

NOISE & VIBRATION MANAGEMENT PLAN

101 Amington Road, Birmingham, B25 8EP

Kiely Bros Ltd

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1 Introduction

1.1 Site history / background

1.1.1 Oaktree Environmental Ltd have been instructed by Kiely Bros Ltd to prepare a Noise & Vibration Management Plan (NVMP) which will outline the methods by which Kiely Bros Ltd will assess and minimise the potential impacts of noise generated through the operation of the site situated at 101 Amington Road, Birmingham, B25 8EP.

1.1.2 The plan addresses the impact of noise and the specific control measures required to mitigate the risk. These mitigation measures will be put in place by the management of Kiely Bros Ltd.

1.1.3 As the site is also proposing to include shredding operations as a treatment activity, the plan addresses the impacts of noise and includes the specific control measures required to mitigate the associated noise impacts with the operation of the site.

1.1.4 The mitigation measures outlined in this will NVMP will be put in place by the management of Kiely Bros Ltd to ensure noise and vibration is controlled using best practicable means (BPM) to ensure the receptors listed in Section 3.2 below are not affected by the above proposals.

1.1.5 Contact details for Oaktree Environmental are as follows:

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1.2 **Site location**

1.2.1 The site is located within the Birmingham City Borough located off Amington Road, Birmingham approximately 5km south-east of Birmingham city centre. The site measures 5,849.15m² in area and lies to the south of Amington Road from where access is gained. The site is surrounded by a number of industrial units along Amington Road. Running along the southern boundary of the site is the Birmingham Canal.

1.3 **Facility overview**

1.3.1 Kiely Bros. Ltd hold and operate an Environmental Permit (EP); Ref. EPR/FB3403ZY which will be operated as a Section 5.4 (a)(iii) and b(ii) non-hazardous waste installation. The site will primarily be accepting residual waste under EWC codes 19 12 10 and 19 12 12 from their facility at Speedwell Road which will be treated to produce a solid recovery fuel (SRF) which will be sent for incineration.

1.3.2 The current EP allows for the acceptance, storage and treatment of mixed household, industrial and commercial (HIC) waste under an A11 activity, this activity is discussed in Section 3.6 of this EMS.

1.3.3 The EP also allows for acceptance, storage and treatment of construction, demolition and excavation (CDE) waste under an A16 activity but as this activity is not taking place at the site and will be relinquished from the EP.

1.3.4 There is also a covered area/annex to the east of the main building will be used as tipping area for all incoming waste material. All other waste storage, transfer and treatment is located within the main building on site. The location of the operational storage areas are shown on Drawing No. AMI/918/03.

1.4 **Hours of operation**

1.4.1 It is proposed to operate the site for the following activities during the hours below:

- 08:00 – 20:00 – Waste acceptance and removal of waste (all areas of the site)
- 08:00 – 20:00 Monday – Saturday = Shredding in external areas if the site
- 24/7 = Use of mechanical treatment plant inside the unit with roller shutters closed

1.4.2 It must be noted, the site is currently operating to the following hours for the current use of the site so the proposed as part of this NIA is essentially the same as existing.

1.4.3 During times where the site is closed or not in operation, the site will be locked and secured to prevent unauthorised vehicular and/or pedestrian access.

2 Sensitive Receptors

2.1 Receptor Plan

2.1.1 A sensitive receptors plan (SRP) has been produced to accompany this NVMP and is shown in Appendix I referenced as on Drawing No. AMI/918/04. The receptors highlighted are those which are considered to be at risk by noise generated by the site.

2.2 List of receptors

2.2.1 The receptors listed from the SRP are also shown in the table below with approximate distances to these residential properties. Receptors that are over 500m have not been included within the table below as it is considered that they will not be affected by any noise pollution arising from the site.

Table 2.1 – Distances to Selected, Representative Sensitive Locations

Boundary	Receptor	Approximate distance from site boundary (m)
East / North- East	Residential Properties on Amington Road, Durley Road , Elsworth Grove, Retford Grove	50 - 200
South	Residential Properties on Wharf Road	100
South-west	Residential Properties on Dorothy Road	150
East	Residential Properties on Stockfield Road	150 - 250
South-east	Residential Properties on Kilmorie Road, Denham Road, Douglas Road, Alexander Road and roads adjoining	220 - 950
North-west	Residential Properties on Francis Road	450

2.3 Commercial/industrial businesses which may also be affected by noise are:

- Tarmac
- Vauxhall
- Pathway Apprenticeship
- Selco Building Warehouse
- Rucom Recycling
- Generation Hire and Sale
- Bathroom City

- M.V.Kelly
- Ionic Engineering
- Monster Skips
- Redfern Stevens
- Camtrex
- Phoenix Steels
- Euro Packaging

2.4 **Other noise sources**

2.4.1 Other industrial / commercial land uses which will contribute to the background noise level are tabulated below in the Table below.

Table 2.2 – Other Noise Emitting Operators

<i>Company</i>	<i>Address</i>	<i>Type of Business</i>	<i>Approximate distance from site boundary (m)</i>
Vauxhall	136 Amington Road, Birmingham B25 8DY	Car Dealership	Adjacent
Tarmac	Amington Road, Birmingham, B25 8EL	Aggregates Manufacturing	Adjacent
Rucom Recycling	Wharf Road, Birmingham, B11 2DX	Recycling Facility	40
Euro Packaging	20 Brickfield Road, Birmingham, B25 8HE	Manufacturing	120
Refern Stevens	40 Brickfield Road, Birmingham, B25 8HE	Metal Engineering	320
Monster Skips	5 Kiln Lane, Birmingham, B25 8HF	Waste recycling facility	400

2.4.2 Other sources of noise comprise birdsong and noise generated by other vehicles movements on Amington Road.

3 Site Operations

3.1 Waste deliveries

3.1.1 Waste is delivered to the site via existing access from Amington Road. Upon arrival, an operative will direct the driver to the relevant area on site.

