# Bleak Hill I

784- B031732

# Dust Management Plan

# Environmental Permit Application

**CEMEX UK Materials Limited**

**January 2024**

**Document prepared on behalf of Tetra Tech Environment Planning Transport Limited.**
**Registered in England number: 03050297**

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# 1.0 INTRODUCTION

## 1.1 REPORT CONTEXT

1.1.1 This Dust Management Plan (DMP) has been prepared by Tetra Tech on behalf of the Operator, CEMEX UK Materials Limited (CEMEX) to support an Environmental Permit Application for CEMEX's Hamer warren Quarry site which is located approximately 1.5km southeast of Alderholt in Hampshire and is centred at approximate National Grid Reference (NGR) SU 13076 11041.

1.1.2 CEMEX are seeking an environmental permit for the operation of a soil washing facility that will process a maximum of 250,000 tonnes per annum of non-hazardous soils.

1.1.3 According to the Environment Agency's (EA) 'Control and Monitor Emissions for your Environmental Permit' guidance a DMP must be prepared to support an application that comprises the *"keeping or treating (or both) aggregates, soils, ashes or similar materials"*.

1.1.4 As such, this DMP has been prepared in accordance with the EA's 'Dust & Emission Management Plan' template (Version 10, October 2018).

1.1.5 This DMP is a working document, intended to be used as a reference document for operational staff on a day-to-day basis. CEMEX will implement the plan to ensure that all reasonable measures are taken to control dust emissions, and in the event that an adverse impact is caused, prompt action will be taken to identify the source and apply corrective measures. It provides a schedule of actions that will be taken to minimise dust impact and details site management procedures for the management and monitoring of dust.

# 2.0 SITE DESCRIPTION

## 2.1 SITE SETTING

2.1.1 The site is situated approximately 1.5km southeast of Alderholt in Hampshire and is centred at approximate National Grid Reference (NGR) SU 13076 11041. The application site is detailed on Drawing Number CEM/B031732/PER/01.

2.1.2 Access to the site is achieved via an unnamed access road off Alderholt Road which is located to the south of the site.

2.1.3 According to the DEFRA's 'AQMA Interactive Map', the site is located within the New Forest District Councils Air Quality Management Area for Nitrogen Dioxide ($NO_2$).

## 2.2 PERMITTED ACTIVITIES

2.2.1 Cemex are seeking an environmental permit for the operation of a soil washing facility that will process a maximum of 250,000 tonnes per annum of non-hazardous soils.

2.2.2 The treatment of non-hazardous waste will be than 250,000 tonnes per year. As such, it's considered that the acceptance and treatment of non-hazardous waste will be an extension to the permitting non-hazardous waste physical treatment activity. The acceptance and treatment of non-hazardous waste will comprise a new waste activity that will be incorporated into the environmental permit.

2.2.3 The proposed treatment activities will be undertaken as waste operations and will comprise the R and D Codes provided in Annex II to Directive 2008/98/EC.

**Table 1: R/D Codes for Proposed Waste Treatment Activities**

| R/D Code | Description |
|---|---|
| R3 | Recycling/ reclamation of organic substances which are not used as solvents |
| R5 | Recycling/reclamation of other inorganic materials |
| R13 | Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where the waste is produced) |

## 2.3 WASTE TYPES

2.3.1 Details of the proposed waste types are provided as Appendix A.

## 2.4 WASTE QUANTITIES

2.4.1 CEMEX propose that the soil washing facility will process a maximum of 250,000 tonnes of non-hazardous soils.

## 2.5 PROCESS DESCRIPTION

2.5.1 Materials will be fed into a hopper using a loading shovel and will then travel along a conveyor, at which point any small pieces of scrap metal which may be present within the waste loads will be removed using an overband magnet.

2.5.2 Any oversize materials (particles >40mm) will be removed via a screener.

2.5.3 The remaining waste material (particles between 3mm and 40mm in size) will then travel along a log washer where it will be sprayed with wash water. After passing along the log washer, the clean waste materials will be separated into two fractions (3mm to 25mm and 25mm to 40mm) via a gravel sizing screen.

2.5.4 Water containing particles smaller than 3mm, such as sands and silt, and floatable solid organic matter (such as leaves, sticks etc.) then passes over screen which separates organic matter larger than 3mm from the sand and silt fraction. The sand and silt fraction together with most of the water passes through screen and enters a sump from where it is pumped into a hydrocyclone, which will separate the sand from any contaminants. The water together with the silt and clay sized particles (together with any associated contaminants) will be forwarded from the hydrocyclone to the Siltbuster Water Treatment Plant.

