

SHAW HAULAGE LIMITED

ENVIRONMENTAL MANAGEMENT SYSTEM

**Noise Management Plan (NMP)
Reference: EMS-OP-03**

Version 1

**Queenborough Business Park
Queensborough
Isle of Sheppey
ME11 5DY**

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Document Reference: EMS OP 03	Issue Number: 1	Issue Date: 30.5.2022

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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 noise management.

1.2 The Operator

Shaw Haulage has been operating since 2013. The company now has an Operating Licence for 20 HGVs. The Operating Centre is at the Queenborough Site.

Planning permission was granted by Kent County Council on 20 November 2020 for the use of the site as a Materials Recycling Facility including the erection of an operations centre and maintenance workshop building and parking for 26 HGVs.

Shaw Haulage operate a fleet of HGVs used in the collection and transportation of construction, demolition and excavation waste (CDE).

The applicant will import mainly demolition waste, i.e. concrete, bricks, hardcore, to the site for processing. The wastes will be crushed to produce recycled aggregates. The site will also store primary aggregates for supply.

The site is the operational base for the fleet of the HGVs and provides the Head Office for the company. The Transport Manager and Accounts team are based at the site.

The baseline activities at the site include HGV parking and unloading/storage/loading primary aggregates.

1.3 Scope

These Operational Procedures cover:

- Operations involving non-hazardous waste

The procedures relate to the permitted activities at Queenborough Business Park, Queensborough, Isle of Sheppey ME11 5DY.

The site can meet the Standard Rules Permit SR2009 No.6 Inert and Excavation Waste Transfer Station with Treatment (<250,000tpa), except for the proximity to European Sites and Sites of Special Scientific Interest (SSSI). It would meet all other criteria.

The site is 360m from the Medway Estuary & Marshes, which are a designated Ramsar site, SSSI and Special Protection Area (SPA). The distance set out in the Standard Rules permit is 500m.

The Standard Rules permit contains condition 3.3 which states:

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3.3.1 Emissions from the activities shall be free from noise and vibration at levels likely to cause pollution outside the site, as perceived by an authorised officer of the Environment Agency, unless the operator has used appropriate measures, including, but not limited to, those specified in any approved noise and vibration management plan, to prevent or where that is not practicable, to minimise, the noise and vibration.

3.3.2 The operator shall:

(a) if notified by the Environment Agency that the activities are giving rise to pollution outside the site due to noise and vibration, submit to the Environment Agency for approval within the period specified, a noise and vibration management plan;

(b) implement the approved noise and vibration management plan, from the date of approval, unless otherwise agreed in writing by the Environment Agency.

This Noise Management Plan has been completed to support this application for a bespoke permit. With reference to the Environment Agency guidance it states *“If you are applying for a bespoke permit but most of your activities are covered by standard rules, you only need to do a risk assessment for the activities or risks that are not covered by the generic risk assessment for those standard rules.”*

All of the activities will meet the generic risk assessment for the standard rules. The only risk not covered by the generic risk assessment is the risk to the Medway Estuary & Marshes.

1.4 Management System

The Management System covers all aspects of operations and aims to effectively manage the impacts of the business on the environment. The key documents include:

- a) Documents: Procedures to set out how to undertake operations and checking for any issues.
- b) 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.

All documents will be kept in the site office.

1.5 Site Location

The procedures relate to the permitted activities at Queenborough Business Park, Queensborough, Isle of Sheppey ME11 5DY.

The site is in an industrial estate.

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2 Operations

2.1 Waste Deliveries to Site

At the time of booking, the customer will be advised of the wastes that are permitted to be deposited at the site. Shaw Haulage provide a specific service for moving waste concrete, bricks and rubble. They will be advised that wastes including asbestos, hazardous waste, are not permitted at the site.

The vehicles are either grab loaders or 8-wheeled trucks. The former requires the driver to use the grab to load the waste at the source. This can therefore be visually checked at the point of collection. For the 8-wheeled trucks, the driver will visually inspect the waste before it is loaded onto the vehicle.

The operator has a fleet of vehicles and will have full control of the waste being transported.

2.2 On Site Waste Acceptance

The driver will arrive at the site and use the weighbridge. The Waste Transfer Note will be handed and completed by the site office.

Any incidents of non-conformance will be recorded in the Non-Permitted Waste Form EMS-FR-01 and corrective action taken.

