



# Dust Emissions Management Plan

Units 4 & 5 Hilton Square

Fresh Start

Document Reference: 398/1 - DEMP



Minerals  
Waste  
Environment

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Document Title:	Dust Emissions Management Plan
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Site / Project:	Units 4 & 5 Hilton Square
Client:	Fresh Start

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## Document Versions

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Company Logo	
<b>Site details</b>	
<b>Operator name:</b>	<b>Fresh Start Waste Services Limited</b>
<b>Site name:</b>	<b>Fresh Start Recycling Centre</b>
<b>Site address:</b>	<b>Units 4 &amp; 5 Hilton Square, Bolton Road, Swinton, M27 4DB</b>
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## List of revisions

Revision number	Revision date	Originator	Checker	Company approver	Description of changes
2.0	27/11/25	MPG	MS, JMS	JMS	Draft for client

## Operator to read and complete this checklist

Required information	Operator response (Delete as appropriate)
Have you provided receptor information required in <a href="#">Section 1</a> below, including a site map showing receptors and receptor table?	Yes
Have you provided a detailed description of the site covering everything required in the <a href="#">Section 2</a> section below?	Yes
Have you provided information required in <a href="#">Section 3</a> below about the DEMP, the sources of dust and the appropriate measures that you have committed to for managing dust and emissions on site?	Yes
Have you provided all the information required in <a href="#">Section 4</a> below about particulate monitoring, types of analysers, data management, location of equipment etc?	Yes
Have you included all abnormal events and how these will be managed as required in <a href="#">Section 5</a> below?	Yes

Have you included information about how complaints will be managed as in <a href="#">Section 6</a> below?	Yes
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# Contents

## Table of Contents

1. Introduction .....6

2. Site operations.....12

3. Dust and particulate matter (PM<sub>10</sub>) management .....23

4. Particulate matter monitoring .....29

5. Abnormal events.....29

6.Reporting and complaints response .....31

Appendices.....33

# 1. Introduction

This Dust Emissions Management Plan (DEMP) has been produced for the Fresh Start Waste Services Limited Site at Unit 4 Hilton Square, Bolton Rd, Swinton, Pendlebury, Manchester M27 4DB ('The Site'), grid reference SD 78274 02018. This plan supports an application to vary the permit to enable the facility to accept up to 150,000 tonnes of waste per annum.

The site will operate as a Household, Commercial and Industrial Treatment Transfer Station for the sorting, separation and bulking up of non-hazardous waste. The facility is currently regulated by the Environment Agency under environmental permit reference: EPR/BB3409LE.

Fresh Start Waste Services Limited provide business waste management services to sectors including (but not limited to) commercial, industrial, offices, hospitality, education, and events. 90% of the waste received at the site is collected from the waste producer in Fresh Start fleet vehicles.

Waste received at the site will include general mixed municipal waste, dry mixed and source segregated recycling (e.g., cardboard, paper, plastic, glass and metal cans), food, and sanitary (offensive) waste. The site will also accept construction and demolition waste. Upon arrival to site the waste may be subject to manual or mechanical sorting, baling, screening, and bulking up pending onward transfer for recycling / recovery.

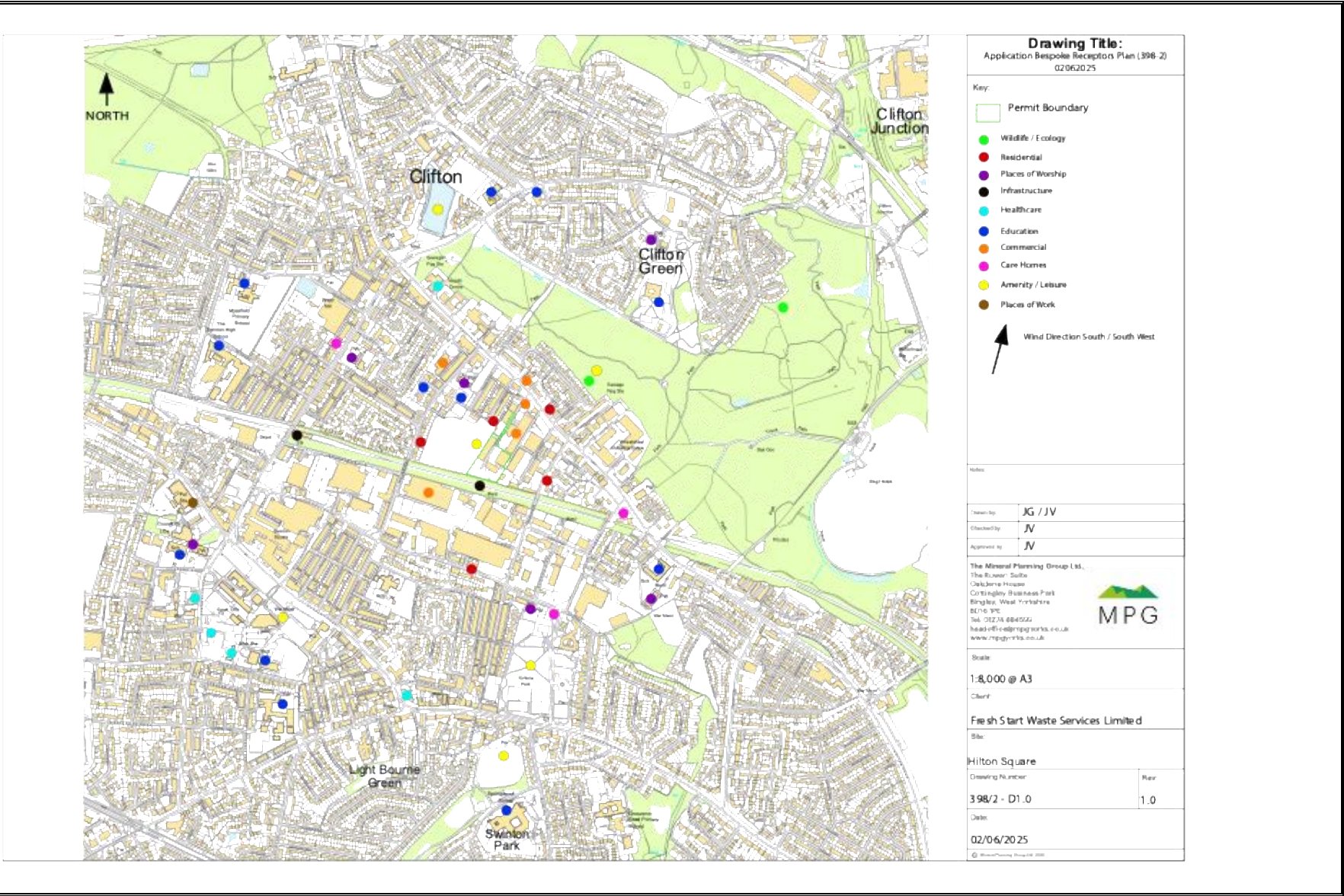
A Dust and Air Quality Assessment was commissioned for The Site's planning application. This concluded that *"the proposed development can be operated in a manner unlikely to cause significantly adverse dust impacts in its vicinity"*. A set of mitigation measures were proposed to ensure the above, which are detailed in this document. Notably, more operations are proposed to be moved to inside buildings, meaning that the risk of impacts will be reduced over those in this assessment.

