Purpose	▪ The objective of this procedure is to ensure that noise is controlled and managed to avoid adverse effects on our neighbours and the local environment.
Scope	▪ This procedure covers all operational areas and includes activities under the control of the site environmental permit, and also those outside of the permitted areas.
Responsibilities	▪ Simon Birtles (HSE Manager) ▪ Edward Jennings (Environmental Specialist) ▪ Pierre-Yves Pineau (Facilities, Energy and Sustainability Lead) ▪ SRL Ltd (Noise Consultants) ▪ Advanced Noise Solutions Ltd (Acoustic Engineers)
Site Permit number / Regulators	▪ LP3734FJ / Environment Agency ▪ Birmingham City Council Environmental Health

1. Overview

1.1. Purpose

The Mondelez Bournville site is regulated by the Environment Agency under the Environmental Permitting (England and Wales) Regulations 2016 (Permit Number: LP3734FJ).

It is also subject to statutory noise nuisance controls under the Environmental Protection Action 1990 Part III and planning noise controls under the Town and Country Planning Act 1990, both of which are regulated by Birmingham City Council.

The business understands and accepts its responsibilities in relation to the control and management of noise.

The aim of this Noise Management Plan (NMP) is to establish management tools and approaches to prevent or minimise noise emissions and their impact on sensitive receptors, in particular by:

- Identifying the sources of noise within the Mondelez Bournville site, including the nature of noise emissions.
- Specifying the actions that will be taken to prevent or minimise releases according to Best Available Techniques (BAT).
- Ensure provisions are in place to manage and resolve any complaints received, and liaise with the site's environmental regulators.

This document details the Noise Management Plan which forms part of the Mondelez Global Standard for Air Emissions (E6). The following information is provided:

- Definition of site context including identifying sensitive receptors;
- Identification of principal fixed and mobile noise sources;
- Summary of noise impact assessment (noise modelling) and the findings of this assessment;
- Establishing actions taken to prevent or minimise noise from the site, including good practice operational and management actions and actions to be taken in the event of abnormal situations including complaints handling and resolution;
- Review of BAT and identification of further noise mitigation actions.

This NMP will be reviewed every 5 Years or more frequently in the event of any change that may affect the NMP e.g. following any increase in noise complaints, or increase in frequency of complaints, new complainant locations or any other factor that may suggest a change in noise emissions or potential for nuisance or other changes to operational processes or equipment at the site that may impact noise levels at sensitive receptors.

