KEADBY
NEXT GENERATION
POWER STATION
Hydrogen-enabled flexible power

# Noise Management Plan

## Site Details:

**Site name: Keadby Next Generation Power Station**

**Site address: Keadby Power Station, Trentside, Keadby, Scunthorpe, North Lincs, DN17 3EF**

**Operator name: Keadby Next Generation Limited**

**Permit number: EPR/HP3329MS**

## Who this plan is for:

This Noise Management Plan (NMP) is an outline NMP, based on data available at this early stage of the project design, and to support the Environmental Permit application for the Keadby Next Generation Power Station Installation (the 'Installation'). The outline NMP will require update and finalisation following the completion of detailed design, once all data on equipment sound power levels and mitigation measures is available.

Once finalised, Keadby Next Generation (KNG) staff will use this NMP to manage the noise on and from the Installation. The finalised NMP will be a live document which will form part of the Environmental Management System (EMS) for the Installation. EMS documentation will be controlled through an integrated Document Management System (DMS). The Station Manager of the Keadby Next Generation Power Station will hold responsibility for implementation of the NMP including training of relevant staff.

The finalised NMP will be reviewed every three years, or sooner if any of the following occur:

- if there have been noise complaints received as a result of the operation of the Installation; and
- if there are changes to the Installation's operation, infrastructure, or management that could result in a change to the potential for noise impacts to result.

Operational staff will be made aware of the NMP as part of their induction training and refresher training to ensure all control measures are understood and implemented.

A complaints management procedure will be implemented, which will include logging, investigating and following up on any noise complaints and monitoring.

# Document Owner:

**Document author: Arup – reviewed by Simon Render (SSE)**

**Version number: 01**

# List of Revisions:

| Revision number | Revision authorised by | Date submitted to Environment Agency | Revision owner |
|---|---|---|---|
| 1 | Helen Watson | February 2026 | SSE |
| 2 | | | |

# Contents

# 1. Introduction

This outline Noise Management Plan (NMP) has been produced to support the Environmental Permit application (Permit number: EPR/HP3329MS) for the Keadby Next Generation Power Station to enable the operation of a new Combined Cycle Gas Turbine (CCGT) power station and associated facilities.

The CCGT will be designed to run on 100% hydrogen and capable of operating on 100% natural gas from the start of operations. When hydrogen becomes available and operation with hydrogen firing is commercially viable, the Installation will be upgraded to operate on a blend of natural gas and hydrogen or 100% hydrogen, dependent on availability. Unlike combustion of conventional fuels, combustion of hydrogen produces no direct emissions of carbon dioxide ($CO_2$) and therefore, it is a credible avenue for low-carbon combustion processes.

The outline NMP has been based on data available at this early stage of the project design. The outline NMP will therefore require update and finalisation following the completion of detailed design, once all data on equipment sound power levels and mitigation measures is available.

Once finalised, Keadby Next Generation (KNG) staff will use this NMP to manage the noise on and from the Installation.

KNG is committed to ensuring that any noise control equipment at the Installation is designed, operated and maintained appropriately so that it controls noise effectively at all times. As the Installation operator, KNG understands and accepts its responsibilities for controlling noise impact. The aims of the NMP are to:

- Identify activities with the potential for noise generation;
- Develop and implement an effective noise management strategy;
- Minimise the likelihood of noise emissions from the Installation and reduce the potential environmental impacts;
- Ensure compliance with the Environmental Permit; and
- Protect Site personnel and visitors.

## 1.1 Site Description

The Keadby Next Generation Power Station will comprise of a new high efficiency CCGT electricity generating station with an electrical output of up to 910MWe, and associated facilities, including:

- Gas and steam turbines and associated generators;
- A Heat Recovery Steam Generator (HRSG);
- Air intake louvres, filters and ductwork;
- Exhaust gas treatment;

- Emission stack;
- Cooling infrastructure comprising hybrid cooling cells; and
- Ancillary plant.

The Installation will be designed to run on 100% natural gas from the start of operation, as hydrogen firing may not be feasible, however it will be designed to operate on 100% hydrogen from the start. The time required to upgrade the Installation to hydrogen firing would be minimised as a result of embedding key design requirements in the Installation within the baseline design.

Given the first-of-a-kind nature of the Installation, the design at this stage of the project is based on a range of the most likely CCGT equipment to be used; this means that there may be a range of electrical output depending on the technology selected; at this stage in project design therefore, the largest unit currently commercially available has been selected as the conservative basis for the Noise Impact Assessment (NIA).

It will operate 24 hours a day, 7 days a week with programmed offline periods for maintenance approximately every 11 months.

The site of the Installation is located to the north-west of Keadby 2 Power Station on the wider Keadby Power Station site, encompassing an area of approximately 15 hectares (ha) (see Figure 1.1).

The wider Keadby Power Station site comprises the operational Keadby 1 and Keadby 2 CCGT power stations. The village of Keadby is the nearest settlement which lies approximately 1km southeast of the Installation Boundary at its closest point. The Installation is bounded to the north by agricultural land, which includes Keadby Wind Farm. Immediately to the west exists a steep ridge associated with the former Keadby Ash Tip, beyond which is farmland and the settlement of Ealand approximately 3.5km from the Site.

The River Trent is to the east of the Installation, with the settlement of Gunness approximately 1.5km away. Immediately to the south of the Installation is industrial land of the wider power station site with farmland, including a wind farm, a railway and various watercourses.

The closest noise sensitive receptors (NSR) are approximately 100 metres away from the Installation Boundary (dwellings adjacent to Vazon Bridge).

## 1.2 Maintenance and Review of the NMP

The NMP will be a live document which will form part of the wider Environmental Management System (EMS) for the Installation. All controlled EMS documents will be held within an online system with a hard copy on Site. Documentation will be controlled through an integrated Document Control System (DCS). The Station Manager of the Keadby Next Generation Power Station holds responsibility for implementation of the NMP including training of relevant staff.

