



ENVIRONMENTAL SERVICES LTD

NOISE MANAGEMENT PLAN
TONY BROWN AGGREGATES LTD

Diamond Yard
Pennington Lane
Lindal In Furness
Cumbria
LA12 0LA

EPR_LB3836AR_V002

BASIS OF REPORT

This report has been prepared by Probe Environmental Services Ltd with all reasonable skill, care and diligence, and taking account of the manpower and resources devoted to it by agreement with the client. Information reported herein is based on the interpretation of data collected and has been accepted in good faith as being accurate and valid.

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APPENDICES

Annex A : Noise Reporting and Investigation Form



1.0 Introduction

This document is the Noise Management Plan prepared with reference to Environment Agency Guidance¹ supported by the site operational procedures for the Tony Brown Aggregates Ltd site at Lindal in Furness.

This document relates to the waste management facility operated by Tony Brown Aggregates Ltd (Company No: 05361079).

The site (centred at approx. SD2553376241) is located at;

**Diamond Yard
Pennington Lane
Lindal In Furness
Cumbria
LA12 0LA**

The document has been prepared at the request of the Environment Agency to support site activities and the variation of the Environmental Permit. The document has been written to document the risk of noise emissions on site and the mitigation and management controls in place to reduce any potential impact from site activities.

The Operator has overall responsibility for this procedure. They and senior management will be responsible for ensuring all staff are trained in this procedure.

Management will have responsibility for ensuring that nuisances and hazards arising from the facility due to noise are minimised. Meetings and regular communication between the Operator and site operatives will be instigated to discuss current and planned site operations that have the potential to generate noise emissions. The Operator will relay information to staff by means of a team briefing.

The Operator is responsible for ensuring that the day-to-day operations are carried out in accordance with this procedure.

All staff are responsible for implementing this procedure and have a duty to carry out their roles to prevent noise emissions.

1.1 Site Description

The site is located on Pennington Lane approximately 750m from Lindal in Furness. The area is largely made up of rural and agricultural areas with residential area south west of the site.

This plan is designed specifically around site activities. Site operations are primarily restricted to the acceptance and treatment of inert wastes. Waste acceptance, treatment and storage is carried out externally. Both unprocessed and processed inert wastes are stored in allocated areas to provide containment to protect the environment.

¹ H3 Horizontal Guidance Noise Management (IPPC H3 part2)

1.2 Site Activities

Waste management activities at the site are currently authorised by the Environmental Permit LB3836AR/A001 (Waste Management Licence No 104819). The Environmental Permit allows the operator to store and process waste with a limit of 75,000 tonnes per annum. The site wishes to increase site tonnage to 150,000 tonnes per annum and expand the permitted area.

The maximum storage on site permitted at any one time is 50,000 tonnes.

Normal site operational hours are;

- Monday – Friday 08:00hrs – 17:00hrs
- Saturday 08:00hrs – 13:00hrs
- Bank Holidays/National Holidays Closed

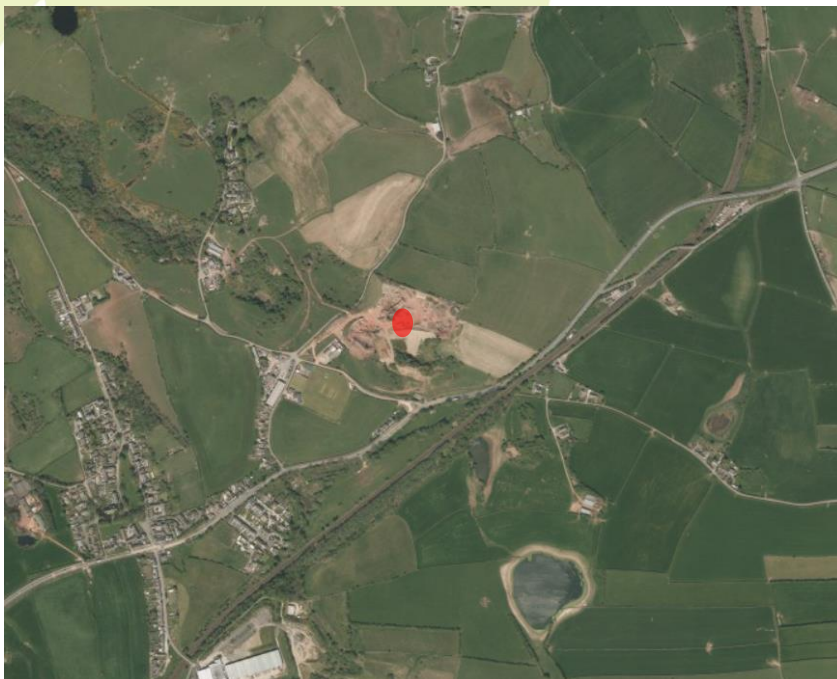
Inert wastes are accepted and processed onsite in accordance with the WRAP Quality Protocol.