## 2.6 WASTE STORAGE

2.6.1 There will be clearly defined areas for waste storage and treatment at the site.

2.6.2 There will be a maximum storage capacity of 50,000 tonnes of untreated material.

2.6.3 There will be a further maximum storage capacity of 30,000 for treated material.

2.6.4 All soils will be stored in designated bays and will be kept sheeted at all times to prevent dust. The sheeting will be removed during receipt of wastes and removal of wastes from a stockpile for treatment purposes. At all other times, waste storage areas will be sheeted.

2.6.5 As in line with guidance acquired from SR10 number 12, as the site is located outside source protection zones 1 and 2, and falls under the approved waste types, all pre and post storage will be undertaken outside on hard standing.

## 2.7 OPERATING HOURS

2.7.1 The operating hours of the site are: -

- Monday to Friday: 07:00 – 18:00; and,
- Saturday: 08:00 – 13:00.

2.7.2 There would be no work on Sundays or Bank and National Holidays.

## 2.8 PLANT AND EQUIPMENT

2.8.1 As a function of the Environmental Management System, the performance of all plant and equipment will be reviewed in comparison to other models that may be available on the market. If there happens to be other models available that perform more efficiently than the site's existing plant and is financially feasible, Cemex may decide to change their existing plant and equipment. As such, the brand, make, model and specification of the mobile plant and equipment that will be used on site is expected to vary throughout the operational life of the facility.

2.8.2 Only personnel who are trained and licensed to operate equipment and carry out maintenance will do so.

2.8.3 All plant and equipment will be maintained in accordance with a preventative maintenance programme which will be defined by the manufacturer's requirements. This will ensure that the integrity and operational efficiency of all plant and equipment is maintained and therefore minimise the risk of mechanical failure which may result in increased dust emissions. This particular programme forms part of the site's Environmental Management System.

2.8.4 In addition, all plant and equipment will be visually inspected on a daily basis by the Site Manager (or a nominated deputy) prior to use. The purpose of this inspection is to identify any signs of defects that may affect the integrity and operational efficiency of the plant.

2.8.5 In the event that a defect is identified on any item of plant or equipment, the use of the plant/equipment will be suspended until the necessary remedial works have been undertaken.

## 2.9 DUST SENSITIVE RECEPTORS

2.9.1 Receptors within 1km of the site have been listed in Table 3 and are shown on Drawing Number CEM/B031732/REC/01.

**Table 2: Location of potential receptors within 1km of the Site**

| ID | Receptor | Direction from Operational Area | Minimum Distance from the Permit Application Boundary (approx. m) |
|---|---|---|---|
| **Domestic Dwellings** | | | |
| 1 | Properties on Lomer Lane | NE | 445 |
| 2 | Properties adjacent to Bleak Hill I Site | S | 225 |
| 3 | Properties on Kent Lane | SE | 635 |
| 4 | Residential Properties of Harbridge Green | E | 445 |
| 5 | Property off Harbridge Drove | NE | 320 |
| 6 | North Plumley Cottages | SW | 857 |
| **Commercial, Industrial and Farmland Premises** | | | |
| 7 | Bleak Hill Plants | NE | 360 |
| 8 | Snowdrop Cottage (Indoor accommodation) | SE | 705 |
| 9 | Warren Park Farm | NW | 700 |
| 10 | Huzzey J (Self-catering accommodation) | NW | 955 |
| 11 | Farm Property of Lomer Lane (Hill View) | NE | 675 |
| 12 | Harbridge Green Farmland Properties | W | 570 |
| 13 | Industrial Property off Bleak Hill I Access Road | S | 430 |
| 14 | Plumley Quarry Site | SW | 570 |
| 15 | Caroline Levine | SW | 745 |
| 16 | Harbridge Green Farmland | NE | 970 |
| 17 | Juicy Digital Agency | NE | 445 |
| 18 | North Plumley Farm | SW | 790 |
| **Highways or Minor Roads** | | | |
| 19 | Harbridge Drove | E | 220 |
| 20 | Lomer Lane | NE | 370 |
| 21 | Kent Lane | E | 245 |
| 22 | Hillbury Road | N | 920 |
| 23 | Ringwood Road | NW | 885 |
| 24 | Northern End Lane | NE | 950 |
| **Priority Habitats** | | | |
| 25 | BAP Priority Habitat –Woodpasture and Parkland | W | 90 |

