NOISE MANAGEMENT PLAN

INTRODUCTION

The Noise Management Plan outlines the methods by which Iceland Manufacturing Ltd (IML) will systematically assess and minimise the potential impacts of noise generated at Iceland Manufacturing Limited, Hammerstone Road, Gorton, Manchester by operations. The Noise Management Plan is a working document with the specific aim of ensuring that:

Noise impact is considered as part of routine inspections;

Noise is primarily controlled at source by good operational practices, including physical and management control measures; and

All appropriate measures are taken to prevent or, where that is not practicable, to reduce noise emissions from the operations.

This Noise Management Plan addresses the impact of noise and the control measures employed to mitigate the risk. These are supported through monitoring procedures to identify both elevated levels and review complaints should they arise. The complaints management procedure, including the management responsibilities are also addressed.

A Noise Assessment has been undertaken of equipment in the waste compound 19447-RO2-A 27.11.19

A noise survey has been carried out to determine the representative background sound levels in the vicinity of the site and surrounding noise sensitive premises.

The lowest background sound levels measured during the survey were *LA90,15min* 45 dB during the daytime and *LA90,15min* 46 dB at night with all plant switched off.

On the basis that the vicinity of the site mainly comprises industrial use with associated office space, and measurement results at the nearest daytime and night-time sensitive premises (Gorton Care house) indicate no increase in noise level when all items of plant are in normal operation and when switched off. A noise rating of 5 dB above the lowest measured background is proposed at the worst affected window of the nearest noise sensitive premises.

An assessment of the installed items of plant has been carried out. The predicted noise egress levels at the daytime sensitive premises (office building on Hammerstone Road) exceed the limits set out and recommended mitigation measures have been provided.

IML Action Plan

Using the Sandy Brown assessment IML will contact each of the service providers for the following equipment to assess, investigate and address root cause of any noise impact that exceeds the limits set out.

- ICS Chiller
- Airedale Chiller compressor & Pumps
- Boiler
- Spiral 2 compressor & Air compressor

If the service provider addresses any issues with the equipment, IML will then appoint Sandy Brown to carry out a noise assessment to determine if the recommended mitigation measures are still required or not.

If there are no actions to address from the service then IML will then progress to the recommended mitigation measures for the above equipment, these mitigation measures are the following:

• Attenuator package or solid screening to ICS cool chiller pumps and compressor

• Attenuator package or solid screening to Airdale Delta chiller compressor and pumps

• Solid roller shutter and alternative ventilation route to Steam boiler room

• Acoustically attenuated louvre or internal lining in the plant rooms for Spiral freezer and Air compressor unit

Predictions indicate that providing the recommended mitigation measures are incorporated, the noise limits at the worst affected windows of the nearest sensitive premises are expected to be in line with the noise egress criteria set out.