This document outlines the procedures to be implemented in order to assess and minimise the potential impacts from dust produced by The Site, and any control measures put in place to mitigate any risk. The document will also identify the operational control measures which are implemented to minimise any impacts from the operations and detail the operations which have potential impact upon air quality in the local area.

## **1.1 Receptors**

The following plan shows the identified potentially sensitive receptors.

Figure 1.1 Map of site location and receptors



**Table 1.1. Distances to selected, representative sensitive locations**

Direction from boundary	Description of closest sensitive receptor types e.g. houses, schools, nursing homes, shops.	Reason for sensitive receptor classification	Approximate distance to site boundary (m)
South	Railway Line	Transport	0
West	Rugby Pitches	Local amenity, with multiple people playing outdoor sport at a time	0
North	Pendlebury Industrial Estate	Dust and emissions may impact work processes and employees	0
North	Properties off Heron Street	Properties with people living in them are sensitive to dust and particulate emissions	85
South	Businesses off Pendlebury Road (Various)	Businesses and employees may be sensitive to dust and emissions	150
South-East	Properties off Bridge Street	Properties with people living in them are sensitive to dust and particulate emissions	160
North-North-East	IMO Car Wash	Dust may directly affect equipment and services	165
North-West	Little Gems Nursery	Young children are here for extended periods of time and are very sensitive to dust and emissions	185
North-East	Properties off Bolton Road	Properties with people living in them are sensitive to dust and particulate emissions	200
West	Properties off Pendlebury Road	Properties with people living in them are sensitive to dust and particulate emissions	200
North	Businesses off Bolton Road (Various)	Businesses and employees may be sensitive to dust and emissions	200
North	Christ Church	Frequently hosts large gatherings of people who are sensitive to dust	200
North-West	Rainbows Nursery	Young children are here for extended periods of time and are very sensitive to dust and emissions	280
South-South-West	Properties off Swinton Hall Road	Properties with people living in them are sensitive to dust and particulate emissions	300
South-West	Swinton Hall Industrial Estate (Various)	Dust and emissions may impact work processes and employees	300
North-East	Priority Habitat Deciduous Woodland	Priority habitats are sensitive to dust and should be protected	315
North-West	L.I.V.I.A. Silverdale (greenspace / community woodland)	Dust and emissions may detract from visitor experience and impact local woodland wildlife	325
South-East	Anchor Pembroke Court Care Home	Vulnerable residents are particularly sensitive to dust and emissions	390

South-East	Kingdom Hall of Jehova's Witnesses	Frequently hosts large gatherings of people who are sensitive to dust	430
North-West	St. Mark's Roman Catholic Church	Frequently hosts large gatherings of people who are sensitive to dust	445
South-East	Victoria Park	Dust and emissions may impact visitors of the park	445
North-West	Silverdale Medical Practice	Medical patients are especially sensitive and vulnerable to dust and emissions	510
South-East	The Fountains Care Centre	Vulnerable residents are particularly sensitive to dust and emissions	525
South-East	St Augustine's Church of England Primary School	Young children are here for extended periods of time and are very sensitive to dust and emissions	545
North-West	Heath Cottage Care Home	Vulnerable residents are particularly sensitive to dust and emissions	545
West	Railway Station		560
South-East	St. Augustine's Church	Frequently hosts large gatherings of people who are sensitive to dust	570
North-East	The Clifton Centre PRU	Children are here for extended periods of time and are very sensitive to dust and emissions	600
North-West	Queensmere Dam Fishing Lake	General public using the lake may be impacted by dust, as well as the water quality	645
North	St. Mark's Roman Catholic Primary School	Young children are here for extended periods of time and are very sensitive to dust and emissions	700
South	The Lakes Medical Practice	Medical patients are especially sensitive and vulnerable to dust and emissions	700
South-West	Swinton Cenotaph	Dust may impact those visiting the cenotaph and may make the monument unclean	720
North	Holyrood Nursery	Young children are here for extended periods of time and are very sensitive to dust and emissions	725
North-East	St. Thomas's Church	Frequently hosts large gatherings of people who are sensitive to dust	730
West	The Swinton High School	Children are here for extended periods of time and are very sensitive to dust and emissions	760
South	Playing Field	Local amenity, with multiple people playing outdoor sport at a time	785
North-West	Mossfield Primary School	Young children are here for extended periods of time and are very sensitive to dust and emissions	800
South-West	The Deans Primary School	Young children are here for extended periods of time and are very sensitive to dust and emissions	800

