

NOISE & VIBRATION MANAGEMENT PLAN

41 Ashton Vale Rd, Bristol BS3 2HW

ETM Recycling Ltd

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Waste, Planning & Environmental Consultants



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1.3	01/03/2021	TB	CB	Document Issue
1.4	09/08/2021	TB	CP	Document split into separate NIA and NVMP as per EA request

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1 Introduction

1.1 Site history / background

1.1.1 Oaktree Environmental Ltd have been instructed by ETM Recycling Ltd to prepare a Noise & Vibration Management Plan (NVMP) which will outline the methods by which ETM Recycling Ltd will assess and minimise the potential impacts of noise generated through the operation of the site situated at 41 Ashton Vale Rd, Bristol BS3 2HW.

1.1.2 Reference should be made to the accompanying Noise Impact Assessment (NIA) as per BS4142:2014 with specific mitigation and good practice measures derived from this assessment used to inform the Subsequent Noise & Vibration Management Plan (NVMP). These mitigation measures will be put in place by the management of ETM Recycling Ltd.

1.1.3 The site is a Household, commercial & industrial waste transfer station with treatment and operate Environmental Permit (EP) Ref. EPR/EP3794SH. This NVMP has been produced to accompany the following variations to the permit:

- i) Increase the annual throughput from 150,000 tonnes per annum (tpa) to 300,000 tpa.
- ii) Make a minor increase to the permit boundary
- iii) Be able to operate the site i.e. mechanical treatment plant and plant/machinery on a 24/7 basis.
- iv) Update the wording of the second paragraph in Table S1.1; activities, to allow transfer and treatment of waste to take place outside of a building.

1.1.4 Contact details for Oaktree Environmental are as follows:

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1.2 **Site location**

1.2.1 The site is located on Land at 41 Ashton Vale Rd, Bristol BS3 2HW as shown on Drawing Nos. AVR/2369/01 & 02. The national grid reference for the site is ST 56367 71194.

1.2.2 The site is located within a predominantly industrial setting with surrounding land uses comprising; the existing ETM Recycling Ltd site, civil engineering contractors, several vehicle repair and recovery workshops as well as numerous units which are used for a variety of commercial/industrial uses.

1.3 **Facility overview**

1.3.1 The permit boundary is outlined in green on Drawing No. AVR/2369/02. All references to 'the site' in this document shall mean this area and the associated infrastructure, plant and equipment.

1.3.2 The recycling centre allows for the reception, storage, sorting and treatment (using fixed and mobile plant) of household, industrial and commercial (HIC) waste to permit recycling and recovery. Recycled/recovered materials include hardcore, wood, plastics, paper/card, scrap metal, etc. Non-recyclable general wastes are bulked up and sent to an appropriately permitted site for disposal or further recovery. Waste treatment processes which can be carried out on site are summarised below:

- Compacting (by loading shovel/360° excavator)
- Sorting (with loading shovel/360° excavator or by hand)
- Screening (by using appropriate mechanical screening plant and equipment)
- Separation (by using appropriate mechanical screening plant and equipment)
- Shredding (by using appropriate plant and equipment)
- Baling (by using appropriate plant and equipment)
- Magnetic separation of ferrous metals
- Cutting (using hand-held equipment)
- Blending (by loading shovel / 360° tracked excavator and trommel)

1.4 **Proposed Hours of operation**

- 1.4.1 It is proposed that the site is to operate 24/7 which includes manoeuvring of plant and vehicles, loading and unloading of wastes and the operation of the treatment plant.

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. AVR/2369/04. 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.

Table 2.1 – Distances to Selected, Representative Sensitive Locations

Boundary	Receptor	Approximate distance from site boundary (m)
West	David Lloyd Bristol Long Ashton (Gym and Leisure Centre)	5
North	Ashton Park School and associated playing fields	200
North	Residential dwellings off Blackmoors Lane	245
South	Residential dwellings off Silbury Road	285
South	Residential dwellings off Fraynes Close	300
South	Ashton Drive	540

2.2.2 For full details of the existing noise level at these locations as well as a subjective assessment of the existing noise climate, reference should be made to the accompanying NIA.

