



DUST & EMISSION MANAGEMENT PLAN

EMS-OP-03

Version 2, 6.11. 2025

Land at Croft Quarry

**Marion's Way
Coventry Road
Leicester
LE9 3GP**



Issue Date
6.11.2025

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 OCL regeneration Ltd SUSTAINABLE MATERIAL SOLUTIONS	DUST MANAGEMENT PLAN		
Document Reference: EMS/OP/03	Version 2	Issue Date 6.11.2025	

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1 Introduction

1.1 Purpose

The purpose of these procedures is to guide staff and contractors in the safe conduct of their duties in a manner which controls the environmental impacts of the company's operations, with specific reference to dust management.

The site will receive and treat Asphalt Wastes Containing Coal Tar (AWCCT). This is hazardous waste and will be treated using a cold mixing process to fully encapsulate the waste. The process uses Ordinary Portland Cement (OPC) as an additive. The facility will handle up to 150,000 tonnes per annum of hazardous waste. This operation will take place on an impermeable surface.

1.2 Scope

This Dust & Emissions Management Plan (DEMP) forms part of the Environmental Management System. It has been prepared at the request of the Environment Agency to support the application for a new permit.

1.3 Management System

These procedures form part of the Management System. The Management System covers all aspects of operations and aims to effectively manage the impacts of the business on the environment including the health and safety of staff. The key documents include:

- a) Environmental Policy
- b) Documents: Procedures to set out how to undertake operations and checking for any issues.
 - a. Environmental Management System
 - b. Dust Management Plan
- c) Forms on which to record information and provide evidence of the system functioning properly.

Cross referencing to specific aspects in the EMS has been made in this report.

The company has achieved 14001 and 9001 accreditation.

1.4 Site Location

The procedures cover the activities to be carried out at:

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Access to the site is through the estate roads of Croft Quarry. Vehicles will arrive via Marion's Way and enter the private estate of Croft Quarry. This has a secured entrance.

The site is within the District of Blaby, within Leicestershire County.

1.5 Sensitive Receptors

Figure 1.1 shows the site and broad location of the main receptors within 1km. Table 1.1 provides a description of those receptors and the distance and direction from the site. The distance has been measured from the nearest boundary, as this is the point at which fugitive emissions would leave the site.

In terms of the sensitivity the following has been adopted:

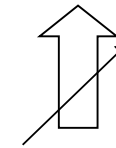
Type of Receptor	Sensitivity
Residential, schools, hospitals, nursing homes, Statutory Designations (SSSI, SPA, SAC)	High
Industrial premises, recreational grounds,	Medium
Roads, Industrial premises (waste)	Low

There may be other unique receptors that do not fall within any of the above categories. These have been considered separately depending on the nature of the business and use.

The site is not within an Air Quality Management Area (AQMA). Blaby District has declared on AQMA. This follows a section of the B582 in Enderby, known as Mill Hill. This was declared for Nitrogen Dioxide. This AQMA is approximately 4km from the site and is not considered any further in this assessment.

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Figure 1.1 Site Setting and Receptors (1km radius from centre of site shown)



South Westerly
Wind Direction

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Table 1.1 Nearest Receptors and Sensitivity

Legend	Receptor	Type	Sensitivity	Distance and Direction from Permitted site
A	River Soar	Surface Water	Medium	10m North
B	Railway	Railway	Low	10m South
C	Aggregate Industry	Industry	Low	40m East
D	Winston Avenue	Residential	High	150m South West
E	Aggregate Workings	Industry	Low	40m North
F	Active Quarry*	Industry	Low	430m North East
F	Croft and Huncote SSSI / Croft Hill SSSI	Ecology	High	430m North East
G	Dovecote Road	Residential	High	240m North West
H	Croft Allotment	Allotments	Medium - High	530m South
I	Depot	Industry	Low	625m South East
J	Priority Habitat Woodland	Ecology	Medium	25m East
K	Coventry Road	Road	Low	550m South East
L	Croft Pasture SSSI**	Ecology	High	510m West

* Part of quarry designated as SSSI due to the exposure of igneous rocks of Ordovician age.

** Designated due to nutrient poor grassland.

It is also important to note other potential sources of dust and emissions in the locality. The Croft Quarry complex is under the control of Aggregate Industries. These are described in Table 1.2.

