



Dust Emissions Management Plan

Armthorpe

Prestige Aggregates Ltd.

Document Reference: 430/1—R1.1 – DEMP



Minerals
Waste
Environment

The Mineral Planning Group Ltd.
The Rowan Suite, Oakdene House,
Cottingley Business Park, Bingley,
West Yorkshire BD16 1PE

01274 884599/884699
headoffice@mpgyorks.co.uk

www.mpgyorks.co.uk

Document Title: Dust Emissions Management Plan
Document Reference: 430/1—R1.1 – DEMP
Site / Project: Armthorpe
Client: Prestige Aggregates Ltd.

Document Versions

1.1 16/09/2024

Prepared by: JG
Checked by: MS
Approved by: JMS

The Mineral Planning Group Ltd. has prepared this report in accordance with the instruction of, and exclusively for the use of, its commissioning client. Any other person or body using the information contained herein does so at their own risk. The opinions expressed with this report are the true and professional opinions of The Mineral Planning Group Ltd. The content of this report may, in part, be based upon information provided by others, including the commissioning client, and on the assumption that those parties, when requested, have truthfully and accurately provided all relevant information. No section or element of this report may be removed or reproduced in any form without the written

© The Mineral Planning Group Ltd. 2024

PRESTIGE AGGREGATES ARMTHORPE

HOLME WOOD LANE, DONCASTER, DN33EH

DUST & EMISSION MANAGEMENT PLAN (430/1_DEMP)

VERSION NUMBER: 1.0

DATE: 16 09 2024

Issue and Revision Record

Revision	Date	Originator	Checker	Company Approver	Description of Changes
1.0	16/09/2024	JG	MS / AL	JMS / AL	N/A

Contents Page

1. Introduction

1.1 *Sensitive Receptors*

2. Operations at Armthorpe

2.1 *Waste Deliveries to Armthorpe*

2.2 *Overview of Waste Processing, Dust, and other Emission Controls*

2.3 *Mobile Plant and Equipment*

3. Dust and Particulate Management

3.1 *Responsibility for Implementation of this Plan*

3.2 *Sources and Control of Fugitive Dust & Other Emissions*

3.3 *Enclosure of waste processing & storage areas*

3.4 *Visual Dust Monitoring*

4. Particulate Matter Monitoring

4.1 *Monitoring Location*

4.2 *Operation of the Dust Monitoring Equipment*

4.3 *QA/QC and Record Keeping*

4.4 *Equipment and Data Management*

4.5 *Reporting of Data*

4.6 *Additional Detailed Reporting*

5. Actions when alarm is triggered

6. Reporting and Complaints Response

6.1 *Engagement with the Community*

6.2 *Reporting of Complaints*

6.3 *Management Responsibilities*

6.4 *Summary*

Appendices

Appendix A: *Dust Suppression Systems*

Appendix B: *Dust Complaint Form*

1. Introduction

Armthorpe (the site) is located on Holme Wood Lane, Doncaster (nearest post code is DN3 3EH and the grid reference for the centre of The Site is SE 66069 05277). This Dust Emissions Management Plan (DEMP) accompanies a bespoke permit application for the storage, treatment and recycling of inert and non-hazardous waste. It is intended to import, treat and recycle aggregates and glass to produce aggregate and glass products. The site will have a maximum throughput of 150,000 tonnes per annum.

The site is within Doncaster Metropolitan Borough Council. The site is not within an Air Quality Management Area.

The site has previously carried out its operations under an exemption, however, an environmental permit is now required, which in turn requires a DEMP. The purpose of this DEMP is to set out operational practices that would mitigate potential dust emissions from the permitted activities.

Without abatement controls there is potential for both the aggregate recycling and the glass recycling to create dust emissions. The handling of materials, vehicles traversing and operating in periods of dry weather have the potential to cause dust emissions.

The site has an impermeable surface with a sealed drainage system and waste and product bays are walled, all of which reduces the potential for dust emissions to leave the site.

