



Noise Management Plan

Plastics to Oil Facility

February 2026

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Noise Management Plan

Plastics to Oil Facility



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CONTENTS

1.	INTRODUCTION	1
2.	SITE DETAILS.....	1
2.1	Site Location	1
2.2	Infrastructure and Design	1
2.2.1	Site Installation Boundary	1
2.2.2	Site Layout and Design	1
2.2.3	Drainage	1
2.3	Site Context	6
2.3.1	Site Setting	6
2.3.2	Nearby Sensitive Receptors	6
2.3.3	Wind Direction.....	10
2.3.4	Flood Risk	11
2.3.5	Site Operational and Public Hours.....	11
3.	PROCESS DESCRIPTION	12
4.	NOISE SOURCES.....	13
4.1	Noise Impact Assessment Conclusion.....	13
5.	MITIGATION MEASURES	18
5.1	Responsibility of the Noise Management Plan.....	18
5.2	Noise Impact Assessment Mitigation Requirements	18
5.3	Appropriate Measures / BAT	19
6.	MONITORING AND COMPLAINTS	22
6.1	Monitoring and Maintenance.....	22
6.2	Neighbour Engagement	22
6.3	Complaints.....	23
7.	SUMMARY AND CONCLUSION	24

List of Tables

Table 2.1 – Surrounding Site Setting	6
Table 2.2 – Sensitive Human Receptors within 1km of the site.....	6
Table 2.3 UK ecologically Designated sites within 2km of the site	8
Table 4.1 – Noise Emitting Processes	14
Table 5.1 Mitigation in place to achieve appropriate measures / BAT	20

List of Figures

Figure 2.1 - Site Location	3
Figure 2.2 – Installation Boundary.....	4
Figure 2.3 - Site Layout.....	5
Figure 2.4 - Sensitive Receptor Plan	9
Figure 2.5 – Extract from Sol Acoustics Noise Impact Assessment.....	10
Figure 2.6 – Wind Rose for Teesside International Airport (1973 – 2025)	11
Figure 2.7 – Flood Risk of the Proposed Site	11
Figure 4.1 Extract from Sol Acoustics Environmental Noise Impact Assessment – Noise Sources.....	17

Site Name	Endolys Oil to Plastics Facility
Site Address	Yarm Road, Darlington, DL1 4DE
Operator Name	Endolys Ltd
Permit Number	TBC

1. INTRODUCTION

This Noise Management Plan (NMP) recognises that Endolys Ltd are responsible for controlling the impact of noise from the Endolys Plastics to Oil Facility and has been created for the purpose of minimising the impact of the site's activities to the surrounding area and receptors within the vicinity.

The NMP identifies the operational activities of the site and the range of noise sources emanating from those activities. It outlines practical steps to be taken to mitigate those sources and any future actions that may require consideration.

The NMP will outline the parameters of the varied Environmental Permit, health and safety guidance, as well as defining responsibilities for site staff regarding staff training and site operational activities for ongoing monitoring and compliance.

The NMP specifies the correct procedure to be followed in the event of a complaint (see Appendix 1) and sets out the scope of liaison between all stakeholders, principally Endolys Ltd, the Environment Agency (EA), and local residents. It lists as separate appendices any specific noise-related issues, such as complaints or other communications or impacts the site has on the surrounding area and its stakeholders.

The NMP acknowledges that noise pollution incidents may occur even when the NMP is followed and that further appropriate measures, where practicable, may be required. As such, the plan will be initially reviewed on an annual basis or following any relevant complaint, including an assessment of appropriate measures.

The Noise Management Plan sits within the sites Environmental Management System (EMS) and a copy is held onsite. All staff will be appropriately trained in the NMP by the Site Manager.

Permit conditions related to noise and vibration

In accordance with the EA Permit (pending), emissions from the activities will be free from noise and vibration at levels likely to cause pollution outside the site, as perceived by an authorised officer of the Environment Agency. As operators, Endolys Ltd have used appropriate measures, including, but not limited to, those specified in this noise and vibration management plan to prevent or, where that is not practicable to minimise the noise and vibration.

Endolys, as operators, shall:

(a) if notified by the Environment Agency that the activities are giving rise to pollution outside the site due to noise and vibration, submit to the Environment Agency for approval within the period specified, a noise and vibration management plan which identifies and minimises the risks of pollution from noise and vibration; and

(b) implement the approved noise and vibration management plan, from the date of approval, unless otherwise agreed in writing by the Environment Agency.

This Noise Management Plan has been produced in accordance with EA guidance "*Noise and vibration management: environmental permits*". Other guidance utilised in regard to BAT has included:

- Non-hazardous and Inert Waste: Appropriate Measures for Permitted Facilities;
- Refining of Mineral Oil & Gas BREF BAT Conclusions;
- Waste Incineration BREF BAT Conclusions; and
- Waste Treatment BREF BAT Conclusions.

2. SITE DETAILS

2.1 Site Location

The proposed Installation is located at Endolys Ltd, Yarm Road, Darlington, DL1 4DE (National Grid Reference: NZ 32060 13554).

The location is provided in Figure 2.1 below.

2.2 Infrastructure and Design

2.2.1 *Site Installation Boundary*

The proposed Installation Boundary is provided in Figure 2.2 below.

2.2.2 *Site Layout and Design*

The key infrastructure and design of the site will comprise the following:

- Main processing building;
- Feedstock Reception Hall;
- Pre-treatment system;
- Feed system;
- Pyrolysis Units;
- Flue Gas Treatment System;
- Pyrolysis exhaust stack (A1);
- Syngas Steam Generation Boiler (A2);
- Cooling Towers;
- Oil Purification Plant;
- Settlement and Storage Tanks;
- Nitrogen Storage Tanks;
- Emergency flare (A6);
- Gas Buffer Tank;
- Char collection and cooling system;
- CHP Engine with associated exhaust stack (A5); and
- Emergency diesel generator (A7) and associated auxiliary fuel storage.

The site layout plan can be seen below in Figure 2.3.

2.2.3 *Drainage*

There will be no direct process emissions to controlled water arising from the installation.

All wastewater produced by the process will be collected within an onsite wastewater tank and tankered offsite for disposal.

Uncontaminated clean surface water runoff captured from roof drainage and external roadways / car parking areas will be discharged to the existing surface water drainage system.

Domestic foul flows will be directed to the existing sewer network.

Pyoil produced by the process will be stored within a bunded Tank Farm, designed in accordance with CIRIA 736.

