ODOUR MANAGEMENT PLAN

Unit 21 Brindley Road, Dodwells Bridge Industrial Est, Hinckley, Leicestershire, LE10 3BY

Thistle Loos Limited

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1 Introduction

1.1 General

1.1.1 Oaktree Environmental Ltd has been instructed by Thistle Loos Limited to prepare an Odour Management Plan ("OMP") for their waste transfer and treatment facility at Unit 21 Brindley Road, Dodwells Bridge Industrial Est, Hinckley, Leicestershire, LE10 3BY.

1.1.2 The site is operated in accordance with an Environmental Management System (EMS) along with other documents targeted to specific environmental considerations including this OMP.

1.1.3 This OMP will allow Thistle Loos Limited to implement an action plan should the site operatives detect an odour presence, receive complaints from local business or residents and if the EA suspects odour emissions from the site during an inspection.

1.2 Site Location

1.2.1 The site is located on Land at Unit 21 Brindley Road, Dodwells Bridge Industrial Est, Hinckley, Leicestershire, LE10 3BY.

1.3 Waste Facility Overview

1.3.1 This OMP has been produced to accompany a bespoke permit application.

1.4 Waste Types and Quantities

1.4.1 The locations of the operational areas are shown on Drawing No. 3427-001-03.

1.4.2 The site will accept <7,000 tonnes of waste per annum for the treatment activity.

1.4.3 In the event that storage capacity is reached at the site, the site will divert material to an alternative site until volumes/tonnages have been reduced to suitable level, it is worth

noting that this scenario is unlikely as material is loaded directly into the treatment plant. If the maximum storage capacity of the site is reached, then no further waste will be accepted until waste can be removed from the site and taken to a suitably permitted or exempt site.

1.4.4 The table below details the EWC codes for all odorous wastes which could be accepted into the site.

Table 1.1 – Accepted wastes with odour potential

EUROPEAN WASTE CATALOGUE - COMMISSION DECISION 2000/532/EC	
CODE	**WASTE TYPE**
16	**WASTES NOT OTHERWISE SPECIFIED ON THE LIST**
16 10	**aqueous liquid wastes destined for off-site treatment**
16 10 02	aqueous liquid wastes other than those mentioned in 16 10 01
20	**MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS**
20 03	**other municipal wastes**
20 03 04	septic tank sludge
20 03 06	waste from sewage cleaning

1.5 Site Management

1.5.1 The site will have Technically Competent Managers (TCM) who will be responsible for the general management of the site including the acceptance and handling of any potentially odorous wastes.

1.5.2 The company, through the TCM, will ensure that a nominated deputy is sufficiently trained and familiar with all site management documentation (which includes this OMP) in addition to all relevant company procedures who, in the absence of the TCM, will act the competent person.

2 Odour Risk Assessment

2.1 Methodology

2.1.1 This OMP has been completed to identify where the likely risks are in relation to surrounding land uses. This assessment has been used to inform Section 5.0 of this OMP with regard to specific odour monitoring procedures.

2.2 Odour Intensity

2.2.1 The table below highlights the intensity of the odour and provides a description by which to measure the intensity:

Table 2.1 – Odour Intensity

Odour Intensity	Criteria
Negligible	No detectable odour
Low	Faint odour (barely detectable)
Moderate	Moderate odour easily detected while walking, possible interference)
High	Strong odour (bearable, but offensive)
Severe	Very strong odour (this is when you really wish you were somewhere else)

2.3 Receptor Sensitivity

2.3.1 The table below outlines the receptor sensitivity to odour which will be used when determining nearby odour sensitive receptors:

Table 2.2 – Receptor sensitivity

Sensitivity of Receptor	Criteria
Low	Industrial workplaces
Medium	Industrial workplaces / Residential >250 m
High	Residential areas <200m

2.4 Sensitive Receptor Locations

2.4.1 The sensitive receptors in proximity to the site are shown on Drawing No. 3427-001-04. The nearest residential receptors are situated on Odstone Drive which are approximately 100m east of the site.

2.5 List of receptors

2.5.1 The receptors listed from the SRP are also shown in the table below with approximate distances to these properties.