3.1.2 Waste will arrive at the site primarily consisting of Kiely Bros Ltd's own vehicles/contracts which consists of:

- HGV skip vehicles
- Fixed body bulk loaders with a number of smaller deliveries of scrap from,
- 8-wheeled tipper vehicles which can carry loads of up to 18-20 tonnes
- Articulated lorries.

3.1.3 The roller shutters located on the northern façade will be closed during the day when they're not receiving HGV deliveries to be tipped into Areas 4-9 highlighted below in section 3.3.1. The eastern façade roller shutter will be closed after 8pm.

3.2 Site infrastructure

3.2.1 The site infrastructure is clearly detailed on Drawing No. AMI/918/03 which is shown in Appendix I of this NVMP. The drawing illustrates the location of plant, machinery and stored wastes across the site as per the below:

- i) Different surfaces i.e. concrete, tarmac etc.
- ii) Location of buildings
- iii) Height/type of perimeter fencing
- iv) Reception and storage areas of waste
- v) Location of fixed plant/equipment i.e. loading hoppers, screeners

3.3 **Waste deposit, treatment and storage (A11 activity)**

3.3.1 The site will primarily be used as the Section 5.4 activity but in the event of breakdowns on the operator's other sites, the site may need an overflow to avoid over stockpiling. In summary, skips of waste arising from householders or businesses on behalf of householders will be tipped into AREA 3 where the wastes will be crudely sorted by hand or using mechanical grabs. Recyclable wastes will then be stored in adjacent skips. The skips would then be transferred back to the operator's other site and tipped prior to removal off site. The wastes which would be tipped would comprise mixed sources and only 17 09 04 and 20 03 01. There is a further overflow bay (AREA 9) which can also store this material in the event AREA 3 is at capacity.

3.4 **Waste deposit, treatment and storage (S5.4)**

3.4.1 The operator will ensure that all delivery loads of 19 12 12 are clearly defined on waste transfer notes which will include a full description of the material i.e. residual / non-recyclable waste

3.4.2 It is proposed the operator will not accept any third-party tips of 19 12 12 material and will comprise only of the operator's waste from their other two permitted sites; Speedwell Road - EPR/ NP3092FC/V003 and Cherrywood Road - EPR/HB3805FE. In the event third party tips of 19 12 12 are required, the EA will be informed of the nature of the material and proposed mitigation procedures.

3.4.3 All staff will be trained to identify the different types of 19 12 12 material which could be accepted at the site.

SRF PRODUCTION PROCEDURE

3.4.4 The waste imported to the site for this process will be tipped into the reception area for residual waste (**AREA 1**) which is in a covered area comprising an annex to the building. This material will then be subject to the following procedures:

- An initial visual inspection will take place by trained staff to remove any wastes not suitable for the production of SRF. This waste would be moved by hand or grabs to AREAS 3 or 4.
- Once the waste in **AREA 1** has passed inspection, the material in **AREA 1** will be loaded into a hopper using a 360⁰ grab, the hopper feeds an incline conveyor.
- The conveyor then deposits the waste directly into the jaws of the first shredder which produces a 150mm shred material which is discharged into **AREA 2** via the shredder output conveyor.
- The waste in **AREA 2** will then be loaded into two further shredders via a 360⁰ excavator which will reduce the material to <40mm in size.
- The <40mm material is then directly fed into an eddy current separator which will remove any metal and other heavy fractions which will discharge the material into skips (**AREAS A - B**). These skips will be monitored daily and removed to a suitably permitted site when full.
- The eddy current separator then discharges the lighter <40mm shred material into a blower which discharges the now SRF waste into an adjacent bay (**AREA 10**).
- The waste from **AREA 10** is then transferred to holding bays (**AREAS 5 – 9**) where it is dried ready to be loaded into a bulker and taken off site for incineration.
- As mentioned in Section 3.5, the site may blend POPs waste with the above areas. The shredding of POPs would take place during a weekend period when no HCl waste is accepted to ensure it is a completely separate process and to prevent contamination of other wastes.

3.5 **Mobile plant and equipment**

3.5.1 Mobile plant and equipment along with their preventative maintenance are clearly detailed in the site's EMS and Fire Prevention Plan (FPP) and not considered necessary to duplicate as part of this NVMP.

4 Noise Management and Controls

4.1 Noise Sensitive Receptors

4.1.1 As discussed previously, the site lies within a primarily industrial setting with the nearest noise sensitive residential receptors located 50m northeast of the site.

4.1.2 The proposed operation and layout of the site has been planned in order to contain all the required operations and activities within the site, thus limiting the impacts from noise on the above receptors.

4.1.3 In terms of potential noise impact, whilst the development proposed will be operated using the Best Practicable Means at all times, this site-specific NVMP has been prepared in order to ensure the noise levels at the site can be managed appropriately and reduce any impact on the surrounding receptors.

4.2 Noise Sources

4.2.1 It is considered that the most significant noise activities with regards to noise levels would comprise the operation of plant as follows:

- a) Skip lorries/HGVs travelling to and from the site for delivery/collection of vehicle parts and waste materials including car transported delivering and unloading an ELV using a forklift.
- b) Operation of mechanical treatment plant
- c) Loading of waste parts into containers for storage on site and into articulated vehicles for removal offsite.
- d) Manoeuvring of mobile plant around external areas of the site.
- e) Small vehicles travelling to and from the site (E.g. staff and visitor cars, courier van deliveries etc.)
- f) Repairs.