This DEMP details potential sources, pathways and receptors of potential dust emissions due to the permitted activity as well as operational procedures that would mitigate the potential risks.

1.1 Sensitive Receptors

The site is located to the east of Doncaster on the edge of an industrialised area, with agriculture and residential properties to the north, east and south. The receptors identified within 1000m of the site are listed in **Table DEMP 1** below and shown on drawing ref: *430-1-DEMP 1* in Appendix B.

The closest residential receptors are those at the Caravan Site 230m to the north of the site and the Holmewood Lane Bungalow some 250m to the north. Other receptors closer than 230m (the Caravan Site) are industrial.

The site is not located within 1km of a SSSI, Ramsar or European site or any other statutory site. The site is not located within an Air Quality Management Area (AQMA).

The site is located within a Nitrate Vulnerable Zone (NVZ).

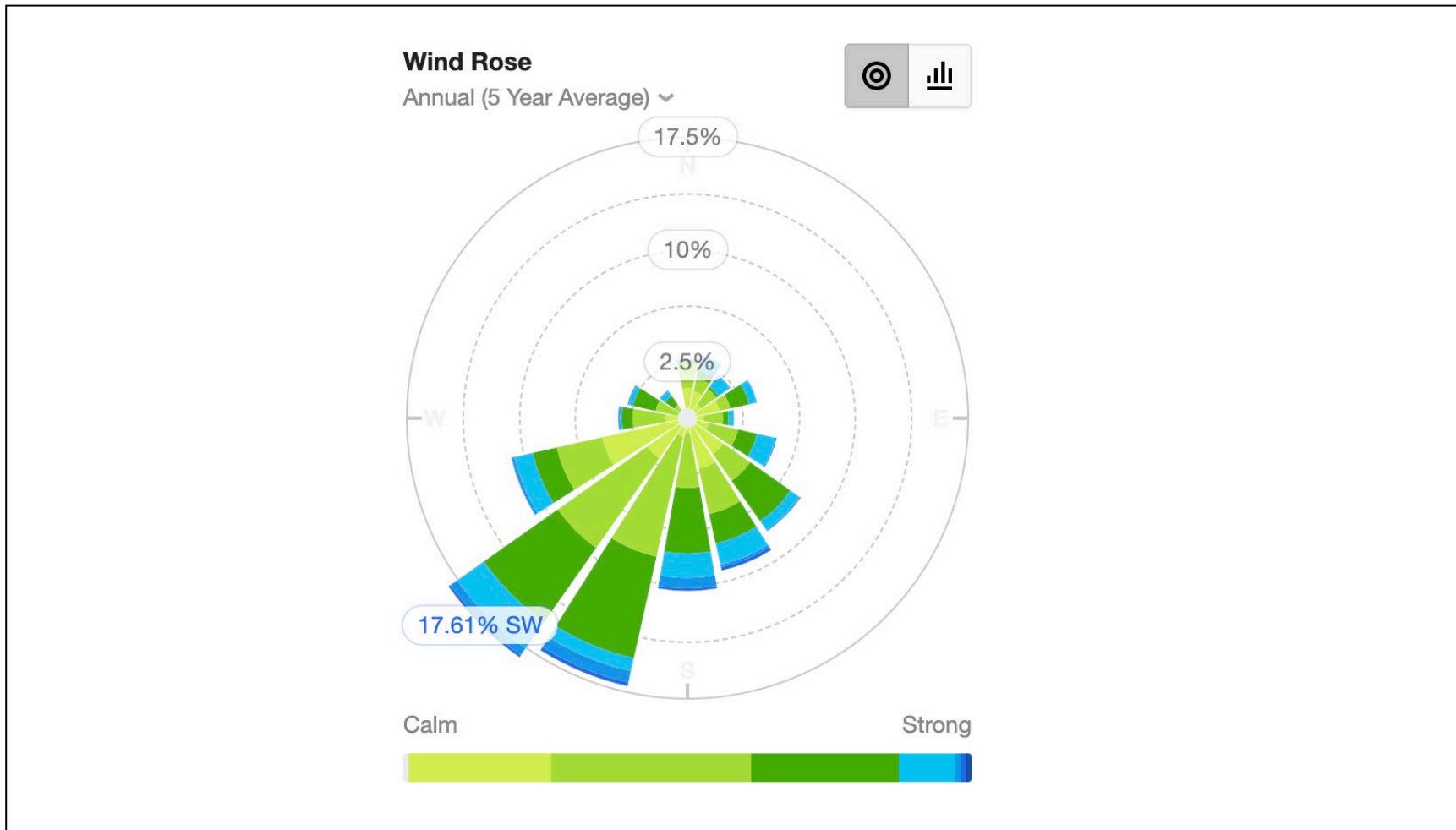


Figure 1.2: Wind rose showing the AVERAGE WIND DIRECTION AND STRENGTH at Armthorpe (sourced from wind.willyweather.co.uk on 09/09/2024)

Table DEMP 1: Potential Receptors within 1000m of the site. Receptor ID's relate to drawing ref: 430/1-DEMP 1

ID	Receptor	Type of Receptor	Approx distance from site boundary	Direction from the site	Sensitive Receptor * (Y/N)
R1	Tarmac Asphalt Recycling	Industrial	Adjacent	N	N
R2	The Stone and Garden Company	Industrial	80m	E	N
R3	Spinks Builders Brick Storage Yard	Industrial	85m	N	N
R4	Caravan Site	Residential	230m	N	N
R5	Holme Wood Lane Bungalow	Residential	250m	N	N
R6	Woodward Lakes and Lodges	Recreational	420m	W	N
R7	Sparrington Farm	Residential	439	SW	N
R8	Residential Properties along Holme Wood Lane	Residential	470m	E	N
R9	Holme Wood Lane Boarding Kennels	Commercial	540m	E	N
R10	The Sandbag Company and Yorkshire Aggrgeates	Industrial	630m	W	N
R11	FC Karting	Recreational	640m	N	N
R12	M18	Transportation	860m	NW	N
