

Lower Barn 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 application EPR/EP3204SE/A001 for a bespoke installation permit for 4No. houses for rearing poultry intensively and directly associated activities 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.

An OMP has been created as part of the environmental management system for Lower Barn Poultry Unit owing to sensitive receptors within 400 metres, including 3 dwellings and agricultural premises for intensive farming >2,000 pigs (EPR/3838UJ) in Clay Hall Lane and a dwelling in Smallworth shown in Table 1 and Figure 1.

Table 1 Odour sensitive receptors within 400m Lower Barn Poultry Unit

Location	Name	Postcode	Receptor	Direction	Distance from boundary	Grid reference
Clay Hall Lane Blo Norton	Willow Farm	IP22 2HZ	Dwelling	S	295m	TM 01797 80570
Clay Hall Lane Blo Norton	Willow Farm	IP22 2HZ	Agricultural premises	S	340m	TM 01783 80525
Clay Hall Lane Blo Norton	Willow Farm Bungalow	IP22 2HZ	Dwelling	S	290m	TM 01768 80570
Clay Hall Lane Blo Norton	Three Wells Farm	IP22 2HZ	Dwelling	S	260m	TM 01739 80610
Smallworth, Garboldisham	Puddledock	IP22 2SR	Dwelling	SW	305m	TM 01491 80768

Distances measured on MAGIC Maps

Fig 1. Odour sensitive receptors within 400m Lower Barn Poultry Unit



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 south-west.

Sensitive receptors will be downwind of Lower Barn Poultry Unit the majority of the time and only affected when wind is blowing from north and north-easterly directions - mostly in the winter months when people are less likely to have windows open or to be outside.

AS Modelling & Data Ltd used computer modelling to assess and quantify the impact of odour emissions from the proposed poultry houses. Modelling predicts that, at all receptors considered, the odour exposure from the poultry houses would be well below the Environment Agency's benchmark for moderately offensive odours, which is a maximum annual 98th percentile hourly mean concentration of 3.0 ou_e/m³ over a one year period.

The following table sets out:-

- The likely sources of odour arising from a typical broiler chicken unit
- The procedures followed or planned at West End Farm Poultry Unit in order to prevent or minimise odour levels
- Contingency and emergency planning to limit exposure to elevated odour emissions beyond the installation boundary.

Odour related issue	Potential risks and problems	Actions taken to minimise odour and odour risks at Lower Barn Poultry Unit
<p>Manufacture and selection of compound feed</p> <p>According to How to comply, a high protein diet increases the nitrogen and sulphur content of the manure, contributing to emissions of ammonia and other odorous compounds.</p>	<ul style="list-style-type: none"> • Feeds which are unbalanced in nutrients, leading to increased excretion and litter moisture, emissions of ammonia and other odorous compounds. • Poor quality ingredients. 	<p>Measures are described in Best Available Techniques (BAT) Reference Document; 2017 and EPA 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010:-</p> <ul style="list-style-type: none"> • Compound feed specifications will be prepared and continually monitored by nutrition specialist. • Multiphase feeding with feed composition closely matched to the chicken’s nutritional requirements using multiphase, ad-lib feeding with a minimum of 3 nitrogen balanced diets to reduce crude protein in each subsequent stage of growth. • Authorised feed additives to lower crude protein including by adding essential amino acid supplements and non-starch polysaccharide enzymes to improve otherwise poorly digestible feed components and reduce nitrogen excretion into litter. • Feeds supplied from mills in certification schemes and only use approved ingredients. • No feed manufacturing, milling, or mixing on site.
<p>Feed delivery and storage</p>	<ul style="list-style-type: none"> • Creation of dust during delivery • Spillages of feed during delivery and storage and spoilage 	<p>Measures are described in Best Available Techniques (BAT) Reference Document; 2017 and EPA 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and the 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"> • Package enclosed silos, pipes, augers and feeding equipment installed to minimise spillages, dust, and odour. • 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 blowing in the feed over as short a distance as possible. • Feed delivery vehicles always covered minimising any dust, or odour. • Deliveries will be monitored by drivers and stockman, any spillage cleared up immediately to prevent wastage, spoilage, and odour. • 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.

