Earthworks UK Limited

Land opposite Cromhall Quarry

Noise Management Plan

Document Ref: 193443/NMP

April 2020

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Land Opposite Cromhall Quarry
Woodend Lane
Cromhall
South Gloucestershire
GL12 8AA

Issue Date	**Document Reference**
April 2020	193443/NMP

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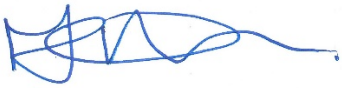

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1.0 INTRODUCTION

Overview

1.1 This Noise Management Plan (NMP) has been produced to accompany the Permit application by Earthworks UK Ltd (the Operator) for the storage, screening and processing of imported soil and mineral waste streams to produce recovered aggregate.

1.2 The is located circa 950 m north east of Cromhall Village, in Gloucestershire. The site is accessed from the north off Bristol Road (B4058). The site location is presented in 193443/D/001.

1.3 The proposal involves the storage, screening and processing of topsoil, hardcore, rock, clay, sand and subsoil wastes from the construction and development sector.

1.4 As part of the application for an Environmental Permit, the Operator has provided a noise management plan to outline management and control measures for the permit activities on site. A noise management plan has been included as a conservative and precautionary measure.

1.5 Management and control measures will be in accordance with H3 Horizontal Guidance for Noise – Part 2 Noise Assessment and Control. The control measures and the requirement for a specific noise management plan have been instructed based on the assumption that an assessment would conclude a management plan and certain control measures would be required.

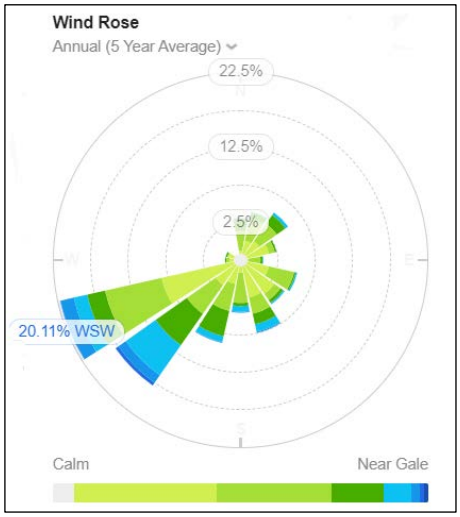
1.6 This report establishes the sensitive receptors surrounding the site, identifies any potential risks associated with the proposed activities and outlines required controls.

2.0 SENSITIVE RECEPTORS

2.1 The site and surrounding sensitive receptors are shown on drawing 193443/D/002. The nearest sensitive receptor susceptible to noise emissions will be the residents of the the property circa 280 m north west of the site, the property 330 m south east and those inhabiting properties circa 460 m to the south west.

2.2 The entrance to the site is bordered immediately north by the B4058 and beyond by a non-operational limestone quarry; now utilised as a diving centre. Additionally, a car scrapyard is situated across the road from the site entrance. To the east, west and south the surroundings are agricultural fields. Residential and commercial properties begin to appear in a scattered fashion beyond a radius of approximately 500 m from the site. The sensitive receptors are shown in drawing 193443/D/002.

2.3 Meteorological wind data, for five years, have been acquired from the WillyWeather website . The wind data has been taken from the weather station in Leyhill, which is located circa 850 m north west of the site. The prevailing wind direction is from the west south west quadrant. The nearest and most sensitive receptors to noise, residential properties, are considered not to be downwind of the prevailing wind direction.



2.4 The noise assessment (shown in Appendix A) concludes that the rating level will be below the background level at the nearest receptor. The site is relatively isolated and not significant level of mobile plant at the site.

3.0 MANAGEMENT AND MITIGATION

3.1 The noise levels generated by the site operations are not expected to have the potential to cause a notable impact to surrounding residential and recreational land uses. Taking a conservative approach to noise management, the Operator will implement control measures to minimise noise emissions from site works.

3.2 The works will involve movement and tipping of Heavy Goods Vehicles (an estimated 10 vehicle movements per day) and stockpiling/segregation of imported aggregate by mechanical operations. There will be crushing and screening of imported aggregate by mobile plant. The anticipated plant includes a front loader, crusher/screener, and 1 excavator.

3.3 Waste will be imported, placed, crushed, screened and stockpiled within the site and will be imported from the B4058. The site layout is presented in 193443/D/003.

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

Days	Hours
Monday to Friday	07:30 – 17:30 hrs
Saturday	07:30 – 13:00 hrs
Sunday and Public Holidays	No vehicle movements or operation

3.5 Site design and management controls include:

- Adherence to the working hours;
- Crushing and screening of material is only undertaken when required, dependant on the nature of materials imported and also whether sufficient quantities of material with certain dimensions is present on site to warrant its processing;
- The main processes of the site would only be active during periods where material is being imported, which is not anticipated to be in a constant manner;
- Material is stored in several stockpiles, up to 3 m high within the site, which will provide a certain amount of acoustic screening to the surrounding receptors. The location of the material storage areas are shown in drawing 193443/D/003;
- Only plant conforming with relevant national or international standards, directives or recommendations on noise emissions will be used;[1]
- Ensuring regular and effective maintenance of plant; and
- Induction briefing to all employees regarding the need to keep noise to a minimum and the health hazards associated with exposure to excessive noise. This will include training on the proper use and maintenance of plan and equipment, positioning of machinery to reduce noise emissions to surrounding receptors and site personnel, avoidance of unnecessary noise and the protection of persons against noise.