<p>* There is no specific guidance for aggregate recycling facilities. Consequently, it has been considered that the potential for dust impacts from aggregate recycling is similar to that of a sand and gravel quarry. The IAQM minerals guidance (2016) states that dust impacts will mainly occur within 250m of the operations of a sand and gravel quarry, with residents' concerns being most likely to occur within 100m of the dust source. Therefore, residential receptors within 100m of the site are considered to be Sensitive.</p>					

Table DEMP 2: Potential Dust Sources within 1000m of the site. Receptor ID's relate to drawing ref: 430/1-DEMP 2

ID	Potential Sources of Dust and/or other Emissions	Type of Source	Approx distance from site boundary	Direction from the site
S1	The Site: Prestige Aggregates	Industrial	-	-
ES1	Tarmac Asphalt Recycling (R1)	Industrial	Adjacent	N
ES2	Spinks Builders Brick Storage Yard (R3)	Industrial	85m	N
ES3	The Stone and Garden Company (R2)	Industrial	80m	E
ES4	The Sandbag Company and Yorkshire Aggregates (R10)	Industrial	630m	W
ES5	M18 (R12)	Transportation	860m	NW
ES6	FC Karting (R11)	Recreational	640m	N
ES7	Unsealed track to Sparrington Farm and Woodward Lakes and Lodges	Transportation	81m	W

2. Operations at Armthorpe

2.1 Waste Deliveries to Armthorpe

Waste arrives at site via HGVs by road. Whilst the operator cannot control the Euro rating of all HGVs arriving at site, they will encourage waste suppliers to use vehicles with low emissions (Euro 5/ Euro 6). In any case, it is considered that the majority of vehicles driving to and from the site will be Euro 5/ Euro 6 compliant.

All vehicles transporting material will be sheeted both entering and exiting the site. Material arriving for aggregate recycling will be tipped in a separate area to material arriving to the site for glass recycling (see drawing ref: *430/1 -1 Site Layout*).

Records would be kept in the weighbridge office at the site entrance.

