RESTORATION OF MIDDLETON QUARRY

Restoration of Middleton Quarry

OPERATIONAL WORKING PLAN (OP)

STATUS: FINAL JULY 2024

163407/OP

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1.0 INTRODUCTION

Overview

1.1 This Operational Working Plan (OP) describes the operation of the site, in line with the standards of the Environment Agency (EA) and activities within EA Landfill Sector Technical Guidance. The Operator is Tetron Contracts Limited.

1.2 The site processes the following types of waste:

- Import and placement for restoration of circa tonnes 853,800 tonnes (based on 426,900 m^3 at a 2 tonnes per m^3 conversion).

1.3 The site will operate under a bespoke inert landfill permit. The primary purpose of the site is to restore a former mineral works using inert waste. The restoration will take approximately 4 years.

1.4 The restoration of Middleton Quarry site is subject to Planning Permission being granted. This application is to restore the quarry to wetland habitat and agricultural pasture.

1.5 The site operations will include the import and placement of inert wastes. The waste will be placed and compacted to allow restoration of the land to create an engineered feature on site to restore agricultural land use. Construction of the geological barrier and the capping layer will utilise imported non-waste materials.

2.0 MANAGEMENT

Management

2.1 The operation will be undertaken in line with this OP and the overall Environmental Management Systems. The site will have additional management plans including, but not limited to:

- Site Layout Plan;
- Site Drainage Plan;
- Closure & Aftercare Management Plan;
- CQA Strategy Plan;
- Dust and Emissions Management Plan;
- Noise Management Plan;
- Accident and Prevention Management Plan;
- Spill Response Plan; and
- Site Condition Report.

2.2 The Environmental Management Systems will set out the following information:

- Site Operations;
- Environmental Policy;
- Register of Environmental Effects;
- Operational controls and responsibilities;
- Objectives and Key Performance Indicators;
- Contingency Arrangements;
- Records including formal training; and
- Review process.

2.3 The site will clearly establish and monitor performance for key objectives, this includes but is not limited to:

- Proportion of imported materials from wastes by each stream;

- Incidents and complaints by category; and
- Non-conformances.

2.4 All staff will have clearly defined roles and responsibilities with specified skills for each post required. At all times there will be sufficient staff to manage and operate activities on the site without causing a risk to the environment.

2.5 In accordance with current EA guidance, the site will be supervised by the Technically Competent Person (TCP) (a WAMITAB Operator) and at least one member of staff, who is fully conversant with the requirements of the Permit, OP regarding, in particular, the following:

- Waste acceptance and control procedures;
- Operational controls and environmental monitoring;
- Maintenance;
- Record-keeping;
- Emergency action plans; and
- Notifications to the EA.

2.6 A TCP will be on site for 20 % of the operational hours. Detailed records of the attendance time at site by the TCP will be kept in the site diary.

2.7 All Contractors will be trained about the relevant working controls.

Hours of Operation

2.8 The site will operate between the hours set out below:

- 07:00 to 18:00 – Monday to Friday;
- 07:00 to 14:00 – Saturday;
- Closed – Sundays and bank holidays.

3.0 WASTE MANAGEMENT OPERATIONS

Overview

3.1 Site disposal operations will begin once the geological barriers have been constructed in accordance with the specification outlined in CQA Strategy Plan and a CQA Validation Report has been approved by the EA.

3.2 The site operations include direct landfilling of inert waste. Waste will be directly placed into the void and compacted.

3.3 All incoming waste will be directly placed within the void and compacted. There will be no processing of materials. Tipping and placement controls will be in accordance with the Dust and Emissions Management Plan.

3.4 Following the restoration infilling, a restoration soil layer will be constructed above the waste to ensure a suitable growing medium for final restoration and land use. Once the soil layer is in, the areas will be landscaped as per final design and Restoration Plan.

3.5 The types and limits of activities to be carried out at the site are presented in Schedule 1. The operations and the maximum and annual quantities of waste to be imported to the site are described in Table 3.1. Permitted waste types and waste activities are detailed in Schedules 1 and 2 respectively. Flow diagrams for import and placement of waste are set out in Schematics 1 and 2.

Table 3.1 Maximum and Annual Quantities of Waste and Non-Waste	
Activity	**Quantity**
Placement of inert soil and mineral-based wastes	853,800 tonnes of material in total
Disposal of inert wastes (D01)	200,000 tonnes of waste per annum
Landfill restoration including restoration soils and topsoil (R10, R13, and R05)	

Waste acceptance control

3.6 The fill material will be from multiple sources, both as dug from greenfield sites, site remedial works and waste streams from construction and demolition contracts.

3.7 To determine a material's acceptability for use at the site the Operator will apply this protocol ensuring that both the wastes properties are fully assessed and that the importers of the material are suitably licensed.

Waste Carriers Licence

3.8 A Waste Carriers Licence will need to be provided to the Operator prior to any importation by a third party. The certificate will be checked to ensure that it is valid. If there is any doubt as to the certificates' validity, then the Operator will restrict access to the site whilst clarification is provided regarding validity and status.

Prior Assessment of Waste Characteristics

3.9 Prior to import, waste must be pre-assessed to determine whether the site can accept it and process it without risk to the human health or to the environment. This process is integral to the management of the site. The pre-acceptance process is shown in Schematic 1.