4.2.2 Specific recommendations with regards to these sources are included within the noise management table in Section 4.4

4.2.3 It is considered that the shredding plant is the noisiest activity associated the site, this is located inside the building, as per Drawing No. AMI/918/03. However, as a result of the high background level, the type of material being shredded and intervening screening from industrial buildings, the impact associated with activities would be identified as low.

4.2.4 Notwithstanding the above, in order to further limit the potential for noise related impacts associated with the site, the relevant control measures associated with regards to these sources are included within the noise management table in Section 5.4

4.3 **Overview of existing noise climate**

4.3.1 The site is located in a mixed industrial/commercial/residential area. Considering the location of the site noise levels are likely to be relatively high as a results of; HGV movements, waste processes and other noise associated with plant/machinery in the vicinity of the site.

4.4 **Noise Management Table**

4.4.1 A site-specific NVMP table overleaf details the above noise sources and how the current and proposed infrastructure on site will reduce the impact of noise to surrounding properties.

4.4.2 In addition to the existing controls in this NVMP, the complaints procedure further discussed in Section 6 will be used in the event that any noise complaints are received. If a noise complaint is received and the applicant has been made aware, immediate action will take place reviewing and identifying whether any changes to existing procedures are required or if new procedures need to be put in place. Any changes which may be required will be implemented immediately.

Source(s)	Receptor(s)	Consequences	Probability of noise disturbance	Remedial Action/ Recommendations/ Comments	Assessment Outcome following actions / recommendations
Skip lorries/HGVs travelling to and from the site for delivery/collection of products	As detailed on Sensitive Receptors Plan	Noise pollution	Med	<p>Traffic movements from vehicles will adhere to the hours specified in Section 1.4, however site management will aim to ensure that vehicle movements are spread out evenly throughout the day.</p> <p>This activity will only take place between the hours of 08:00 – 20:00 Monday – Saturday.</p> <p>All drivers are required to enter and exit the site with due consideration for neighbours.</p> <p>The existing access road to the site will be maintained in good state of repair to prevent unnecessary noise being generated.</p> <p>Implementation of a 5mph speed limit onsite.</p> <p>All skip lorries operated by Kiely Bros Ltd be fitted with chain socks in order to reduce the noise produced by the loose chains banging on the side of the skip.</p> <p>All skip lorries associated with the site be fitted with white noise reversing alarms Engines to be switched off when not in use.</p>	Low
Vehicles tipping waste deliveries into the waste reception area	As detailed on Sensitive Receptors Plan	Noise pollution	Low	<p>The waste tipping areas are located inside or within a covered annex as part of the building which will offer acoustic screening.</p> <p>This activity will only take place between the hours of 08:00 – 20:00 Monday – Saturday.</p> <p>With speaking to site management it is estimated that there will be 20 No. HGVs used for tipping during day time hours this has been considered a worst case scenario. Which gives an estimate of 2 per hour as a worst case.</p> <p>Drivers must lower the tipper body before driving away from the tipping area.</p> <p>Drop heights will be kept to a minimum to reduce noise levels.</p> <p>Management will ensure that all vehicles involved in the tipping of waste operated by Kiely Bros Ltd are functioning suitable i.e. vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated.</p> <p>All vehicles will benefit from white noise reverse alarms and be fitted with chain socks in order to reduce the noise produced by the loose chains banging on the side of the skip/containers.</p>	Very Low / Negligible

Source(s)	Receptor(s)	Consequences	Probability of noise disturbance	Remedial Action/ Recommendations/ Comments	Assessment Outcome following actions / recommendations
<p>Loading of waste into mechanical treatment plant using (i.e. telehandler/ 360° excavator)</p>	<p>As detailed on Sensitive Receptors Plan</p>	<p>Noise pollution</p>	<p>Med</p>	<p>Drop heights will be kept to a minimum in order to reduce the produced levels of noise / vibration.</p> <p>This activity will only take place between the hours of 08:00 – 20:00 Monday – Saturday in external areas of the site.</p> <p>Management will ensure that all loading plant operated by Kiely Bros Ltd is functioning suitably i.e. moving parts to be regularly lubricated.</p> <p>The loading area is located within a building at the furthest point from the closest residential receptors and is therefore screened by the building.</p> <p>Operatives will be informed to turn off engines when the plant is not in use and no revving of engines will be permitted at the site.</p> <p>Any malfunctions in plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced.</p>	<p>Low</p>
<p>Operation the of the mechanical treatment plant</p>	<p>As detailed on Sensitive Receptors Plan</p>	<p>Noise pollution</p>	<p>Med</p>	<p>Any malfunctions in plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative part of the plant is sourced or repaired.</p> <p>The shredder located to the east of the site in the external yard will only take place between the hours of 08:00 – 20:00 Monday – Saturday. After these hours, all other mechanical treatment activities will take place inside the waste transfer building with the roller shutter doors closed.</p> <p>Drop heights into the loading conveyor will be reduced to a minimum.</p> <p>The main sections of the treatment plant (shredders etc.) are bounded by insulated cladding in order to reduce noise emissions from the plant.</p> <p>The shredder is located within an enclosed building, whilst the plant is in operation site management will ensure that the roller shutter doors remain closed, thus reducing the noise levels associated with this activity.</p> <p>The plant shall adhere to the hours specified in Section 1.4.</p>	<p>Low</p>

