Traffic management

Workplace transport site safety information sheet WPT24

This information will be useful to anyone who uses workplace transport or who works where it is used. It will help employers, managers and supervisors to assess their workplace and make improvements. The checklists will help you to prepare your risk assessment.

Pedestrian and vehicle traffic need to be carefully managed to ensure safe and efficient movement about site. Traffic management is necessary to prevent accidents, injury to people and damage to equipment, property and vehicles. You should manage traffic so that reversing is limited, speeding prevented and vehicles and pedestrians are segregated.

This information sheet gives an overview of traffic management. Individual aspects of traffic management, eg reversing and speed limits, have their own separate information sheets where they are explored in more detail.

Common problems

Good traffic management can help keep a site safe by making sure that traffic moves safely and efficiently around site. Most problems occur when traffic is poorly managed.

Unsafe site layouts: Sites can become unsafe if they are poorly laid out. Unregulated traffic results in dangerous and conflicting movements. Additional problems can occur when a site layout is not changed to accommodate changes in site use.

Inappropriate and/or out-of-date site rules and procedures: Problems can occur when site rules and procedures are out of date and when people using the site are unfamiliar with them, eg when a site changes it layout to accommodate new use requirements and the site rules are not updated accordingly.

Inappropriate management measures: Traffic can be managed in the wrong way and inappropriate management measures can be used. For example, speed humps may be used to enforce speed limits in areas used by vehicles that can't go over them safely – this may damage the vehicle or cause it to tip or overturn (eg fork-lift trucks).

Traffic is either over or under managed: Traffic can be under managed through a lack of vehicle regulation and/or influence upon driver behaviour. This can result in conflicting movements, speeding traffic and unnecessary reversing. Unregulated traffic may also enter dangerous areas or areas with restricted access.

In some cases traffic can be over managed and vehicles are unnecessarily restricted in their movements. This can lead to forced, unnecessary reversing and dangerous movements.

Lack of traffic supervision: Unsupervised traffic can lead to drivers making dangerous and conflicting movements, eg reversing where there is limited visibility or where there are other vehicles turning and moving.

Dangerous driver and pedestrian behaviour: Driver behaviour is the major cause of accidents. Often, drivers lack the appropriate training and information required to drive their vehicle safely on site. They can be unfamiliar with a site and its rules and procedures. This can lead them to drive in an unsafe way such as driving too fast or turning in an unsuitable area.

In some cases, drivers who work regularly on a site can become over-familiar with its layout and procedures. This can cause them to become complacent and to cut corners. In such cases they can behave as dangerously as those who are less familiar and lack the necessary training.

Pedestrians can also behave in dangerous ways that put themselves and others at risk of an accident, eg they may take short cuts by crossing broken barriers or fences.

In some instances a lack of traffic management can create dangerous behaviour. This can occur when parked vehicles

block a footway and pedestrians are forced to leave it and enter a vehicle route. Pedestrians need to be provided with separate dedicated routes that are clearly marked and enforced. In this case, you should provide a pedestrian diversion that is carefully signed and segregated by temporary fencing or cones.

Unnecessary reversing: A poor site layout and/or procedures will encourage drivers to reverse unnecessarily and put other vehicles and pedestrians at risk. For example, delivery drivers often have to reverse because a drive-through loading bay has not been provided. Often, unnecessary reversing can result in injuries to site users and damage to buildings, equipment and vehicles. Introducing one-way systems and drive-through loading areas can minimise the need for reversing by making sure traffic travels in a single direction.

Checklist – what to look out for

- Site layout is unsuitable for the vehicles using it.
- Inappropriate management measures, eg traffic calming.
- Traffic is either over or under managed.
- Lack of traffic supervision.
- Dangerous driver and pedestrian behaviour.
- Unnecessary reversing.

How can you deal with common problems?

Good traffic management can prevent many of the problems with traffic on site.

