

## Falcons Hall Farm Poultry Unit Odour Management Plan

The nature of livestock farming means that preventing odour generation at source is rarely possible as animals are inherently odorous. However, there are many things that can be done, often at low cost, to minimise odour or to prevent it reaching neighbours.

The H1 Environmental Risk Assessment submitted with the application to vary environmental permit to extend the installation boundary to erect 4no additional houses for rearing poultry intensively shows that sources have been identified as contributing to potentially moderate and minor risk of odour. The risk assessment was performed in accordance with EPR 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010; Appendix 4 and the Environment Agency (2011); Additional guidance for H4 Odour Management.

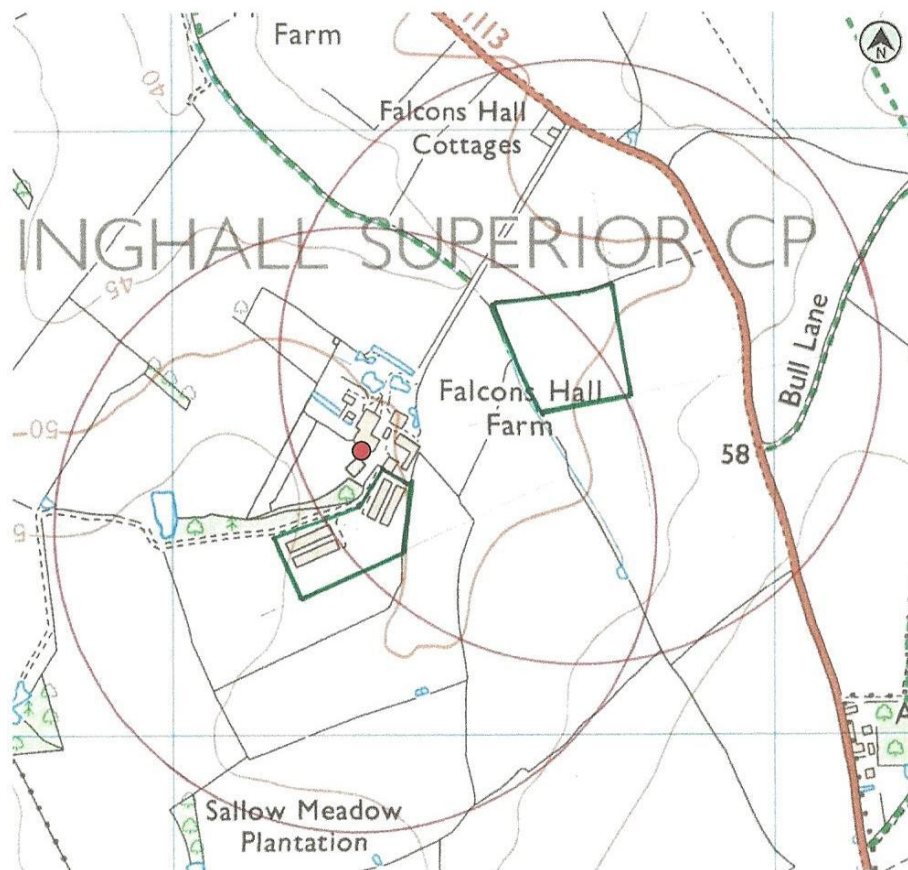
Created an odour management plan (OMP) part of the environmental management system owing to 1 sensitive receptor within 400m of the boundary (excluding persons in control of the installation at Falcons Hall and The Old Stables annexe, and poultry farm workers at 1&2 Falcon Hall Cottages,) shown in Table 1 and Figure 1.

*Table 1. Falcons Hall Farm Poultry Unit sensitive receptors within 400m*

Nº.	Receptor	NGR	Direction	Distance from boundary
1	Commercial - Styne Ltd, Falcons Hall, Finningham Road, Rickinghall, Diss, IP22 1LP	TM 04332 73470	N	40m

*Distances measured on government website at [magic.defra.gov.uk](http://magic.defra.gov.uk)*

Fig 1. Falcons Hall Farm Poultry Unit sensitive receptors within 400m



Wind direction is defined as the direction from which the wind is blowing. According to the Met Office Eastern England climate report - as Atlantic depressions pass by the UK the wind typically starts to blow from the south or south-west, but later comes from the west or north-west as the depression moves away. Directions between south and north-west account for the majority of occasions and the strongest winds nearly always blow from this range. Averaged across the year the prevailing wind direction is from the southwest.