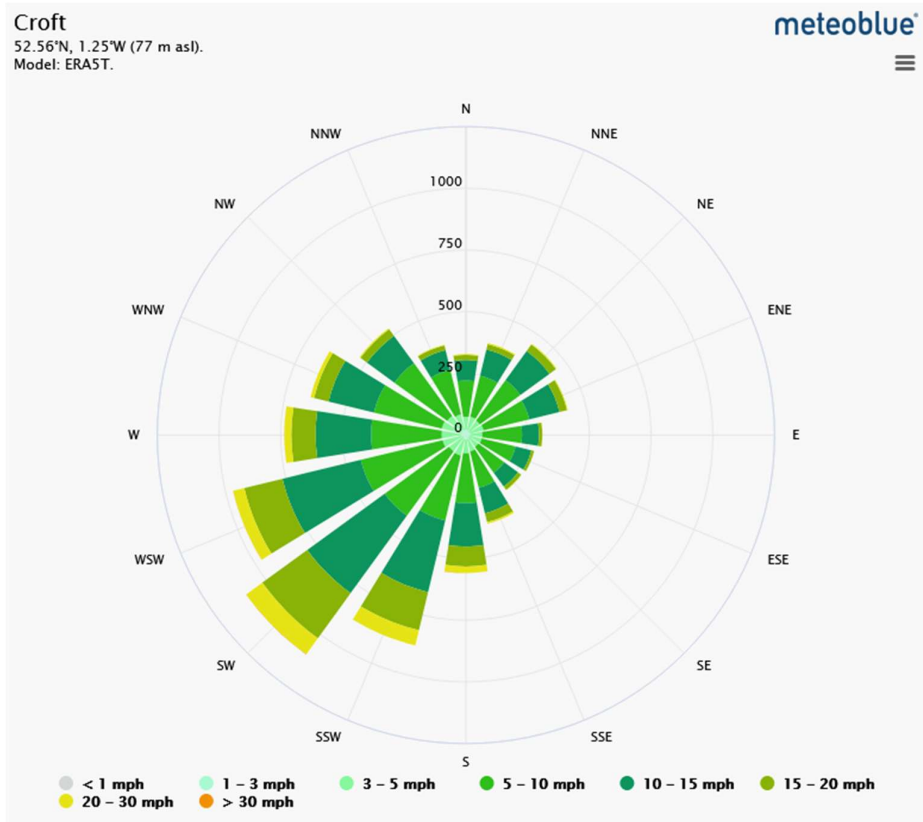
Table 1.2 Other Potential Sources of Emissions

Company	Address	Type of Business	Distance and Direction from Permitted site
Holcim Express Asphalt	Marions Way	Asphalt Manufacturing	215m North West
Holcim Contracting Yard	Marions Way	Construction	220m North West
Aggregate Industries	Marions Way	Construction Waste Treatment Facility	250m North East
Aggregate Industries	Marions Way	Construction Waste Treatment Facility	75m North West
Holcim Masterblock	Marions Way	Concrete manufacturing	25m East

1.6 Pathway

Their location in relation to the prevailing wind has also been recorded. The prevailing wind in this locality is from the south west as shown in Figure 1.2.

Figure 1.2 Wind Rose for Croft¹



¹ https://www.meteoblue.com/en/weather/historyclimate/climatemodelled/croft_united-kingdom_2651954

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2 Operational Procedures

2.1 Pre-Acceptance Procedures

Waste pre-acceptance procedures will ensure that only compliant waste types are accepted. Customers delivering waste to the site will be required to provide OCL Regeneration Ltd, in advance, with all relevant/necessary information/documentation to satisfy the requirements of the Duty of Care.

Information required will include specific details of:

- Source and origin of the waste
- The quantity of waste
- The form of waste (i.e. solid, loose, liquid)
- Code according to the European Waste Catalogue
- For hazardous waste loads, determination of the wastes hazardous properties as per Environment Agency Technical Guidance WM2 'Hazardous Waste : interpretation of the definition and classification of hazardous waste' (2011) and WM3 'Waste Classification : Guidance on the classification and assessment of waste' (2015)
- The process producing the waste, including the SIC code, the characteristics of its raw materials and products which may affect its behaviour
- Appearance of the waste (smell, colour, physical form)
- Information to demonstrate that the waste is not prohibited
- Any special handling requirements

Site staff will be suitably trained to understand pre-acceptance documentation, laboratory test results, Hazardous waste Consignment Notes (for hazardous waste) and Waste Transfer Notes (for non-hazardous waste).

The pre-acceptance procedures require that waste loads are accepted from approved customers only. Loads of AWCCT (17.03.01 'Bituminous mixtures containing coal tar') will only be accepted from customers who have chemically tested the waste load for the presence and composition of contaminants, prior to delivery. A copy of the test survey and laboratory report will be required before any pre-acceptance is approved.

This will form the Basic Characterisation. The waste producer will be required to test the waste load for the composition of the material and levels of contaminants, including speciated polycyclic aromatic hydrocarbons (PAH) and phenols, to determine whether the material is hazardous or non-hazardous waste. A copy of the test survey and laboratory report will be required. Such Wastes will only be accepted at the site where a copy of the analysis is submitted to OCL Regeneration Ltd for checking and confirmation of its suitability for receipt and processing. Certificates of analysis from a UKAS approved laboratory to support the waste characterisation carried out by the waste producers shall be submitted to OCL Regeneration Ltd and retained.