Table 2.3 – Distances to Selected, Representative Sensitive Locations

Boundary	Receptor	Approximate distance from boundary of site (m)
Northeast/east	Residential properties on Odstone Drive and beyond	>100
East	Ashby de la Zouch Canal	20
Surrounding	Surrounding users on Dodwells Bridge Industrial Estate	>0 / Surrounding
Southeast to southwest	Harrow Brook	175
Southeast	Battling Brook	185

2.5.2 Other receptors not shown in the above table are illustrated on Drawing No. 3427-001-04.

2.6 Risk Matrix

2.6.1 The odour risk in any particular event can be established using the risk assessment matrix given in the table below.

Table 2.4 – Risk matrix

		Sensitivity		
		Low	**Medium**	**High**
INTENSITY	**Negligible**	**NEGLIGIBLE**	**LOW**	**LOW**
	Low	**LOW**	**LOW**	**MEDIUM**
	Moderate	**LOW**	**MEDIUM**	**MEDIUM**
	High	**MEDIUM**	**MEDIUM**	**HIGH**
	Severe	**MEDIUM**	**HIGH**	**VERY HIGH**

3 Potential sources of odour

3.1 Waste - storage prior to processing

3.1.1 Wastes will be stored within tankers prior to being processed through the treatment plant. It is anticipated that all waste delivered to the site will be discharged directly into the plant and will therefore not be stored at the site, on occasion they may be several loads to be discharged so the site may be required to temporarily store the tanks for an extended period, however this is not expected to exceed 24 hours.

3.2 Foul surface water

3.2.1 All waste is stored in sealed tanks/containers or is within the treatment plant. It is therefore considered that no surface water draining to the onsite drainage system will be in contact with the waste.

3.3 Processing of waste

3.3.1 The processing of waste will be done using the onsite wet waste treatment plant. Below shows the procedure of the treatment operations carried out on site:

WET WASTE TREATMENT PLANT

a) The load will be pumped directly from tankers into Coarse Screening Container (CSC), Smaller vehicles will be required to discharge at the small vehicle off load point & into the Low Height Reception Tank (This is a closed tank), this waste will then be screened before the liquid part is pumped into the Coarse screening container (CSC).

b) The load will be processed through the Coarse Screening Container (CSC). The CSC consists of a closed unit equipped with two full sized sets of screening grids which work by trapping debris whilst the sludge is decanted through them under gravity. The purpose of the CSC is to screen out crude debris from sludge and wastewater streams prior to it reaching the pump.

c) The load will be transferred from the CSC to the dewatering container via the Polymer Dosing Unit (PDU). The PDU is a mixing, dosing, and pumping unit. The load is injected with polymer causing water and solid fractions to separate, known as flocculation. Once flocculated, the load will enter the dewatering container.

d) The dewatering container consists of a closed container comprising filtration screens along both sides and a filtration screen running through the centre, the screens hold back flocculated solids which allows a thickened wet sludge to form, at the same time this allows filtrate to pass through. The filtrate will then be discharged to foul sewer via the transferer pump and through the flow meter.

e) Any remaining solid waste i.e. sludges will be pumped into a tanker at the thickened sludge removal point and taken to the correct disposal plant for further treatment.

3.3.2 The processing of the above waste has the potential to result in odorous emissions; however, the risk of this occurring is considered to be low as the odorous materials will be predominantly loaded directly into the enclosed treatment plant from tankers via enclosed lines.

3.4 Background Odour Sources in the Area

3.4.1 Consideration has been given to other potential local off-site sources of odour. Other potentially odour emitting operators, sites or areas are tabulated below in the table below.

Table 3.1 - Other Odour Generating Operators

Company/Source	Address	Type of Business	Approximate distance & location from site boundary (m)
N/A	Surrounding users on Dodwells Bridge Industrial Estate,	Industrial and commercial	>0m / Surrounding
Ashby de la Zouch Canal	Ashby de la Zouch Canal	Watercourse	20m / east
Harrow Brook	Harrow Brook	Watercourse	175 / southeast to southwest
Battling Brook	Battling Brook	Watercourse	185 / southeast

3.4.2 There are a number of industry and commercial premises surrounding the site, which will all have wheelie bins and/or skips stored externally which could generate a smell if not

emptied regularly. There are also numerous agricultural fields in the vicinity which may release odour due to certain fertilisers being used.

3.4.3 Odour release could also be the result of abnormal weather conditions, machinery breakdowns and human error.

3.4.4 In order to determine whether complaints are the result of activities from the site or from other nearby sites an odour complaints form will need to be completed in line with the company's complaints procedure which is attached in Appendix II.