Sensitive receptor in the prevailing wind direction so likely to be exposed to odour for the majority of occasions. Commercial premises have medium sensitivity - people would expect to enjoy a reasonable level of amenity but wouldn't reasonably expect to enjoy the same level of amenity as in their home and wouldn't reasonably expected to be present continuously or regularly for extended periods. Operator has no recollection of any odour concerns or complaints and will continue to foster good relationships with neighbours.

The following table sets out:-

- Likely sources of odour from a typical intensive poultry unit
- Procedures to be followed or planned at Falcons Hall Farm Poultry Unit to prevent or minimise odour levels
- Contingency and emergency planning to limit exposure to elevated odour emissions beyond the installation boundary.

Table 2. Actions and contingency actions to minimise odour and odour risks at Falcons Hall Farm Poultry Unit

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Odour from manufacture and selection of feed	<ul style="list-style-type: none"> <li>• High protein diet increases nitrogen and sulphur content of the litter</li> <li>• Feeds which are unbalanced in nutrients leading to increased excretion and emissions of ammonia and other odorous compounds.</li> <li>• Poor quality ingredients</li> </ul>	<p>Measures are described in SGN EPR 6.09; How to comply; Version 2; 2010 and Best Available Techniques (BAT) Reference Document, 2017:-</p> <ul style="list-style-type: none"> <li>• Feed specifications prepared by the compounders nutrition specialist and continually monitored.</li> <li>• Feed composition will be closely matched to the pullets' nutritional requirements using a minimum of two nitrogen balanced diets with decreasing percentage crude protein between hatching and point of lay for optimum feed utilisation.</li> <li>• Addition of controlled amounts of essential amino acids to a low crude protein, wheat-based diet – amino acid analogues will be added into all of the feedstuffs during milling, including lysine, methionine, threonine, and valine to supplement otherwise low natural levels in wheat grains.</li> <li>• Addition of authorised feed additives which reduce total nitrogen excretion, specifically xylanase enzyme, will be added into all the feedstuffs during milling, for breaking down macro-molecules and antinutritional factors such as non-starch polysaccharides for example cellulose in wheat grains into absorbable nutrients in feedstuffs.</li> <li>• Feeds supplied from mills in certification schemes and only use approved ingredients.</li> <li>• No feed manufacturing, milling, or mixing on site.</li> </ul>	

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Odour from feed delivery and storage	<ul style="list-style-type: none"> <li>• Creation of dust during delivery</li> <li>• Spillages of feed during delivery and storage and subsequent spoilage</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and Best Available Techniques (BAT) Reference Document; 2017 and Poultry Industry Good Practice Checklist v2; 2013 and DEFRA; 2018 Code of practice for the welfare of meat chickens and meat breeding chickens:-</p> <ul style="list-style-type: none"> <li>• Installed package enclosed silos, pipes, augers and feeding equipment minimise spillage, dust, &amp; odour.</li> <li>• Feed silos protected from collision damage by careful siting relative to traffic flows - in between the poultry houses keeping them out of the path of HGVs and easily connected to the truck/trailer so blowing in feed over as short a distance as possible.</li> <li>• Feed delivery vehicles always covered minimising release of any dust and odour.</li> <li>• Deliveries will be monitored by drivers and stockman, and any spillage cleared up immediately.</li> <li>• Stockman will be inspecting automatic equipment on which chickens depend not less than once per day to check there are no defects, and any defects will be repaired immediately.</li> <li>• Maintaining a preventive maintenance programme for buildings and equipment in accordance with manufacturers recommendations by stockman and professional contractors and keeping records.</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>• Feed spillage anytime.</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>• Immediately/same day.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>• Spillages will be cleared up immediately into bags by drivers or stockman and stored in a secure place to prevent odour release, and access by pests, for offsite disposal.</li> <li>• Stockman will have to arrange a waste carrier to deliver/collect a skip for any large spillage considered to be too much for packing into bags for offsite disposal same day or next day to avoid odour or pests becoming an issue. The skip will have to be covered if collection will be delayed any longer.</li> <li>• Any feeder defects will be repaired immediately same day or as soon as possible.</li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>• Achievable same day.</li> </ul> <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> <li>• Spillage cleared up and delivered or secured for offsite disposal.</li> </ul>

