

Odour Management Plan for Hubbard's Farm Poultry Unit

The nature of livestock farming means that preventing odour generation at source is rarely possible as animals are inherently odorous. However, there are many things that can be done, often at low cost, to minimise odour or to prevent it reaching neighbours.

The Environmental Risk Assessment submitted to apply for a permit for rearing broiler chickens identified sources of odour with moderate potential to cause annoyance, although no significant increase in odour is to be expected result of changing from rearing turkeys to broilers. Created and updated this odour management plan (OMP) to support the overall environmental management system in place. The overriding principle is to ensure day-to-day activities are carried out in accordance with the OMP so there is no reasonable cause for annoyance to people outside the installation boundary. No cause for annoyance is expected; the operator has no record or recollections of any odour concerns or complaints and will continue to foster good relations with neighbours.

Actions and contingency actions in this OMP are best available techniques (BAT) in accordance with Best Available Techniques (BAT) Reference Document 2017, Environment Agency (2010) EPR 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; Appendix 4 Odour management at intensive livestock installations, Environment Agency (2011) Additional guidance for H4 Odour Management: How to comply with your environmental permit (especially for monitoring and responding to complaints), and Environment Agency (2013) Poultry Industry Good Practice Checklist.

Identified sensitive receptors within 400m of the installation boundary (excluding a dwelling for a person in control of the installation) from a desk top study shown in Table 1 and Figure 1: -

Table 1. Hubbard's Farm Poultry Unit sensitive receptors within 400m

Nº	Receptor	Address	NGR	Direction	Distance from boundary metres
1	PROW	PROW (footpath), Shalford, Braintree, CM7 5EY	TL 7197 2801	NE	160
2	Residential	Shalford, Braintree, CM7 5EY	TL 7214 2796	ENE	250
3	Residential	Shalford, Braintree, CM7 5EY	TL 7214 2796	ENE	260
4	Residential	Shalford, Braintree, CM7 5EY	TL 7216 2798	ENE	275
5	Residential	Shalford, Braintree, CM7 5EY	TL 7216 2798	ENE	285
6	Residential	Shalford, Braintree, CM7 5EY	TL 7218 2798	ENE	305
7	Residential	Shalford, Braintree, CM7 5EY	TL 7219 2798	ENE	310
8	Residential	Shalford, Braintree, CM7 5EY	TL 2221 2799	ENE	335

9	Residential	Shalford, Braintree, CM7 5EY	TL 7222 2800	ENE	340
10	Residential	Church End, Shalford, Braintree, CM7 5EZ	TL 7220 2795	ENE	305
11	Residential	Church End, Shalford, Braintree, CM7 5EZ	TL 7222 2796	ENE	330
12	Residential	Church End, Shalford, Braintree, CM7 5EZ	TL 7222 2800	ENE	370
13	Residential	Church End, Shalford, Braintree, CM7 5EZ	TL 7228 2798	ENE	390
14	School	Primary School, Church End, Shalford, Braintree, CM7 5EZ	TL 7222 2802	ENE	350
15	Industrial	G.S.T Ltd, Shalford Green, Braintree, CM7 5AZ	TL 7184 2776	E	85
16	Residential	Church End, Shalford, Braintree, CM7 5HA	TL 7210 2788	E	205
17	Residential	Church End, Shalford, Braintree, CM7 5HA	TL 7211 2788	E	210
18	PROW	PROW (footpath), Church End, Shalford, Braintree, CM7 5HA	TL 7222 2781	E	330
19	Residential	Shalford, Braintree, CM7 5WS	TL 7215 2790	E	245
20	Residential	Shalford, Braintree, CM7 5WS	TL 7215 2790	E	255
21	Residential	Shalford, Braintree, CM7 5WS	TL 7217 2790	E	270
22	Residential	Shalford, Braintree, CM7 5WS	TL 7218 2790	E	280
23	Residential	Shalford, Braintree, CM7 5WS	TL 7218 2791	E	285
24	Residential	Shalford, Braintree, CM7 5WS	TL 7219 2792	E	290
25	Residential	Church End, Shalford, Braintree, CM7 5HA	TL 7200 2775	SE	145
26	Residential	Church End, Shalford, Braintree, CM7 5HA	TL 7203 2777	SE	150
27	Residential	Church End, Shalford, Braintree, CM7 5HA	TL 7207 2781	SE	180
28	Agricultural	Hubbard's Farm, Shalford Green, Braintree, CM7 5AZ	TL 7174 2772	S	0
29	Residential	Shalford Green, Braintree, CM7 5AZ	TL 7179 2765	S	85
30	Residential	Shalford Green, Braintree, CM7 5AZ	TL 7185 2767	S	115
31	PROW	PROW (footpath), Shalford Green, Braintree, CM7 5AZ	TL 7180 2762	S	115
32	Residential	Garret's Lane, Shalford, Braintree, CM7 5BA	TL 7176 2758	S	140
33	Residential	Garret's Lane, Shalford, Braintree, CM7 5BA	TL 7179 2755	S	180
34	Residential	Garret's Lane, Shalford, Braintree, CM7 5BA	TL 7170 2747	S	255
35	Residential	Garret's Lane, Shalford, Braintree, CM7 5BA	TL 7166 2741	S	305
36	Agricultural	Garret's Lane, Shalford, Braintree, CM7 5BA	TL 7173 2741	S	310
37	Residential	Shalford Green, Braintree, CM7 5AZ	TL 7142 2760	SW	270
38	Residential	Shalford Green, Braintree, CM7 5AZ	TL 7138 2763	SW	295
39	Agricultural	Dynes Farm, Shalford Green, Braintree, CM7 5AZ	TL 7141 2751	SW	330
40	Residential	Shalford Green, Braintree, CM7 5AZ	TL 7138 2746	SW	385