4 Odour control

4.1 Waste acceptance procedure

4.1.1 Strict waste acceptance procedures are in place at the site as shown below and the following details will be recorded for every load deposited at the site:

a) The date and time of delivery.
b) The name and address of the waste producer.
c) The detailed and accurate description of the waste including type, quantity (in tonnes and/or cubic metres) and EWC codes.
d) How the waste is contained e.g. loose, container type.
e) The carrier's name and address.
f) Driver's name, signature and vehicle registration No.
g) Signature or initials of person(s) producing/ accepting/ inspecting/ carrying the waste.
h) Additional handling details/notes made by the driver after inspection of the load.
i) SIC code of the premises which produced the waste (where relevant).
j) Waste hierarchy declaration.
k) Information on previous treatment of the waste e.g. manual or mechanical.

4.1.2 Any wastes identified during the incoming waste inspections which do not conform to site acceptance criteria will not be accepted.

4.2 Site Operations

4.2.1 Limiting odour from the facility can best be achieved through employing effective site management and good general practice. It is much easier to minimise odours in the first instance rather than dealing with problems when they occur.

4.2.2 The next section addresses the general site management guidelines and identifies specific procedures to mitigate against odorous emissions.

4.3 Receiving Wastes

4.3.1 The site will only be accepting a small quantity of waste per annum i.e. 7,000 tonnes per annum which equates to approximately 7,000,000 million litres per annum.

4.3.2 The wastes will predominantly be collected from the operators own portable toilet collections, during the collections, waste will be loaded directly into the sealed tankers and delivered to the site where they will be discharged into the enclosed treatment plant in a controlled manner using enclosed lines to ensure minimal odour release.

4.3.3 The operator may also accept wastes from smaller vehicles, the plant has been altered to include a Low Heigh Reception Tank which allows smaller vehicles to discharge the waste into the treatment plant. The Low Height Reception Tank has the ability to be filled with the lid up or down, to minimise odour exposure, however, the lid will be kept down to ensure the process is contained. Once within the tank, the load will then be pumped into coarse screening container to begin the wet waste treatment process. It is anticipated that the low height reception tank will be used for a smaller quantity of loads throughout the operational day, and that these wastes will not be exposed for extended periods of time i.e. for several minutes at a time; this ensures that wastes will therefore only be exposed for short periods of time and that the odour risk is considered to be negligible.

4.3.4 The resultant liquid from the treatment process i.e. filtrate is discharged to foul sewer under a trade effluent consent, whilst the solid fractions are pumped into a sealed tanker and taken offsite to a sewage treatment facility.

4.3.5 The above measures will ensure that during routine operation, sufficient controls will be in place to control any potential for significant odour release during receipt/acceptance of wastes on-site for treatment.

4.4 Liquid Waste Storage Prior to Treatment

4.4.1 Liquids wastes will arrive in sealed tankers, all wastes accepted at the site will typically be loaded directly into the plant via enclosed lines, ensuring that odour control is within place.

4.5 Storage of Wastes

4.5.1 As previously discussed, the site will not typically store wastes at the site as the waste will be accepted and loaded directly into the plant. In the unlikely event that the site needs to store wastes at the site, this will be done so in sealed tanks and for a short period of time. The table below details a summary of the main waste types which will be stored at the site which have the potential to cause odour.

Table 4.1 - Waste storage / monitoring for odorous wastes on site

WASTE COMPRISING EFFLUENT FROM SEPTIC TANK AND PORTABLE TOILET WASTE	• The waste is typically collected from the site of production and pumped into the operators' own tankers, these are then transported to the facility and discharged directly into the wet waste treatment plant. • On occasion smaller vehicles may discharge the contents into the low height reception tank which has the ability to be fully contained. The waste will then be pumped to the main wet waste treatment plant. • The main intention is for waste to be loaded directly into the plant on arrival to the site meaning that the site will not typically store the load on site prior to processing. • If odorous wastes are identified (outside of this EP's requirements) during Olfactory monitoring, the site will investigate, find the root cause and quarantine the odorous load in sealed containers which will be removed from site as soon as practicable.