2. Site context

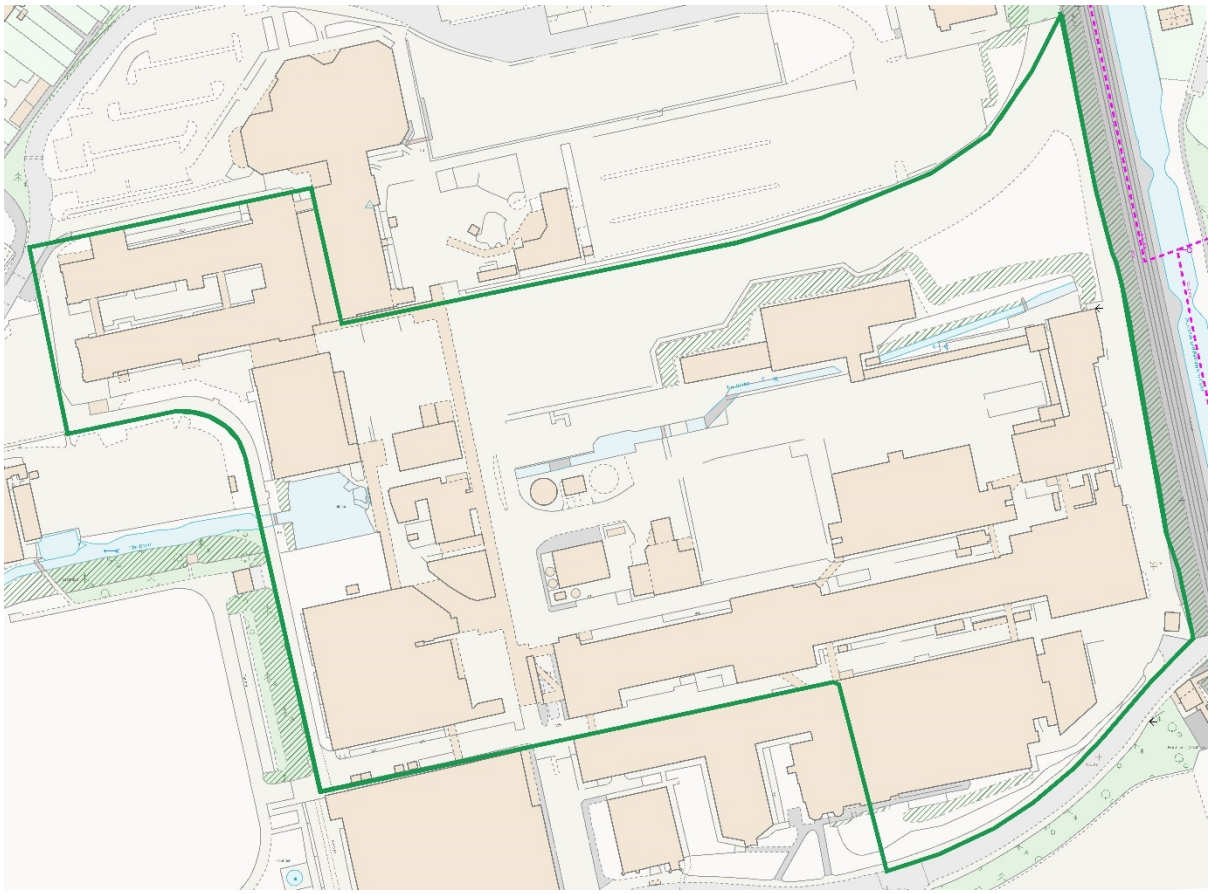
2.1. Bournville site activities

Bournville is a chocolate manufacturing plant which is based over 63 acres. (approximately 25% of which is used for manufacturing) in the heart of Birmingham known as the factory in the garden. The factory is over 150 years old, surrounded by residential property and located within a conservation area. The site operates 24 hours a day, 7 days per week and 365 days per year and includes 23 production lines, producing up to 150,000 tons of chocolate a year. This comprises:

- Six chocolate making lines producing liquid chocolate from raw crumb (cocoa liquor, sugar and milk) with additional of cocoa butter,
- Fifteen lines that manufacture finished goods, i.e. product made, packed and distributed from the factory including solid chocolate bars of various sizes, bitesize, crème egg and the equivalent range with inclusions such as whole nut and fruit and nut.
- Two packaging lines assembling small, wrapped finished goods into sellable packing ready to be distributed to the marketplace.

There is also a visitor attraction (Cadbury World) which is under separate management and a number of corporate and site offices and facilities buildings. These sit outside of the operational area and do not represent significant contributors, overall, to the site noise footprint.

Figure 1: Bournville permit installation boundary



2.2. Site location

The south side of the permit installation boundary is bordered by Bournville lane beyond which is residential housing on Mary Vale Road. Manufacturing activities are undertaken to the centre and west side of the factory. The land bordering the west of the site largely comprises a tree lined recreation ground beyond which Linden Road residential properties are located. To the northwest is residential housing on Sycamore Road. The north side of the installation area is used predominantly as an HGV trailer park, and borders the Cadbury World visitor attraction. To the east the installation area is bordered by a tree lined railway line and canal running from north to south along the side of the factory perimeter. Beyond the railway and canal is residential housing.

2.3. Sensitive receptors

The Mondelez Bournville site is surrounded on all sides by residential dwellings, the vast majority of which have existed since the late 19th century and were built for employees

of the Bournville chocolate factory. As such the site is not only visually dominant, it also contributes to the long-standing noise climate around the immediate area.

A review of noise sensitive receptors has been undertaken with sensitive receptor locations selected to be representative of the noise environment on all sides of the factory. These are shown in Figure 2 and are listed in Table 1 below. These receptor locations were also used for the purposes of the Noise Impact Assessment completed in July 2022.

Figure 2: Nearest sensitive receptors to the site and measurement locations

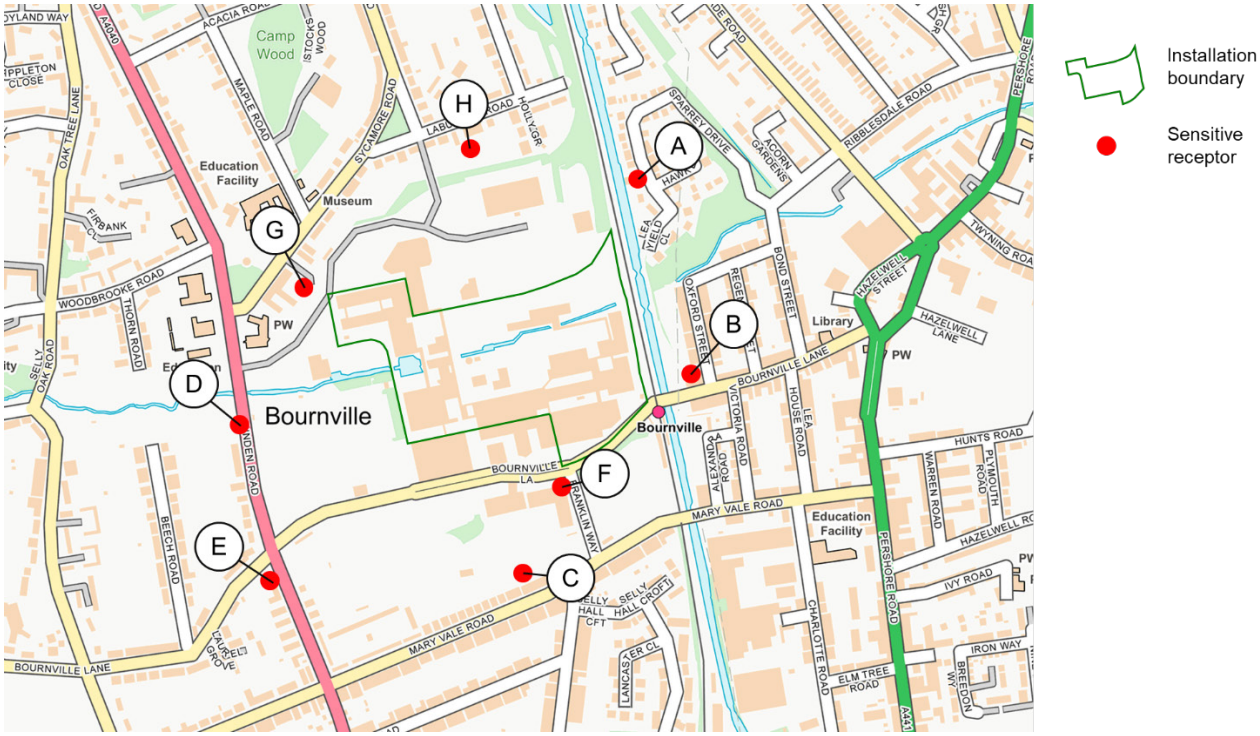


Table 1: Sensitive receptors

Receptor reference	Receptor name	Receptor Type	Approximate distance from installation boundary
A	Sparry Drive	Residential	75m northeast
B	Oxford Street	Residential	65m east
C	Mary Vale Road	Residential	155m south
D	Linden Road (North)	Residential	235m west
E	Linden Road (South)	Residential	290m southwest
F	Franklin House	Residential	30m south

