



Archer Daniels Midland Company OILSEEDS EMEA			TZ2/ERITH PROCEDURE	
TZ2_ENV_SOP_Environmental Complaints			Reference No.	49461
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1 Purpose & Scope

1.1 Purpose

The purpose of this Procedure document is to provide an overview on how environmental related complaints are managed.

1.2 Scope

This Procedures applies to ADM Erith.

2 Responsibility

2.1 All

- To communicate environmental complaints they become aware of to the Environmental Manager.

2.2 Environmental Manager.

- To ensure procedures are in place to:
 - Receive environmental complaints.
 - Establish information required for environmental complaints and their investigation.
 - Proactively manage environmental complaints.
 - To document and record environmental complaints.

2.3 Site Security and Reception

- To record the relevant information required and communicate this to the Environmental Manager for environmental complaints.

3 Terms and Definitions

Term	Definition
Complainant	The person making the complaint
SOP	Standard Operating Procedure.
Sphera	ADM Online database for recoding HSE incidents, complaints and actions
PT	Policy Tech
Procedure	A document describing a process of activities and what information is given to another function and when.



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4 Potential Hazards

Not applicable

5 Procedure

5.1 Typical Environmental Complaints

Anyone can raise an environmental complaint.

Environmental complaints can be about anything related to the environment or environmental nuisance including the environment of the local area. Typical environmental complaints could be:

- Noise beyond the site boundary
- Odour beyond the site boundary
- Other air quality issues such as dust or other particulates
- Contamination from the transport for ADM product or generated waste on the public highways.

5.2 Receiving Environmental Complaints

Anyone working for ADM Erith could receive an environmental complaint although typically they would be received at Site Security or Reception.

Complainants should be passed on immediately to the Environmental Manager however, if this is not possible, as much relevant information should be gathered (see section 5.3 **Required Environmental Complaint Information** below).

The complainant should be informed that:

- We thank them for taking the time to inform us of the issue and we take all complaints very seriously.
- The complaint will be investigated and we will get back to them with the outcome.

5.3 Required Environmental Complaint Information

If the complainant cannot be passed on to the Environmental Manager, ideally as a minimum the information gathered should:

- Name of the person making the complaint,
- Their contact details including a telephone contact number if possible of the complainant,
- The time the complaint was made'
- The time the complainant noticed the issue, and
- Relevant details of what the actual environmental complaint is.



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5.4 Communicating Environmental Complaints

All environmental complaints will be communicated to the Environment Manager.

The Environment Manager will inform the Plant Manager and other relevant managers of the environmental complaint.

The Environment Manager will summarise environmental complaints, complaint investigations, outcomes and resolutions at Management Review.

Relevant site personnel will be informed of the complaint particularly if they are required to take action.

The Environment Manager will contact the complainant to discuss the complaint and will continue contact until the issue is resolved.

The Environment Manager will communicate to the Plant Manager and other relevant managers the outcome of the complaint investigation, actions and resolutions.

Relevant requirements of the **Environmental Communication Procedure (PT Ref 49493)** will be carried out.

5.5 Investigating Environmental Complaints

All environmental complaints will be investigated. Complex or serious complaints will be subject to a root cause investigation carried out in accordance to the internal procedure **Root cause assessment (PT Ref 27744)**.

5.6 Environmental Complaint Resolution

Where complaints have been agreed as justified i.e. there is an issue to be resolved, necessary actions will be identified to resolve the issue and actions will be implemented to achieve a satisfactory outcome.

5.7 Environmental Complaint review

Environmental complaints will be reviewed at least annually and will form part of the management review process as documented in the internal procedure **Management Review (PT Ref 43084)**.

5.8 Documentation for Environmental Complaints

The following documentation will generated and stored in the Environmental Complaints folder in the shared drive as follows:

- Information gathered about the complainant and the environmental complaint
- Investigation findings



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- Required actions.
- Management review.

Environmental complaints will be added to Sphera.

6 Required Training

Roles included within this procedure should be familiar with its requirements.

7 Applicable/Referenced Documents

Document	Document source
EMEA_GEN_POL Document Control Procedure	Policy Tech Doc ID 13867.
Management Review	Policy Tech Doc ID 43084
Root cause assessment	Policy Tech Doc ID 27744
Environmental Communication Procedure	Policy Tech Doc ID49493

8 Appendix

Not applicable

9 Document Control

Document Approvers:	DAVID HOLLOWAY
Revision History:	Addition of Sphera for the recording of environmental complaints.