4.6 Loading of Wastes for Export from Site

4.6.1 Filtrate will be pumped from the treatment plant and discharged to foul sewer via a flow meter. The sludge will be collected at the thickened sludge removal point via enclosed lines into sealed containers/tankers which will then be removed off site to a suitable facility for further treatment. Under normal operating conditions the risk of odour release is very low. It is only in accident scenarios where a release is possible. Therefore, the level of such a risk is considered to be very low.

4.7 Housekeeping

4.7.1 Regular cleaning of operational areas and the treatment plant will be carried out to discourage odour generation. Site management will be responsible for checking operational staff have carried out suitable daily checks in line with the procedures shown in this OMP.

4.7.2 In addition to daily visual monitoring of the site; site management will monitor the integrity of plant/tanks on a quarterly basis. In the event that there are any issues resulting in odour escaping, then maintenance works will be initiated within 24 hours, completion of repairs will depend on the availability of suitable contractors.

4.7.3 A housekeeping schedule has been produced below and site management will train operational staff via toolbox talks every 6 months or sooner if site operations change to ensure the following housekeeping schedule is strictly adhered to.

- Avoid fugitive odorous emissions through good housekeeping
- Maintain a clean, well-organised site
- Clean equipment that has been in contact with odorous materials
- Carry out a deep clean of the storage areas once a quarter and record this in the site diary
- Concrete floors draining appropriately and slopes / catchments pits are functioning
- Floors are sealed to prevent absorption and adsorption of odour producing residues.
- Waste storage containers shall be robust, easily cleanable, designed for safe handling, and constructed to prevent loss of wastes from the equipment during storage. If such equipment is used to store other wet or liquid producing wastes, or wastes composed of fine particles, such equipment shall in all cases be non-absorbent and leak-resistant.

4.8 Site Infrastructure

4.8.1 The site deploys the following measures ensuring odours do not escape beyond the site boundary.

- **Monitoring** – The site will carry out Olfactory/Sniff assessments which have been outlined further in Section 5 of this OMP.
- **Stock rotation** – All potentially odorous wastes stored on site are within sealed tankers waiting to unload into the treatment plant or are within of the treatment plant itself.

- **Housekeeping** – The site will carry out regular cleaning (minimum once daily) of all operational areas at the site paying special attention to storage areas for odorous wastes.
- **Storage procedures** – All odorous wastes are contained within sealed tankers or within the enclosed treatment plant.

4.9 Liaison with Neighbours

4.9.1 In the extreme event of significant but temporary odour releases outside normal operations, neighbours will be contacted to advise them of what is occurring, and the action being taken. The Environment Agency (EA) will also be notified.

4.9.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.

4.9.3 If any odour complaints are received, the complaint will be assigned to an operative familiar with the sites operation who will complete a 'complaints and events log' which will be detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the EA. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum). Odour complaints will be investigated and responded to within 24 hours and suitably reviewed by the site manager who is ultimately responsible.

4.9.4 The operator would also be required to make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed to the cause of the complaint. If there are significant odour releases outside normal operations, the operator will cease operation, investigate and resolve the issue before continuing.

4.10 Training

4.10.1 All employees and sub-contractors of Thistle Loos Limited involved with potentially odorous materials and their handling will receive training in Sniff testing (including office/admin workers allocated to undertake the Olfactory (Sniff) test) and complaint reporting (management and operations staff).

4.10.2 Training will be given to all relevant persons to make sure they are competent in completing olfactory assessment survey forms, odour complaint report forms and the odour diary to ensure sufficient monitoring of odours can be carried out.

4.10.3 Operational staff will receive spill clean-up training including containment of odorous wastes.

5 Monitoring (if required)

5.1 Monitoring Odorous Releases

5.1.1 **On-site** – As there are several members of staff working at the site, it is considered at least one of these staff members would be able to detect if any odour is present on site, this would be usually office staff who are not continually exposed. If a non-operational staff member identifies an odour, they will report this to site management and then the procedure shown in section 5.2.3 will be followed. This would ensure the odour problem can be investigated on site prior to a potential odour complaint.

5.1.2 Thistle Loos Limited will use the following techniques to monitor odorous releases if a complaint has been made to the company:

a) Olfactory Monitoring
b) Complaints Monitoring
c) Odour Diaries (when necessary)

5.2 Olfactory Monitoring

5.2.1 Odour will be monitored if there is a spillage of potentially odorous material, if an odour is detected on-site or in the event of odour complaint arising. In the event of such occurrence, the site supervisor will monitor odour around the entire site perimeter and an Odour Diary will be completed (Appendix II). The monitoring will be carried out at intervals whilst the site is operational, additional monitoring may be carried should there be reason to suspect a potential odour problem (potentially malodorous waste onsite, foul surface water issues etc.).