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Any waste loads arriving at the site that have not been tested will be rejected and refused entry.

All vehicles delivering waste to the site will be checked to establish whether the haulier is a Registered Waste Carrier or has a valid exemption from registration. Only registered carriers or those who are lawfully exempt from registration will be permitted to use the site.

Waste will not be accepted if there is insufficient storage capacity available. This is to ensure that all waste is managed effectively to prevent pollution or loss of amenity.

Every delivery of waste will be recorded, detailing the date of the transaction, volume, waste type, Registered Waste Carrier, Hazardous Waste Consignment Note number, vehicle registration and any other pertinent information against a unique reference number. This will allow for tracking of wastes, the generation of reports and waste returns, as well as providing comprehensive, auditable information.

All relevant documentation will be maintained at the site office. Information will be made available for inspection by officers of the Environment Agency.

2.2 On-Site Checks

Only wastes which have been subject to the pre-acceptance procedures detailed above will be accepted at the site. The site operates two processing areas. There is an area for the receipt, storage and treatment of AWCCT. There is a separate area for the receipt, storage and treatment of non-hazardous wastes derived from highway works. This area will also be used for storing other materials such as Type 1, pipe bedding, planings, shingle and sand. The waste acceptance controls set out below refer to both waste streams.

On arrival of a waste load, a site operative will inspect the details on the Hazardous Waste Consignment and compare the information to that in the pre-acceptance documentation already received (including laboratory results) or Waste Transfer Notes (as applicable), six figure European Waste Catalogue Code and against the waste types permitted by the Environmental Permit.

The site operative will visually inspect the contents of the waste load to ensure only compliant wastes are accepted. Only wastes that have the relevant pre-acceptance documentation, laboratory test results, Hazardous Waste Consignment Note or Waste Transfer Note and are confirmed as authorised wastes under the Environmental Permit will be accepted.

In the unlikely event that non-permitted waste is inadvertently accepted at the site, the waste will either be reloaded onto the delivery vehicle for return to the waste producer or a suitably authorised facility or deposited in a secure skip or contained area for quarantined storage prior to off-site removal either to the waste producer or suitably authorised facility. Quarantine skips/areas will be separate for hazardous and non-hazardous wastes.

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Any instances of rejection of loads will be recorded in a site log, which will be made available for inspection by authorised officers of the Environment Agency.

Waste materials dispatched off-site to an authorised facility will be removed in accordance with the Duty of Care and appropriate Hazardous Waste Consignment Notes and Waste Transfer Notes will be maintained at the site office.

OCL will carry out Compliance Testing, to check that the waste received matches the Basic Characterisation. Regularly generated wastes that have been deemed acceptable at the site based on the Basic Characterisation will be subject to Compliance Testing. Compliance Testing will be carried out to verify the results of Basic Characterisation. The selection of parameters chosen for Compliance Testing will be determined based on the permitted wastes accepted at the facility and the details provided in Basic Characterisation. Records of the results will be kept by OCL Regeneration Ltd. Compliance Testing will be undertaken at least annually on each waste stream/source of waste.

2.3 Overview of Waste Processing

The site will receive and treat AWCCT waste. This will use a separate cold mixing process to encapsulate the hazardous elements contained within the asphalt wastes rendering them reusable as a secondary aggregate product.

2.4 Waste Storage

The AWCCT will be stored on an impermeable surface, within bays.

There is a large reception storage area for the AWCCT. The bay has a wall on three sides. The bay wall is 2.4m high. The AWCCT will not exceed 5m in the central section of the bay. Adjacent to the wall, the stockpile will be kept at 2m high to prevent overspilling. The drop heights from plant depositing wastes for storage will be minimised to reduce the potential for fugitive dust emissions. The AWCCT waste will be stored in this bay and checked daily. It forms a seal under its own weight and is not likely to generate dust.

Once crushed, the AWCCT will be stored in a bay, separate from the reception area. There will also be a bay for quarantine and PFA.

2.5 Waste Treatment

The treatment of coal tar based hazardous waste involves the encapsulation using bitumen. The treatment uses bespoke technology designed specifically for this purpose.

