



PORTLAND STONE LTD

26 Tradecroft Industrial Estate, Wide Street, Portland, Dorset DT5 2LN

PORTLAND STONE PRODUCTS

14 Cumberland Drive, Cranby Industrial Estate, Weymouth DT4 9TB



01305 860044



sales@portlandskips.co.uk



07983 313 619



facebook.com/portlandstone/



www.portlandskips.co.uk

SKIP HIRE | GRAB HIRE | TIPPER HIRE | CRUSHED STONE | AGGREGATES | ASBESTOS SKIPS | DEMOLITION

Proposed Process Monitoring for

Portland Stone Limited
Coombefield Quarry
Southwell Road
Portland

- 1) *Monitoring the control of Litter*
- 2) *Monitoring the control of Pests / Vermin*
- 3) *Monitoring the control of Odour*
- 4) *Complaints Procedure / Log*

1) Monitoring the Control of Litter

Litter can cause a nuisance, loss of amenity and harm to animal health.

The risk of litter becoming a nuisance is low because wastes will have been segregated and should not contain litter, however the potential for litter nuisance will be further minimised with the implementation of the following provisions.

- Sheeting of all incoming loads – Un-sheeted loads will be refused entry to site.
- All incoming loads to remain sheeted until ready to be tipped
- Apart from inert waste, all waste will be stored in covered bays, or skips which significantly minimise the risk of litter.
- Daily inspection of the site boundaries will take place, if litter is found it will be disposed of and corrective action to be recorded in the site diary. Intervals of inspections maybe increased during inclement weather conditions.
- Litter Picking will be instigated where and when required.
- On the detection of litter, the operator shall take action to review the waste management processes at the site and modify or cease handling the waste, if necessary, in order to minimise the production of litter.
- End of working day clean ups will take place to ensure any loose litter is collected and disposed of.
- Litter cleaning stations will be set up around various locations of the site.
- Comprehensive site cleaning schedule will be adhered to for all areas of the site.
- Complaints regarding litter from external parties will be investigated by senior PSL and corrective actions implemented using PSL litter complaints procedure.



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2) Monitoring the Control of Pests and Vermin

Pests and, or vermin can cause harm to human health, including leptospirosis.

The following actions will be taken to minimise these risks.

- Permitted waste accepted on site is unlikely to attract pests, scavenging animals.
- PSL will employ a licensed pest control contractor (Southwest Pest Control Ltd) to carry out a pest survey at the beginning of the site operation and then monitor and manage any pest or vermin found, the contractor will ensure that the appropriate controls are in place to prevent problems occurring, a regular schedule of visits will be in place.
- For the lethal control of rats, the pest control contractor will use rat bait boxes with rodenticides and or traps as required.
- The control of litter will be important to reduce the potential for insects, pests and vermin. The site manager will oversee this operation.
- Inspection of waste for pest infestations shall be carried out at least weekly intervals, and more, if necessary, by the site manager and findings will be recorded in the site diary.
- Regular checks of all electrical wiring will take place to identify if rats are causing damage to cables. (To include scratches, bite marks, and droppings)
- Site cleaned daily and waste disposed of.
- Daily visual of monitoring of waste stockpiles by staff.
- All staff to be encouraged to report all sightings of pests and vermin to site manager for investigation, and records kept in the site diary, and pest control contractor informed.
- Stagnant water around facility will be regularly monitored and if necessary dispersed.
- Water leaks will be repaired ASAP, and guttering cleaned regularly to prevent water retention.
- Employee welfare facilities cleaned on a regular basis, and waste disposed of daily.
- Complaints regarding Pests and Vermin from external parties will be investigated by senior PSL and corrective actions implemented using PSL litter complaints procedure.