3.10 Prior to the importation of waste, the Operator will evaluate the source of the waste to be imported under this protocol. The Operator will employ a Waste Information Form (WIF) (Appendix B) that will be used to document the evaluation process for each waste stream to be deposited at the site i.e. the tracking process. This form will identify the following information as a minimum prior to the waste being accepted into the site:

- Waste source and origin;
- The code applicable to the waste under the European Waste Catalogue (EWC);
- Determination if the waste has hazardous properties based on WM3, and if so what hazardous properties does it have;
- Chemical solid test results on metals, hydrocarbons and non-metals as well as the leachate assessment detailed in the Waste Acceptance Criteria (WAC);
- The process producing the waste (including a description of the process, its SIC code and characteristics of its raw materials and products which may affect its behaviour under landfill conditions);
- The waste treatment applied, or a statement of why treatment is not considered necessary;
- The appearance of the waste (including smell, colour, consistency and physical form);
- Confirmation that the waste is not prohibited from disposal to landfill (for example liquid waste and whole used tyres);
- confirmation that the waste cannot be recycled or recovered;

- The class of landfill the waste can be disposed at;
- Confirmation of whether the waste requires testing; and
- Any additional precautions to be taken upon landfill acceptance.

3.11 The WIF along with any supporting information will be retained at the Operators office. Each WIF will have a unique reference.

3.12 Waste types that can be accepted at site are set out in Schedule 2.1.

3.13 Wastes to be imported to the site are potentially from multiple sources. The requirement for WAC testing results to be submitted for each source is dependent on the type and nature of the materials.

3.14 The Operator will record the source and documentation references on the WIF form during the evaluation of each waste source. Wastes from brownfield sites (made ground), mixed waste, or wastes containing potentially reactive materials and/or low level contaminants will need to be supported by WAC testing. WAC testing will be undertaken prior to importation. Table 3.2 below outlines the Inert WAC Criteria.

Table 3.2- Inert Waste Acceptance Criteria

Determinant	Leachate Criteria (LS=10l/kg) mg/kg	Soil mg/kg
Arsenic	0.5	
Barium	20	
Cadmium	0.04	
Chromium	0.5	
Copper	2.0	
Mercury	0.01	
Molybdenum	0.5	
Nickel	0.4	
Lead	0.5	
Antimony	0.06	
Selenium	0.1	
Zinc	4.0	
Chloride	800	
Fluoride	10	
Sulphate (as SO4)	1000	
Total Dissolved Solids (TDS)	4000	
Phenol Index	1.0	
BTEX (C5-C10)		6
PCB (total)		1
Mineral Oil (C10-C40)		500
PAH (total)		100
Total Organic Carbon		3% /ww

1. If an inert waste does not meet the SO4 L/S10 limit, alternative limit values of 1500 mg/l SO4 at C0 (initial eluate from the percolation test (prCEN/TS 14405:2003)) AND 6000 mg/kg SO4 at L/S10 (either from the percolation test or batch test BS EN 12457), can be used to demonstrate compliance with the acceptance criteria for inert wastes.
2. The values for TDS can be used instead of the values for Cl and SO4.
3. DOC at pH 7.5-8.0 and L/S10 can be determined on eluate derived from a modified version of the pH dependence test, prCEN/TS 14429:2003, if the limit value at own pH (BS EN 12457 eluate) is not met.
4. In the case of soils, a higher TOC limit value may be permitted by the Environment Agency at an inert waste landfill, provided the DOC value of 500mg/kg is achieved at L/S 10 l/kg, either at the soil's own pH or at a pH value between 7.5 and 8.0.

3.15 If a material complies with the inert criteria and is submitted with detailed Leachate Results (L/S=10 l/kg) (WAC testing) which meet the standards specified in Table 1 above, then they will be deemed suitable for use within the site. Where more than 2 samples are taken a statistical approach based upon the 95th percentile of the data set will be adopted as determined necessary.

3.16 Certain wastes, listed in Table 3.3 below, may be accepted for disposal at the site without additional testing provided that the following criteria is met:

- The waste is from a single stream/source material. Different wastes listed in Table 2.2 below may be accepted together, provided they originate from the same source; and
- The waste is uncontaminated and does not contain material or other substances that are not acceptable for disposal at the site.

Table 3.3- Inert Wastes Not Requiring Additional Testing		
EWC Code	Description	Restrictions
10 11 03	Waste glass-based fibrous materials	Only without organic binders
15 01 17	Glass packaging	
17 01 01	Concrete	Selected Construction and Demolition Waste only
17 01 02	Bricks	Selected Construction and Demolition Waste only
17 01 03	Tiles and ceramics	Selected Construction and Demolition Waste only
17 01 07	Mixtures of concrete, bricks, tiles and ceramics	Selected Construction and Demolition Waste only
17 02 02	Glass	
17 05 04	Soil and stones	Excluding topsoil, peat and soil and stones from contaminated sites.
20 01 02	Glass	Separately collected glass only.
20 02 02	Soil and stones	Only garden and parks waste; Excluding topsoil and peat.

Assessment of Non-Greenfield Soils

3.17 Where a material is potentially reactive (or contaminated) the Operator will assess the waste streams and Certificates of Analysis, including WAC results. If the representative samples of the waste stream meet the standards set out in Table 1 above then they will be determined as suitable. The WIF will be completed for this waste stream and signed. Only once approved will the import commence.

3.18 The chemical test results must have been obtained from samples which are representative (i.e. be both recent and, if obtained during a site investigation, be from the same depth as the source of materials which are proposed to be imported) of the material to be imported. If samples are obtained from stockpiles then composite samples (mixed sub-samples) should ideally be collected. Samples should be collected by a competent Environmental Engineer/Consultant or Representative of the Producer. All chemical testing should be undertaken by a UKAS accredited laboratory and the test record describing the soil kept. An assessment must be undertaken against a materials reactivity (using the Waste Acceptance Criteria (WAC)) and determining whether it has any hazardous properties using WM3 Waste Classification. Where more than 2 samples are taken a statistical approach based upon the 95th percentile of the data set will be adopted as determined necessary.

3.19 Materials imported onto the site will be tipped under the guidance of the trained site operatives to ensure materials comply with the description on the WIF form.