G	Sycamore Road	Residential	60m west
H	Laburnum Road	Residential	215m north

2.4. Noise history

Given the location of the installation surrounded by residential housing, some noise complaints have been received historically. The number of complaints has increased since 2021. On investigating these complaints, the residents have highlighted, what is described as a whirring noise. Most complaints have come from Linden Road and Elm Road.

Given the suburban location there are other sources of significant noise surrounding the site, in addition to noise from the factory operations. The principal sources of noise have been identified as:

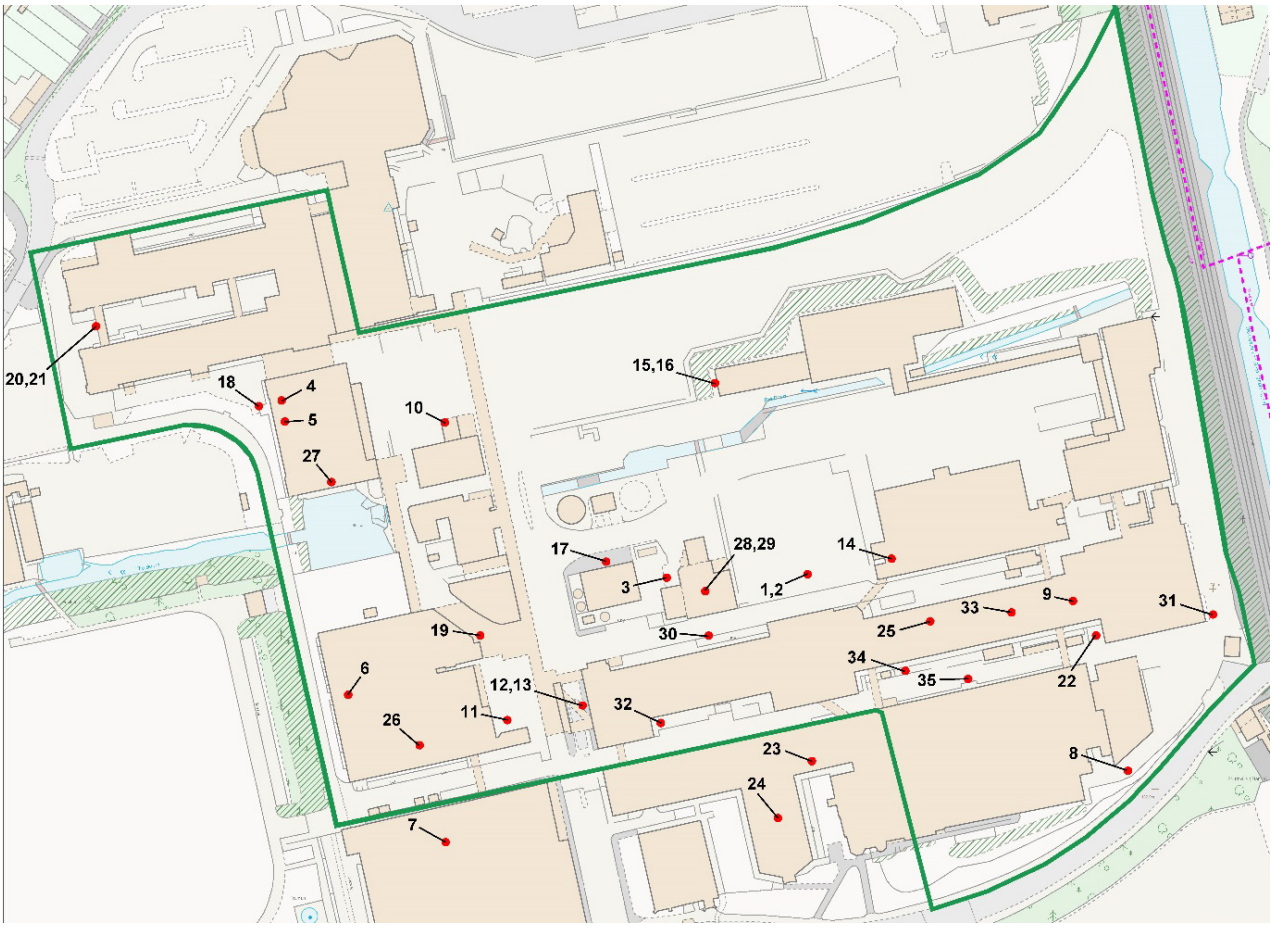
- General road traffic noise on local roads.
- Train noise on railway line at the east boundary of the site; and
- Operational noise from the Mondelez factory

3. Noise sources

3.1. Fixed noise sources

The principal fixed noise sources are shown in Figure 3. These are also listed in Table 2 along with a summary of the nature and sound power level of these sources[1]. these sources include a mixture of fixed mechanical services such as chillers and air handling units, and goods deliveries such as sugar and oil.