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3) Monitoring Odours

- Rigorous control of wastes delivered to the site is required, with contaminated or odorous wastes rejected.
- Trained competent staff are in place to recognize odorous material and to inspect incoming wastes as it is deposited at the site. Malodorous waste will be returned to the producer or sent to another authorised facility for treatment.
- HGV skip vehicle drivers are required to ensure that only acceptable material is brought to site to minimise the incidence of rejection.
- Green waste is stored on site for a very limited duration (exported daily) and other degradable materials are also removed frequently (every 1-2 days) so there is insufficient time for any decomposition to occur, limiting odour from these operations.
- There will be strict acceptance procedure in place to minimise the site of non-compliant odorous wastes being accepted.
- Site cleaned daily and all waste disposed of.
- Inspections for odours shall be carried out daily, and amount of inspections increased if found necessary by the site manager and findings will be recorded in the site diary.
- Excess exhaust fumes from all plant shall be monitored by the site manager and along with the workshop manager adequate measures may be put in place to reduce omissions.
- Odour complaints will be responded to swiftly in accordance with the Odour Investigation procedures. All complaints received will be logged including all relevant details. All complaints received regardless of how they are received e.g. at the companies Head office or via site personnel, will be passed immediately to the site manager for investigation. The site manager will be responsible for ensuring that all necessary action is taken in response to a complaint. Any complaints that are not received in a timely manner that precludes investigation will be considered as unsubstantiated where the daily assessments do not confirm any issues on site that day.
- Following any complaints from Members of the General Public or external agency, Portland Stone will arrange for an independent



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4) Complaint Log

Environmental Protection Regulations 1997

(To be completed by Complainant)

Name: _____

Postal Address: _____

Phone Number (during business hours): _____

Email address: _____

Address where Litter / Odours / Pest / Vermin is coming from (the address is required for the complaint to be investigated):

How often does the problem occur? (Daily, Weekly, Monthly, or a one off)

Other relevant information: (Please send any photographic evidence to office@portlandskips.co.uk)

Signature of Complainant: _____

Date: _____

Please send completed form to: simon@portlandskips.co.uk

(For PSL use only) Date Received: _____ Reference Number: _____



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5) Complaint Investigation

Environmental Protection Regulations 1997
(To be completed by PSL)

Complaint Reference Number: _____

Investigated by: _____

Result of Investigation: _____

Recommended Actions: _____

Persons Actioned: _____

Target Date: _____

Date Actions Closed: ___/___/___ Signature: _____

Complainant informed of investigation Y / N

Portland Stone Limited acknowledge their duty of care towards their neighbours, local community and environment and are aware of the importance of operating a recycling facility in a professional and responsible manner.



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Complaints Procedure.

All complaints received from electronic media, telephone or by letter will be passed to the H&S Co-ordinator for full investigation.

H&S Co-ordinator
Portland Stone Ltd
26 Tradecroft Industrial Estate
Wide Street
Portland
Dorset
DT5 2LN
simon@portlandskips.co.uk

Step 1: From original complaint the complainant will be sent a copy of the PSL Litter and Odours Complaint Form by the H&S Co-ordinator.

Step 2: On receipt of the completed PLS compliant form, the H&S Co-ordinator will ensure all areas have been filled in correctly and will contact the complainant if any key information is missing.

Step 3: H&S Co-ordinator and nominated members of PSL staff will fully investigate the complaint, and if required put in place any corrective actions to rectify or minimise the problem.

Step 4: H&S Co-ordinator will ensure all actions have been carried out and inform the Complainant of all actions carried out.

Step 5: H&S Co-ordinator will close the Complaint form and place in file.

Complaint Reference Number	Date Received	Actions Required	Date Actioned	Date Closed



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6) Site Diary

A Manual site diary will be held by the site manager to record all site inspections, this will include any reports of pests, vermin, odours and litter.

The Information recorded will include.

- Date and time of day
- Problem identified
- Location of incident
- Person reporting issues
- Weather conditions
- Any correspondence with local authorities or emergency services
- Immediate actions taken
- Additional corrective actions required

7) Site Contact Numbers

PSL Managing Director: Danny Nash - 01305 860044

PSL Site Manager: Jason Ayles - 01305 860044

PSL Operations Manager: Aaron Lees - 01305 860044

PSL Health & Safety Co-ordinator: Simon Main – 01305 860044

Full Site Address:

Portland Stone Limited
Coombefield Quarry
Southwell Road
Portland
Dorset

01305 860044 – Phone number has 24 hours monitoring.