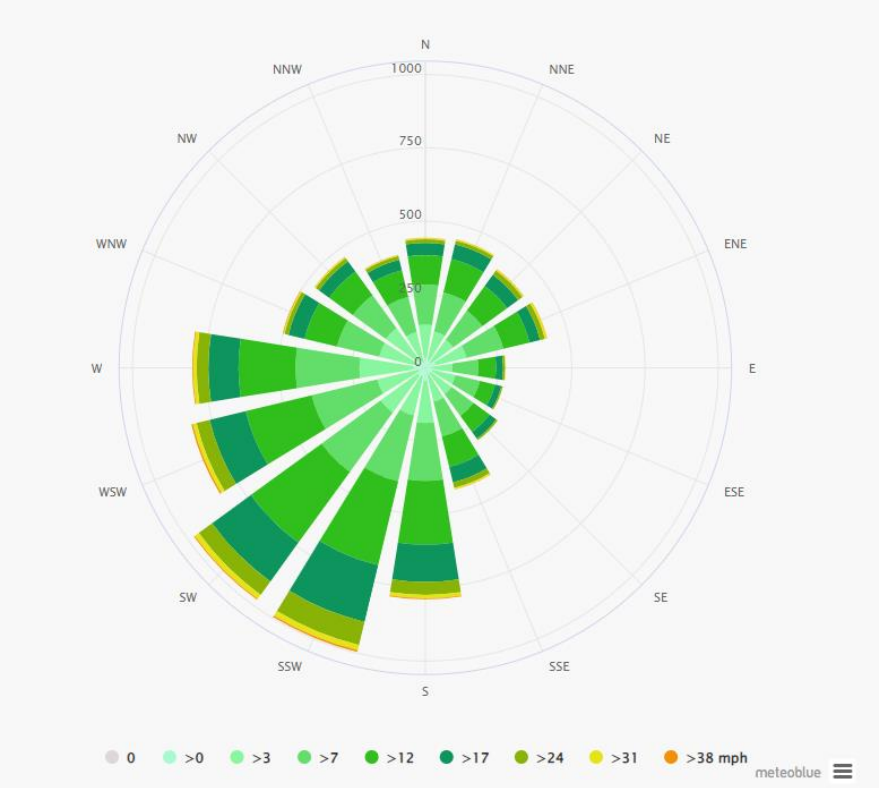
| | | | |
|---|---|---|---|
| 26 | BAP Priority Habitat – Woodpasture and Parkland Alderholt Road | SE | 225 |
| 27 | Deciduous Woodland | W | 90 |
| 28 | Deciduous Woodland | W | 550 |
| 29 | Deciduous Woodland East of Harbridge Drive | E | 350 |
| 30 | Deciduous Woodland Alderholt Road | SE | 660 |
| 31 | Deciduous Woodland East of Warren Park Farm | NW | 760 |
| 32 | Deciduous Woodland West of Warren Park Farm | NW | 980 |
| 33 | Deciduous Woodland Cobley Wood | SE | 700 |
| 34 | Deciduous Woodland Fernbrook | NE | 610 |
| 35 | Ancient Woodland – Ancient and Semi-Natural Woodland | W | 340 |
| 36 | Ancient Woodland – Ancient and Semi-Natural Woodland | E | 695 |
| **Listed Buildings and Scheduled Monuments** | | | |
| 37 | Fernhill Cottage, 35, Bleak Hill, Ellingham, Harbridge and Ibsley, New Forest, Hampshire (Grade II Listed) | NE | 670 |
| **Surface Water e.g. rivers and streams** | | | |
| 38 | Pond | S | 110 |
| 39 | Collection of Streams and Ponds | NW | 370 |
| 40 | Warren Farm Ponds | NW | 620 |
| 41 | Ringwood Road Pond | N | 800 |
| 42 | Pond | S | 775 |
| 43 | Hammer Brook | SW | 30 |
| 44 | Turmer Brook | SE | 595 |
| **Nature and Heritage Conservation Sites – Local Wildlife Sites (LWS)** | | | |
| 45 | Ringwood Forest & Home Wood | W | 90 |
| 46 | Lomer Copse | NE | 500 |
| **Protected Species** | | | |
| 47 | Sand Lizard | S/W | Adjacent |
| **Groundwater (sensitivity)** | | | |
| According to the Multi-Agency Geographic Information for the Countryside's (MAGIC) website, the site is located on a Medium-High scale on the Groundwater Vulnerability Map. In terms of aquifers, the MAGIC website indicates the site is a Secondary A Bedrock and Superficial Drift Aquifer. MAGIC further shows that the site is not located in a Source Protection Zone. | | | |

## 2.10 WIND

2.10.1 The prevailing wind direction will determine which receptors will be affected and at what frequency.

2.10.2 Meteorological data has been used from Alderholt from www.meteoblue.com which is considered to be representative of conditions within the vicinity of the application site. According to the wind rose data for the area, the prevailing winds in the local area is from the south west (SW) and south, south west (SSW) as shown in Figure 1 below.