Incoming waste loads that consist primarily of dust will not be accepted at the site. However, some incoming loads may have an element of them that is dusty. It's unlikely that dusty loads would be sent to the site, but in any event, the following information is given to vehicle drivers / customers:

- Sheet all vehicles when transporting material
- Minimise drop heights
- Drive slower than 10mph when at the site
- Loads with a dusty component will not be accepted during periods of high wind speed

2.2 Overview of Waste Processing, Dust, and Other Emission Controls

General

The site layout is shown on drawing ref: *430/1 -1 Site Layout* in Appendix B. In general aggregate recycling occurs in the north and east of the site and glass recycling is carried out in the south and west.

The site has an impermeable surface across its whole area and benefits from a sealed drainage system (drawing ref: *430-1 – 2: Schematic Drainage Plan*).

Waste Processing

Material brought to the site for aggregate recycling will be visually inspected on the weighbridge and then again when it is deposited in the Inert Waste Bay. The aggregate recycling takes place in the Main Production areas which is where the associated mobile plant is located. Aggregate recycling involves crushing and then sorting waste into products with different grainsizes. Finished products are then stockpiled in the respective Product Bay(s).

Material brought to the site for glass recycling will be visually inspected on the weighbridge and then again when it is deposited in the Raw Glass Material bays (waste). Glass recycling takes place in the Glass Production Area. Glass recycling involves bespoke plant, which essentially crushes waste glass then sorts it to create the desired glass product(s). Finished products are then stockpiled in the Finished Glass Sand Bay.

Any material brought to the site that does not pass the visual inspection will either be rejected at the weighbridge if no unloading has occurred or moved to the quarantine area to await transportation to a suitably licensed facility.

Dust Emission Controls

The impermeable surface across the whole site will reduce the potential for dust emissions to be created when vehicles are traversing the site (in comparison to traversing an unsealed surface).

A bowser will be kept on site to dampen down surfaces and stockpiles. Deployment of the bowser will be at the Site Manager's discretion, based on visual monitoring, weather conditions or if complaints are received. It is recommended that if wind speeds (sustained) of more than 10mph (5m/s)¹ are forecast for more than 20% of the day during periods of dry weather then stockpiles are pre-emptively damped down. In addition:

- Drop heights are to be minimised whenever possible.
- Mist cannons can be used in static positions, but can be moved and set up in different areas of The Site.
- Exhausts on vehicles and plant are not to point down to avoid blowing dust up unnecessarily.
- Vehicle speeds are limited to a maximum of 10 mph.
- The site is to be kept clean of dust, especially the main internal haul routes. A road sweeper shall be used if deemed necessary by the Site Manager.
- The Site is bounded by a 4m high Lego block wall
- Bays are surrounded on three sides by 3.2m high Lego block walls
- Cessation of operations at the Site Managers discretion should sustained wind speeds be forecast / reported above 20mph during dry weather.

¹ Based on IAQM (2016)

Table 2.1 Typical waste types brought to Armthorpe

Standard Rules	European Waste Code (EWC)	Product Description	Destination within facility	
			Main Production Area	Glass Production Area
Y	01 04 08	Waste gravel and crushed rocks other than those mentioned in 01 04 07	M	
Y	01 04 09	Waste sand and clays	M	
Y	02 02 02	Shellfish shells from which the soft tissue or flesh has been removed only	M	
Y	03 01 01	Waste bark and cork	M	
Y	03 03 01	Waste bark and wood	M	
Y	10 01 01	Bottom ash and slag only	M	
Y	10 01 02	Pulverised fuel ash only	M	
N	10 01 03	Fly ash from peat and untreated wood	M	
Y	10 01 05	Gypsum (solid only)	M	
Y	10 01 15	Bottom ash and slag only from co-incineration other than those mentioned in 10 01 14	M	
Y	10 11 12	Clean glass other than those mentioned in 10 11 11		G
N	10 12 01	Waste preparation mixture before thermal processing	M	
N	10 12 06	Discarded moulds	M	
N	10 12 08	Waste ceramics, bricks, tiles and construction products (after thermal processing)	M	
Y	10 12 08	Waste ceramics, bricks, tiles and construction products (after thermal processing)	M	
Y	10 13 14	Waste concrete only	M	
Y	15 01 07	Waste glass only		G
Y	17 01 01	Concrete	M	
Y	17 01 02	Bricks	M	
Y	17 01 03	Tiles and ceramics	M	
Y	17 01 07	Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06	M	
Y	17 02 02	Waste glass		G
Y	17 03 02	Road base and road planings (other than those containing coal tar) only	M	
Y	17 05 04	Soil and stones other than those mentioned in 17 05 03	M	

