Freighter House

Chelmsford City Council

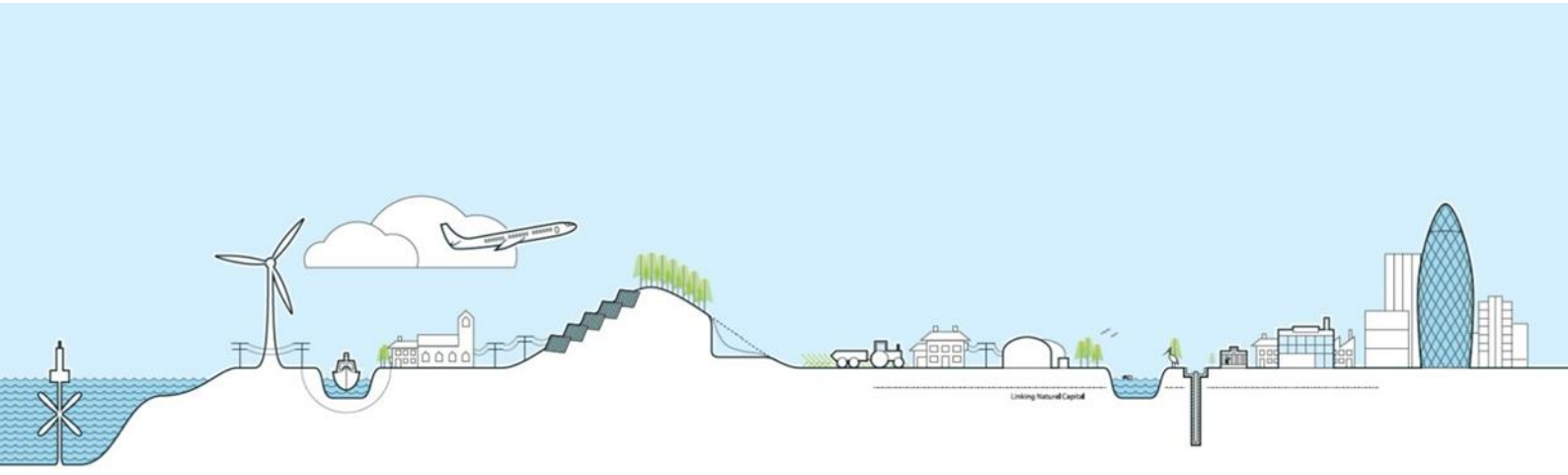
Environmental Permit Application

Odour Management Plan

June 2025

Prepared By

aardvark
environment matters



Project Quality Control Sheet

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1 Introduction

This Odour Management Plan (OMP) has been prepared for the Freighter House Depot, operated by Chelmsford City Council. The OMP has been drafted using the provided Environment Agency Odour Management Plan Template Final V2 05/05/2021.

1.1 Site Description

This Odour Management Plan (OMP) has been prepared for the Freighter House Depot, operated by Chelmsford City Council.

The site's main purpose is to store street sweepings and litter, fly-tipped material (non-hazardous), WEEE, fly tipped gas cylinders and tyres. The site also aggregates dry recyclable material (cans, glass, paper, plastics) into bales for onward treatment.

The site is located within the Springfield Business Park, located on the outskirts of Chelmsford, approximately 3.5km to the north-east of the town centre. The site is located adjacent to the Council Recycling Centre and a Premier Inn. There are a number of rural areas to the north and east of the site. Please see the Site Location Plan provided in Appendix 1.

The A138 runs parallel to the north-western boundary, just beyond the fence line. The A12 runs in a northerly and southerly direction, around 150m beyond the eastern site boundary. The site is accessed via Drovers Way.

1.2 Objectives of the Odour Management Plan

In accordance with the Environment Agency's H4 Guidance[1], an OMP should be designed to.:-

- Employ appropriate methods, including monitoring and contingencies, to control and minimise odour pollution;
- Prevent unacceptable odour pollution at all times; and
- Reduce the risk of odour releasing incidents or accidents by anticipating them and planning accordingly.

An effective OMP should consider the sources of odour associated with the relevant process, how odour may be released as a result of activities taking place and what the related impacts might be. The OMP should demonstrate the competence and commitment of the operator to controlling these potential odour releases, through a range of measures.

It should also be noted that an OMP is a working document which requires continuous review and, where necessary, revision. This document will be updated as required and reviewed as a minimum every 4 years. The OMP forms part of the sites overall EMS and forms part of the induction and periodic training for all staff. The sites Technically Competent Manager (TCM) and operations manager are responsible for ensuring the OMP is updated and the necessary training is given to staff.

[1] How to comply (publishing.service.gov.uk)

2 Receptors

2.1 Sensitive Receptors

The red line on the Figure 1 below shows the 1km radius from the site, the inner red line shows the approximate site location. Corresponding table

- Residential property around 150m east, marked in blue.
- To the south and north-east bordering the site are industrial areas, marked in purple.
- To the east of the site are two leisure areas; a hotel 400m east and at 700m is a house which seems to hold events.
- 450m to the north Quarry.
- Agricultural land and greenspace is found to the north of the site.