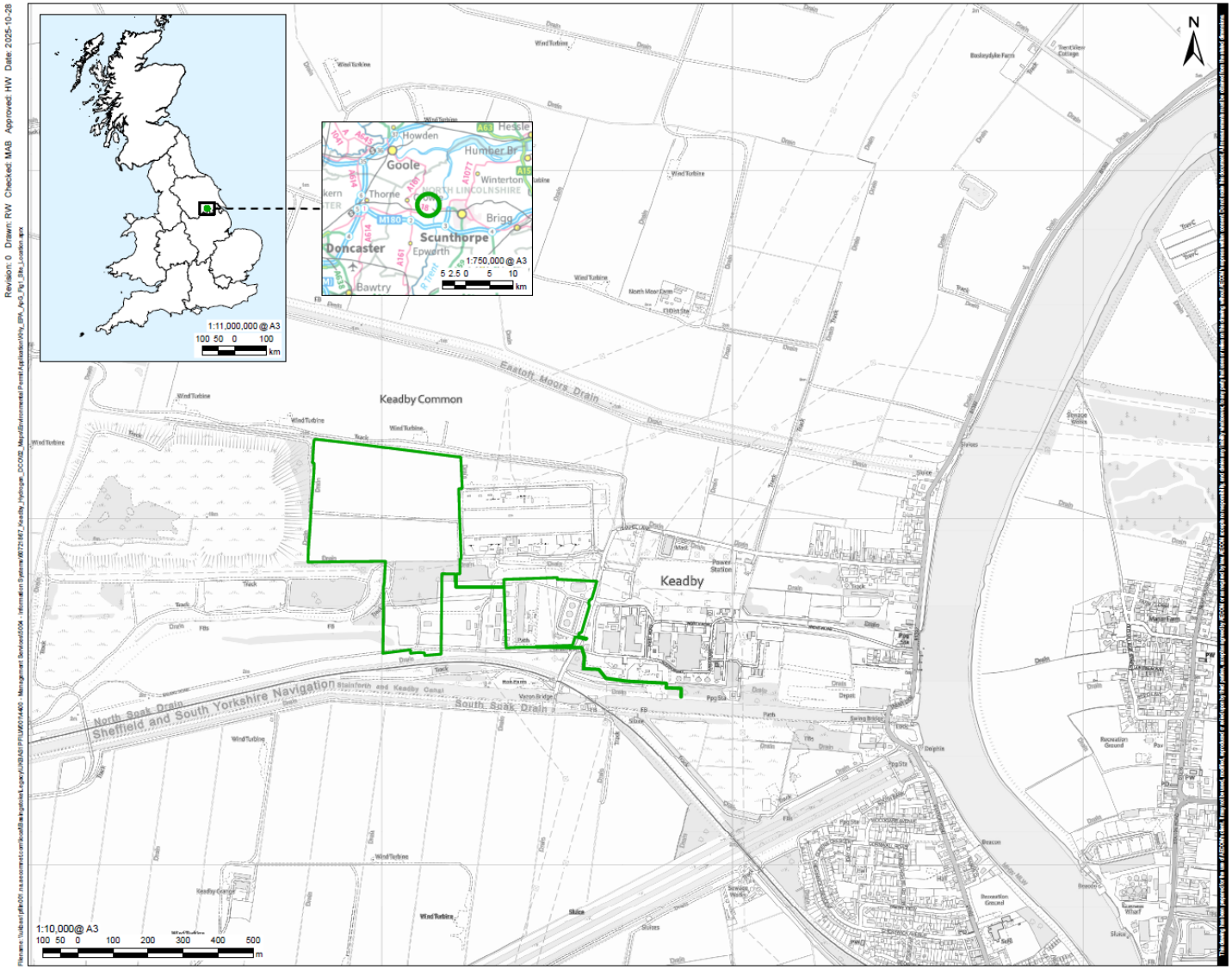
This NMP will be reviewed every three years, or sooner if any of the following occur:

- if there have been noise complaints received as a result of the operation of the Installation; and
- if there are changes to the Installation's operation, infrastructure, or management that could result in a change to the potential for noise impacts to result.

Operational staff will be made aware of the NMP as part of their induction training and refresher training to ensure all control measures are understood and implemented.

A complaints management procedure will be implemented, which will include logging, investigating and following up on any noise complaints and monitoring (see Section 4).

*Figure 1.1: Site Location and Installation Boundary*



## 1.3 Relevant Sector Guidance for the NMP

Relevant guidance for controlling noise emissions from Large Combustion Plant (LCP) has informed this NMP:

- Best Available Techniques (BAT) Reference Document for Large Combustion Plant (LCP BRef)[1];
- Commission Implementing Decision (EU) establishing BAT conclusions for Large Combustion Plant (LCP BATc)[2];
- British Standard BS 4142:2014+A1:20192 Methods for rating and assessing industrial and commercial sound provides the method of assessing the impact of a source of industrial sound from the Site[3].

This NMP has been written with reference to the notes within the template NMP provided and gov.uk guidance on Noise and vibration management: environmental permits[4].