2.3 Other noise sources

2.3.1 The site is located within an established industrial estate with numerous surrounding commercial/industrial uses. Other land uses which will contribute to the background noise level are tabulated below in the Table below.

Table 2.2 – Other Noise Emitting Operators

Company	Address	Type of Business	Approximate distance from site boundary (m)
Bristol City Timber	39 Ashton Vale Rd, Bristol BS3 2HW	Timber merchant	Adjacent
David Lloyd Bristol Long Ashton	Ashton Rd, Bristol BS3 2HB	Large gym and sports centre including external playing pitches and pool	5m west
Manheim Bristol Auctions	Ashton Vale Rd, Ashton Vale, Bristol BS3 2AZ	Auction house	15m south
Flynn Ltd	54 Ashton Vale Rd, Bristol BS3 2HQ	Civil engineering yard	20m north
Masters Garage	54 Ashton Vale Rd, Bristol BS3 2HQ	Vehicle repair	25m north
Simbars Ltd	46 Ashton Vale Rd, Bristol BS3 2HQ	Manufacturer	30m north
Avdon Bristol	Longbrook Trading Estate, Ashton Vale Rd, Bristol BS3 2HT	Manufacturer	50m east
Avonline Networks	42 Ashton Vale Rd, Bristol BS3 2HQ	Network build and construction (depot/yard)	50m northeast
Cutline Glass	Unit 4, Longbrook Trading Estate, Ashton Vale Rd, Bristol BS3 2HT	Stained glass manufacturer	100m northeast
Babcock International	Coventry House, Ashton Vale Rd, Bristol, BS3 2HQ	Repair and goods inwards yard	100m northeast
EMF metal fabrications	42 Ashton Vale Rd, Bristol BS3 2HQ	Metal fabricators	125m northeast
Long Ashton Park & Ride	Bristol BS3 2HB	Park and ride serving Bristol area	275m south and west

2.3.2 Additional noise emitting operators are also located within 200-750m including additional warehouses, manufacturers, builders yards, car and transit centres and Ashton Gate Stadium and associated sports bar.

3 Noise Management and Controls

3.1 Noise Sensitive Receptors

3.1.1 As discussed previously, the site lies within an industrial / residential setting with the nearest noise sensitive residential receptors located between 280-285m from the site boundary.

3.1.2 The proposed operation and layout of the site has been planned in order to contain all the required operations and activities within the site including the recent construction of the acoustic screen and open fronted waste building, thus limiting the impacts from noise on the above receptors.

3.1.3 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.

3.2 Noise Sources

3.2.1 It is considered the most significant noise activities with regards to noise levels would comprise the operation of the treatment plant, movement/sorting of wastes, tipping of wastes and loading of HGVs.

3.2.2 It is considered that the treatment plant is the noisiest activity associated the site, this is located externally but is surrounded by concrete walls and fencing to a total height of approximately 8.0m which provides significant noise attenuation, as per Drawing No. AVR/2369/03. It is considered due to the assessment in the previous sections, the impact associated with activities would be identified as low.

3.2.3 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 8.1.

3.3 **Noise Management Table**

- 3.3.1 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.
- 3.3.2 In addition to the existing controls in this NVMP, the complaints procedure further discussed in Section 9 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.