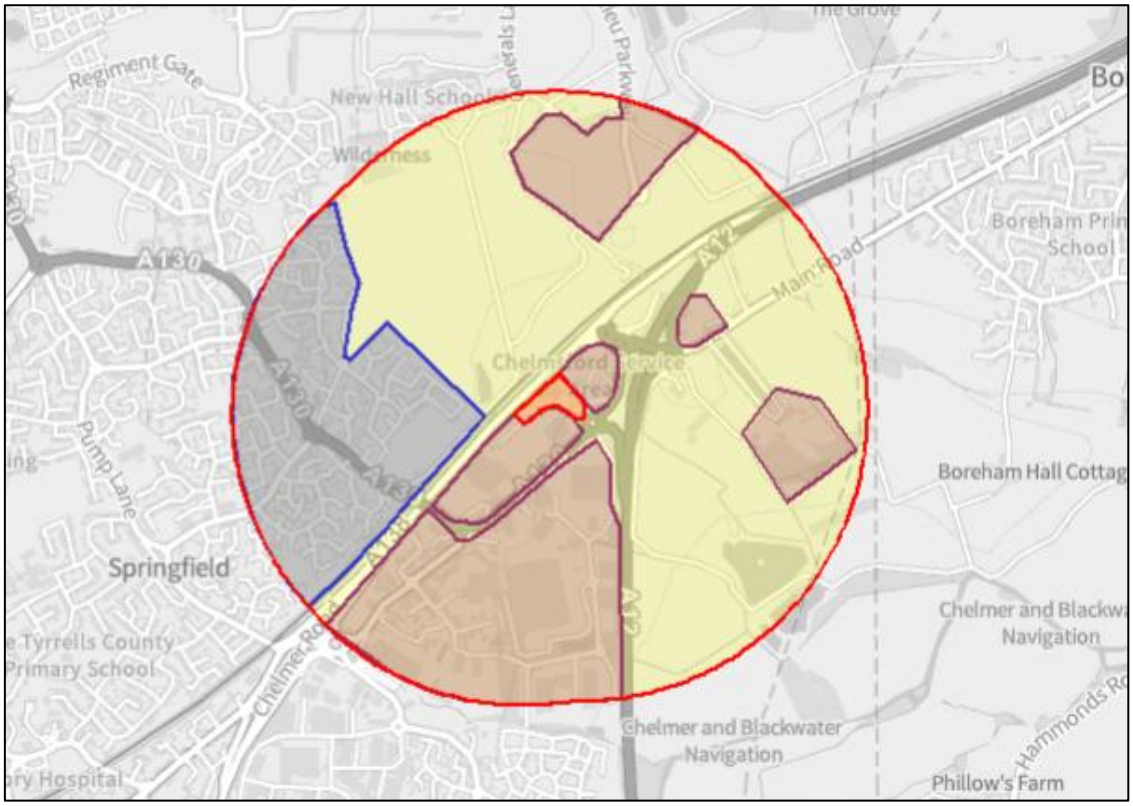


Figure 1. Sensitive receptor locations

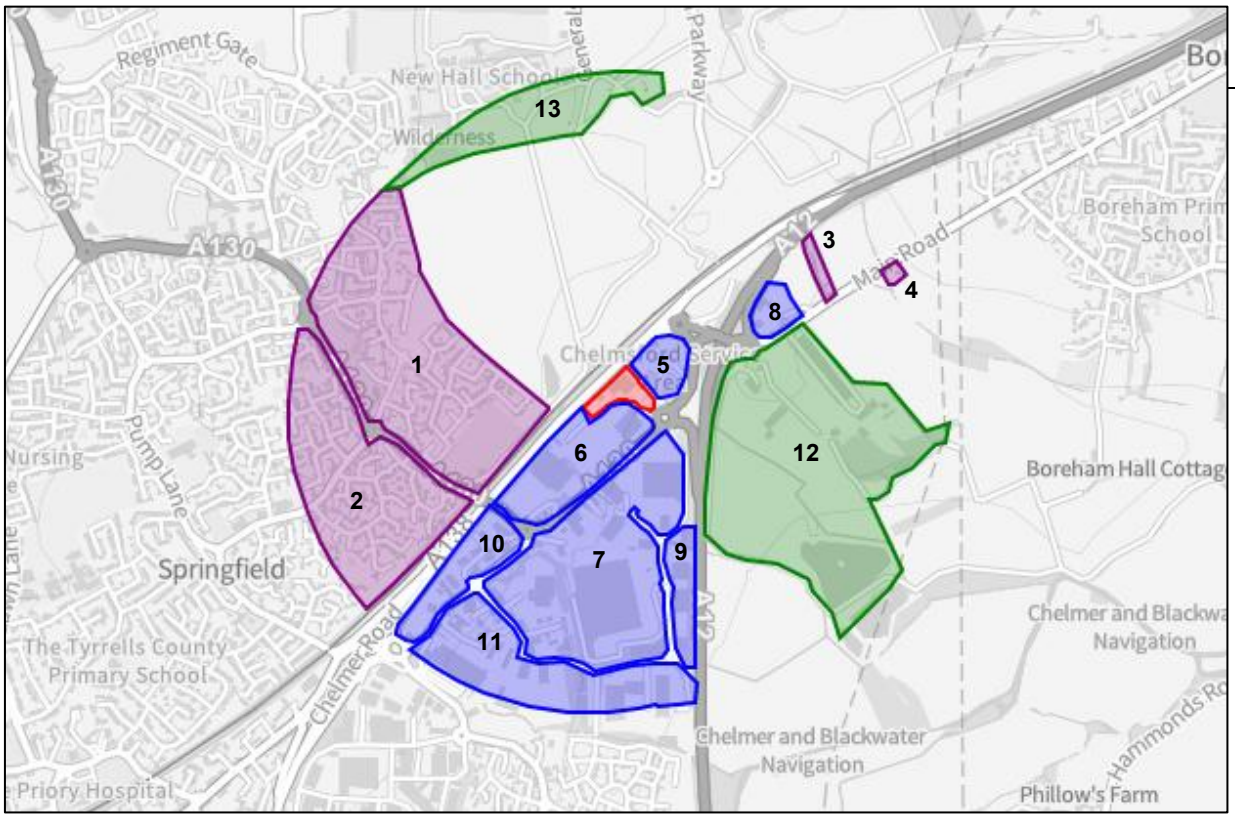


Figure 2: Receptor type

Figure 2 above and Table 1 below provide further details on the receptor types, location and distance from the site within a 1km radius of the site.

2.2 Receptor list

Receptor reference	Land use	Direction and distance from the site boundary.	Sensitivity to odour
1	Housing estate	121m west	High
2	Housing estate	500m west	High
3	Small cluster of houses	700m north-east	High
4	Small cluster of houses	900m north-east	High
5	Boreham services; Premier Inn, BP Garage, McDonalds	Bordering site to north-east	Medium
6	Industrial estate: Aston Barclay and Council Recycling Centre	Bordering site to the south	Medium
7	Industrial estate: Royal Mail Centre, Aldi Distribution Warehouse,	100m south	Medium
8	Premier Inn, Eatery etc.	410m north-east	High
9	Industrial estate: Parcelforce, Edmundson electrical etc.	410m south	Medium
10	Industrial estate: Toyota, Essex Highways etc.	450m south-west	Medium
11	Industrial estate: B&Q, DPD etc.	850m south	Medium
12	Boreham House and Car Boot	200m south-east	Low
13	School and nursey	920m north-west	High

Table 1: Location of Sensitive Receptors

2.3 Wind rose and source of weather data

Figure 3 below shows the wind rose for the site, the predominate wind direction is from the south-south west and the south west. When considering the location of the site in relation to the sensitive receptors as listed in the section 2.1 above, the majority of the receptors are located to the south and south west of the site. Should there be an instance of odour arising from onsite activities it is unlikely that the sensitive receptors would be impacted. The wind rose below has been developed using WindPro using data from New European Wind Atlas, between the dates of 1 Jan 2009 - 31 Dec 2018 and shows the frequency (%) of the wind direction at 100m and 200m above ground level.