3.6 Site operational controls include:

- Reducing drop heights to storage areas and/or working plant;
- any fixed generators within welfare area will be enclosed or screened to minimise noise emissions;
- all vehicles will obey the internal speed limit of 5 mph; and
- all machines in intermittent use shall be shut down in the intervening period between work and throttled down to a minimum.

1 https://wind.willyweather.co.uk/em/nottinghamshire/butlers-hill.html- Accessed 20/02/20

4.0 MONITORING AND RECORDS

4.1 Noise monitoring will be undertaken by inspection at boundary on a daily basis. The locations are shown in drawing 193443/D/003.

4.2 Quantitative noise monitoring will be undertaken in the unlikely event that problems are identified or if there is a substantiated noise complaint.

4.3 In the event of a substantiated noise complaint or elevation during inspection, the following procedure will apply for the monitoring exercise:

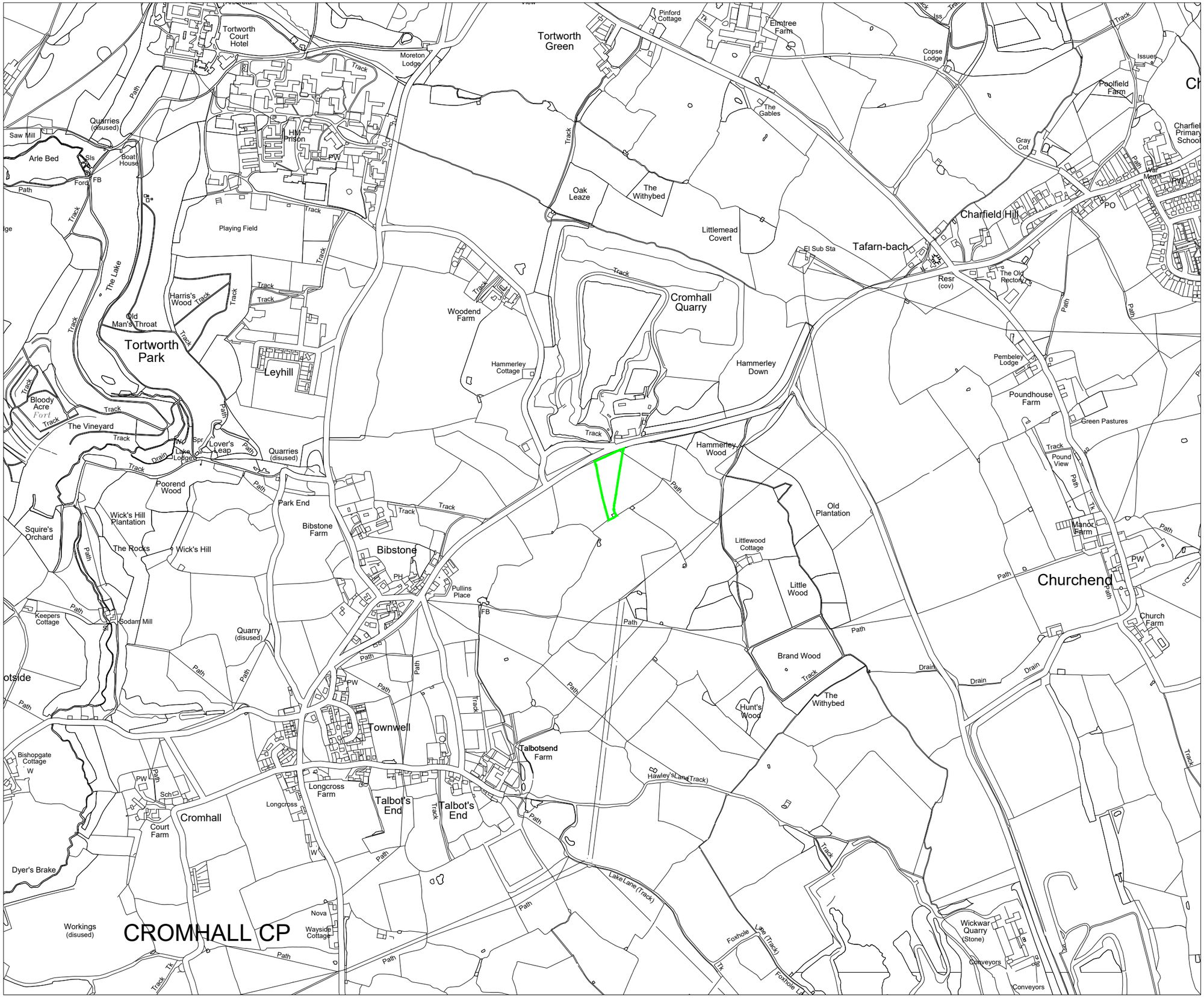
- The noise survey will be carried out during standard construction working hours for a minimum of 15 minutes to measure representative noise levels of worst-case construction operations;
- Measurements will be undertaken in accordance with British Standard BS 7445-1:2003 '*Description and measurement of environmental noise. Guide to quantities and procedures*', with instrumentation meeting the standards set out in BS EN 61672-1: 2013 '*Electroacoustics – Sound level meters. Specifications*';
- Measurements will comprise of broadband indices L_{Aeq}, L_{A10}, L_{Amax} and L_{A90}. The equipment chosen will be a Class 1 noise level meter with a suitable traceable calibration certificate. Field calibration will also be undertaken and documented prior to and after measurements; and
- When possible, the measurement position should be chosen to best represent the noise levels at the most exposed façade of the sensitive building to the works. Alternatively, a free field location with direct line of sight to the works should be sought in order to facilitate the calculation of noise levels at the receptor assuming a reasonable distance correction factor.
- A conservative action trigger threshold will be 55 dB LAeq (1-hour) (free-field) taken from guidance issued by the World Health Organisation proposed guidelines for community noise.
- The quantitative monitoring and reporting would be undertaken within 1 month of the complaint and issued to the local Authority and/or EA.