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
<p>Odour from problems with housing ventilation systems</p> <p>According to the BAT Reference Document - odour from broiler housing is reported to increase in offensiveness with the moisture content of the litter.</p>	<ul style="list-style-type: none"> <li>• Inadequate design causing poor dispersion of odour</li> <li>• Inadequate air movement in the house, leading to high humidity and higher litter moisture content</li> <li>• Extraction fans located close to sensitive receptors</li> <li>• Electricity supply disrupted (but electricity outages rarely occur).</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and Best Available Techniques (BAT) Reference Document; 2017 and Poultry Industry Good Practice Checklist v2; 2013 and DEFRA; 2018 Code of practice for the welfare of meat chickens and meat breeding chickens:-</p> <ul style="list-style-type: none"> <li>• Designed with forced ventilation via side inlets and high velocity extraction fans, with outlets on the roof.</li> <li>• Optimising discharge of exhaust air from houses using a combination of techniques to disperse ammonia and odour quickly including maximised outlet heights – exhausting air above roof level through the ridge, and maximised vertical outlet velocity with uncapped outlet cones.</li> <li>• Computer controlled ventilation system &amp; regularly adjusted to remove moisture under all weather and seasonal conditions to keep droppings and litter dry, and to meet the physiological needs of chickens.</li> <li>• Stockman will be inspecting automatic equipment on which chickens depend not less than once per day to check there are no defects including the ventilation system controls and extraction fans.</li> <li>• Alarm system gives warning of electricity outage, high/low temperature in houses.</li> <li>• Package generators for automatic back-up if mains electricity is disrupted and inspected daily by farm workers for defects including fuel &amp; tested weekly.</li> <li>• Maintaining a preventive maintenance programme for buildings and equipment in accordance with manufacturers recommendations by farm workers and professional contractors and keeping records.</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>• High/low temperature alarm.</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>• Immediately/same day.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>• In event alarm gives warning of electricity outage or high or low temperatures in houses check the back-up generators started automatically and ventilation fans are working properly to provide sufficient air changes and temperature to meet chicken's welfare needs and keep litter dry. Check back-up generator during use, especially fuel.</li> <li>• Faults with ventilation equipment, sensors, controls, fans, generator to be repaired same day or as soon as possible by stockman, company electrician or professional contractor.</li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>• Achievable same day.</li> </ul> <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> <li>• Mains electricity restored</li> <li>• Ventilation, generator faults successfully repaired.</li> </ul>

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
<p>Odour from wet litter</p> <p>According to How to comply, the level of odorant emissions decreases as the quantity of litter per livestock unit is increased - binding nitrogen to reduce odour and ammonia</p>	<ul style="list-style-type: none"> <li>• Building design</li> <li>• Insufficient litter</li> <li>• Poor quality litter</li> <li>• Disease outbreak leading to wet litter</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and Best Available Techniques (BAT) Reference Document; 2017 and Poultry Industry Good Practice Checklist v2; 2013 and DEFRA; 2018 Code of practice for the welfare of meat chickens and meat breeding chickens:-</p> <ul style="list-style-type: none"> <li>• Concrete floors poured over a continuous damp-proof membrane, preventing moisture being drawn up from the ground and insulated walls &amp; ceilings prevent condensation of moisture in the air.</li> <li>• Prior to chicks arriving new litter material uniformly spread over the entire floor area. A proprietary blend of dust extracted chopped straw/wood shavings or chopped straw provides absorbent bedding. When mixed with droppings binds faeces and nitrogen in a dry mixture to reduce odour and ammonia.</li> <li>• Stockman monitoring litter daily for abnormal odour, wetting, capping.</li> <li>• Maintaining a preventive maintenance programme &amp; record keeping for buildings and equipment with stockman and professional contractors.</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>• Wet litter, abnormal odour</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>• Immediately/same day.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>• Check &amp; repair any leakage from drinking systems</li> <li>• Move any wet litter to dry out or add extra litter</li> <li>• Replenish litter on damp areas before destocking.</li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>• Repairs achievable same day.</li> <li>• Keep checking drinking systems for spills &amp; leaks.</li> <li>• Continue monitoring litter every day and adding extra as required if it isn't drying rapidly or starts capping to prevent it spreading.</li> </ul> <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> <li>• Wet litter successfully dried up</li> <li>• Houses destocked.</li> </ul>