South-West	St Peter's Church of England Primary School	Young children are here for extended periods of time and are very sensitive to dust and emissions	845
South-West	St. Peter's Church	Frequently hosts large gatherings of people who are sensitive to dust	850
South-West	Police Station	Continual staff presence, as well as sensitive operations	855
South-West	St Ambrose Barlow Roman Catholic High School	Children are here for extended periods of time and are very sensitive to dust and emissions	900
South-West	Swinton Ambulance Station	Dust may impact staff, equipment and emergency response operations	920
North-East	Priority Habitat Lowland Fens	Priority habitats are sensitive to dust and should be protected	925
South-West	Poplars Medical Centre	Medical patients are especially sensitive and vulnerable to dust and emissions	930
South-West	Swinton Clinic	Medical patients are especially sensitive and vulnerable to dust and emissions	940
South	Springwood Primary School	Young children are here for extended periods of time and are very sensitive to dust and emissions	980

**Table 1.2. Other sources of dust and/or other emissions**

Name	Address	Type of business	Distance from site boundary (m)
Industrial Estate	Hilton Square, Bolton Road, Swinton, M27 4DB	Industrial	Adjacent & The Site
Industrial Estate	Directly south of Site (multiple addresses)	Mixed	50m
A666	-	Road/Transport	150m

## 2. Site operations

The Site is located at Units 5, 5a and 5b, Hilton Square, Bolton Road, Swinton M27 4DB. The Site operates and will continue to operate as a Household, Commercial and Industrial Waste Transfer station. The Site lies on the south-west corner of Pendlebury Industrial estate, and comprises Fresh Start's existing waste operations and a warehouse building.

The hours of operation are proposed as follows:

- 4:00am – 7:00pm, Monday to Friday
  - MRF does not start operations until 6:00am
  - A limited number of loads are received between 4am and 6am
- 7:00am-5:00pm Saturdays and Sundays
  - MRF does not run on Sundays

The Site is not located in an Air Quality Management Area (AQMA). The local authority for Swinton is Salford City Council. Whilst dust and emissions may be generated, a Dust and Air Quality Assessment commissioned for the planning application for an extension to The Site concluded that the residual source emission was negligible for additional waste recycling indoors, and small for additional waste recycling outdoors and additional on-site and off-site vehicle movements and material handling. Therefore, The Site should employ the recommended dust and emissions mitigation techniques, which are detailed in this document.

### 2.1 Waste deliveries

Waste arrives to The Site via road. Due to the nature of The Site, multiple types of vehicles enter (specialist waste vehicles, flatbeds and articulated lorries, as well as normal cars for staff usage). The majority of HGV / commercial vehicles are modern and owned by the operator, and meet Euro 5 or Euro 6 standards (due to their ages). Depending on the waste type, different containers are used. These include 50 yard skips, enclosed leak-proof sealed containers, and variously sized skips.

## Waste Acceptance

Upon arrival to site loads will be visually inspected and checked against the paperwork. Waste will either be accepted or rejected in accordance with the site Waste Acceptance/Rejection Procedures. If accepted the waste will be weighed at the weighbridge and the driver will be directed to unload in the designated area.

All vehicles entering The Site are directed to the weighbridge for waste acceptance checks. If the waste is rejected, it will be immediately removed from Site, provided it is still in the vehicle. If the rejected waste has been unloaded, it will be quarantined until it can be suitably removed. If accepted, the waste is sent to the appropriate areas of The Site for treatment. The areas of Site are as follows:

- Warehouse A: General Waste
- Warehouse B: Food, Glass and Baled commodities
- Area C: Hardcore and Plasterboard
- Building D: Dry Mixed Recycling (DMR) and Construction and Demolition Waste (CD&E)
- Building E: Separated Materials (transported through a door in the south end of Building D)

The table below shows the waste streams, destinations and processes. EWC codes have been provided where possible, but are not intended to be an exhaustive list for those waste streams.

**Table 2.1 Typical waste types**

<b>EWC</b>	<b>Product description</b>	<b>Tonnes/ week</b>	<b>Destination within facility</b>	<b>Process</b>
Various	General (municipal waste)	Total annual tonnage is 150,000 tonnes	Building A	Bulking up / storage
Various	Food waste	Total annual tonnage is 150,000 tonnes	Building B	Bulking up / storage
Various	Dry mixed recycling	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling
15 01 07, 17 02 02, 20 01 02	Source segregated glass	Total annual tonnage is 150,000 tonnes	Building B	Bulking up / storage
15 01 01, 19 12 01	Processed cardboard / paper	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling
Various	Processed metal cans	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling
Various	Processed plastics	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling
Various	Light Residual Waste	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling

Various	Baled cardboard / plastic	Total annual tonnage is 150,000 tonnes	Building B	Bulking up / storage
Various	Baled metal cans	Total annual tonnage is 150,000 tonnes	Building B	Bulking up / storage
Various	Baled plastics	Total annual tonnage is 150,000 tonnes	Building B	Bulking up / storage
17 05 04	Clean hardcore	Total annual tonnage is 150,000 tonnes	Area C	Storage
17 05 04	CDE (unprocessed)	Total annual tonnage is 150,000 tonnes	Building D or E	Loading, picking, screening (trommel), baling
17 05 04	CDE (processed)	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling
15 01 03, 17 02 01, 19 12 07, 20 01 38	Wood waste	Total annual tonnage is 150,000 tonnes	Outside	Storage
15 01 03, 17 02 01, 19 12 07, 20 01 37	Wood waste (from picking)	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling
17 05 04	Plasterboard	Total annual tonnage is 150,000 tonnes	Outside	Storage
18 01 04,	Sanitary (offensive)	Total annual tonnage is 150,000 tonnes	Building B or D	Bulking up / storage, picking, screening (trommel), baling

Various	WEEE	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling
Various	POPS	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling
20 01 34	Batteries	Total annual tonnage is 150,000 tonnes	Building D	Picking, screening (trommel), baling
Total		150000		

## 2.2 Site layout and site activities

Vehicles entering The Site go directly to the weighbridge, before transporting the waste to the required area. The various destinations for waste are explained below and in table 2.1 above.

The entirety of The Site is on an impermeable surface. There is an existing drainage system with an attenuation tank and a further proposed 12m<sup>3</sup> underground attenuation tank. Waste is stored predominantly in bays, enclosed containers and canopy buildings.

Building A and the proposed building E are both 'canopy' buildings – these are not enclosed and are therefore more susceptible to re-leasing dust and emissions.

### Site Activity List

- Receipt of waste
- Waste handling
- Waste storage
- Sorting & segregation (manual & mechanical)
- Baling
- Screening
- Refuelling mobile plant & equipment

### Waste Processing

#### *Dry Mixed Recycling*

Dry Mixed Recycling (DMR) will be tipped in Building D for processing through the handpicking station. Waste will enter the building through the roller shutter doors to the north. A bag splitter will be used to open any bagged materials and release the contents for picking. Paper / cardboard, and plastic will be segregated into the designated storage bays below. An overband magnet and eddy current separator with magnetic roller will separate out metallic waste (aluminium and steel cans). The separated wastes may be baled prior to removal from site. Residual waste will leave the building from through the roller shutter doors to the South of the building for loading directly into transport vehicles under canopy building E.

### *Source Segregated Materials*

Loose pre-segregated recyclables (paper/cardboard, soft plastics and metal cans) arriving at the site may be baled to facilitate storage and onward transfer. These loose materials will be tipped directly into in building D for bailing. Once baled they will be moved to building B for temporary storage pending removal from site.

Pre-baled commodities and loose glass arriving at site will be tipped directly into building B pending onward transfer for recovery. No treatment will take place with these items, other than manual picking to remove items of minor contamination. The material will enter and leave the building through the roller shutter doors at the front of the building.

### *Glass*

Source segregated glass will be tipped directly into Building B. The material will enter and exit the building through the roller shutter doors to the front of the building. There will be no further processing other than the removal of minor contamination. It will be temporarily stored and bulked up pending onward transfer.

### *Mixed Waste*

Dry mixed waste will be processed through the handpicking station. Recyclable materials including paper / cardboard, plastic, wood, household cable, bricks and metal will be segregated into separate waste fractions. Wood and metal will be stored in separate designated skips and hardcore (e.g. bricks) will be stored in a bay in Area C pending removal from site.

### *Food Waste*

Upon arrival to site, Food waste will be tipped directly into Building B and loaded into a sealed standing trailer (located within the building). The trailers will be collected and replaced when full (typically 5 times per week). All waste will enter the building via the roller shutter doors to the front of the building. The doors will be closed when not in use to control emissions. The food waste will be bulked on site up pending onward transfer to a waste recovery facility. There will be no on-site treatment of this waste stream.

Outgoing food waste will be loaded into a trailer inside the building, once covered the trailer will exit the building through the roller shutter door at the front of the building.

The food waste handling / storage area has an impermeable surface with a sealed drainage system; the surface will be cleaned (swept and jet-washed) and disinfected at least once per week to minimise the risk of odours and pests. A deodorising misting system is installed in the food waste reception area in Building B as an additional control measure to suppress potential odour emissions.

### *General Waste*

General (black bag) waste will be tipped in canopy Buildings A and E for bulking up pending transfer. Recyclables / contamination may be picked out with an excavator, or if the material is dry, it may be processed over the picking line (in Building D). During the week general waste will be collected from site on a daily basis (typically removed within 24 hours). Any general waste tipped over the weekend will be collected the following Monday. The waste will be loaded into covered / enclosed HGVs (walking floor) for onward transfer to a waste recovery facility.

### *Light Residual Waste*

Light residual waste arising from the picking station process (in Building D) is sent off-site for use as refuse derived fuel (RDF) at Energy from Waste Facilities (EfW) such as Hooton Bio Power or Envirofuel. The waste will be stored temporarily in a bay in Building D pending loading under canopy Building E into covered walking floor trailers for outgoing transport.

### *Sanitary (Offensive) Waste*

Sanitary waste will be stored securely in either Building B or D in a designated sealed rigid waterproof and leakproof container pending removal from site for onward recovery. There will be no on-site processing of this waste stream.

### *Hardcore, Construction and Demolition Waste*

Clean hardcore is tipped outside in Area C for bulking up pending removal from site. Oversized mixed construction and demolition waste will be tipped in Canopy Building E for pre-sorting. Recyclable materials such as metals, wood and bricks will be segregated. Residual nonrecyclable material will be stored with general waste pending removal from site.