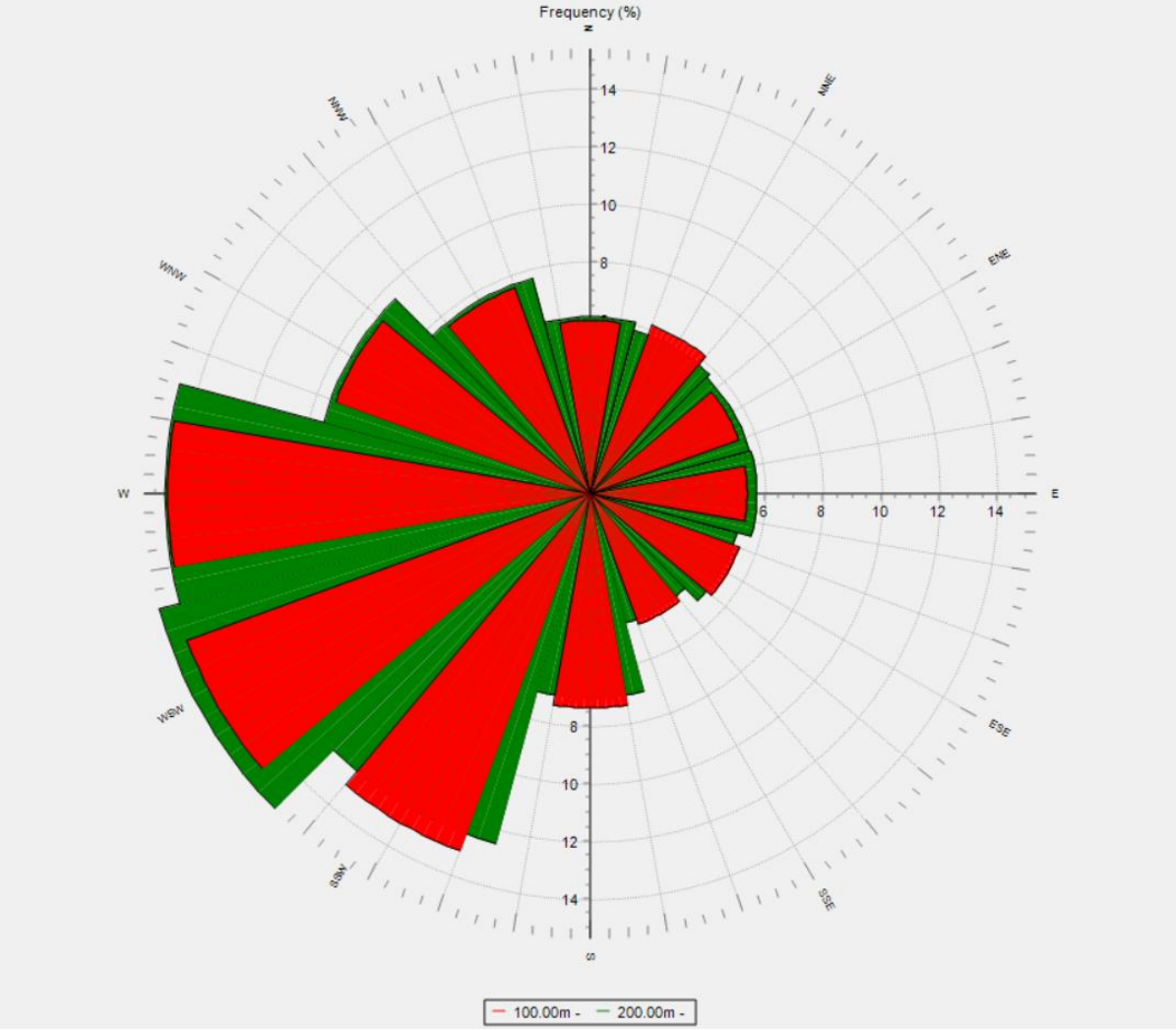


Figure 3: Chelmsford Wind Rose

3 Sources of odour and site processes

3.1 Odorous materials entering and leaving site

All materials are delivered to site by Chelmsford City Council vehicles or by approved contractors, there is no public access to the site. Freighter House operates Monday to Friday from 06:00 to 17:00. Weekend hours vary with reduced working staff. Weekend operations are limited to only fly tipped wastes and litter bin wastes arriving on site, these are it tipped at the top of the depot in Bay 1. Other weekend ad hoc work takes place when low staffing levels prevent regular operations during the week. No other waste movements are carried out during the weekend. On weekdays, commercial waste collection vehicles depart the depot promptly at 06:00. Kerbside domestic collection crews begin leaving from 06:30 onwards and recycling vehicles from 07:00. Operations within the Materials Recovery Facility (MRF) do not commence until 07:00

On weekdays, commercial waste collection vehicles depart the depot promptly at 06:00. Kerbside domestic collection crews begin leaving from 06:30 onwards.

Deliveries and removal of wastes are made throughout the day to maintain safe access and ensure clear vehicle movement through the depot during this busy early period, hauliers are requested not to arrive at the site before 07:30 or after 12:00pm (midday). Outside of these times, active vehicle movements within the yard are restricted to prevent obstruction to access routes that may present potential safety risks.

This structured schedule helps manage traffic flow, reduce congestion, and support safe operations across the site.

Deliveries of waste to site consist of street sweepings, fly tipped waste and materials generated through household waste collections. Some of the recyclable fraction of the collected waste is processed on-site at the Materials Sorting Facility (MSF) and bulked up prior to removal. The remainder of the material is temporarily stored in dedicated bays until it is collected by Essex County Council for the next stage of its recycling and/or disposal.

Waste arrive on site by either council refuse lorries, council street sweeping vehicles or via caged tipper lorries. Glass, paper, plastic and cans arrive to the site via refuse lorries. Glass and cans long with small WEEE arrive in segregated refuse lorries with paper and plastic arriving is separate segregated refuse lorries. Street sweepings arrive to site in enclosed street sweeping vehicles, with larger WEEE and bulky items arriving via caged tipper lorries.

It is not excepted that any loads will be odorous given the nature of the wastes accepted on site. All loads are checked at the weighbridge to ensure they conform to the waste accepted on site. In the event non-conforming wastes arrive on site incidents will be reported to the site manager and a record kept of the incident. The rejected waste will either be returned to the party who supplied the waste or sent to a suitable site. Only dry materials associated with street sweepings are accepted on site, gully wastes which are wetter by nature and like to contain decomposing materials are not permitted at the site. Likewise all WEEE such as refrigerators is checked before collection to ensure it is clear of food or putrescible material.

