Greetham Quarry Environmental Permit Application

Dust Management Plan

Mick George Limited

July 2022

Prepared on Behalf of Tetra Tech Environment Planning Transport Limited.
Registered in England number: 03050297

tetratecheurope.com
Tetra Tech Nottingham, Geneva Building, Lakeview Drive, Sherwood Business Park, Annesley, Nottingham, United Kingdom, NG15 0ED
Tetra Tech Environment Planning Transport Limited, Registered in England number 03050297
Registered Office: 3 Sovereign Square, Sovereign Street, Leeds, United Kingdom, LS1 4ER

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1.0 INTRODUCTION

1.1 REGULATED FACILITY DETAILS

Site Location

1.1.1 The application site is located on a parcel of land adjacent to the existing Greetham Quarry and is located on the northern boundary of the village of Greetham and 1.75 kilometres (km) southwest of the village of Stretton. The site is centred at National grid Reference (NGR) SK 92941 15078 and the environmental permit boundary is shown on MGL/B027573/PER/01.

Site Classification

1.1.2 The regulated facility comprises the importation of inert waste for the purpose of disposal.

Site Security

1.1.3 The proposed application boundary is shown on Drawing Number MGL/B027573/PER/01. Access to the site will be achieved by a new access point from Thistleton Lane which runs along the northern boundary of the site. Th new access point was proposed as part of the planning application to Rutland County Council (reference 2020/0297/MIN).

1.1.4 As part of the mineral extraction and restoration operations, security fencing will be established around areas of the site that will be close to public access areas to prevent unauthorised access. Site gates and any perimeter fencing will be inspected on a daily basis. Any identified damage to the fence or gates that could compromise the site security will be recorded and temporarily repaired as necessary before the end of that working day. Permanent repair or replacement will be undertaken as soon as practicable.

Site Context

1.1.5 Access to the existing quarry is via an access road off Stretton Road (B668) on the south east side of the existing quarry. The proposed development includes plans for a new access point into the proposed extension are which would allow for the site to be accessed directly of Thistleton Lane which runs along the northern boundary of the site. The site is bounded by Great Lane to the west, Thistleton Lane to the north, the existing Greetham Quarry to the East and the village of Greetham to the south.

1.1.6 Beyond the wider quarry site, the immediate surroundings are agricultural to the west, north and east with the village of Greetham located to the south. The nearest residential property is considered to be White

House which is located approximately 40m east of the application site.

1.1.7 A Dust Assessment was undertaken as a function of the planning application which is contained in Appendix A of this report. Details of Dust Suppression are also detailed in the Environmental Statement of the Planning Application. Dust management techniques, as detailed within the assessment and this Dust Management Plan, would be implemented to minimise the effects of any dust emissions.

2.0 DUST SENSITIVE RECEPTORS

2.0.1 Receptors within 1km of the proposed application boundary, including those identified in the Nature and Heritage Screen, have been listed in Table 1 and are shown on Drawing Number MGL/B027573/REC/01. The main pathway for the identified sources would be the atmosphere and as such, atmospheric conditions can affect dispersion rates and hence potential risk. As a result, the location of each receptor in relation to the site may influence the potential impact of the risk, as summarised in Table 1.