The treatment process will be used specifically for the following waste streams:

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- EWC 170301* Bituminous mixtures containing coal tar

The treatment process for these wastes will be through a purpose designed cold foam mixing plant for reuse. Hot bitumen product, at circa 160 to 180°C, is transferred from a sealed tank into the mixing plant, where it is reacted with pressurised air (circa 5 bar) and 1 to 2% cold water in an expansion chamber to form a bitumen foam. This expands rapidly by 15 to 20 times the bitumen volume. The ratio between maximum foam volume achieved and the volume of original bitumen is partly dependant on the amount of water added. This is computer controlled in the plant to ensure optimum performance. After reaching its maximum volume, the foam dissipates rapidly accompanied by the loss of steam. The time that the foam takes to collapse to half of its maximum volume is referred to as the half-life.

Typically, the half-life would be in the range of 20-30 seconds. This rapid collapse of the foam once it is applied to the AWCCT enables the swift processing and treatment of the material. The AWCCT is introduced into the cold foam mixing plant via a feed hopper and conveyor. Water is added to the AWCCT assists the mixing and treatment process. The foamed bitumen is sprayed onto the AWCCT and mixed within the plant to ensure that foam distribution is homogeneous, and all materials are adequately coated and encapsulated. The treated material is then discharged from the plant via a conveyor, typically to tipper vehicles for off- site removal or into a stockpile for subsequent reuse. Additives such as pulverised fuel ash (PFA) and ordinary Portland cement (OPC) are added, as required, to improve the cohesion and binding process. Depending on operational requirements, PFA and/or OPC will be stored in a mobile silo and fed via a screw auger into the plants mixing chamber. The use of OPC or PFA has the following advantages:

- Adhesion between bitumen and AWCCT is improved
- Strength of recovered materials improves, and the speed of improvements quickens
- Performance of recovered materials (i.e. resistance to deformation, rutting and moisture) improves

The cold foam treatment plant is computer controlled and the system includes automatic control of air and water requirements for the foaming process, display of process variables including equipment status, process alarms and all control valve positions (open/closed) with manual override function.

The display keeps the plant operator up to date on important production details, such as the quantity produced as part of a batch production. The intelligent control system registers any malfunction or material shortage and stops the plant, if required.

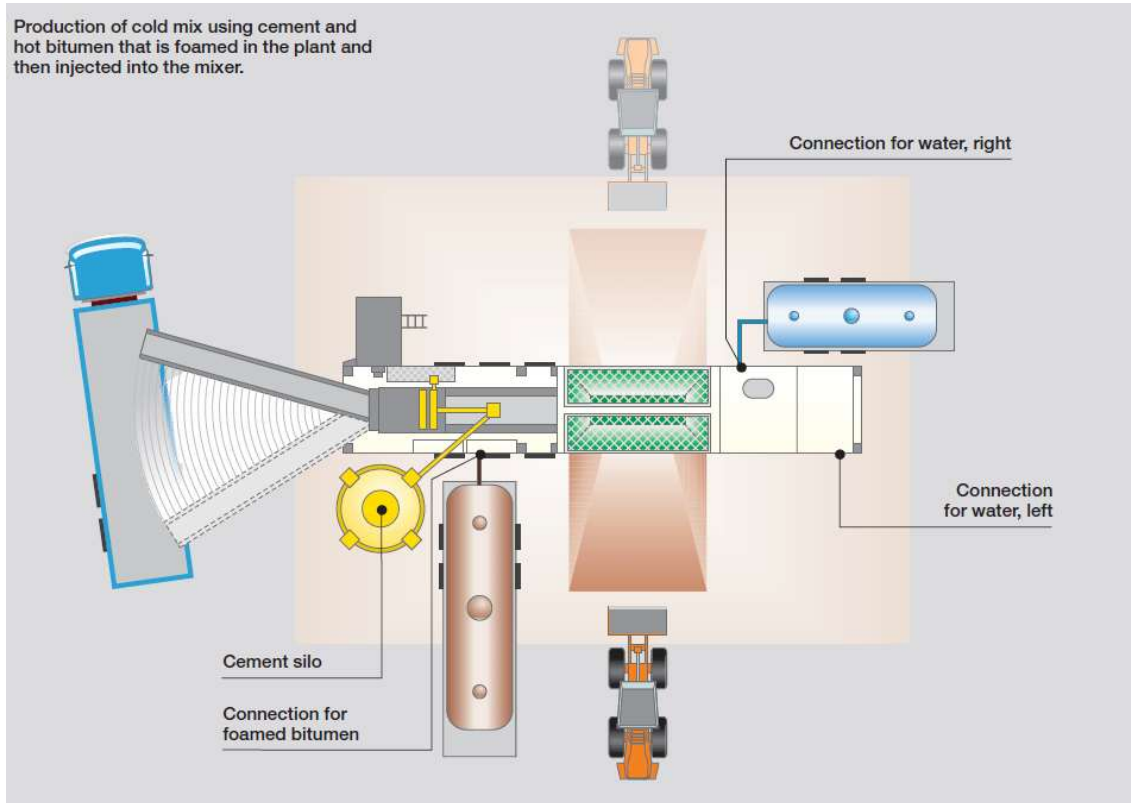
The plant to be used for this process is a mobile cold recycling mixing plant. This mobile plant can process 220 tonnes per hour. An indicative plan is shown below.