41	PROW	PROW (footpath), Shalford Green, Braintree, CM7 5AZ	TL 7155 2774	W	110
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Distances measured on government website at magic.defra.gov.uk

Fig 1. Hubbard's Farm Poultry Unit locations of sensitive receptors within 400m



Wind direction is defined as the direction from which the wind is blowing. According to the Met Office Eastern England climate report - as Atlantic depressions pass by the UK the wind typically starts to blow from the south or south-west but later comes from the west or north-west as the depression moves away. Directions between south and north-west account for the majority of occasions and the strongest winds nearly always blow from this range. Averaged across the year the prevailing wind direction is from the southwest.

Residential dwellings have high sensitivity and reasonably expect enjoyment of a high level of amenity, and where people would reasonably be expected to be present continuously, or at least regularly for extended periods. Industrial and agricultural premises and public rights of way (footpaths) likely to have low sensitivity – where the enjoyment of amenity would not reasonably be expected, or there is transient exposure, where people would reasonably be expected to be present only for limited periods of time as part of the normal pattern of use. Sensitive receptors are unlikely to be exposed to odour for the majority of occasions. The following table sets out: -

- Likely sources of odour from a typical intensive poultry unit
- Actions taken at Hubbard's Farm Poultry Unit to prevent or minimise odour levels
- Contingency actions to limit exposure to elevated odour emissions beyond the installation boundary.

Table 2. Routine actions and contingency actions to minimise odour and odour risks at Hubbard's Farm Poultry Unit

Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Effect of diet	<ul style="list-style-type: none"> • High protein diet increases nitrogen and sulphur content of the litter • Feeds which are unbalanced in nutrients leading to increased excretion, bedding moisture and higher odour and ammonia emissions to air • Poor quality & odorous ingredients. 	<ul style="list-style-type: none"> • Feed specifications are prepared by the feed compounders nutrition specialist. • Reduce the percentage crude protein content using a nitrogen balanced diet based on the energy needs and digestible amino acids. • Multiphase feeding with a diet formulation adapted to the specific requirements of the production period. Provide chickens a minimum of three separate diets which contain increasingly lower percentage crude protein to meet their dietary needs as they grow. • Addition of controlled amounts of essential amino acids. Highly digestible amino acid analogues lysine, methionine, threonine, and valine are added to all the feeds during milling to supplement otherwise low naturally occurring levels in the wheat grains. • Feeds supplied from mills in certification schemes and only use approved ingredients. • No feed manufacturing, milling, or mixing on site. 	
Odour from feed delivery and storage	<ul style="list-style-type: none"> • Creation of dust and odour during feed delivery • Spillage of feed during delivery, storage and spoilage. 	<ul style="list-style-type: none"> • Package silos and feeding equipment contain dust and odour and prevents feed from getting wet. • Cyclone dust separators capture dust during delivery and routinely checked and emptied by farm workers. • Silos and feeding equipment protected from collision damage from reversing vehicles by careful siting relative to traffic flows, with kerbs or barriers as required. • Feed delivery vehicles always covered. • Deliveries monitored by drivers or farmworkers, and any spillage will be cleared up immediately. 	<p><u>Trigger</u></p> <ul style="list-style-type: none"> • Feed spillage outside • Fault with the feeding equipment spillages inside. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> • Immediate/same day <p><u>Contingency action</u></p> <ul style="list-style-type: none"> • Spillage will be cleared up immediately into bags by drivers or farmworkers and stored in a secure place. • Uncontaminated feed will be used but feed which is contaminated is waste - for disposal in trade waste bin