Standard Rules	European Waste Code EWC)	Product Description	Destination within facility	
Y	17 05 06	Dredging spoil other than those mentioned in 17 05 05	M	
Y	17 05 08	Track ballast other than those mentioned in 17 05 07	M	
Y	17 08 02	Gypsum only other than that mentioned in 17 08 01	M	
Y	19 05 03	Compost from source segregated biodegradable waste only	M	
Y	19 08 02	Washed sewage grit (waste from desanding) free from sewage contamination only	M	
Y	19 08 99	Stone filter media if free from sewage contamination only	M	
Y	19 12 05	Glass		G
Y	19 12 09	Minerals (for example sand, stones)	M	
Y	19 12 12	Other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11	M	
Y	19 13 02	Solid wastes from soil remediation other than those mentioned in 19 13 01	M	
Y	20 01 02	Clean glass only		G
Y	20 02 02	Soil and stones	M	
	Total			

2.3 Mobile Plant and Equipment.

Nitrogen Dioxide gas is a by-product of internal combustion engines and the site uses several items of plant with internal combustion engines. The following table lists the types of plant and equipment used on site:

Description	Make	Model
Fixed VSI Electric Crusher (Currently BHS crusher)	BHS	RPMX0922
Generator	Caterpillar	DE55
Stacker (Electric)	Ex-Tech	
Conveyor (Electric)	Terex	
Cheiftain 2200	Chieftain	2200
McCloskey R155	McCloskey	R155
McCloskey J40VS Crusher (Inbuilt Dust Suppression unit)	McCloskey	J40V2
2x Mist Cannons	Air Spectrum	DC30
2x Loading Shovels	Volvo Case	150 821
2x 360 Excavators	Komatsu	PC210
Road Sweeper	DAF	Johnston
Volumetric Mixer (Although this uses product, not waste)	Renault	C430
Terex 883 Spalek Screener	Terex	883

Equipment is maintained to manufacture's standards.

When replacements are required the operator will endeavour to purchase the lowest emission standard possible at the time as these are likely to be the most fuel and economically efficient in any case.

3. Dust Management

3.1 Responsibility for Implementation of the DEMP

The responsibility for implementing the DEMP is the Site Manager's, through the induction and training of site operatives. Whilst the Site Manager or TCM will carry out the daily monitoring, should operatives observe dust leaving the site boundary they should inform the Site Manager so that mitigation can be implemented.

The DEMP is reviewed annually, or, when there is an operational change or if a significant dust emission results from the site's operation.

Staff induction and continued training includes this DEMP. Training is refreshed annually or when there is an operational change or after a dust emission incident. Training is delivered by the Site Manager or senior staff unless third party specialist training is required.

3.2 Sources and Control of Fugitive Dust/Particulate Emissions

Potential Sources

- Vehicles moving with mud of wheels / tracking dust on / off site
- Un-sheeted vehicles
- Vehicles and plant moving around the site kicking up dust
- Tipping waste
- Excavators/360s sorting waste
- Plant treating waste –crushers etc
- Plant sorting waste – screeners
- Waste dropping from conveyors into bays / stockpiles
- Waste stored in bays – e.g wind-whipping on the surface of the waste
- Site surfaces
- Loading waste materials back on to vehicles.
- Particulate emissions from the exhaust of vehicles/plant/machinery on site.
- Generators, plant and other non-road going mobile machinery.