5.2.2 The results of monitoring exercises and any remedial action taken will be entered into the logbook which is available for the EA to inspect upon request. The name of the site supervisor will be stated in the site's diary / inspection form for each day of operation along with notes on weather including precipitation, temperature, wind speed and direction (from Met Office information).

5.2.3 Should the monitoring conclude that a certain activity/waste is giving rise to odour which is migrating offsite, steps will be made to reduce the impact of this activity, which may include, but is not limited to; removal offsite to a suitably permitted facility, faster processing/lower storage rates, pumping and removal of standing surface water, removal of waste to a more suitable area of the site etc.

5.2.4 The site supervisor will be suitably trained to carry out these duties.

5.2.5 Prior to carrying out a routine odour check, the relevant member of staff will vacate the site for a period of 30 minutes (in addition to 5.3.2 below) and then carry out the assessment on their return to ensure they are not desensitised to the odour.

5.3 Odour Monitoring Procedure

5.3.1 Olfactory (Sniff) testing will be carried out by trained, competent staff . Assessments will be carried out in response to specific complaints or should the site operator detect odour on-site.

5.3.2 The assessor should not:

a) Smoke or consume strongly flavoured food or drink for at least 30 minutes before the assessment.
b) Consume confectionary or soft drinks immediately before the assessment.
c) Apply scented toiletries, such as perfumes or aftershave immediately before an assessment.

5.3.3 Starting points of assessments should be downwind of the site, progressing towards the site boundary and then away from the site in an upwind direction. The person carrying out the assessment should walk slowly and breathe as normal. The points have not been provided on the site plan due to the regular variations in wind speed and direction.

5.4 Complaints Monitoring/Procedure

5.4.1 All odour complaints will be investigated promptly, and appropriate remedial action will be taken if the complaint is validated. Complaints will be recorded on the form found in Appendix II.

5.4.2 Complaints to the EA will also be recorded and taken into account. An olfactory assessment survey will be carried out from where the complaint was made and from any convenient locations between the complainant/receptor and the site so that the complaint can be validated or rejected.

5.5 Odour Diaries

5.5.1 If members of the local community are frequently reporting odour issues in the vicinity, then they will be asked (if agreeable) to keep an odour diary. This will help to build up an account of when the odour occurs, their location and the site operations that were being carried out at the time, as well as the duration of the activities taking place. Any obvious problems can then be addressed.

6 Contingency Plans

6.1 Contingencies and Emergency Plans

6.1.1 In accordance with the EA's guidance on OMPs, contingency plans have been prepared to react to situations 'where monitoring indicates that a potential odour source is not completely under control, meteorological conditions are unfavourable or that adverse impact has occurred'.

6.1.2 If excessive odours are detected at the site boundary, other monitoring point or a complaint is received, the following remedial procedures will be taken:

a) Firstly, identify the odour source; is it from:

i) Site operations; or,
ii) An off-site source (e.g agricultural spreading operation, other industrial sources)

b) If on site:

i) Report incidence to the site or technically competent manager;
ii) Identify the point of release of the odour;
iii) Identify the cause if the release i.e. machine breakdown, leakage, etc.;
iv) Identify a solution;
v) Implement a solution;
vi) Carry out olfactory tests to check if fix is working;
vii) Record actions taken on relevant forms and site diary as required by this plan

6.1.3 Then, reference should be made to the next section for actions taken if odour is being produced on site, to identify an appropriate solution.

6.2 Corrective Actions for Various Situations

6.2.1 The table below summarises the various problems likely at the site and the standard responses available, which will assist in reducing odour potential.