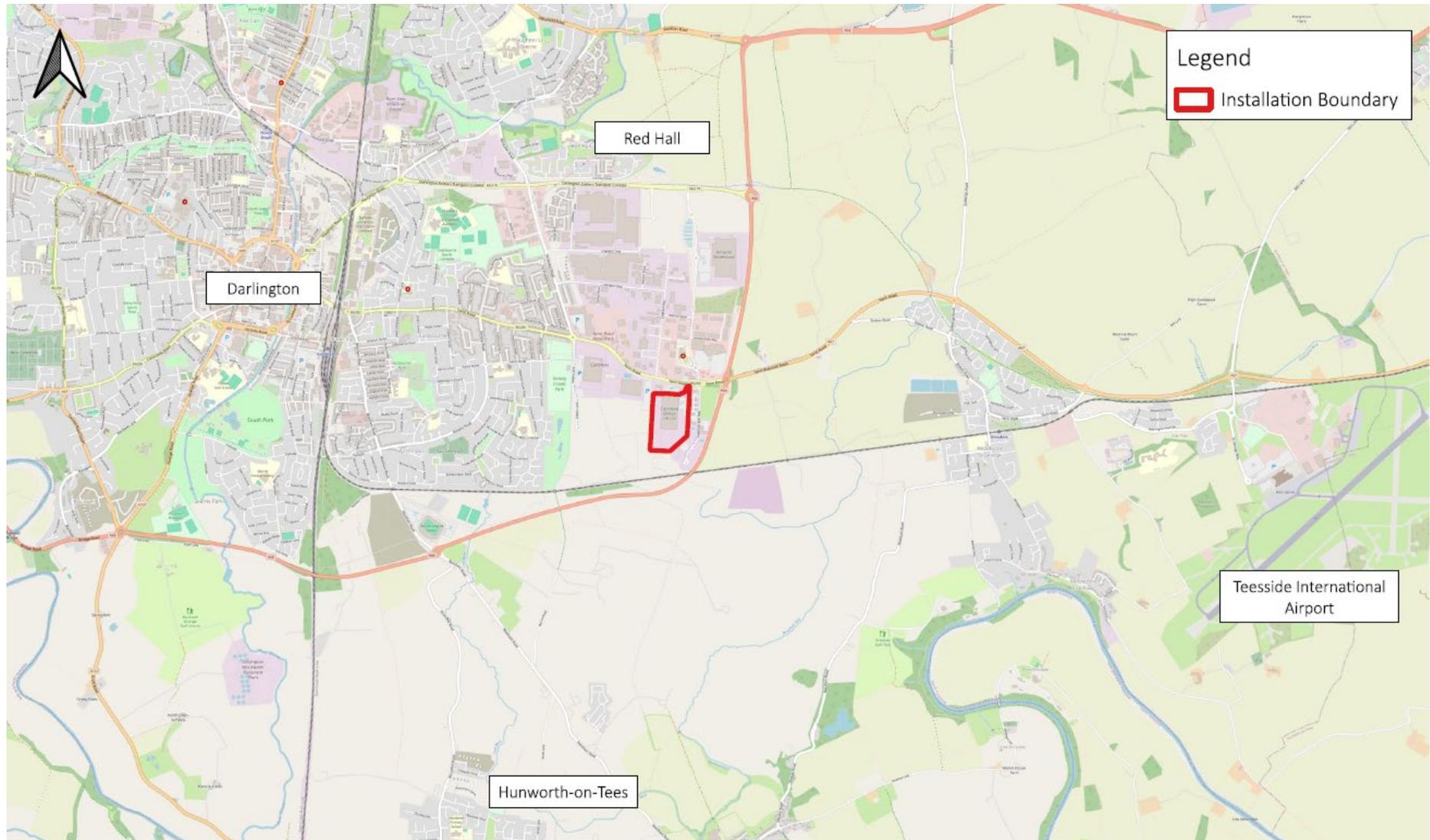


Figure 2.1 - Site Location

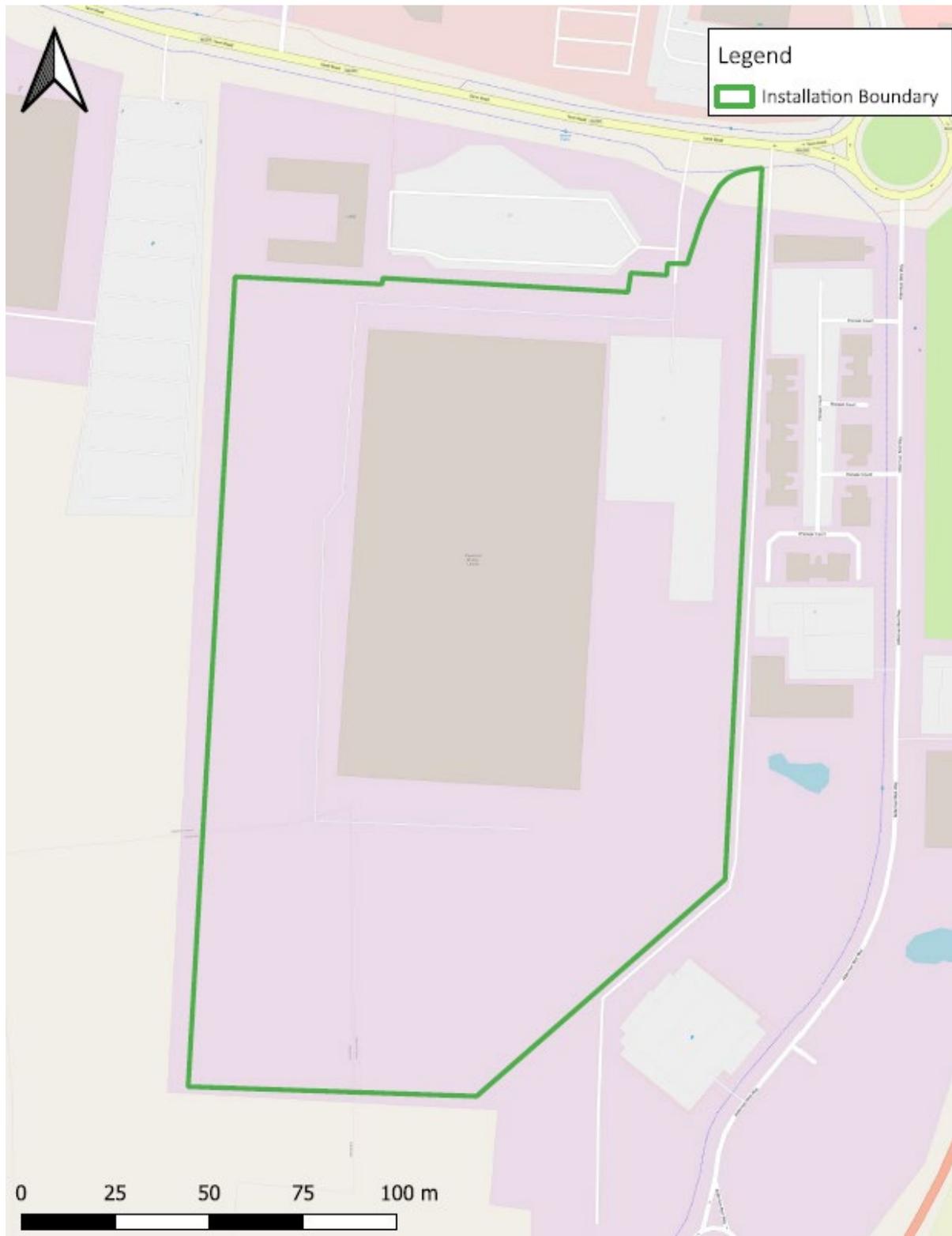


Figure 2.2 – Installation Boundary

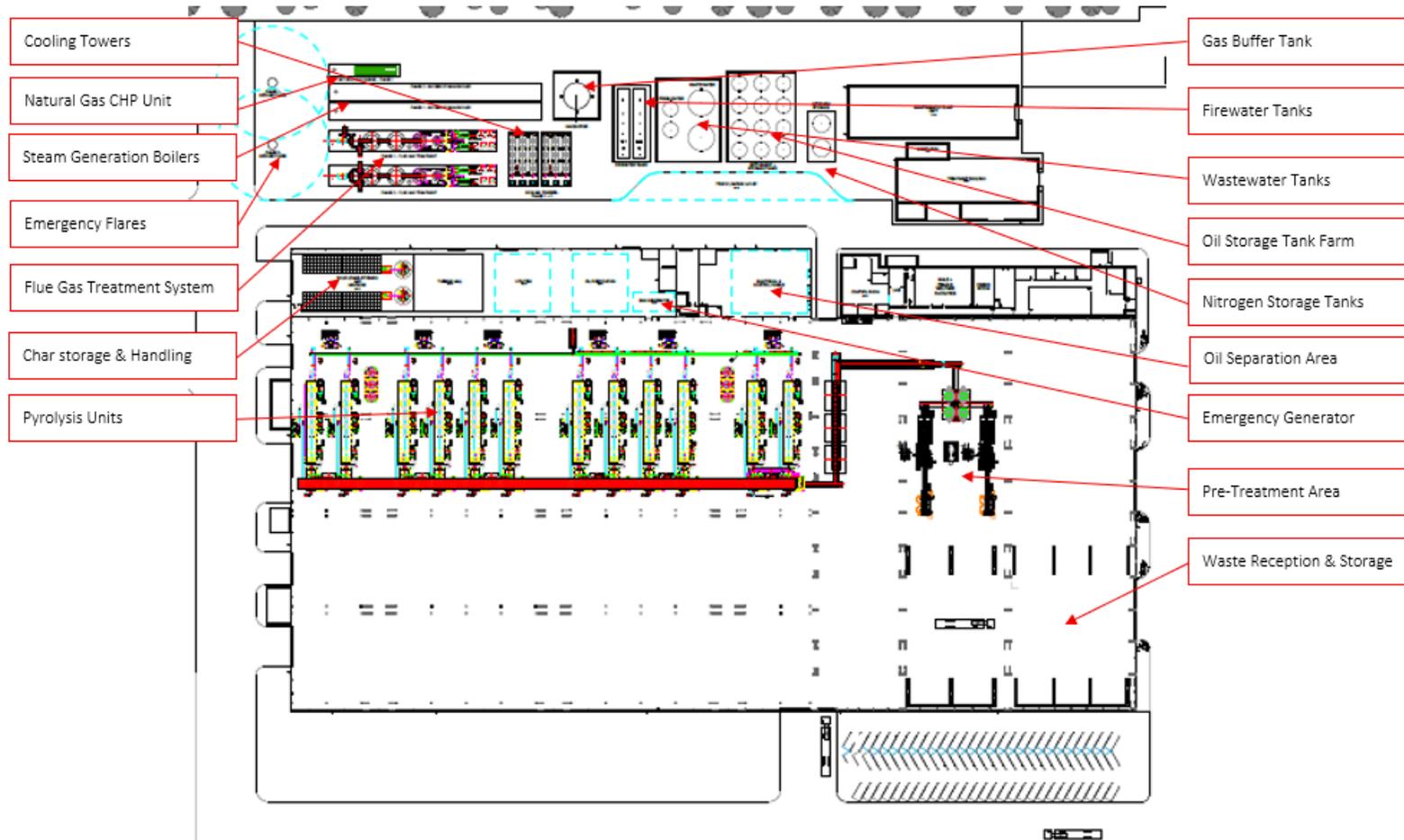


Figure 2.3 – Site Layout

2.3 Site Context

The following sections outline the site context, including the proposed boundary and layout, surrounding site setting and any nearby sensitive receptors.

2.3.1 Site Setting

The site is located on the southeastern edge of Darlington in a predominantly agricultural and industrial/commercial setting. To the north lies Morton Park shopping centre surrounded by other commercial units including a Premier Inn. Industrial units lie to the west whilst the south and east are predominantly agricultural in nature.

Table 2.1 outlines the surrounding site setting in greater detail, including features in the immediate vicinity, within 500m and beyond 500m of the proposed site.

Table 2.1 – Surrounding Site Setting

Direction	Description
North	Immediate Vicinity: Quick Self Storage, Yarm Road Within 500m: Premier Inn Darlington, ZIGUP Car Rental, Woodlands Hospital Taylor’s Cafe, Roarsome Soft Play, Total Recycling Services Beyond 500m: Commercial units (Stan Robinson, Vertu Vehicle Solutions, Auxillis Services)
East	Immediate Vicinity: Business Park (Tribe Recruitment, Dash Media Productions, Baxtor Personnel, Darlington Association on Disability) Within 500m: Whessoe Engineering Limited, A66, Agricultural Land Beyond 500m: Agricultural Land, Walton H & Sons Farm, The Beeches Caravan and Camping
South	Immediate Vicinity: Alderman Best Way Car Park, Farm Within 500m: Railway Line, A66, Agricultural Land Beyond 500m: Agricultural Land, Farm