# 2. Receptors

## 2.1. Receptor List

***Table 2.1. Receptor List***

| Receptor reference | Land use e.g. house, school, hospital, commercial | Direction from site (north, south, east, west) | Approximate distance to site boundary (m) |
|---|---|---|---|
| NSR 1 | Vazon Bridge, Pasture Lane, Keadby, Scunthorpe, England, DN17 3ER, United Kingdom | South | 105m |
| NSR 2 | Hawthorne House, Chapel Lane, Keadby, Scunthorpe, England, DN17 3EN, United Kingdom | East | 440m |
| NSR 3 | 76, Chapel Lane, Keadby, Scunthorpe, England, DN17 3EL, United Kingdom (Keadby Village) | South-west | 790m |

[1] Best Available Techniques (BAT), Reference Document for Large Combustion Plants Industrial Emissions Directive 2010/75/EU of the European Parliament and of the Council, July 2017. Available at: Large Combustion Plants | EU-BRITE

[2] Commission Implementing Decision Establishing Best Available Techniques (BAT) conclusions, under Directive 2010/75/EU of the European Parliament and of the Council, for Large Combustion Plants, European IPPC Bureau, November 2021. Available at: Large Combustion Plants | EU-BRITE

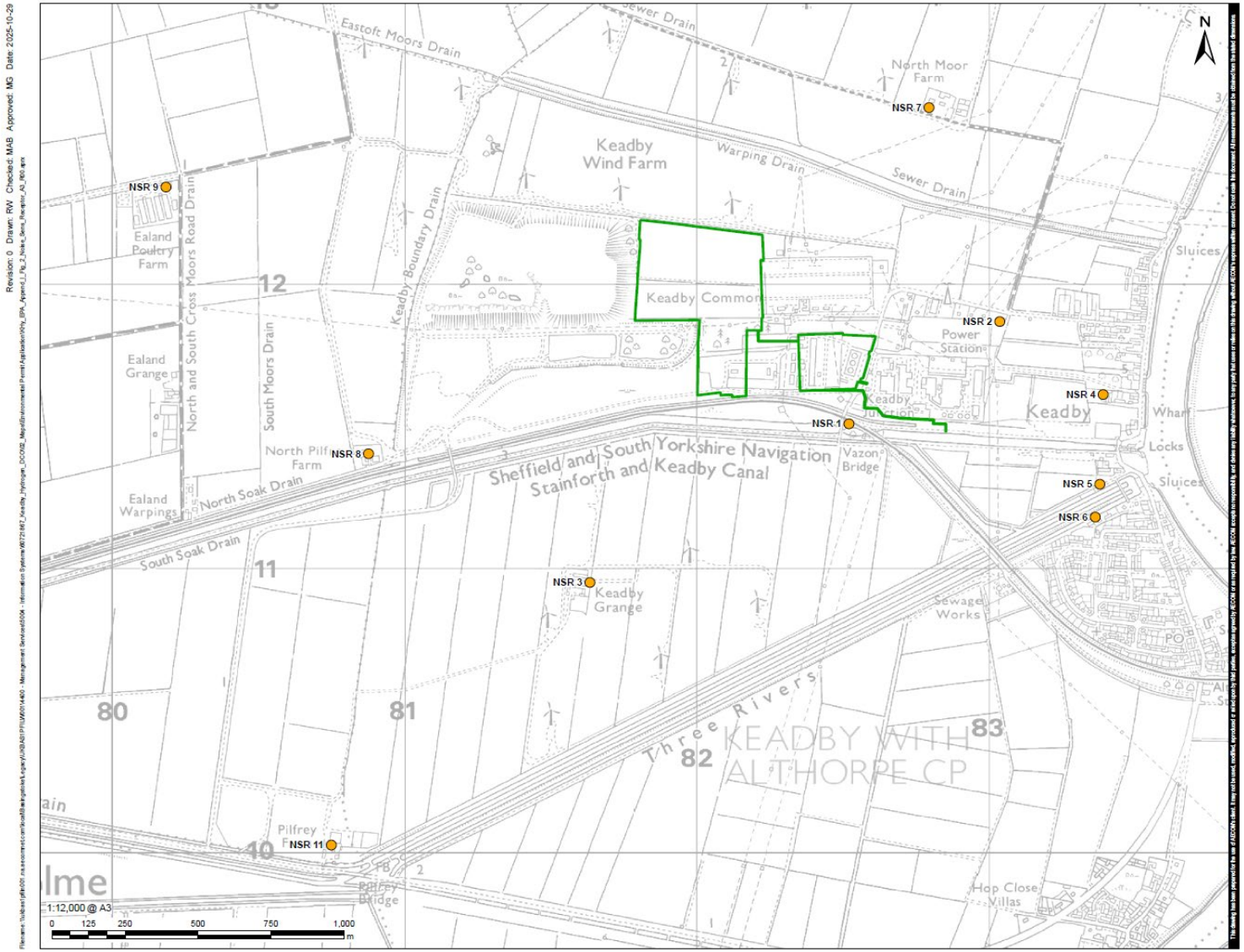
[3] British Standards Institution. BS 4142:2014+A1:2019 Methods for rating and assessing industrial and commercial sound. s.l. : BSI, 2019. ISBN 978 0 539 02069 4.

[4] Noise and vibration management: environmental permits - GOV.UK

| Receptor reference | Land use e.g. house, school, hospital, commercial | Direction from site (north, south, east, west) | Approximate distance to site boundary (m) |
|---|---|---|---|
| NSR 4 | Mariners Arms Flats, Keadby, Scunthorpe, England, DN17 3EH, United Kingdom (Mariners Arms Flats) | East | 640m |
| NSR 6 | 9 Queens Crescent, Keadby, Scunthorpe, England, DN17 3DJ, United Kingdom | South-east | 640m |
| NSR 8 | North Pilfrey Farm, Crowle, Scunthorpe, England, DN17 4DG, United Kingdom | West | 730m |
| NSR 9 | Ealand Poultry Farm, Keadby, Scunthorpe, England, DN17 4JE, United Kingdom | West | 1.6km |
| NSR 11 | South Pilfrey Farm, Keadby, Scunthorpe, England, DN17 3HZ, United Kingdom | South-west | 2.0km |

NSRs 5, 7, 10 and 12 are from previous NIAs carried out for the wider Keadby Power Station site and have been excluded in more recent work as NSR 7 and NSR 10 are no longer in residential use; and NSR 5 and 12 were close to and therefore considered adequately represented by NSR 4.