Source(s)	Receptor(s)	Consequences	Probability of noise disturbance	Remedial Action/ Recommendations/ Comments	Assessment Outcome following actions / recommendations
Loading waste into HGVs/skip wagons	As detailed on Sensitive Receptors Plan	Noise pollution	Med	<p>Drop / loading heights will be kept to a minimum to prevent excessive noise.</p> <p>With speaking to site management it is estimated that there will be 20No. HGVs used for loading during day time hours this has been considered a worst case scenario. Which gives an estimate of 2 per hour as a worst case.</p> <p>This activity will only take place between the hours of 08:00 – 20:00 Monday – Saturday in external areas of the site.</p> <p>The loading area is located within an enclosed building which will screen the site and reduce noise levels associated with this activity.</p> <p>Plant operatives will be instructed / trained to not scrape or bang the loading shovel bucket on the floor creating noise/vibration prior to deposit.</p>	Low
Manoeuvring of plant around external areas of the site	As detailed on Sensitive Receptors Plan	Noise pollution	Med	<p>Management will ensure that all site vehicles operated by Kiely Bros Ltd are functioning suitable i.e. vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated.</p> <p>This activity will only take place between the hours of 08:00 – 20:00 Monday – Saturday in external areas of the site.</p> <p>The site will be surfaced with concrete and will be flat and maintained in good state of repair to prevent unnecessary banging of vehicles on uneven ground.</p> <p>A maximum speed limit of 5mph will be maintained.</p> <p>Drivers will be informed to turn off engines when the vehicle is not in use and no revving of engines will be permitted at the site.</p> <p>All vehicles will benefit from white noise reverse alarms.</p>	Low
Small vehicles travelling to and from the site (e.g. staff and visitor's cars, courier van deliveries etc.)	As detailed on Sensitive Receptors Plan	Noise pollution	Low	<p>All those working on and visiting the site to be made aware of need for considerate driving and keeping vehicles well maintained.</p> <p>Small vehicles will arrive marginally earlier than the main site operating hours.</p>	Very Low / Negligible

Source(s)	Receptor(s)	Consequences	Probability of noise disturbance	Remedial Action/ Recommendations/ Comments	Assessment Outcome following actions / recommendations
Repairs	As detailed on Sensitive Receptors Plan	Noise pollution	Low	<p>If repairs to the site are required, the work is to be undertaken with due regard for the possible noise nuisance and during the normal working day.</p> <p>The vast majority of repairs will be undertaken within the building.</p> <p>In the event of major repair work being undertaken which is likely to cause significant noise and disruption, neighbouring residents and the Local Planning Authority will be notified in advance.</p>	Very Low / Negligible

4.5 **Monitoring**

- 4.5.1 It is proposed that any offsite monitoring would primarily comprise the subjective onsite observations by the site management. Given that the noise assessment has determined that proposed noise levels associated with the proposed operations are unlikely to significantly exceed the background level it is difficult to justify the requirement to undertake route pro-active offsite monitoring.
- 4.5.2 Site management i.e. The site manager, compliance manager or TCM will subjectively monitor noise levels in and around the entire site perimeter throughout the day. Should it be deemed necessary by site management, monitoring using an appropriate Type 1 Sound Level Meter will be carried at intervals out while the site is operational should it be observed that unacceptable levels of noise are being emitted from the site.
- 4.5.3 The results of monitoring exercises and any remedial action taken will be entered into the site's diary or log book which is available for the EA to inspect upon request. The name of the inspector will be stated in the site's diary / inspection form for each day of operation.
- 4.5.4 Should the monitoring conclude that a certain activity is giving rise to noise which is causing unacceptable impacts, steps will be made to reduce the impact of this activity and will be agreed with the EA prior to commencement.
- 4.5.5 Site management will be suitably trained to carry out these duties and delegate to operational staff. Further information regarding training and technical competence is provided within the site's EMS.
- 4.5.6 Operational staff will continuously monitor noise emissions whilst plant is in operation and will control noise levels using the procedures listed above, asking site management for advice as required. Work procedures will be stopped/adjusted should it be evident significant noise is being generated which has the potential to cause annoyance.

4.5.7 Site management will also be required to make a note of any unavoidable events such as plant failure, in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the EA or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed (or, at least, in part) to the cause of the complaint.

4.6 **Recording**

4.6.1 Site management will record complaints in the site diary or complaints report from in Appendix II and contact the EA within 24 hours if a complaints is received.

4.6.2 Site management will be required to make a note of any unavoidable events such as plant failure, in the site diary, rather than just actual complaints received and notify the EA within 24 hours. This will ensure that if complaints are received retrospectively from either the EA of directly, any circumstances which led to that complaint as a results of elements outside of the operators control would be able to be attributed (or, at least in part) to the cause of the complaint. Where all appropriate measure fail to prevent an activity causing unacceptable levels of noise pollution, the activity will be stopped.

4.7 **Emergencies**

4.7.1 In the event of any unforeseen circumstances i.e. faulty equipment, the site manager will make an assessment of whether to cease activities/all operations with the main emphasis on site will be to reduce any noise impacts.

5 Actions when complaints are received

5.1 Complaints procedure

- 5.1.1 If any noise complaints are received, the relevant operator will complete a 'complaints and events log' and detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the LA, EA or third parties. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum).
- 5.1.2 Noise complaints will be prioritised and investigated without delay or by end of working day only in extenuating circumstances. This will also apply to complaints received both directly and via other sources (e.g. EA or local authority). Where investigation substantiates the complaint, fully or partially, then remedial action will be taken immediately and if measures taken fail to stop the pollution then the activity must be stopped and not restarted unless and until additional measures have been implemented to prevent the emission causing pollution. The EA will be contacted in the event the complaint cannot be escalated. Following a complaint and if it is deemed correct following investigation, the appropriate action will be taken to prevent the issue from reoccurring i.e. evaluation of current abatement measures, site operations, additional abatement measures and re-training of staff via toolbox talks.
- 5.1.3 The operator would also be required to make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or third parties, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed to the cause of the complaint.
- 5.1.4 It must be noted that the site lies adjacent to several industrial uses, so in the event of a complaint, the operator will substantiate the complaint by carrying out noise monitoring to identify whether the complaint is valid. If the complaint is valid, the site

will implement the complaint procedures check and if required, amend site operations and provide additional attenuation around the site. This would involve using a level 2 sound meter and comparing this information from the background levels recorded from the recent Noise Impact Assessment.