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Depending on the mix, the raw materials for this process include:

- Pulverised Fuel Ash (PFA)
- Ordinary Portland cement (OPC) – stored within separate silo.
- Bitumen
- Water
- Diesel

The amount of bitumen required will vary for each batch process.

With reference to the process flow diagram, the following emission points have been identified.

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Stage	Description	Nature	Pollution Control Measure
1	Incoming Deliveries	Release of dust particles to Atmosphere	Based on Risk Assessment this is a low risk. There are no nearby receptors. The reception bay is within a bay wall
2	Crushing	Release of dust to Atmosphere	The crusher will be loaded using the minimum drop height. Dust Suppression is integral to the crushing plant.
3	Transfer to Pre-Blend Bay and loading Cold Foam Plant	Release of dust to Atmosphere	Placement will be in a bay using minimum drop height.
4	Addition of PFA or cement.	Release of dust to Atmosphere	The cement will be stored in an enclosed silo. Loading of which will be through enclosed pipework. No fugitive release of cement will take place.
5	Addition of bitumen	Release of odour to Atmosphere	The bitumen will be stored in an enclosed tank. Loading of which will be through enclosed pipework. No fugitive release of bitumen will take place. The bitumen tank has RBA (Refined Bitumen Association) approved monitoring and metering (including high-level alarms, temperature gauge). Deliveries of bitumen are only accepted when the site is staffed. An RBA bitumen discharge permit is completed for each delivery to ensure safe practices
6	Treatment	Release of dust to Atmosphere	The cold foam mixing process takes place in a fully enclosed system. The addition of materials is automatically controlled to release the substances at the set rate. Steam is contained within the plant.
7	Production and storage of HBM or CBGM or Foambase Asphalt	Release of dust to Atmosphere	The HBM will be directly loaded into a waiting vehicle. The vehicle will be sheeted before exiting the site.

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The plant has an integral water tank that can hold 4,500 litres. This will be continuously mains fed. If the water is not used in treatment process, it will remain in the storage tank for the next batch.

The treatment process will fully encapsulate the AWCCT and remove the hazardous characteristics HP7 Carcinogenic and HP14 Ecotoxic.

The operator has achieved ISO14001. This certification ensures a commitment to continually check the environmental performance of plant and machinery. The company has a policy to replace plant with modern machinery, achieving a higher emission rating.

If the generator fails, the operator will hire an alternative generator to ensure that the processing capacity is maintained. Any replacement generator must meet the same emission rating or better.

The plant is bespoke technology for the waste being treated. The system is fully enclosed and automated. The only exception to this is the physical loading into the plant of the waste. Once the waste is within a plant, the addition of water and additives is controlled automatically.

The control system is used to measure the quantity of additives required for the process. The system will detect any material shortages and will shut down. The control system will record data including quantity produced as part of the batch process.

2.5.1 Plant and Machinery

The following items of plant will be used at the site:

- Tracked Excavator x1
- Wheeled loader x 1
- Crusher x1 (temporary)
- Screener x1 (temporary)
- OPC bitumen cold mixing plant (permanent)
- SMR Cold mixing plant (permanent)

All plant and machinery will be maintained in accordance with the manufacturer's specification. As part of the EMS, all site based plant will be checked prior to use. Each plant has a Preventative Maintenance Checklist.

Each site based plant also has a daily Defect Form which will be completed daily. Any defects will be recorded on the form and reported to the Site Manager. Some defects will not prevent the vehicle being used but will be included on the next round of maintenance. If the defect prevents safe use of the machine, it will not be used until repaired. The operator maintains a list of hire companies in the event that additional machines are required. There is a workshop on site for carrying out repairs.

If plant and machinery is not being used, the engine will be switched off. For vehicles waiting to load or unload, the drivers will be encouraged to switch off engines. All company drivers are informed about anti-idling throughout their working day.

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3 Dust and Particulate Management

3.1 Responsibility for Implementation of the DMP

The Technically Competent Manager has responsibility for ensuring these procedures are adhered to which includes communication with staff and contractors, and the provision of adequate training.

The Technically Competent Manager is responsible for updating and re-issuing these procedures and ensuring all staff are trained in new procedures. The TCM will be the main point of contact for ensuring implementation of this plan. In their absence, the Site Supervisor will be responsible for implementation.

All staff will be trained in these procedures. All staff will be trained to a standard which enables them to perform the responsibilities described above and the detailed role as set out in job descriptions.

A record of staff training will be kept for each staff member which includes inductions to new processes and procedures as needed.

