



EMS Procedure

ENVIRONMENTAL COMPLAINTS PROCEDURE

This procedure sets out how environmental complaints are received, recorded, investigated, and responded to in order to minimise environmental impacts, maintain good community relations, and ensure compliance with environmental and planning requirements.

Scope

This procedure applies to all environmental complaints relating to the Group activities, including but not limited to:

- Noise
- Dust
- Odor
- Traffic Movements
- Vibration
- Spills or pollution incidents
- Any other environmental nuisance associated with site operations

Receiving Complaints

- Environmental complaints may be received via email, written correspondent, via the telephone, in person, or via a third party (e.g. Local Authority)
- Any employee receiving a complaint must:
Treat the complainant courteously and seriously
Record the details immediately
Notify the Site Manager immediately

Recording Complaints

- All Environmental Complaints must be recorded on an Environmental Complaints Log.
- As a minimum, the following information must be captured:
Name and contact details of the complainant (where provided)
Nature of the complaint
Location and time of the alleged issue
Site activities taking place at the time
Name of person receiving the complaint

Investigation

- The Site Manager or nominated responsible person must investigate the complaint as soon as reasonably practicable.
- The investigation should consider:
Whether the complaint is valid
Whether site activities contributed to the issue
Compliance with permits, planning conditions, and site procedures
- Where necessary, site activities may be modified or temporarily halted while the issue is assessed.



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Corrective Action

- Where a complaint is substantiated, appropriate corrective and preventative actions must be implemented to prevent recurrence.
- Actions may include
 - Adjusting operating practices
 - Additional controls (e.g. dust suppression, noise barriers)
 - Equipment repair or maintenance
 - Additional staff training

Response to the Complaint

- The complainant should be responded to promptly and courteously, normally within a reasonable timescale.
- The response should include
 - Acknowledgement of the complaint
 - Summary of the investigation undertaken
 - Any actions or proposed
- Where contact details have not been provided, the response will be recorded internally

Escalation and External Reporting

- Repeated, serious, or unresolved complaints must be escalated to Senior Management.
- Where required, complaints or outcomes may be reported to relevant regulators (e.g. Local Authority or Environment Agency) in line with permit or planning conditions.

Review and Continuous Improvement

- Environmental complaints will be reviewed periodically to identify trends and recurring issues.
- Findings will be considered as part of environmental performance reviews and used to drive continual improvement of site controls and procedures