*Figure 2.1 Map of Installation Boundary and Noise Sensitive Receptors*



# 3. Noise Sources and Processes

## 3.1 Noise Impact Assessment (NIA) Conclusion

An NIA was carried out to support the Environmental Permit application for the Installation. The BS4142 assessment included a three-dimensional model using SoundPlan 9.1 software, to assess the proposed layout of the Installation.

SoundPlan implements the sound attenuation method ISO 9613-2: 2024 *Acoustics - Attenuation of sound during propagation outdoors*, which was used to calculate sound levels at surrounding NSRs from the proposed operations at the Installation (from both proposed external plant and breakout of sound from plant to be located within buildings).

The impact of the operational noise was assessed according to BS4142, based upon the difference between the measured background sound level ($L_{A90,\,T}$) without the sound of the Installation and the rating level of the Installation, at the NSR locations.

The background sound level is defined in BS4142 as the typical level existing in the absence of the specific sound level from the plant at the NSRs. The specific sound level ($L_{Aeq,Tr}$) from the industrial sources can be subject to a weighting (penalty) where it displays an identifiable character (such as tonality, impulsivity, intermittency, or otherwise distinctive character) to provide a rating level ($L_{Ar,Tr}$). The background sound level is subtracted from the rating level and the difference used to inform the NIA.

The daytime background sound levels ranged from 31dB$L_{A90,T}$ at NSR 8 and NSR 9 to 42dB$L_{A90,T}$ at NSR11. Nighttime background sound levels ranged from 27dB$L_{A90,T}$ at NSR 9 and NSR11 to 42dB$L_{A90,T}$ at NSR1.

The predicted rating level at the NSRs arising from the Installation were assessed to not exceed a level more than 3dB above the background sound level ($L_{A90,\,T}$) at night after proposed mitigation had been put in place. As noted in BS4142, where the rating level does not exceed background sound levels, this is an indication of the specific sound source having a low impact and around 5dB over background is an adverse impact, depending on the context.

In the Environment Agency's (EA) Noise Assessment guidance, a low impact corresponds with "no noise, or barely audible or detectable noise" for which the EA may decide that taking action to minimise noise is a low priority. For noise levels around 5dB above the background sound level, "audible or detectable noise" means that action is needed to prevent or minimise noise.

Mitigation measures required to ensure that noise criteria are achieved include the selection of plant items not exceeding noise emission levels assumed in the NIA, and specified minimum acoustic performance of louvres, doors and enclosures.

The Installation will be in an existing and former industrial area and so it is considered there would be no change to the soundscape character as a result of the operation of the Installation.

## 3.2 Noise Sources

***Table 3.2 Description of Noise Emitting Processes***

| Noise Source | Sound power level (dBA) | Operational conditions | Additional comments (source of information) |
|---|---|---|---|
| Natural Gas Above Ground Installation (AGI) | 97 | 24 hours a day, 7 days a week. | Provided by Aecom |
| Hydrogen Gas AGI | 97 | | Provided by Aecom |
| Blending Skid | 97 | | Provided by Aecom |
| Gas Turbine Hall* | 75 | | Siemens OEM data via SSE |
| Gas Turbine Generator Hall* | 66 | | Siemens OEM data via SSE |
| Gas Turbine Air Intakes | 97 | | Arup library data |
| HRSG Building* | 91 | | Siemens OEM data via SSE |
| HRSG Aux Building* | 99 | | Provided by Aecom |
| HRSG Stack | 97 | | Provided by Aecom |
| Steam Turbine Hall* | 82 | | Siemens OEM data via SSE |
| Steam Turbine Aux Building* | 68 | | Siemens OEM data via SSE |
| Transformer Yard | 100 | | Siemens OEM data via SSE |
| Hydrous Ammonia Storage and Transfer | 71 | | Provided by Aecom |
| Water Tower Cooler | 104 | | Keadby 3 ES Appendix 9B |
| Cooling Water Pumps | 97 | | Keadby 3 ES Appendix 9B |
| Boiler Feed Water Chem Package | 72 | | Provided by Aecom |

| Noise Source | Sound power level (dBA) | Operational conditions | Additional comments (source of information) |
|---|---|---|---|
| Demineralised Water Storage Plant | 99 | | Provided by Aecom |
| Demineralised Water Storage Pump | 99 | | Provided by Aecom |
| Water Treatment Building | 83 | | Keadby 3 ES Appendix 9B |
| Raw Water Storage Tank | 87 | | Keadby 3 ES Appendix 9B |
| Water Abstraction Station | 99 | | Arup library data |
| Emergency Generator | 99 | | Arup library data |

*Sound power level is given as sound power per $m^2$

The NIA assumed that potential noise of a tonal, impulsive or intermittent nature, as perceived at the NSR, will be designed out by the selection of appropriate plant, building cladding, louvres, silencers or attenuators, as necessary. However, a +3 dB correction was included to allow for any potential to identify the new sound source in the existing acoustic environment.

## 3.3 Overview of Noise Processes and Emissions

The CCGT unit will include a gas turbine, a HRSG and a steam turbine. Natural gas to fire the gas turbine will be supplied with gas imported from the National Gas Transmission (NGTS) System via a new AGI on the Installation.

Subject to agreement with the hydrogen supplier, hydrogen will be supplied via a pipeline and will be imported onto the Installation from a new hydrogen AGI and hydrogen receiving area.

The heat from the gas turbine exhaust gas will be recovered in the HRSG to generate steam in the boiler, which will then drive the steam turbine to maximise power generation. Power generated from the gas and steam turbines will be exported to National Grid's National Electricity Transmission System (NETS).

If required to ensure that the required oxides of nitrogen (NOx) emission limits are achieved from the LCP, the exhaust gas from the HRSG will be passed through a Selective Catalytic Reduction (SCR) abatement system located within the HRSG for optimal temperature conditions. The exhaust gas will then be discharged to atmosphere from a stack located adjacent to the HRSG building.