3.2 Overview of odorous processes and emissions

Table 2 provides a summary of the waste that is accepted on site and the duration it is on site for. The storage location for each waste type can be seen within Figure 3, above. No liquid wastes are accepted on site. The types of waste that are accepted at the site are inherently low risk with very little potential

for odour emissions. To reduce the risk of wastes generating odours, the volumes of waste accepted and stored on site are relatively small and removed from site relatively quickly.

The majority of the wastes are stored outside in segregated bays, metal tins and plastic wastes are stored outside in dedicated bays before being transferred to the MSF (mixed sorting facility) where they are screened and baled. Once baled the wastes are stored outside within dedicated bays awaiting offsite removal.

The MSF is an opened sided building as such there is no separate ventilation system, in addition there is no facility to treat any air streams arising from the MSF building.

3.3 Odorous materials

Odorous and potentially odorous material (any solid, liquid or gas)	Odour potential High Risk / Medium Risk / Low Risk	Maximum quantity on site at any given day	Maximum time held on site (hours or days)	Location of odorous materials on site	Additional comments
Street Sweepings	Medium	100 tonnes	5 days	Bay 1 – open bay	Damp gutter material is not accepted Waste is collected by CCC staff and vehicles, it is then transported to site where it is loaded into storage bay 1.
WEEE	Low	5 tonnes	1 month	Bay 2 – open bay	Waste is collected by CCC staff and vehicles (only if any food or putrescible matter has been removed) and transported to the site. They are loaded into bay 2, large items stored on the floor of the bay and smaller items placed in cages supplied by the contractor. Collections are completed on a regular schedule with additional collections if cage capacity is reached.
Tyres	Low	5 tonnes	2 months	Tyre container	Waste is collected by CCC staff and vehicles. Once they reach site they are transported directly to the 20m³ container. Collections are completed on a regular schedule with additional collections if the container exceeds 75% full.
Paper recyclates	Low	100m^3	7 days	Bay 4 – covered bay Outside	Waste is collected by CCC staff and vehicles and transported to the site where it is placed into storage bay 4 (covered). Paper is collected for recycling daily.

Odorous and potentially odorous material (any solid, liquid or gas)	Odour potential High Risk / Medium Risk / Low Risk	Maximum quantity on site at any given day	Maximum time held on site (hours or days)	Location of odorous materials on site	Additional comments
Plastic recyclates	Medium	100m^3	14 days	Bay 5 – covered bay Outside	Waste is collected by CCC staff and vehicles and transported to the site where it is placed into bay 5 (covered). The plastic is then transferred straight to the MSF or bay 9 where it is sorted and then bailed. Once bailed the waste is stored in the MSF ready for collection.
Plastic bales	Medium	60m^3	14 days	Material Sorting Facility	
Glass recyclates	Medium	100m^3	7 days	Bay 6 – open bay	Waste is collected by CCC staff and vehicles and transported to the site where it is placed into bays 6 and 7. Collections are completed on a regular schedule with additional collections if waste measures over the 100m^3 maximum storage capacity.
		100m^3		Bay 7 – open bay	
Metal recyclates	Low	100m^3	14 days	Bay 8 – open bay	Waste is collected by CCC staff and vehicles and transported to the site where it is placed into bay 8. The metal cans are then transferred to bay 9 to await infeed into the MSF. Post MSF the bales are stored within Storage bay 10.
Metal recyclate bales	Low	100m^3	14 days	Bay 10 – open bay	Post processed bales are stored awaiting offsite removal
Scrap Metal	Low	40m^3	2 months	Skip	Any scrap metal is placed into the scrap metal skip, this is removed once 75% full at the site supervisors request.

Odorous and potentially odorous material (any solid, liquid or gas)	Odour potential High Risk / Medium Risk / Low Risk	Maximum quantity on site at any given day	Maximum time held on site (hours or days)	Location of odorous materials on site	Additional comments
Textiles	Low	14m^3	2 months	Container	Waste is collected by CCC staff and vehicles and transported to the site where it is placed within the textiles bays.
Orphan Gas Bottles	NA	70m^3/ 100 units within locked enclosure	2 months	C1 Storage	Gas cylinder are taken to site and sorted into the appropriate storage area (C1, C2, C3, C4, C5). The site supervisor will arrange collection when required. This is requested when the storage areas are approximately 75% full. It is important each gas cylinder is sorted so it can be placed in the correct storage area and collected by a suitable contractor.
Non-LPG bottles	NA		2 months	C2 Storage	
LPG Bottles	NA		2 months	C3 Storage	
Oxygen Bottles	NA		2 months	C4 storage	
Acetylene Bottles	NA		2 months	C5 Storage	

