

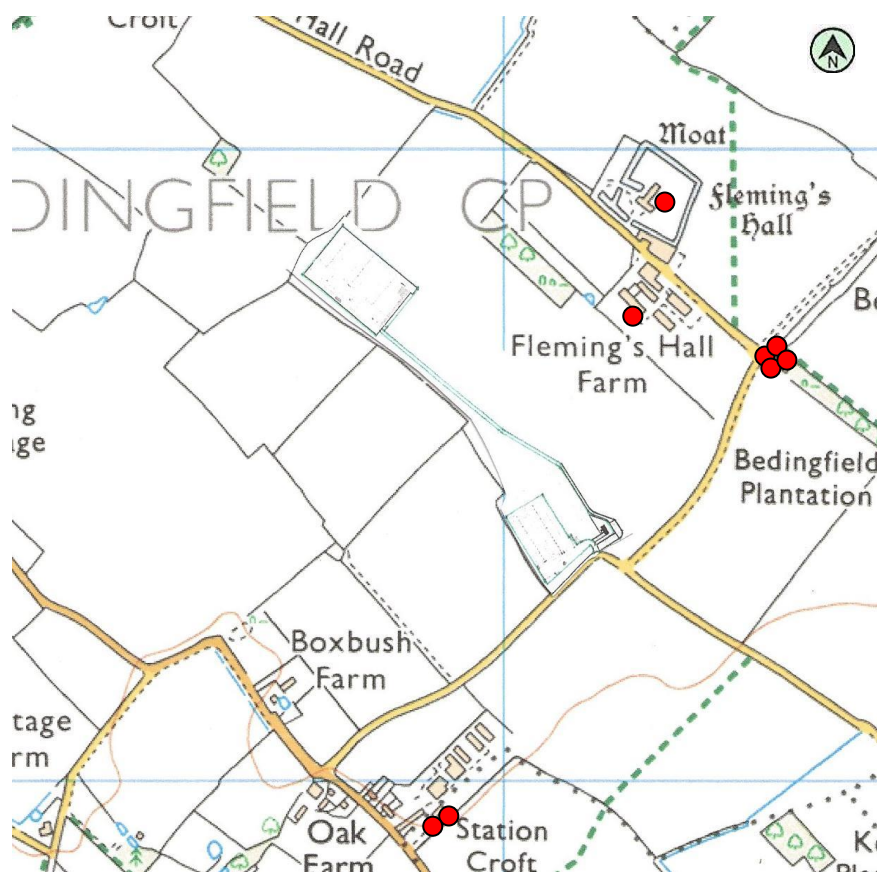
Larkfield Farm Poultry Unit Odour Management Plan

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 application EPR/FP3108SJ/A001 for a bespoke installation permit for 5No. houses for rearing poultry intensively, ancillary buildings and drainage and associated structures, showed 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. Also included actions taken to prevent and minimise risk identified in an odour management plan (OMP) created in response to conditions in the planning permissions.

An OMP has been created as part of the environmental management system for Larkfield Farm Poultry Unit owing to sensitive receptors within 400 metres. Including 7 dwellings (excluding a dwelling for the Farm Manager) in Hall Road and Kenton Road and agricultural premises in Hall Road shown in Figure 1 and Table 1.

Fig 1. Odour sensitive receptors within 400m Larkfield Farm Poultry Unit



Wind direction is defined as the direction from which the wind is blowing. Wind direction will significantly affect how sensitive receptors are affected. 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 wind rose for Coltishall shows that the prevailing wind direction is from the south-west.

Table 1 Odour sensitive receptors within 400m Larkfield Farm Poultry Unit

Location	Name	Postcode	Receptor	Direction	Distance from boundary	Grid reference
Hall Road, Bedingfield	Flemings Hall	IP23 7QF	Dwelling	Northeast	395m	TM 19211 67921
Hall Road, Bedingfield	Flemings Hall Farm	IP23 7QF	Agricultural premises	Northeast	240m	TM 19233 67731
Hall Road, Bedingfield	4 Hall Cottage	IP23 7LJ	Dwelling	Northeast	370m	TM 19439 67670
Hall Road, Bedingfield	3 Hall Cottage	IP23 7LJ	Dwelling	Northeast	365m	TM 19437 67664
Hall Road, Bedingfield	2 Hall Cottage	IP23 7LJ	Dwelling	Northeast	360m	TM 19435 67662
Hall Road, Bedingfield	1 Hall Cottage	IP23 7LJ	Dwelling	Northeast	355m	TM 19433 67656
Kenton Road, Bedingfield	2 Station Croft	IP23 7LH	Dwelling	South	395m	TM 18905 66955
Kenton Road, Bedingfield	1 Station Croft	IP23 7LH	Dwelling	South	400m	TM 18896 66945