**Figure 1: Prevailing Wind Direction for Alderholt**




2.10.3 As such, areas at most risk from dust emissions, should it occur, are therefore located northeast of the site.

2.10.4 As noted in Table 3, there are surface water features within 1km of the site. According to the EA's 'Dust & Emission Management Plan' template, surface water and groundwater are not identified as receptors that that are susceptible to the adverse effects of exposure to high levels of dust and particulates. As such, these receptors are not considered further in this DMP.

## 2.11 LOCAL CONTRIBUTORS TO DUST

2.11.1 According to the EA's public register, there are a few waste facilities within 1km of the site that may be considered as local contributors to dust emissions. Details of these facilities are summarised in the table below.

**Table 3: Local Contributors of Dust within 1km of the Site**

| Name of Site | Name of Operator | Site Address | Site Type | Direction and distance from the site |
|---|---|---|---|---|
| Hamer Warren Quarry | CEMEX UK MATERIALS LIMITED | Hamer Warren Quarry, Nea Road, Somerley, Ringwood, Hampshire, BH24 3PX | S0908 No 8: Management of inert or extractive waste at mine | Adjacent |
| Hamer Warren Quarry | CEMEX UK MATERIALS LIMITED | Land/ Premises At, Nea Road, Somerley, Ringwood, Hampshire, BH24 3PL | A6: Landfill taking other wastes | Adjacent |
| Hamer Warren Quarry | CEMAX UK MATERIALS LIMITED | QUARRY, HAMER WARREN QUARRY, NEW ROAD, SOMERLEY, RINGWOOD, HAMPSHIRE, BH24 3PL | EPR/SW/401121/001 | Adjacent |

# 3.0 DUST AND PARTICULATE MANAGEMENT

## 3.1 RESPONSIBILITY FOR THE IMPLEMENTATION OF THE DMP

3.1.1 The implementation and dissemination of this DMP will be the responsibility of the Site Manager, supported by other staff. The Site Manager can delegate certain tasks as required, although ultimate responsibility will remain with them.

3.1.2 A nominated deputy will be appointed for all times when the Site Manager is not on site. In such circumstances, it will be the nominated deputy's responsibility to ensure that the requirements of the DMP are adhered to.

3.1.3 All site staff will receive instructions on how the plan is to be implemented during toolbox talks on site.

3.1.4 This document forms part of the site's Environmental Management System (EMS) and will be reviewed on an annual basis to ensure that it is fit for purpose and meets the requirements of current guidance.

## 3.2 SOURCES AND CONTROL OF DUST

3.2.1 The key aspects of the process which may lead to dust emissions are identified in Table 5 below and the control measures that will be used are detailed in Table 6.

**Table 4: Source-Pathway-Receptor Routes from Waste Activities at the Site**

| Source | Pathway | Receptor | Type of impact |
|---|---|---|---|
| Mud | Tracking dust on wheels and vehicles, then mud dropping off wheels/vehicles when dry | Public highways listed in Table 3. | Visual soiling, also consequent resuspension as airborne particulates |
| Debris | Falling off waste delivery vehicles | Public Highways listed in Table 3. | Visual soiling, also consequent resuspension as airborne particulates |
| Tipping, storage, and treatment of waste in the open | Atmospheric dispersion | Occupiers of domestic dwellings listed in Table 3.<br><br>Workforce in commercial and industrial properties listed in Table 3.<br><br>Amenities listed in Table 3.<br><br>Priority habitats listed in Table 3. | Visual soiling and airborne particulates. |
| Vehicle exhaust emissions | Atmospheric dispersion | Occupiers of domestic dwellings listed in Table 3.<br><br>Workforce in commercial and industrial properties listed in Table 3.<br><br>Amenities listed in Table 3. | Visual soiling and airborne particulates |
| | | | Airborne particulates |
| Non road going machinery exhaust emissions | Atmospheric dispersion | | Airborne particulates |
| | | | Airborne particulates |