2.3 Overview of Waste Processing

The site layout is shown on Drawing No. JSH-LAY-01. A process flow diagram is provided in Figure 1. The majority of the waste to be accepted at the site will be concrete, bricks and hardcore. The waste codes set out in Table 1 provide the main list of waste to be accepted and its destination on site.

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Table 1 –Wastes Typically Accepted at the Site

EWC Code	Description	Comments
17 01 01	Concrete	Crushed
17 01 02	Bricks	Crushed
17 01 03	Tiles and ceramics	Crushed
17 01 07	Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06	Crushed
17 03 02	bituminous mixtures other than those mentioned in 17 03 01	Stored in bay
17 05 04	Soils and Stones	Stored in bay
20 02 02	Soils and Stones	Stored in bay

The site has been designed with storage bays and perimeter walls. The site comprises of hardstanding.

The concrete and bricks will be stockpiled and when sufficient quantities are stored, the waste will be crushed using a Rubble Master 90.

The annual permitted throughput of the facility will be 250,000 tonnes.

The process capacity of the crusher will be 300 tonnes per day.

The maximum amount of mixed waste that will be on site at any one time will be 2,000 tonnes.

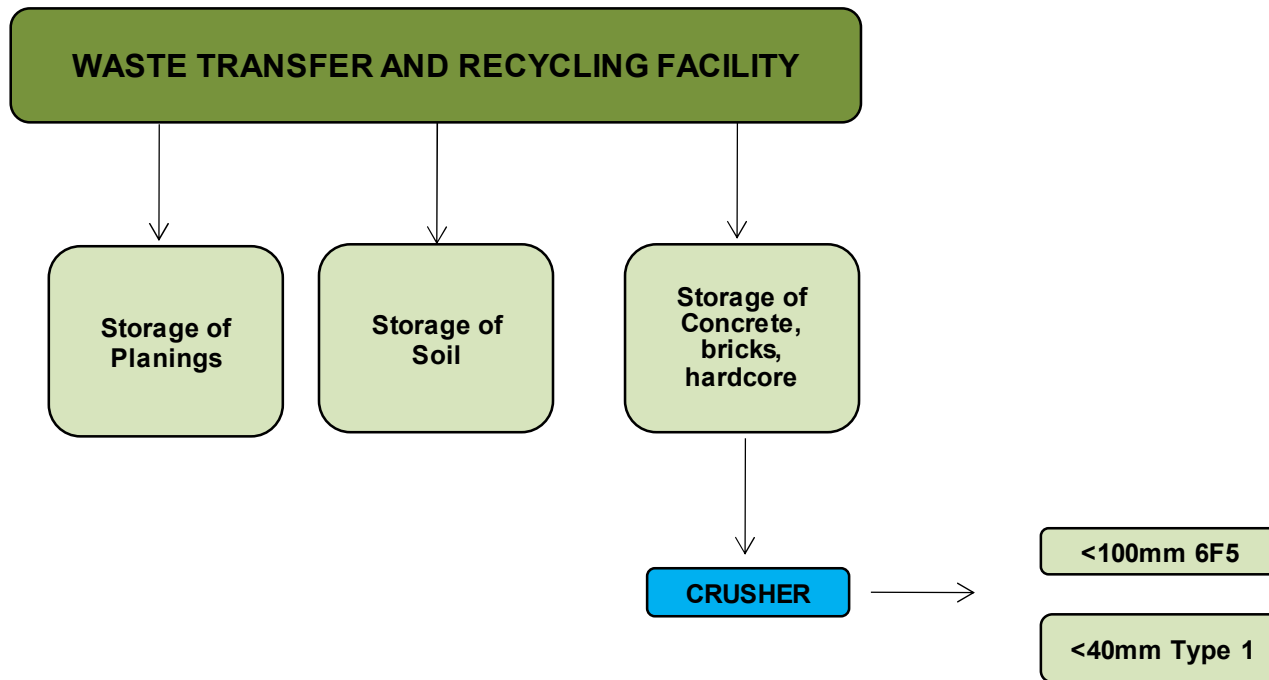
Crushing will only take place during the following hours:

09.00 – 15.00 Monday to Friday

No operations on weekends or public holidays.

It is anticipated that crushing will only take place for 1 or 2 days per week.