Distances measured on MAGIC Maps

The sensitive receptors are most likely to be affected by the prevailing wind blowing from the south-west and westerly directions especially in Hall Road in the summer months when people are more likely to have windows open and to be outside. All of the dwellings are close to the screening distance of 400m, the closest at Hall Cottages is 355m from the installation boundary so far as this only relates to the distance from the access road rather than any specific sources of odour. The sensitive receptors to the south will only experience any odour from the installation when the wind is blowing from the north, which mostly occurs in the winter months. The operator has no recollection of any odour complaints or concerns since the first poultry houses were brought into operation in 2019 and continues to have good relationships with neighbours.

Dispersion modelling studies of the impact of odour were provided with the planning applications. The AS Modelling & Data Ltd studies concluded that modelling predicts that, at all residences considered, odour concentrations 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.

The following table sets out:-

- The likely sources of odour arising from a typical broiler chicken unit
- The procedures followed or planned at Larkfield 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 Larkfield Farm 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 to reduce crude protein in each subsequent stage of growing/production i.e. the broilers are reared with 3 nitrogen balanced diets then a fourth for the selected males. The pullets are reared with 3 nitrogen balanced diets between hatching and point of lay and exceeds requirements in How to Comply on p19. • Authorised feed additives added to diets to lower crude protein i.e. essential amino acid supplements and non-starch polysaccharide enzymes to reduce nitrogen excretion. • Feeds supplied from mills in certification schemes and only using 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 and dust. • Also, at Larkfield Farm - dust separators installed on exhaust pipes from the silos and will be checked and emptied after every delivery. • 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 provision of concrete kerbs or other markers to stop reversing vehicles or use of barriers in more vulnerable locations. • Feed delivery vehicles will always be covered minimising dust emissions. • Deliveries will be monitored by the driver and stockman. • Any spillage will be cleared up immediately to prevent spoilage and odour. Smaller quantities will be bagged and put in the waste skips. For a major spillage >500kg the mill will be notified immediately to arrange to clear the feed up the same day and deliver it to another farm if fit for purpose or taken for disposal by an appointed waste contractor. • 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 EPA 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 and computer controlled to remove moisture under all weather and seasonal conditions while meeting the physiological needs of the chickens. Regularly adjusting to match the age, the weight and health requirements of the chickens. • High velocity extraction fans installed (with outlet vents greater than 5.5 metres high and fan efflux velocity greater than 7m/s) in all the poultry houses. • Optimising discharge conditions for exhaust air from all the poultry houses using a combination of BAT to reduce odour emissions including: <ul style="list-style-type: none"> • Maximised outlet heights – exhausting air above roof level through the ridge, instead of through the walls. • Increased vertical outlet ventilation velocity having been designed with uncapped outlet cones on all the houses. • 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 control 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. • Alarm system installed gives warning of electricity outage, high/low temperature in poultry houses/failure of ventilation equipment. • Package generators installed for automatic back-up if electricity supply is disrupted. Fuel checked and being tested weekly by the stockman to check there are no defects. Any defects will be repaired immediately by the stockman or by professional contractors. • Maintaining a preventive maintenance programme for buildings and equipment in accordance with manufacturers recommendations by stockman and professional contractors and keeping records. • There are no gable end fans.

<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"> • Insulated all the walls & ceilings preventing air moisture condensation. Continuous damp-proof membrane installed under all the concrete floors preventing moisture being drawn up from the ground. • Proprietary blend of chopped straw/wood shavings or chopped straw will be used providing absorbent bedding which when mixed with droppings will bind the faeces and nitrogen in a dry mixture to reduce odour and ammonia. • New bedding material will be spread in a uniform layer over the entire floor area at start of every growing period • Stockman monitoring the poultry houses daily for any extraordinary odour and checking the litter for wetting or capping. Rectified the 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 to prevent it spreading. • 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 have been 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 • Stockman will be frequently adjusting the drinking lines to bird eye level to avoid spillages, wet litter, and water wastage • 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. • Moving and drying wet litter or will continue checking and adding extra litter as required if capping occurs.