Table 1: Location of potential receptors in relation to the proposed activity

ID	Receptor	Direction from Operational Area	Minimum Distance from the Permit Application Boundary (approx. m)
Designated ecological habitats/sites of geological importance e.g. Ramsar, SAC, SPA, SSSI, LNR, NNR, LWS			
1	Greetham Meadows SSSI	NE	515
2	Great Lane Hedgerow	S	15
3	Greetham Verge	NW	20
4	Greetham Roadside Verge Nature Reserve	NW	20
Domestic Dwellings			
5	White House	E	40
6	Properties on Great Lane	S	90
7	Properties on Stretton Road	SE	180
8	Properties on Little Lane	S	230
9	Properties of Shepherds Lane	SW	275
10	Properties of Church Lane	SW	325
11	Properties on Main Street	S	340
12	Properties on Quorn Crescent	W	925
13	Properties on Pytchley Close	NW	940
Commercial and Industrial Premises			
14	Industrial properties on Little Lane	S	60
15	Industrial Properties on Park Lane	W	220
16	Rutland Caravan & Camping Site	W	300
17	Greetham Village Shop	S	370
18	The Plough	S	410
19	The Wheatsheaf	S	415
20	In the Stix Rutland Glamping	E	850
21	Greetham Valley Golf Course	SE	880
Schools, Hospitals and other amenities			
22	Greetham Community Centre	S	50
23	Sports Pitches, Great Lane	W	20
Highways or Minor Roads			
24	Thistleton Lane	N	Adjacent
25	Great Lane	W	Adjacent
26	Park Lane	E	320
27	Stretton Road (B668)	E	440

28	Wood Lane (B668)	E	600
Priority Habitats			
29	Priority Habitat Inventory – Deciduous Woodland	S	140
30	Priority Habitat Inventory – Lowland Meadows	NE	520
Sensitive land uses e.g. farmland, allotments, commercial fish farms			
31	Holly Cottage Farm	S	90
32	Manor farm	SE	120
33	Greetham House Farm	SW	175
34	Greetham Lodge Farm	NE	780
Listed Buildings and Scheduled Monuments			
35	Holly Cottage Farm House (Grade II Listed)	S	205
36	Ivy Farmhouse (Grade II Listed)	S	270
37	8, Little Lane (Grade II Listed)	S	270
38	Manor House (Grade II Listed)	S	280
39	Greetham House (Grade II Listed)	SW	340
40	Outbuilding at Number 30 (Grade II Listed)	S	350
41	Church of St Mary (Grade I Listed)	SW	350
42	Woodyard Cottage (Grade II Listed)	S	360
43	45 Main Street (Grade II Listed)	S	380
44	1 Bridge Lane (Grade II Listed)	S	380
45	The Walnuts (Grade II Listed)	S	385
46	61, Main Street (Grade II Listed)	S	390
47	Village Well (Grade II Listed)	SW	395
48	Hill Farmhouse (Grade II Listed)	S	400
49	Barn at Number 37 (Hill Farmhouse)	SW	400
50	Manorial settlement, 127m north west of St Mary's Church (Scheduled Monument)	SW	410
51	The Wheatsheaf Public House (Grade II Listed)	S	415
52	19 on Main Street	SW	420
Surface Water Bodies			
53	North Brook	S	220
Groundwater (sensitivity)			
With reference to the Multi Agency Geographic Information for the Countryside's (MAGIC) website under the Groundwater Vulnerability Map, the site is situated within an area of High vulnerability and lies in a Source Protection Zone 2. In terms of aquifers, the MAGIC website shows that the site overlies a Principal Aquifer.			