3.20 Only inert waste/materials will be accepted at the site for use as fill material. All materials will need to comply with the chemical specification presented in this section.

Site Acceptance

3.21 The waste will access the site off Heck and Pollington Lane. The vehicle will go direct to the site office where it will be inspected and checked against the relevant pre-acceptance information. The waste acceptance and management process is shown in Schematic 2.

3.22 Only permitted waste that conforms to the type and description in the documentation supplied by the producer and/or holder is accepted. Soil waste entering the site is further visually inspected and associated Duty of Care paperwork checked. Details of the input will be recorded, which includes at least the following:

- Date and time of delivery;
- Vehicle details (registration mark);
- Written description, EWC code, origin and quantity of the waste;
- Waste producer details; and
- Waste Transfer Note number.

3.23 The Waste Transfer Note will be taken from the carrier, checked to ensure it is fully completed with the correct data and the material conforms to the pre-acceptance information within the WIF. If the Operative believes that the information provided is sufficient, the Carrier will be directed to the relevant placement area. Should the waste be found unsuitable the load remains on the vehicle for immediate off-site transfer. If the material has been offloaded, it will be moved to the designated quarantine area. Such events will be recorded in the site diary and the regulator informed where necessary.

Vehicular Unloading

3.24 Vehicular unloading will be supervised by a trained operative. During placement of the waste, the waste material will be further inspected to check its contents are consistent with the description provided on the Duty of Care note. If there is any uncertainty regarding the waste type against the expected characterisation as set out in the pre-acceptance information and/or Duty of Care note, the material will be immediately reloaded and rejected off site having given consideration for the relevant Duty of Care requirements. If the producer/ carrier has already left site the material in question will be placed in the designated quarantine area.

Unsuitable Waste

3.25 In the event that potentially unacceptable waste is identified during operation it is segregated and taken to the Quarantine Area.

3.26 In the event of waste being unacceptable at any stage, the Producer will be notified to remove the material from site and if deemed necessary, the importation of the waste stream will be stopped until acceptability can be confirmed. If a vehicle cannot be immediately turned away (due to the time of day, for example), it will be placed adjacent to the quarantined section until practicable to be removed from site. If necessary, further testing will be undertaken to determine acceptability. The testing will be undertaken by the Operation Manager or delegate.

3.27 The details of such incidents will be recorded in the site diary and the Environment Agency notified. The details noted should be of the following:

- Details from Section 3.2
- Reason for load rejection;
- Steps taken following identification of unsuitable material.

Waste Validation Testing

3.28 In addition to the daily visual inspections upon arrival, processing and placement, the Operator must ensure that the waste is compliant with WAC limit values in accordance with Level 3 waste assessment / on-site verification.

3.29 The Operator will undertake representative verification sampling prior to placement, to ensure that the waste accepted complies with the basic characterisation defined by the Waste Producer. The sampling frequency and testing regime is outlined below in Table 4.1:

Table 4.1 Testing frequency where the waste can be classified as a single waste type

Waste type	Testing / Frequency
All Inert landfill waste	Visual inspection – each load.
New waste stream	Level 2 testing suite (as determined by producer) or basic characterisation testing – 3 x for the first year
Homogenous waste stream	Level 2 testing suite (as determined by producer) or basic characterisation testing – 1 test per year
Heterogeneous waste stream	Level 2 testing suite (as determined by producer) or basic characterisation testing – 3 x per year

3.30 In the event that the testing shows non-compliance, this must be reported to the waste producer and the local EA office should be advised of failed samples. Details on the effect that the non-compliant waste will have on the site's impact to the environment should be provided. The samples should be kept for at least 1 month.

Quarantine

3.31 The permitted waste streams at the site are limited and unacceptable wastes are considered unlikely. Table 4.2 sets out the controls in the unlikely event of unacceptable wastes.

Table 4.2 Quarantine Controls

Waste Type	Waste Controls	Storage Controls
Contaminated soils	Waste placement to stop in vicinity of the container to be isolated. Container and associated waste removed and characteristics assessed.	Placed in secure skip with lid. Once classification complete the waste is to be removed from the site for offsite disposal or recovery.
Items of biodegradable material in the waste including large plastic contaminants, wood, metals etc.	To be segregated out by hand or mechanical sorting.	Storage in residual waste quarantine container. Onward transfer for recovery.
Small pressurised containers	Container transferred to Quarantine Area.	Storage in cage with lid. Condition of cylinders to be regularly checked. Onward transfer for recovery.

3.32 All quarantined wastes will typically be removed within 1 working week of discovery. If not, the EA will be notified.

4.0 ENVIRONMENTAL CONTROLS AND MONITORING

Control of dust, fibre and particulates

4.1 Refer to Dust Emissions Management Plan.

Control of odours

4.2 It is considered that the type, nature and quantity of wastes to be imported at the site present a very low risk of odour generation. No odour control or monitoring is considered necessary.

Control of noise

4.3 Refer to Noise Management Plan.

Control of pests

4.4 Due to the nature of the materials being used, the risk of pest infestations and scavenging birds is assessed to be very low. In the event pests are identified, a pest control contractor will be commissioned to implement a system around the structures of the site.

Control of litter

4.5 Due to the nature of the materials to be recovered and proposed activities on the inert waste, the risk of litter generation is assessed to be low. No specific controls are proposed. Any litter identified during the daily inspection will be cleaned up, bagged and placed in a suitable skip pending disposal.

4.6 An excessive spillage of materials or waste from a haulage vehicle anywhere within the site, or on the adjacent public highway, will be dealt with immediately by road sweeping of the surface (or the use of mechanised loading shovel), as required. Any spillage and the action taken will be recorded in the Site Diary.

Control of mud

4.7 The following measures ensure that mud is controlled from leaving the site and impacting on local roads. The site has an internal haul route, which is surfaced by compacted hardstanding, which provides additional mud control.