West	Immediate Vicinity: Darlington Driving Test Centre, Cummins Centenary House Within 500m: Amenity/agricultural land, Cummins Engine Plant Beyond 500m: Maidendale Nature Reserve, Residential Housing (Firthmoor), Firthmoor Primary School

2.3.2 Nearby Sensitive Receptors

The closest sensitive receptors to the site are located within the industrial / commercial estate to the north, namely at the Premier Inn 150m distant. The closest residential receptors are located at Richmond Way in the residential area of Firthmoor 770m to the west.

The following table summarises the sensitive human receptors within 1km of the site.

Table 2.2 – Sensitive Human Receptors within 1km of the Site

Receptor Name	Distance	Direction
Yarm Road	60m	North
Premier Inn Darlington East (Morton Park)	150m	North
Woodlands Hospital	270m	North

Commercial Units	450-1000m	North
Mortin Retail Park	260m	North-east
A66 Road	350m	North-east
Aeolian House Dog Training and Boarding	635m	North-east
Amazon MME1	935m	North-east
Farm	1000m	North-east
Business Park	Adjacent	East
A66 Road	225m	East
Walton H & Sons	690m	East
Alderman Best Car Park	30m	South-east
A66 Road	210m	South-east
The Beeches Caravan and Camping	1000m	South-east
Farm	50m	South
Railway Line	210m	South
A66 Road	300m	South
Farm	970m	South-west
Farm	1000m	South-west
Darlington Driving Test Centre	30m	West
Cummins House/Headoffice	110m	West
Cummins Engine Plant	330m	West
Maidendale Nature Reserve	650m	West
Firthmoor Primary School	285m	West
Travelodge Darlington	330m	North-west
Residential Housing	780m-1000m+	North-west
Darlington Retail Park	640m-1000m+	North-west
Residential Housing (Earl Carlson Grove)	930m	North-west
Commercial units	220m-1000m+	North-west

Ecologically, the nearest surface water features are a pond 30m east and a pond and unnamed stream located 115m to the southeast of the site boundary.