Table 2: Summary of materials stored on site

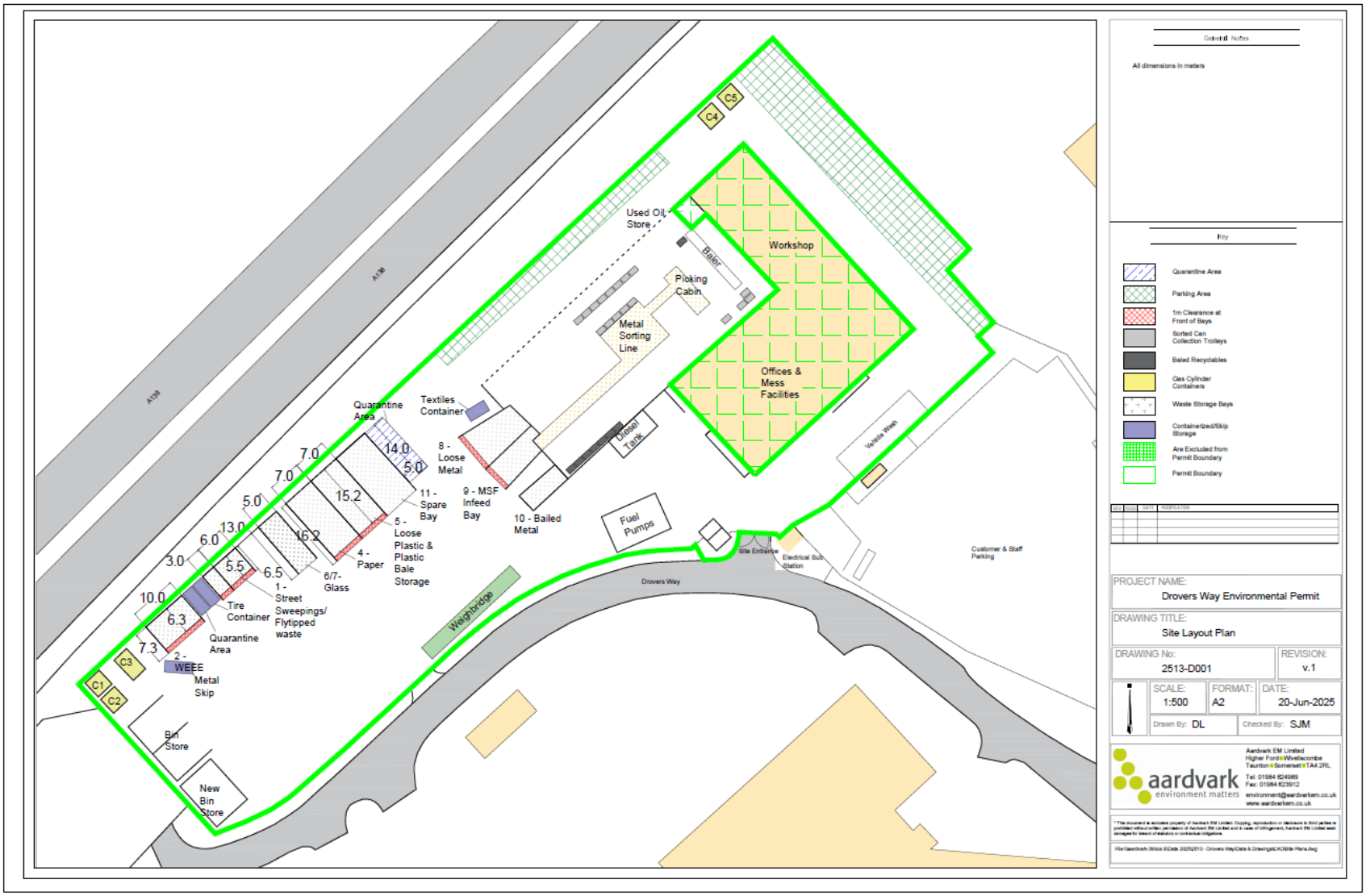


Figure 4: Site layout plan showing the storage bays locations

4 Control measures and process monitoring

4.1.1 Introduction

This section sets out the control measures/operational procedures that will be put in place at the site in order to reduce the potential for odour releases and associated nuisance for local residents. In addition, a risk assessment has been undertaken to consider the effectiveness of these measures and procedures. Table 3, drawn from the relevant Environment Agency guidance, sets out the measures and procedures to be put in place, as well as the residual risk of odour nuisance, during normal operational practices.

The risk assessment indicates that the residual risk of odour nuisance should not be significant, provided that the management procedures are correctly implemented.

4.1.2 Odour Risk Assessment and Management Plan

Hazard	Receptor	Pathway	Risk Management	Probability of exposure	Consequence	What is the overall risk?
Running cars/site vehicles	Residential and commercial properties in the vicinity	Air	Physical Control Procedures: • Encourage vehicles to switch off engines when not in use (signs in place on site for the public, part of protocol for site staff), • Regularly inspect all on-site vehicles to ensure they are all in good working order. Procedural/Managerial Control Measures: • Ensure site inspections are completed regularly, • Log any maintenance undertaken on site vehicles and undertake all scheduled maintenance.	Unlikely	Odour annoyance	Not significant if management is effective
Rejected site waste, temporarily stored on site	Residential and commercial properties in the vicinity	Air	Physical Control Procedures: • Stored in a separate quarantine cage, away from other waste, • Arrangements made for disposal of items, • If it poses a risk to humans or the environment, the sites emergency procedures will be enacted and the site may be closed as appropriate. Procedural/Managerial Control Measures: • Full records kept of all incidents, • Fire service and the EA will be contacted as appropriate.	Unlikely	Odour Annoyance	Not significant if management is effective
Drainage system	Residential and commercial properties in the vicinity	Air	Physical Control Procedures • Drainage system will be checked regularly to ensure there are no blockages, • Drainage system will be flushed with water during dry periods. Procedural/Managerial Control measures • Ensure regular inspections are completed	Unlikely	Odour Annoyance	Not significant if management is effective
Escaped waste build-up around the site	Residential and commercial properties in the vicinity	Air	Physical Control Procedures: • Waste will be regularly removed from site, in line with processes outlined in the site working plan, • Fill lines on bays will be regularly monitored to avoid overflow/build-up of waste, • Any build-up of waste around containers will be cleared up swiftly. Procedural/Managerial Control Measures: • Ensure regular inspections are completed.	Unlikely	Odour Annoyance	Not significant if management is effective
High temperatures in bays	Residential and commercial properties in the vicinity	Air	Physical Control Procedures: • Canopy placed over open skips/containers, • Regular temperature checks are completed.. Procedural/Managerial Control Measures: • Ensure regular inspections are completed.	Unlikely	Odour annoyance	Not significant if management is effective

Hazard	Receptor	Pathway	Risk Management	Probability of exposure	Consequence	What is the overall risk?
Food and putrescible matter inside WEEE products	Residential and commercial properties in the vicinity	Air	Physical Control procedures: • Maximum storage time for this waste will be 1 month, • Any food and putrescible matter is removed from WEEE products before reaching the site, • Any WEEE items causing odour will be inspected and mitigation measures put in place, • Any WEEE items causing odour will be removed from site as soon as practicable, • Sniff tests undertaken regularly to determine level of odour. Procedural/Managerial Control Measures: • Ensure regular inspections of accepted WEEE products are completed.	Unlikely	Odour annoyance	Not significant if management is effective
Food and putrescible matter mixed into general mixed waste bags	Residential and commercial properties in the vicinity	Air	Physical Control procedures: • Maximum storage time for this waste will be 5 days, • Any general waste items causing odour will be inspected and mitigation measures put in place, • Any mixed bag waste causing odour will be removed from site as soon as practicable, • Sniff tests undertaken regularly to determine level of odour. Procedural/Managerial Control Measures: • Ensure regular inspections of fly-tipped and street sweeping waste are completed. • Keep accurate records of waste acceptance.	Unlikely	Odour annoyance	Not significant if management is effective
Odorous material contained within street sweeping material	Residential and commercial properties in the vicinity	Air	Physical Control procedures: • Maximum storage time for this waste will be 5 days, • Any street sweeping material causing odour will be inspected and mitigation measures put in place, • Any odorous street sweeping material will be removed from site as soon as practicable, • Sniff tests undertaken regularly to determine level of odour. Procedural/Managerial Control Measures: • Ensure regular inspections of fly-tipped and street sweeping waste are completed. • Keep accurate records of waste acceptance.	Unlikely	Odour annoyance	Not significant if management is effective

Table 3: Odour Risk and Management Plan

4.2 Repairs Maintenance and Monitoring

4.2.1 Monitoring

There are no expected regular odour emissions points located at the site, however the following precautions have been taken to ensure odour does not become an issue.