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
		<ul style="list-style-type: none"> Automated or mechanical equipment essential for the health and well-being of the birds must be inspected by farm workers at least once per day to check there is no defect. Planned preventive maintenance by operator's engineers or professional contractors in accordance with manufacturer's instructions and keeping records of work. 	<p>or skip to be removed on the next scheduled emptying or changeover.</p> <ul style="list-style-type: none"> If there isn't a large enough bin or skip onsite, farmworkers will need to contact the contractor for emptying or changeover sooner. Equipment defects must be rectified immediately, same day by farmworkers, operators' engineers or professional contractors. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> Achievable same day, bins or skips to be emptied. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> Spillage cleared up for use or secured for disposal. Farmworkers inspect the contingency actions have been successful and any contaminated feedstuffs have been secured for offsite for disposal.
Odour from problems with housing ventilation system	<ul style="list-style-type: none"> Inadequate design causing poor dispersal of odour Extraction fans located close to sensitive receptors Inadequate air movement in the house, leading to high humidity and higher litter moisture content 	<ul style="list-style-type: none"> Forced ventilation system designed & installed by professional contractor. Ventilation is automatic, computer controlled to provide sufficient fresh air for the age of the birds, without draughts, and remove excess moisture to keep litter and droppings dry and friable under all weather & seasonal conditions. Optimised discharge conditions of exhaust air from houses using a combination of techniques to disperse ammonia, odour, dust and bioaerosols quickly - maximised outlet heights, exhaust air above roof level through the ridge, maximised vertical outlet velocity and uncapped outlet cones. 	<p><u>Trigger</u></p> <ul style="list-style-type: none"> High/low temperature alarm. Electricity outage. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> Immediate, same day, automatic. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> Investigate cause of high/low alarm and rectify. Check heating & ventilation systems are working correctly to provide sufficient air changes and temperature to meet chickens' welfare needs and to keep the litter dry to minimise odour. Emergency back-up generator starts automatically. Regularly check generators and fuel level during use.

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
	<ul style="list-style-type: none"> • According to BREF odour from broiler housing increase in offensiveness with moisture content of the litter. • Electricity outage. 	<ul style="list-style-type: none"> • Automated or mechanical equipment essential for the health and well-being of the birds must be inspected by farm workers at least once per day to check there is no defect. • Planned preventive maintenance by operator's engineers or professional contractors in accordance with manufacturer's instructions and keeping records of work. • No gable end fans at Hubbard's Farm Poultry Unit. 	<ul style="list-style-type: none"> • Defects must be rectified by farmworkers, operator's engineers or professional contractors. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> • Achievable immediately, same day. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> • Grid electricity restored. • Check generator switched off and fuel level. • Farmworkers check heating & ventilation systems are working correctly.
Odour from wet litter	<ul style="list-style-type: none"> • Design • Insufficient litter • Poor quality litter • Drinking system • According to How to comply, the level of odorant emissions decreases as the quantity of litter per livestock unit is increased - binding nitrogen to reduce odour and ammonia • According to the BREF odour from poultry housing increases in offensiveness 	<ul style="list-style-type: none"> • Concrete floors poured over continuous damp-proof membrane, prevents moisture being drawn up from the ground and insulated walls and ceilings prevent condensation of moisture in the air. • Use new litter every time, never reuse litter. • Use a proprietary blend of dust extracted chopped straw/wood shavings or chopped straw to provide absorbent bedding. Dust extracted straw/wood shavings are commercially available, cost effective and readily disposed of end of each production cycle. • Package non-leaking nipple drinkers with drip cups installed to minimise spillage and keep litter dry. • Daily checks on drinker lines, adjusting drinking lines to optimum bird's eye level to minimise spillages and keep litter dry. • Check for wet, capped litter, elevated odour during the systematic bird inspections at least twice per day. Three times per day for young birds. • Automated or mechanical equipment essential for the health and well-being of the birds must be inspected 	<p><u>Trigger</u></p> <ul style="list-style-type: none"> • Wet, capped litter, elevated odour. • Leaking drinking system. • High water usage. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> • Immediate, same day. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> • Defects must be rectified by farmworkers, operator's engineers or professional contractors. • If litter it isn't drying or starts capping and add extra litter to prevent it spreading. • Replenish litter on any damp areas before destocking. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> • Measures and repairs achievable same day. • Monitoring litter every day, <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> • Farmworkers checking contingency actions, satisfied wet litter has successfully dried and odour levels inside house returned to normal levels. • House destocked.