4.5 The monitoring proforma is shown in Appendix B. A record of any complaints arising regarding noise emissions and the actions taken will be kept in the Site Diary.

4.6 If there are exceedances of 55 dB LAeq, the Operator shall be informed immediately, and appropriate measures taken as soon as practicable to minimise the noise contribution from the site. Measures will include the use of time limitations and temporary screening using soil bunds may need to be considered. In such cases, repeat noise measurements will be undertaken at the affected receptor(s) immediately after implementation of the control measures in order to confirm that the noise limit is being met. The resulting noise report along with details of the actions implemented by the restoration works manager shall be issued to the Local Planning Authority and the Environment Agency within 1 week.

4.7 In the event of sustained noise issues or substantiated complaints, this NMP will be reviewed and updated. The NMP will be issued to the Environment Agency for approval and operations will cease within 100 m of the impacted receptor(s).

DRAWINGS



Key:

Permit Boundary

Rev.	Details	Drawn / Chkd.	Date

Project

193443
Cromhall Quarry

Title

Site Location Plan

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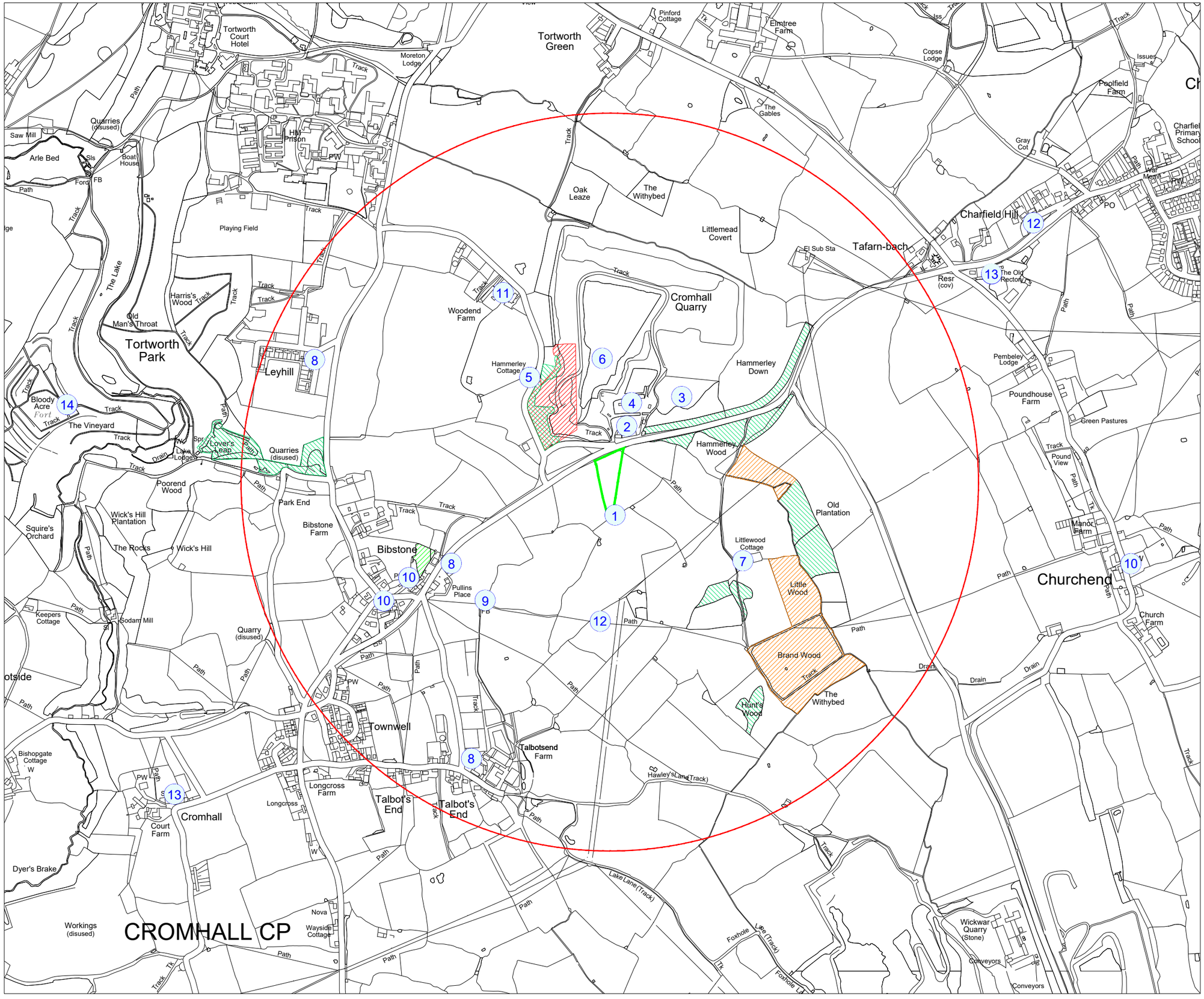
Scale	Date	Drawn	Chkd.	Drg. No.	Rev.
1:10000@A3	Mar'20	KW	EB	193443/D/001	