The site will be supervised by an approved supervisor (holding the appropriate certificates of technical competence). Waste management operatives will be on site during operational hours, with 2 operatives actively working on site during this time. The waste management operatives will be trained on the requirements of Environmental permits/waste management licenses, including odour management mitigation and monitoring to be undertaken on site.

This includes:

- Site operatives regularly completing sniff testing around the general site area and site boundaries for any out of the ordinary levels of odour,
- Any incidents of raised odour will be recorded in the site diary, including information surrounding; the source of the odour, mitigation to diminish future occurrence of odour and monitoring of the odours source to ensure problem does not persist,
- If an odour issue persists, additional action as required will be taken to ensure the issue is tackled. This could include third party monitoring, installation of enclosed containers for any offensive waste repeatedly entering the site,
- There will be a monitored complaints line for members of the public and local businesses (all complaints made to the line will be investigated and recorded),
- Waste types brought to site will be monitored by site operatives, any waste types not included in the accepted waste list will be rejected from the site, rejected wastes may be temporarily stored on site if necessary. If they possible they will be stored within the enclosed, lockable quarantine container,
- During periods of hot weather, waste piles will be checked regularly, and a shorter turnaround time can be arranged to reduce waste sitting on site.

4.2.2 Daily Housekeeping Schedule

During each working day the site manager or an appropriately trained member of staff will undertake a brief walkover survey(s) to ensure that the site is being maintained and works carried out in accordance with the standards described within this document. This will ensure site procedure is followed throughout the day and that staff are able to record and address any odour issues within the same working day that they occur.

The site housekeeping schedule format is provided below:

Week Commencing:							
Housekeeping schedule daily tasks Inspected Items (to be initialled by person completing the checks):-	**Mon**	**Tues**	**Wed**	**Thurs**	**Fri**	**Sat**	**Sun**
A record of any instances of high levels of odour and any odour suppression measures utilised are to be recorded in the site dairy.							
• Visual inspection of site cleanliness has been completed, including; • No litter and waste collecting in the site fencing, • No litter and waste blowing around the site, • All empty bays are washed down whenever possible.							
Spot checks of waste types entering the site have been completed, to ensure only accepted waste codes are being brought in.							
• Visual inspection and records of waste containment has been completed, including; • Length of time the waste has been at the site, • Approximate amount of waste contained within each bay, • Temperature checks have been completed on bays, • No visible evidence can be seen of waste entering the incorrect bay.							
Record of any abnormal weather conditions, current and predicted, (i.e. high wind, heavy rainfall, or prolonged period of drought which could give rise to odour emissions) to be made in the site dairy.							
• The site is in good physical condition, including: • All areas of hardstanding are in a good condition with no cracks or damage, • All bays and containment are in good condition and suitable for containment of waste, • The drainage system has been checked to make sure water is flowing freely through the system (no blockages).							
Any abnormal levels of odour encountered during the daily Odour check.							

Table 4: Odour Specific Daily Housekeeping Checklist

4.2.3 Daily Odour Check

As part of the daily site checks, odour monitoring will be undertaken by site operatives, where possible the assessment will be undertaken by office personal who aren't desensitised to odour. The operative will take note of any odours at a minimum of 5 locations on and around the site, locations are as follows:

- M1 - Near to the street sweeping/fly-tipped waste and WEEE bay,
- M2 - Near to the MSF infeed storage area,
- M3 – The north-east corner of the site,
- M4 – At the entrance of the site car parking area,
- M5 – Located Drovers way, to the south of the sites odorous activities.

At each of the locations, the operator will conduct a sniff test to determine whether the levels of odour are as expected, if there is a higher level of odour than expected the location of the odour will be noted within the daily housekeeping checklist and the odour investigated. The sniff test will be carried out in accordance with the H4 guidance document.

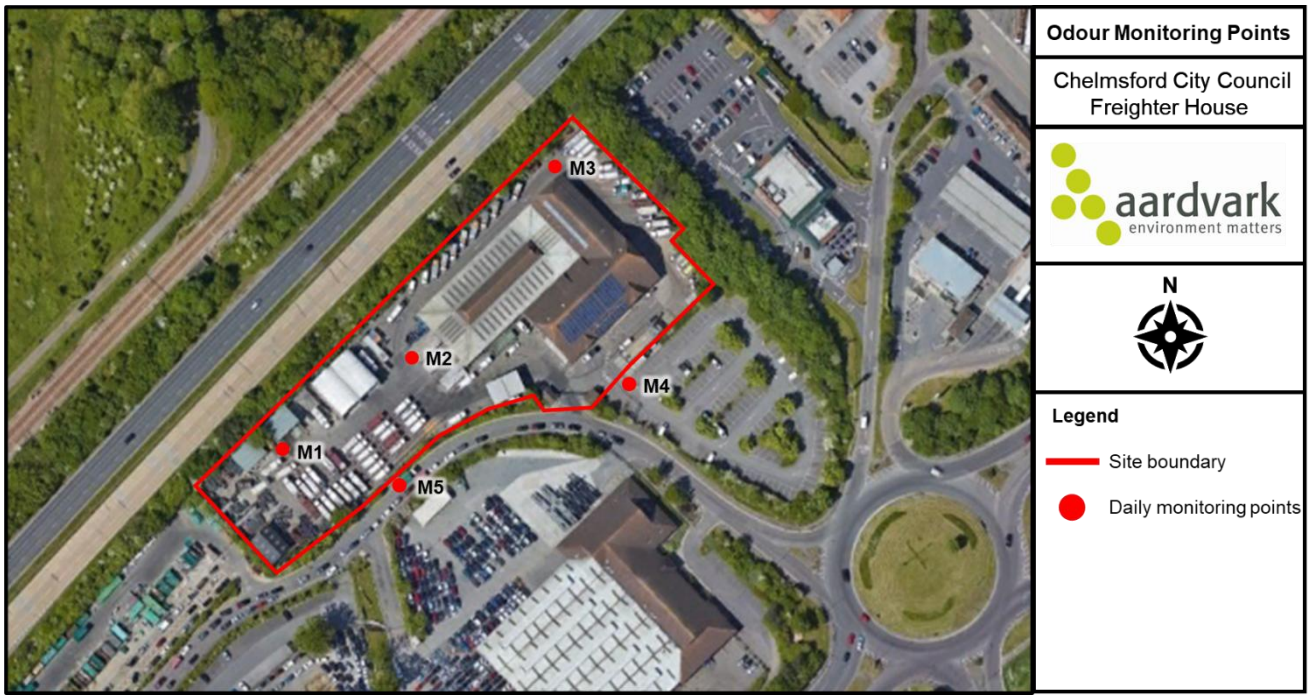


Figure 5: Odour Monitoring Points

5 Odour Reporting

5.1 Odour Investigation

Once an odour incident has been reported or discovered on site, the site manager or team leader will conduct a site investigation. Site investigation conclusions will be summarised in the site diary for future reference. The following points should be noted:

- The source of the odour,
- Odour prevention strategies already in place,
- Additional strategies which could be employed,
- Weather conditions when odour was reported or discovered.