Environment Agency (EA) H1 and H5 guidance states that the potential impacts of the site should be assessed for the following habitat sites within 10km of the site:

- Special Areas of Conservations (SACs) and candidate SACs (cSACs) designated under the EC Habitats Directive;
- Special Protection Areas (SPAs) and potential SPAs designated under the EC Birds Directive; and
- Ramsar Sites designated under the Convention of Wetlands of International Importance.

It is also stated that within 2km of the Source:

- Sites of Special Scientific Interest (SSSI) established by the 1981 Wildlife and Countryside Act;
- National Nature Reserves (NNR);
- Local Nature Reserves (LNR);
- Local Wildlife Sites (LWS), County Wildlife Sites (CWS) and potential wildlife sites (PWS);
- Sites of Importance for Nature Conservation (SINC); and
- Ancient Woodland.

Information from the Multi Agency Geographic Information for the Countryside (MAGIC) website (<http://magic.defra.gov.uk/>) has been used to obtain the above information. The nearest designated site is the Maidendale Fishing and Nature Reserve (LNR), located approximately 623m west of the site.

Table 2.3 – UK Ecologically Designated Sites within 2km of the Site

Designated Site	Designation Status	Distance from Site
Neasham Fen	SSSI	1936m SE
Brankin Moor	LNR / LWS	1694m SW
Maidendale Fishing and Nature Reserve	LNR	623m W

There are no European designated sites within 10km of the site.

Due to the proximity of the site to human and ecological receptors, the site is considered to be in a low to moderate sensitivity area in relation to potential emissions, such as odour and noise. Nonetheless, numerous operational measures for the control and mitigation of emissions have been applied to site to ensure that all potential releases are prevented or mitigated to reduce the risk of amenity issues.

The figure below identifies the designated receptors tabulated above.

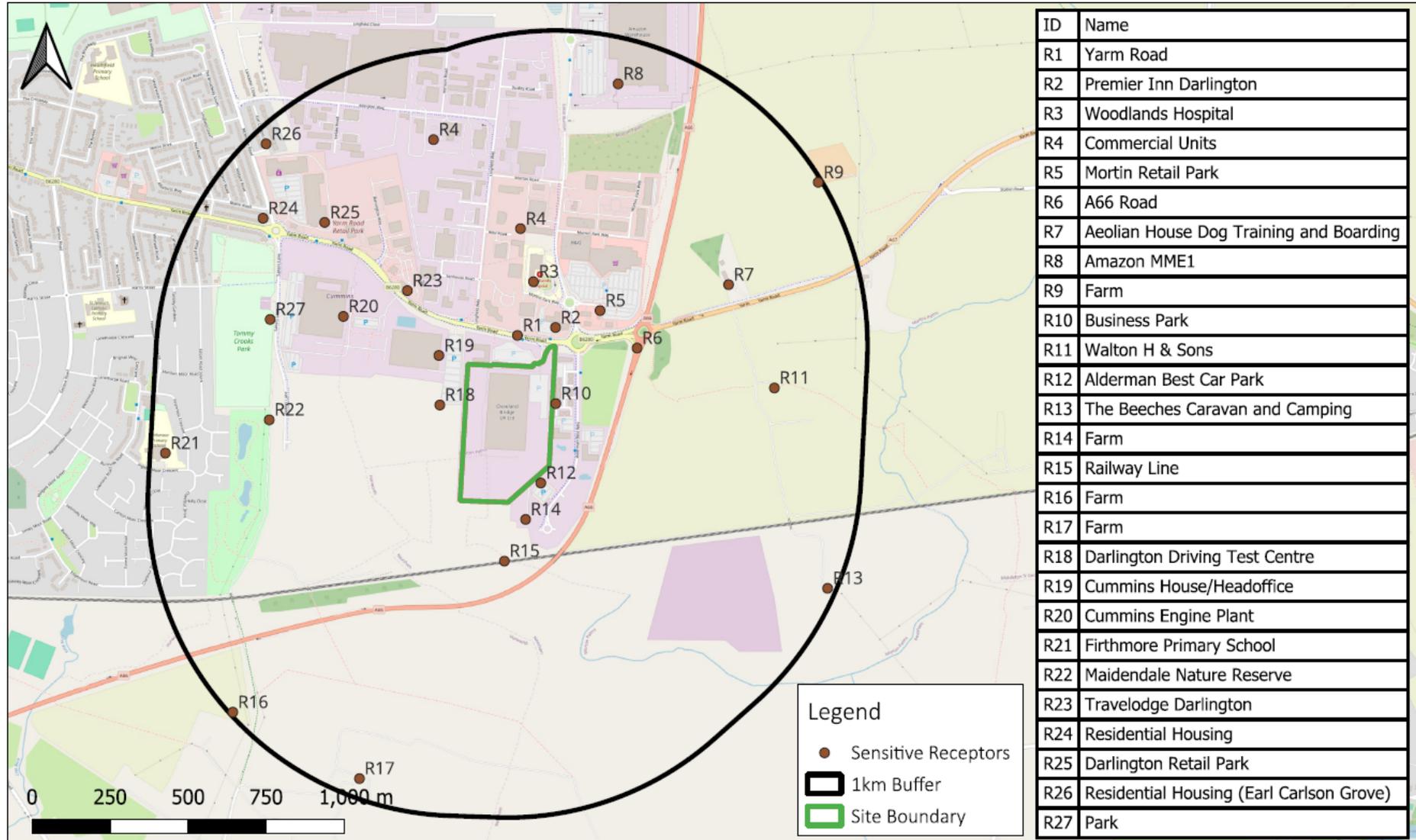


Figure 2.4 - Sensitive Receptor Plan

The Noise Impact Assessment has identified the following sensitive receptors deemed most likely to be at risk from noise emissions generated on site:

- Premier Inn Hotel (150m north);
- Housing off Richmond Way (770m west); and
- Maidendale Nature Reserve (620m west).

These receptors are outlined on the figure below.