Table 6.1 –Corrective actions

Process/Event	Problem	Corrective Action
Normal operation	Excess odour	See section 6.3 for corrective actions required
Abnormal operation, eg adverse weather conditions	Adverse weather conditions resulting in increased odour risk at sensitive receptors	See section 6.4 for corrective actions required
Staff shortages/human error	Staff shortage due to absence/no-shows	See section 6.5 for corrective actions required
Operational failure	Operational failure such as machine/plant malfunction/failure leading to odour issues	See section 6.6 for corrective actions required
Waste Loading/unloading	Accidental Spillage	Follow identified spillage procedure to contain odour release.
Stored wastes	Odorous emissions detected	Olfactory/SNIFF test required to pinpoint source. Ensure procedures outlined in Section 5 are adhered to in full. Implement liaison programme if risk deemed HIGH or VERY HIGH i.e. strong or severe
Waste processing plant and machinery	Malfunction of plant/equipment leading to excess odour	Process to cease until issue is rectified

6.3 Normal Operation

6.3.1 In the event that excess odour is detected during normal/routine operation, the offending odour will be traced and the reason for the cause of the problem will be investigated. Once solutions are in place, olfactory monitoring will be carried out to ensure the solutions put in place are having the desired effect.

6.4 Abnormal Events

6.4.1 Adverse weather conditions can promote generation of odour and inhibit its effective dispersion e.g. hot weather with little wind, resulting in increased risk of odour to receptor locations. If this happens, operational intensity will reduce until more favourable meteorological conditions return.

6.5 Staff Shortages/Human Error

6.5.1 In the event of unforeseen staff shortages arising from illness, suspension or no shows, the operator will make a judgement whether to reduce the number of incoming loads, thus reducing processing frequency and storage of potentially odourous wastes. The operator will then seek to increase staffing levels within a timely manner to ensure the site can continue to operate at its required capacity.

6.5.2 All staff will be trained and undergo toolbox talks every 6 months (or sooner if operations change) to reduce the impact of human error. In instances where a human error has caused an odour issue, the site may suspend operations until the issue has been rectified and the member of staff will be warned and re-trained accordingly.

6.6 Operational Failure

6.6.1 The manager will be contacted by staff in the event of any operational failure such as the breakdown of plant, systems or equipment and will decide whether operations are to continue or be suspended prior to corrective action being taken. Serious operational failures, which result in the closure of the site, will be recorded in the site diary.

6.6.2 All repairs to site security will be made within 24 hours of discovery of the damage if possible and the site will be made secure until the repair has been carried out.

6.6.3 Any major defects found during the daily site inspection which are likely to lead to a breach of permit conditions will be repaired by the end of the working day in which they are found, where possible. If a repair is not possible by the end of the working day and a potential breach of permit conditions may occur, the EA will be contacted to agree a suitable timescale for repair.

6.6.4 All defects and problems likely to give rise to odour will be recorded on the form or the operators own recording procedures with repairs/solutions being carried out immediately. Neighbours will be alerted if the problem cannot be rectified immediately and provided a timescale for when the problem will cease.

6.6.5 Essential spares for plant maintenance will be kept on site.

6.7 Liaison with Neighbours

6.7.1 In the extreme event of significant but temporary odour issues during normal operations, neighbours will be contacted to advise them of the situation and the action being taken. The EA will also be notified.

6.7.2 An open-door policy will be encouraged by the operator to enable any odour complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.

6.7.3 If any odour complaints are received, the complaint will be assigned to an operative familiar with the sites operation who will complete a 'complaints and events log' and detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the EA. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum). Odour complaints will be investigated and responded to within 24 hours and suitably reviewed by the site manager who is ultimately responsible.

6.7.4 The operator would also be required to make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed to the cause of the complaint. If there are significant odour releases outside normal operations, the operator will cease operation, investigate and resolve the issue before continuing.

6.8 OMP Management

6.8.1 This OMP will be reviewed at least annually unless it becomes apparent that the activities are giving rise to pollution outside the site due to odour, in which case it will be revised

sooner within a timescale agreed with the EA and a copy forwarded to the EA for approval before implementation.

Appendix I

Drawings

NOTES

REVISION HISTORY

Rev:	Date:	Init:	Description:
-	29.04.24	JH	Initial drawing

KEY:

- Permit boundary
- Tarmaced area
- Concreted area
- Non-waste storage areas
- Pedestrian walkway

N

Scale Bar (1:200)