Treatment of wastes are subject to washing, crushing and screening as part of the recycling process.

1.3 Site Plans

The general site location (highlighted in red) and the surrounding area is shown below.

Figure 1 – Site and Surrounding Features



Based upon the Ordnance Survey Map with the permission of the Controller of Her Majesty's Stationery Office ©Crown Copyright Probe Environmental Services Ltd (100059960)

The site layout plan is shown below.

Figure 2 – Site Layout



The company Environmental Management System (EMS) will be updated and revised accordingly as a living document as environmental and noise management develops.

2. General Principles of Noise management

The principles of this NMP are to minimise sound pressure levels from the Site at sensitive receptors through the application, wherever possible, of the following measures (in order of preference):

- Reduction of noise at source;
- Ensuring adequate distance between the noise source and the receptor; and
- The use of barriers between the noise source and the receptor.

2.1 Assessment of noise impacts

The Site and its immediate surroundings are designated as a ‘industrial outdoors’.

Table 4.1 of the World Health Organisation (WHO) “Guidelines for Community Noise” (1999) (the WHO Guidance) suggests that for ‘industrial, commercial shopping and traffic areas, indoors and outdoors’ an ambient noise limit of no more than 70 dB (LAeq,24h) is appropriate, with negligible risk of hearing impairment.

The first aim of this NMP is, therefore, to ensure that operations at the Site do not result in an exposure to any noise sensitive receptor, at any point beyond the boundary of the Site, in excess of this limit.

For dwellings/living areas, the WHO Guidance states:

“During the daytime, few people are seriously annoyed by activities with LAeq levels below 55 dB; or moderately annoyed with LAeq levels below 50 dB. Sound pressure levels during the evening and night should be 5–10 dB lower than during the day.”

Therefore, Table 4.1 suggests an evening/night-time limit of 45 dB (LAeq, 8h) outside bedroom windows in order to prevent sleep disturbance. Given that operations are intended for 24 hours per day, including public holidays, this limit will also need to be achieved during the day.

In line with the above the site aims to manage site activities below the above limits.

3. Sources, Releases and Impacts

This section sets out the initial risk assessment then identifies sources of noise from operations, potential release points and receptors.

3.1 Sources

Upon review of site activities, it is considered that the below activities carried out on site most likely to give rise to noise are detailed in Table 1 below.

Table 1 – Site Activities and Noise Sources

Activities	Possible Impacts
Vehicle Movements to and from site	Engine noise causing annoyance
Waste Tipping	Load crashing and banging
Waste Processing (Crushing/Screening)	Annoyance from use of crushers/screeners or during loading the hoppers
Wash Plant	Annoyance from plant noise during material screening and washing
Plant and Equipment Movement on site	Engine noise causing annoyance

3.2 Pathways

The pathways by which the noises from the sources identified above may impact upon a receptor are primarily:

1. Air - Movement of noise through air, particularly relevant on a site which will store and process waste outside;

2. Direct exposure - Particularly for staff, they will be exposed immediately to any noises from the waste handling on site.

3.3 Site Topography, Wind Direction and Receptors

Site topography observed from ordnance survey data, is that the site is located in a depression at approximately 20 meters below the surrounding receptors. The site is landscaped with trees and bushes providing a screen and barrier along the western, northern and southern boundary.

The A590 which runs along the southern boundary of the site provides the main transport link between Lindal in Furness and Ulverston.

Rail links are also within 325m south east of the site boundary.

Consideration has also been given to South Lakes Zoo Tourist Centre located 1.6km from the site, which also attracts hundreds of visitors six days a week contributing to a high traffic use and potential increased noise emissions.