4.8 All vehicles will be inspected to ensure they were clean to avoid mud being carried onto the Heck and Pollington Lane. Vehicles will be washed down with the mobile bowser were necessary.

4.9 In the event that excessive mud or dust is being deposited onto the public highways, sweeping of the relevant areas will be organised immediately. Any routine inspections and subsequent actions will be recorded in the Site Diary.

Drainage and control of pollution

4.10 The site drainage, during the restoration process, will be managed on site through diversion to soakaway pond. Ponded water may intermittently be pumped out of the void if required and discharge via the soakaway subject to suspended solid treatment.

4.11 The Operator will maintain its vehicles, plant and equipment in accordance with relevant legislation and manufactures guidance. The Operator will train and authorise its staff to operate the vehicles, plant and equipment to uphold the above. This ensures leaks are minimised.

4.12 Plant will be refuelled using a mobile bowser (double-skinned tank) brought to site as appropriate. All maintenance of plant on-site will be undertaken on hardstanding within the site compound. No fuel will be stored or used within the Source Protection Zone 1.

4.13 The site supervisor will ensure that only authorised and trained staff carry out activities involving the refuelling of plant or associated maintenance.

4.14 Groundwater monitoring will be completed in accordance with the HRA and the monitoring plan is shown in drawing 163407/D/006.

Procedures for control and remediation of leaks and spillages

4.16 Leaks and spillages from operational equipment and plant on site are controlled by the application of good housekeeping techniques and regular documented maintenance of all plant and equipment. Spill kits and absorbent granules/pads will be maintained at the site offices.

4.17 All site staff will be trained to deal with leaks and spillages according to the spillage management procedure. The site supervisor and TCP will ensure that any required remedial actions are completed to an appropriate standard. In the unlikely event of a significant spillage that could not be controlled on site, the EA will be notified as soon as possible. All significant spillages and leaks will be recorded in the Site Diary.

Fire prevention and control

4.18 No fires or burning of waste is permitted at the site. The risk associated with the occurrence of fire on the site is anticipated to be low. Any occurrence of fire at the site will be regarded as an emergency and acted upon immediately upon discovery. Daily inspections will include visual observations of plant and vehicles to identify any potential evidence of smouldering. No 'hot loads' will be brought to/accepted at site.

4.19 The site has security arrangements during normal working hours. The site is fully fenced and locked at night. Access to the site is controlled through one entrance. These measures will prevent unauthorised access and the potential for vandalism and the risk of arson.

4.20 The operations are considered to be a low burning potential. The following actions in the event of fire will be undertaken:

- Notify the Fire Brigade immediately and the EA as soon as is practicable;
- Isolate the burning area and attempt to extinguish the fire, if this can be undertaken without placing any member of staff or the public at risk; and
- Evacuate the site if the fire is not containable in line with Health & Safety Plan.

4.21 All instances of fires (or suspected fires resulting from arson or vandalism) will be recorded in the Site Diary.

5.0 WASTE

5.1 The site is designed to restore the landscape using inert waste as cover materials. Any non-compliant materials will be segregated and sent for onward use or recovery by suitably licenced facilities.

5.2 The Operator will adhere to Section 34 of the *Environmental Protection Act 1990* '*Waste Management: The Duty of Care – A Code of Practice*'. Waste streams, in particular those designated to be disposed of, will be constantly assessed by the management team to ensure the efficiency of the recovery operations is maintained. Quarterly waste returns will be completed and submitted to the EA in accordance with the Permit requirements.

5.3 All materials transferred from the site will be supported by Waste Transfer Notes and suitable Duty of Care paperwork.

6.0 INFORMATION MANAGEMENT

Records

6.1 All records required by the Permit will be held by the Operator. The operator will keep all records relating to the site at the main office.

6.2 The Site Diary/environmental log will be maintained by the site management. All records relating to the site will be kept for a minimum of 2 years. The following significant events will be recorded in the Site Diary:

- Maintenance of plant in accordance with manufacturer's recommendations;
- Breakdowns;
- Emergencies;
- Problems with material stockpile quality and action taken;
- Site inspections and consequent actions carried out by the operator. These include those undertaken by specialists;
- Technically competent management attendance at site;
- Any Monitoring undertaken;

- Importation volumes and Duty of Care paperwork;
- Severe weather conditions which adversely affected site activities;
- Complaints about site operations and actions taken; and
- Environmental problems and remedial actions (including spills and leaks).

Inspection Regime

6.3 Site inspections will be undertaken on operational days to check for unforeseen emissions and compliance with the Permit requirements. Inspections and corrective actions (including any required notifications to the EA) will be recorded in the Site Diary.