5.1.5 If the source cannot be ascertained with 100% confidence, site management will either suspend or reduce the likely noise generating activities.

5.1.6 If the source is within the site's control, site management will take appropriate action to ensure the issue has been rectified. This may take the form of the following:

- i) Investigating the source to prevent a re-occurrence.
- ii) Suspending operations which are not being conducted using best-practice controls.
- iii) Investigate noise mitigation measures
- iv) Logging findings of a – c in the site diary / complaints form and also in the reporting template within the EP.
- v) Report activities to the complaint and/or EA within 24 hours.
- vi) If following the above complaints are still received, the site will cease operations until the issues have been rectified.

5.1.7 The EA will be notified by email of any third-party noise complaints received within 24 hours including the complaint and the outcome of the investigation. Where complaints are substantiated as causing or likely to cause significant noise pollution.

5.2 **Complaints recording**

5.2.1 Any complaints received in relation to noise and vibration will be recorded on the form shown in Appendix II. This form will normally be completed, signed and dated by the site manager, compliance manager or TCM, if they are not available, the office manager.

5.2.2 The following details as a minimum will be completed on the form:

- a) The name, address and telephone number of the caller will be requested.
- b) Each complaint will be given a reference number
- c) The caller will be asked to give details of:
 - The nature of the complaint;
 - The time;
 - How long it lasted;
 - How often it occurs;
 - Is this the first time the problem has been noticed; and,
 - What prompted them to complain.
- d) The person completing the form will then, if possible, make a note of:
 - the weather conditions at the time of the problem (rain snow fog etc.)
 - strength and direction of the wind; and,
 - the activity on the installation at the time the noise, dust or odour was detected, particularly anything unusual.
- e) The reason for the complaint will be investigated and a note of the findings added to the report.
- f) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
- g) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the appropriate department of the EA or Local Council.
- h) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

5.3 **Key responsibilities**

5.3.1 The table below outlines the key responsibilities and the staff member responsible for each task.

Task	Staff position responsible
Noise monitoring and ongoing assessment	Site manager + operative
Vehicle maintenance	Specialist contractor
Overseeing of deliveries	Site manager + operative

6 Training

6.1 Training regime

6.1.1 All employees and sub-contractors of Kiely Bros Ltd involved with potentially noisy operations will receive training in noise and vibration monitoring and complaint reporting.

6.1.2 Training will be given to all relevant persons to make sure they are competent in completing noise and vibration survey forms, noise and vibration complaint report forms and the site diary to ensure sufficient monitoring of noise and vibration can be carried out and any problems addressed correctly.

6.1.3 When selecting new plant and equipment, consideration shall be given to the need to meet all legislation and statutory guidance on noise levels and to minimise levels of noise from selected equipment.

6.2 Vehicle / plant preventative maintenance training

6.2.1 This training is provided specifically for the vehicle and plant operators in order to ensure that all plant and machinery is checked regularly to prevent any occurrences which may lead to any adverse impacts on the environment or human health.