Once an investigation has taken place and a strategy to address the odour implemented, frequent monitoring of the location of odour should be undertaken to ensure any odour reducing strategies have been effective. If there is no change, another strategy can be trialled until the level of odour is reduced.

5.2 Predicting Odour Incidents

5.2.1 Weather Conditions

Weather forecasts will be used to aid decision making on site, for example when warm conditions are predicted, site activities can be tailored to minimise the likelihood of odour generation.

The site operatives will check current and predicted weather conditions on a daily basis utilising a weather forecasting website. This allows operatives to action odour minimising techniques and plan for future weather conditions. Daily site conditions will be noted in the site diary, future predictions will also be noted and monitored if these conditions are likely to become an issue.

The team leader or site manager will assess the weather conditions and amend site activities to minimise the arising of odour. Should conditions on site become severe enough that odour cannot be mitigated, site activities will be suspended until these conditions subside.

Wind conditions will be monitored using internet forecasts to aid decision making with regard to the risk of dust impacts and appropriate mitigation. The predominant wind direct is south-westerly, see Figure 3.

5.3 Odour Mitigation methods

If odour is becoming an issue on site, the following methods may be utilised to reduce the level and spread of odour:

- Odorous waste will be taken off site when identified to be causing a nuisance beyond the site,
- The maximum time waste will stay at the site can be reduced,
- Accepted wastes on site can be adapted to reduce the amount of odorous materials,
- Waste within bays can be mixed utilising the sites material handler,
- Surface treatments can be utilised,
- Misting systems could be installed.

When a mitigation method is introduced at the site a mitigation plan will be drawn up which will identify the source and cause of the odour and how the mitigation method intends to reduce the odour. The mitigation plan will utilise continued monitoring to identify whether the mitigation method implemented has been successful.

Mitigation methods will continue to be utilised until odour is no longer seen as an issue and mitigation is no longer required, according to the mitigation plan.

If mitigation is introduced to the site and does not have an impact on the odour, further mitigation methods will be trialled until an effective mitigation is found.

5.4 Complaints

5.4.1 Complaint(s) Received During an Odour Event

The following actions will be undertaken if a complaint is registered by a member of the public whilst the problem is still occurring.

1	Complaint registered by a member of the public.
2	Identify source of odour emissions on site and mitigate as soon as practicable.
3	If mitigation ineffective, cease operations until activity can be undertaken without significant odour emissions.
4	Complete odour event reporting in log book, including record of meteorological conditions (including wind speed, wind direction and recent rainfall patterns).
5	If odour complaints continue – investigate further mitigation methods that can be applied to the operation or activity.
6	Maintain correspondence with complainant and inform of actions taken. A response will be issued within 5 working days of receipt.
7	Senior management will review all complaints and their responses as part of a monthly review of the site log book.
8	If a number of complaints are received during an odour event they will be marked as urgent, everything will be done to minimise the effects of the odour event and the matter will be escalated with senior management.

Table 5: Odour Event Action Plan

5.4.2 Compliant(s) Received Post Odour Event

The following actions will be undertaken in response to a complaint by a member of public after an odour event has occurred.

1	Complaint received by a member of the public via Odour Event Complaints Form.
2	Investigate operations and weather conditions at the time of the event to identify the source of odour emissions.
3	Complete odour event reporting in log book.
4	Ensure complaint is reviewed by senior management.
5	Implement odour mitigation measures reduce potential for repeat episode.
6	If odour complaints continue – investigate further mitigation methods that can be applied to the operation or activity.
7	Maintain correspondence with complainants and inform of actions taken. A response will be issued within 5 working days of receipt.
8	Senior management will review all complaints and their responses as part of a monthly review of the site log book.
9	If a number of complaints are received they will be marked as urgent, a thorough investigation into the cause of the odour event will be undertaken and the matter will be escalated with senior management.

Table 6: Post Odour Event Action Plan

5.4.3 Odour Event Complaints Form

Members of the public can file complaints via an emergency contact number which will be visibly displayed near to the site entrance.

When a complaint is received, the following form will be filled out by site operatives to ensure detailed records are noted for each complaint received. These records will then be investigated to ensure that the complaint can be accurately addressed and steps taken to further reduce the impact of odour on local sensitive receptors.

Odour Event Complaints Form	
Name	
Address	
Contact Number	
Location of compliant source, if not at above address	

Date of odour event (dd/mm/yyyy)	
Weather conditions	
Temperature	
Wind strength	
Wind direction	
Complainant's description of odour event	
Duration of odour event	
Any further comments relating to the odour	
Signed	
Current date (dd/mm/yyyy)	

Table 7: Odour event complaints form

5.5 Neighbourhood Engagement

The site is located within the Springfield Business Park, therefore the immediate vicinity of the site would not be considered particularly sensitive to odour.

The surrounding businesses include:

- A recycling centre,
- A number of automotive businesses,
- Supermarkets,
- Mail centres and depots etc.

To the south-west of the industrial estate is the area of Chelmsford, made up of residential areas and community services. Due to the close proximity of the site to the local community, it is important to engage with anyone who may be affected by the rise of odour from the site.

This could involve:

- Questionnaires frequently sent out to local businesses to ensure odour level is under control,
- A monitored complaints line to address any concerns from the local community,
- Site operations staff are to report any verbal complaints to site manager and make a note in the site dairy.

The Freighter House site wants to ensure open communication is achieved between site management, operatives and the local community. Continuing to work on being an active member of the community is likely to increase tolerance to odours as well as allowing locals to feel heard and involved with the sites activities.

5.6 Staff Competency and Training

The site will be supervised by an approved site manager who holds the relevant certificates of technical competence (CoTC). WAMITAB certificates will be held surrounding the management of hazardous and non-hazardous waste sites. The site manager will be contactable during the operational hours of the site to ensure that any issues can be resolved quickly, and the potential impacts mitigated.

Waste management operatives will carry out daily inspections to ensure the site is in good working order and unnecessary odour is avoided.