Table 8.1 – Noise Management Table

Source(s)	Receptor(s)	Consequences	Probability of noise disturbance	Remedial Action/ Recommendations/ Comments	Assessment Outcome following actions / recommendations
HGVs travelling to and from the site for delivery/collection of products	As detailed on Sensitive Receptors Plan	Noise pollution	Low	<p>Site management will aim to ensure that vehicle movements are spread out evenly throughout the day.</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 ETM Recycling 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 vehicles associated with the site be fitted with white noise reversing alarms Engines to be switched off when not in use.</p>	Very low
Vehicles tipping waste deliveries into the waste reception areas	As detailed on Sensitive Receptors Plan	Noise pollution	Low	<p>The waste tipping areas are located within bays and surrounded by concrete perimeter walls which will offer acoustic screening.</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 ETM Recycling 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
Loading of waste into mechanical treatment plant using (i.e. telehandler/ 360° excavator)	As detailed on Sensitive Receptors Plan	Noise pollution	Med	<p>Drop heights will be kept to a minimum in order to reduce the produced levels of noise / vibration</p> <p>Management will ensure that all loading plant operated by ETM Recycling Ltd is functioning suitably i.e. moving parts to be regularly lubricated.</p> <p>The main plant treatment area is located at the furthest point from the closest residential receptors and is also screened by acoustic walls/portal framed 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>	Low
Operation the of the mechanical treatment plan	As detailed on Sensitive Receptors Plan	Noise pollution	Med	<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>Drop heights into the loading conveyor will be reduced to a minimum.</p> <p>The main sections of the treatment plant are bounded by insulated cladding in order to reduce noise emissions from the plant.</p> <p>The treatment plan is situated externally, and surrounded by acoustic walls, thus reducing the noise levels associated with this activity.</p> <p>The plant shall adhere to the hours specified in Section 1.4.</p>	Low
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>The loading areas are surrounded by concrete perimeter walls which will offer acoustic screening.</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

Source(s)	Receptor(s)	Consequences	Probability of noise disturbance	Remedial Action/ Recommendations/ Comments	Assessment Outcome following actions / recommendations
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 ETM Recycling Ltd are functioning suitable i.e. vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated.</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
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>Repairs will be undertaken outside of the permitted area.</p> <p>In the event of major repair work being undertaken which is likely to cause significant noise and disruption, neighbouring residents and the EA will be notified in advance.</p>	Very Low / Negligible

3.4 **Monitoring and recording**

- 3.4.1 **Assessment** - 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 out while the site is operational should it be observed that unacceptable levels of noise are being emitted from the site.
- 3.4.2 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.
- 3.4.3 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.
- 3.4.4 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.

3.5 **Monitoring**

- 3.5.1 Operational staff will continuously monitor noise emissions whilst the treatment 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.
- 3.5.2 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.

3.6 **Emergencies**

3.6.1 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.

4 Actions when complaints are received

4.1 Complaints procedure

4.1.1 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).

4.1.2 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.

4.1.3 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.

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

4.1.5 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.

4.2 **Complaints recording**

- 4.2.1 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

4.3 **Key responsibilities**

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

Table 4.1 – Key Responsibilities

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

5 Training

5.1 Training regime

5.1.1 All employees and sub-contractors of ETM Recycling Ltd involved with potentially noisy operations will receive training in noise and vibration monitoring and complaint reporting.

5.1.2 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.

5.1.3 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.

5.2 Vehicle / plant preventative maintenance training

5.2.1 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.

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

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

5.3 Liaison with neighbours

5.3.1 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.