Further Source / Pathway / Receptor information is in Tables 3.1 and 3.2 below.

Table 3.1: Source-Pathway-Receptor Routes

Source	Pathway	Receptor	Type of impact	Where relationship can be interrupted
Mud	Tracking dust on wheels and vehicles, then mud dropping off wheels/vehicles when dry	See Table DEMP 1 above	Visual soiling, also consequent resuspension as airborne particulates	Remove mud before vehicles leave site. Long haul road ensures residual mud is removed before vehicle reaches public highway - there then is a need for a road sweeper to be used more regularly
Debris	Falling off lorries	See Table DEMP 1 above	Visual soiling, also consequent resuspension as airborne particulates	Cover lorries before leaving site. Long haul road ensures residual mud is removed before vehicle reaches public highway - there then is a need for a road sweeper to be used more regularly
Tipping, storage and sorting of wastes in the open	Atmospheric dispersion	See Table DEMP 1 above	Visual soiling and airborne particulates	Minimise source strength by means of low drop heights, profiling and shielding of piles from wind whipping, positioning sources away from receptors. Also wetting of stockpiles and surfaces. Use of mist cannons.
Vehicle exhaust emissions	Atmospheric dispersion	See Table DEMP 1 above	Airborne particulates	Regulatory controls and best-practice measures to minimise source strength
Non road going machinery exhaust emissions	Atmospheric dispersion	See Table DEMP 1 above	Airborne particulates	Regulatory controls and best-practice measures to minimise source strength
Vehicle movements on sealed surface with dust and debris	Tracking dust and atmospheric dispersion	See Table DEMP 1 above	Airborne particulates and visual soiling	Keeping sites main haul routes clean using road sweeper or similar. Vehicles adhering to a maximum 10mph speed limit. Use of mist cannons

Table 3.2: Measures that will be used on site to control dust/particulates (PM₁₀) and other emissions

Table 3.2: Measures that will be used on site to control dust/particulates (PM₁₀) and other emissions			
Abatement Measure	Description / Effect	Overall consideration and implementation	Trigger for implementation
Preventative Measures			
Site speed limit, 'no idling' policy and minimisation of vehicle movements on site	Reducing vehicle movements and idling should reduce emissions from vehicles. Enforcement of a speed limit may reduce re-suspension of particulates by vehicle wheels.	Easy to implement as part of good practice. Should be identified clearly in the site management system and implemented as appropriate measures.	This will be implemented at all times. The potential limitations to this abatement method are external drivers not adhering to the speed limit signs on site.
Minimising drop heights for waste.	Minimising the height at which waste is handled should reduce the distance over which debris, dust and particulates could be blown and dispersed by winds.	Relatively easy to implement. These steps should be identified clearly in the site management system and implemented as appropriate measures.	This will be implemented at all times.
Good house-keeping	Having a consistent, regular housekeeping regime that is supported by management, will ensure site is regularly checked and issues remedied to prevent and remove dust and particulate build up.	Easy to implement and requires minimal equipment. Encourages a sense of pride and satisfaction amongst the staff which promotes vigilance and a positive culture. Staff should target the areas not caught by the road sweeper and other cleaning apparatus.	No specific trigger, carried out daily