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	with moisture content of the litter.	<p>by farmworkers at least once per day to check there is no defect in it.</p> <ul style="list-style-type: none"> • Monitor daily water usage, meter in every house. • Planned preventive maintenance by operator's engineers or professional contractors in accordance with manufacturer's instructions and keeping records of work. 	
Odour issues in destocking	<ul style="list-style-type: none"> • Ventilation fans • Open doors • Wet litter 	<ul style="list-style-type: none"> • Abattoir can take all the smaller and larger birds in as little as a single day. Expect to be destocking houses not less than 14 days every year. • Ventilation is automatic, computer controlled to provide sufficient fresh air for the age of the birds, without draughts, and remove excess moisture to keep the litter and droppings dry and friable under all weather & seasonal conditions including during destocking. • Switch on more fans to create the required airflow. • Replenish litter on any damp area before destocking. • Catch birds with care and lift directly into transport modules inside houses, modules covered to protect chickens from weather conditions during transport, also contains dust and odour but expect them to be uncovered in warmer weather. • Loaded trailers promptly moved offsite. • HGVs pass-by receptors but takes only seconds. • Switch off ventilation after destocking and keep houses closed and locked. 	

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Odour issues removing litter	<ul style="list-style-type: none"> • Releasing more dust and odour result of increased ventilation via extraction fans and doors open to take litter out • Loading into trailers • Windy • According to How to comply – odorous compounds absorbed onto dust particles and particles themselves decompose releasing volatile compounds • Generally considered to be dustiest and most odorous activity on the farm. 	<ul style="list-style-type: none"> • Must remove litter after destocking. • Use new litter every time, never reuse litter. • Expect to be removing litter not less than seven times every year and from all the houses in less than a day. • Professional contractors remove litter as soon as possible, normally within a day of destocking, not more than 3 days, e.g., destocking on Friday and remove litter on Monday. • Remove litter in normal daytime 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. • Use ventilation to maximum effect to reduce workers exposure during litter removal. Use combination of opening or closing doors, opening vents for natural air dilution, and switching on fans to create required airflow in accordance with HSE guidance. • Remove build-up of settled dust from fans, ceiling and feeding equipment, etc with compressed air before washout, and helps reduce the quantity of dirty water. • Use front end or skid-steer loader to push bulk of litter into a large heap the length of house to avoid double handling and minimise time loading into trailers. • Doors open on to waiting trailers parked outside as close as possible. • Trailers kept covered all times except during loading. • Export litter offsite for power generation or land-spreading. Latter will be under control of a separate farming business & with a written agreement in place. 	<p><u>Trigger</u></p> <ul style="list-style-type: none"> • Removing litter delayed. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> • Immediate, same day. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> • Keep poultry houses closed & fans switched off. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> • For as long as required, until removing litter started. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> • Contractor arrives to remove litter.