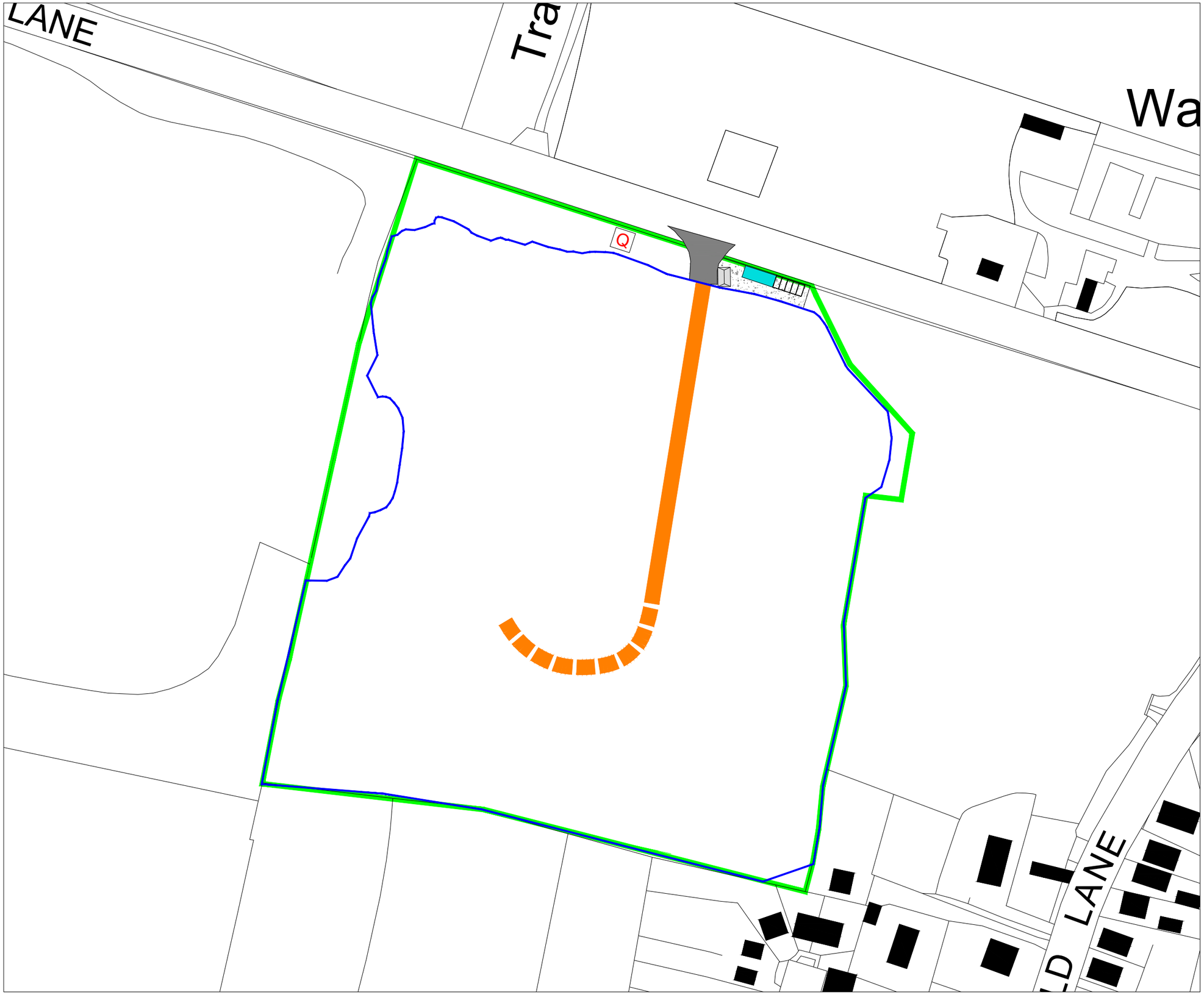
Duty of Care

6.4 In accordance with Duty of Care requirements, the Operator will maintain a schedule of all waste transfers from the site. The schedule and Duty of Care paperwork will be made available for inspection, as required. Records will be maintained at the Operator's main office.

Availability of Permit and Management Plan

6.5 A copy of the Permit, all management plans and the supporting documents, will be kept available on site for reference when required by all site staff carrying out work under the requirements of the Permit.

Drawings



Key:

- Permit Boundary
- Extent of Excavation
- Tarmac Bellmouth Access/ Egress
- Weighbridge/ Ticket Office
- Site Office/ Welfare
- Parking
- Hardcore Surfacing
- Haul Route
- Haul Route Location Dependent on Work Progression
- Q — Quarantine Area

Rev.	Details	Drawn / Chkd.	Date

Project

Middleton Quarry, Pollington

Title

Site Layout Plan

AA Environmental Ltd
Units 4-8
Cholswell Court
Shippon Abingdon
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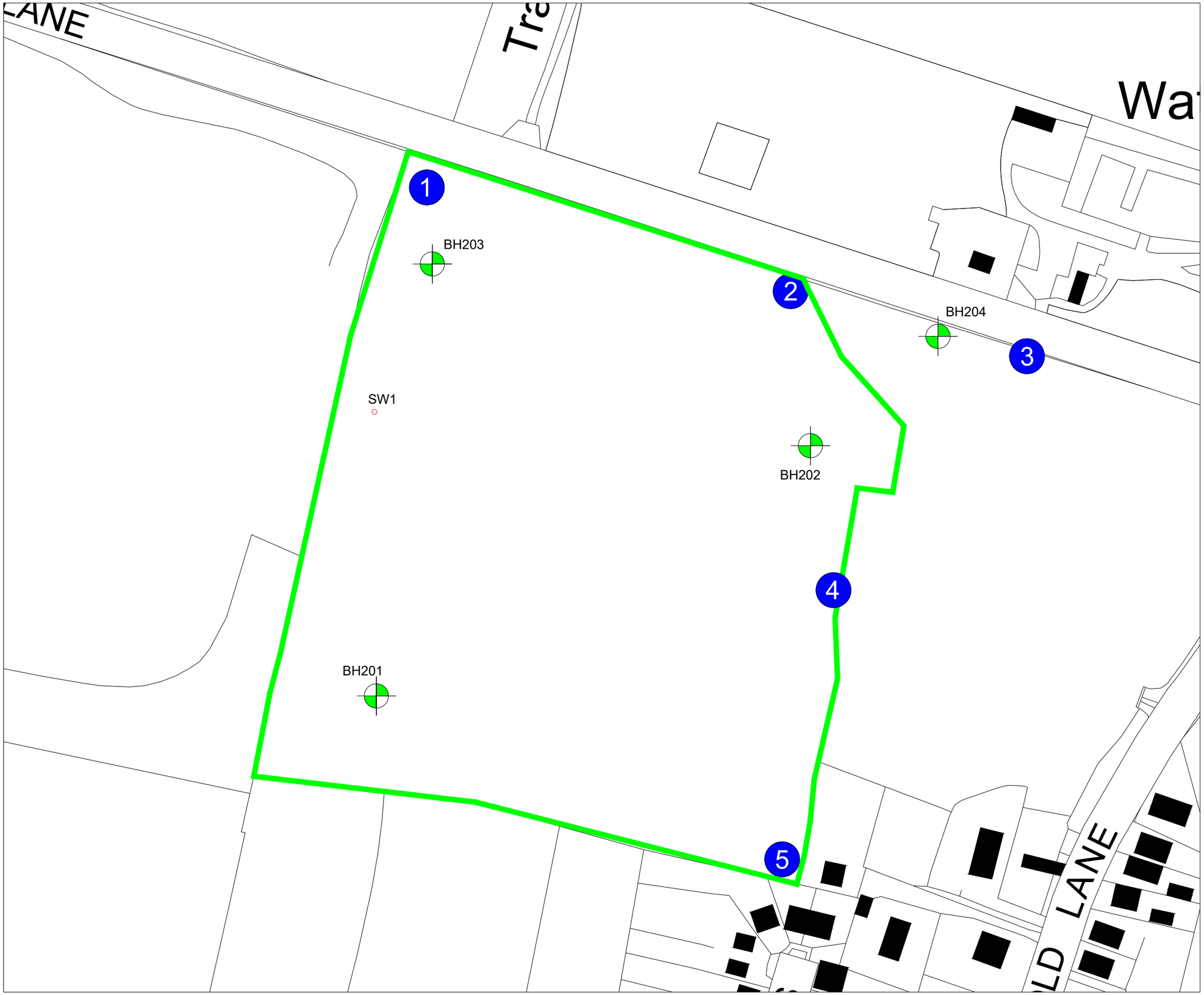
Scale	Date	Drg. No.	Rev.
1:1,500@A3	Jul'24	163407/D/003	