		<ul style="list-style-type: none"> Maintaining a preventive maintenance programme for buildings and equipment in accordance with manufacturers recommendations by stockman and professional contractors and keeping records.
<p>Ventilation systems</p> <p>According to the BAT Reference Document - odour from boiler housing is reported to increase in offensiveness with the moisture content of the litter.</p>	<ul style="list-style-type: none"> Inadequate design causing poor dispersion of odour Inadequate air movement in the house, leading to high humidity and higher litter moisture content Extraction fans located close to sensitive receptors Electricity supply disrupted (but electricity outages rarely occur). 	<p>Measures are described in Best Available Techniques (BAT) Reference Document; 2017 and EPR 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and in the Poultry Industry Good Practice Checklist v2; 2013 and in the DEFRA; 2018 Code of practice for the welfare of meat chickens and meat breeding chickens:-</p> <ul style="list-style-type: none"> Forced ventilation installed in all the poultry houses with high velocity extraction fans (vents greater than 5.5 metres high and fan efflux velocity greater than 7m/s) and computer controlled to remove moisture under all weather and seasonal conditions while meeting the physiological needs of the birds. Regularly adjusting ventilation to match age, and weight and health requirements of the chickens, and to help keep droppings and litter dry and friable. Optimising discharge conditions of exhaust air from all the poultry houses using a combination of techniques to disperse ammonia and odour emissions more quickly, including maximised outlet heights – exhausting air above roof level through the ridge, and maximised vertical outlet velocity - designed with uncapped outlet cones. Alarm system installed gives warning of electricity outage, high/low temperature in poultry houses/failure of ventilation equipment. Package generator installed for automatic back-up if electricity supply is disrupted. Generator tested weekly by the stockman and inspected daily to check for any defects including fuel. Any defects will be repaired immediately by the stockman or by professional contractors. In event alarm gives warning of electricity outage, high or low temperatures in poultry houses check the back-up generator has started automatically and the extraction fans are working properly to provide sufficient air changes and temperature to meet the birds welfare needs and keep litter dry, or repaired as quickly as possible by the stockman or professional contractors. Gable end fans may be used to provide additional air extraction until normal conditions (temperature and humidity) have resumed, and particular care required to switch them off to minimise duration of low-level odour emissions. Checking the back-up generator, especially fuel. 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 so there will not be insufficient air changes. Any defects will be repaired immediately or on the same day by the stockman or by professional contractors.

		<ul style="list-style-type: none"> Maintaining a preventive maintenance programme for buildings and equipment in accordance with manufacturers recommendations by stockman and professional contractors and keeping records.
Gable end fans	<ul style="list-style-type: none"> More frequent extreme weather events predicted as result of climate change (e.g. hotter and longer heat waves in June, July, and August) Heat waves may be accompanied with high humidity resulting in higher litter moisture content 	<p>Measures are described in Best Available Techniques (BAT) Reference Document; 2017 and the Poultry Industry Good Practice Checklist v2; 2013 and the DEFRA booklet; Heat Stress in Poultry, Solving the Problem; 2005:-</p> <ul style="list-style-type: none"> Gable end fans installed on the north gables of all the poultry houses with deflectors outside directing exhaust air, dust, and odour towards the ground and away from sensitive receptors. Switched on manually to provide additional tunnel ventilation when outside temperature is approx. 27°C in June, July and August including during heat waves (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). Gable end fans switched on infrequently - on hot weather days in June, July, and August and usually towards the end of growing periods when birds are nearly fully feathered. Based on a production cycle of approximately 7 weeks, the fans might be used at the end of 2 cycles for up to approximately 7 days each or up to 14 days in the hottest 3 months each year. The frequency and duration of use in the future is likely to increase owing to climate change. Gable end fans switched on immediately when birds start exhibiting uncomfortable feeling hot behaviours e.g. lifting their wings and exposing more of their bodies to get rid of more of the excess heat, and panting. Birds heat shedding mechanisms become less and less effective and if the situation isn't controlled, they will die. This additional tunnel ventilation gets air moving close to the floor and over the chickens and wind chill helps them cope with high temperatures. Chickens are always nearly fully feathered, never used for brooding chicks or young birds, which would be chill stressed. Running fans continually day and night while outside temperatures are approximately 27°C or higher. Birds can tolerate higher daytime temperatures if the night time temperatures drop 14°C or more below daytime highs. During the cool night time birds can get rid of excess body heat built up during the day. Running fans to get air moving over the birds during the night can help by reducing the 'effective' night time temperature. The birds can then start the next day fresh, which helps keep performance up and lessens the risk of possible mortalities if day time temperatures are high again. Fans switched off when day time outside temperature goes down below 27°C and chickens stop exhibiting any uncomfortable feeling hot behaviour, and to minimise odour and dust emissions.