The prevailing wind direction in the area, where the site is located, is West – South - Westerly².

The nearest residential properties are located on Pennington Lane approximately 250m south of the site.

The key receptors are shown in Figure 3 below and in Table 2.

Figure 3 – Local Key Receptor Locations



² [http:// www.willyweather.co.uk](http://www.willyweather.co.uk)

Table 2 – Local Sensitive Receptors

Receptor	Distance from Site
1) Whinfield Cottage	420 m Northwest to the site
2) Houses on Pennington Lane	360 m Southwest to the site
3) Houses on Ulverston Road (A590)	250 m South to the site
4) Houses on Green Lane	370 m Southeast to the site

3.4 Other Noise Sources

As previously mentioned in the introduction of this plan, the site is in a predominantly rural location. Listed below are the other identified potential sources of noise which should be considered should a complaint be received all within 1km of the site.

- A590 Road Link
- Rail Links (Trans Pennine/Avanti)
- Agricultural Activities

3.5 Impacts

The control measures set out in this NMP are commensurate with the medium noise potential for the wastes, in accordance with the statement to this effect in H3 Guidance.

Noise can only cause an impact when it is perceived at a receptor site. This NMP has identified the key opportunities for the release of noise from site operations;

- When wastes are delivered to site and tipped outside
- Loading wastes into site plant or into vehicles for movement off site
- During the shredding process
- Vehicle Noise – vehicle movements on site – vehicle movements to and from site

The impacts of any noises released as a result of site activities will be linked to the receptors detailed in Table 2.

The receptors are more likely to be impacted upon by noise in the following conditions:

- Prevailing wind direction is towards receptors; and
- Local weather conditions: Warm still weather will contribute to the perceived noise at receptors
- Cumulative impacts: It is anticipated that cumulative impacts will be minimal. The site is located in an area with other potential sources which may cause additional noise.

4. Noise Control Measures

Physical and management measures have been included below to control noise at the site.

The site does not have any fans or pressure systems installed in buildings.

4.1 Physical Control Measures

A comprehensive range of physical control measures will be implemented at the documented in sections below;

- Infrastructure
- Site Operations
- Plant and Equipment
- Monitoring

Infrastructure

Source Reference	Mitigation/Minimisation Measure	Comments / Implementation
Site Layout	<p>Waste operations are carried out away from the site boundary nearest local receptors.</p> <p>Reduces vehicle and machinery noise from daily operations impacting local receptors.</p>	Operational Fixture
Waste Storage Bays and Walls	<p>Bay construction reduces vehicle and machinery noise from daily operations impacting local receptors.</p>	Operational Fixture



Plant and Equipment





Source Reference	Mitigation/Management Measure	Comments on Measure
Plant and Equipment	<p>All machinery checked daily and monitored for noise levels as recommended by the supplier and within the Health and Safety at Work guidelines.</p> <p>Cleaning and maintenance in line with the below procedures;</p> <p>Plant Daily/Weekly Checks</p> <p>Plant Defects Record</p> <p>Maintenance Planner</p>	Best practice to reduce overall noise emissions.
Plant and Equipment	Risk assessments with regard to machinery noise levels to be carried out at regular intervals.	Best practice to reduce overall noise emissions.
Plant and Equipment	All vehicles, plant and equipment are checked and maintained weekly to prevent excessive noise through faults or damage.	<p>Equipment which can give rise to noise such as part parts/guards move/become loose through continued use.</p> <p>Sources of increased noise can be avoided through good maintenance.</p>
Plant and Equipment	Parts and spares for moving or rotating parts are kept in stock for site equipment available for quick repairs.	<p>Equipment which can give rise to noise can tend to wear through continued use.</p> <p>Potential increased noise can be avoided through proactive maintenance and repair.</p>
Plant and Equipment	Guards, cladding and hatches in place on site plant, no modifications to site equipment.	Attenuation is often a design feature in the manufacture of plant and machinery.