Key:

- Permit Boundary
- 1 km Radius
- (1) Surface Water Feature
- (2) Westward Travel (Coach and Minibus Hire)
- (3) South West Maritime Academy
- (4) Car TakeBack (Car Breaker)
- (5) Hammerly Cottage
- (6) Cromhall Diving Centre
- (7) Littlewood Cottage
- (8) Residential Dwellings
- (9) Unnamed Watercourse
- (10) Listed Building
- (11) Commercial Premises
- (12) Public Footpath
- (13) Primary school
- (14) Scheduled Monument
- Ancient Woodland
- Deciduous Woodland
- Traditional Orchard
- Site of Special Scientific Interest

Rev.	Details	Drawn / Chkd.	Date

Project

193443
Cromhall Quarry

Title

Site Receptor Plan

AAe Environmental Consultants

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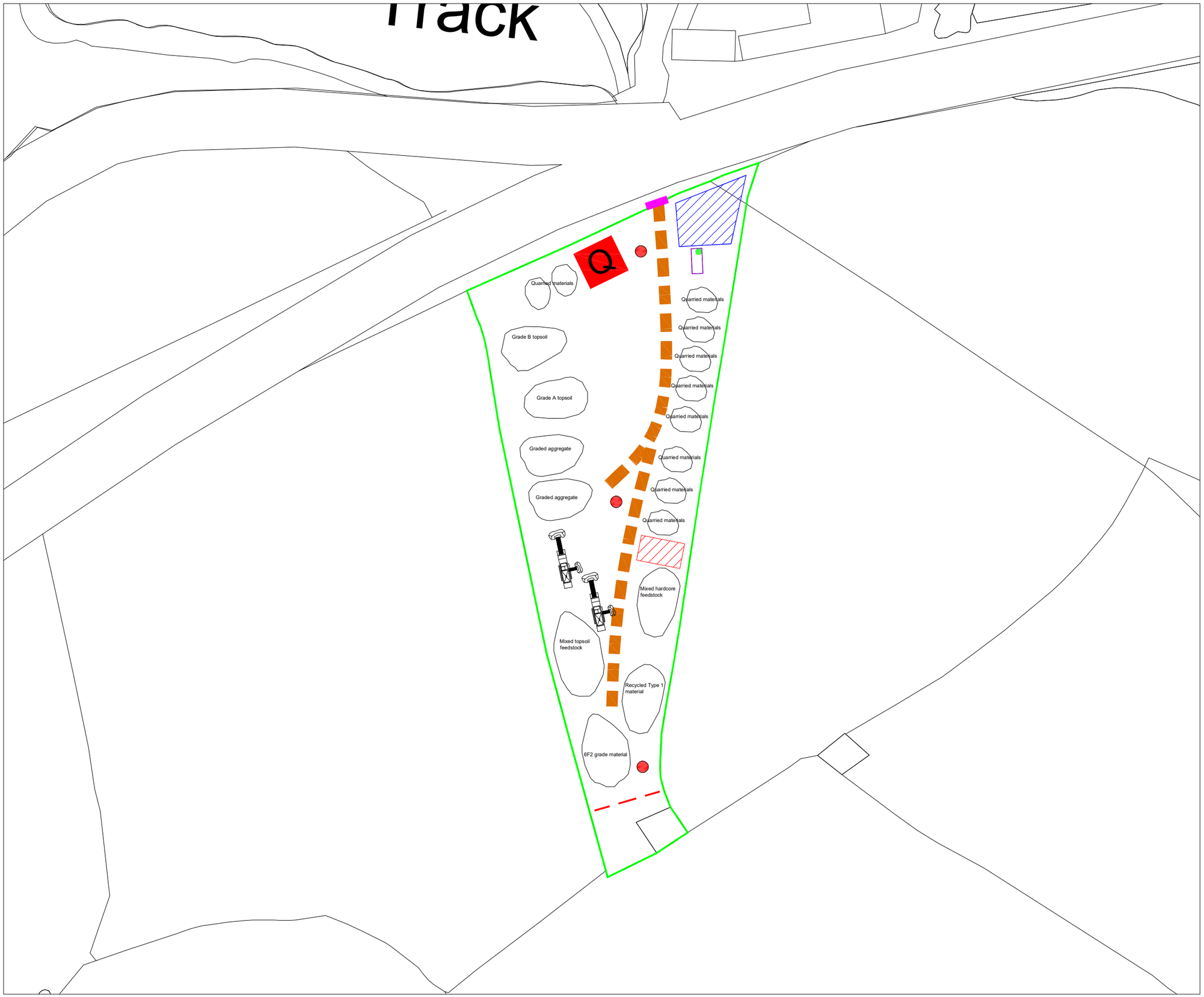
Scale	Date		Drg. No.	Rev.
1:10000@A3	Apr'20		193443/D/002	
	Drawn	Chkd.		
	KW	EB		