<p>Litter quality</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 emissions</p>	<ul style="list-style-type: none"> • Building design and quality • Insufficient litter • Poor quality litter • Wet litter and poor management 	<p>Measures are described in Best Available Techniques (BAT) Reference Document; 2017 and EPR 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and the 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"> • Concrete floors poured over a continuous damp-proof membrane will be installed, preventing moisture being drawn up from the ground and insulated walls & ceilings prevent air moisture condensation. • New bedding material will be spread in a uniform layer over the entire floor area at start of every growing period • Proprietary blend of dust extracted chopped straw/wood shavings or chopped straw will be used to provide absorbent bedding which when mixed with droppings will bind the faeces and nitrogen in a dry mixture to reduce odour and ammonia. • Stockman monitoring the poultry houses daily for any extraordinary odour and checking the litter for wetting or capping. Rectified same day by moving and drying any wet litter or adding extra litter. Will continue monitoring every day and adding extra litter as required if capping is not improving or prevent it from spreading. Also replenishing litter on any damp areas before destocking. • Maintaining a preventive maintenance programme & record keeping for buildings and equipment with stockman and professional contractors.
<p>Drinking water systems</p> <p>According to the BAT Reference Document, odour from boiler housing is reported to increase in offensiveness with the moisture content of the litter.</p>	<ul style="list-style-type: none"> • Design • Operation 	<p>Measures are described in Best Available Techniques (BAT) Reference Document; 2017 and EPR 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and the 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"> • Non-leaking nipple drinkers and drip cups will be installed in all the houses. • Stockman will be checking daily the water lines and checking for any damp or wet litter next to the lines to detect any leaks and repair them the same day, and rechecking. • Frequently adjusting the drinking lines to bird eye level to avoid spillages, wet litter, and water wastage. • Moving and drying wet litter or will continue checking and adding extra litter as required if capping occurs. • 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.

<p>Destocking chickens</p>	<ul style="list-style-type: none"> • Releasing more dust and odour result of increased ventilation via extraction fans and open doors • Disturbing any damp litter when fork lift trucks are moving chicken transport modules in & out 	<p>Measures are described in Best Available Techniques (BAT) Reference Document; 2017 and EPR 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and the Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> • Destocking end of every growing cycle occurs only 6 or 7 times every year and takes less than a day. • Ventilation controls will be used to control release of odour while still maintaining optimum temperature for chicken welfare throughout the destocking process. • Reducing catcher’s exposure to dust by keeping doors closed and switching on more ventilation fans to create the required airflow. Releasing and dispersing dust and odour via the high velocity extraction fans. • Replenishing litter on any damp area before destocking. • Configuration of poultry houses ensures collection vehicles are located in front of the houses on the open concrete apron during loading and farthest away from the sensitive receptors. • Catching and collecting techniques with a modular handling system are designed to minimise bird disturbance and will minimise dust and odour including using subdued lighting to keep chickens calm. • Keeping machinery movements to a minimum to minimise churning up any damp litter. • Chicken modules will be nearly always covered to protect the chickens from the weather during transport. Covers provide some barrier to releasing dust and odour, but the modules will be uncovered in warmer months. • Keeping the houses closed and locked after destocking to contain the dust and moderately offensive odour.
<p>Removing litter</p> <p>According to How to comply – odorous compounds maybe absorbed onto dust particles and the particles themselves may decompose</p>	<ul style="list-style-type: none"> • Releasing more dust and odour result of increased ventilation via extraction fans and open doors to take litter out • Loading into trailers • Windy 	<p>Measures are described in and EPR 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and in the Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> • Removing litter after destocking occurs only 6 or 7 times every year and takes less than a day. • Stockman and professional contractors will be removing litter as soon as possible, normally within a day of destocking, and not normally more than 3 days (e.g. Destocking on a Friday and cleaning out on a Monday). Removing the litter will take place in as short a time as possible. • Removing litter on normal weekdays to avoid causing annoyance at weekends or on bank holidays. • 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 poultry houses are finished.