6.2.2 Training will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.

6.2.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

6.3 Liaison with Neighbours

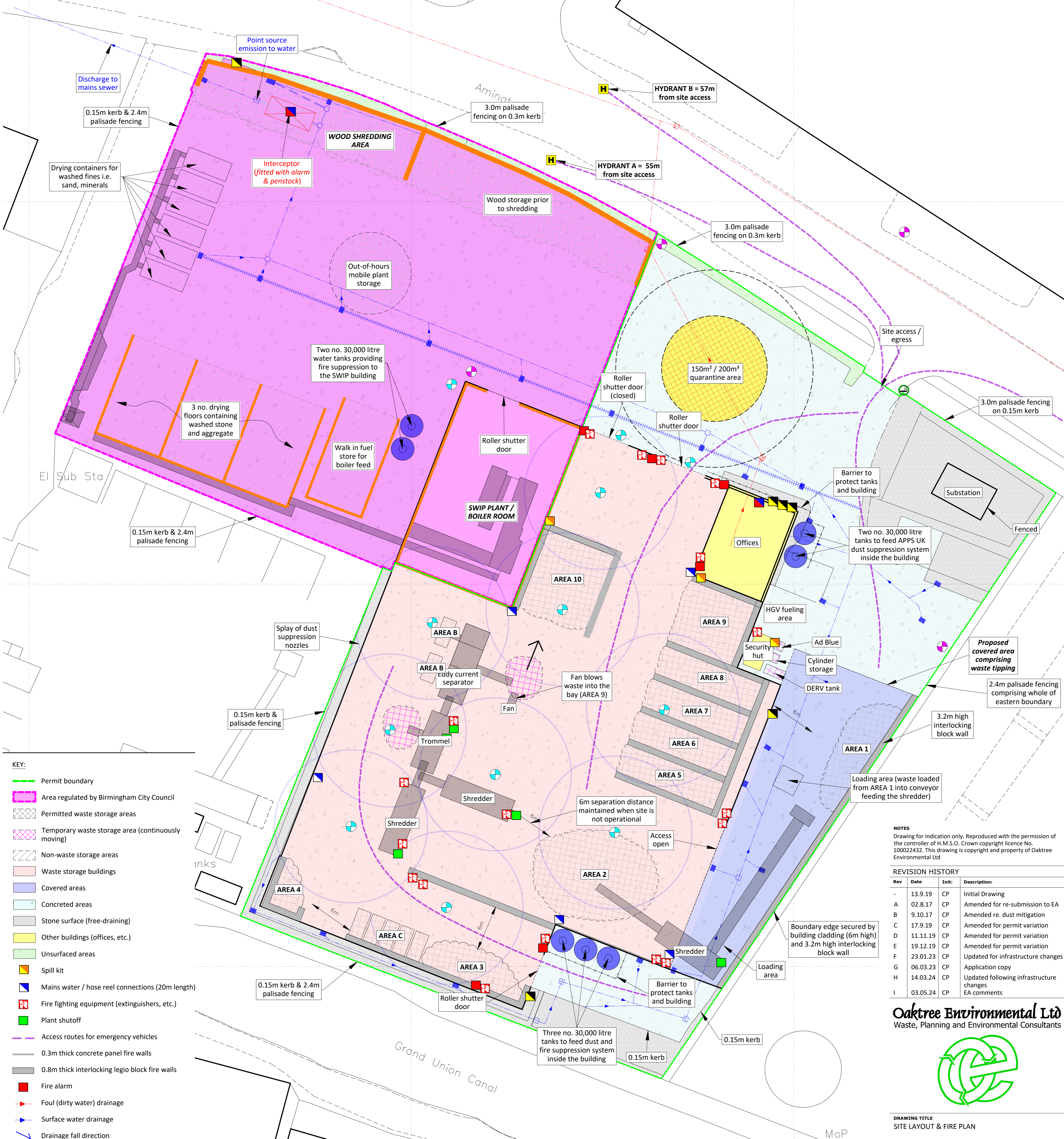
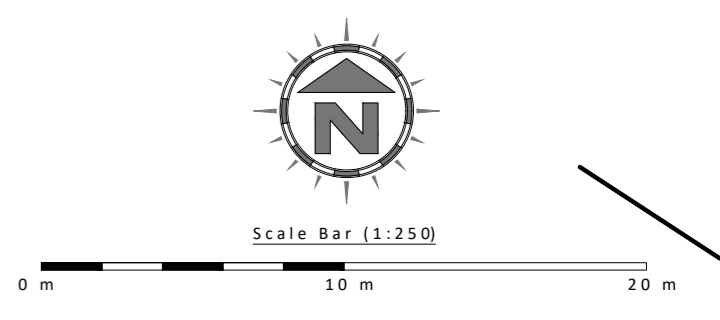
6.3.1 In the extreme event of a significant, but temporary, increase in noise and vibration from the site, neighbours will be contacted to advise them of the occurrence and action being taken to remediate the issue on site.

- 6.3.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.

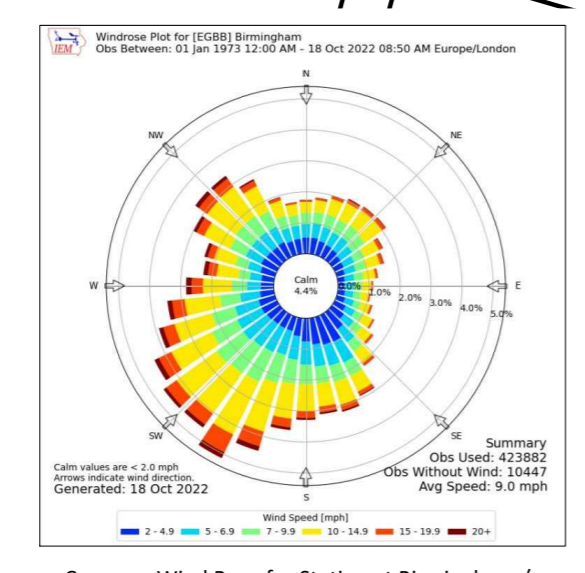
Appendix I

Drawings

Plan Ref	Description	Storage form/containment	Height, width (m) & type of fire wall	Max Length / Width (m)	Operational storage height (m)	Out-of-hours storage height (m)	Approx. Area (m ²)	Conversion factor used	Volume (m ³)	Tonnes (approx.)	Max storage duration	Comments
AREA 1	Tipping / reception area for residual waste (RDF material) >150mm	Free standing / fire wall	3.2m high, 0.8m thick interlocking concrete blocks	20	3	2.2	120	0.75	270	135	<24 hours	The entire pile would be processed during operational hours.
AREA 2	Shredded residual (RDF) waste <300mm	Free standing / fire wall	6, 0.15 / 0.8 & interlocking concrete blocks and concrete panel of building	20	2	2	250	0.5	250	125	<24 hours	The entire pile would be processed during operational hours.
AREA 3	Mixed HIC waste reception and sorting area	Free standing / fire wall	3.2, 1.5 & 0.8 interlocking concrete blocks	15	2	2	75	0.5	75	37.5	<72 hours	The entire pile would normally be processed during operational hours, 72 hours based on contingency
AREA 4	POPs/bulky waste	Free standing / fire wall	3.2m high, 0.8m thick interlocking concrete blocks	12	3	2	90	0.75	202.5	101.25	<24 hours	POPs would be removed from AREA 3 or segregated from AREA 1 following visual inspections
AREAS 5 - 8	Drying bays for SRF material awaiting removal from site	Free standing / fire wall	4, 0.8m & interlocking concrete blocks	14	4	3	50	0.75	150	75	<7 days	The nature of waste may change the bay. If the waste in the bays is wet, it may be stored for up to 7 days so it can dry naturally.
AREA 9	As above or either POPs / mixed HIC waste	Free standing / fire wall	As above	14	4	3	80	0.75	240	120	<7 days	Overflow drying bay from AREAS 5 - 8 but may also be used as overflow for wastes in AREAS 3 & 4.
AREA 10	Holding bay for processed SRF	Free standing / fire wall	As above	12	4	3	90	0.75	270	135	<7 days	Transferred to drying bays (AREAS 5-8) continuously.
AREAS A - B	Containers of non-ferrous metal removed via eddy current separator	12-cubic yard skips	N/A	3.7	1.86	1.86	10	1	20	10	<7 days	Containers usually removed weekly.
AREA C	Sorted waste containers arising from AREA 3	12-cubic yard skips	N/A	3.7	1.86	1.86	10	1	20	10	<7 days	Containers usually removed weekly.