The DEMP will be reviewed on an annual basis, or sooner if complaints are received.

3.2 Sources and Control of Fugitive Dust/Particulate Emissions

3.2.1 Source

The following are potential sources of dust emissions:

- Waste unloading
- Crushing
- Loading processing plant
- Waste Storage
- Vehicles leaving the site with mud on wheels.
- Debris falling from vehicles.
- Vehicles and plant moving around the site.
- Emissions from plant and machinery.

The site will only receive the following waste:

17 03 01* Bituminous mixtures containing coal tar

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In terms of the source, dust could be generated during unloading and loading. However, the AWCCT waste is typically in large form and is bound.

The processed materials (both AWCCT and the finished SMR) are not likely to generate dust as they have been produced using a wet process.

The site will not accept loads which consist solely or mainly of dusts, powders and loose fibres.

In addition, this is a low treatment frequency operation. Crushing will take place 1- 2 times per month, once there are sufficient volumes of AWCCT and it coincides with specific highway works.

The waste will be received, stored and treated on an impermeable surface, that is easier to clean.

The AWCCT will be stored in a large bay, that has been set at least 10m from the River Soar. The nature of AWCCT is that it is in a bound, solid form. It forms a seal under its weight which reduces the likelihood of dust being generated. The impermeable surface has been designed will falls away from the River Soar. The boundary of the permitted site will be delineated with a 2.4m high concrete block wall. Surface water will not run-off towards the river.

The nature of the waste is that it is solid, and heavy. It is unlikely to overspill and be transferred to the river. The site boundary will be checked daily (behind the wall) to ensure that no waste is overspilling. Any such overspill will be cleared up. Additional monitoring will take place after Met Office Red Warnings for high winds.

3.3 Dust Suppression

Dust suppression will be achieved by the installation of a system to target key operational areas, and to ensure that stockpiles are within the range of the suppression point. Each suppression point is shown on drawing No OCL-CQ-DEMP-01. This will cover all the storage and processing areas.

Water will be stored in two underground tanks. This will be used to store rainwater. There will be a pump in each tank which is activated when the water reaches a certain level. The activated pump will transfer water to the spray system. The Site Manager is also alerted to this and can make alternative arrangements for the water during storm conditions. During the drier periods, the water supply will be mains fed.

The processed AWCCT is wet from the process.

The access road and concrete hardstanding will be damped using a tractor towed water bowser. This will be used at the site twice a day, unless it is raining.

In addition, when used on site, the crushing plant has a built-in pump that sprays the material as it passes through the machine. The spray will be used during crushing operations, unless it is raining.

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The dust suppression system will be activated during unloading and loading activities, unless it is raining.

Both cold mixing plants are fully enclosed systems.

The OPC will be stored in a silo which is enclosed. The loading of cement into and out of the silo will use enclosed pipework.

The dust suppression system will be checked daily as part of the Daily Site Check. If any of the suppression points are not working, this will be reported immediately to the Site Manager. Arrangements will be made to repair the point immediately.

If the entire dust suppression system fails, the Site Manager will make arrangements for repair and decide on the best course of action depending on weather conditions. If the downtime is expected to be longer than 48 hours and the weather conditions are dry² and windy, the Site Manager will have to provide interim dust suppression measures or will cease operations until conditions improve or the system has been repaired. Interim measures could include hiring mobile dust suppression units for a temporary period.

In addition, the concreted area will be cleaned twice daily using the tractor and bowser, unless it is raining. All vehicles will drive on to the concrete road before exiting the site. At this point their wheels will be checked and if necessary, a hose will be used to clean the wheels. Traffic manoeuvring will be overseen by a banksman which will help avoid vehicles tracking through deposited materials.

The site has mains water. The bowser will be replenished at the end of each working to be available for use the next day.

3.4 Visual Dust Monitoring

The yard area will be checked daily for visible signs of dust being generated. This will be part of the daily checks and recorded on the Daily Checks Form (Annex A). The form sets out two monitoring times. The monitoring will be carried out by the Site Manager. The monitoring locations are shown on Drawing OCL-CQ-DMP-01. However, the site is manned at all times and therefore all staff will be trained to check for dust throughout the working day.

D1 will be used to check the southern and the western boundary, and site entrance
D2 will be used to check the southern and eastern boundary
D3 will be used to check the northern boundary

The dust suppression system will be activated during loading and unloading, unless it is raining. The banksman will ensure that dust suppression measures are activated prior to these activities commencing.

² Dry conditions refer to no precipitation (rain, drizzle, sleet, snow)

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If the Site Manager observes dust being generated either during the monitoring checks or at any other time, they will check that the dust suppression system is working and that all suppression heads are functioning. The visual checks will allow the Site Manager to take corrective action depending on the source of the dust.