2.1 CLIMATE

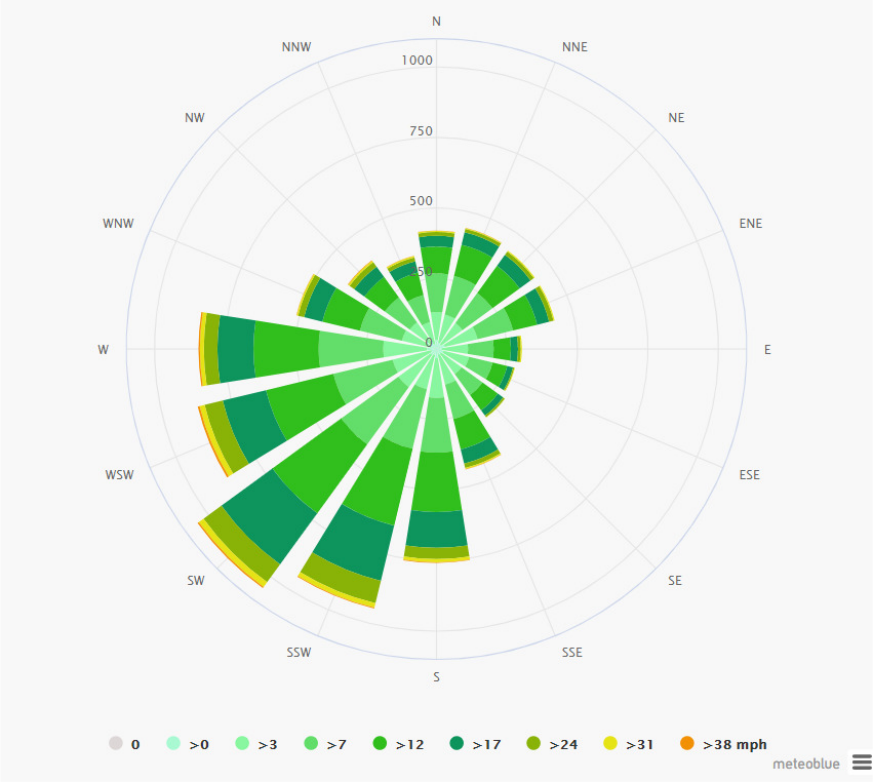
2.1.1 Rainfall data is available from a rain gauge at Wittering, located approximately 17.5km south east of the site (NGR: TF 04562 02727) shown on the Met Office website (Met Office, 2020) from 1981 to 2010 with average monthly rainfall summarised in Table 2 below.

Table 2: Monthly Rainfall Data from Wittering (1981 - 2010)

Month	Average Rainfall mm (1981 – 2010)
January	48
February	36.8
March	42
April	49.6
May	54.9
June	52
July	52.4
August	55.8
September	55.2
October	59.3
November	55.8
December	47.2
Annual (Average)	608.9

2.1.2 The wind rose data, based on findings recorded at Greetham taken from www.meteoblue.com. shows the prevailing wind direction as South West (Figure 1).

Figure 1: Wind Direction Recordings at Greetham



3.0 OPERATIONS

3.1 PERMITTED ACTIVITIES

3.1.1 The proposal comprises the importation of inert waste for infilling of the quarry void that will be created following mineral extraction activities at the site. The works will be completed in accordance with the proposed restoration scheme (Drawing Number G17/1/19/04 Revision C) that was submitted as part of a planning application to Rutland County Council (RCC).

3.1.2 It is considered that the proposed activities at Greetham Quarry would fall under the following Recovery and Disposal codes shown in Table 3 provided for in Annex II to Directive 2008/98/EC of the European Parliament and The Council of 19th November 2008 Waste.

Table 3: Proposed R/D Codes

R/D Code	Activity Description
D1	Deposit into or on to land (e.g. landfill, etc.)

3.2 OPERATING HOURS

3.2.1 It is proposed that site operations will be limited to the following hours set out in Table 4 below:

Table 4: Proposed Operating Hours

Day	Quarry Working Hours	HGV Movements
Monday - Friday	0700 - 1900	0600 - 1900
Saturday	0700 - 1300	0700 - 1300
Sunday	No work shall be undertaken on Sundays and Public Holidays	

3.3 WASTE TYPES

3.3.1 Waste is defined as 'Any substance or object the holder discards, intends to discard or is required to discard' under the Waste Framework Directive (European Directive 2008/98/EC), which repeals the European Directive 75/442/EC as amended.

3.3.2 Permitted wastes accepted at the site will be strictly inert as classified under the Landfill Directive (1999/31/EC) and Council Decision (2003/33/EC) of 19th December 2002 'establishing criteria and procedures for the acceptance of waste landfills.'

3.3.3 Inert waste is defined in Article 2 of the Landfill Directive 1999/31/EC as follows:- .

'Inert waste' means waste that does not undergo any significant physical, chemical or biological transformations. Inert waste will not dissolve, burn or otherwise physically or chemically react, biodegrade or adversely affect other matter with which it comes into contact in a way likely to give rise to environmental pollution or harm to human health. The total leachability and pollutant content and the ecotoxicity of its leachate are insignificant and, in particular, do not endanger the quality of any surface water and/or groundwater.