<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 and collecting chickens 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 hard standing areas during loading and farthest away from sensitive receptors. • Catching and collecting techniques with a modular handling system are designed to minimise bird disturbance and 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. • Collection vehicles with chickens will be passing-by dwellings in Kenton Road but takes only seconds. • 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 releasing volatile compounds</p> <p>Generally considered to be dustiest and most odorous activity end of</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"> • Destocking and removing litter end of every growing cycle 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 to sensitive receptors 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

<p>every growing cycle.</p>		<p>and reduced immediately after all the litter is removed and works in the poultry houses is finished.</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 from 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. • Litter and dust might be dampened ahead of being tipped into the trailer or in the trailer itself during loading if strong south-westerly or northerly winds are spreading dust and odour further towards the homes and gardens of the sensitive receptors in Hall Road or Kenton Road.. • Sometimes opportunities to delay removing litter/washing out houses to avoid causing annoyance to sensitive receptors. However, cleaning/disinfection/drying and setting-up must be completed in readiness for the hatching chicks. Setting/incubation/hatching is scheduled weeks in advance and generally chicks can't be delivered anywhere else. • Trailers will be passing-by some sensitive receptors in Hall Road or Kenton Road but takes only seconds. • 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 houses closed and locked after removing the litter to contain the dust and moderately offensive odour inside the poultry houses. • 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"> • Destocking and cleaning poultry houses end of every growing cycle 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 avoids causing annoyance at any of the sensitive receptors 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

		<p>accordance with the manufacturer's instructions and only applied by trained workers.</p> <ul style="list-style-type: none"> • Spent disinfectants in foot dips will be emptied into the dirty water storage tanks. • Keeping closed and locked to contain any residual and less offensive odour inside the poultry houses.
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"> • Sealed concrete kerbs installed on concrete aprons to direct dirty water into underground storage tanks. • Stockman and contractors will be keeping 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 any unmade areas. Dirty water drains will be flushed through after cleaning out the houses to prevent stagnation. • Installed package underground tanks with sufficient capacity for storing all the dirty water and the access manholes will be kept covered. • Professional contractors will be emptying the tanks after cleaning is finished in readiness for the next, and avoids anaerobic conditions developing in the settled sludge. Emptying can be arranged at any time if any of the 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 on to the concrete apron during washing. If any dirty water backs up and overflows 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 the 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. • Carcasses will be stored in plastic bags and in secure, non-leaking, containers with lids, usually in freezers at Larkfield Farm and kept locked. • Freezers will be located inside the buildings normally. Otherwise any additional secure containers that might be required (e.g. For extraordinary numbers of chickens died from a disease or heat stress) they will also be secure, non-leaking and kept locked and located farthest away from the sensitive receptors and the poultry houses in a cool and shaded location where possible.

		<ul style="list-style-type: none"> • Carcasses will be 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 bags filled/collected with dead chicks/smallest birds for first few weeks of production cycle and increasingly more bags in latter weeks as chickens get bigger. • Fallen stock transporter will be contacted immediately if more frequent collections need to be arranged (e.g. daily) and starting same day or next day for larger numbers of carcasses that maybe becoming very offensive or attracting flies (e.g. For extraordinary numbers of chickens died from a disease or heat stress in a heat wave). Provision of more secure containers (e.g. bespoke wheelie bins with lockable lids). 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 Suffolk. The Anglian river basin district climate change risk assessment worksheet prepared for Larkfield Farm indicates more frequent heat waves are an expected consequence of climate change by 2050. • Freezers will be cleaned and disinfected after depopulating and the dirty water emptied into the dirty water storage tanks. Otherwise the fallen stock transporter will supply any additional secure containers required, then exchange filled containers with clean, disinfected ones, so no cleaning any of the additional containers 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 moisture content and odour • Rearing male broilers and male breeders and rearing pullets all 	<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"> • A veterinary health plan will be used at all times. • 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. • Contact fallen stock collector immediately for more frequent collections (e.g. daily) if required and starting same day or next day. Provision of more secure containers (e.g. bespoke wheelie bins with lockable lids). 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)

	at different ages means the houses are never all empty at the same time.	<ul style="list-style-type: none"> • Operating with multi-age chickens across the site avoids the regular peaks of odour more typical of all-in-all-out rearing operations, especially with broiler farms.
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, 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.

1. Responsibility

The Directors of Cobb Europe Ltd 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 outside the pullet and male breeder rearing houses when the wind is blowing from the southwest or the north and odour might cause annoyance at the sensitive receptors in Hall Road or Kenton Road. Sniff testing outside the rear of the male broiler houses or the service building when the wind is blowing from the west when odour might cause annoyance at sensitive receptors in Hall Road. 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 avoid 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 in Hall Road or Kenton Road 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 Production Director of Cobb Europe Ltd 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	August 2020	Created by Green Inc Solutions Ltd for an application to obtain an environmental permit for Larkfield Farm Poultry 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 Production Director of Cobb Europe Ltd immediately.