Provide clearly defined, signed and marked loading bays, turning circles, and pedestrian and vehicle routes: Providing clearly defined areas and routes will ensure safe and efficient travel across site. Loading bays and turning circles allow loading and reversing to take place in safe, dedicated areas that are free from pedestrians, obstacles and other vehicles. Separate dedicated pedestrian and vehicle routes segregate pedestrians and vehicles. As a result, conflicting and dangerous movements made by both pedestrians and vehicles are reduced.

Where a site's use changes then its layout, markings and signs should change accordingly.

One-way systems can be used to limit reversing by making sure traffic moves in a single direction. Drive-through loading bays should be used where possible, again to limit the need for reversing. Turning circles are preferable to hammerheads. All these measures need to be reinforced by the use of the appropriate barriers, bollards and fences.

Remove inappropriate management measures: It is important to think about the most appropriate way of managing traffic on your site. Some traffic management measures may be unsuitable for your site, eg speed humps or one-way systems. Where inappropriate measures have been used, they should be removed. You will need to provide alternative traffic management measures.

Introduce and enforce speed limits: Vehicle speeds should be regulated by the use of speed limits. Limits should be kept constant across a site and should be clearly signed so that drivers are aware of them. Limits should reflect the type of vehicles using the site, the site layout and the activities taking place.

Make sure drivers and site users receive the necessary information and training: Drivers should receive appropriate training for the vehicles they drive, eg forklift truck drivers. Provide drivers with site plans and a site location map so that they are familiar with the location and layout of the site before they get there. They should be familiar with site rules and any procedures for driving, delivery, parking and reversing.

Review site rules and procedures: Make sure site rules are up to date and include speed limits etc. Amend them as necessary. Make sure that staff are fully aware of the rules and the consequences for breaking them. Site procedures should include delivery plans etc, in particular, reversing procedures during deliveries. Reversing procedures and site rules should be checked and kept up to date. It is important that there are clear procedures for reversing and that all staff are aware of them.

A good set of site rules and procedures can help manage traffic and maintain a safe site.

Provide supervision for vehicles making deliveries and reversing: Supervise vehicles when it is required, such as during deliveries and when vehicles are reversing. Traffic should be supervised by an authorised and trained person, such as a signaller (banksman).

A trained signaller can be used to keep reversing areas free of pedestrians and to guide drivers. In some industries, the use of a signaller is not allowed because of the size and limited visibility of the vehicles involved. A signaller should:

- have a clear and agreed system of signalling;
- be stood in a safe position;
- be visible to drivers at all times; and
- wear high-visibility clothing.

Drivers should know to stop immediately if they lose sight of the signaller. Consider using portable radios or similar communication systems.

Checklist

- Provide clearly defined and marked loading bays, turning circles, and pedestrian and vehicle routes.
- Remove inappropriate management measures.
- Introduce and enforce speed limits.
- Make sure drivers and site users receive the necessary information and training to do their job safely.
- Review site rules and procedures.

Checking your site

Carry out a visual inspection of your site to look for problems with traffic management. Walk around the premises (you may also consider driving), make notes and take photographs of any problems. In particular, where vehicles are reversing and turning, and areas where traffic appears to be unregulated. Mark the problem areas on a site plan.

Consider the following questions when making a visual inspection:

- Are there areas where traffic is unregulated?
- Have loading bays and turning circles been provided?
- Are there clearly marked, segregated vehicle and pedestrian routes?
- Are there any areas where conflicting and dangerous movements are occurring?

If you need a more detailed and wider-reaching guide see the *Site inspection: Workplace transport checklist* at www.hse.gov.uk/workplacetransport.

Separate risk assessments should be produced for general site traffic, regular and special deliveries and reversing vehicles. This will enable you to identify the hazards and their associated risks relating to each type of vehicle activity. Completing a site inspection may provide a good opportunity to complete a risk assessment. Information on how to complete a risk assessment is in *Five steps to risk assessment.*

Checklist

- Complete a site inspection to assess traffic management.
- Pay for a professional site inspection and speed survey if you feel you cannot do this properly yourself.
- Review site rules and procedures.
- Ask site users for feedback about driving on site.
- Complete at risk assessment to identify the relevant hazards and risks.