Key:

- Permit Boundary
- Site Access
- Haulage Route
- Administration Office
- Storage Area/ Car Park
- Quarantine Area
- Spill Response Kit
- Refuelling Area
- Visual Inspection Point
- No Operations Beyond This Point

Rev.	Details	Drawn / Chkd.	Date

Project

193443
Cromhall Quarry

Title

Site Layout Plan

AAe Environmental Consultants

AA Environmental Ltd
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Scale	Date	Drawn	Chkd.	Drg. No.	Rev.
1:1000@A3	Mar'20	KW	EB	193443/D/003	

APPENDIX A

NOISE MANAGEMENT PLAN

Earthworks UK limited

Cromhall Recycling Yard
Cromhall
GL12 8AA

"The Noise Management Plan NMP will be guided by the attached Consultant's Noise Report to always ensure any site activity noise continues to comply with the noise report in terms of the British Standard BS4142 as amended-Noise Criterion.

Earthworks UK Ltd will continue to be advised by the Local Authority South Gloucestershire Council SGC in any measure to control site noise.

Any complaint regarding noise will be comprehensively investigated and resolved, in consultation with SGC as required.

All plant and acquired noise generating equipment will have appropriate EU noise compliance specification.

All site operatives will routinely and regularly follow good neighbourly noise schemes such as the 'Considerate Constructors Best Practice.'

Earthworks UK Ltd will routinely follow and comply with appropriate controls and regulation allied to good environmental practice and specifically noise: Statutory Noise criteria under the Environmental Protection Act 1990; BS4142 as amended and have regard to Best Practice contained in the BS5228 –construction site noise guidance.

Earthworks UK Ltd will ensure compliance with the conditions contained in the Planning Consent 2019 with specific regard to the hours of operation and activity.

Earthworks UK Ltd will adopt as necessary an Environmental Management to control all Noise, Vibration and Dust from the site activities, and will contain the NMPlan and attached noise report; SGC's current Planning consent and the issued Environmental Permit LAEP/B/085/19."

Earthworks UK Limited

Cromhall Recycling Yard
Cromhall
GL12 8AA

Noise Impact Assessment of Stone Crushing Operation and associated activity

Client: Paul Treasure

Report no: EN589

Report date March 27th 2020

Report author: Hylton Dawson

Signed and Checked: *Hylton Dawson* ***April 2020***

Hylton Dawson MIOA FISTR. Acoustic Consultant
The Cottage, Feltham Road, Pucklechurch, Bristol BS16 9SH
Telephone 0117-9372409 email Hyltondawson@gmail.com

Hylton Dawson Acoustics were consulted and appointed to undertake a noise monitoring assessment in accordance with the relevant noise criterion the British Standard 4142:2014+A1:2019

1 REASON FOR NOISE ASSESSMENT

1.1 Request to establish typical noise levels from the TEREX EVOQUIP COBRA 230CRUSHER & KEESTRAK SCREENER and overall noise from the site operation to determine resultant noise levels at the boundary of the nearest noise sensitive premises.

2 NOISE TERMINOLOGY

1. The noise terminology used in this report is explained briefly in Appendix 2

3 INSTRUMENTATION / CALIBRATION

3.1 Noise measurements were made using a CEL593 sound level analyser. This is a type 1 instrument having a calibration traceable to national standards. Before and after the noise measurements the meter was calibrated using a CEL acoustic calibrator giving a pure tone of 1000Hz at a sound pressure level of 114dB. The CEL Acoustic Calibrator is itself traceable back to national standards.
No drift occurred during the measurement period.