Site staff will receive regular training to ensure they know how to deal with any incidents of odour on site. When first working at the site they will undertake a toolbox talk to ensure they are aware of any issues related to odour. The odour management plan will be available in the sites main office at all times.

5.7 Pro-active odour monitoring

Section 4.2.3 above provides a detailed description of the pro-active monitoring that is undertaken at the site.

6 Abnormal Events

The following events may put pressure on the site, leading to an odour incident:

Abnormal event	Recovery Step
Staff not able to attend site	If the site is short staffed and remaining staff cannot correctly process waste arriving at the site, waste can be diverted to another facility.
Broken/damaged containment	Waste can be stored in the empty site bay or alternative containment until the bay or container can be repaired/replaced. If there is no suitable spare container/bay the waste can be transferred to an alternative site.
Waste diverted from another site	The site will still adhere to strict acceptance procedures. Only acceptable wastes will be taken in from another site and so odour should not become an issue.
Equipment breakdown	Critical parts for site equipment are store on site so critical repairs can be completed quickly. If a repair cannot be completed by site operatives, someone will be called to repair the broken equipment. If required any waste which may cause an issue of odour can be taken to an alternative site.
Site acceptance procedure not followed	Where the site acceptance procedure is not followed and an unacceptable waste enters the site, it can be stored within a quarantine bay until it can be taken to an appropriate facility for disposal.
Facility for rejected wastes cannot accept waste	The site has a list of suitable sites which can accept any rejected wastes, site operatives will contact these sites until one that can accept the waste is found.
Surface water flooding	If there is a flood on site, site operatives will located the source of the blockage and ensure it is cleared and flowing freely. If the issue is caused by an incident outside of the permitted site, the relevant authority will be contacted.
Fire	If a fire breaks out, site operatives will refer to the Fire Prevention Plan.

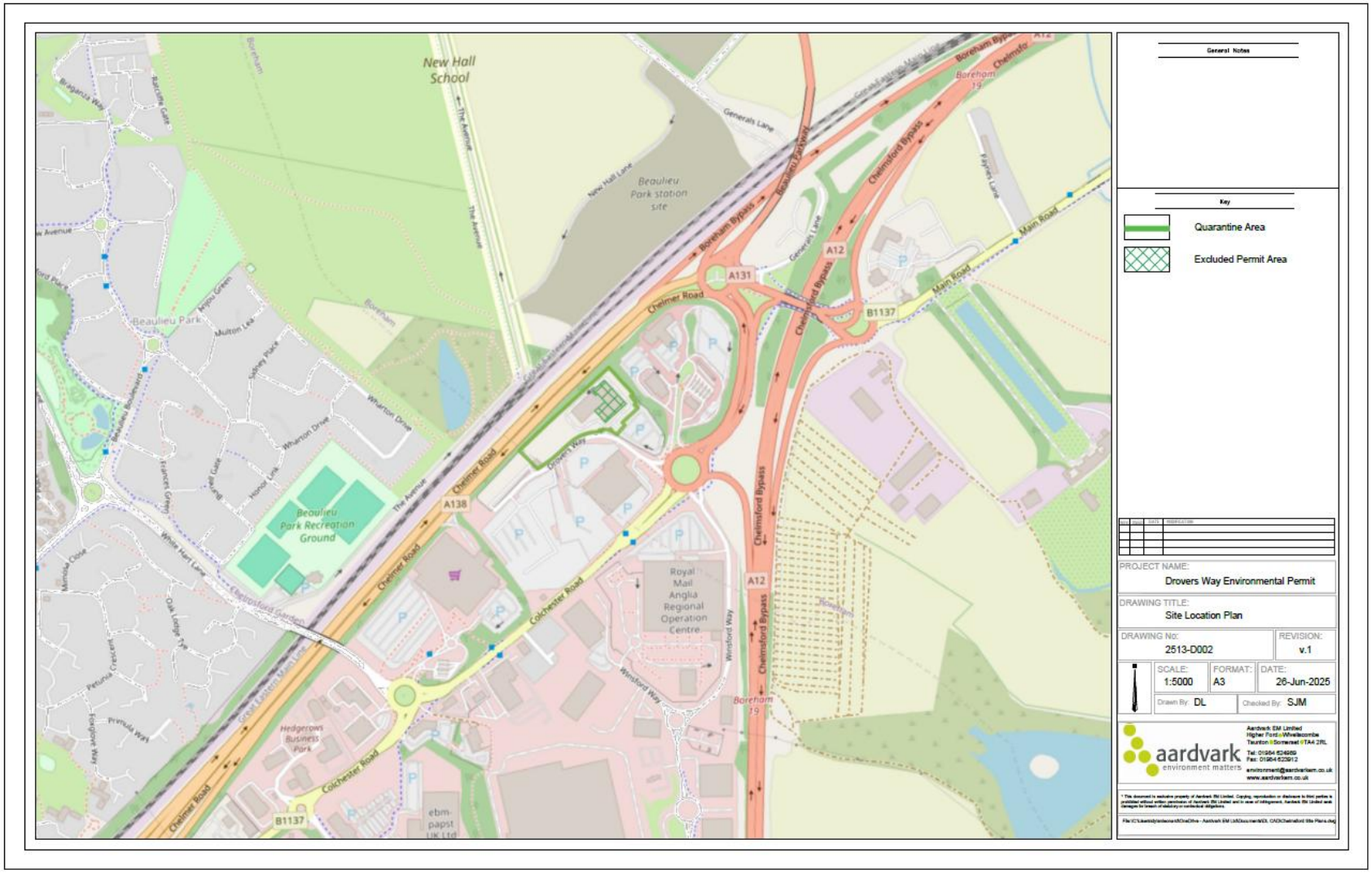
Table 8: Accidents and Incident Register

7 Summary and Conclusion

The site adheres to strict waste acceptance criteria, this initially takes place of the collection of waste from the kerbside. If wastes are contaminated with putrescible food or organic matter the items will not be collected. The main source of odour on site is considered to be related to street sweeping and fly-tipped waste and wastes collected from high-street bins as the site is unable to control what materials this will contain. To limit the impact of these wastes causing an odour issue , fly tipped waste will be inspected on arrival and held on site for a maximum of 5 days. Waste will be checked regularly for increased levels of odour. Mitigation measures are in place that if the wastes were to be the source of increased odour emissions these would be removed from site.

The odour management plan present in this report, comprising physical control measures combined with management procedures, is considered to reduce the risk of odour emissions so that odour nuisance is considered to not be significant.

Appendix 1 – Site Location Plan



Appendix 2 – Site Boundary Plan