The Installation comprises:

- A gas turbine and associated generator, located within a gas turbine building;
- A HRSG;
- A steam turbine and associated generator located within a steam turbine building;
- Gas turbine air intake louvres, filters and ductwork;
- SCR equipment for the removal of NOx from the flue gas, consisting of a catalyst chamber, associated pipework, fans and ammonia storage vessels (if required);
- A stack for the discharge of exhaust gas from the HRSG;
- Cooling infrastructure, comprising hybrid cooling cells and associated pipework, plant and buildings;
- Natural gas reception facility including NGTS minimum off-take connection and KNG AGI, gas conditioning, pressure and temperature control, fiscal metering equipment;
- Hydrogen gas reception facility including the hydrogen suppliers minimum off-take connection and KNG AGI, gas conditioning, let down and metering equipment and instrumentation and electrical building;
- Natural gas and hydrogen blending equipment;

- Electrical power export lines from the generating station to the existing 400kV NETS Substation located adjacent to the Keadby Power Station site;
- Transformers (for the import and export of electricity); and
- Facilities required in connection with the above including: an electrical auxiliary boiler, an emergency diesel generator, and associated diesel storage tanks; administration and control buildings, workshops, stores, raw water storage tank(s), demineralised water treatment plant including storage tanks and permanent laydown areas for operation and maintenance activities.

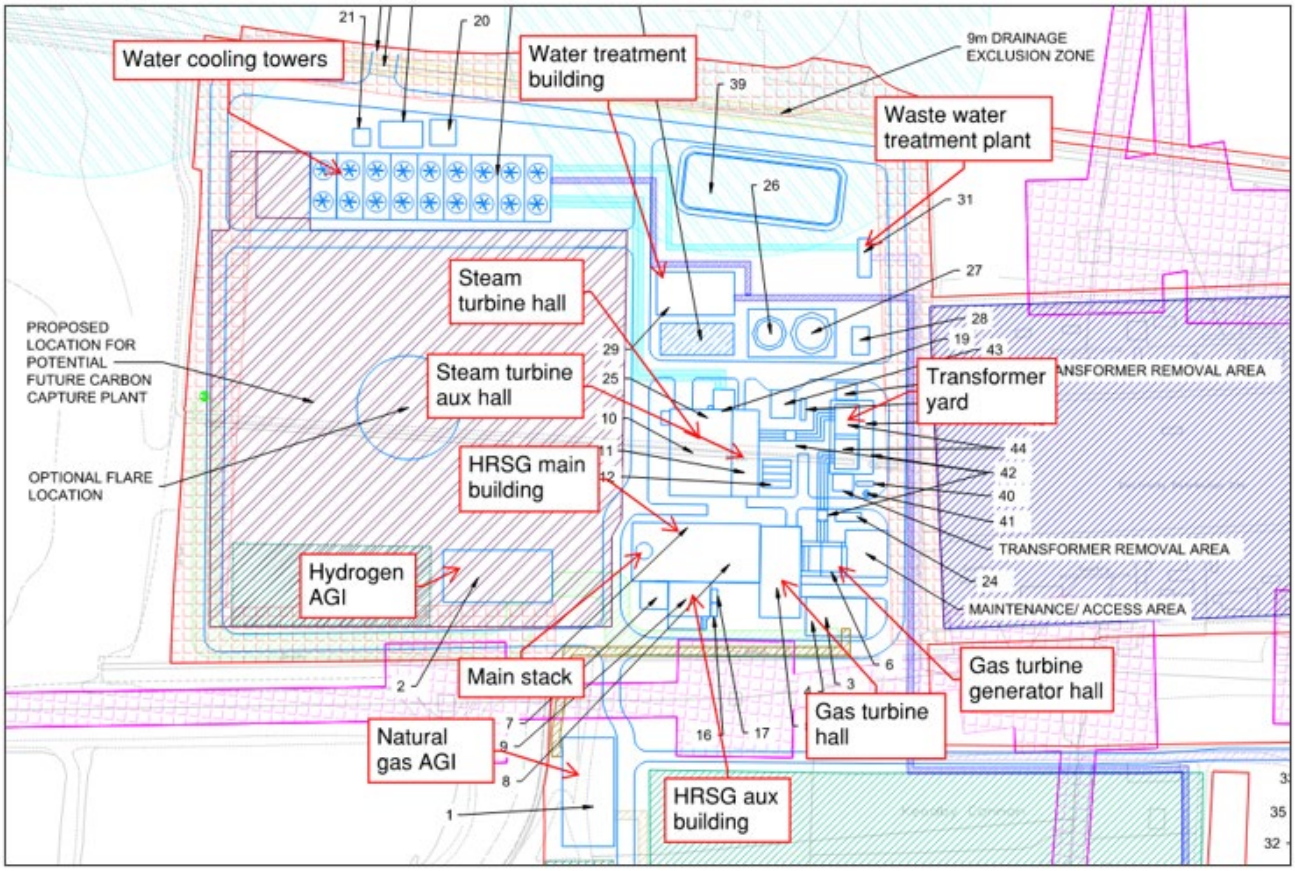
The administration/ control building(s) will contain the main reception, offices, control room, electrical equipment and staff welfare facilities. Stores building(s) will also be required for operation and maintenance activities and storage of materials.