<p>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"> • 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. • 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 minimise time spent loading into waiting trailers positioned outside the doors to avoid double handling. The doors will be open on to the concrete hard standing areas where the trailers will be parked, so not in close proximity to sensitive receptors. • Trailers will be kept covered at all times except during loading. • Trailers will not be passing-by any sensitive receptors. • Litter will be used for power generation and land-spreading under the control of a separate farming business, and a written agreement will be in place. • Keeping poultry houses closed and locked after removing litter to contain dust and moderately offensive odour. • Keep checking the actions taken to minimise odour risks during litter removal are being adhered to until task finished. • Sometimes opportunities to delay removing litter/washing out houses to avoid causing annoyance to sensitive receptors, but cleaning/disinfection/drying and setting-up must be completed in readiness for the chicks being hatched for each house. Setting/incubation/hatching is scheduled weeks in advance and generally chicks can't be delivered anywhere else. • No used litter will be stored on site.
<p>Cleaning</p>	<ul style="list-style-type: none"> • Using odorous products to disinfect poultry houses. 	<p>Measures are described in and EPA 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and in the Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> • Cleaning after removing litter occurs only 6 or 7 times each year and takes only a few days. • Stockman or professional contractors will be washing out the houses as soon as possible, normally within one day of destocking, and not normally more than 3 days (e.g. Destocking on a Friday and cleaning out on a Monday). Cleaning out all the houses in as short a time as possible. • Cleaning on normal weekdays to avoid causing annoyance especially at weekends or on bank holidays. • Suitable cleaning products and DEFRA approved disinfectants (e.g. Formaldehyde and glutaraldehyde which are slightly odorous) will be correctly diluted in accordance with the manufacturer's instructions and only applied by trained workers. • Spent disinfectants in foot dips will be emptied into the dirty water storage tanks.

		<ul style="list-style-type: none"> Keeping poultry houses closed and locked after cleaning to contain any less offensive odour inside.
Managing dirty water	<ul style="list-style-type: none"> Standing or open stored dirty water during the rearing cycle or clean-out Offensive odour from tankers emptying dirty water tanks. 	<p>Measures are described in and EPA 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and in the Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> Concrete apron and kerbs installed to direct dirty water into underground storage tanks. Underground, concrete encased package dirty water storage tanks installed with capacity for storing all the dirty water with diverter valves to keep dirty and clean water separate and manholes will be kept covered. Stockman and cleaning contractors will keep roadways, areas around buildings, dirty water grates and drains clear of litter, etc to avoid backing-up, pooling, or over spilling into surface water drains or on to unmade areas. Dirty water drains will be flushed through after cleaning out the houses to prevent stagnation. Professional contractors emptying the dirty water tanks quickly after cleaning is finished, in readiness for the next time, and taken off-site - avoids anaerobic conditions developing in the settled sludge. Emptying can be arranged anytime, including if any tanks are overfilled (e.g. A diverter valve not reset resulting in a tank being filled with rainwater) to stop dirty water backing up and over spilling the concrete apron on to unmade ground. If any dirty water backs up the tank will be emptied within 24 hours and the concrete apron and drains will be cleaned & disinfected same day. Odour will be exhausted from the vacuum tanker during the emptying but takes less than an hour and only occurs 6 or 7 times every year and on normal weekdays. Dirty water spread on land under control of a separate farming business and a written agreement is in place. Maintaining a preventive maintenance programme & record keeping for buildings and equipment with stockman and professional contractors.
Carcass disposal	<ul style="list-style-type: none"> Inadequate storage of carcasses Carcasses stored for a prolonged period of time 	<p>Measures are described in and EPA 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and in the Poultry Industry Good Practice Checklist v2; 2013:-</p> <ul style="list-style-type: none"> Dead chickens will be removed from the houses daily. Storing carcasses in bespoke, secure, non-leaking, containers/ wheelie bins with lids and kept locked. Containers/wheelie bins will be located farthest away from sensitive receptors on the open concrete apron, but not provided much shade by surrounding buildings.