Figure 3: Location of fixed noise sources



[1] Sound power level measured during noise survey undertaken by SRL in 2021/2022 as part of a noise impact assessment study. Surrogate data used in some cases – refer to noise impact assessment for more details.

Table 2: Fixed noise sources

Source reference	General Source Description & Location	Intermittent or Continuous	Sound Power dB Lw
1	Ammonia AHUs x2	Continuous	98.7
2	Ammonia chillers x 4 (new noise source)	Continuous	92.4
3	York Chillers x3	Continuous	83.9
4	Choc Block Roof Chiller (1)	Continuous	78.9
5	Choc Block Roof Chiller (2)	Continuous	84.8
6	Creme Egg AHU x3	Continuous	80.3
7	Bournville Place AHU[2]	Continuous	73.9
8	Station Entrance Chiller	Continuous	71.6
9	U6 plant room louvre x4	Continuous	80.4
10	Crumb Delivery	Intermittent	80.9
11	Sugar Delivery (west)	Intermittent	105.2
12	Sugar Delivery Fan During Delivery (ground level)	Intermittent	100.9
13	Sugar Delivery Fan During Delivery (high level)	Intermittent	100.9
14	O Block Roof Chiller x2 (surrogate data from choc block chiller)	Continuous	78.9
15	WIP Tent AHU	Continuous	78.4
16	WIP Tent Condenser	Continuous	82.0
17	Compressor House Louvre	Continuous	93.4
18	Chocolate Block West Ventilation Louvres x4	Continuous	77.5
19	Creme Egg Pack System chiller x2	Continuous	86.5
20	Moulded 1 R&D AHU	Continuous	67.4
21	Moulded 1 R&D Ductwork	Continuous	85.5
22	U Block Ground Floor AHU (East)	Continuous	98.4
23	V Block AHU[2]	Continuous	78.1
24	Linden Rooftop Enclosed AHU Louvre (dominant)[2]	Continuous	98.1
25	Clarendon Chiller (U Block Roof) (new noise source)	Continuous	85.8
26	M2 chiller (new noise source)	Continuous	90.6
27	Choc Block chiller (south) (new noise source)	Continuous	93.8
28	No1 Substation Chiller (North)	Continuous	98.4
29	No1 Substation Chiller (South)	Continuous	94.9
30	Stadco Dry Air Cooler	Continuous	89.4
31	Sugar delivery (east) (surrogate data from sugar delivery west)	Intermittent	105.2
32	Palm Oil Delivery (also sugar delivery central area)	Intermittent	97.5
33	U Block Cooling tower x2	Continuous	88.5
34	U Block Ground Floor Plant (sugar extraction)	Continuous	80.0

[2] Note that these sources are located outside of the permit installation boundary. This equipment is not used for production-related purposes (serving office / administrative areas of the site only).

35	V Block Ground Floor Plant	Continuous	84.3

3.2. Mobile noise sources

Mobile noise source comprise vehicle movements around site. This includes HGVs / tankers delivering raw materials and despatching finished goods as well as movements of other types of vehicles such as forklift trucks and powered pallet trucks (both of which are electrically powered). In addition, HGV trailer refrigeration systems operate in the summer months, if required (depending on ambient temperatures).

4. Noise impact assessment

SRL Ltd (SRL) were appointed by Mondelez to assess the impact of operational noise at the Bournville site in order to support a permit variation application and support the investigation of recent complaints that had been received. The impact assessment was assessed using background noise levels and source noise levels measured by SRL both on and off site. This data was used to construct a detailed 3D noise propagation model of the site to predict the cumulative levels of operational noise at the nearest noise sensitive receptors in accordance with the method of calculation set out in ISO 9613-2:1996. The noise model included all new noise sources (i.e. chiller plant) covered by the scope of the permit variation application (submitted July 2022), as well as pre-existing noise sources associated with the site.

A summary of the noise assessment method and findings has been included in this Noise Management Plan in order that it serves as a standalone document to aid site managers and operators.

4.1. Background noise survey

SRL completed a background noise survey in November 2021. When assessing the noise impact of a site overall, the background noise survey should exclude existing noise from the site. As the Bournville factory operates 24/7, this was achieved using surrogate positions that best represent the background noise at the receptors, without noise contribution from the site.

4.2. Noise measurements at source

SRL undertook a survey of dominant noise sources within the installation boundary in November 2021 and February 2022. The noise impact from the site was assessed using the methodology in BS 4142:2014+A1:2019 'Methods for rating and assessing industrial and commercial sound' (BS 4142). Measured noise data (or where necessary, surrogate data) is summarised in Table 2 above.

4.3. Modelling

Noise modelling was undertaken using proprietary noise modelling software, CadnaA by Datakustik. The noise model was built and calibrated using the data and information collected from the background and noise source surveys summarised above.

4.4. Assessment findings

The noise model calculates the specific noise levels at each of the identified receptors. For the purpose of the assessment, an additional +3 dBA correction was added for all noise sources in the model for 'other sound characteristics' in line with BS 4142. This character correction represents a worst-case scenario.

The assessment concluded that the rating level is not expected to exceed the background noise levels at the majority of receptors. The exception is Sparry Drive, Franklin House, and Laburnum Road where it exceeds the background noise levels, but not more than 10 dBA. Noise from the site is expected to be audible, but the receptors are unlikely to experience a significant adverse impact, during the daytime.