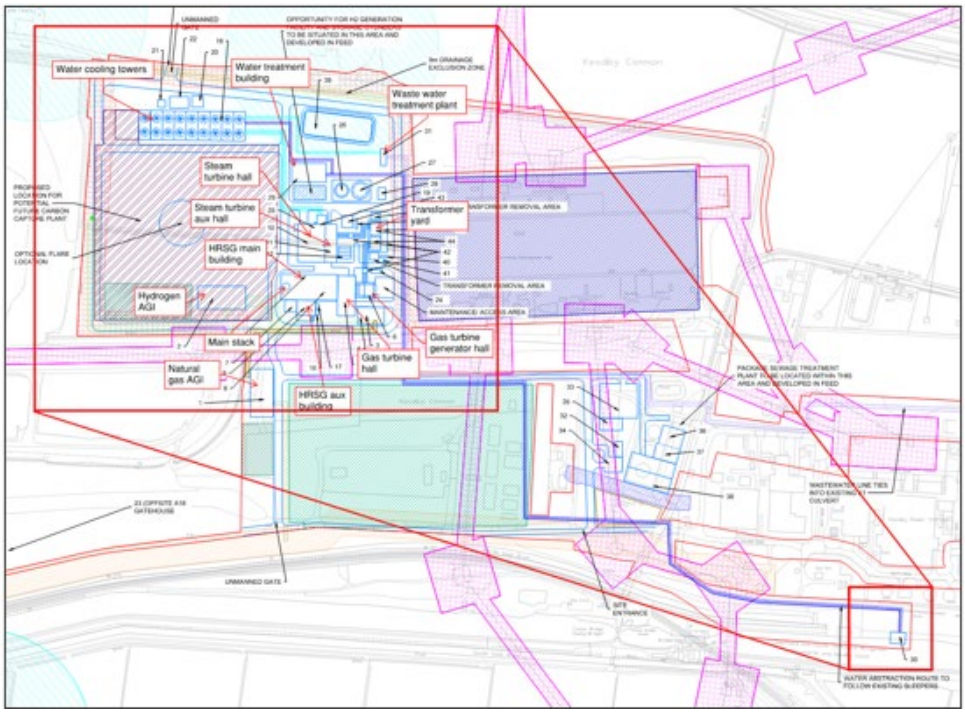
The noisiest items of equipment are the:

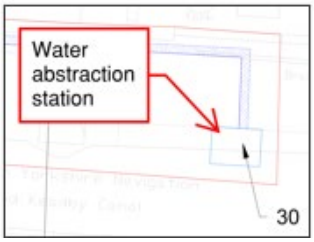
- HRSG;
- Transformers;
- Gas turbine;
- Natural gas AGI;
- Water abstraction station;
- HRSG stack;
- Water tower coolers; and
- Steam turbine hall.

The Installation will be designed to operate 24 hours per day, 7 days per week, with programmed offline periods for maintenance approximately every 11 months. A labelled map of the modelled plant equipment is shown in Figure 3.3.

***Figure 3.3 – Indicative Installation Plan Showing Locations of Noise Emitting Processes***





# 4. Control Measures and Process Monitoring

## 4.1 Appropriate Measures/ Best Available Techniques (BAT)

The following basic measures will be taken to minimise noise impacts from the Installation:

- Following completion of the final design, detailed noise modelling will be carried out to confirm that the fixed plant is not predicted to lead to significant noise impacts. This will be used to inform the procurement of equipment.
- During procurement, test data for fixed plant and building elements will be reviewed to confirm that the level of noise from each item of significant noise-emitting equipment is either no higher than the level included in the noise model or, taken in combination, would not lead to significant noise impacts.
- Plant items will be set to operate only when required, to reduce the duration and frequency of the noise emissions.
- Regular scheduled maintenance checks will be carried out to assess the condition of the equipment, check for changes in noise outputs and to ensure efficient operation (e.g. lubricating parts as required etc.).

In addition, the following generic measures will be taken, where relevant and practicable to minimise noise impacts:

- Siting and use of equipment - Locating noisy equipment away from NSRs, as far as practicable. This also includes the correct orientation of equipment where plant is known to emit noise strongly in a particular direction. Plant or machines that have an intermittent use are shut down when not in use.
- Substitution – Where practicable, when equipment is being selected, the quietest available fit for purpose plant will be considered.
- Maintenance – Increases in plant noise are often indicative of future mechanical failure, as such, all relevant plant will be regularly and effectively maintained by trained personnel. This will reduce the risk of mechanical failure as well as noise increases.
- Training – Site staff will be trained to increase their awareness of noise, in particular in relation to:
    - the proper use and maintenance of plant and equipment;
    - the positioning of mobile machinery to reduce the impact of noise emissions on sensitive receptors;

- the avoidance of unnecessary noise when carrying out manual operations and when operating plant and equipment; and awareness of the Health and Safety at Work Regulations.
- Modification to existing plant and equipment – where an increase in noise associated with existing plant and equipment is identified by site staff, then modifications or the application of improved sound reduction methods will be implemented, where practicable.
- Local enclosures – if required and safe and practicable, new equipment could be housed within a partial or full acoustic enclosure.
- Screening – if required and practicable, the use of screening methods could be employed to reduce noise from either new equipment or as a result of any changes to the methods of operating the site e.g. significant phase changes. As screening is a complex issue, suitably qualified persons will be employed to advise on these issues.

For the NIA carried out for the Environmental Permit application, the control measures detailed in Table 4.2 were assumed.

*Table 4.1 Actions and Procedures to Achieve Appropriate Measures/ BAT*

| Activity which produces noise | Operational Hours / days | Control measures (Appropriate Measure/ BAT) | Contribution to overall impact | Action taken if outside optimum process parameters |
|---|---|---|---|---|
| HRSG Building | 24 hours a day, 7 days a week | Selection of internal plant items ($L_{Aeq}$) such that the spatially averaged Sound Pressure Level inside the building is at or below 85 dB.<br>Minimum composite acoustic performance of external facades of $R_w$31dB | Medium | Identify and turn off individual noisy items of plant where feasible. Investigate reasons for elevated sound levels and options for mitigation. |
| Transformer Yard | | Selection of plant items not exceeding 100dB ($L_w$) (no change from the unmitigated model).<br>Maintenance activities to be undertaken during the daytime only. | High | Identify and turn off individual noisy items of plant where feasible. Investigate reasons for elevated sound levels and options for mitigation. |
| Gas Turbine Hall | | Selection of internal plant items such that the spatially averaged Sound Pressure Level inside the building is at or below 85 dB $L_{Aeq}$. | Medium | Identify and turn off individual noisy items of plant where feasible. Investigate reasons for elevated sound levels and options for mitigation. |