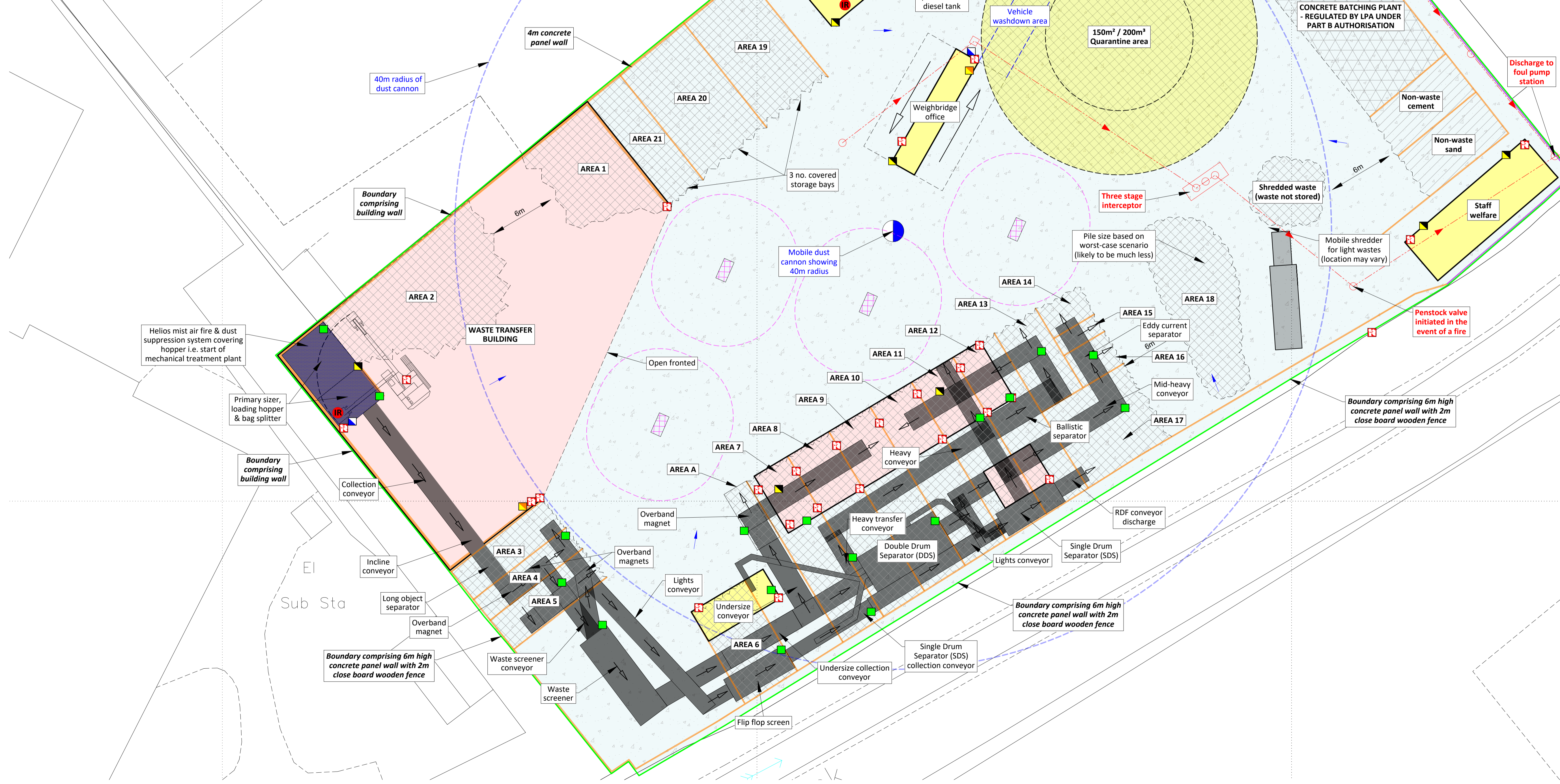
- 5.3.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally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