Plant and Equipment	White noise reversing alarms are fitted to site machinery.	Reduces noise nuisance off site and complaints from general site operations and vehicle movements.
Plant and Equipment	Buying policy to consider noise emissions of all new plant due for renewal / replacement.	Best practice to reduce overall noise emissions.
Plant and Equipment	Operating times inline with planning conditions No out of hours use of plant or equipment	Operational Fixture

Site Operational Controls

Source Reference	Mitigation/Management Measure	Comments on Measure
Daily Waste Activities Acceptance, sorting, processing and loading	Waste operations are carried out away from the site boundary nearest local receptors. See site plan Drawing 003.	Monitored and enforced by the Operator
Daily Waste Acceptance Vehicle Movements	All incoming waste deliveries are predominantly pre booked to allow the management of incoming loads also reduces traffic noise. Approximately 20 vehicles movements on and off site daily Reduces excess waste on site and prolonged periods of use of site plant and equipment which could cause annoyance off site.	Monitored and enforced by the Operator
Daily Waste Acceptance	Deliveries are predominately delivered to site in wagons. Minimal use of containers and skips	Monitored and enforced by the Operator

	reduces the risk of noise emissions from skips being unloaded and dropped on the concrete surface.	
Waste Handling	<p>Site operatives are trained to handle wastes carefully ensuring they do not drop waste materials from height and drag containers across site surfaces.</p> <p>Care is taken when loading wastes into the hopper/wash plant directly not dropping from height</p>	Monitored and enforced by the Operator
Waste Processing 	<p>Static site equipment is situated away from site boundaries away from sensitive receptors.</p> <p>The concrete perimeter walls and 5m natural earth bunds provide attenuation properties containing machinery and vehicle noise.</p> <p>No fixed plant or treatment to be carried out in the extended permitted areas.</p>	Fixed Operational Plant
Waste Storage 	<p>Concrete perimeter walls provide attenuation properties containing machinery and vehicle noise.</p> <p>Concrete bays and walls provide containment of processed wastes and control of noise.</p> <p>Additional storage areas included within the extended permitted area will be bunded by a 5m screen and is in a depression of approximately 14m. This will reduce noise from moving vehicles moving around the site acting as an attenuation measure.</p>	Operational Fixture
Operational Hours	Waste operations are carried out during working hours to reduce impact on local receptors and residential properties.	<p>Operational Requirement</p> <p>Monitored and enforced by the Operator</p>

		
<p>Out of Hours Working</p> 	<p>No out of hours working carried out.</p>	<p>Monitored and enforced by the Operator</p>
<p>Vehicle Movements</p> 	<p>Vehicles/Plant switched off when not in use.</p> <p>No idling policy in place (Traffic Management Plan SOP3.6)</p> <p>Reduces engine noise and emissions for exhausts</p>	<p>Monitored and enforced by the Operator</p>
<p>Vehicle Movements</p> 	<p>Site speed limit (10mph).</p>	<p>Monitored and enforced by the Operator</p>
<p>Alarms/Alerts</p>	<p>No audible site alarms in operation.</p>	<p>Operational Fixture</p>

Monitoring

Source Reference	Mitigation/Management Measure	Comments
<p>Daily Weather Monitoring</p>	<p>Best practice to monitor wind direction and possible impact on sensitive receptors dependent on</p>	<p>Daily weather monitoring at least twice a day recorded in the daily check sheets.</p>

	wind direction. Consideration will be given to cease waste treatment/waste movements after assessment of prevailing wind direction which may impact on local receptors.	Monitored and enforced by the Operator
Complaint Response	Immediate response to complaints to investigate and substantiate any potential impact from site activities.	Operational Procedure
CCTV and Out of Hours Security	The site is covered by 24hr CCTV. Effective method to identify/investigate the noise source and site activities if a complaint is received.	Operational Fixture

4.2 Management Control Measures

A comprehensive range of management control measures are also implemented as per the below;

- Site, Plant and Equipment Maintenance Programme
- Breakdown Procedures
- Management Reviews (EMS,Audits)
- Site Operations - Monthly Meetings

Elevated levels of noise may escape from the site due to the breakdown of site plant and equipment. Machines not operating to the manufacturer’s specification may create unacceptable levels of noise and the failure of control equipment such as damage to acoustic cladding or acoustic barriers may allow unacceptable levels of noise to escape from the site.

If the situation is considered to be an emergency by site management then the mitigation measures will be immediately implemented with the Operator considering limiting the hours of operation or immediately suspending the site operations creating the unacceptable levels of noise. These measures will be considered on a case by case basis.