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
		<ul style="list-style-type: none"> Switch off ventilation when work finished and keep houses closed and locked. No used litter will be stored onsite. 	
Odour issues with washout	<ul style="list-style-type: none"> Ventilation fans Open doors Dirty water Odorous products 	<ul style="list-style-type: none"> Expect to washout not less than seven times every year and from all the houses in less than a day. Professional contractors will washout houses as soon as possible, normally within a day of destocking, not more than 3 days, e.g., destocking on Friday and washout on Monday. Washout in normal daytime 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. Foot dips emptied into dirty water storage tank. Below ground dirty water storage tank with capacity for all the dirty water from all the houses Keep roadways, concrete apron, dirty water grates and drains clear of litter, etc to avoid backing-up, pooling, or over spilling into surface water drains or on unmade land. Dirty water drains flushed through after washout to prevent stagnation. Use Defra approved disinfectants, slightly odorous. Use ventilation system to dry houses then switch off. Keep houses closed and locked and after washout. 	<ul style="list-style-type: none"> <u>Trigger</u> Washout delayed. <u>Timeframe for implementation</u> Immediate, same day. <u>Contingency action</u> Keep poultry house closed & fans switched off after removing litter to minimise odour release. <u>Duration of action</u> For as long as required, until washout started. <u>Cessation of action</u> Professional contractor arrives to washout. .

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Odour issues with dirty water	<ul style="list-style-type: none"> • Standing dirty water 	<ul style="list-style-type: none"> • Expect to empty tank seven times every year. • Professional contractors empty as quickly as possible after washout to prevent anaerobic conditions developing in settled sludge, and ready for next time. • Empty in normal daytime 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. • Dirty water exported offsite for land spreading under control of a separate farming business, a written agreement will be in place. 	
Macerator	<ul style="list-style-type: none"> • Not considered to be an odorous activity. 	<ul style="list-style-type: none"> • Package mobile macerator, pressure washer and equipment enclosed in a trailer and farmworkers arrive same day the dead-in-shell and non-viable eggs will be collected up after the hatching. • Operation limited to normal day time 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. Outside these times only in event of extraordinary circumstances - delays, breakdowns, availability, etc. • Macerator is fast, in use only a few minutes in each hour after collections from inside houses. • Likely to be in use less than an hour at Badcocks Farm Poultry Unit then washed down and disinfected and moved on to next farm same day or returned to the hatchery. 	

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Carcass disposal	<ul style="list-style-type: none"> Inadequate storage 	<ul style="list-style-type: none"> Carcases removed from houses daily. Stored in secure, non-leaking containers inside the carcass storage area. Store macerated eggs, and dirty water from cleaning and disinfecting the macerator in the secure, non-leaking containers inside the carcass storage area Dirty water from cleaning and disinfecting macerator must never be allowed to enter into the dirty water storage tank for spreading on land. Checking containers and storage area daily. Planned, frequent collections by an approved transporter under the National Fallen Stock Scheme. Weekly collections generally considered adequate, but frequency can be increased anytime. 	<p><u>Trigger</u></p> <ul style="list-style-type: none"> Higher mortality result of warmer weather or disease Collection delayed. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> Immediate, same day. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> Contact transporter for more frequent collection, start same day, next day. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> Achievable same day, next day. More frequent collections for as long as required. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> Checking containers have been emptied and there are empty containers available. Odour level is normal.
Biosecurity	<ul style="list-style-type: none"> Disease but significant disease outbreaks in commercial poultry flocks are rare Increase droppings, higher moisture content in litter and odour 	<ul style="list-style-type: none"> Health planning with professional veterinary input. Staff are well managed, supervised and appropriately trained and qualified, including holiday cover, part-time, and temporary staff. Systematic inspection of all the chickens every day. 	<p><u>Trigger</u></p> <ul style="list-style-type: none"> Wet litter, elevated odour. Increase in morbidity or mortality. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> Immediate, same day. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> Investigate symptoms. Obtain veterinary assistance if required. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> Monitoring, treatment and with veterinary assistance for as long as required. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> Litter quality improved, odour reduced inside house. Morbidity and mortality return to normal levels.