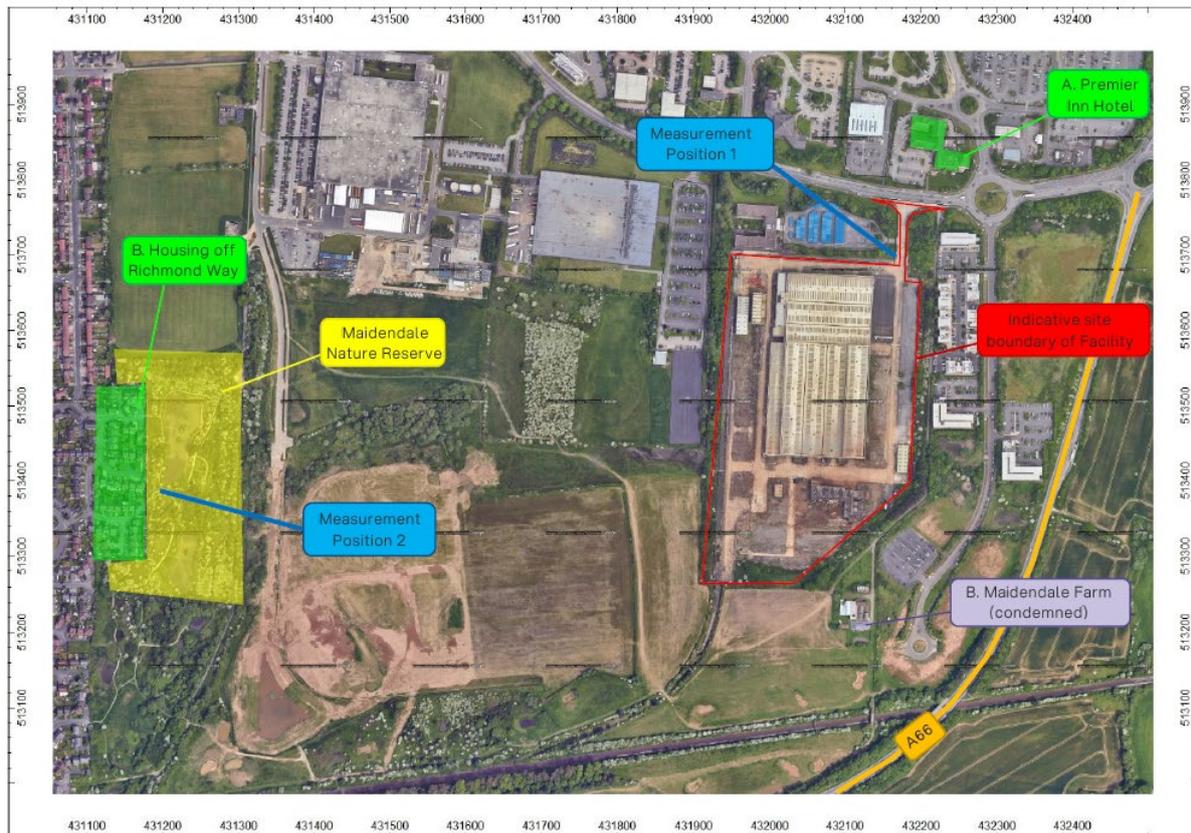


Figure 1: Aerial photo overlaid with noise sensitive receptors and monitoring locations in relation to the Facility (Google 2025)

Figure 2.5 – Extract from Sol Acoustics Noise Impact Assessment

2.3.3 Wind Direction

The estimated wind direction for the proposed site comes from a predominantly south-south westerly direction, based on historic wind direction recordings taken from Teesside International Airport located 4.75km east of the site.



Windrose Plot for [EGNV] Teesside
Obs Between: 01 Jan 1973 07:00 AM - 20 Jul 2025 09:50 AM Europe/London

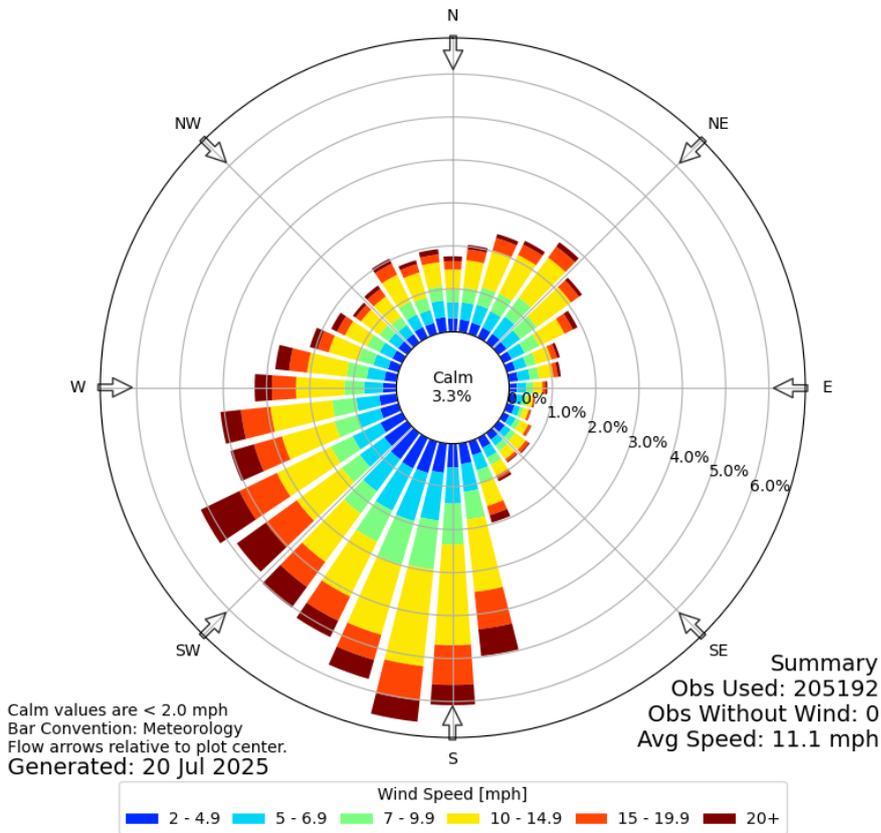


Figure 2.6 – Wind Rose for Teesside International Airport (1973 – 2025)

2.3.4 Flood Risk

The site is located within flood zone 1, meaning there is a low probability of flooding from rivers and surface waters. The extent of flooding from rivers is shown in the figure below taken from the Defra Flood Risk for Planning Website.

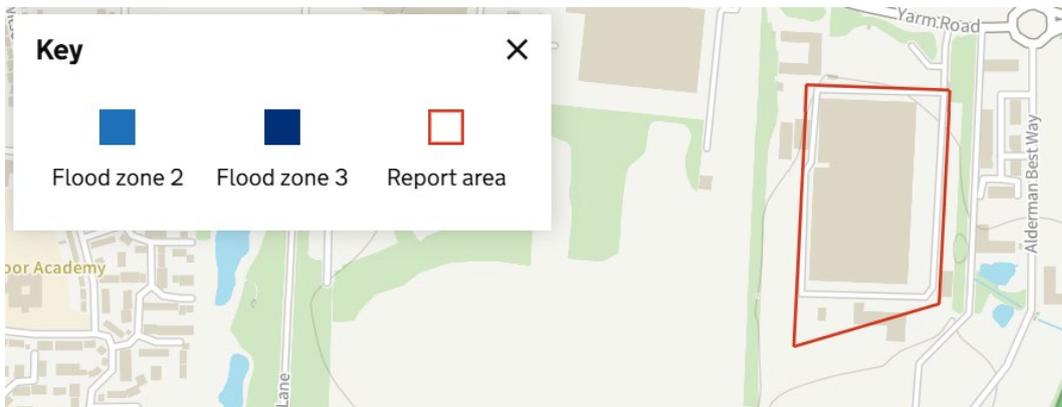


Figure 2.7 – Flood Risk of the Proposed Site

2.3.5 Site Operational and Public Hours

The site will be operational 24/7, with deliveries and collections limited to daylight hours.

3. PROCESS DESCRIPTION

The proposed development will treat waste plastic film through an advanced thermal treatment facility utilising pyrolysis technology. Following conversion within the pyrolysis reactor, oil vapours are condensed, the solid residues (char) discharged off site and the syngas produced will be utilised within the pyrolysis systems and onsite boiler to produce steam. Oil vapours will be condensed into Pyoil (Grade 3 Intermediate), which will be transported offsite to an established offtaker for further refinement.