| | | | |
|---|---|---|---|
| | | Priority habitats listed in Table 3. | |

**Table 5: Measures to Control Dust/Particulates from Permitted Waste Activities**

| Abatement Measure | Description / Effect | Trigger for implementation |
|---|---|---|
| **Preventative Measures** | | |
| Site speed limit | Vehicle speeds will be limited on site and the access road to 10mph to prevent suspension and entrainment of dust. Clear signage is established on the site to reinforce the speed limit. | All preventative measures will be implemented during the operating hours detailed in Section 2.7 |
| No-idling policy | A 'No-idling policy' is in place at the site which requires all vehicles and plant to be switched off when not in use. | |
| Minimising drop heights for waste | Drop heights will be minimised as much as practicable to reduce the generation of dust whilst waste is being deposited. | |
| Site surfacing | Within the site, internal haulage will be restricted to clearly delineated routes, generally on a prepared surface and at low level where possible. The haul routes will be compacted, graded and maintained to provide a smooth-running surface and will be designed to avoid sharp changes in gradient or alignment.<br><br>Vehicles leaving the site will use the haul road which benefits from a concrete surface. | |
| Sheeting of vehicles | Wastes being delivered to the site will be covered or sheeted to prevent dust emissions whilst the waste is in transit. | |
| Maintenance of Plant and Equipment | All plant and equipment will be maintained in accordance with the manufacturer's requirements. This will minimise the risk of mechanical failure which may result in increased dust emissions.<br><br>In addition, all plant and equipment will be subject to visual checks on a daily basis prior to use to ensure that the equipment functions correctly. In the event that any damage is identified on any plant or equipment that may affect its performance, necessary remedial work will be completed as soon as practicable. If necessary, defective plant or equipment may be isolated/closed off for use until the necessary remedial works have been undertaken. With regards to cleaning equipment (i.e., road sweeper), arrangements will be made to employ alternative equipment. | |
| **Remedial Measures** | | |
| On-site sweeping | A road sweeper will be contracted to clean the site entrance and access road. | A road sweeper will be employed if daily visual inspections identify any visible dust on the site entrance or access road. |
| Water suppression with bowser | A water bowser towed by a tractor will be used to suppress dust on haul roads, exposed waste surface, waste stockpiles and screening bunds. | The water bowser will be employed if daily visual inspections identify any visible dust.<br>It may also be employed following a review of the weather conditions |

| | | |
|---|---|---|
| | | which will be recorded on a daily basis. If these observations indicate that there is an increased risk to dust emissions, the water bowser will be employed. |

## 3.3 OTHER CONSIDERATIONS

Water Availability

3.3.1 A water bowser will be used on site on the haul roads and the exposed waste surface if observations of the weather conditions indicate that there is an increased risk of dust. The water bowser will be supplied through a mains water supply however, the surrounding landfill site (Bleak Hill I and II) comprises a series of silt lagoons which are used to process any silt laden water that is generated from the aggregate processing plant that is situated on site. The purpose of these lagoons is to allow the silt to settle out of the water column and result in clean water that can be used by the aggregate processing plant.

3.3.2 In the event that the water cannot be supplied through a mains water supply, CEMEX would aim to use clean water that's available from the lagoon system within Bleak Hill I and II.

3.3.3 In the unlikely event that water cannot be supplied through a mains supply or the on-site lagoon system, operations would continue until dust monitoring indicates that remedial measures are required. This may include the following: -

- Employ a road sweeper to clean the site entrance and access road that may be affected;
- Reduce vehicle speeds to 5mph; and,
- Reduction in site activities.

3.3.4 In the event that visible dust is still identified following the implementation of remedial action(s), operations at the soil washing facility will cease.

Housekeeping

3.3.5 The only area of the site that will comprise a cleanable (concrete) surface is the access road that joins the site from Alderholt Road.

3.3.6 For the purposes of the DMP, this road will be cleaned by a road sweeper based on specific triggers that are detailed in Table 6. In addition, the rest of the permit area comprises an active quarry site where the landform is expected to change during its operational phase. As such, CEMEX do not propose to implement a housekeeping procedure at the site.

## 3.4 ENCLOSURE OF WASTE PROCESSING

3.4.1 According to the EA's 'Dust & Emission Management Plan' template, the EA will consider the enclosure of activities inside a building to be Best Available Techniques (BAT) especially if you are located inside an AQMA or a London Borough.

3.4.2 As noted in Section 2.1, the site is situated within an AQMA however, all waste processing activities will be undertaken within the confines of a fully enclosed system and preventative measures will be implemented on site to reduce dust emissions. As such, it's considered that the site is compliant with BAT.