Appendix I

Drawings

Plan Ref	Description	Storage type	Containment	Height / width of firewall (m)	Max Width (m)	Max Length (m)	Height (m)	Max area (m2)	Conversion factor used	Volume (m3)	Tonnage (approx.)	Max duration of storage
AREA 1	Over-size / sorted waste i.e. mattresses	Unprocessed	Free-standing (partly contained) inside concrete block storage bay	3.0 / 0.3	12.5	9	3	112.5	0.666	225	74	<12 hours
AREA 2	Main waste reception and initial sorting area	Unprocessed	As above	As above	11	18	3	198	0.666	396	119	<12 hours
AREA 3	Metals	Sorted by overband magnet	Free standing pile / 3 sided concrete panel storage bay	As above	4.5	11	3	49.5	0.666	99	65	<12 hours
AREA 4	Metals	Sorted by overband magnet	As above	As above	3.5	11	2	38.5	0.666	51	62	<12 hours
AREA 5	Residual (non-recyclable) waste	Sorted (by screen)	As above	As above	4.5	11	3	49.5	0.666	99	33	<12 hours
AREA 6	Trommel fines	Sorted (by screen)	As above	As above	4.5	11	3	49.5	0.666	99	33	<12 hours
AREA A	Metal skip	Sorted by overband magnet	As above	As above	6.1	2.44	2.62	15	1	39	25-30	<12 hours
AREA 7	Residual (non-recyclable) waste	Sorted (by screen and hand-picked)	As above	As above	4.5	17.5	3	78.75	0.666	157	52	<12 hours
AREA 8	Clean wood	As above	As above	As above	4.5	17.5	3	78.75	0.666	157	79	<12 hours
AREA 9	Hardcore	Sorted (by screen, ballistic separator and hand-picked)	As above	As above	4.5	17.5	3	78.75	0.666	157	189	<12 hours
AREA 10	Clean wood	As above	As above	As above	4.5	17.5	3	78.75	0.666	157	79	<12 hours
AREA 11	Dirty wood	As above	As above	As above	4.5	17.5	3	78.75	0.666	157	79	<12 hours
AREA 12	Residual (non-recyclable) waste	As above	As above	As above	4.5	17.5	3	78.75	0.666	157	52	<12 hours
AREA 13	Ballistic fines	As above	As above	As above	4.5	9	3	40.5	0.666	81	27	<12 hours
AREA 14	Ferrous metals	Mechanical separation via eddy current	As above	As above	5	3.5	3	17.5	0.666	35	35	<12 hours
AREA 15	Eddy current	Mechanical separation via eddy current	As above	As above	2	3.5	3	7	0.666	14	14	<12 hours
AREA 16	Clean stone	Mechanical separation via eddy current	As above	As above	5	3.5	3	17.5	0.666	35	35	<12 hours
AREA 17	Refuse derived fuel (RDF) - light mixed waste	Mechanical separation via eddy current	As above	As above	9	8.5	3	76.5	0.666	153	51	<12 hours
AREA 18	Refuse derived fuel (RDF) - light mixed waste	Mechanical separation via eddy current	As above	As above	17.5	8	3	100	0.5	150	50	<12 hours
AREA 19	Plasterboard	Hand sorted or by grab	As above	As above	4	12.5	3	50	0.666	100	50	<12 hours
AREA 20	Soils (inert)	Hand sorted or by grab	Free-standing inside concrete storage bay	3.0 / 0.2	8	12.5	3	100	0.666	200	240	<12 hours
AREA 21	Stone/minerals	Hand sorted or by grab	Free-standing inside concrete storage bay	3.0 / 0.2	8	12.5	3	100	0.666	200	240	<12 hours

Conversion factors for waste piles are worked out using the following methods set out by the Environment Agency:
 Conversion of 0.66 for materials stored within containers, area of storage in stackable containers and waste/bale stacks
 Conversion of 0.66 for waste stored within a bay
 Conversion of 0.33 for waste stored in a free-standing stockpile
 For areas containing skips, conversion is calculated by volume of each skip x number of skips



NOTES
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Rev	Date	Init	Description
-	05.12.17	CP	Initial Drawing
A	06.02.18	CP	EA comments
B	01.02.21	CP	New draft
C	08.03.21	CP	Client comments/submission