3.3.4 Table 5 lists those wastes that may be accepted at the site which do not require Waste Acceptance Criteria (WAC) testing under Council Decision (2003/33/EC), provided that they are inert and from a single source only (mixed loads from more than one site cannot be accepted without testing).

Table 5: Proposed Waste Types

EWC CODE	DESCRIPTION
01	**WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS**
01 04	**Wastes From Physical And Chemical Processing Of Non-Metalliferous Minerals**
01 04 08	Waste Gravel And Crushed Rocks Other Than Those Mentioned In 01 04 07
01 04 09	Waste Sand And Clays
17	**CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOILS FROM CONTAMINATED SITES)**
17 01	**Concrete, Bricks, Tiles And Ceramics**
17 01 01	Concrete
17 01 02	Bricks
17 01 03	Tiles And Ceramics
17 01 07	Mixtures Of Concrete, Bricks, Tiles And Ceramics Other Than Those Mentioned In 17 01 06
17 05	**Soil (Including Excavated Soil From Contaminated Sites) Soil And Dredging Spoil**
17 05 04*	Soil And Stones Other Than Those Mentioned In 17 05 03
19	**WASTES FROM WASTE MANAGEMENT FACILITIES, OFF-SITE WASTE WATER TREATMENT PLANTS AND PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION / INDUSTRIAL WASTE**
19 12	**Wastes From The Mechanical Treatment Of Wastes**
19 12 09	Minerals (For Example Sand, Stones)
19 12 12	Other Wastes (Including Mixtures Of Materials) From Mechanical Treatment Of Wastes Other Than Those Mentioned In 19 12 11
20	**MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES INLCUDING SEPARATELY COLLECTED FRACTIONS**
20 02	**Garden And Park Wastes**
20 02 02	Soil And Stones

3.4 WASTE QUANTITIES

3.4.1 The restoration of the site will require approximately 640,000 tonnes or 400,000m^3 of material to be brought to the site. It is proposed that approximately 200,000 tonnes of material will be brought to the site each year over a 4 year period.

3.5 FINAL LANDFORM AND AFTER USE

3.5.1 As detailed on the restoration scheme (Drawing Number G17/1/19/04 Revision C) the site would be restored using a low level restoration scheme with high-quality agricultural land reinstated at the base of the quarry with approximately 6.5ha of calcareous grassland around the perimeter.

3.6 SITE INFRASTRUCTURE

3.6.1 As detailed in the Working Scheme (Drawing Number G17/1/19/03 Revision D), a new weighbridge and wheel washing facility will be provided on site and will be used by all vehicles that access the site.

3.6.2 In terms of waste storage, Mick George do not intend to store any waste on site prior to disposal. Any waste that's accepted in accordance with the waste acceptance procedures (as detailed in the Operating Techniques document), will be directed to the current working face of the site, where it will be unloaded from the vehicle and used immediately as part of the infilling activities.

3.6.3 The Working Scheme (Drawing Number G17/1/19/03 Revision D) also shows that a series of bunds will be placed along the perimeter of the working phases using topsoil and overburden soils. Although these bunds are intended for dust management, Mick George understand that the bunds may be a potential source for dust and therefore intend to implement control measures which are detailed in this document.

4.0 DUST AND PARTICULATE MANAGEMENT

4.1 RESPONSIBILITY FOR THE IMPLEMENTATION OF THE DUST MANAGEMENT PLAN

4.1.1 The Site Manager would be responsible for the implementation of this Dust Management Plan. All site staff would receive instructions on how the plan is to be implemented during toolbox talks on site.

4.1.2 A review of the plan would be undertaken every 12 months to ensure that it is fit for purpose and meets the requirements of current guidance.

4.2 SOURCES AND CONTROL OF DUST – LOCAL CONTRIBUTORS

4.2.1 In terms of other contributors, there is one activity within 1km of the site that may contribute to dust emissions within the area. This activity relates to the current mineral extraction and restoration activities that are currently taking place within the existing Greetham Quarry site.