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
<p>Drinking water systems</p> <p>According to the BAT Reference Document, odour from poultry housing increases in offensiveness with moisture content of the litter.</p>	<ul style="list-style-type: none"> <li>• Design</li> <li>• Operation</li> <li>• Spillage of water from drinking systems</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and Best Available Techniques (BAT) Reference Document; 2017 and Poultry Industry Good Practice Checklist v2; 2013 and DEFRA; 2018 Code of practice for the welfare of meat chickens and meat breeding chickens:-</p> <ul style="list-style-type: none"> <li>• Water provided via non-leaking nipple drinkers with drip cups keeps litter dry and minimises odour.</li> <li>• Usage monitored daily with meters in every house.</li> <li>• Stockman will be checking daily the water lines and for any wet litter next to the lines to detect any leaks.</li> <li>• Frequently adjusting drinking lines to bird eye level to avoid spillages, wet litter, and water wastage.</li> <li>• Moving, drying wet litter or will continue checking and adding extra litter as required if capping occurs.</li> <li>• Stockman will be inspecting automatic equipment on which chickens depend not less than once per day to check there are no defects. Any defects will be repaired immediately by the stockman or by professional contractors.</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>• Wet litter, abnormal odour</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>• Immediately/same day.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>• Check &amp; repair any leakage from drinking systems</li> <li>• Move any wet litter to dry out or add extra litter</li> <li>• Replenish litter on damp areas before destocking.</li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>• Repairs achievable same day.</li> <li>• Keep checking drinking systems for spills &amp; leaks.</li> <li>• Continue monitoring litter every day and adding extra as required if it isn't drying rapidly or starts capping to prevent it spreading.</li> </ul> <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> <li>• Wet litter successfully dried</li> <li>• Houses destocked.</li> </ul>

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Odour from destocking	<ul style="list-style-type: none"> <li>• Releasing more dust and odour result of increased ventilation via extraction fans and open doors</li> <li>• Disturbing any damp litter when fork lift trucks are moving chicken transport modules in &amp; out</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and Best Available Techniques (BAT) Reference Document; 2017 and Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> <li>• Destocking end of every rearing cycle occurs only twice each year and takes less than 2 days.</li> <li>• Ventilation controls used to control release of odour while still maintaining optimum temperature for chicken welfare throughout the process.</li> <li>• Reducing catcher's exposure to dust by keeping doors closed and switching on more fans to create the required airflow. Releasing and dispersing dust and odour via the high velocity extraction fans.</li> <li>• Catching and collecting with a modular handling system designed to minimise bird disturbance and will minimise dust and odour including using subdued lighting keeping chickens' calm.</li> <li>• Keeping machinery movements to a minimum to minimise churning up any damp litter.</li> <li>• Chicken modules will mostly be covered to protect chickens from the weather during transit. Covers provide some barrier to dust and odour, but the modules will be uncovered in warmer months.</li> <li>• Keeping houses closed and locked after destocking to contain dust and moderately offensive odour.</li> </ul>	



Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
<p>Removing litter</p> <p>According to How to comply – odorous compounds absorbed onto dust particles and the particles themselves may decompose releasing volatile compounds</p> <p>Generally considered to be dustiest and most odorous activity end of every growing cycle.</p>	<ul style="list-style-type: none"> <li>• Releasing more dust and odour result of increased ventilation via extraction fans and open doors to take litter out</li> <li>• Loading into trailers</li> <li>• Windy</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> <li>• Removing litter after destocking only 2 times every year.</li> <li>• Professional contractor removes litter as soon as possible, normally within a day of destocking, and not normally more than 3 days for example destocking on a Friday and cleaning out on a Monday on normal weekdays to avoid causing annoyance at weekends or on bank holidays and in as short a time as possible.</li> <li>• Reducing workers exposure to dust by keeping doors closed and switching on more fans to create the required airflow, and dispersing dust and odour via the high velocity extraction fans. The ventilation will be controlled and reduced immediately after all the litter is removed and works in the houses finish.</li> <li>• Clearing build-up of dust with compressed air from around vents and extraction fans and ceilings, and feeding equipment end of every cycle, and also helps reduce the amount of dirty water produced.</li> <li>• Removing litter from the floor, using a front end or skid-steer loader to shovel the bulk of the litter carefully and directly off the floor into a large heap the length of the house to avoid double handling to minimise time spent carefully loading into waiting trailers positioned outside the open doors where trailers are parked, so not in close proximity to sensitive receptors.</li> </ul>	

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
		<ul style="list-style-type: none"> <li>• Used litter transported in covered trailers and kept covered at all times except during loading.</li> <li>• Keeping poultry houses closed and locked after removing litter to contain dust and moderately offensive odour.</li> <li>• Keep checking measures until task is finished.</li> <li>• Litter exported offsite for power generation or land-spreading under the control of a separate farming business, and a written agreement will be in place.</li> <li>• No used litter stored onsite.</li> </ul>	
Clean out	<ul style="list-style-type: none"> <li>• Using odorous products to disinfect poultry houses.</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> <li>• Cleaning after removing litter occurs only twice each year and takes only a few days.</li> <li>• Stockman or professional contractor will be washing out the houses as soon as possible, normally within one day of destocking, and not normally more than 3 days for example destocking on a Friday and cleaning out on a Monday. Cleaning out all the houses in as short a time as possible.</li> <li>• Cleaning on normal weekdays to avoid causing annoyance at weekends or on bank holidays.</li> <li>• Suitable cleaning products and DEFRA approved disinfectants for example formaldehyde and glutaraldehyde which are slightly odorous will be correctly diluted in accordance with manufacturer's instructions and only applied by trained workers.</li> </ul>	

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
		<ul style="list-style-type: none"> <li>Spent disinfectants in foot dips will be emptied into the dirty water storage tanks.</li> <li>Keeping poultry houses closed and locked after cleaning to contain any less offensive odour inside.</li> </ul>	
Managing dirty water	<ul style="list-style-type: none"> <li>Standing or open stored dirty water during the rearing cycle or clean-out</li> <li>Offensive odour from tankers emptying dirty water tanks.</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> <li>Concrete apron and kerbs installed to direct dirty water into package below ground dirty water storage tanks with capacity for storing all the dirty water from washing out the houses, with diverter valves to keep dirty and clean water separate and manholes kept covered.</li> <li>Cleaning contractor and stockman keeping the concrete apron, dirty water grates and drains clear of litter, etc to avoid backing-up, pooling, or over spilling into surface water drains or on unmade land. Dirty water drains will be flushed through after washing out to prevent stagnation.</li> <li>Professional contractor emptying dirty water tanks soon after cleaning is finished, in readiness for next time and exported offsite - avoids anaerobic conditions developing in settled sludge.</li> <li>Odour exhausted from the vacuum tanker during the emptying but takes less than an hour and only occurs twice every year on normal weekdays.</li> <li>Dirty water spread on land under control of a separate farming business, a written agreement is in place.</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>Dirty or surface water backing up in drains</li> <li>Diverter valve not reset and dirty water tank overfilled</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>Immediately/same day.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>Reset the diverter valve correctly</li> <li>Contact contractor to empty the tank</li> <li>Washdown the concrete apron and drains.</li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>Achievable same day or next day.</li> </ul> <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> <li>Tank emptied and apron and drains washed down.</li> </ul>