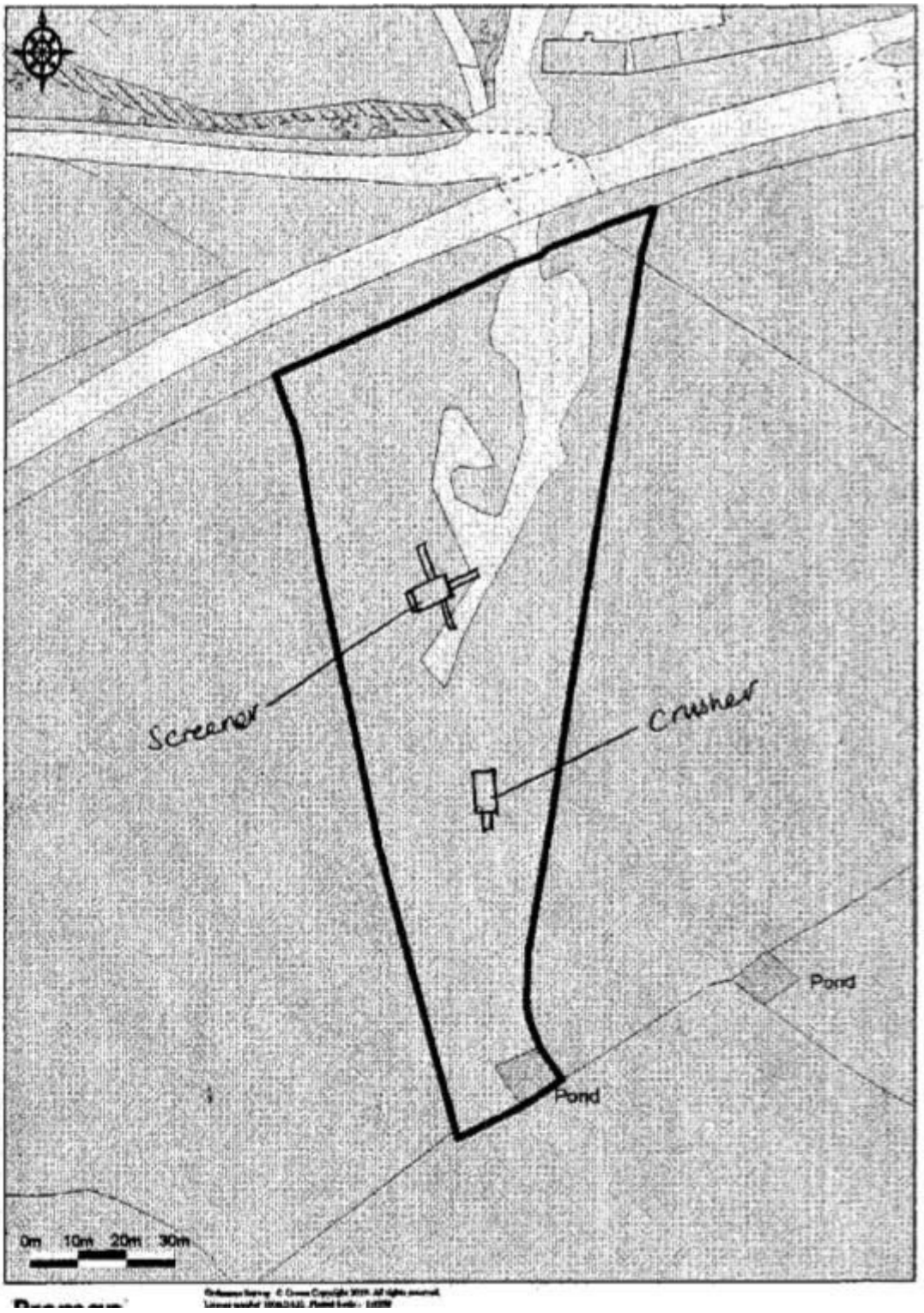
3.2 Details of the noise measuring equipment are given in Appendix 3

4 NOISE MEASUREMENT

4.1 All measurements were made with the microphone 1.5 metres above ground level. The microphone was fitted with a windshield. During noise measurements the measuring instrument was attended and all significant events noted.

5 SITE LOCATION AND LAYOUT

5.1 The site layout and the noise measuring stations are as described in the text and in Fig 1.



6 NATURE OF THE AREA

6.1 The site is an established industrial premises and former Hanson (limited company) Minerals stockpile yard situated on the south side of the B4058 Cromhall to Charfield road.

Crushing, screening and related activities are carried out in an open yard area, used for storage, handling and transport of materials and products.

7 SUBJECTIVE NOISE

7.1 Subjective noise in the area is typical of a rural area with continuous local traffic noise from the busy B4058, overflying aircraft, birdsong and general agricultural activities.

8 AMBIENT AND BACKGROUND NOISE

8.1 As both ambient and background noise were observed to be relatively stable, statistical noise levels were recorded over 15min periods at the site perimeter relevant to neighbouring dwellings.