Table 3.2: Measures that will be used on site to control dust/particulates (PM₁₀) and other emissions			
Abatement Measure	Description / Effect	Overall consideration and implementation	Trigger for implementation
		Details on the frequency, job roles and areas covered are detailed in the EMS.	
Sheeting of vehicles	Prevents the escape of debris, dust and particulates from vehicles as they travel.	Relatively easy to implement. Should be identified clearly in the site management system and implemented as appropriate measures.	This will be implemented at all times. The potential limitations to this abatement method are external drivers not adhering to the sheeting requirement upon leaving the site.
Hosing of vehicles on exit	Removes dirt, dust and particulates from the lower parts of vehicles	Relatively easy to implement. Should be identified clearly in the site management system and implemented as appropriate measures.	Every vehicle leaving the site will be inspected and hosed if deemed necessary.
Ceasing operation during high winds and/or prevailing wind direction	Mobilisation of dust and particulates is likely to be greater during periods of strong winds and hence ceasing operation at these times may reduce peak pollution events.	Likely to reduce dust and particulate emissions, however, not a long-term solution.	Trigger for cessation of operations is a forecast / reported of wind speeds above 10mph during dry weather.
Easy to clean concrete impermeable surfaces	Creating an easy to clean impermeable surface, using materials such as concrete as opposed to unmade (rocky or muddy) ground within the site and on site haul	Considered good overall based on dust and particulate reduction but potentially costly and disruptive to retrofit. For sites that have concrete surfaces ensure there are maintenance and	This will be implemented at all times.

Table 3.2: Measures that will be used on site to control dust/particulates (PM₁₀) and other emissions

Abatement Measure	Description / Effect	Overall consideration and implementation	Trigger for implementation
	roads. This should reduce the amount of dust and particulate generated at ground level by vehicles and site activities.	cleaning procedures in the management system and they are implemented.	
Minimisation of waste storage heights and volumes on site	Minimising the height at which waste is handled should reduce the distance over which debris, dust and particulates could be blown and dispersed by winds. Reducing storage volumes should reduce the surface area over which particulates can be mobilised.	Likely minimal return on potentially costly layout changes.	This is intended to be implemented at all times. However, this may be difficult should there be an uplift in waste produced and brought to the site or a decrease in requirement of the products.
Use of mist cannons	Mist cannons can be placed in locations where dust may be produced, eg. Processing areas, haul roads etc.	Used as needed, for example, during dry or windy weather, when potentially dusty activities are taking place, when stockpiles remain static for longer than usual periods, etc.	As needed, often used for prolonged operational periods during dry / windy weather.
Remedial Measures			
Water suppression with bowser	Using bowsers is a quick method of damping down large areas of the site with large water jets. This method could also be used on easy-to-clean, impermeable surfaces.	Highly water intensive and more likely to minimise dust and particulates on the ground that is at risk of being re-suspended rather than already airborne dust and particulates. Very effective at dampening down haul roads and large surface	This would be implemented as deemed necessary by the Site Manager and / or when wind speeds are forecast / reported above 20mph during dry weather, where necessary.

Table 3.2: Measures that will be used on site to control dust/particulates (PM₁₀) and other emissions

Abatement Measure	Description / Effect	Overall consideration and implementation	Trigger for implementation
		<p>areas. Can also come with hose attachments and other attachments to increase its versatility.</p> <p>Maintenance should be covered in the management system and procedures.</p>	

This is not an exhaustive list of all abatement options, and there may be other technology and abatement options that exist to achieve the same or a greater outcome in reducing the risk of pollution.

3.3 Other considerations

Water usage/ availability:

A 5,000 litre bowser is available on site, 20,000 litre tank can be used to re-fill bowser during operations.

In the event of a drought:

Operations would cease if mitigation measures cannot be carried out. Cessation of site activities would be at the discretion of the Site Manager.

3.4 Enclosure of Waste Processing & Storage Areas

Due to the location and nature of the waste processing at the site, it has not been deemed necessary to enclose any part of the operations, however, the site features a perimeter bund wall, as well as all bays being of concrete (lego block) construction.

3.5 Visual Dust Monitoring

Visual dust monitoring will be carried out at least daily once operations have commenced for the day. Additional visual dust monitoring may be carried out during windy and / or dry periods to assess if any mitigation should be implemented.

Visual monitoring would be carried out by standing at the locations highlighted on the drawing ref: 430-1_DEMP 3 and observing if any dust can be seen leaving the site boundaries.

If dust is observed leaving the site boundary then the mitigation measures will be carried out at the discretion of the Site Manager (see Table 3.2 above for mitigation measures). Additional monitoring will be carried out after mitigations have been carried out and if dust is still observed leaving the site then further mitigations would be carried out including potentially stopping activities at the site until the emissions incident has stopped.