- Key:**
- Permit boundary
 - Waste storage areas
 - Temporary waste storage areas
 - Out-of-hours mobile plant storage
 - Hazardous fluid storage (double banded tanks)
 - Quarantine area
 - Hardstanding surface
 - Waste storage and treatment building
 - Other buildings (offices, etc.)
 - Unsurfaced / vegetated areas (tree covered)
 - Mains water point
 - Spill kit & containment kits
 - Fire water containment equipment
 - Fire fighting equipment (extinguishers, etc.)
 - Access routes for emergency vehicles
 - Fire alarms including break glass and horns
 - Surface water fall direction
 - U-channel drain
 - Underground drainage (foul)
 - Manhole
 - Gully
 - Plant /electrics shut off
 - Fire assembly point
 - Fire doors / escapes
 - CCTV cameras (indicative)
 - Emergency services box
 - 0.3m wide concrete panel wall (height varies)
 - 0.2m wide concrete panel wall (height varies)
 - 0.15m high concrete kerb
 - Fire hydrants
 - Infra red / heat detection camera and
 - Proposed wind sock

Oaktree Environmental Ltd
 Waste, Planning and Environmental Consultants



DRAWING TITLE
 SITE LAYOUT & FIRE PLAN

CLIENT
 ETM Recycling Ltd

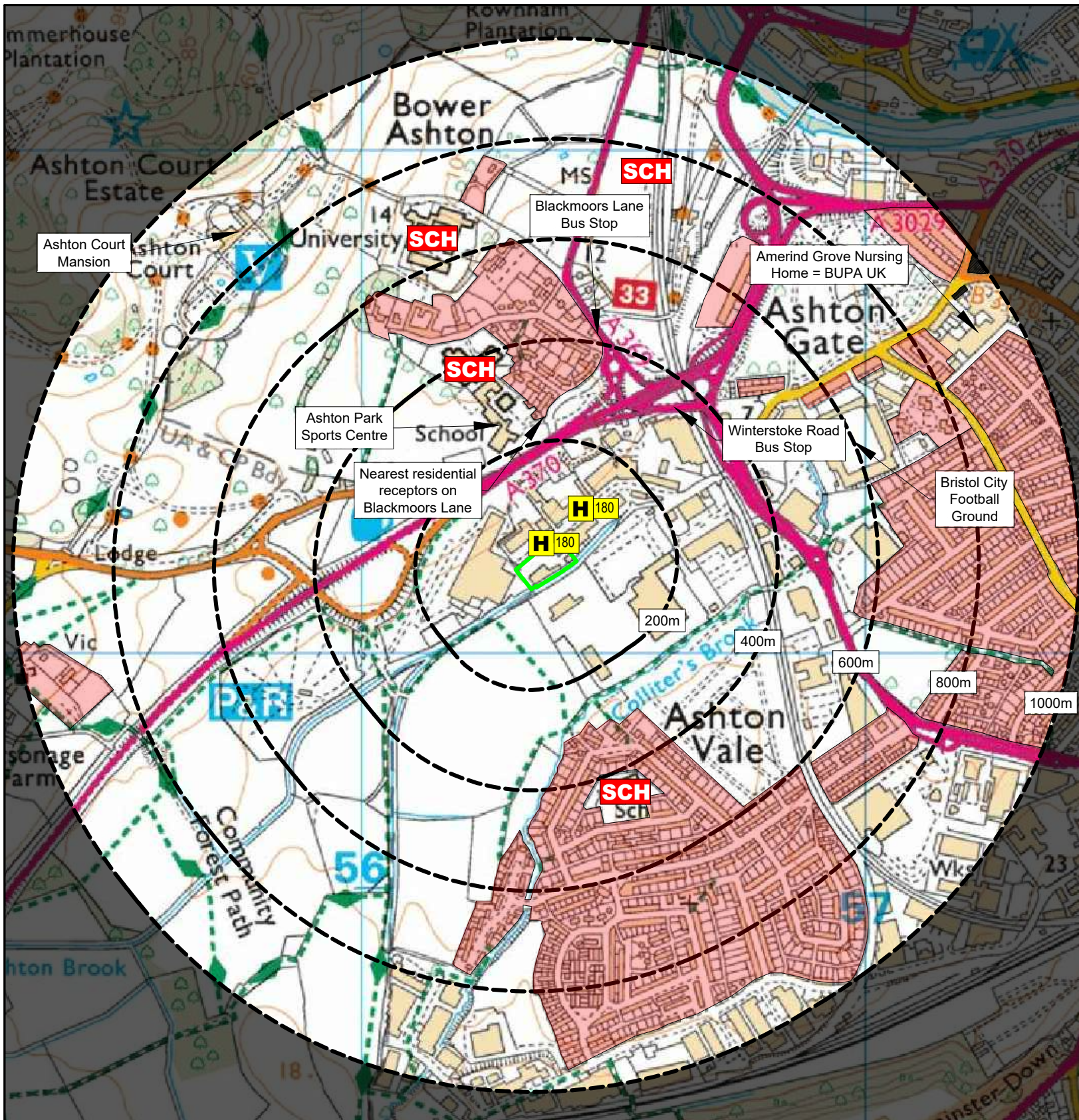
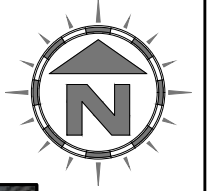
PROJECT/SITE
 41 Ashton Vale Road, Ashton Bristol BS3 2HW