4.3 SOURCES AND CONTROL OF DUST – PROPOSED ACTIVITIES AT GREETHAM QUARRY

4.3.1 The sources and control measures for dust emissions are provided in Table 6 below. These measures would be implemented at all times to control dust on site and to minimise the risk of dust to impact sensitive receptors beyond the site boundary (as detailed in Table 1).

4.3.2 During periods of prolonged dry weather or high winds, it is considered that the risk of dust emissions would be elevated. During such periods, the weather conditions would be monitored on a daily basis and an assessment would be made on the risk of dust. Following this assessment, if the risk of dust is considered to be high – despite the control measures outlined below – then operations would cease on site until the weather conditions are considered to be more favourable. In the event that operations cease on site as a result of dust, the Environment Agency would be informed as soon as practicable.

Table 5: Dust Emissions Risk Assessment and Management Plan

What do you do that can harm and what could be harmed?			Managing the risk	Assessing the risk		
Hazard	**Receptor**	**Pathway**	**Risk Management**	**Probability of Exposure**	**Consequence**	**What is the overall risk?**
What has the potential to cause harm?	**What is at risk? What do I wish to protect?**	**How can the hazard get to the receptor?**	**What measures would you take to reduce the risk? If it occurs – who is responsible for what?**	**How likely is this contact?**	**What is the harm that can be caused?**	**What is the risk that still remains? The balance of probability and consequence.**
Dust emissions from vehicle movements	Occupiers of domestic dwellings listed in Table 1 above. Users of Commercial and industrial properties listed in Table 1 above. Designated Sites and Priority Habitats listed in Table 1.	Atmosphere	Vehicles delivering waste to the site will be covered or sheeted to prevent the emission of dust. All vehicles delivering waste to the site will be directed to the working waste face, where they will tip their load (as directed by site operatives) and then leave the site. As such, the risk of idling from this process is considered to be low. As detailed in the Working Scheme (Drawing Number G17/1/19/03 Revision D), the site will benefit from an operational wheel wash which will be used by HGVs before they leave the site. This will minimise the risk of dust emissions on the haul road. Site access road will be visually inspected on a daily basis. In the event that visible dust is identified on the access road, water bowser and/or road sweeper will be made available to spray the site access road and clean any deposits from the road. Vehicle speeds will be limited on site and access road to 5mph to prevent re-suspension and entrainment of dust. During dry conditions, water suppression would be applied with a water bowser as necessary to stabilise any loose bare surfaces. Daily inspections would be undertaken by the Site	Dust could potentially reach the nearby dwellings, commercial and industrial properties and designated sites and priority habitats when a strong wind blows in their direction. Management actions should prevent this happening.	Local nuisance Potential respiratory health risk to public and staff. Smothering.	Not significant due to management techniques employed.

			Manager with an observation log completed to record any occurrences of dust or the onset of potential dust generating conditions. The Site Manager or an appropriately trained operator or an appropriately trained operator will undertake a daily visual assessment of dust levels and all site operatives will be vigilant and report any problems to the Site Manager.			
Dust generated during loading/unloading of waste	Occupiers of domestic dwellings listed in Table 1 above. Users of Commercial and industrial properties listed in Table 1 above. Designated Sites and Priority Habitats listed in Table 1.	Atmosphere	The loading/unloading of wastes would be undertaken in a controlled manner to keep dust emissions to a minimum. Extra care would be taken with the deposit of waste during periods of prolonged dry weather or high winds. Drop heights would be minimised as much as practicable to reduce the generation of dust whilst the waste is being handled. Any incoming vehicles that are delivering waste to the facility will be directed to the working waste face, where the waste will be unloaded from the vehicle and will be utilised immediately as part of the infilling activities. As such, there will be no stockpiling of waste which will minimise the risk of dust emissions. The Site Manager or an appropriately trained operator or an appropriately trained operator will undertake a daily visual assessment of dust levels and all site operatives will be vigilant and report any problems to the Site Manager.	Dust could potentially reach the nearby dwellings when a strong wind blows in their direction. Management actions should prevent this happening.	Local nuisance Potential respiratory health risk to public and staff. Smothering	Not significant due to management techniques employed.
Acceptance of dusty wastes	Occupiers of domestic dwellings listed in Table 1 above.	Atmosphere	All waste loads would have the potential to cause dust issues and therefore would be assessed visually at the site entrance to confirm	Dust could potentially reach the nearby dwellings when a strong wind blows in their direction.	Local nuisance Potential respiratory health risk to public and staff. Smothering	Not significant due to management techniques employed.