Drawn	Chkd.
KW	EB



Key:

- Permit Boundary
- Visual Monitoring Locations
- Existing Groundwater Borehole Location
- Surface water monitoring location

Rev.	Details	Drawn / Chkd.	Date

Project

Middleton Quarry, Pollington

Title

Monitoring Plan

AA Environmental Ltd
Units 4-8
Cholswell Court
Shippon Abingdon
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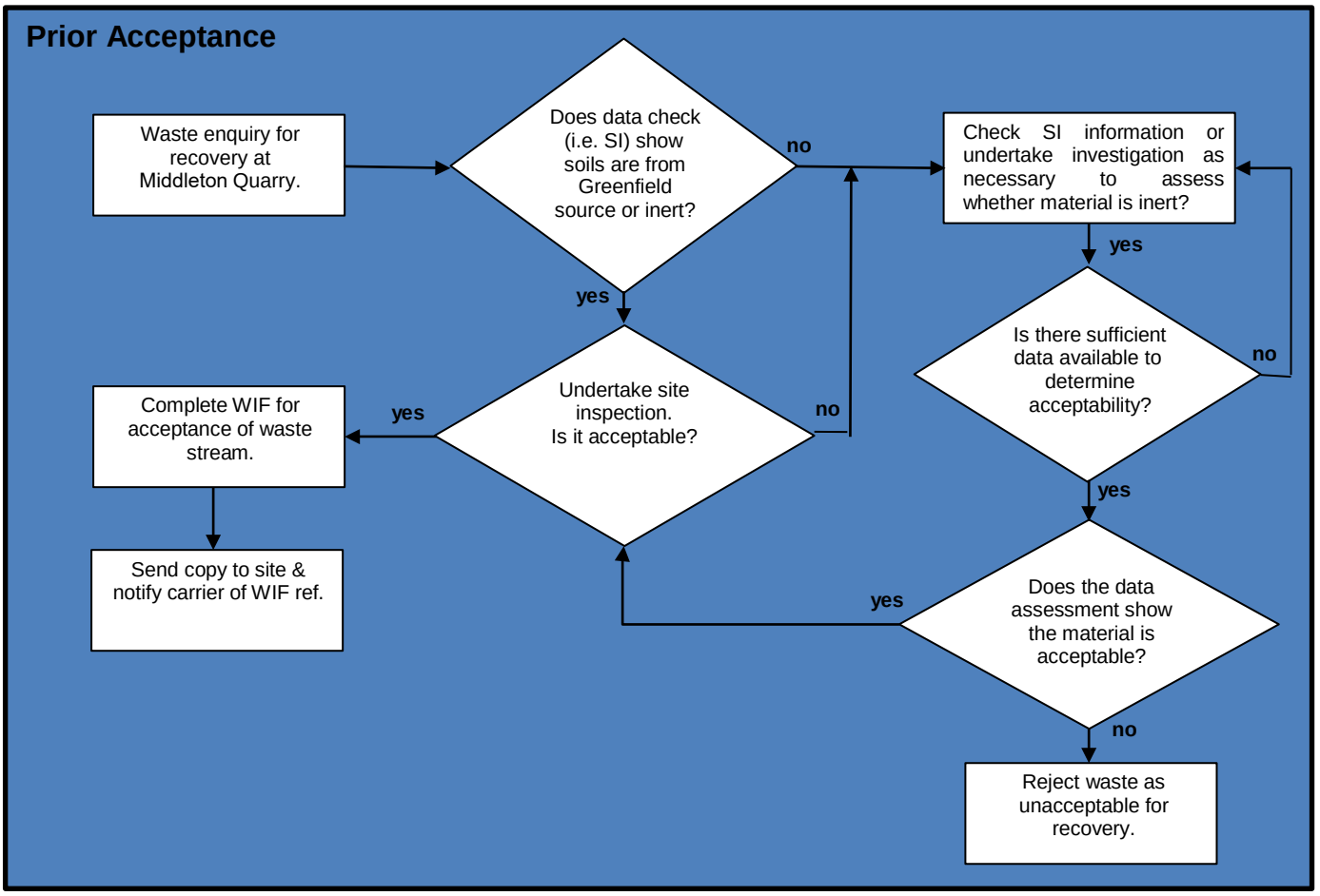
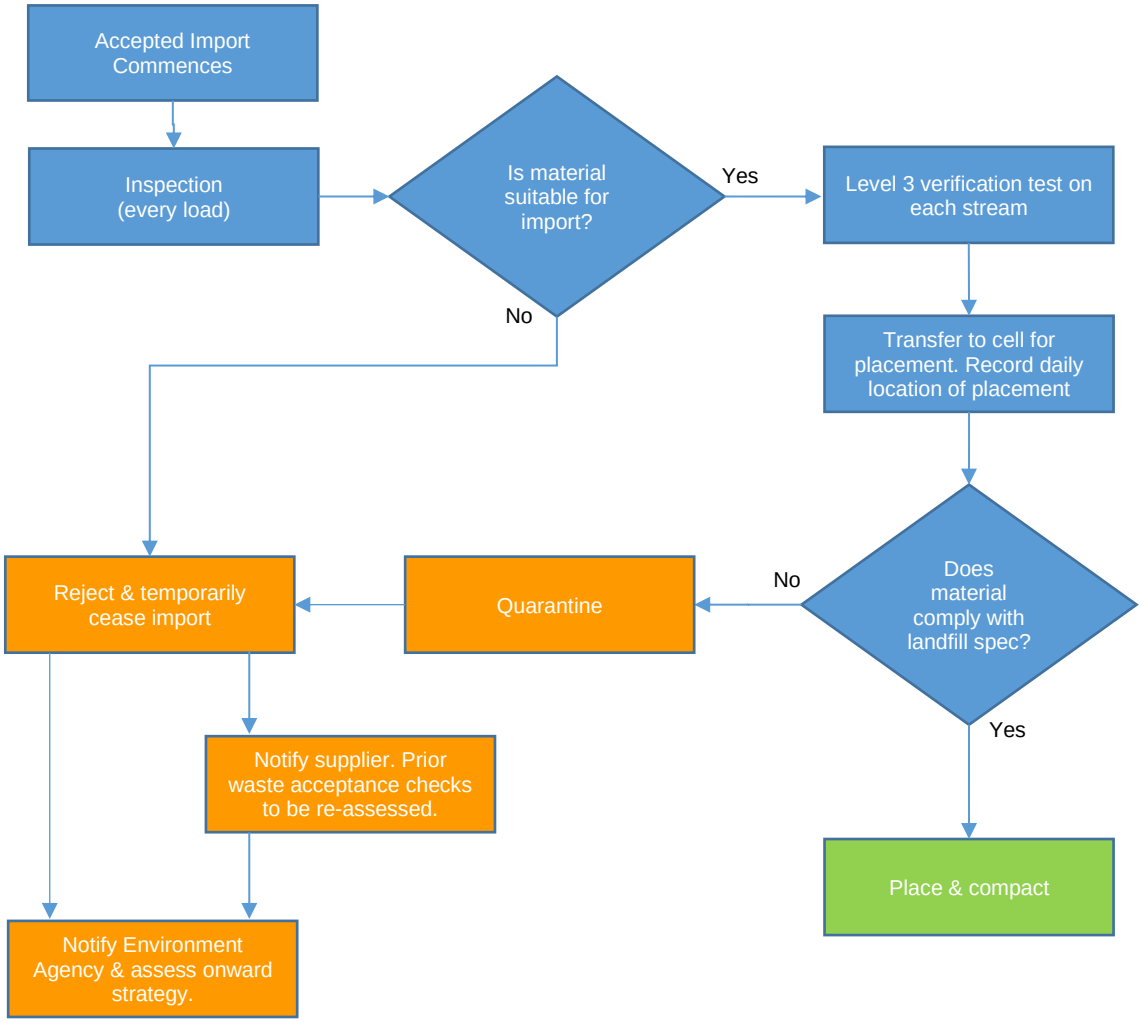
Scale	Date	Drawn	Chkd.	Drg. No.	Rev.
1:1,500@A3	July'24	KW	EB	163407/D/006	

Schematics

Schematic 1 : Prior Acceptance Process



Schematic 2 – waste acceptance and management process



Schedule 1: Process Operations

Schedule 1.1 Permitted Waste Activities		
Process	**Description**	**Limits of waste**
Inert waste disposal for restoration purposes.	D01 – disposal of inert wastes to landfill.	Annual through put limited to 200,000 tonnes per annum of inert waste. Permitted waste types set out in Schedule 2.1 and 2.2.
Landfill restoration including topsoil and subsoil	R13 – temporary storage R05 – recovery of inorganics. R10 – restoration	

Schedule 2.1: Permitted wastes for inert landfill

Table 2.1. Waste types	
01 01 02	Wastes from mineral non-metalliferous excavation
01 04 08	Waste gravel and crushed rocks other than those mentioned in 01 04 07
01 04 09	Waste sand and clays
10 13 11	Wastes from cement-based composite materials other than those mentioned in 10 13 09 and 10 13 10
10 13 14	Waste concrete and concrete sludge
15 01 07	Glass packaging
17 01 01	Concrete
17 01 02	Brick
17 01 03	Tiles and ceramics
17 01 07	Mixtures of concrete, brick, tiles and ceramics other than those mentioned in 17 01 06
17 02 02	Glass
17 05 04	Soil and stones other than those containing hazardous substances
17 05 08	Track ballast other than those containing hazardous substances
19 02 06	Inert solid/sludges from soil washing facility only
19 12 05	Glass
19 12 09	Minerals (e.g. sand, stones)
19 12 12	Other wastes from mechanical treatment of aggregate/subsoil wastes
19 13 02	Solid wastes from soil remediation other than those mentioned in 19 13 01
20 02 02	Soil and stones (excluding topsoil and peat)