External monitoring has been conducted by an external consultant at the request of the Environmental Agency. objectives of the monitoring were to record ambient/environmental noise levels. Monitoring is carried out in designated areas and a comprehensive report produced with findings and any recommendations. The report has been reviewed by senior management and discussed at management meetings.

The conclusion from this monitoring is that combined with the management appropriate measures and current physical mitigation measures (concrete walls and bunds), the noise impact at all noise sensitive receptors are likely to be low.

5.0 Monitoring & Trigger Levels

To ensure that the noise control measures set out in Section 4 are being effective, the company will ensure that daily noise monitoring is carried out and communication with potential receptors is maintained.

The following monitoring activities are regularly undertaken to ensure continuous improvement:

- Site inspections by the Operators;
- Monthly site audits conducted by the Operators; and
- Site audits and inspections by the Environment Agency.

All site personnel will be responsible for reporting any noise problems immediately to the Operator or Nominated Person (NP) in their absence.

5.1 Noise Monitoring

All operational staff will be responsible for reporting any noise problems immediately to Management Team.

On a daily basis the Operator will ensure that regular inspections are made of the site and its perimeter in order to identify any sources of noise and to establish whether any noise is discernible at the perimeter and thus likely to impact upon receptors. These are carried out at least once a day and is recorded in the daily inspection sheet once completed. The windsock located on the site boundary will be utilized to assess wind direction and strength.

In the event that noise is detected at the site boundary by the Operator, additional monitoring will be undertaken immediately at the sensitive receptors in accordance with the noise investigation form (Appendix A).

In the event a complaint is received, an auditory test will take place. The surveyor will undertake the survey at the location of the complaint and at potentially sensitive receptor locations in the vicinity downwind from the site. At each location observations are made concerning the intensity of the noise, its persistence and character (these details will be recorded in the noise investigation form Appendix A).

The surveyor may be the Operator or alternatively a staff member from the office or external person who is not used to the noises on the site.

5.2 Trigger Levels

If noise is detected at the assessment location is judged to be a moderate or unacceptable noise, as defined in the noise investigation form (Annex A), then the Operator and Management Team will be informed immediately, and corrective actions will be determined and implemented.

Noise monitoring frequency will be in accordance with Table 3.

Table 3 – Monitoring Triggers

Technique	Frequency
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<p>Noise Monitoring / Auditory Testing</p>	<p>Daily at site perimeter</p> <p>Noise detection will lead to receptor monitoring</p> <p>Increase frequency in response to complaints</p>
<p>Complaints System</p>	<p>Continuous (24 hours) via telephone reporting system to Environment Agency</p> <p>Direct complaints to site in operational hours</p>

If at any time it is necessary to undertake temporary actions that are likely to cause elevated levels of noise (such as construction/equipment installation or infrastructure improvements) site management will contact the EA and any other interested parties before such actions are taken to inform them of the operations being undertaken and that the elevated levels of noise will be of a temporary nature. Where practicable, such actions will only proceed when the prevailing wind direction is away from sensitive receptors and during working hours. A permit to work procedure will be completed to assess the impact of contractors work on site and any mitigation/attenuation required during construction works.

6. Complaints and Investigation

Elevated levels of noise may be identified either by receipt of a noise complaint from a third party suggesting that there is an excessive noise from the Site or by detection of noise as a result of the routine monitoring by site personnel.

This section details the response to complaints, the subsequent investigation process in place to identify the source of elevated noise levels, and if the source is identified as originating on site to bring noise levels back under control and minimise their impact.

6.1 Initial Noise Complaint and Investigation Recording

Upon receiving a complaint initially, a site diary entry will be made, with a noise reporting and investigation form (Annex A) and discrepancy log will be completed by the Operator.

A record of the below will be made.

- Time
- Date
- Nature of complaint/description of noise
- Duration of event
- Weather conditions
- Location – where noise was heard (eg: site perimeter), receptor location
- Contact details of complaint if available
- Further monitoring and locations

Then a review of the below would be made.

- Site activities at the time of the report must be conducted (eg; processing, increased vehicle movements, waste deliveries)
- Findings of external/receptor monitoring;
- Finding of any other external sources of noises (eg; construction/development)
- CCTV system to view site operations;

As part of the Environmental Management System, a customer care and complaints procedure will be implemented. The customer care and complaints procedure apply to all complaints, feedback and requests made by third parties regarding the site's operational activities, environmental, health and safety performance or quality of service/product.