	Users of Commercial and industrial properties listed in Table 1 above. Designated Sites and Priority Habitats listed in Table 1.		that they are suitable to be accepted at the site. In the event that a waste load is identified to be dusty and not suitable for acceptance, the load would be subject to the 'Unauthorised and Rejected Waste' procedure which is detailed in the Operating Techniques (Appendix B of the main application).	Management actions should prevent this happening.		
Dust from stockpiles screening mounds	Occupiers of domestic dwellings listed in Table 1 above. Users of Commercial and industrial properties listed in Table 1 above. Occupants on recreational areas identified in Table 1. Local Wildlife Sites and Designated sites identified in Table 1. Priority habitats identified in Table 1. Areas of protected species identified in Table 1.	Atmosphere	As detailed on the Working Scheme (Drawing Number G17/1/19/03 Revision D) shows a series of screening mounds and topsoil and subsoil stockpiles would be placed along the perimeter of the working phases using topsoil and subsoils soils. Topsoils would only be stored in temporary stockpiles/mounds to a maximum height of 3m. Subsoil and soil-forming material storage mounds would be limited to 5m in height. The outer face of topsoil mound T2 would be tree planted. Where topsoils would be stored for at least one growing season the storage mounds would be sown with grass in order to minimise the effects of wind blow. Stripped areas would be minimised as far as practicable and would be smoothed and compacted to seal the surface. Prior to seeding, all bunds would be dampened using a water bowser to minimise the risk of dust emissions during windy conditions.	Dust could potentially reach the nearby dwellings when a strong wind blows in their direction. Management actions should prevent this happening.	Local nuisance Potential respiratory health risk to public and staff. Smothering	Not significant due to management techniques employed.
Acceptance of dusty wastes	Occupiers of domestic dwellings listed in Table 1 above.	Atmosphere	All waste loads would have the potential to cause dust issues and therefore would be assessed visually at the site entrance to confirm	Dust could potentially reach the nearby dwellings when a strong wind blows in their	Local nuisance Potential respiratory health risk to public and staff.	Not significant due to management techniques employed.

	Users of Commercial and industrial properties listed in Table 1 above. Occupants on recreational areas identified in Table 1. Local Wildlife Sites and Designated sites identified in Table 1. Priority habitats identified in Table 1. Areas of protected species identified in Table 1.		that they are suitable to be accepted at the site. In the event that a waste load is identified to be dusty and not suitable for acceptance, the load would be subject to the 'Unauthorised and Rejected Waste' procedure which is detailed in the Operating Techniques (Appendix B of the main application).	direction. Management actions should prevent this happening.	Smothering	

4.4 DUST MONITORING

4.4.1 All site personnel shall be trained as to the potential sources and effective mitigation of dust.

4.4.2 Daily visual inspections would be conducted within the site and on the local road network by the site personnel and especially during dry windy conditions to ensure that any dust sources are identified and dealt with promptly. All staff would remain vigilant and be required to identify when potentially dusty conditions are occurring on site. In the event that visible dust is being generated from the site activities, the remedial measures identified in Table 6 would be implemented.

4.4.3 In addition, dust is to be monitored around the periphery of the quarry workings regardless of meteorological conditions. As part of the response to the Regulation 25 Additional Information request from Rutland County Council, Mick George detail the proposed method of monitoring depositional dust (Appendix E). A frisbee type deposition gauge would be used for the monitoring of depositional dust. The gauges would be suitably mounted and be of a calibrated cross sectional area to allow for accurate calculation of deposition rate. A foam insert within the Frisbee head would be used to prevent general detritus such as leaves from influencing the recorded dust levels. The gauge would be exposed for approximately one month at a time

prior to the sample being analysed. The collection bottle would then be removed and replaced by a clean bottle. The used collection bottle and sample would be sent for analysis.