Site Details

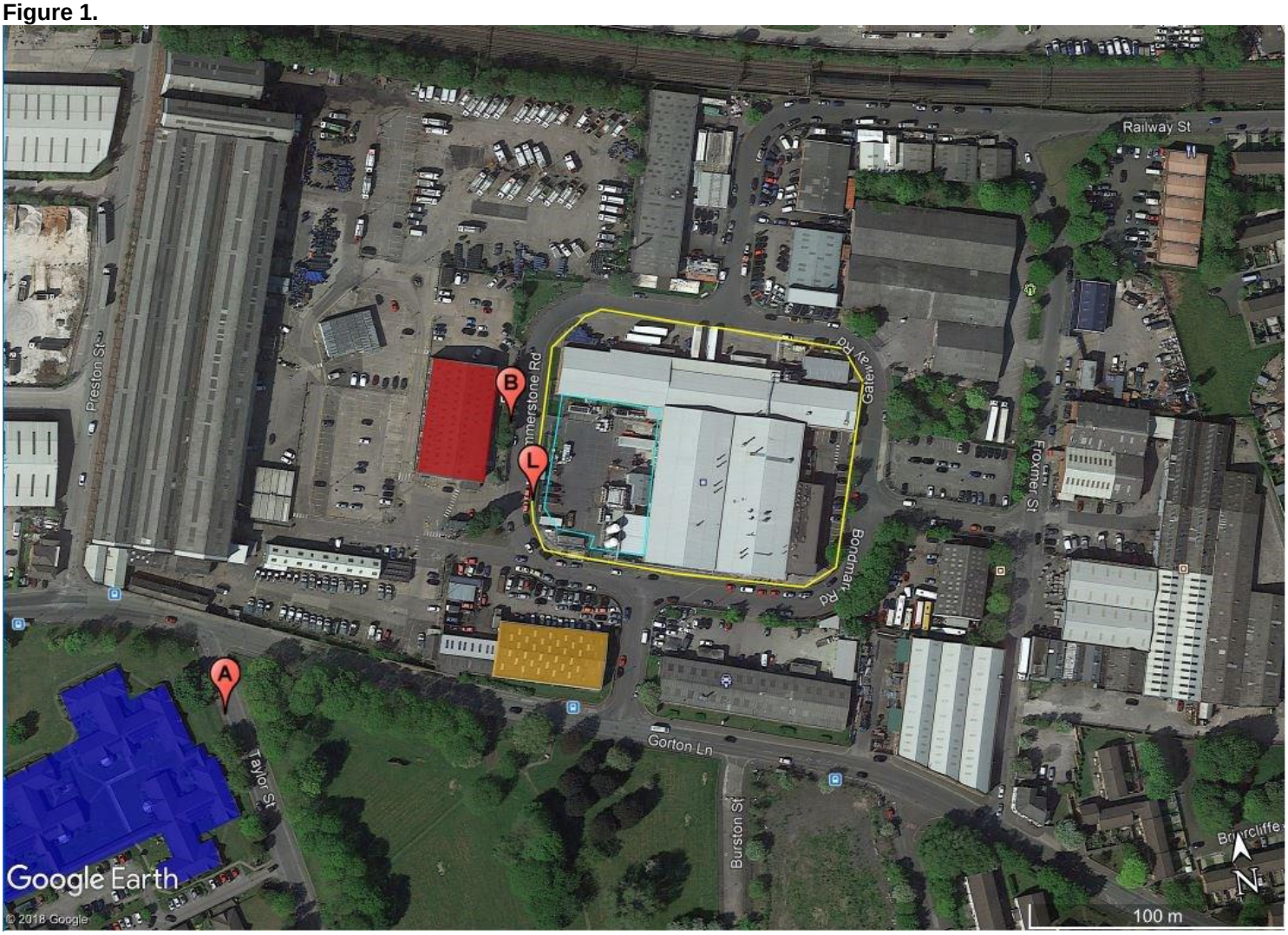
The Operator specialises in the manufacture of Frozen Ready meals, Soups and Sauces.

The site address is Iceland Manufacturing Limited Hammerstone Road Gorton, Manchester M18 8BW.

The site location in relation to its surroundings is outlined in yellow in Figure 1. The Iceland Manufacturing site is comprised of office and manufacturing areas, The site is bounded by Hammerstone Road to the south-west to north-west, and Gateway Road south east to north-east.

The location of the installed plant is outlined in light blue in Figure 1.

Figure 1.



Adjacent premises

The site is located in a mixed used area, with immediate surrounding comprising industrial accommodation, and office spaces. There is also a Care house to the south west. In addition, there are residential premises to the south east, however, these are fully screened from the installed items of plant.
The nearest daytime sensitive premises are the Gorton (MCC) depot office building located on Hammerstone approximately 19 m to west and Taxi driving School. This is highlighted in red in Figure 1.

There is also a taxi training school to approximately 28 m to the south of the site, this is highlighted in orange in Figure 1.

The nearest day and night-time noise sensitive premises is the Gorton Parks Care Home located approximately 155 m to the south-west. This is screened from the plant installed in Iceland manufacturing premises and highlighted in blue in Figure 1.

NOISE SOURCES AND IMPACTS

The noise sources include:

- ICS Refrigeration Plant
- Airedale Refrigeration Plant
- Boiler House
- Spiral 2 Compressor House
- Air Compressor House 1 and 2
- Vac Cooling
- Operation of Food Waste Clean Sweep skip
- Operation of General Waste compactor
- Operation of the Drum Crusher
- Operation of the CHB45 Baler
- Loading & Unloading Waste Compactors, Scrap metal skips, bulk Waste Skips and other waste skips and or vehicles
- Loading and unloading of Raw materials, Packaging and Finished Produce
- Unloading of Chemicals
- Use of Gas FLT's

IML has a number of external plants on site, this equipment is regularly maintained through a PPM system and contracts with specialist engineers who are qualified in servicing the equipment.

Personnel and Visitors

Personnel / operatives working on site are the closest receptors to any noise and vibration produced on site, however due to consistent working conditions it may be unlikely that operatives would be particularly sensitive to noise and vibration. All operatives should be made aware of the issue of noise and vibration on site and should be fully conversant with the contents of this Noise Management Plan and other relevant documents.