The assessment for each receptor during the night-time shows that the rating level is expected to exceed the background noise levels at all of the receptors. Noise rating levels at Oxford Street and Sycamore Road exceed the background noise by no more than 10 dBA. Noise from the site at these receptors is expected to cause an adverse impact depending on context. Noise levels at Sparry Drive, Mary Vale Road, Linden Road, Franklin House, and Laburnum Road all exceed the background noise by 10 dBA, indicating a possibility of a significant adverse impact depending on context.

However, based on the qualitative approach indicated by the Environment Agency guidance, the following contextual elements were considered in this situation:

- The Bournville site is a long-standing industry, having been built before all the surrounding dwellings.
- The dominant source of noise is the "bland sound" of fixed mechanical services such as air handling units and chillers, noise is not impulsive, and any intermittency is 'lost' in the quantity of plant items.
- The background measurements were taken without contribution from the factory, however as the factory has produced the background noise in the area for several decades, the levels measured are untypically low and not expected to have been experienced at the receptors.
- During the night (23:00hrhs - 07:00hrs) noise from the site should be assessed internally as outdoor amenity areas (residential gardens) are not expected to be in use at these times. BS 4142 specifically states that it is not intended to be used to assess internal nose levels and suggests using BS 8233 instead.
- The area is an urban environment and therefore is less sensitive to noise compared to rural areas.

Based on these findings and contextual elements referred to above, recommendations for additional noise mitigation measures have been developed. These are summarised in Section 6 below.

5. Noise management and control

5.1. Overview of approach

Mondelez Bournville employs a hierarchy of control for noise management, as follows:

1. Reduction at source.
   - Minimise or contain noise at source by observing good operational techniques and management practices (see also Section 5.2 below).
   - Prevent generation of noise at source by good design and maintenance (see also Section 5.3 and 5.4 below).
2. Ensure adequate distance.
   - Wherever possible, locate noisy equipment activities as far away from noise sensitive receptors as possible.
3. Use of barriers.
   - Where possible locate noise sources such that there is a barrier between source and receptor (e.g. noise sources are shielded from receptors by buildings), or if necessary install a noise barrier at the source.
4. Timing.
   - This applies in particular to project / emergency works. Where the noise is unavoidable, schedule noisy activities to avoid more noise sensitive times or the day and days of the week.

5.2. Operational practices

Site-wide noise management activities include the following:

- Daily site walkovers (known as 'Gemba Walks') are carried out by the site Environmental Specialist. The aim of these inspections is to review operational practices and identify opportunities for continual improvement. Gemba Walks undertaken by the Environmental Specialist cover all external areas and include consideration of whether there any excess / abnormal noise is detected. Where necessary, follow up actions would be undertaken.
- Site security undertake out of hours site checks which includes consideration of excessive / unusual noise. Site security also provide out of hours contact point where needed (see also section 5.7 and Appendix 3).
- The Environmental Specialist and/or designated responsible person(s) has responsibility for ensuring that nuisances and hazards arising from site operations due to noise are minimised. Any concerns regarding excess noise or any abnormal activities that may lead to increased noise are discussed at morning management meetings. When necessary, more frequent meetings focusing on noise minimisation and mitigation are also held.
- When required, specialist acoustic engineering consultants are employed to advise on equipment management, specification and potential modifications in order to minimise noise.

General good practice noise control measures include the following:

- As a food production facility, all doors are required to be kept closed at all times, except when access is required. This assists with the attenuation of sound generated within the building.
- A speed limit of 10mph is in place at the site.
- Drivers instructed to minimise noise including: no revving engines, no sounding horns, no loud music, engines are not to be left idling.
- Early pump and fan bearing failure risks are identified and managed.
- All acoustic enclosures (on e.g. air compressors) are kept closed at all times when in operation.
- All staff are empowered and encouraged to identify and report abnormal noises levels.
- Regard is given to opportunities to shut down plant and equipment not required, in order to reduce overall noise levels.
- Failures of plant which may lead to an increase in noise (e.g failure of self closing roller shutter doors, damaged acoustic lagging etc) are rectified as soon as practicable.

5.3. Planned preventive maintenance

All noisy plant and equipment is included within the site planned preventative maintenance programme. This ensures that these items are regularly maintained, including adequate maintenance for any parts of plant or equipment whose deterioration may give rise to an increase in noise (for example bearings, air handling plant, the building fabric, and specific noise attenuation kit associated with plant or machinery).

The planned maintenance (PM) system is managed via the SAP system with PM tasks scheduled in accordance with manufacturer's recommendations and adjusted as necessary. Where a defect is identified, this is reported to the Maintenance Manager and is resolved within a timescale identified on the basis of the urgency, severity and nature of remedial work required. Greater priority is given to resolving any issues with potential to lead to an increase in noise from the site (either due to the nature of the failure/fault or due to the location of the equipment in relation to residential neighbours).

PM activities may also be undertaken by contractors, including the site Facilities Management (FM) contractor. The FM contractor undertakes routine maintenance and testing, in conjunction with reactive and corrective activities, for items of infrastructure and equipment within the scope of the contract. The FM provider maintains a separate PM system for this purpose, with an agreed service level agreement. Any issue with potential to significantly increase noise from the site would be allocated to Level 5, requiring FM response within 1 hour.

Refer also to Section 5.5 below for a summary of contractor management processes and Section 5.6 for a summary of actions taken in the event of failure or deterioration of equipment with the potential to lead to noise complaints.