4.4.4 Samples would be analysed by a UKAS accredited laboratory for the total solids (dust) present. This result would then be used to calculate a deposition rate. A permanent record for all these results would be kept available for inspection by relevant parties upon request. The deposition gauge would be located away from trees and large buildings. The tripod style base would be secured to prevent the gauge from being blown over and the collecting bottle should be covered to minimise the occurrence of algae in the sample. Should there be evidence of contamination of the sample this would be factored into any analysis of the results. Dust results would be compared with the limit of 200mg/m^2/day.

4.4.5 The following information would be included in the dust monitoring reports:

- Monitoring dates
- Deposition rates
- Relevant monitoring notes

4.4.6 In the event that dust emissions cannot be controlled, activities on site would cease until such point as prevailing conditions change or a more permanent dust control measure has been implemented.

4.4.7 A complaints log would be held on site. In the event of receiving a dust complaint, the name and location of the complainant, the nature of the dust related complaint, the site activity and prevailing weather conditions at the time of the complaint shall be noted.

4.4.8 The site manager shall investigate the complaint and take any remedial action which is deemed appropriate.

5.0 REPORTING AND COMPLAINTS PROCEDURE

5.1 PURPOSE OF COMPLAINTS PROCEDURE

5.1.1 A Dust Management Plan should show how the operator would respond to complaints. Any complaints should be investigated promptly and appropriate remedial action should be taken. The complainant and anyone else likely to be affect should be informed of any action taken in response to the complaint.

5.1.2 A procedure has been developed (see Table 7 below) to ensure that complaints would be handled by Mick George appropriately and consistently and to reassure the Environment Agency and the public that any of their concerns would be acknowledged and acted upon where appropriate. The procedure would be reviewed on an annual basis or in the event of any significant dust issues. Mick George has its own Particulate Matter document which is part of its EMS which is shown in Appendix D.

5.2 COMPLAINTS REPORTING ROUTE

5.2.1 In order to ensure that members of the public are easily able to report any complaints relating to dust emissions from the site, there would be a display board at the site entrance which details the site name, the permit number, the Environment Agency's contact details and Mick George contact details. By providing contact details for the EA as well as the operator, this ensures that the member of public can report their complaint and be confident that it would be received by the appropriate party even if they feel uncomfortable discussing directly with the operator.

5.3 COMPLAINTS RECORDS

5.3.1 Auditable records would be kept of any complaints made and the investigations undertaken. This would provide an ongoing record of the causes incidents which would enable Mick George to identify any patterns which would prompt a review in odour management procedures and control measures.

5.4 COMMUNITY ENGAGEMENT

5.4.1 Mick George Limited would be undertaking regular community liaison group meetings with any interested local parties and any issues with dust can be raised at that time.