The proposed facility comprises the following stages:

- *Waste Reception* – Pre-accepted bales of plastic film will be delivered into bays within the Feedstock Reception Hall under supervision from a suitably trained operative. Wastes will typically be stored for up to two weeks prior to processing;
- *Pre-treatment system* – This system will include shredding, NIR, metals removal, agglomeration and densification to produce a bead which will be transferred to intermediate storage prior to use as a feedstock for the pyrolysis reactors;
- *Pyrolysis* – Each pyrolysis reactor has the capacity to process 33tpd of waste plastic, producing a yield of 60 – 75% pyrolysis oil (approximately 81,000 tpa), non-condensable combustible gas (aka syngas) and a solid waste char;
- *Oil storage* – The proposed facility will utilise oil storage tanks, typically each with the capacity of approximately 100m³ (12 in total) for Pyoil storage prior to export;
- *Char storage* – char will be stored internally prior to removal offsite;
- *Syngas Use* – The produced syngas will be utilised as fuel for the pyrolysis process under normal operation. Additionally, syngas will be utilised within an onsite boiler for steam generation for use within the heating system onsite; and
- *Electricity Generation* – The sites power requirement will be met by an onsite CHP unit, which will utilise natural gas during Phase 1, switching to syngas in Phase 2.

4. NOISE SOURCES

4.1 Noise Impact Assessment Conclusion

The Environmental Noise Impact Assessment for the site concludes:

'It is the conclusion of this assessment that the predicted total, aggregate environmental noise impact as arising from the operation of the Facility results in a low / "sub -adverse " noise impact at the worst affected noise sensitive receptors when assessed in accordance with British Standard BS4142: 2014+A1: 2019, following the consideration of the context in which the sound occurs, provided that the maximum permitted individual plant noise limits as specified herein are not exceeded in any instance, in practice.'

The assessment identifies the sound climate from the facility as the majority of the plant is fixed plant which is designed to operate continuously. Whilst some noise sources, such as fans could be expected to generate noise with a tonal component, the individual noise level contribution from these sources are predicted to be below the typical Background Sound Level and therefore the acoustic character is not expected to be discernible at the worst affected sensitive receptors. HGVs traversing the site are expected to generate the highest levels of noise at the Facility. However, given that the pre-existing Ambient Sound Levels at the sensitive receptors are dominated by noise from road traffic on both the A66 and Yarm Road (B6280), the acoustic character as generated by slow moving and distant HGVs operating onsite, which is not expected to be discernible above other road traffic noises.

Table 4.1 – Noise Emitting Processes

Noise Source	Sound Power Level (dBA)	Sound Pressure Level (dBA)	Measurement distance (m)	Operational conditions	Additional Comments
INTERNAL					
<i>Feedstock Processing</i>					
Mobile Plant (FLT) x 1	92.8	65	10	24/7 operation	N/A
Shredder x 2	101.8	85	1	24/7 operation	N/A
Windsifter x 2	101.8	85	1	24/7 operation	N/A
NIR Sorter x 2	101.8	85	1	24/7 operation	N/A
Conveyors x 4	97.1	80	1	24/7 operation	N/A
<i>Agglomeration</i>					
Agglomerators x 4	95.2	80	1	24/7 operation	N/A
<i>Pyrolysis</i>					
Pyrolysis System x 12	99.7	80	1	24/7 operation	N/A
Combustion System & Heat Recovery x 12	107.7	88	1	24/7 operation	N/A
INTERNAL ANNEX					
<i>Char Storage Area</i>					
Char Handling & Storage	100.2	85	1	24/7 operation	N/A

Balance of Plant					
Air Compressor & receiver Package	95.7	75	1	24/7 operation	N/A
Emergency Generator Package	94.7	75	1	24/7 operation	Assumed in the noise model that the emergency generator is running – unlikely under normal operation
EXTERNAL					
Oil Tank Farm					
Oil Settling Tanks x 2	82.6	70	1	24/7 operation	Sound pressure and power levels stated are maximum permissible and will require mitigation to achieve
Oil Transfer Pumps x 2	82.6	70	1	24/7 operation	
Oil Loading bays x 1	87.6	75	1	24/7 operation	
Excess Syngas Combustion					
Flue Gas Treatment x 2	82.6	70	1	24/7 operation	Sound pressure and power levels stated are maximum permissible and will require mitigation to achieve
Syngas Combustion System x 2	82.6	70	1	24/7 operation	
Flue Gas Recirculation Fan x 2	82.6	70	1	24/7 operation	
Combustion Air Fan x 2	82.6	70	1	24/7 operation	
Boiler x 2	N/A	N/A	N/A	N/A	N/A
Economiser x 2	N/A	N/A	N/A	N/A	N/A
Boiler Feedwater Pump x 2	82.6	70	1	24/7 operation	Sound pressure and power levels stated are maximum
Steam Dump Condenser System x 2	82.6	70	1	24/7 operation	
Sodium Bicarbonate Dosing Silo x 1	82.6	70	1	24/7 operation	

Activated Carbon Dosing System x 1	82.6	70	1	24/7 operation	permissible and will require mitigation to achieve
Bag Filter x 2	N/A	N/A	N/A	N/A	N/A
ID Fan x 2	85.2	70	1	24/7 operation	Sound pressure and power levels stated are maximum permissible and will require mitigation to achieve
CEMS x 2	N/A	N/A	N/A	N/A	N/A
Stack Outlet x 2	85.8	75	1	24/7 operation	Sound pressure and power levels stated are maximum permissible and will require mitigation to achieve
APC Residue Collection System x 1	88.1	70	1	24/7 operation	
Balance of Plant					
Nitrogen PSA Package x 1	82.6	70	1	24/7 operation	Sound pressure and power levels stated are maximum permissible and will require mitigation to achieve
Plant Water Package x 1	87.6	75	1	24/7 operation	
Cooling System x 6	83.6	65	1	24/7 operation	
Natural Gas Engine x 1	83	55	10	24/7 operation	
Flare x 2	83	75	1	24/7 operation	
Mobile Plant					
HGV	108	80	10	5hr daytime, 4 hr nighttime	N/A

* Please note, sound pressure and power levels are maximum permissible in accordance with the NIA. In some instances this will require additional mitigation that has not yet been determined to achieve.