		<ul style="list-style-type: none"> • Containers removed weekly by an approved transporter under the National Fallen Stock scheme. Weekly collections considered normally adequate to prevent odour emissions from the site. Relatively few bins filled/collected with dead chicks and smallest birds for first few weeks of cycle and increasingly more in latter weeks as chickens get bigger and increasing odour. • Fallen stock transporter will be contacted immediately if more frequent collections, need to be arranged (e.g. daily) and starting same day or the next day for larger numbers of carcasses that maybe becoming very offensive or attracting flies (e.g. For extraordinary numbers of chickens died in a heat wave or disease). Provision of more secure containers maybe required. Even sealing the lids with plastic bags/tape/stretch-wrap to minimise risk of transmission, and flies and odour. More frequent collections will be continued for as long as required (e.g. Until the houses have been depopulated or the outside temperature cools). • 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. The Anglian river basin district climate change risk assessment worksheet prepared for Lower Barn Poultry Unit indicates more frequent heat waves are an expected consequence of climate change by 2050. • Collecting/exchanging clean and disinfected containers/ wheeling bins for filled ones, so no cleaning on site.
Bio-security	<ul style="list-style-type: none"> • Disease and increased mortality, and more carcasses although significant disease outbreaks in commercial poultry flocks are rare • Increase in droppings resulting in litter with higher 	<p>Measures are described in EPR 6.09 Sector Guidance Note; How to comply – Intensive Farming v2; 2010 and DEFRA; 2018 Code of practice for the welfare of meat chickens and meat breeding chickens:-</p> <ul style="list-style-type: none"> • Stockman who are 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. • Management and Stockman will investigate any 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. • Using a health plan with professional veterinary input as required. • Daily stock inspections.

	moisture content and odour	
Waste	Inadequate management	<ul style="list-style-type: none"> Secure, non-leaking, open top skips will be provided by a professional waste carrier for securely and properly, storing waste at all times - mostly paper and plastic packaging and disposables, wood, and metal from maintenance activities, etc. The skips will not be used for any putrescible waste which is not bagged or wrapped up (e.g. sweepings of waste poultry feedstuffs, dust, or waste foodstuffs, etc) to minimise odour and attracting flies. Skips will be collected/exchanged normally by a registered carrier at scheduled intervals, but the frequency of collections can be increased anytime.

This page left blank

1. Responsibility

The Agricultural Director of Crown Chicken Ltd (the tenant) 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.

The Farm Manager/Assistant Manager/Stockmen are responsible for monitoring odour releases and emissions, ensuring the actions and emergency actions to minimise odour and odour risks are being adhered to and managing any complaints.

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).

(a) Monitoring

- i. Daily checking the actions to minimise odour and risks from odour-related issues are being adhered to and sniff testing.
- ii. Sniff testing when the wind is blowing from the north or north-east. Sniff testing outside the rear of house No.1 - nearest the sensitive receptors in Clay Hall Lane or Smallworth 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 maybe accustomed to the odour through exposure and may not be able to detect or reasonably 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 the 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.
 - i. Sniff testing outside the site, nearer the sensitive receptors maybe warranted to substantiate results of on-site testing. Check the actions and the emergency actions in the OMP are being implemented and adhered to.
 - ii. It might be prudent to inform residents (neighbours) at sensitive receptors to make them aware an odour nuisance might be expected, has been substantiated and actions are being taken to minimise the odour.
 - iii. 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 emergency 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 the 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 (the tenant) immediately.

3. Review

Review the effectiveness of the OMP including the odour related issues and actions to minimise odour and odour risks at least once a year. Maybe sooner if there have been complaints or relevant changes to any operations or infrastructure.

History of changes

Version	Review Date	Reviewed by
1	September 2020	Created by Green Inc Solutions Ltd for an application to obtain an environmental permit for Lower Barn Poultry Unit and the OMP will be approved by the Environment Agency.

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="padding-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 the 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 (the tenant) immediately.