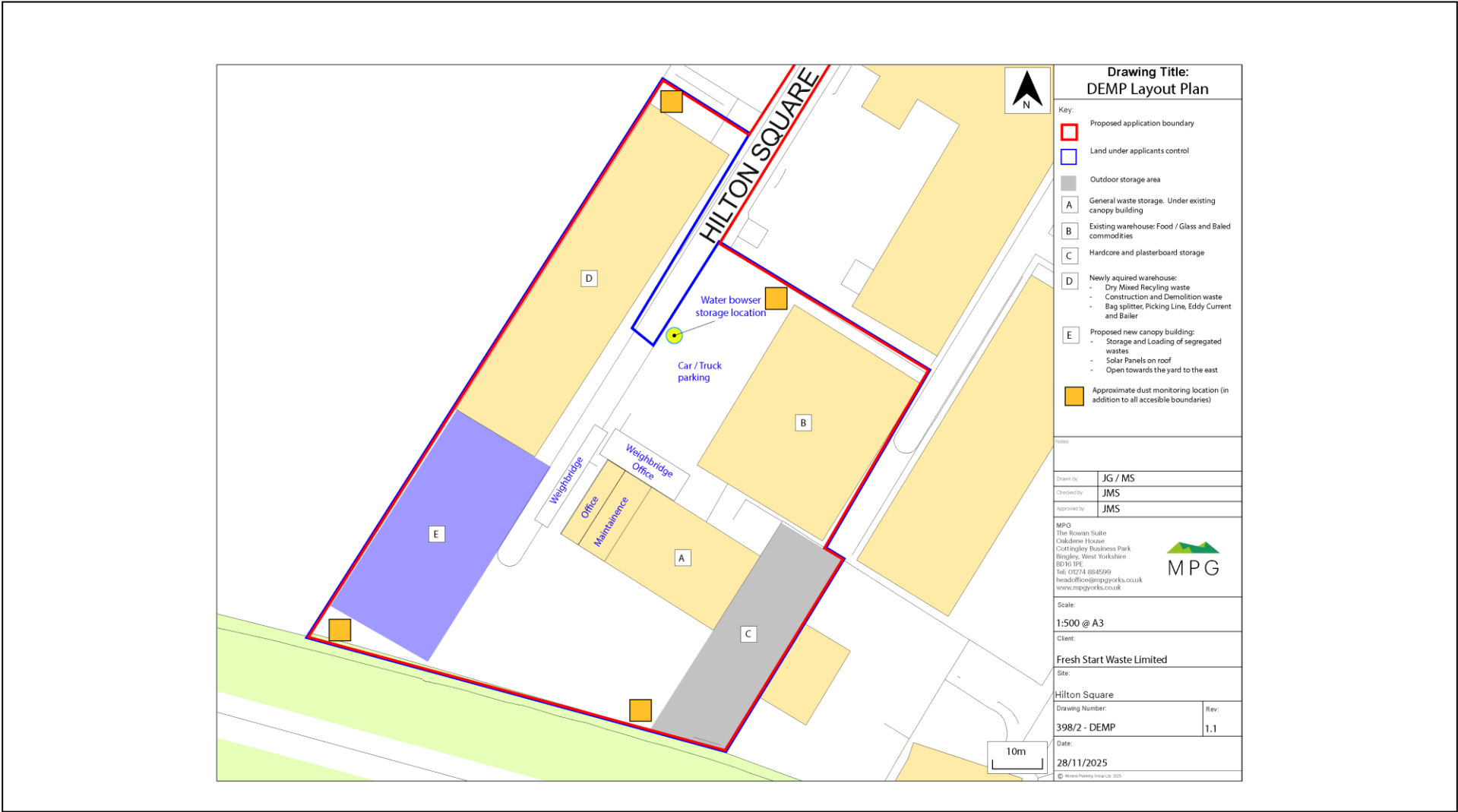
Standard size mixed construction and demolition waste will be tipped directly into Building D for processing using a trommel screen which will sort the material by size for onward recycling.

Processed material will exit building D via the roller shutter doors to the South of the building and will be loaded for outgoing transport under Canopy building E.

### *Wood Waste*

Wood waste will be tipped and temporarily stored outside in a 50yd skip pending removal from site for onward recovery. Wood waste will also be segregated as part of the handpicking process. It will be stored temporarily in a designated bay in Building D pending removal from site for onward recovery.

Figure 2.2 Site layout plan



## 2.3 Mobile plant and equipment

### List of Plant Equipment:

#### Fixed Plant

- Bag Splitter
- Mechanical Picking Line (with magnets and eddy current separator)
- Trommel Screen
- Bailer

#### Mobile Plant

- Wheeled loading shovel
- Telehandler
- 360 material handler
- Fork-lift truck

All plant, equipment and vehicles is maintained to manufacturers' specification.

Vehicles adhere to a 5mph speed limit, and all engines are switched off when not in use.  
Drop heights will be minimised where possible to reduce the amount of dust produced.

**Table 2.3 Mobile plant and equipment**

Description	Make	TAN (Type Approval Number)	Emission Rating	Hired / Owned?	Is ultra-low sulphur fuel used?
Wheeled Loading Shovel	Case 721 GXR	FNH0721GNZHE15311	Euro 5	Owned	Y
Telehandler x2	JCB 35D	JCBTD031TP3192215 JCBTD031LS3524527	Euro 5	Owned	Y
360 material handler x2	Liebherr LH18	WLHZ1840JZK141486	Euro 5	Owned	Y
	Liebherr LH24	WLHZ1251PZK112541	Euro 4		
Fork-lift truck	Linde H35D	H2X393J06048	Euro 4	Owned	Y

## **3. Dust and particulate matter (PM<sub>10</sub>) management**

### **3.1 Responsibility for DEMP implementation and training**

The Site Manager is responsible for the DEMP and ensuring it is appropriately trained out and complied with.