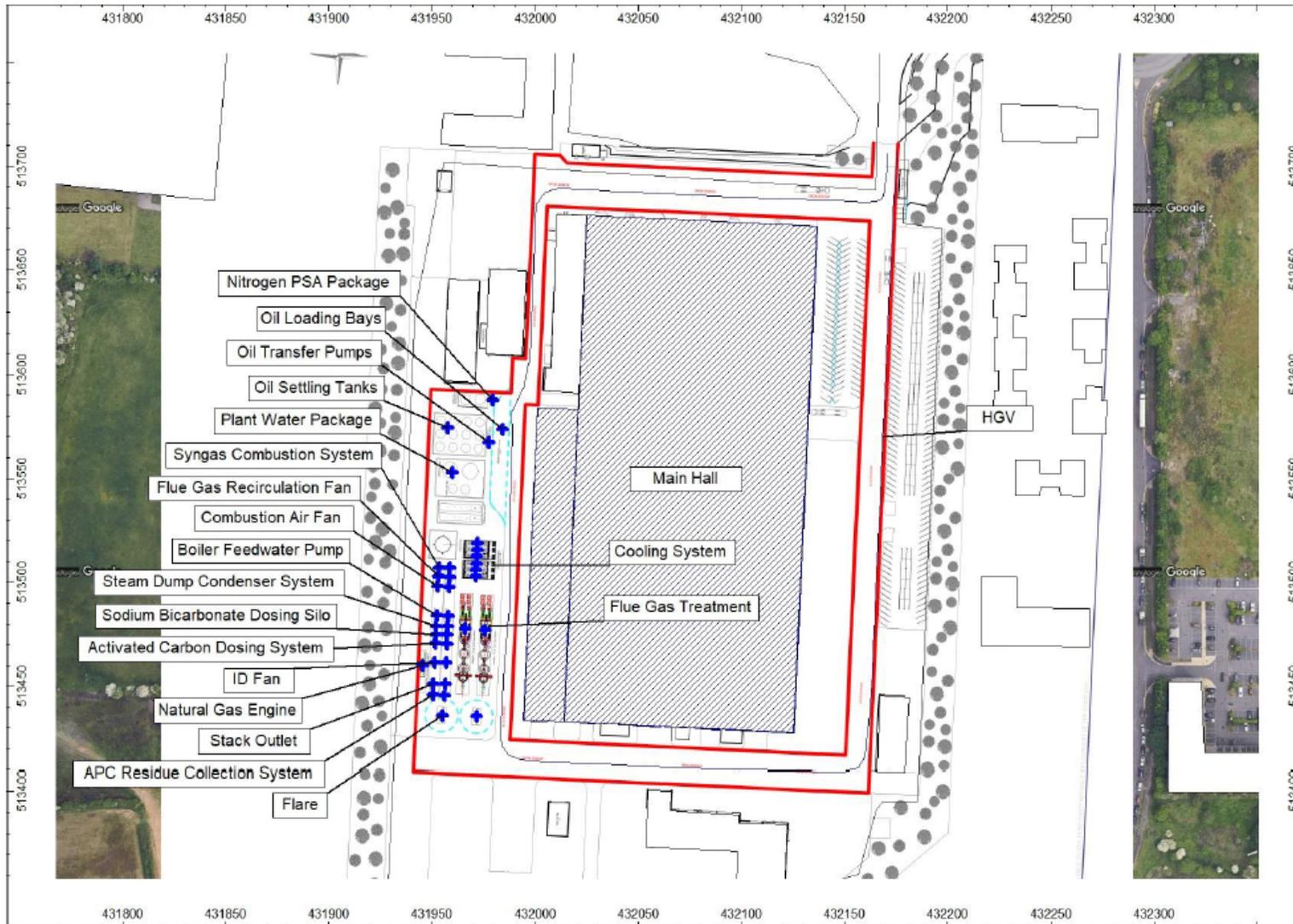


Figure C1: Site plan indicating grid coordinate references x, y coordinates for all external modelled noise sources

Figure 4.1 – Extract from Sol Acoustics Environmental Noise Impact Assessment – Noise Sources

5. MITIGATION MEASURES

5.1 Responsibility of the Noise Management Plan

Responsibility for the implementation of this Noise Management Plan falls to the competent Site Operations Manager. The Site Operations Manager is responsible for ensuring all staff are trained in the contents of this management plan and that operational procedures align with the objectives of this management plan.

5.2 Noise Impact Assessment Mitigation Requirements

To meet the calculated rating levels described in the assessment, several mitigation measures must be implemented on-site.

The main mitigation measures described in the noise assessment (Sol Acoustics (2026) Pyrolysis Plant, Darlington, ENIA, P2772-REP01-REV C-BDH) are as follows:

- External Building Fabric – minimum sound insulation performance as set out in the NIA, any rooftop vents to be appropriately designed and acoustically attenuated. Regular maintenance to ensure building integrity;
- Internal Reverberant Sound Pressure Levels – noted that additional mitigation is required to meet maximum permissible modelled limits – mitigation to be designed and confirmed;
- Oil Settling Tanks – mitigation to be designed and confirmed;
- Oil Transfer Pumps – mitigation to be designed and confirmed;
- Oil Loading Bay – mitigation to be designed and confirmed;
- Flue Gas Treatment – mitigation to be designed and confirmed;
- Syngas Combustion System – mitigation to be designed and confirmed;
- Flue Gas Recirculation Fan – mitigation to be designed and confirmed, likely requirement for acoustic enclosure;
- Combustion Air Fan – mitigation to be designed and confirmed, likely requirement for acoustic enclosure;
- Boiler Feedwater Pumps - mitigation to be designed and confirmed, likely requirement for acoustic enclosure;
- Steam Dump Condenser System – mitigation to be designed and confirmed, likely requirement for acoustic enclosure;
- Sodium Bicarbonate Dosing Silo – mitigation to be designed and confirmed, likely requirement for an acoustic enclosure;
- Activated Carbon Dosing System – mitigation to be designed and confirmed, likely requirement for an acoustic enclosure;
- ID Fan – mitigation to be designed and confirmed, likely requirement for an acoustic enclosure;
- Stack Outlet – mitigation to be designed and confirmed, likely requirement for duct attenuators;
- APC Residue Collection System – mitigation to be designed and confirmed;

- Nirtogen PSA Package – mitigation to be designed and confirmed;
- Plant Water Package – mitigation to be designed and confirmed;
- Cooling System – mitigation to be designed and confirmed;
- Natural Gas Engine – mitigation to be designed and confirmed, likely requirement for acoustic enclosure; and
- Flares – mitigation to be designed and confirmed.

Once these mitigation measures are in place, the Noise Impact Assessment concludes the following:

‘The predicted total, aggregate environmental noise impact as arising from the operation of the Facility results in a low / “sub-adverse ” noise impact at the worst affected noise sensitive receptors when assessed in accordance with British Standard BS4142: 2014+A1: 2019, following the consideration of the context in which the sound occurs, provided that the maximum permitted individual plant noise limits as specified herein are not exceeded in any instance, in practice.’

5.3 Appropriate Measures / BAT

The table below details how these mitigation measures will be implemented on site.