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Waste	<ul style="list-style-type: none"> • Sweepings • Inadequate storage 	<ul style="list-style-type: none"> • Store in secure, non-leaking containers. • Scheduled collections by a registered waste carrier. • Frequency of collection can be increased anytime. 	
Monitoring	<ul style="list-style-type: none"> • Monitoring odour levels daily at source can help identify any increase in level with time so remedial action can be taken. • Sensitivity likely to increase in warm weather when people want to enjoy the amenity of their gardens and have windows open. 	<ul style="list-style-type: none"> • Farm Manager responsible for site tour every day including perimeter check for any abnormal elevated odour level, especially any with the potential to cause annoyance at sensitive receptors. • Anyone accustomed to odour result of exposure may not be able to detect or judge intensity of odour offsite. Anyone with a cold, sinusitis, or a sore throat will likely underestimate the odour. Strong food or drinks, including coffee to be avoided for at least half an hour before sniff testing and avoid strongly scented toiletries and deodorisers in vehicles, etc. • Anyone who has not recently been working on the farm might be more helpful. 	<p><u>Trigger</u></p> <ul style="list-style-type: none"> • Elevated odour level or offensive odour. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> • Immediate, same day. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> • Check routine and contingency actions to minimise odour are being adhered to. • Inform people at receptor locations and anyone else likely to be seriously affected, what has been done or still needs to be done to reduce dust levels and duration with timescales. • Continue periodically sniff-testing at perimeter, until odour reduced back to normal level. • Weather stations are inexpensive, easy to install and use for 24/7 monitoring and investigating complaints. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> • Normally achievable same day, next day. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> • Odour reduced to normal levels. • Record events and actions in the farm diary.
Complaint	<ul style="list-style-type: none"> • Slow response • Elevated level of annoyance. 	<ul style="list-style-type: none"> • Farm Manager will be responsible for investigating any complaint. 	<p><u>Trigger</u></p> <ul style="list-style-type: none"> • Complaint reported by the public, the Environment Agency or local authority.

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Odour related issue	Potential risks and problems	Routine actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
			<ul style="list-style-type: none"> Complaint reported on Saturday or Sunday by email from the Agency or local authority, not considered likely from anywhere else. <u>Timeframe for implementation</u> Immediate, as soon as possible on opening email. <u>Contingency action</u> Investigate if alleged odour can be substantiated. Even if no longer apparent investigation must still be carried out and recorded same day. Use the odour compliant report and establish: - <ul style="list-style-type: none"> Time event occurred, duration, description of odour. Activities taking place onsite at time of complaint. Any odorous activities taking place offsite in vicinity. Check actions, contingency actions being adhered to and any change to standard operating procedure. Record details of investigation and action taken on the odour complaint report. A copy must be sent to the Agricultural Manager, Environment Manager immediately Must be retained onsite and available for future reference, or inspection with the Agency. <u>Duration of action</u> Investigation likely achievable same day, next day. <u>Cessation of action</u> Notify complainant and anyone else likely to be seriously affected, and the Environment Agency or local authority as required, same day or as soon as possible of the result of the investigation and corrective action or what still needs to be done with timescales.

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Review	<ul style="list-style-type: none">• New odour issues	<ul style="list-style-type: none">• Environment Manager responsible for annual review of this plan or update sooner where a substantiated complaint results in making changes to related issues procedures, or any routine or contingency actions.	

Change history	Date	Name
Last updated	27/11/25	Karl Collett
Last review	-	-
Next review	-	-
27/11/25 Created mandatory plan to apply for bespoke permit for rearing broiler chickens to be reviewed twelve months after bringing the new houses into operation.		

Odour Complaint Report

Time and date of complaint	
Name and address of complainant	
Telephone number of complainants	
Date of odour	
Time of odour	
Location of odour, if not at above address	
Weather conditions (<i>Dry, rain, fog, snow</i>)	
Temperature (<i>Very warm, warm, mild, cold</i> <i>or degrees if known</i>)	
Wind strength (<i>None, light, steady, strong, gusting</i>)	
Wind direction (<i>e.g., from SW</i>)	
Complainant's description of odour What does it smell like?	
<p>Odour intensity</p> <p>0 No odour</p> <p>1 Very faint odour</p> <p>2 Faint odour</p> <p>3 Distinct odour</p> <p>4 Strong odour</p> <p>5 Very strong odour</p> <p>6 Extremely strong odour</p>	
o Duration (time)	
o Constant or intermittent in this period	
o Does the complainant have any other comments about the odour?	
Are there any other complaints relating to the installation, or to that location (either previously or relating to the same exposure):	
Any other relevant information:	
Do you accept that odour likely to be from your activities?	
What was happening on site at the time the odour occurred?	
Actions taken	

Complainant visited		
Complainant contacted with explanation Yes/No Date By whom		
Form completed by	Date:	Signed:

Environment Agency (2011); Additional guidance for H4 Odour Management: How to comply with your environmental permit.