0 2 4 6 8 10m

TITLE:
SITE LAYOUT PLAN

CLIENT:
Thistle Loos Ltd

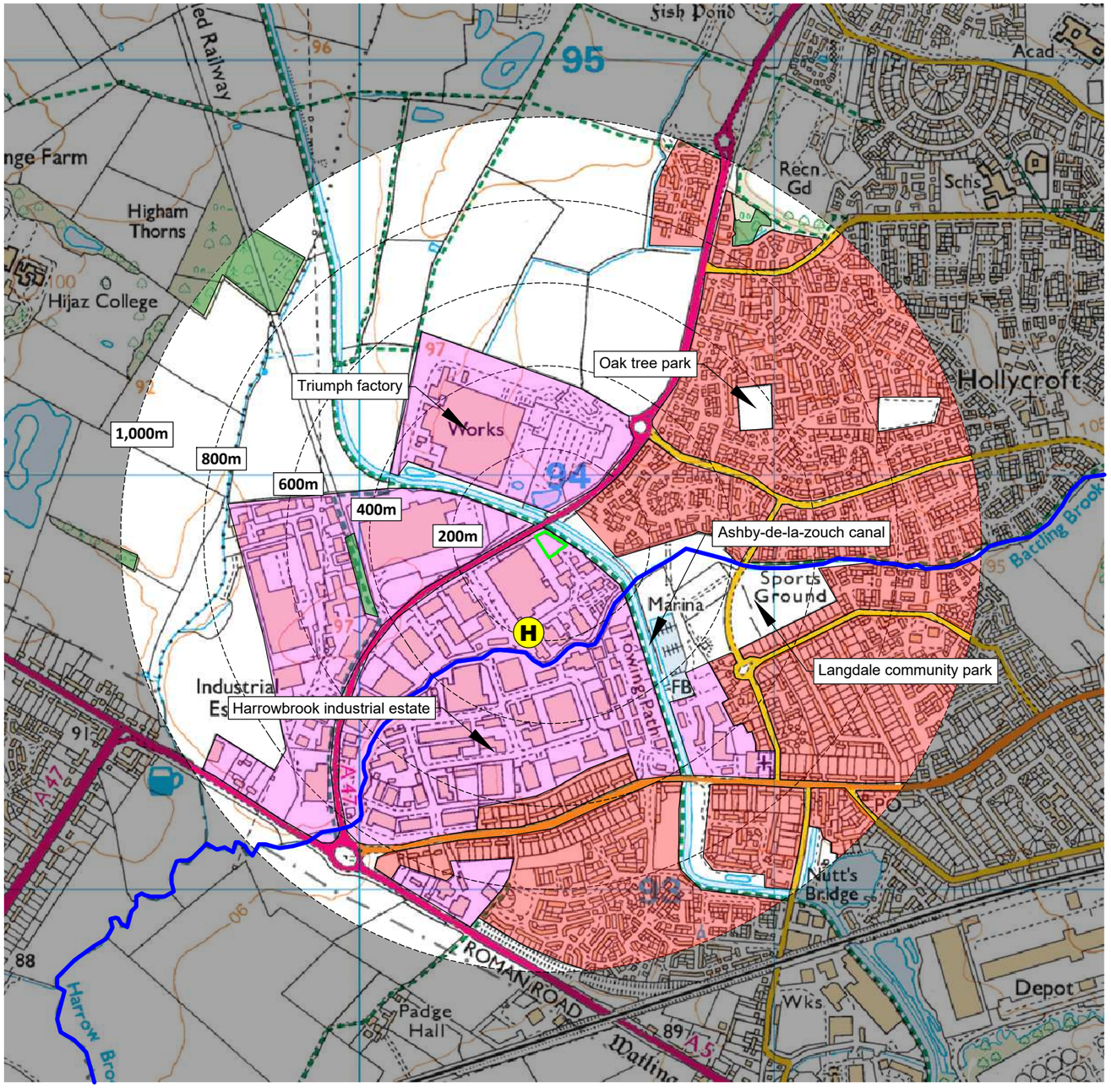
PROJECT/SITE:
Dodwells Bridge Industrial Estate, Brindley Road, Hinckley LE10 3BY

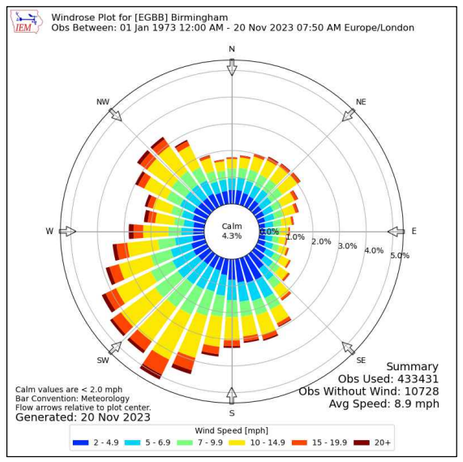
SCALE @ A2:	CLIENT NO:	JOB NO:
1:200	3427	001
DRAWING NO:	REV:	STATUS:
3427-001-03	-	Issued
DATE:	DRAWN:	CHECKED:
29.04.24	JH	RS