All complaints from third parties including external customers, potential customers, statutory authorities, statutory consultees, members of the general public and internal clients will be forwarded to the Management to action as below and recorded in the site diary.

The Operator will ensure that.

- The complaint is investigated to identify the cause, if necessary, this may involve direct communication with the complainant.
- In the event of elevated levels of noise being detected, the presence of 'abnormal' onsite activity is assessed and if necessary preventative action is taken that will prevent a reoccurrence of the same problem. These actions must be documented.
- The Complainant will be contacted and given information on the investigations conducted and actions taken as appropriate or via the regulatory authority.
- Where a complaint or query is likely to involve a statutory authority, the emergency services, an insurance company, or the media, the appropriate person will be informed.
- Complaints involving a location with Local Authority contracts will be reported in line with specific contract requirements and timescales. Local procedures may need to be in place to ensure these are adhered to.
- All complaints are reported to Operator and discussed at site meetings.
- Details of other complaints are sent to the other company personnel as appropriate.

If the investigation indicates that the complaint has not been justified this will be clearly recorded. All complaints will be logged.

6.2 Elevated Noise Levels

As specified by the Environmental Permit the company must notify the Environment Agency without delay following the detection of:

(a) any malfunction, breakdown or failure of equipment or techniques, accident or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution;

(b) the breach of a limit specified in these standard rules; or

(c) any significant adverse environmental effects.

Written confirmation of actual or potential pollution incidents and breaches of emission limits shall be submitted within 24 hours.

In the event that any elevated levels of noise identified by the monitoring detailed in Section 4 and the customer care and complaints procedure identified in Section 5 will be mitigated as follows:

The Operator will investigate the source of the noise and carry out a range of checks at the identified source of the elevated levels if it is found to be originating from within the site.

Any noise monitoring required will be completed in accordance with the relevant British Standards, including Method for rating industrial noise affecting mixed residential and industrial areas (BS4142). Monitoring locations will be agreed with the EA and/or the local Planning Authority prior to undertaking monitoring.

The results of any noise monitoring will determine whether the site is causing an unacceptable impact at the receptor in question.

Management will then ensure that any plant is being operated to the manufacturer's specification, to the requirements set out in Sections 3.2 and 3.3 of this management plan and ensure that any improvements required to minimise the noise levels are made.

To further mitigate the elevated noise levels, the following actions shall also be considered.

- The replacement of equipment identified as generating excess noise
- A review of site infrastructure and current noise abatement measures
- Review operational procedures and the implementation of these procedures
- Identify any further suitable and proportionate abatement measures

Once the improvements identified by the management team have been completed, the company will commission a further set of monitoring to ensure that the improvements have met the required standard.

If the noise levels are still not being met, then the manager will repeat the request for improvements and subsequent monitoring until the limits are met.

If operational failings are identified, the retraining of employees will place to ensure that all employees operate to the required standards. If the failings are identified as part of the operating techniques, then the problem will be raised as part of the review of control measures detailed in Section 8.

Management will ensure a close liaison with the EA throughout all stages of the process following an identified elevated noise level.

6.3 Reporting Measures

In the event of elevated levels of noise being identified, the event will be reported to senior management to complete the discrepancy log. The completed form is then distributed throughout the company for review at the next management meeting.

All performance failures will be categorised as follows;

- Minor event: quick fix possible, locally resolved;
- Medium event: brief disruption to service, Management intervention required;
- Major event: significant disruption to service significant disruption to service.

Each non-conformance category has a given deadline for rectification.

Management will record any actions taken to rectify the issue in the discrepancy log, ensure that any necessary actions or review are recorded and ensure that the person reporting the incident is notified if possible.

Management will investigate the failure event within 24 hours and, if necessary, will report the event to the EA. Once the issue has been resolved, the corrective action taken will be recorded and the issue will be closed.

After the complaint has been resolved, there will be a review to identify whether the site procedures and NMP were effective in dealing with the issue.

Where there are any improvements to be made, these will be identified to the Environment Agency and the procedures and NMP will be updated accordingly.