Personal Protective Equipment (PPE) shall be made available where appropriate. It is unlikely that noise and vibration from the facility will cause nuisance or distress to visitors to the site.

All areas that require personnel, visitors or Contractors to wear Ear plugs / defenders are highlighted through site signage and through contractor RAMS.

Neighbours

Neighbouring sites and businesses are likely to be the most sensitive receptors to noise especially those not operating industrial facilities where noisy plant / equipment is used. Good relationships with neighbouring landowners and businesses are essential to anticipate potential problems and avoid them, where possible, to avoid any cause for complaint. The Operator shall ensure:

- That all the neighbours know how to contact the site if they consider noise to be a problem
- And that any complaints are recorded on SHEEN REC 15 SHEEN Complaints Log and that problems where possible are dealt with properly.
- All complaints will be reviewed by a member of the Executive team before the complaint is closed down.

Site Management Responsibility

The Operations Director & Finance Director will have responsibility for ensuring that nuisances and hazards arising from the operations due to noise are minimised, and that the measures outlined in this management plan are implemented

Noise Mitigation

As part of the plant design the following general noise control measures have been identified to mitigate the site causing nuisance and to manage the potential for noise impact in a proactive manner

Equipment / Process	Mitigation
External Plant	All plant and equipment will be regularly maintained to ensure that no item will produce excessive noise Site main Boiler is housed in its own building, all doors are kept close, boiler only operates on demand and is not constantly running. Spiral refrigeration Plant is housed in it's own building with a roller shutter door that is perforated to allow air intake, the spiral plant is only switched on when the plant is running, this plant can be turned off for several weeks before it is needed to run.
Manual Handling / Equipment	85% of all waste is transferred through the building to the waste yard via wheelie bins or pump truck, reducing the use of the FLT bring waste round from the loading bay
Cars, Vans and HGV's	Site operates 6am-2pm & 2pm-10pm shift Monday to Friday for manufacture, and a 10pm-6am Sunday to Saturday for Hygiene and Production Preparations. Site has the option to Manufacture 10pm-6am Weekdays and 24 hour manufacture at the weekends 10pm – 6am shift is run with minimal personnel Site has 24/7 Security team on site and Engineering crew on site carrying out PPMs and essential maintenance Contractors do attend outside of working hours to repair essential equipment and to make modifications when required, these are carried out under our Permit to work system and requires the contractor to issue full RAMS of the work to be carried out. Deliveries take place between 5:30am and 10pm Monday – Friday, with the option of additional deliveries being taken after 10pm during the week day and 24 hours during the weekend under special circumstances. Security monitors the areas 24/7, anyone from site slammings doors, having their radios on loud, beeping their horns are spoken to at the time by security and reported to the HR team. All Vehicles turn off their engines when stationary.

	Cold Trailer units are switched from Diesel to Electric when placed on site to reduce the noise impact, Diesel engines may kick in if the trailer losses power from the main building.

Noise Monitoring

IML has had external Noise surveyors assess the site to BS 4142: 2014 and have followed or in the process of following their advice where reasonably practicable, in reducing the sites noise level.

All complaints will be investigated and where reasonably practicable resolve the issue.

No routine noise monitoring is planned for the site, however, should complaints be received alleging nuisance from noise arising from site, then instigation of a monitoring programme to further assess that cause of impacts will be considered and implemented where reasonably practicable

All Equipment is regularly maintained and is in good working order, any improvements that are suggested by the onsite Engineers or contractors will be reviewed and where reasonably practicable will be implemented.

The site is located on a busy industrial estate, with other manufacturers operating similar external Equipment.

Response to Identification of Elevated Noise Levels

Elevated levels of noise may be identified by either IML employees, by receipt of a noise complaint from a third party suggesting that there may be an excessive noise from IML.

This section details the contingency measures in place to identify the source of elevated noise levels, bring noise levels back under control and minimise their impact.

Receipt of Complaints

Members of the public are able to contact the Operator with any noise or vibration complaints about the Facility by the following means:

By telephone – the contact number 0161 220 7771 will normally be manned from Monday to Friday between the hours of 09:00 and 17:00, Out of Hours the call will be diverted to the on Site Security team.

By email to info@icelandmanufacturing.co.uk

The telephone number will be displayed on the site notice board. The company contact details are readily available from a simple internet search.