SCALE @ A1 1:200 **JOB NO** 005 **CLIENT NO** 2369

DRAWING NUMBER AVR/2369/03 **REV** C **STATUS** Issued

DRAWN CP **CHECKED** - **DATE** 08.03.21

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

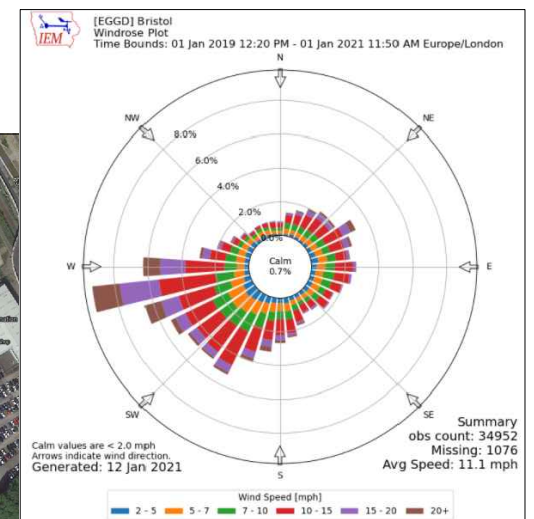


KEY:

- Permit boundary
- Surface water body (river / stream / pond / pool / lake)
- Residential blocks / workplaces
- Woodland habitats
- H 180 Fire hydrant & water main size (mm)
- Mixture of retail, commercial, industrial & recreational premises
- Mixture of A, B, C roads
- Railway line
- SCH Schools

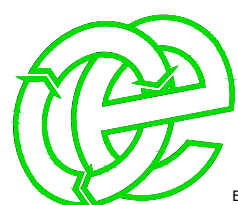


Google capture showing adjacent sites (not to scale)



Compass Wind Rose for Bristol (EGGD) Period 2019-2021

Scale Bar (1:10,000)



Oaktree Environmental Ltd
Waste Management and Environmental Consultants
 Lime House, Road Two,
 Winsford Industrial Estate
 Winsford, Cheshire CW7 3QZ
 Tel: 01606 558833
 E-mail: sales@oaktree-environmental.co.uk

Client:	ETM Recycling Ltd		
Site:	ETM Recycling Facility, 41 Ashton Vale Road, Ashton Bristol BS3 2HR		
NGR:	ST 56367 71194		
Date:	08 March 2021	Printed At:	A3
Scale:	1:10,000	Revision:	A
Client No:	2369	Job No:	005
		Drawn By:	CP
		Checked:	

Notes:

- (1) Drawing is for indication only.
- (2) Wind rose data shows the prevailing wind direction to be blowing from the WSW towards the ENE.

Revision Details:

Rev:	Description:	Date:
-	Initial drawing	30/11/17
A	Variation copy	08/03/21

Title: RECEPTOR PLAN
 Drawing No: AVR/2369/04

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	