5.4. Management of site changes

Mondelez Bournville operates a Management of Change process which is mandatory for all changes to machinery or process. This comprises three key stages (known as: Authority to Modify (ATM), Approval to Commission (ATC) and Authority to Operate (ATO)), with gateways that require sign off before the change can be implemented. Specific consideration must be given to environmental issues including a review of whether the change complies with Mondelez Environmental Procedures, consideration of Regulatory implications and of whether the change will affect noise levels from the site. The site Environmental Lead is required to sign off the change at the Authority to Modify (ATM) gateway.

All new projects will follow the *Technical Specification for Equipment Design* (JES001) and complete the *Mondelez Design Review Checklist*. The Checklist will be reviewed and signed off by the Environmental Specialist to ensure that environmental considerations, including noise emissions and Regulatory compliance issues have been addressed.

Where necessary and appropriate, taking into account operational, health and safety and food safety considerations, new or refurbished plant and equipment will be specified to achieve the lowest noise emissions. This will be achieved via one of more of the following:

- Equipment design (lowest noise emissions); and/or
- Equipment location (shielded from receptors by buildings or by internal location); and/or
- Where necessary, selection of noise attenuation measures such as noise barriers or acoustic housing.

5.5. Management of contractors

Mondelez Bournville operates a contractor management system and requires that contractors and subcontractors ensure that equipment is designed, operated and maintained appropriately so that noise is minimised at all times.

Contractors are made aware that they are working in the vicinity of residential receptors and should avoid all unnecessary noise. This issue is included as part of the contractor site induction package. Project work on-site such as cleaning, construction and demolition works may have the potential to increase noise emissions. This will be assessed by the Environmental Specialist prior to the commencement of works to determine if residents need to be notified and any Consents or Permits might be required to undertake these works.

Contractors would be expected to consider noise risks as part of their Risk Assessment and Method Statement (RAMS).

5.6. Abnormal situations

Increased noise may arise due to a failure or deterioration of plant and equipment, for instance fan bearings. Due to the noise sensitive nature of the site, particular focus is given to resolving any issues with potential to lead to an increase in noise from the site (either due to the nature of the failure/fault or due to the location of the equipment in relation to residential neighbours). If the failure / fault is significant, and has the potential to lead to noise complaints, then consideration will be given to shutting down the equipment (where this is feasible from an operational, health and safety or food safety perspective) or alternatively to the deployment of temporary noise barriers to attenuate noise. A permanent solution will be sought as soon as practicable.

Adverse weather should not lead to any increase in noise produced by the site, although it should be noted that refrigeration plant, including trailer refrigeration plant is more likely to be required during warmer weather conditions. It is noted that the noise modelling work undertaken is based on the worst-case scenario of all relevant fixed equipment operating simultaneously. Notwithstanding this it is recognised that nearby residents are more likely to be using their gardens and are more likely to have windows open at night during periods of warm weather. Therefore, the perception of noise from site operations may be heightened. Mondelez will ensure that site noise is carefully monitored during these periods and that any issues arising (e.g. due to equipment failure or deterioration) are promptly resolved (refer also to Section 5.3 Planned preventive maintenance and Section 5.7 Noise monitoring).

5.7. Communications

Site staff are made aware that they are working in the vicinity of residential receptors and should avoid all unnecessary noise. Key communications and information, which includes environmental issues such as noise minimisation, are disseminated to all employees as necessary via an 'Environment Flash' (this is communicated via the daily management system meetings and plasma screens located around site). An example Environment Flash is provided in Appendix 1.

Complaints handling and response

All communications and complaints from the surrounding community relating to noise will be managed as per the process outlined in Appendix 2. The Community email inbox (BournvilleCommunity@mdlz.com) will be managed by the Environmental Specialist and Environment Lead.

When a complaint is received, the following information relating to the complaint will be collected:

- Date and time of complaint
- Nature of the complaint
- Name and contact details – if willing to provide
- Location (address) – if willing to provide

All community complaints relating to the site and environmental nuisance will be directed to the Environmental Specialist on site to investigate and manage. All complaints in relation to environmental nuisance will be managed as per the Complaints Process in Appendix 2. The Environmental Specialist will engage the complainant and any other key stakeholders throughout the process, including adhering to legal requirements.

All external key stakeholders will be notified and updated regarding any complaints. This includes:

- Environment Agency – Environmental Permit Regulator
- Birmingham City Council (BCC) – Local Authority for Bournville Site

Contact board

A site contact board (shown in Appendix 4) is displayed around the boundary of the factory. This provides contact details including telephone number and email, which is monitored daily.

5.8. Noise monitoring

The need for noise monitoring will be reviewed on an annual basis, as a minimum. Noise monitoring may be carried out:

- Following any increase in noise complaints (including increase in frequency of complaints, new complainant locations or any other factor that may suggest a change in noise emissions or potential for nuisance),
- The installation of any new potentially noisy plant items, or significant changes to operational processes at the site (including potential for impact identified as part of the Management of Change process).

The noise monitoring programme will be designed appropriately, in accordance with Environment Agency guidance, and will take account of the nature of any changes, complaints or other issues that have arisen in the period since the last monitoring was undertaken.

The following areas have been identified as the areas for continued noise control following initial noise assessment. This is intended as an active list which can be updated where appropriate. Items can be removed following the completion of works or changes to operational procedures to mitigate noise sources. It can also be added to, where new noise sources are introduced, although all practicable steps should be taken to avoid further noise emissions from site.