| Activity which produces noise | Operational Hours / days | Control measures (Appropriate Measure/ BAT) | Contribution to overall impact | Action taken if outside optimum process parameters |
|---|---|---|---|---|
| | | Minimum composite acoustic performance of external facades of $R_w$31dB | | |
| Natural Gas AGI | | Selection of plant items not exceeding 98dB ($L_w$). | High | Identify and turn off individual noisy items of plant where feasible. Investigate reasons for elevated sound levels and options for mitigation. |
| Water Abstraction Station | | Acoustic screen or enclosure around the pump or selection of a quieter pump.<br>Selection of plant items not exceeding 99dB ($L_w$). | High | Identify and turn off individual noisy items of plant where feasible. Investigate reasons for elevated sound levels and options for mitigation. |
| HRSG Stack | | Minimum composite acoustic performance of external facades of $R_w$25 dB (no change from the unmitigated model). | High | Investigate reasons for elevated sound levels and options for additional mitigation. |
| Water Tower Coolers | | Selection of plant items not exceeding 99dB ($L_w$).<br>Attenuation reducing the plant sound power level ($L_w$) to not more than 90 dB(A) | High | Investigate reasons for elevated sound levels and options for additional mitigation. |

| Activity which produces noise | Operational Hours / days | Control measures (Appropriate Measure/ BAT) | Contribution to overall impact | Action taken if outside optimum process parameters |
|---|---|---|---|---|
| Steam Turbine Hall | | Selection of internal plant items such that the spatially averaged Sound Pressure Level inside the building is at or below 85 dB $L_{Aeq}$<br>Minimum composite acoustic performance of external facades of $R_w$31dB | Medium | Identify and turn off individual noisy items of plant where feasible. Investigate reasons for elevated sound levels and options for mitigation. |

## 4.2 Onsite Monitoring Procedures

***Table 4.2 Description of Onsite Processes to Ensure Impacts do not Increase***

| Description of procedure | Procedure | When will this be carried out? | Corrective action |
|---|---|---|---|
| Replacing old/ faulty equipment | Procurement of new equipment | When equipment requires replacing | Replace with equipment that has sound levels which are equivalent to or lower than sound those of the existing equipment |
| Checking noise barriers | Visual inspection of barriers to ensure no gaps or holes | Monthly | Repair the barriers if holes or gaps are found. |
| Checking plant enclosures | Visual inspection of enclosure to ensure no rust or damage | Monthly | Repair the enclosure |
| Constant site vigilance | Staff trained to be aware of changes on Site and identify any malfunctioning equipment/ potential noise exceedances | Continuously | Report as incident, equipment repaired / alternate equipment to be used if feasible |

## 4.3 Monitoring Off-site Sound Levels

Following the completion of the detailed design for the KNG Power Station, and once all data on equipment sound power levels and mitigation measures is available, a suitable monitoring programme will be developed and added to this NMP. It is likely that this will include noise monitoring at the Installation boundary in the direction of the nearest NSR on a biennial basis.

The monitoring programme will be developed to ensure that a robust and repeatable process is in place, which can be used to verify if sound emissions from the Installation have increased or decreased over time.

Assessments and measurements will be carried out by a competently qualified person.

# 5. Complaints Reporting

The Site will develop a site-specific complaints procedure that will include measures to deal with complaints including the following;

- Receipt of complaint;
- Recording the complaint;
- Investigation of the complaint;
- Contact with the complainant(s) and other external parties;
- Post investigation;
- Reporting; and
- Records.

A copy of the existing Keadby Power Station Complaints procedure is provided in Appendix A, and it is likely that the KNG Power Station's procedure will be based on this.

On finalisation of the NMP, details of the KNG Power Station's equivalent procedure will be added.

# Appendix A – Keadby Power Station Responding to Complaints and Requests from External Parties Procedure

| Applies to:<br>Keadby Power Station | **Keadby Power Station<br>Responding to Complaints and Requests from External Parties** | **WI-KEAD-SHE-010-001** |
|---|---|---|
| Classification: Internal | Uncontrolled if printed | Rev: 1.05 |

| **The author / owner of this document is:** | **This document has been approved for Issue by:** | **Date of Issue:** | **Review Date:** |
|---|---|---|---|
| Maggie Would | Karen Aitchison | November 2022 | November 2025 |

| **Summary** | |
|---|---|
| **Why do we need this Instruction?** | The purpose of this instruction is to ensure that all staff of SSE at Keadby Power Station are aware of the procedures associated with the handling of enquiries and complaints from external parties or individuals. |

| **Scope, Legislation, Deviation, Review and Language** | |
|---|---|
| **Scope** | This Work Instruction shall be applied to Keadby Power Station. |
| **Deviation** | Deviations from this Work Instruction shall be agreed in writing between the Station Manager and the appropriate Departmental Line Manager. |
| **Review** | The Station Manager shall review the working and current applicability of this standard every 3 years as a minimum. |

| **Definitions** | |
|---|---|
| **The following are definitions adopted by Keadby Power Station. In addition to REF-GEN-SHE-001-102** | |
| **N/A** | |