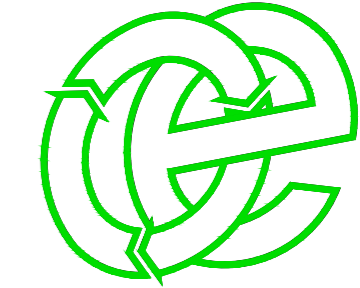
- KEY:**
- Permit boundary
 - Area regulated by Birmingham City Council
 - Permitted waste storage areas
 - Temporary waste storage area (continuously moving)
 - Non-waste storage areas
 - Waste storage buildings
 - Covered areas
 - Concreted areas
 - Stone surface (free-draining)
 - Other buildings (offices, etc.)
 - Unsurfaced areas
 - Spill kit
 - Mains water / hose reel connections (20m length)
 - Fire fighting equipment (extinguishers, etc.)
 - Plant shutoff
 - Access routes for emergency vehicles
 - 0.3m thick concrete panel fire walls
 - 0.8m thick interlocking legio block fire walls
 - Fire alarm
 - Foul (dirty water) drainage
 - Surface water drainage
 - ↘ Drainage fall direction
 - Designated smoking area
 - Fire water containment equipment
 - CCTV camera locations (locations indicative)
 - Smoke detection camera points
 - Dust & odour monitoring points
 - Dust suppression nozzles
 - Suppression system coverage/splay (indicative)
 - H Fire hydrant locations (indicative)



NOTES
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Rev	Date	Init	Description
-	13.9.19	CP	Initial Drawing
A	02.8.17	CP	Amended for re-submission to EA
B	9.10.17	CP	Amended re. dust mitigation
C	17.9.19	CP	Amended for permit variation
D	11.11.19	CP	Amended for permit variation
E	19.12.19	CP	Amended for permit variation
F	23.01.23	CP	Updated for infrastructure changes
G	06.03.23	CP	Application copy
H	14.03.24	CP	Updated following infrastructure changes
I	03.05.24	CP	EA comments

Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants



DRAWING TITLE
SITE LAYOUT & FIRE PLAN

CLIENT
Klyel Bros. Ltd

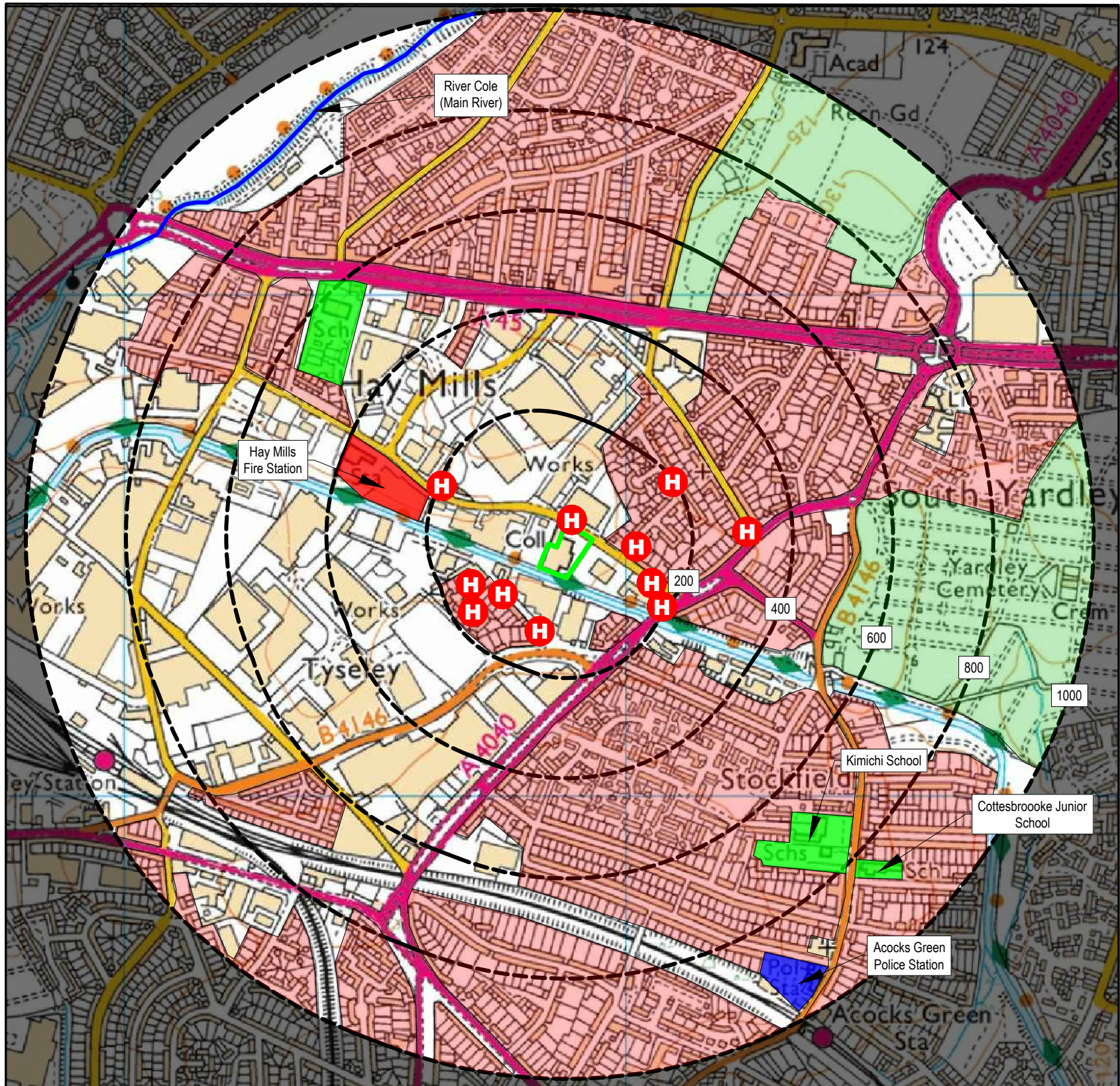
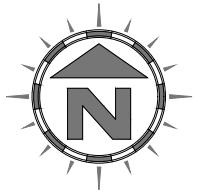
PROJECT/SITE
101 Amington Road, Birmingham B25 8EP