9 NOISE MEASURING POSITIONS

9.1 Noise measurements were made:

18metres from plant -Site Position 1

Site boundary entrance -Site Position 2 and

Adjacent to the nearest residential property 'Pinlocks -Site Position 3

Date	Measurement Period	Wind	Barometer	Humidity	Temperature
17th March 2020	14.00-16.54hrs	5km/hr 235°	1026mb	72%	12°C

Overcast

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10 MEASURED NOISE LEVELS

10.1 All measured data are shown in Table 1 (Below).
Values have been rounded to the nearest whole decibel.

TABLE 1
Noise levels measured on 17th March 2020

Measurement period			Measured noise level dB re 20 µPa							
From	**To**	**Site Position**	**SPLMAX F**	**SPLMIN F**	**L_{Aeq}**	**L_{A10}**	**L_{A50}**	**L_{A90}**	**L_{A95}**	**L_{A99}**
PLANT UNMANNED										
15.10	**15.25**	**1**	**57**	**45**	**51**	**54**	**51**	**47**	**47**	**46**
15.25	**15.40**	**1**	**58**	**44**	**51**	**53**	**50**	**48**	**47**	**47**
15.53	**16.08**	**3**	**76**	**36**	**58**	**60**	**46**	**38**	**38**	**37**
16.08	**16.23**	**3**	**71**	**46**	**63**	**68**	**59**	**54**	**51**	**46**
PLANT OPERATING										
14.01	**14.16**	**1**	**77**	**75**	**76**	**77**	**76**	**76**	**77**	**77**
14.16		**1**	**78**	**75**	**76**	**77**	**77**	**76**	**76**	**76**

	.31									
14.35	**14.50**	**2**	**59**	**52**	**56**	**58**	**55**	**56**	**53**	**52**
14.50	**15.05**	**2**	**56**	**52**	**54**	**56**	**54**	**53**	**53**	**53**
16.24	**16.39**	**3**	**82**	**37**	**68**	**73**	**58**	**39**	**38**	**37**
16.39	**16.54**	**3**	**79**	**40**	**64**	**67**	**53**	**43**	**42**	**41**

11. OBSERVATIONS

11.1 The general ambient noise levels on the site were low and were dominated by road traffic on B4058 road.

At the nearest noise sensitive dwelling 'Pinlocks', measured noise levels were dominated by close proximity of passing road traffic noise

11.2 The site activity and plant noise was inaudible and not measurable during the monitoring period
.

12 NOISE MANAGEMENT

12.1 All site personnel are trained in the company Good Neighbour Policy, Noise Awareness and a Duty to avoid making any unnecessary noise.

12.2 All Plant and equipment is properly maintained and new items are purchased with a primary consideration for noise output.

13 CONCLUSIONS

13.1 This report shows on March 17TH 2020 noise levels measured on the Site.

13.2 SITE NOISE

To establish source noise levels, measurements were made when the plant was not working and when operating. Site noise characteristics, tonal content and intermittency were noted with regard to determining and considering the Rating noise level as defined in the BS 4142 as amended.

13.3 RESIDENTIAL NOISE

Measurements were made at the nearest noise sensitive dwelling at 'Pinlocks' Cromhall and an adjacent dwelling both situated adjacent to the busy B4058 Cromhall to Charfield Road, approximately 600m south of the Earthworks company site and plant operations.

During the period of measurement at these dwellings, the site operation was inaudible and not measureable; and unlikely to give rise to complaint or create a Statutory Noise Nuisance

13.4 The noise climate was dominated by the passing through traffic on the B4058 Road.

Other sources were more distant road traffic, agriculture, birdsong and overflying aircraft.

Site operating 48 $L_{Aeq15min}$ Position 2

Site unmanned 46 $L_{Aeq15min}$ Position 3

Calculated crusher noise at 'Pinlocks'

Crusher on ,measured @ 18Metres from source =76 $L_{Aeq15min}$

Distance Crusher to 'Pinlocks' =600metres

Distance correction $= 20 \log_{10} \frac{600\text{metres}}{18\text{metres}}$

$= 20 \log_{10} \_33.3$

$=20 \times 1.522$

=30.4dB

Calculated Crusher Noise at 600m 76 $L_{Aeq15min}$–30dB

=46 $L_{Aeq15min\ in}$

Measured noise at Pinlocks (Mainly passing Traffic when Crusher OFF)

$L_{Aeq15min}$ 58 and $L_{Aeq15min}$ 63

The acoustic analysis confirms that noise from site activity and crusher operation has no significant impact at the nearest noise sensitive premises.

SUMMARY

The site has been assessed and measured in accordance with the British Standard 4142:2014+A1:2019 the appropriate and relevant national guidance and noise criterion.

The above assessment shows that the site activities and resultant noise levels from Earthworks Company activities will comply with BS4142 as amended.

In this regard Hylton Dawson Acoustics have contacted the regulatory authority South Gloucestershire Council, and are advised by Neil Higgs (Environmental Protection Team –Noise) Chartered Environmental Practitioner- Environmental Health Officer.
The Authority‘s interpretation of the BS4142 as amended for assessment and reporting of this type and overall Planning and Noise assessments:

“The Rating Noise Level from the activity or development is not to exceed the pre-existing background LA90 noise level”

The Table below shows the very low Background LA90 noise level and that the noise climate is dominated by road traffic particularly at the nearest noise sensitive property.
The Rating noise level can easily meeting the pre-existing background LA90 and meets the required noise British Standard BS4142 as amended.