| **Process** | |
|---|---|
| **Intent** | This work instruction is applicable to all SSE Keadby employees and contractors. |
| **Mandatory Requirements** | **1. Handling of Enquiries and Complaints - General**<br>**1.1.** It must be borne in mind when receiving a business enquiry or complaint that needs some attention, the customer wants to know that you will help them find the answer, even if you cannot handle it yourself.<br>**1.2.** The recipient of an enquiry or complaint should accurately complete a Keadby Power Station Enquiry / Complaint Report Form (**FO-KEAD-SHE-010-001-001**).<br>**1.3.** Never divulge any information to an enquirer / complainant until you have completed a Keadby Power Station Enquiry / Complaint Report Form.<br>**1.4.** In the event of a recipient of an enquiry / complaint being unsure of the intent or nature of the enquiry / complaint then NO information is to be divulged and the caller should be asked to put their enquiry in writing to the Station Manager who will arrange an appropriate response. A Keadby Power Station Enquiry / Complaint Report Form should still be completed to ensure a record of the enquiry / complaint is logged.<br>**1.5.** Whenever a Keadby Power Station Enquiry / Complaint Report Form is received the site Management Team should be notified.<br>**1.6.** Once closed out the form and any related paperwork should be emailed to the Site Management Team and the Training and Admin Officer who will log it on the Enquiry and Complaint Log (located on the Sharepoint site: Keadby Power Station\Documents\Admin locked\Enquiries & Complaints\Enquiry & Complaints Log). You must then delete the email in order to comply with GDPR.<br>**2. Enquires and Complaints as a Direct Result of Keadby Power Station Activities**<br>**2.1.** Safety Issues<br>Any complaint or enquiry relating to safety issues will be dealt with immediately under the direction of either the site Management Team or the duty Shift Group Leader. In the event of the issue arising out of normal office hours the duty Shift Group Leader will immediately notify a member of the management team for advice. If applicable, a SEAR (Safety & Environment Awareness Report) will be completed in |

**Process**

accordance with MS-SHE-010, Incident Reporting Management and Investigation Standard.

A Keadby Power Station Enquiry / Complaint Report Form will also be duly completed and forwarded to the site Management team for further progressing as required.

**2.2.** Environmental Issues

Complaints and enquiries with regard to environmental issues could be raised against a number of aspects, namely:

- Exhaust stack emissions
- Noise
- River contamination
- Odours
- Vibration
- Visual
- Site drainage
- Fuel oil leakage
- Fuel oil river unloading activities
- Site ash tip and surrounding land
- Traffic in surrounding villages
- New (incomplete) road access

Any complaint or enquiry relating to environmental issues will be dealt with immediately under the direction of either the site Management Team or the duty Shift Group Leader. In the event of the issue arising out of normal office hours the duty Shift Group Leader will immediately notify a member of the management team for advice. If applicable, a SEAR (Safety & Environment Awareness Report) will be completed in accordance with MS-SHE-010, Incident Reporting Management and Investigation Standard.

A Keadby Power Station Enquiry / Complaint Report Form will also be duly completed and forwarded to the site Management Team for further progressing as required.

**2.3.** Station Policy Enquiries

If any requests for copies of, or personal viewing of, station safety or environmental policies are received then a Keadby Power Station Enquiry / Complaint Report Form must be completed getting full

**Process**

details of request. The requester should be advised that it will be passed to the Site Management Team as soon as possible, who will deal with the request directly. Alternatively, policies etc can be viewed at www.sse.com.

**2.4.** Employee Information

Under NO circumstance must any information be divulged with regards to any member of staff over the phone. Advise that the enquirer should write to the Station Manager formally on letter headed paper requesting such information.

**2.5.** Media Enquiries

Any media requests for information or statements must be referred to in the first instance to the Station Manager and site Management Team.

The Station Manager/Management Team will hold prior discussion with Corporate Communications before any statement is made. Corporate Communications are responsible in the first instance for dealing with ALL media enquiries.

**In the event of enquiries out of normal office hours the enquiry should be redirected to the SSE Media Line contact number 0345 0760 530, and a member of the management team informed immediately along with the completion of a Keadby Power Station Enquiry / Complaint Report Form.**

**2.6.** Advertising and Marketing Enquiries

These will be dealt with by the site Management Team in normal working hours. Outside of normal working hours the requester should be advised to contact the appropriate member of the Management Team during the next working day.

**2.7.** General Enquiries

During normal working hours, these can be dealt with by either the Station Manager or another appropriate manager dependent upon the nature of the enquiry as part of the normal management process and a formal enquiry form need not be completed. If any doubt occurs, then a Keadby Power Station Enquiry / Complaint Report Form should be completed and submitted.

**2.8.** Keadby 2

Any complaints received with regard to Keadby 2 Construction works, should be handled in the same way as a Keadby 1 complaint/enquiry.

| **Process** | |
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| | The site management Team will decide if the complaint is to be investigated by Keadby 1 or Keadby 2 Staff.<br><br>**3. Enquiries and Complaints with Regard to the SSE Group**<br><br>**3.1.** Supply Interruptions<br><br>In the event that the station is contacted by individuals or businesses with regard to loss of supply, they should be advised to contact their energy supplier.<br><br>**3.2.** Government Agency or Department Enquiries<br><br>Requests for information by any Government Agency or Department will be immediately referred to the SSE Media Line Contact number 0345 0760 530.<br><br>**4. Review & Audit**<br><br>**4.1.** This work instruction shall be reviewed 3 yearly by the document owner. A review will be completed sooner if there are changes to Legislation or Company Policy, or, Site Procedures following an actual event.<br><br>**4.2.** Actions from the audit and review process shall be monitored through to completion. |
| **Recommendations** | • None |

| **Accountabilities** | |
|---|---|
| **Intent** | To define roles and responsibilities to help ensure that managers understand the roles required and their involvement to ensure compliance with this work instruction |
| **Responsibilities** | **Site Managers**: are responsible for the correct implementation of this work instruction within their respective Locations. |

| **Reference** | |
|---|---|
| **Key references required to follow this instruction** | |
| FO-KEAD-SHE-010-001-001 | Keadby Power Station Enquiry / Complaint Report Form |

**APPENDIX A - Telephone Contact Numbers**

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|---|---|
| SSE MEDIA LINE (24 HOUR) | 0345 0760 530 |
| **POWER CUTS AND OTHER EMERGENCIES** | |
| Southern Electric | 08000 72 72 82 |
| Scottish Hydro Electric | 0800 300 999 |
| **SMELL GAS?** | 0800 300 999 |