## 3.5 VISUAL DUST MONITORING

3.5.1 Monitoring will also comprise daily observations on the meteorological conditions (particularly the wind speed and direction) at the site. This information will be used by the Site Manager (or a nominated deputy) to determine the risk of dust emissions which is typically elevated during periods of dry weather or high winds. For the purposes of this DMP high winds have been defined Number 7 on the Beaufort scale where wind speeds range from 28-33 knots. The Beaufort Scale defines land conditions in high winds as "*whole trees in motion; inconvenience felt when walking against the wind.*"

3.5.2 Daily monitoring will be undertaken by a member of site personnel who is trained in this procedure.

3.5.3 The results of the visual assessment and comments on the meteorological conditions will be recorded in the Daily Dust Log (Appendix B) and will be reviewed by the Site Manager (or a nominated deputy). Cemex will maintain a record of the Daily Dust Conditions Log and will be referred to in the event of a complaint (as detailed in Table 8).

3.5.4 Monitoring will be undertaken during the operating hours detailed in Section 2.7. Cemex do not propose to make any arrangements to monitor dust outside operating hours as it's considered that the risk of dust will be low during this period.

3.5.5 In the event that visible dust or high winds are identified through daily monitoring, the following actions will be undertaken.

**Table 6: Action Plan for Visible Dust or High Wind Speeds**

| | Action | Person responsible for ensuring action is carried out | Timescale for action completion |
|---|---|---|---|
| 1 | The Site Manager (or a nominated deputy) will be notified and will make the appropriate managerial staff and site operatives aware.<br><br>In the event that visible dust is identified from daily monitoring, the Site Manager (or a nominated deputy) will review site operations to establish if the site can be identified as the source of the dust.<br><br>In the event that high wind speeds are observed, the Site Manager (or a nominated deputy) will proceed to implement remedial action(s) that are detailed in Step 2. | Site Manager (or a nominated deputy).. | Within one working day of observing visible dust or high wind speeds. |
| 2 | If the visible dust can be directly related to the site or high wind speeds are observed, remedial action will be undertaken and may include the following depending on the source: -<br><br>• Employ water bowser to dampen areas or equipment that may be generating dust;<br>• Employ a road sweeper to clean the site entrance and access road that may be affected;<br>• Reduce Vehicle speeds to 5mph; | Site Manager (or a nominated deputy). | Within one working day of observing visible dust or high wind speeds. |

| | | | |
|---|---|---|---|
| | • Reduce/limit waste deliveries to and from the site; and,<br>• Reduce/limit waste treatment activities that present a high risk to dust emissions. | | |
| 3 | A follow up visual assessment will be undertaken off site on the local road network for any visible dust. | Site Manager (or a nominated deputy). | Within one working day of implementing remedial measure(s). |
| 4 | If visible dust is not identified, the Site Manager (or a nominated deputy) will ensure that any action taken, and the effectiveness of that action is documented and a record will be maintained. | Site Manager (or a nominated deputy). | Within one working day of implementing remedial measure(s). |
| 5 | In the event that visible dust is identified following the implementation of remedial action(s), operations on site will cease and the EA will be informed. | Site Manager (or a nominated deputy). | Within one working day of implementing remedial measure(s). |

# 4.0 REPORTING AND COMPLAINTS PROCEDURE

## 4.1 PURPOSE OF COMPLAINTS PROCEDURE

4.1.1 A DMP should show how the operator will respond to complaints. Any complaints should be investigated promptly, and appropriate remedial action should be taken. The complainant and anyone else likely to be affect should be informed of any action taken in response to the complaint.

4.1.2 A procedure has been developed (see Table 8 below) to ensure that complaints will be handled by Cemex appropriately and consistently and to reassure the EA and the public that any of their concerns will be acknowledged and acted upon where appropriate. The procedure will be reviewed on an annual basis or in the event of any significant dust issues.

## 4.2 COMPLAINTS REPORTING ROUTE

4.2.1 In order to ensure that members of the public are easily able to report any complaints relating to dust emissions from the site, there will be a display board at the site entrance which details the site name, the permit number, the EA's contact details and Cemex's contact details. By providing contact details for the EA as well as the operator, this ensures that the member of public can report their complaint and be confident that it will be received by the appropriate party even if they feel uncomfortable discussing directly with the operator.

## 4.3 COMPLAINTS RECORDS

4.3.1 Auditable records will be kept of any complaints made and the investigations undertaken. This will provide an ongoing record of the causes incidents which will enable Cemex to identify any patterns which would prompt a review in dust management procedures and control measures.