Schedule 2.2: Permitted wastes for restoration soils

Table 2.2. Waste types	
01	WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING, AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS
01 04	wastes from physical and chemical processing of non-metalliferous minerals
01 04 09	waste sand and clays
17	CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)
17 05	soil (including excavated soil from contaminated sites), stones and dredging spoil
17 05 04	soil and stones other than those mentioned in 17 05 03
19	WASTES FROM WASTE MANAGEMENT FACILITIES, OFF-SITE WASTE WATER TREATMENT PLANTS AND PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION/INDUSTRIAL USE
19 02	Physico/chemical treatments of waste
19 02 06	Inert solid/sludges from soil washing facility only
19 12	wastes from the mechanical treatment of waste (for example sorting, crushing, compacting,
19 12 09	minerals (for example sand, stones)
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS
20 02	Garden and park wastes (including cemetary waste)
20 02 02	soil and stones

Appendix A

Complaints Procedure

INTRODUCTION

This Complaints Procedure outlines how the Operator will respond in the event of a complaint. A complaint may arise relating to the site permitted activities involving a nuisance (dust, noise, odour, pests). This procedure contains information on how any complaint will be investigated and any actions taken as a result of the complaint.

KEY CONTACTS

The key contacts will be shown on the site notice board at the site entrance. Alternatively, any complaints can be made at the site to any site operative and/or the Site Manager. The contacts are shown below.

Contact	Role	Contact Number
On site Site Manager	Responsible for operation at the site under the Environmental Permit and their staff at the site	TBC
Supervisor / Engineer	Responsible for implementing and inspection of controls at the site under the Environmental Permit and their staff at the site	TBC

PROCEDURE

1. Any complaints made will be immediately logged by the Site Manager and/or Site Operative. In the event a complaint is made to a Site Operative, the Site Operative will refer the complaint to the Site Manager. If able to do so, the complainant details will be taken on initial contact either by phone or in person.

2. The Site Manager (or nominated operative) will discuss any concerns with the complainant directly within 1 working day of the complaint being made; and request contact details to notify the complainant of any updates/corrective measures. The complain will be logged using the Complaint Form (attached) and given a unique reference number.

3. The Site Manager will review the site activities and ensure control measures are in accordance with the Site's Management Systems.

4. The Site Manager will investigate the location of concern raised in relation to the site i.e. at a local receptor location and/or public highway to inspect the impact on the receptor.

5. The Site Manager will notify the complainant of any updates to the control measures / site operations. Control measures may be corrective and/or preventative and include additional control measures and/or increase the frequency of an existing control measure. Alternatively, the design of the site operations may change to decrease nuisance to that receptor.

6. In the event the same issue persists, the Site Manager will further review site operations and control measures. This may require a temporary cessation of certain operations whilst additional measure is implemented. The works will not recommence until further control measures have been incorporated and a review of effectiveness has been agreed / witnessed by the Site Manager. The complainant will be kept abreast of further measures.

The target close out of any complaint is within 1 week of point 1 however this is dependent on the complaint, effectiveness of control and any third-party testing required to quantify complaint and/or control.

Complaints Procedure

RECORDS

On site Records
A copy of this procedure is kept on site and briefed to all site operatives upon site induction. Any identified complaints, incidents or accidents, as well as corrective measures, are recorded in the Complaint Form. Copies of the complaint forms are kept on site.

Review
This procedure is reviewed on a yearly basis or post-incident to ensure it remains up-to-date with the site operations.

Complaint Form

Complaint Form Reference No.	

Date of Complaint	

Details of Complainant			
Name			
Address			
Contact Number		**Email Address**	
Nature of Complaint			
Reported To		**Date of Incident (if different to date of complaint)**	
Corrective Measure Taken			
Follow up Communication with Complainant			
Preventative Measure Taken (if any)			
Sign off		**Close out Date**	

Appendix B

Waste Information Form

Customer Name:			
Contact Name :		**Contact Numbers**:	Tel: Email:
1. EWC Code:		**Quantity:**	Start Date:
2. Source and Origin of the Waste		**Address:**	
		Previous use of site & nature of development: **Factory unit**	
3. The process producing the waste (including description of process, SIC Code* and characteristics of raw materials)			**SIC CODE**
4. Determination if the waste has any hazardous properties as per WM3.			
5. Confirmation that the waste cannot be recycled or recovered.			
6. The waste treatment applied, or a statement of why treatment is not considered necessary.			
7. The appearance of the waste (including smell, colour, consistency and physical form).			
8. Confirmation that the waste is not prohibited from disposal to landfill (for example liquid waste and whole used tyres).			
9. The class of landfill the waste can be disposed at.			
10. Confirmation of whether the waste requires testing. If the waste producer decides they cannot or should not test, explanation required.			
11. Identification of the key variables for compliance testing			
12. Any additional precautions to be taken upon landfill acceptance			
Is there a site investigation report for the site (if so please provide a copy of ALL the reports)?		Yes / No	
Is there any Laboratory analysis for the materials (If so please send ALL analysis)?			Yes / No
Customer's comments (is there any other information to pass on to Tetron?):			

To be completed by Tetron:

Further analysis / WAC required?:		**Date received:**
Material Acceptable*:	**Q No:**	**SN No:**
Landfill Site:		
Name of decision-maker:		**Decision Date:**

*Only materials delivered that conform with the site's permit will be accepted.