	L_{Aeq}	L_{A10}	L_{A90}
	AMBIENT	**TRAFFIC**	**BACKGROUND**
OPERATING	**68**	**73**	**39**

	64	**67**	**43**
NOT OPERATING	**58**	**60**	**38**
	63	**68**	**54**
Calculated PLANT NOISE	**46**	**~**	**~**

APPENDIX 1

All Measured Noise Levels
Noise levels measured on 17th March 2020

Measurement period			Measured noise level dB re 20 µPa							
from	**To**	**Site Position**	**SPLMAX F**	**SPLMIN F**	**L_{Aeq}**	**L_{A10}**	**L_{A50}**	**L_{A90}**	**L_{A95}**	**L_{A99}**
UNMANNED										
		1	**63.6**	**33.1**	**45.5**	**48.8**	**36.5**	**36.0**	**35.0**	**45.5**
		2	**65.3**	**34.2**	**46.4**	**41.3**	**39.04**	**39.1**	**38.0**	**46.4**
		3	**67.7**	**34.8**	**48.0**	**41.0**	**39.0**	**37.5**	**36.0**	**48.0**
OPERATING										
		3	**67.5**	**47.7**	**54.3**	**57.5**	**51.5**	**49.5**	**49.0**	**48.5**
		2	**66.2**	**41.7**	**48.2**	**51.0**	**46.5**	**44.0**	**43.5**	**43.0**
07.13	**07.28**	**1**	**59.6**	**36.7**	**44.6**	**47.5**	**43.0**	**39.5**	**38.5**	**37.5**

APPENDIX 2 NOISE TERMINOLOGY

A1.1 Because the human ear can detect a very wide range of sound pressures from 0.00002 Pa to over 200 Pa a logarithmic scale is used to quantify sound pressure levels. The units are decibels and the sound pressure level of sound pressure P is defined as:

$$SPL = 20 \, Log_{10}(P/P_o) \text{ dB}$$ where P_o is the reference pressure 20 μPa.

A1.2 The decibel scale ranges from zero at the threshold of hearing to over 140 dB which is at the threshold of pain. The human ear responds to a wide range of frequencies from 20 Hz to 20 kHz but its sensitivity is not constant across this range. At frequencies below 1 kHz and above 5 kHz the ear's sensitivity progressively diminishes. The rate at which it diminishes is different for noises of different sound pressure levels. Noise meters have built in filter networks which mimic this response of the human ear. The most commonly used filter is called the 'A' weighting and sound pressure levels measured with this weighting applied are described as dB(A).

A1.3 The loudness of a noise is related to its measured sound pressure level but not in a linear manner due to the logarithmic nature of both the decibel scale and human hearing. In general an increase or decrease of 10 dB(A) in noise level will be perceived as a doubling or halving in loudness. However, an increase of only 3 dB represents a doubling of the sound energy.

A1.4 Many noises including environmental noises are not constant in level but fluctuate with time. To take account of this, a unit called the Equivalent Continuous Level is used. This is a notional level which, over a stated time period (T), would deliver the same acoustic energy as the actual fluctuating noise. In effect it is an energy average of the noise. The unit is indicated by $L_{eq,T}$ (or $L_{Aeq,T}$ if A-weighted).

A1.5 The $L_{AN,T}$ is the level of noise exceeded for N% of time period T. The average of the 18 one-hourly L_{A10} values between 06.00 and midnight, the L_{A10} (18-hour), is often used to quantify road traffic noise.

A1.6 The ambient noise at a location is the all encompassing noise there that may be composed of many noises from any distance or direction.

A1.7 Noise levels in 'free-field' conditions are measured away from the influences of sound reflecting surfaces, other than the ground, normally at distances of more than 3.5 metres from facades or other reflecting surfaces. Noise levels measured 1 metre from a facade are called facade noise levels and will include some contribution from reflected noise. For road traffic noise this reflection contribution is regarded as adding 2.5 dB(A).

A1.8 Barrier attenuation is the reduction in noise level caused by diffraction of sound around the top or sides of a solid object

APPENDIX B

Attended Noise Survey							Job No.				
Monitoring Date											
Dynamic Range:											
Station	Start Time (hr:min)	Construction Activity/Equipment used	Measurement Duration (T, mins)	L_{Aeq}, T (dB)	L_{AMax}, T (dB)	L_{A10}, T (dB)	L_{A90},T (dB)	Monitoring Comments			
Signed (Surveyor):											

APPENDIX C

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**	

Complaints Procedure

193443/CP

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.

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. The response time is typically within 1 hour.

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 complaint 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. This review will typically happen in conjunction with point 1 and review will be undertaken within 2 working days of complaint being made.

4. Once initial contact and review of the site has been undertaken, 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. This will occur within 3 working days.

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. The notification will be within 1 week of the complaint being made.

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. This is likely to be within 1-2 weeks subject to what the complaint is, severity of complaint and associated activity taking place.

7. In the event of an out of hour complaint, the complaint will be picked up on the next working day and dealt with as per point 1-6 above.

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.

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Review

This procedure is reviewed on a yearly basis or post-incident to ensure it remains up-to-date with the site operations. The review procedure would involve the Senior Management Team and site team collectively to establish the root cause and the best available control techniques. The review will take place within 1 month of the incident.