4.3.2 The Site Manager or an appropriately trained operator will review the DMP once a year, in light of any complaints or issues that have been identified during the previous year. Should any control measures be shown to be failing or should a need for further control measures be identified, new controls will be agreed and implemented in an updated DMP.

## 4.4 COMMUNITY ENGAGEMENT

4.4.1 Cemex will be undertaking regular community liaison group meetings with any interested local parties and any issues with dust can be raised at that time.

**Figure 2: Reporting Route**

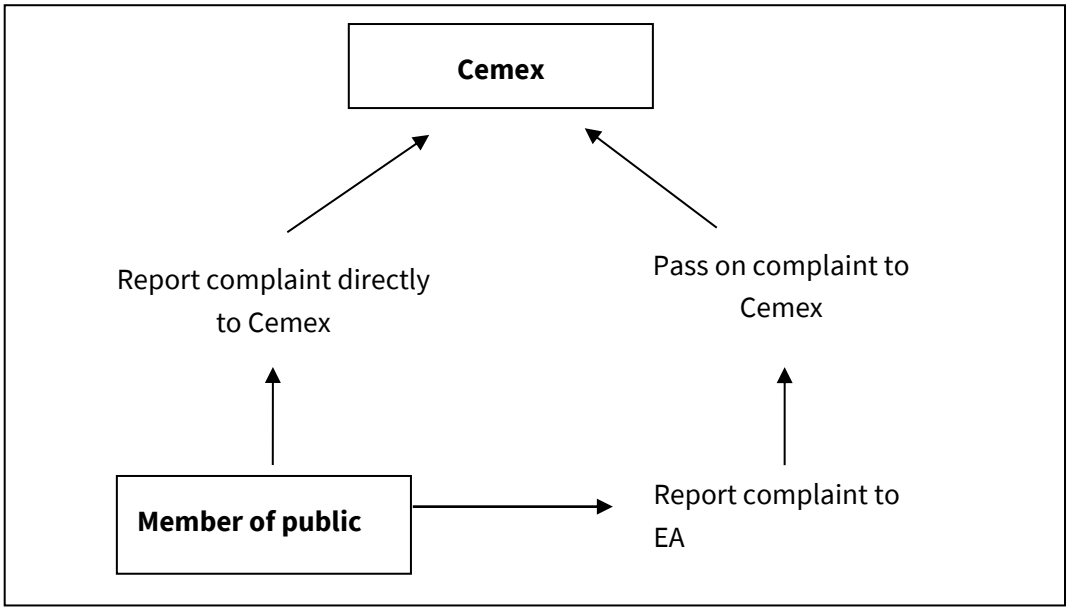



**Table 7: Complaints Procedure**

| | Action | Person responsible for ensuring action is carried out | Timescale for Action Completion |
|---|---|---|---|
| 1. | The Site Manager (or a nominated deputy) will be notified of the complaint and will make the appropriate managerial staff and site operatives aware of the complaint.<br><br>The EA will also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report sheet (Appendix C). | Site Manager or appropriately trained operator. | Within two working days of receipt of the complaint. |
| 2. | The complaint will be investigated by: -<br><br>a) Checking the monitoring records to see whether the complaint corresponds to the monitoring records;<br><br>b) Checking the Site Diary and waste acceptance records to see if any particularly dusty waste was accepted; and,<br><br>c) Checking the Site Diary to see whether the complaint corresponds to any operational issues at the site.<br><br>If the cause of the complaint is established, it will be recorded within the Complaint Record Sheet (Appendix C). If no particular cause is identifiable, then this will also be recorded. | Site Manager or appropriately trained operator. | Within one working day of receipt of the complaint. |
| 3. | If more than one complaint is received about a particular incident, and the cause has not been established, then the frequency of visual dust monitoring will be increased to establish the cause of the complaint. | Site Manager or appropriately trained operator. | Within one working day of receipt of the complaints. |

| | | | |
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| 4. | The Site Manager (or a nominated deputy) will instigate any necessary reviews of procedures and will implement any required changes. | Site Manager or appropriately trained operator. | Within seven working days of receipt of the complaint. |
| 5. | Following the corrective action(s) have been implemented, the complainant and the Environment Agency will be informed. | Site Manager or appropriately trained operator. | Within seven working days of receipt of the complaint. |
| 6. | A follow up audit on the corrective actions implemented shall be undertaken to ensure the complaint is not made again in the future and that the preventive procedure is effective. | Site Manager or appropriately trained operator. | Within two weeks of corrective action(s) being implemented. |
| 7. | Once the follow up audit has been completed, the Site Manager will ensure that the complaint and any action taken, and the effectiveness of that action are recorded in the Environmental Management System.<br>This record shall also note any amendments to procedures, both environmental and health & safety, which may be required following the investigation. The record shall be kept in the site office at all times or if it is an electronic record it will be accessible from the site. | Site Manager or appropriately trained operator. | Within two weeks of receipt of corrective action(s) being implemented. |