All staff and contractors will be trained to ensure that they understand how they can prevent dust from leaving The Site, and their responsibilities and action they must take in the event of escape of dust.

Dust awareness is included as part of the induction and annual refresher training to all staff. Toolbox talks and practical demonstrations may also be periodically delivered. The Site Manager is specifically responsible for ensuring that staff and contractors working on site are adequately trained. All training details will be recorded and held on file.

The plan will be kept in the site office in a clearly marked file. An electronic copy will also be retained in case of emergency. All staff are notified of its location either during induction or annual refresher training.

The DEMP will be reviewed annually (as a minimum) by the Site Manager. It will also be reviewed in the event of any dust and particulate related events, near miss, change in operational activities, or the surrounding environment. The DEMP must also be reviewed where it is suspected that it is no longer effective at meeting the primary objectives or upon request from the EA. Any revisions to the DEMP must be approved by the EA and implemented accordingly.

### **3.2 Sources and control of fugitive dust / particulate emissions**

There are multiple sources of potential dust and emissions sources on Site. These are the following:

- Waste Recycling (indoors)
  - Sorting and treating waste (picking, bag splitting, trommel screen etc)
  - Incoming waste tipping
- Waste Recycling (outdoors)
  - Transferring and accepting waste
  - Tipping waste
- On-Site and Off-Site vehicle movements and material handling
  - Debris falling from vehicles entering/exiting The Site
  - Mud from vehicle wheels, tracking dust on and off The Site
  - Vehicle movements whipping dust up from the ground
  - Emissions from running vehicles

Operators at The Site will be trained to identify any dust and emissions issues on Site. Mitigation measures will be put in place to reduce the risk of dust and emission issues (See Table 3.3).

The Dust and Air Quality Assessment states that the residual source emission is negligible for indoor waste recycling, and small for both outdoor waste recycling and on-site and off-site vehicle movements and material handling.

The majority of material processing is carried out in enclosed buildings. To prevent emissions, the buildings will remain closed when possible. All vehicles will be covered where necessary to prevent dust escaping both on and off-site

If all control measures fail and dust is or has the potential to leave the site boundary, the Site Manager has the control to cease operations until the issue has been fixed and operations are safe to continue as normal. The EA would be notified of such an event. All issues, mitigation measures and processes will be recorded.

The primary sources of dust at the site will be the processing, loading and unloading of waste, as well as HGV movements. The pathway for particulate matter will be via air / wind after being mobilised from the above sources. Receptors have been identified in this document. The prevailing wind direction is south and south-westerly, and therefore receptors to the northeast are at greater risk without mitigation measures.

Table 3.3 shows the different mitigation measures used to break the source-pathway-receptor model and reduce dust and emissions leaving site. These mitigation measures are based on the Dust and Air Quality Assessment, which were appropriate prior to moving additional operations indoors, and therefore are considered very robust.

### **3.3 Appropriate measures used to control dust / particulates ( $PM_{10}$ / $PM_{2.5}$ ) and other emissions**

**Table 3.3 Appropriate measures used on site**

Appropriate Measure	Description
<b>VEHICLE MANAGEMENT</b>	
Covering deliveries of waste	Vehicles will be covered / sheeted where appropriate to minimise the risk of dust, debris and emissions.
Use the correct vehicle emission rating	Using Euro 5 / 6 significantly reduces emissions from diesel and petrol vehicles, particularly particulate matter (PM) for diesel. The majority of vehicles accessing The Site meet Euro 5 or 6 standards.
Wetting of internal haul routes	Internal haul routes will be wetted down to prevent dust being mobilised by vehicles.
<b>SITE DESIGN AND LAYOUT</b>	
Speed limit and 'no idling' policy.	All vehicles on The Site have a 5mph speed limit and are turned off when not in use
Enclosure within a building	The large majority of the waste treatment processes are carried out in enclosed buildings and/or containers.
Plan the layout of the site considering the prevailing wind direction.	Whilst not the primary reason for the site layout, the buildings are predominantly on the northern, western and eastern elements of The Site, which provide for some level of 'barrier' for any winds entering the site from the south / southwest.
Layout site to avoid double of dusty materials and long	The Site is designed to streamline the flow of waste to reduce internal vehicle movements.

Appropriate Measure	Description
journeys by vehicles and plant.	
Covered picking station	The picking station is located within a building.
Limit height of waste in storage bays.	Maximum pile size depends on the type of waste, with the lowest being 1m (Light residual waste) and the highest being 4m (General waste). In any bays, no waste is stored within 1m of the top of the bay.
Use freeboard space to control waste.	As above, each waste bay has a minimum freeboard space of 1m. For example, if a bay is 4m high, waste inside will only be stored up to 3m.
Passive Infrastructure.	The Site uses a combination of enclosed buildings, containers, concrete walls and netting to restrict waste, dust and particulates escaping the site.
Suitable fencing for site boundary.	The site uses a combination of concrete and netting, as well as palisade fencing. Waste that is likely to emit dust or emissions are kept in concrete bays, containers or canopy buildings to help prevent wind distributing particulates outside of The Site.
<b>GOOD HOUSEKEEPING</b>	
Good housekeeping.	The Site Manager and operators will be required to maintain a high quality of housekeeping, with regular checks for dust around the border and across site. If there are any issues, the site manager should be notified and the issue resolved.
Easy to clean concrete impermeable surfaces.	The Site lies on an impermeable concrete surface that is easy to clean, which is done regularly by hand or using hired equipment (jetwash, or roadsweeper / roadsweeper attachment if considered necessary).

