.2. **Safety** - It is the duty of all Market Users to co-operate with CGMA in maintaining a safe working environment. By entering the Market the person has accepted the conditions of entry listed below.

### **2. PEDESTRIANS**

This includes members of the public and any other visitor whether at work or not.

- 2.1. **By-laws** - Conform to Market By-laws.
- 2.2. **Walkways** - Where possible, use pavements, first floor corridors and pedestrian walkways to minimise the interface with workplace transport. Roads should only be crossed at designated crossing points.
- 2.3. **Ground Hazards** - Care should be taken to avoid slip, trip and fall hazards associated with the work and environment of the Market.
- 2.4. **Working Areas** – Only marked walkways should be used as pedestrian routes in loading and unloading areas.
- 2.5. **Supervision** - Supervise and control any accompanying person who may be at risk. This particularly applies to young persons and those with physical impairments.
- 2.6. **PPE** - Wearing high visibility clothing is mandatory to anyone regularly working in close proximity to workplace transport including Fork Lift and Reach Trucks.

### **3. DRIVERS – All Types of Vehicles.**

- 3.1. **Vehicle Types** - This includes all private and work related vehicles plus FLT's and other vehicles that do not have to be registered with DVLA.
- 3.2. **Acceptance of Conditions** - By entering the site the driver is deemed to have accepted the conditions of entry. These are:
  - 3.2.1. Abide by the Market By-laws.
  - 3.2.2. Drive only those vehicles for which the relevant qualification is held.
  - 3.2.3. Drive in accordance with the Road Traffic Act and the Highway Code.

- 3.2.4. Observe the 20 mph speed limit across the whole site.
- 3.2.5. Park only in designated parking areas and not on designated loading and unloading areas including aprons.
- 3.2.6. Load and unload in designated areas.
- 3.2.7. Observe one-way systems.
- 3.2.8. Take care at all junctions and give way to pedestrians.
- 3.2.9. Secure vehicle when unattended.