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
		<ul style="list-style-type: none"> <li>Maintaining a preventive maintenance programme &amp; record keeping for buildings and equipment with workers and professional contractors.</li> </ul>	
Odour from storing carcasses	<ul style="list-style-type: none"> <li>Inadequate storage of carcasses</li> <li>Carcasses stored for a prolonged period of time</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> <li>Dead chickens removed from the houses daily.</li> <li>Storing carcasses in bespoke, secure, non-leaking, containers/ wheelie bins with lids &amp; kept locked.</li> <li>Containers/wheelie bins will be located farthest away from sensitive receptors on the concrete apron, but not provided much shade.</li> <li>Containers removed weekly by an approved transporter under National Fallen Stock scheme. Weekly collections considered to adequate normally to minimise odour. Few bins filled/ collected with smaller chickens for first few weeks of rearing period and increasingly more in latter weeks as chickens get bigger and increasing odour.</li> <li>Met Office definition for a UK heat wave is an extended period of hot weather for 3 consecutive days with daily maximum temperatures meeting or exceeding the heat wave temperature threshold of 27°C for Norfolk. More frequent heat waves are an expected consequence of climate change by 2050.</li> <li>Collecting/exchanging clean and disinfected containers/ wheeling bins for filled ones, so no cleaning onsite.</li> </ul>	<p><u>Trigger</u></p> <ul style="list-style-type: none"> <li>Odour is extraordinary offensive.</li> <li>Abnormally higher numbers of chickens die in a heat wave or from disease.</li> <li>Attracting flies.</li> </ul> <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> <li>Immediately/same day.</li> </ul> <p><u>Contingency action</u></p> <ul style="list-style-type: none"> <li>Fallen stock transporter to be contacted immediately if more frequent collections need to be arranged for example daily, starting same day or next day</li> <li>Provision of more secure containers required.</li> <li>Covering lids with plastic bags/tape/stretch-wrap to minimise odour and flies.</li> </ul> <p><u>Duration of action</u></p> <ul style="list-style-type: none"> <li>Achievable same day or next day.</li> <li>More frequent collections for as long as required.</li> </ul> <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> <li>Outside temperature cools, and fewer mortalities</li> <li>Houses have been depopulated</li> <li>Carcasses all removed offsite.</li> </ul>

Odour related issue	Potential risks and problems	Actions to minimise odour and odour risks	Contingency actions to minimise odour and odour risks
Bio-security	<ul style="list-style-type: none"> <li>• Disease and increased mortality, and more carcasses although significant disease outbreaks in commercial poultry flocks are rare</li> <li>• Increase in droppings resulting in litter with higher moisture content and odour</li> </ul>	<p>Measures are described in EPR 6.09 SGN; How to comply; Version2; 2010 and DEFRA; 2018 Code of practice for the welfare of meat chickens and meat breeding chickens:-</p> <ul style="list-style-type: none"> <li>• Stockman responsible for the care of chickens at any point in time, including holiday cover, part-time and temporary staff will be appropriately trained and qualified.</li> <li>• Stockman with management will investigate any abnormal increase in chicken morbidity, mortality or extraordinary odour or wet litter immediately and obtain veterinary assistance as quickly as required. Monitoring, investigating and veterinary assistance will be continued until the abnormal morbidity, mortality or odour have stopped.</li> <li>• Using a health plan with professional veterinary input as required.</li> <li>• Daily stock inspections.</li> </ul>	
Odour from waste	Inadequate management	<ul style="list-style-type: none"> <li>• Secure, non-leaking, open top skips will be provided by a professional waste carrier for securely and properly, storing waste - mostly waste paper and plastic packaging and disposables, wood, and metal from maintenance activities, etc. Skips will not be used for any putrescible waste which is not bagged or wrapped-up for example sweepings of feedstuffs, dust, etc to minimise odour and flies.</li> <li>• Skips will be collected/exchanged normally by a registered carrier at scheduled intervals, but the frequency of collections can be increased anytime.</li> </ul>	

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## 1. Responsibility

The Agricultural Director of Crown Chicken Ltd shall undertake to adhere to the agreed plan at all times. The Environment Agency shall be notified without delay of any incident or accident, which is causing or may cause significant pollution as result of odour causing annoyance.