For those areas that are not covered by the suppression points, the tractor and bowser will be used.

All vehicle manoeuvring at the site will be controlled by a banksman. The banksman will be trained to check vehicle wheels before leaving site and for checking the cleanliness of the yard. Staff in the weighbridge office will be able to visually inspect the front access area. If they notice dust being raised from vehicles, they will inform the site manager to arrange for this area to be mechanically swept. The access road is about 1km in length before vehicles enter the public highway.

The site manager will also record incidents of dust being generated from adjoining properties.

In the event of complaints being received, the complaint procedure provided in Chapter 5 will be implemented.

Table 2 provides the risk assessment for dust and the remediation/control measures.

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Table 2: Source-Pathway-Receptor Routes

Source	Pathway	Receptor	Type of impact	Control Measures
Unloading and loading waste	Atmospheric dispersion	Nearby industrial premises (workers and pedestrians).	Visual soiling and airborne particulates	The operations have been designed to minimise dust through clearly defined unloading, processing and loading areas. Vehicles will only be unsheeted when instructed by the Site Foreman. All vehicles will be sheeted when entering the site, and before leaving the site. Materials have defined storage areas. The drop heights will be reduced. The storage bays have a 4m high concrete wall. This will help reduce wind whip across the site. Managed stockpile heights. Dust Suppression will be implemented. Surrounding businesses are not sensitive and undertake similar work.
	Atmospheric dispersion	Nearby residents	Visual soiling and airborne particulates	The operations have been designed to minimise dust through clearly defined unloading, processing and loading areas. Vehicles will only be unsheeted when instructed by the Site Foreman. All vehicles will be sheeted when entering the site, and before leaving the site. Materials have defined storage areas. The drop heights will be reduced. The storage bays have a 4m high concrete wall. This will help reduce wind whip across the site. Managed stockpile heights. Dust Suppression will be implemented. Distance and direction from nearest properties (not downwind of prevailing wind)
	Atmospheric dispersion	River Soar	Adding suspended solids to watercourse	As above, a 10m buffer zone has been provided, with the rear bay wall providing a barrier to the river. The site has been designed to fall away from the watercourse which will minimise any sediment runoff to the river. The

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				engineered surface will also be delineated with a concrete blocked wall that will prevent runoff.
	Atmospheric dispersion	Croft and Huncote SSSI	Damage to geological feature	As above, but also the distance and intervening topography between the site and this receptor, will reduce any impact.
	Tracking dust on wheels and vehicles	Marion's Way	Visual soiling, also consequent resuspension as airborne particulates	All vehicles will be required to have clean wheels before exiting the site. A hose and brush will be supplied. As the unloading of vehicles will be controlled by a banksman it is unlikely that vehicles will be directed in a manner that results in waste being tracked out. The tractor and bowser will be used to maintain the internal yard area and access road. The site is nearly 1km from the public highway.
Mud	Falling off lorries	Severn Road	Visual soiling, also consequent resuspension as airborne particulates	All vehicles will be sheeted before leaving the site. The distance between the site exit and public highway is nearly 1km. Daily inspections and use of tractor and bowser.
Vehicle exhaust emissions	Atmospheric dispersion	Local Environment	Airborne particulates	Regulatory controls and best-practice measures to minimise source strength.

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4 Monitoring

Monitoring is proposed for this site in the form of the visual daily checks. This will be kept under review and updated in the event of substantiated complaints being received.

Monitoring will be undertaken at three locations around the site. These will be checked at least twice per day in accordance with the Daily Site checks. The positions have been selected to allow the permit boundary to be inspected.

A number of monitoring times have been set out on the Daily Check list. However, these may be adapted to ensure that monitoring coincides with site based activities such as processing. In addition, the site is manned during operations and all staff will be trained to check for dust throughout the working day.

Monitoring will be carried out by the Site Manager. If any dust is observed leaving the site, the Site Manager will be able to record the source of the dust and implement correct action. Such action may be as follows:

- Reduce stockpile heights if the source is wind whip from the stockpile.
- Ensure the dust suppression system is operational.
- Deploy the tractor and bowser.
- Reduce drop heights.
- Cease operations until better weather conditions return.

The site is located within the Croft Quarry complex, away from sensitive receptors.

A record of the weather conditions will be made daily, noting any changes during the day that may affect the dust management response (for example, increased wind strength, rain).

In the event that substantiated complaints are received regarding dust, this DEMP will be reviewed and updated accordingly.

 OCL regeneration Ltd SUSTAINABLE MATERIAL SOLUTIONS	DUST MANAGEMENT PLAN	
Document Reference: EMS/OP/03	Version 2	Issue Date 6.11.2025

5 Reporting and Complaints Response

5.1 Roles and Responsibilities

The TCM or Site Manager has the overall responsibility for this procedure.