Table 5.1 Mitigation in place to achieve appropriate measures / BAT

Activity which produces noise	Operational Hours / Days	Control Measures (BAT)	Contribution to overall impact	Actions taken if outside optimum process parameters
Feedstock Delivery	Day light hours	<ul style="list-style-type: none"> Delivery internally into enclosed Main Building. All doors and windows remain closed during delivery and unloading. No deliveries to take place at night. 	Medium	Immediate onsite review and appropriate action taken
Feedstock Processing	24/7	<ul style="list-style-type: none"> All processing takes place internally within an enclosed building. Building fabric is designed at an appropriate insulation performance. The site will implement a detailed inspection and maintenance programme for all plant, equipment and infrastructure. Operation of all equipment will be by appropriately trained, experienced and qualified staff. Acoustic attenuation is fitted where required. 	Low	Immediate onsite review and appropriate action taken
Agglomeration	24/7		Low	
Pyrolysis	24/7		Low	
Char Storage & Handling	24/7		Low	
Oil Tank Farm	24/7	<ul style="list-style-type: none"> External noise sources are located as far from receptors as practicably possible. The site will implement a detailed inspection and maintenance programme for all plant, equipment and infrastructure. Operation of all equipment will be by appropriately trained, experienced and qualified staff. Acoustic attenuation is fitted where required. 	Medium	Immediate onsite review and appropriate action taken
Oil Collection / Loading	Day light hours	<ul style="list-style-type: none"> No collections take place at night. 	Medium	Immediate onsite review and

		<ul style="list-style-type: none"> Operation of all equipment will be by appropriately trained, experienced and qualified staff. Acoustic attenuation is fitted where required. 		appropriate action taken
Flue Gas Treatment	24/7	<ul style="list-style-type: none"> External noise sources are located as far from receptors as practicably possible. The site will implement a detailed inspection and maintenance programme for all plant, equipment and infrastructure. Operation of all equipment will be by appropriately trained, experienced and qualified staff. Acoustic attenuation is fitted where required. 	High	Immediate onsite review and appropriate action taken
Syngas Combustion	24/7		High	
Stack & ID Fan	24/7		High	
APC Residue Collection System	24/7		Medium	
Cooling System	24/7		High	
Natural Gas Engine	24/7		Medium	
Flares	Variable – abnormal operation		Medium	

6. MONITORING AND COMPLAINTS

A noise management program will be implemented on-site, which will consist of checks by site staff to ensure that off-site noise impacts cannot be determined at the key receptors identified in this management plan, and noise mitigation measures are adequate in preventing excessive noise.

All operational staff will be responsible for reporting any noise problems immediately to the Site Manager.

6.1 Monitoring and Maintenance

As part of the site's daily and weekly checks, all infrastructure, plant and equipment will be inspected to ensure all are in good working order and no damage, nor wear-and-tear, will result in noise impacts at the identified sensitive receptors. Weekly auditory monitoring will be carried out by site staff at the off-site receptors to ensure that there are no noise impacts at these locations. This will be carried out weekly for the first 3 months, then on a monthly basis thereafter if no noise impacts are deemed to be present.

If any elevated noise levels are identified by the weekly / monthly noise monitoring, then the Site Manager will investigate the source of the noise and carry out a range of checks at the identified source of the elevated levels. Any noise monitoring will be completed in accordance with the relevant British Standards, including Method for rating industrial noise affecting mixed residential and industrial areas (BS4142). Monitoring locations will be agreed with the Environment Agency before undertaking monitoring.

Routine maintenance of all plant and equipment will also identify equipment operating at elevated noise levels, and maintenance will be undertaken to repair the defect immediately. The site will also regularly inspect the building fabric for signs of damage that may result in noise emissions not being effectively mitigated. Upon detection of signs of damage, the building fabric will be repaired as soon as reasonably possible to prevent prolonged excessive noise emissions.

All noise monitoring will consider all onsite activities and include weekend and bank holiday operations. Consideration will be given to the ambient sound levels, as well as the presence of road traffic on the A66 and B6280. Any changes in activities, plant items or processes will have a bearing on noise levels that may affect the results of future assessments and will therefore be highlighted in such case.

All noise monitoring records will form part of the EMS.

6.2 Neighbour Engagement

If an action is being considered that has the potential to cause temporary noise impacts (however small) outside of the normal operational procedures, then the Local Environment Agency area team will be informed in advance. Neighbours who may be affected will be contacted to advise them of the operation being undertaken, and that any increase in noise will be of a temporary nature.

In addition, the site will engage with the local community in order to mitigate against negative site perception. The site management will operate a publicly accessible website, whereby contact information is published so that the public remains informed and is provided with a means of contacting the site if necessary.

In the event of a complaint received from the public, Endolys will operate in accordance with the dedicated complaints procedure as outlined in the sections below.

6.3 Complaints

A complaints investigation procedure will be in place to ensure that any noise complaints are investigated efficiently. In the event of a noise complaint on site, the following complaint procedure will be implemented, and all external communications will be logged and recorded in writing. The complaints procedure is to be conducted by the trained Site Manager.

An Environmental Complaint Report Form will be completed as soon as the complaint is received. A copy of the form is provided within Appendix 2.

When a complaint is received the following details will be logged:

- Date and time of complaint;
- Weather conditions (including wind speed/direction);
- Complainants name;
- Complainants contact details;
- Nature of complaint; and
- Additional details if required, location of complaint in proximity to the site, frequency of nuisance if necessary.

In the event of a noise complaint, operations on site will be assessed and the complaint investigated. The investigation will include:

- Identifying the noise source;
- Obtaining all operational details;
- Obtaining weather data;
- Witness logs from members of staff; and
- Consideration to any off-site contributors.

The Site Manager will ensure that the complaint is investigated to identify the cause. To conclude the complaints procedure, direct communication with the complainant will be made to communicate the results of the investigation and actions taken as appropriate.

If the complaint is validated, it will be treated as an exceedance of the control level. The outcome of the investigation will determine the corrective actions to be implemented.

The management plan will be reviewed and updated if necessary, following every formal noise complaint to ensure its continued suitability in reducing and mitigating noise impacts on nearby receptors.

7. SUMMARY AND CONCLUSION

This Noise Management Plan has been prepared in accordance with EA guidance “*Noise and Vibration Management: Environmental Permits*”.

The document identifies all the primary sources of noise from the operations at the site and details the proposed noise prevention or minimisation measures. The primary mitigation measures deployed on site include the majority of site activities taking place internally, limited delivery and collection times (daytime only) and acoustic attenuation.

This Noise Management Plan will be implemented and maintained at the site as part of the company’s Environmental Management System. This management plan will undergo regular reviews to ensure its continued suitability and will be reviewed following any formal noise complaints received.

This document is a “live” document and may be subject to change. In the event of any changes, all staff will be informed of any necessary updates to ensure operations are conducted in accordance with this management plan to reduce noise impacts.

APPENDIX A

ENDOLYS COMPLAINTS PROCEDURE

1. Complaints can be made online using the online form: TBC.
2. There is also a specific complaints telephone number: TBC.
3. All complaints are acknowledged, and a case reference number issued within five working days.
4. A full response will be given to the complaint within fifteen working days.
5. If there are delays to this timetable the complainant will be contacted and informed of progress of the complaint.

APPENDIX B

ENDOLYS COMPLAINTS FORM

NOISE COMPLAINT REPORT FORM		
Time and date of complaint:		
Name and address of complainant:		
Telephone number of complainant:		
Date of noise:		
Time of noise:		
Location of noise, if not at above address:		
Weather conditions (i.e., dry, rain, fog, snow):		
Temperature (very warm, warm, mild, cold or degrees if known):		
Wind strength (none, light, steady, strong, gusting):		
Wind direction (e.g. from NE):		
Complainant's description of noise:		
Intensity:		
Duration (time):		
Constant or intermittent in this period:		
Does the complainant have any other comments about the noise?		
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 noise likely to be from your activities?		
What was happening on site at the time the noise occurred?		
Operating conditions at time the noise occurred (e.g. flow rate, pressure at inlet and pressure at outlet):		
Actions taken:		
Form completed by:	Date:	Signed;