Table 3: Noise management areas identified for control

Noise Management Area	Specific Identified Sources	Reason
Ammonia (Azane) Chillers	4 x chillers	Identified as high contributor to site noise and has been the source of noise complaints
Sugar Extraction Fans – located U1W, U4E & U6W	Sugar extraction fans located on both the East (2 fans) and West side of U-block (1 fan).	Identified as high contributor to site noise and one has been the source for noise complaints.
Sugar Deliveries	Sugar deliveries completed in 3 x locations across site.	Identified as a potential contributor to site noise at two of the delivery locations (east and west).

6. BAT assessment and mitigation options

6.1. Overview

Noise modelling has been undertaken to assess the impact of operational noise from the Bournville site. This work has established that, at night-time only, noise from the site has the potential to cause a significant adverse impact. Therefore, a number of noise mitigation measures have been agreed. Table 4 summarises noise mitigation measures already installed / implemented since the noise impact assessment was undertaken. Table 5 summarises further noise mitigation measures that are due to be implemented, along with dates for completion.

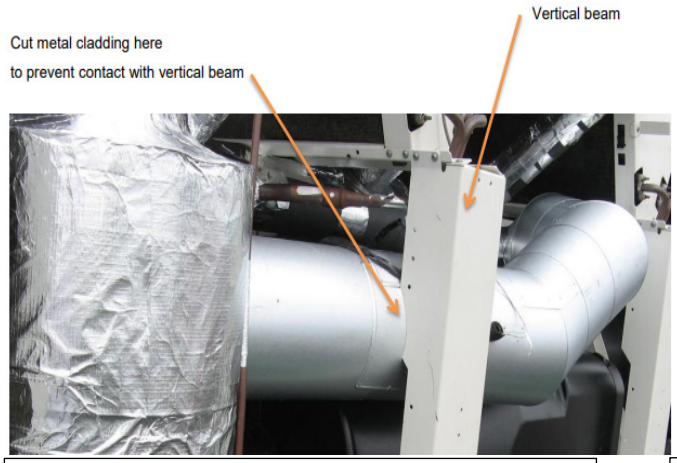
6.2. Noise mitigation

The following table provides details of noise control measures which have been completed at the site to date.

Table 4: Noise mitigation measures - completed

Source Description / Location	Details	Dates Completed
Chocolate Block Chiller (see Figure 4 below)	Software Update – Night Noise Set-back installed Cladding with 75mm insulation installed around chiller Pipework fitted with TechWrap2 as recommended by Advance Noise Solutions (ANS) and metal lagging.	TechWrap2 installation: done. Cladding: Done Metal Lagging: 14/04/2022
Sugar Fan (see Figure 5 below)	U4 east	Sound abatement fitted. Baffle fitted in to sugar fan housing
Ammonia (Azane) Chillers (see Figure 6 below)	Sound abatement barrier in front of the chiller units	Sounded absorption material in place in front of the chillers – completed 05/07/2022
Ammonia (Azane) Chillers	Metal plates fitted over the metal grills to stop noise from descending from the gantry	Metal plates in place, also extending to remove gaps from sound absorption matting – completed 12/07/2022

Figure 4: Chocolate block chiller



Modification completed on the cladding to prevent contact with the metal stanchion

Acoustic lagging fitted to the inlet pipes

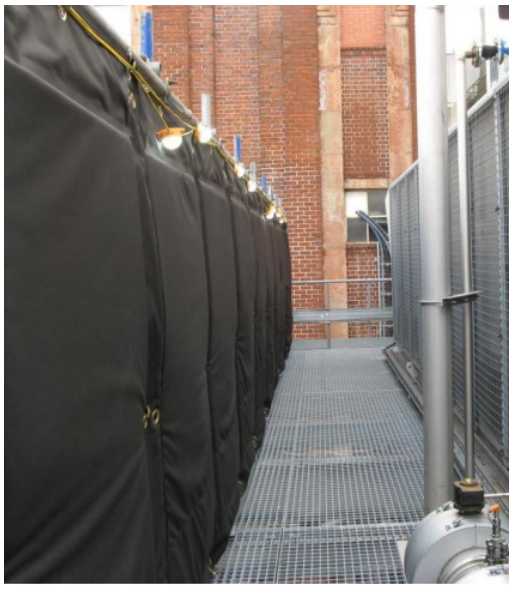
Figure 5: Sugar fan

Baffle fitted to the sugar fan for noise abatement

Noise peak recorded on the field after the modifications 13-18 dB lower than first recorded at the initial visit

No complaints seen from Linden Road since the modifications have been completed

Figure 6: Azane Chiller



The following table provides details of noise control measures which will be installed / implemented on site, as well as the date for completion.

Table 5: Noise mitigation measures - planned

Equipment	Action	Date for completion
Ammonia (Azane) Air Handling Unit (AHU)	Sound abatement barrier to be fitted to the front of the air handling unit	01/10/2022
Sugar Fan (U6)	Noise abatement to be fitted as per U4 To be modified during plant down time on the general shut down	31/12/2022
Sugar Fan (U1w)	Noise abatement to be fitted as per U4 To be modified during plant down time on the general shut down	31/12/2022
Sugar deliveries	Review and select appropriate measure(s) to mitigate noise arising from sugar deliveries at the east and west sugar delivery point (the central sugar delivery location is shielded from receptors by buildings).	31/12/2022

Appendix 1: Environment Flash (example)

ENVIRONMENT FLASH: NOISE

Context:

At present the factory is receiving complaints from local residents due to the noise impact from site

What are we doing?