SCALE @ A1	JOB NO	CLIENT NO
1:250	012	918

DRAWING NUMBER	REV	STATUS
AMI/918/03	1	Issued

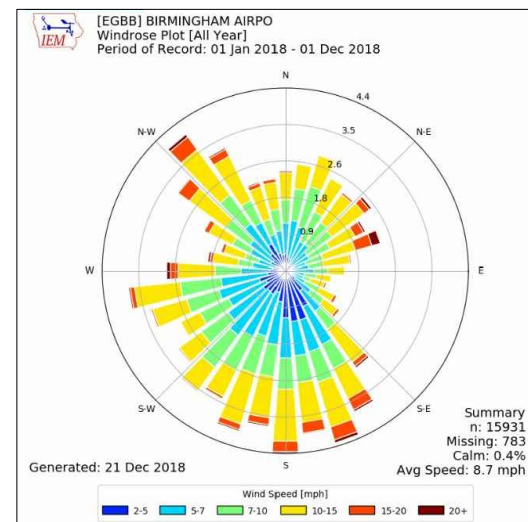
DRAWN	CHECKED	DATE
CP	--	03.05.24

Line House, Road Two, Winsford, Cheshire, CW7 3QZ
t: 01606 558833 | e: sales@oaktree-environmental.co.uk



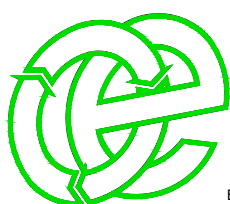
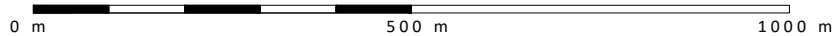
KEY:

- █ Permit boundary
- █ Surface water body (river / stream / pond / pool / lake)
- █ Residential blocks / workplaces
- █ Woodland habitats
- H Fire hydrant minimum 100mm bore
- █ Main river (River Cole)
- █ Mixture of retail, commercial, and industrial premises
- █ Recreational / green areas
- █ Mixture of A, B, C roads
- Railway line



Compass Wind Rose for Station at Birmingham / Airport (EGBB) Period 2018

Scale Bar (1:10,000)



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Client:	Kiely Bros. Ltd		
Site:	101 Amington Road, Birmingham B25 8EP		
NGR:	SP 11878 84501		
Date:	19 September 2019	Printed At:	A3
Scale:	1:10,000	Revision:	A
Client No:	918	Job No:	4146

Notes:

- (1) Boundaries of designated sites (habitats and protected sites) are shown indicatively.
- (2) Wind rose data shows the prevailing wind direction from the south.

Revision Details:

Rev:	Description:	Date:
-	Initial drawing	19/06/17
A	Updated for permit variation	17/09/19

Title: RECEPTOR PLAN

Drawing No: AMI/918/04

Appendix II

Complaints Procedure and Recording Form

COMPLAINTS PROCEDURE

- 1) Any complaints received in relation to noise and vibration will be recorded on the form below. This form will normally be completed, signed and dated by the site operator, if they are not available, the Office Manager will complete the form.
- 2) The name, address and telephone number of the caller will be requested.
- 3) Each complaint will be given a reference number.
- 4) The caller will be asked to give details of:
 - the nature of the complaint;
 - the time;
 - how long it lasted;
 - how often it occurs;
 - is this the first time the problem has been noticed; and,
 - what prompted them to complain.
- 5) The person completing the form will then, if possible, make a note of:
 - the weather conditions at the time of the problem (rain snow fog etc.)
 - strength and direction of the wind; and,
 - the activity on the site at the time the noise was detected, particularly anything unusual.
- 6) The reason for the complaint will be investigated and a note of the findings added to the report.
- 7) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
- 8) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the EA.
- 9) Following any complaint the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

Complaints Report Form	
Date Recorded	Reference Number
Name and address of caller	
Telephone number of caller	
Time and Date of call	
Nature of complaint (noise, vibration) (date, time, duration)	
Weather at the time of complaint (rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Potential reasons for complaint	
The operations being carried out on site at the time of the complaint	
Follow Up	
Actions taken	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures	
Changes to Written Management System	
Date changes implemented	
Form completed by	
Signed	
Date completed	