The administration staff will all be responsible for handling complaints and recording on the correct form. All complaints must be referred to the TCM.

5.2 Definition

In this context, a complaint may be received directly from a resident, customer or from a Regulator.

5.3 Procedure

When the site receives a complaint, a record is summarised in the Site Diary. Full details will be provided on the incident form (Annex A).

All staff based in the office will be trained to record complaints and to make sure they notify the TCM or Site Manager immediately.

The site management will review the activities that may have given rise to the complaint for example noise, dust or litter.

The TCM or Site Manager will report the findings to the complainant and implement appropriate corrective action in accordance with a specific management plan or the Operational Procedures.

The Site Manager will report to the Site Management Team monthly. This will include reporting any specific complaints or compliance issues.

Annex A – Reporting Forms

EMS-FR-04 - Daily Check Form

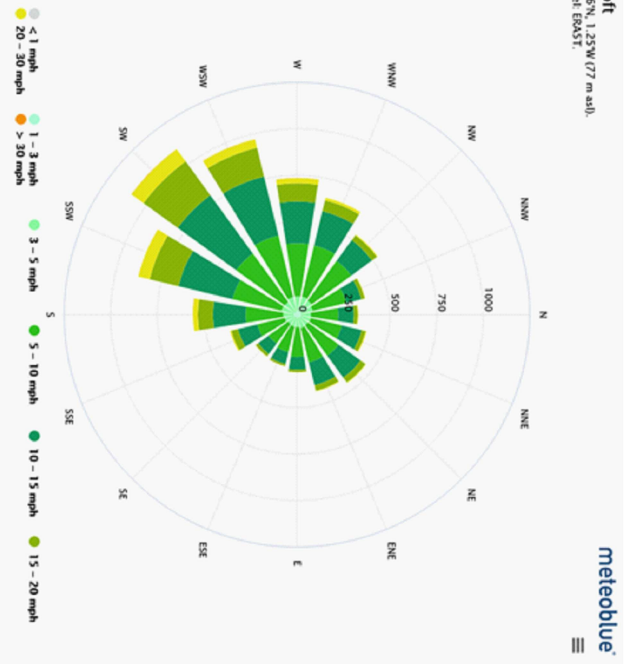
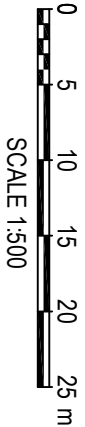
1 – Poor 2 – Average 3 – Good 4 – Very Good 5 – Excellent

Date:

Checked by (Initials)		ACTIONS	
Compliance (Y/N)			
External:			
Gates and Fences			
Access road (cleanliness)			
Signage condition			
Drainage			
Evidence of vandalism			
Diesel tank and bund			
Integrity of concrete floor			
Integrity of hardstanding			
Integrity of storage bays			
Stockpile Heights			
Evidence of leaks or seeps			
Dust Suppression System			
Pests			
Silo Tanks integrity			
Site Diary (weather conditions)			
Dust		10.00	15.00
Actions: -			

Incident/Complaint Form

Customer Details	
Customer Name -	
Address -	
Postcode -	
Customer Contact Details -	
Tel -	
Email -	
Date -	
Complaint Ref Number -	
Complaint Details -	
Investigation Details	
Investigation carried out by -	
Position -	
Date & time investigation carried out -	
Weather conditions -	
Wind direction and speed -	
Investigation findings -	
Feedback given to Environment Agency and/or local authority -	
Date feedback given -	
Feedback given to public -	
Date feedback given -	
Review and Improve	
Improvements needed to prevent a reoccurrence -	
Proposed date for completion of the improvements -	
Actual date for completion -	
If different insert reason for delay -	
Does the dust management plan need to be updated -	
Date that the dust management plan was updated -	
Closure	
Site manager review date	
Site manager signature to confirm no further action required	



- KEY:
- Impermeable Surface with Sealed Drainage
 - MH Manhole
 - GEN Generator
 - CCTV
 - Dust Suppression
 - Spray Bar
 - Direction of Fall
 - Monitoring Point and direction
 - D1
 - AWCCT Reception Bay
 - Legio Block Bay Wall (rear and sides) 2.4m high
 - Additional Processed AWCCT
 - Kerblock wall 0.8m high
 - Sleeper Bay Wall 1.5m high
 - Quarantine
 - PFA
 - 0-20mm Feed
 - Load out Area
 - Powder Silo A2
 - Cold Foam Plant
 - Bitumen Store
 - Fuel Tank
 - Water Tank
 - GEN
 - Control Cabin
 - NGR (SP51731 95978)
 - A1 (SP51739 95985)
 - A2 (SP51725 95980)
 - A3