- Noise Pollution is an on going problem for the factory
- Noise monitoring is in place within the factory and local residents homes.

What are the risks?

- Causing annoyance to our residents who live around the factory
- Violation of the sites environmental permit
- Possible fines or legal action

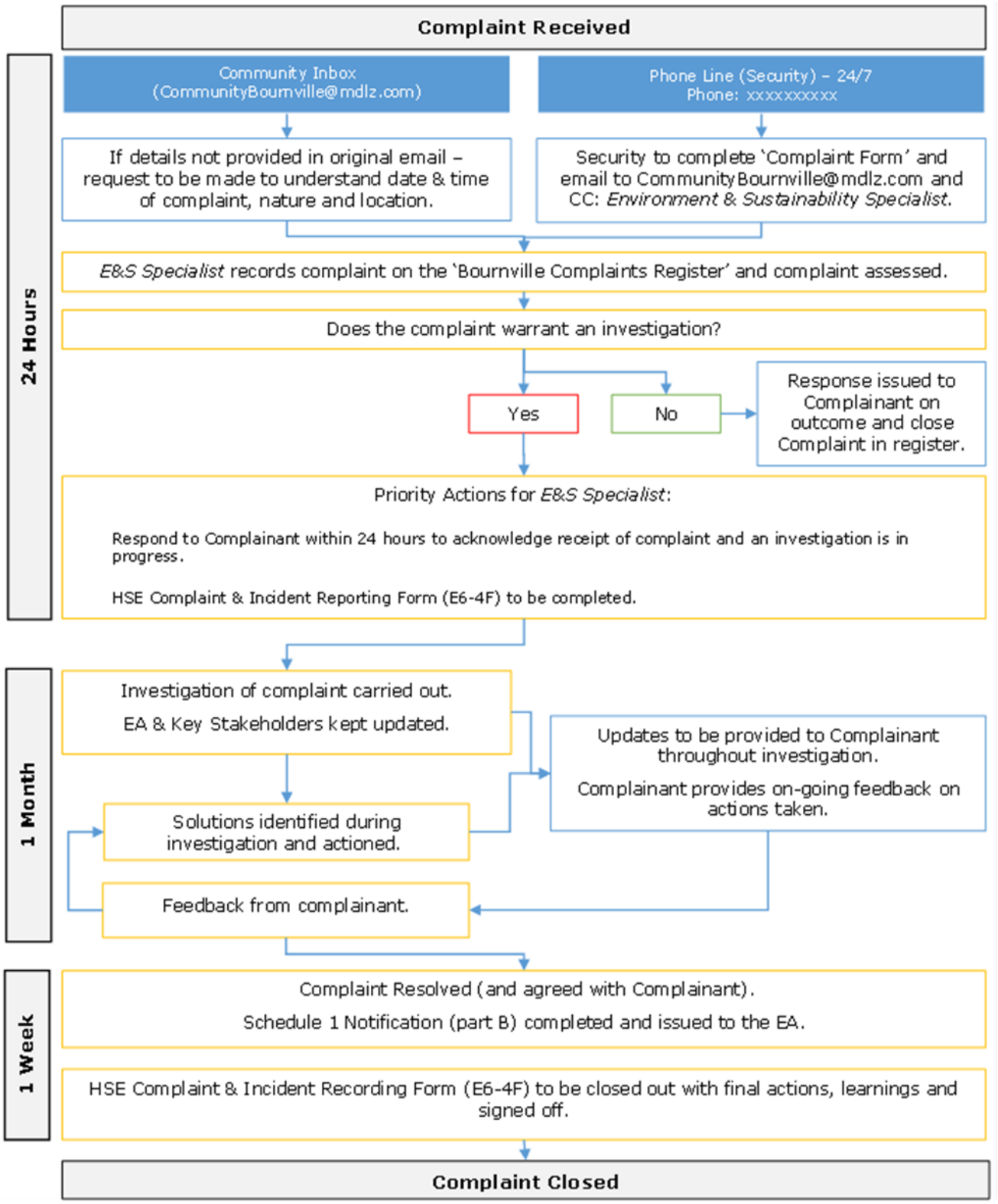
What we expect you to do...

Be aware of the noise levels when you are working around the site boundary

If you are completing tasks outside of normal working hours which involve a high level of noise escalate to your line manger or site contact before starting any work.

Act respectfully to all our neighbours

Appendix 2: Complaints Procedure



Appendix 3: Security Community Complaints Form

SECURITY·Lodge2·COMMUNITY·COMPLAINT·FORM¶

The·following·form·is·to·be·completed·if·a·complaint·is·received·through·the·Security·Phone·Line.·¶ Please·obtain·the·following·details·of·the·complaint·and·advise·the·complainant·that·they·will·be·contacted·by·the·site·in·the·next·24·hours·on·the·following·working·day.¶ ¶ Please·email·the·completed·form·to·BournvilleCommunity@mdlz.com			
Security·Manager:			
Date·of·Complaint:		**Time·of·Complaint:**	

Complaint·Details	
Complaint·Description:	¶ ¶ ¶
Source·of·Complaint·(if·known):	¶ ¶ ¶ ¶

Nature·of·Complaint			
Noise	**Odour**	**Traffic·/·Logistics**	**Other:**
☐	☐	☐	
Complainant·Contact·Details·(if·willing·to·provide):			
Name:			
Location·/·Address:			
Phone·Number:			
Email·Address:			

¶

Appendix 4: Site External Signage (Contact Us Details)