This visual monitoring is part of the site daily checks and records of it shall be kept in the site diary in the Weighbridge office.

4. Particulate Matter Monitoring

Due to the nature and location of the site and its operations, particulate matter monitoring is not deemed necessary. It is considered that the walls surrounding the site and the mitigation measures described above are sufficient such that only visual monitoring is required.

5. Actions when dust emissions are observed outside the site boundary.

The following actions are taken when dust emissions are observed offsite, or a dust complaint is received:

1. The Site Manager assesses yard activities and the nature of the waste handling and deliveries immediately prior to the dust emissions being observed offsite / complaint, to work out what has caused the emission.
2. If the source cannot be ascertained with 100% confidence, the Site Manager suspends the **likely** dust/particulate generating activities, i.e. crushing.
3. If the source is within the site's control, the Site Manager takes appropriate action in terms of dust/particulate abatement, to ensure that dust is not re-emitted from the same source. This may take the form of the following;
 - (a) Investigating the source of the dust/particulates to prevent a re-occurrence.
 - (b) Suspending operations which are not being conducted using best-practice controls as set out in Table 3.1.
 - (c) Additional use of the dust abatement measures.
 - (d) Logging findings of a – c in the site diary, and also in the reporting template within the relevant appendix of the Environmental Permit.

If dust is still observed being emitted outside the site's boundary or dust complaints continue to be received then operations should be suspended until weather conditions change (wind direction, wind level, precipitation).

In all cases, any information from the Site Manager's investigations are considered by the company directors and implemented into the DEMP (if not already included), to prevent a re-occurrence of the issue.

6. Reporting and Complaints Response

6.1 Engagement with the Community

The operator is in regular contact with the neighbouring businesses. Due to the site's location on the edge of an industrialised area, most of the neighbours to the north and west have similar operations. Other receptors (residential and recreational) are a sufficient distance from the sites activities that it is considered unlikely that they would be impacted by any potential emissions.

There is not a formalised schedule of contact as this is not deemed necessary given the site's setting.

6.2 Reporting of Complaints

Complaints are recorded in the site diary along with communication / responses given to the complainant and if any subsequent complaints are received.

The complaint forms are kept in the site office. A copy is appended to this DEMP (Appendix B).

A response will be sent within 2 working days. However, if it is anticipated that the investigation of the complaint would take longer than 2 working days, then this would be communicated initially along with an anticipated timescale.

6.3 Management Responsibilities

Complaints can be received and recorded by any staff, though most likely people staffing the site office or the Site Manager.

No responses should be sent to the complainant without the Site Manager or senior staff reviewing it.

6.4 Summary

This DEMP outlines the aggregate recycling and glass recycling activities at the site as well as the potential sources of dust that could result in dust emissions. A list of potential receptors and external dust sources have been identified.

Visual monitoring has been outlined. Details of the complaints procedure is included as well as what mitigation measures can be carried out should dust be seen to be being transported outside the site boundary.

This DEMP will be reviewed annually as a minimum. It should also be reviewed following any operational changes or after a dust emission event / series of complaints.

APPENDICES

Appendix A - Dust Complaint Form

Customer Details	
Customer Name -	
Address -	
Postcode -	
Customer Contact Details -	
Tel -	
Email -	
Date -	
Complaint Ref Number -	
Complaint Details -	
Investigation Details	
Investigation carried out by -	
Position -	
Date & time investigation carried out -	
Weather conditions -	
Wind direction and speed -	
Investigation findings -	
Feedback given to Environment Agency and/or local authority -	
Date feedback given -	
Feedback given to public -	
Date feedback given -	
Review and Improve	
Improvements needed to prevent a reoccurrence -	
Proposed date for completion of the improvements -	
Actual date for completion -	
If different insert reason for delay -	
Does the dust management plan need to be updated -	
Date that the dust management plan was updated -	
Closure	
Site Manager review date	
Site Manager signature to confirm no further action required	

Appendix B - Drawings