7. Training

The Standard Operating Procedures for the site include considerations of emissions to the environment in all site activities, and site employees are made aware of their responsibilities under the Environmental Permit and the consequences for compliance of any incidents or abnormal releases. Therefore, employees at the facility are required to be suitably trained in accordance with procedures on site and all training is logged and recorded in the records for each site employee.

The person(s) responsible for noise management on the site is the Operator who is also the site Technically Competent Manager (TCM) or a designated responsible person is assigned to the role in their absence. They have responsibility for ensuring that all practicable methods are employed to ensure that fugitive emissions from the facility are minimised. The Operator will ensure that daily operational checks are carried out on a daily basis.

Noise management training is provided for all operational employees via formal training sessions which are provided by internal trainers and external training companies as and when required. Specific training for designated roles, is part of the training programme for relevant employees.

Relevant employees will be trained on the reporting, trigger, investigation and complaints procedures and the monitoring point locations, to ensure that noise monitoring is scored on a consistent basis and trigger levels are understood.

The site management are committed to ensure that all relevant employees will be trained on the requirements of the NMP and follow-up refresher toolbox talks will be held periodically, no later than annually. The individual training plans for employees on site must record all training on the aspects of the NMP if applicable.

8. Management Responsibilities and Review

The control of noise will be managed according the site Management System and this Noise Management Plan.

It will be the responsibility of the Management team to ensure that the EMS is adhered to at the site. This includes ensuring the noise control measures detailed in Section 4 are adhered to.

The Management team will be supported by an external consultant. They will be responsible for monitoring, auditing and evaluation of site performance on a consultancy basis if required.

8.1 Review of noise control measures

Noise control measures will be reviewed through internal audits and meetings as part of the monitoring and continual improvement process.

With reference to noise, this will include but not limited to the following;

- Compliant review and Investigations
- Reviews on quarterly noise monitoring reports
- Monthly inspections are carried out and recorded on the site environmental monthly audit.
- Spot checks on the higher risk sources of noise to check monitoring and maintenance procedures are being carried out in accordance with the EMS.
- Checks to ensure that any issues entered into the discrepancy log have been resolved correctly

Yearly reviews of the EMS system are also carried out in order to maintain operational standards.

9. Closure

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Noise Reporting and Investigation Forms (complaints and survey)

Noise complaint report form	Date:	Ref. No.
Name and address of complainant Or Regulator notification (NIRS ref)		
Tel no. of complainant		
Time and date of complaint		
Date, time and duration of offending noise		
Weather conditions (e.g., dry, rain, fog, snow)		
Wind strength and direction (e.g., light, steady, strong, gusting)		
Complainant's description of noise (e.g., hiss, hum, rumble, continuous, intermittent)		
Has complainant any other comments about the offending noise?		
Any other previous known complaints relating to installation (all aspects, not just noise)		
Any other relevant information or evidence gathered: CCTV Staff information Site activities		
Potential noise sources that could give rise to the complaint		
Operating conditions at the time offending noise occurred (e.g., flow rate, vehicles, waste acceptance, pressure at inlet and pressure at outlet)		
EA/Local Authority Visit/Inspection?		
Action taken:		
Final outcome:		
Form completed by		Signed

Monitoring and Investigation Receptors

Location (See below plan)	Noise Intensity <i>See Reference Table A</i>	Noise Extent <i>See Reference Table B</i>	Description of noise <i>e.g. intermittent, ongoing?</i>
Location 1	Houses of Ulverston Road (L1)		
Location 2	Houses on Pennington Lane (L2)		
Location 3	Junction on Main St (L3)		

Reference Table A: Noise Intensity

Noise Intensity	Description
1	No detectable noise
2	Faint noise (barely detectable, need to stand still and look into wind)
3	Moderate noise (noise easily detectable while walking, possibly offensive)
4	Loud noise (bearable, but offensive noise)
5	Very loud noise (this is when you really wish you were somewhere else)

Reference Table B: Noise Extent

Noise Extent	Description
1	Local and not persistent (only detected during brief periods when wind drops or blows)
2	Not persistent as above, but detected away from site boundary
3	Persistent but fairly localised
4	Persistent and pervasive up to 50m from site boundary
5	Persistent and widespread (noise detected >50m from site boundary)

Monitoring Points