Appropriate Measure	Description
Regular on-site sweeping (manual / road sweepers).	External yard areas will be manually swept each day to remove litter and dust. Road sweepers / road sweeper attachment employed as required.
<b>SITE PROCESSES AND OPERATIONS</b>	
Waste rejection procedure for dusty loads.	Loads that consist entirely of dust or very fine materials will be rejected upon initial visual inspection.
Minimise waste storage volumes on site.	If the site is causing dust problems, the issue may be that the volume of waste handled needs to be reduced so the site can remain in control. Minimising storage volumes should also reduce the surface area over which particulates can be mobilised.
Wind screening around stockpiles.	Waste will be stored in bays, containers, canopy buildings and enclosed buildings. Waste bays are made from concrete, with netting at the top.
Minimise drop heights for waste.	Drop heights are kept to a minimum.
Have a maintenance schedule for all fixed / mobile plant.	All plant and machinery is maintained to the manufacturer's standards
Cease operations during high winds and/or prevailing wind direction.	Should any dust or emissions issues rise to an unacceptable level due to the weather, operations will cease until the weather changes/improves.

Appropriate Measure	Description
Cover picking stations.	The picking station is located inside a building
<b>DUST SUPPRESSION</b>	
Water suppression with high volume hoses / agricultural nozzles on site.	External areas will be wetted down as necessary, with hoses predominately connected to a water bowser for mobile / whole site use.
Water suppression with bowser.	A water bowser would be used to wet down haul roads and / or external stockpiles as necessary.
Misting systems	The de-odourising mister system also has a suppressive effect on dust emissions.

### 3.4. Other considerations

A water bowser will be the primary source of water for dust suppression. During dry weather, it will be ensured that the bowser is full at the start of each shift, ideally by re-filling at the end of the previous shift. Should drought conditions occur and it not be possible to re-fill the bowser, and no alternative sources can be secured, it may be necessary to suspend operations.

### 3.5 Visual dust monitoring

Daily visual inspections will be carried out by The Site manager, both at the start and periodically throughout the day. Visual inspections will be carried out around the boundaries of The Site, at the entrances / openings of buildings, and at fixed or mobile plant locations to ensure dust is not escaping the site boundary, and operatives will undertake continual visual monitoring throughout the working day across The Site.

If dust is observed to be leaving the site boundary, additional monitoring will be carried out to assess if the issue is ongoing. Further wetting down would be carried out, and an investigation into the source / cause will be carried out. If necessary, specific or all operations will be ceased

The visual monitoring is part of the daily site checks and records shall be kept in the site diary. The visual monitoring points are shown in figure 2.2 site layout plan.

## 4. Particulate matter monitoring

The Dust and Air Quality Assessment carried out for The Site shows there is a negligible-small residual source emission. There are no recommendations for particulate matter monitoring as the nature and location of The Site does not deem it necessary.

## 4. Abnormal events

Table 5.1 Abnormal events

Abnormal event	Recovery steps
<b>Equipment breakdown</b>	<ul style="list-style-type: none"><li>– List of critical parts</li><li>– Breakdown contracts in place</li><li>– Temporary replacement equipment sourced from other Fresh Start sites</li><li>– Receipt of waste suspended/diverted to alternative location until normal activity is re-stored.</li></ul>
<b>High level of dust in load</b>	<ul style="list-style-type: none"><li>– The load will be rejected in accordance with the companys Waste Acceptance Procedures</li></ul>

	if it is considered to produce unacceptable emissions or breach the environmental permit
<b>Storage Container/enclosure damage</b>	<ul style="list-style-type: none"> <li>– Damage repaired</li> <li>– Material transferred to replacement container</li> <li>– diverted to alternative location until normal activity is restored</li> </ul>
<b>Staff Shortage</b>	<ul style="list-style-type: none"> <li>– Reassign staff to key roles/source additional temporary cover (internal or external)</li> <li>– Temporarily reduce collections/waste into site</li> </ul>
<b>Adverse weather</b>	<ul style="list-style-type: none"> <li>– Increase the frequency of customer collections to reduce storage time on site</li> <li>– Additional dust and emissions monitoring as appropriate</li> </ul>
<b>Fire</b>	<ul style="list-style-type: none"> <li>– Implement the Fire Prevention Plan and Emergency Procedures.</li> <li>– Temporarily suspend delivery of waste/divert waste from site.</li> <li>– Arrange for fire damaged waste to be removed from site as soon as it is safe/practicable to do so</li> </ul>
<b>Flood</b>	<ul style="list-style-type: none"> <li>– Implement emergency procedures</li> <li>– Temporarily suspend delivery of waste/divert waste from site</li> <li>– Arrange for flood damaged waste to be removed from site as soon as it is safe/practicable to do so.</li> </ul>

## 5. Reporting and complaints response

All complaints will be recorded on form THADL/RF/7 (see Appendix 3) using a unique reference number. The Site manager is responsible for ensuring forms are fully completed, signed and dated.

The following details will be recorded:

- Complainant contact details (name, address, phone number, email) where available
- Nature of complaint (odour)
- Date and time of complaint
- Description of the dust issue
- Duration
- Frequency (has it happened before? how often?)
- What prompted the complaint
- Weather Conditions (sunny, rain, fog, snow, wind strength and direction) at time of complaint
- Activities at time of complaint (including any unusual off-site activities)
- Summary of findings

All complaints will be investigated to identify the root cause. Details of the corrective and preventative action taken to resolve the issue and prevent re-occurrence will be recorded.

Where a complaint is substantiated, the Site Manager / TCM will inform the Environment Agency immediately of the breach of permit and ensure compliance is restored in the shortest possible time. Activities identified as giving rise to dust emissions will be temporarily suspended until emissions are brought back under control and compliance is restored.

Written confirmation will be submitted to the Environment Agency within 24 hours of the breach being identified.