Figure 1: Reporting Route

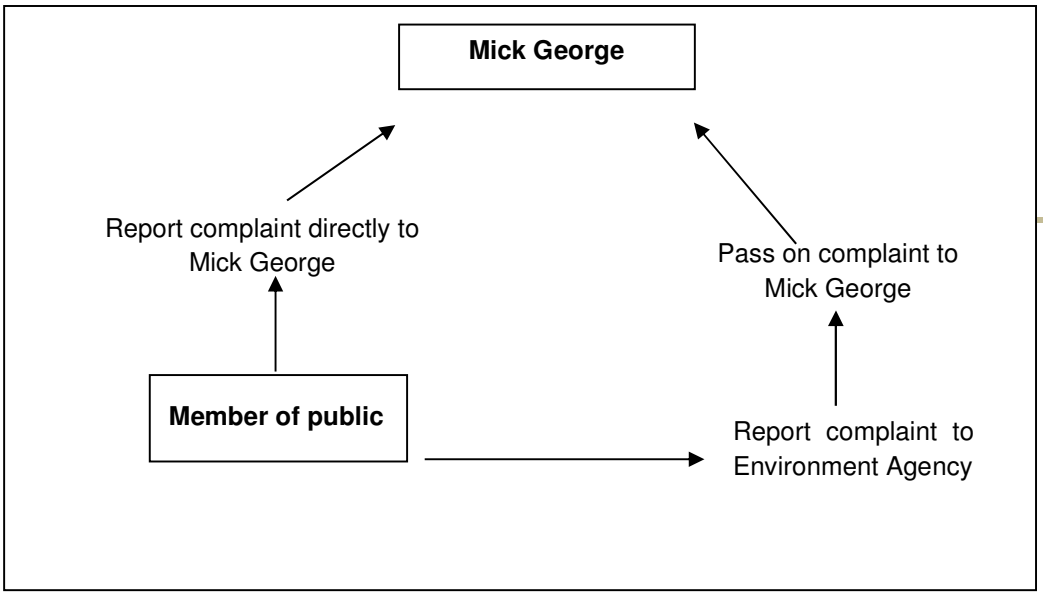


Table 6: Complaints Procedure

	Action	Person responsible for ensuring action is carried out	Timescale for Action Completion
1.	A complaint is received via email, using a specific address for recording issues. The complaint is passed to the Customer Care Team who log the complaint and pass it to the relevant manager. The Site Manager would be notified of the complaint and would make the appropriate managerial staff and site operatives aware of the complaint. The complaint is managed by the relevant team through to a resolution, during which time the Customer Care Team would monitor the situation to ensure a prompt turnaround. A response is sent to the complainant by the Customer Care Team explaining the result of any investigations and associated resolutions. The Environment Agency would also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report sheet contained within the site's Environmental Management System	Site Manager / Customer Care Team	Within two working days of receipt of the complaint.
2.	The complaint would be investigated by:- a) Checking the monitoring records to see whether	Site Manager	Within one working day of receipt of the

	the complaint corresponds to the monitoring records. b) Checking the Site Diary and waste acceptance records to see if any particularly dusty waste was accepted. c) Checking the Site Diary to see whether the complaint corresponds to any operational issues at the site. If the cause of the complaint is established, it would be recorded within the Complaint Record Sheet (Appendix F). If no particular cause is identifiable then this would also be recorded.		complaint.
3.	If a number of complaints are received about a particular incident, then it might be necessary to increase the frequency of dust monitoring.	Site Manager	Within one working day of receipt of the complaint.
4.	The Site Manager would instigate any necessary reviews of procedures and would implement any required changes.	Site Manager	Within seven working days of receipt of the complaint.
5.	If appropriate, the complainant and the Environment Agency would be informed of any corrective actions taken.	Site Manager	Within seven working days of receipt of the complaint.
6.	A follow up audit on the corrective actions implemented shall be undertaken to ensure the complaint is not made again in the future and that the preventive procedure is effective.	Site Manager	Within two weeks of receipt of the complaint.
7.	Once the follow up audit has been completed, the Site Manager would ensure that the complaint and any action taken and the effectiveness of that action are recorded in the Environmental Management System. This record shall also note any amendments to procedures, both environmental and health & safety, which may be required following the investigation. The record shall be kept in the site office at all times or if it is an electronic record it would be accessible from the site.	Site Manager	Within two weeks of receipt of the complaint.

DRAWINGS

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Mick George Ltd Complaints Record Sheet

Dust complaint report form	Date:	Ref. No.
Name and address of complainant		
Tel no. of complainant		
Time and date of complaint		
Date, time and duration of offending dust		
Weather conditions (e.g., dry, rain, fog, snow)		
Wind strength and direction (e.g. light, steady, strong, gusting)		
Complainant's description of dust		
Has complainant any other comments about the offending dust?		
Any other previous known complaints relating to installation (all aspects, not just dust)		
Any other relevant information		
Potential dust sources that could give rise to the complaint		
Operating conditions at the time offending dust occurred		
Action taken:		
Final outcome:		
Form completed by	Signed	