Where to get help

If you have a problem with traffic management on site, you might be able to fix it yourself. If you are unsure, speak to your health and safety workplace representative or contact HSE for advice. It may be more cost effective to have a professional assess your site and carry out the work.

You can also get advice by speaking to other similar local businesses – look for examples of good practice. Contact your local trade association or Chamber of Commerce for recommended local suppliers or look in the *Yellow Pages* for listings of traffic consultants and contractors.

Checklist

- Can you fix the problem yourself or do you need professional help?
- Speak to your health and safety representative and talk to your staff.
- If further information is required, contact HSE.

What might it cost?

- A traffic sign costs £200–£500.
- A 10 m length of white line costs around £10.
- A zebra crossing costs around £1500 excluding electrical connection costs.
- A professional site survey is likely to cost around £2000.

(These costs are a guide and may vary significantly for individual site requirements and circumstances.)

Find out more

Workplace transport safety: An employers' guide HSG136 (Second edition) HSE Books 2005 ISBN 978 0 7176 6154 1

Five steps to risk assessment Leaflet INDG163(rev2) HSE Books 2006 (single copy free or priced packs of 10 ISBN 978 0 7176 6189 3) www.hse.gov.uk/pubns/indg163.pdf

DfT, DSA *The Official Highway Code* (Revised 2007 edition) The Stationery Office 2007 ISBN 978 0 11 552814 9

Traffic Signs Manual: Chapter 5: Road markings The Stationery Office 2003 ISBN 978 0 11 552479 0

Traffic Signs Regulations and General Directions 2002 SI 2002/3113 The Stationery Office 2002 ISBN 978 0 11 042942 7

Designing for deliveries Freight Transport Association 1998 ISBN 978 0 902991 66 8

Workplace transport information sheets are available containing more detailed information about the following forms of traffic management:

Bollards Workplace Transport Information Sheet WPT08 HSE 2009 www.hse.gov.uk/workplacetransport

Road markings Workplace Transport Information Sheet WPT27 HSE 2009 www.hse.gov.uk/workplacetransport

Signage Workplace Transport Information Sheet WPT22 HSE 2009 www.hse.gov.uk/workplacetransport

Barriers and fencing Workplace Transport Information Sheet WPT07 HSE 2009 www.hse.gov.uk/workplacetransport
One-way systems Workplace Transport Information Sheet WPT15 HSE 2009 www.hse.gov.uk/workplacetransport

Speed limits Workplace Transport Information Sheet WPT23

HSE 2009 www.hse.gov.uk/workplacetransport

Segregation Workplace Transport Information Sheet WPT21
HSE 2009 www.hse.gov.uk/workplacetransport

Reversing Workplace Transport Information Sheet WPT20
HSE 2009 www.hse.gov.uk/workplacetransport

Preparing for deliveries Workplace Transport
Information Sheet WPT18
HSE 2009 www.hse.gov.uk/workplacetransport

Further information

For information about health and safety, or to report inconsistencies or inaccuracies in this guidance, visit www.hse.gov.uk/. You can view HSE guidance online and order priced publications from the website. HSE priced publications are also available from bookshops.

British Standards can be obtained in PDF or hard copy formats from BSI: http://shop.bsigroup.com or by contacting BSI Customer Services for hard copies only Tel: 020 8996 9001 email: cservices@bsigroup.com.

The Stationery Office publications are available from
The Stationery Office, PO Box 29, Norwich NR3 1GN
Tel: 0870 600 5522 Fax: 0870 600 5533
email: customer.services@tso.co.uk
Website: www.tsoshop.co.uk/ (They are also available from bookshops.) Statutory Instruments can be viewed free of charge at www.legislation.gov.uk/.

This document contains notes on good practice which are not compulsory but which you may find helpful in considering what you need to do.

This document is available at:
www.hse.gov.uk/pubns/wpt24.pdf.

Published by the Health and Safety Executive WPT24 08/11