Feedback will be given to the complainant (if contact details have been provided) which will include a summary of the investigation findings and any associated action taken.

Where an incident investigation validates a dust complaint, the Site Manager will ensure that the Dust Emissions Management Plan and associated control measures are reviewed and updated accordingly.

The Site Manager is responsible for ensuring any changes to the Dust Emissions Management Plan are communicated and subsequently implemented.

If notified by the Environment Agency that site activities are giving rise to dust, the Dust Emissions Management Plan will be reviewed updated and proposed changes implemented within the timescales specified by the regulator.

## **6.1 Community engagement**

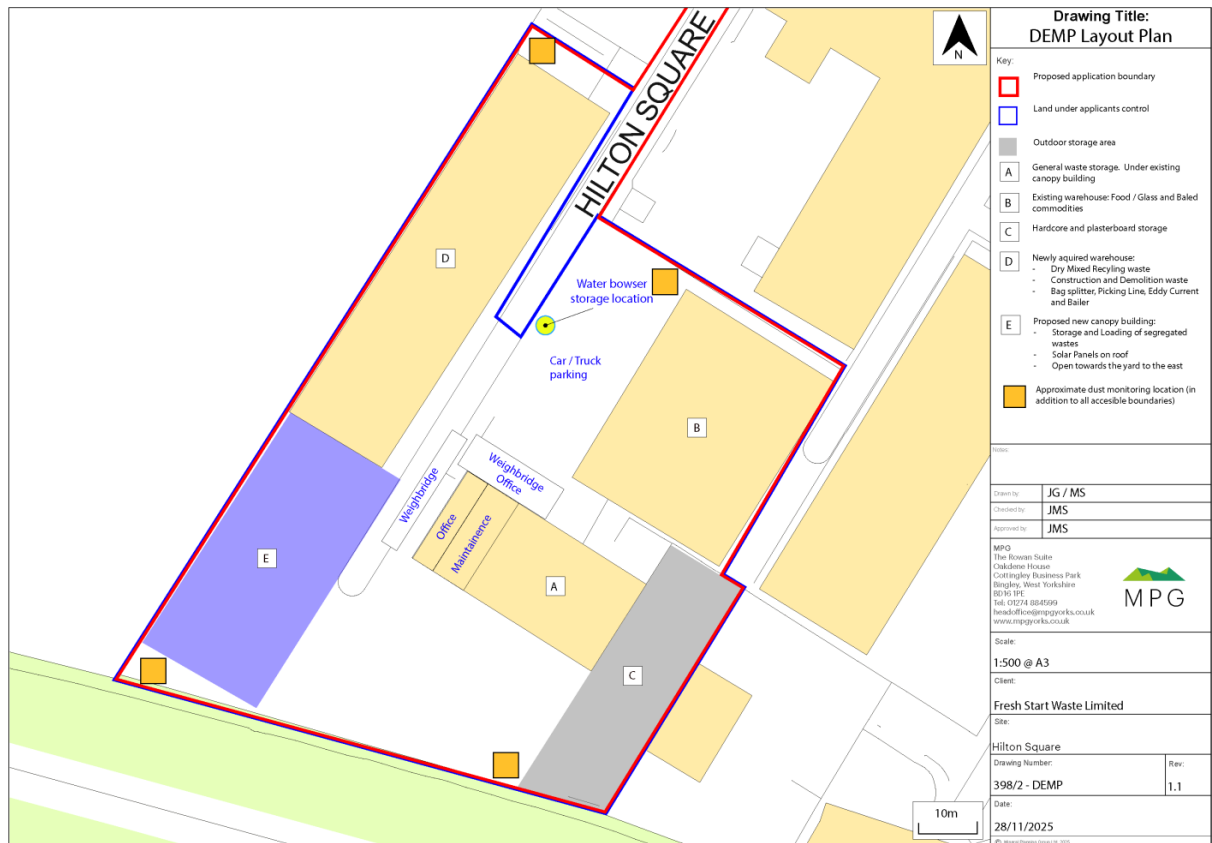
Where significant dust issues are identified, immediate neighbours (within 200m of the site within the current wind direction) will be contacted to notify them of the situation and action being taken. The EA would also be notified as described above.

An open-door policy will be encouraged by the operator for complaints from neighbouring properties. Complaints will be logged and investigated in accordance with procedures and updates and feedback will be provided (where contact details are provided). Should several complaints be received from the local community, neighbours may be asked to complete Dust Diaries to facilitate an investigation.

## Appendices

### Appendix A - Location plans of dust and particulate suppression systems

**Figure A1 - Location plan showing the location and coverage of dust suppression systems**



## Appendix B - Dust 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	



**Drawing Title:**  
DEMP Layout Plan

Key:

- Proposed application boundary
- Land under applicants control
- Outdoor storage area
- General waste storage. Under existing canopy building
- Existing warehouse: Food / Glass and Baled commodities
- Hardcore and plasterboard storage
- Newly aquired warehouse:
  - Dry Mixed Recycling waste
  - Construction and Demolition waste
  - Bag splitter, Picking Line, Eddy Current and Bailer
- Proposed new canopy building:
  - Storage and Loading of segregated wastes
  - Solar Panels on roof
  - Open towards the yard to the east
- Approximate dust monitoring location (in addition to all accesible boundaries)

Notes:

Drawn by:	JG / MS
Checked by:	JMS
Approved by:	JMS

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Scale:

**1:500 @ A3**

Client:

**Fresh Start Waste Limited**

Site:

**Hilton Square**

Drawing Number:	Rev:
<b>398/2 - DEM</b>	<b>1.1</b>
Date:	
<b>28/11/2025</b>	

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