Oaktree Environmental
Waste, Planning & Environmental Consultants

KEY:

- Permit boundary
- Main River
- Surface water body (river / stream / pond / pool / lake)
- Workplaces (includes agriculture industry, commerce and retail)
- Areas with mix of residential, retail and commercial properties
- Residential blocks
- Class A,B,C roads
- Nearest fire hydrant
- Railway line
- School
- Woodland areas
- Priority habitat inventory (deciduous woodland)





Compass Wind Rose for (EGBB) Birmingham
Period 1973-2023
- source: Iowa State University

NOTES

1. Boundaries are shown indicatively.
2. Wind rose data shows the prevailing wind direction to be Southerly.

REVISION HISTORY

Rev:	Date:	Init:	Description:
-	25.04.24	JH	Initial drawing

N

Scale Bar (1:12,500)
0 100 200 300 400 500m

TITLE:
RECEPTOR PLAN

CLIENT:
Thistle Loos Ltd

PROJECT/SITE:
Dodwells Bridge Industrial Estate, Brindley Road, Hinckley LE10 3BY

SCALE @ A3:	CLIENT NO:	JOB NO:
1:12,500	3427	001
DRAWING NO:	**REV:**	**STATUS:**
3427-001-04	-	Issued
DATE:	**DRAWN:**	**CHECKED:**
25.04.24	JH	RS

Oaktree Environmental
Waste, Planning & Environmental Consultants

Appendix II

Record Forms

Odour Diary				**Sheet No**
Name: **Telephone Number:**	**Address:**			
Date of odour:				
Time of odour:				
Location of odour, if not at above address:				
Weather conditions (dry, rain, fog, snow etc):				
Temperature (very warm, warm, mild, cold or degrees if known):				
Wind strength (none, light, steady, strong, gusting):				
Wind direction (e.g. from NE):				
What does it smell like? How unpleasant is it? Do you consider this smell offensive?				
Intensity – How strong was it? (see below 1-5):				
How long did go on for? (time):				
Was it constant or intermittent in this period:				
What do believe the source/cause to be?				
Any actions taken or other comments:				

Intensity (Detectability)

1 No detectable odour
2 Faint odour (barely detectable, need to stand still and inhale facing into the wind)
3 Moderate odour (odour easily detected while walking & breathing normally)
4 Strong odour
5 Very strong odour (possibly causing nausea depending on the type of odour)

THISTLE LOOS LIMITED
COMPLAINTS REPORT FORM (TLL/RF/7)

Date Recorded:	**Reference Number:**
Name and address of caller	
Telephone number of caller	
Time and Date of call	
Nature of complaint (noise, odour, dust, other) (date, time, duration)	
Weather at the time of complaint (rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Potential reasons for complaint	
The operations being carried out on site at the time of the complaint	
Follow Up	
Actions taken	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures	
Changes to Environmental Management System (EMS)	
Date changes implemented	
Form completed by	
Signed	
Date completed	

COMPLAINT RECORDING PROCEDURE:

Any complaints received will be recorded on form TLL/RF/7. This form will normally be completed, signed and dated by the Site Manager; if they are not available the Office Manager will complete the form.

1) The name, address and telephone number of the caller will be requested.

2) Each complaint will be given a reference number.

3) The caller will be asked to give details of:

    a) the nature of the complaint;
    b) the time;
    c) how long it lasted;
    d) how often it occurs;
    e) Is this the first time the problem has been noticed; and
    f) what prompted them to complain.

4) The person completing the form will then, if possible, make a note of:

    a) the weather conditions at the time of the problem (rain, snow, fog etc.);
    b) strength and direction of the wind; and
    c) the activity or activities taken place on the site at the time the noise was detected, particularly anything unusual.

5) The reason for the complaint will be investigated and a note of the findings added to the report.

6) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

7) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be invited to contact the Environment Agency and or the Local Authority.

Note: Following any complaint the relevant management plan(s) will be reviewed to ensure appropriate actions are in place to counter any problems.