## 2. Contingency control measures including monitoring and complaints

Measures for monitoring and managing complaints are described in Environment Agency (2011); Additional guidance for H4 Odour Management: How to comply with your environmental permit and BAT 26 in the BAT Conclusions Document (2017) and most relevant requirements described here:

### (a) Monitoring

- i. Farm Manager/ Stockman are responsible for monitoring onsite odour and for emissions beyond the site boundary which may cause annoyance and ensuring the actions and contingency actions to minimise odour are being adhered to, and sniff testing and properly, managing any complaints.
- ii. Sniff testing daily when the wind is blowing from the east and southeast. Sniff testing outside of houses B4&5 - nearest the sensitive receptor when excess odour might cause annoyance. In warmer weather sensitivity is likely to be increased when people are more likely to have windows open and to be outside.
- iii. Stockman accustomed to odour through exposure and may not be able to detect or judge the intensity of odours off-site. People who have not recently been working on the farm might be more helpful. Anyone who has a cold, sinusitis or a sore throat is likely to underestimate odour. Strong food or drinks, including coffee, should be avoided for at least half an hour before sniff testing and avoid strongly scented toiletries and deodorisers in vehicles, etc.
- iv. In event of a complaint, sniff testing on and offsite - nearest the sensitive receptors to substantiate or not substantiate the complaint and try to identify the source. Check the actions and contingency actions in the OMP are being implemented and adhered to.
- v. Inform relevant sensitive receptors (neighbours) of any extraordinary odour that might be expected, and actions are being taken to minimise the strength and duration.
- vi. Record in the farm diary an odour nuisance at sensitive receptors which was expected or substantiated, and actions or emergency actions taken to minimise odour as quickly as possible.

### (b) Complaints

- i. Complaints must be recorded and investigated immediately including checking the actions and contingency actions to minimise odour and risks are being adhered to. If the odour is no longer apparent the investigation must still be completed and recorded on the same day.
- ii. Tell the complainant and anyone else likely to have been affected what you have done.
- iii. Details of the complaint and actions and contingency actions taken must be recorded on the Odour Complaint Report form (below) and kept in the site office. A copy must be sent to the Agricultural Director of Crown Chicken Ltd immediately.

### 3. **Review**

Review the effectiveness of the OMP including the odour related issues, the actions and contingency action to minimise odour and odour risks at least annually. Sooner if there have been complaints or relevant changes to any operations or infrastructure.



### Odour Complaint Report

Time and date of complaint	
Name and address of complainant	
Telephone number of complainants	
Date of odour	
Time of odour	
Location of odour, if not at above address	
Weather conditions <i>(Dry, rain, fog, snow)</i>	
Temperature <i>(Very warm, warm, mild, cold or degrees if known)</i>	
Wind strength <i>(None, light, steady, strong, gusting)</i>	
Wind direction <i>(e.g., from SW)</i>	
Complainant's description of odour What does it smell like?	
<p style="margin-left: 40px;">Odour intensity</p> <p>0 No odour</p> <p>1 Very faint odour</p> <p>2 Faint odour</p> <p>3 Distinct odour</p> <p>4 Strong odour</p> <p>5 Very strong odour</p> <p>6 Extremely strong odour</p>	
<input type="checkbox"/> Duration (time)	
<input type="checkbox"/> Constant or intermittent in this period	
<input type="checkbox"/> Does the complainant have any other comments about the odour?	
Are there any other complaints relating to the installation, or to that location (either previously or relating to the same exposure):	
Any other relevant information:	
Do you accept that odour likely to be from your activities?	
What was happening on site at the time the odour occurred?	
Actions taken	

Complainant visited		
Complainant contacted with explanation Yes/No Date By whom		
Form completed by	Date:	Signed:

Environment Agency (2011); Additional guidance for H4 Odour Management: How to comply with your environmental permit.

Complaints and results of the investigation must be recorded on the Odour Complaint Report form and kept in the Complaints Log in the site office. A copy must be sent to the Agricultural Director of Crown Chicken Ltd immediately.