Members of the public are also able to contact the Environment Agency with any noise complaints about the Operator or the Facility; the contact details for these will be displayed on the site notice board.

Once a complaint has been received and the details collected, the complaint will be processed in the manner outlined in the section below.

Complaint Registration

IML will log all Complaints on SHEEN REC 15 SHEEN Complaints log, the log will issue a unique reference number for the complaint, If IML receives a complaint alleging potential noise nuisance from the facility:

- The complaint will be investigated by the SHEEN department, this investigation will be recorded on ENV REC 17 Noise Complaint report and any evidence logged, once the investigation is concluded a summary report will be written along with any recommendations that may have been suggested by the investigation team

- Investigation Summary will be sent to the Head of SHEEN to review the investigation and the suggestion of improvements if the improvements are reasonably practicable then these improvements will go to the Executive team for review and sign off for implementation along with time scale of completion.

It is the responsibility of All Managers to receive and record complaints, which will be recorded by the Environmental Service Manager and or Security on SHEEN REC 15 SHEEN Complaints Log

When collecting complaint details, wherever possible the minimum information will be collected for each complaint

- The time and date the alleged offensive noise was observed

- The location where the alleged offensive noise was observed, (e.g. postal address, grid reference)

- The complainant's description of the alleged offensive noise, this should include a subjective description of all the factors necessary to assess the impact of the noise, including intensity, character, relative unpleasantness (pleasant, unpleasant or neutral), frequency and duration.

- The identity of the complainant, if possible, to assess the repeated nature of complaints.

- The residential address of the complainant; and

- Any other information the complainant can offer on activities at the alleged noise source.

It is also necessary to collect (by observation, routine monitoring, or further investigation) the following additional information to allow subsequent analysis and collation of complaints:

- Wind direction and speed, and atmospheric stability class at the time of complaint.

- Any process incidents at the time of complaint; and

- Other off-site activities ongoing at the time, such as neighbouring activities.

Investigating of Noise Complaints

This response procedure sets out what investigative actions will be taken in response to a complaint.

The aim of the investigative actions will be to establish:

- The source of the noise complaint; and

- The impact of the noise.

A series of investigative tools, of increasing sophistication, will be used until these two questions can be satisfactorily answered. This then enables the appropriate noise controls to be applied if the impact is significant and the source is confirmed as the facility.

Complaint Screening

The investigation will start with an initial screening of the complaint. If the screening process fails to confirm the noise incident, then the investigation will stop at that point. If the screening process confirms the noise incident, then a more detailed investigation is carried out.

The object of the initial screening is to quickly screen out those noise complaints that are unlikely to be due to the Operator, perhaps because they result from some other activities in the area.

The initial screening exercise will consider the following:

- Knowledge of potential sources at the Facility (including work activities in progress, any technical problems, etc);
- Knowledge of potential sources in the locality other than the Facility,
- Wind direction at the time of the alleged noise episode; and
- Distance of the complainant from site.

IML will liaise with local stakeholders (including the complainant) and inform them of the outcome of the assessment of the complaint and whether or not any action is to be taken.

Further Investigation of the Complaint

If the initial screening concludes that the Operator could be the source of the noise complaint, then further investigation will be carried out, which will either 'confirm' and 'further characterise' the noise incident as due to the Operator, or it will 'fail to confirm' the incident.

Further investigation will be by means of a graded response, designed to answer the questions:

- Can the source of the episode be linked to the operations at the site; and
- What is the scale of the impact?

IML may use noise monitoring to provide supporting data to answer these questions or provide additional confirmation. The monitoring effort is increased in a graduated way until the data generated is sufficient to answer the relevant questions being asked. If the level of monitoring being carried out at a stage in the graded response cannot answer the question (either at all, or with sufficient confidence to satisfy stakeholders) then monitoring should move to the next level.

As well as monitoring, IML may be able to obtain more detailed information from operator records about process conditions, observations or inspections at the time of complaint – this would allow noise trends to be identified and reconciled with particular process operations or maintenance.

Communication with Complainant

In the case of answer phone messages and complaints submitted by email or by letter, an acknowledgement and initial response will be given by telephone or by email within three working days, provided that telephone or email contact details have been given by the complainant.

The primary reasons for further investigation of complaints are to assess potential nuisance and identify the likely cause and source of the noise so that nuisance can be reduced or stopped. In the case of further investigations, the Operator will communicate to the complainant the course of actions likely to be taken to ensure that there is transparency and to establish at the outset clear targets and goals for determining the success of any control measures.