# DRAWINGS

CEM/B031732/PER/01 – Environmental Permit Boundary

CEM/B031732/REC/01 – Receptor Plan

CEM/B031732/LAY/01 - Site Layout Plan

# APPENDIX A – PROPOSED WASTE TYPES

**Table A1: Waste Types**

| EWC Code | Description | Restriction |
|---|---|---|
| **01** | **WASTE RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS** | |
| **01 04** | **Wastes from physical and chemical processing of non-metafillerous minerals** | |
| 01 04 08 | Waste gravel and crushed rocks other than those mentioned in 04 04 06 | |
| 01 04 09 | Waste sand and clay | |
| 01 04 13 | Wastes from stone cutting and sawing other than those mentioned in 01 04 07 | |
| **10** | **WASTES FROM THERMAL PROCESSES** | |
| **10 12** | **Wastes from manufacture of ceramic goods, bricks, tiles and construction products** | |
| 10 12 08 | Waste ceramics, brick, tiles and construction products (after thermal processing) | |
| **17** | **CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)** | |
| **17 01** | **Concrete, bricks, tiles and ceramics** | |
| 17 01 01 | Concrete | Selected C&D waste only |
| 17 01 02 | Bricks | Selected C&D waste only |
| 17 01 03 | Tiles and ceramics | Selected C&D waste only |
| 17 01 07 | Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06 | Selected C&D waste only. Metal from reinforced concrete must have been removed. |
| **17 03** | **Bituminous mixtures, coal tar and tarred products** | |
| 17 03 02 | Bituminous mixtures other than those mentioned in 17 03 01 | |
| **17 05** | **Soil (including excavated soil from contaminated sites), stones and dredging spoil** | |
| 17 05 04 | Soil and stones other than those mentioned in 17 05 03 | Excluding topsoil, peat; excluding soil and stones from contaminated sites |
| 17 05 06 | Dredging spoil other than those mentioned in 17 05 05* | |
| 17 05 08 | Track ballast other than those mentioned in 17 05 07* | |
| **19** | **WASTES FROM WASTE MANAGEMENT FACILITIES, OFF-SITE WASTE WATER TREATMENT PLANTS AND THE PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION AND WATER FOR INDUSTRIAL USE** | |
| **19 12** | **Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified** | |
| 19 12 09 | Minerals only | Wastes from the treatment of waste aggregates that are otherwise naturally occurring minerals. Does not include fines from treatment |

| | | |
|---|---|---|
| | | of any non-hazardous waste or gypsum from recovered plasterboard. |
| **19 13** | **Wastes from soil and groundwater remediation** | |
| 19 13 02 | Solid wastes from soil remediation other than those mentioned in 19 13 01 | |
| **20** | **MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS** | |
| **20 02** | **Garden and park wastes (including cemetery waste)** | |
| 20 02 02 | Soil and stones | Only from garden and parks waste; excluding topsoil, peat. |

# APPENDIX B - DAILY CONDITIONS LOG

# Daily Conditions Log

| | |
|---|---|
| Date | |
| Name | |
| Monitoring Location(s) | |
| Observations | |
| Actions | |
| Signature | |

# APPENDIX C – COMPLAINTS FORM

# Complaints Conditions Log

| Dust complaint report form | Date: | Ref. No. |
|---|---|---|
| Name and address of complainant | | |
| Tel no. of complainant | | |
| Time and date of complaint | | |
| Date, time and duration of offending dust | | |
| Weather conditions (e.g., dry, rain, fog, snow) | | |
| Wind strength and direction (e.g., light, steady, strong, gusting) | | |
| Complainant's description of dust | | |
| Has complainant any other comments about the offending dust? | | |
| Any other previous known complaints relating to installation (all aspects, not just dust) | | |
| Any other relevant information | | |
| Potential dust sources that could give rise to the complaint | | |
| Operating conditions at the time offending dust occurred | | |
| Action taken: | | |
| Final outcome: | | |
| Form completed by | Signed | |