Figure 1 – Process Flow Diagram



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3 Noise Management

3.1 Responsibility for Implementation of the plan

The Technically Competent Manager (TCM) 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 as necessary 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. Staff training is set out in EMS-OP-01. All staff will be trained to a standard which enables them to perform their responsibilities. The TCM is responsible for delivering training and maintaining records. Training is reviewed on an annual basis.

A record of staff training will be kept for each staff member which includes inductions to new processes and procedures as needed. EMS-FR-03.

The NMP will be reviewed on an annual basis or sooner if requested by the EA. It will also be updated if the operator changes the operation.

3.2 Sources of Noise Emissions

The following are potential sources of noise emissions:

- Vehicles entering and/or leaving the site.
- Waste unloading
- Crushing
- Movement of waste / aggregates
- Loading aggregates / waste

The baseline for the site operations is the current operational use as a haulage yard and storage centre for aggregates.

It is also important to identify other potential sources of noise emissions in the locality. These are provided in Table 2.

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Table 2 Sources of Noise and/or other Emissions

Company	Address	Type of Business	Distance from site boundary (m)
Olympic Glass Products	Unit 1-3, Queenborough Business Park, Main Rd, Queenborough ME11 5DY	Glass Factory	20m north of site
M & G Autos	Unit 1 Dukes Trading Estate, Rushenden Rd, Sheerness ME11 5HL	Garage	20m south east of site
Thomas Trucks	The Loco Yard, Rushenden Rd, Queenborough ME11 5HS	Haulage	10m South west of site
AL-LE Logistics	Rushenden Road, Queenborough, ME11 5HL	Railway	90m South West
Sheppey Motor Salvage & Spares	Rushenden Road, Queenborough, ME11 5HL	Garage	60m South
Construction General	Rushenden Road	Large Construction Site	90m West – South West
Construction General	Rushenden Road	Large Construction Site	125m South

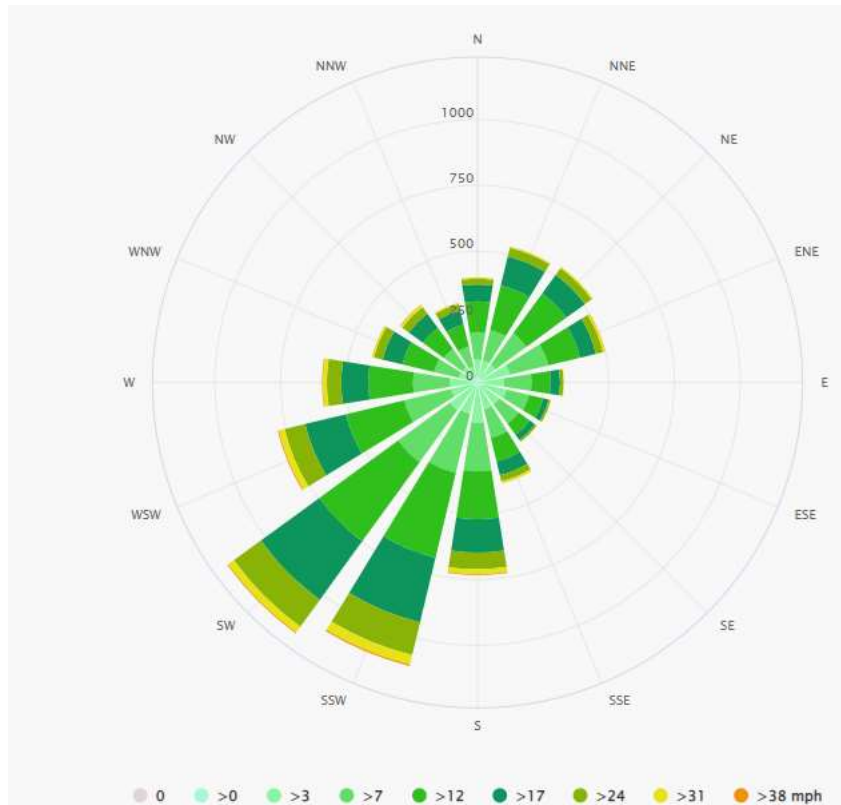
There is also a railway line 20m east of the site, separating the site from the nearest residential properties. This is the Sheerness Line connecting Sheerness to Sittingbourne, via Queenborough station. There is a train passing approximately every 10 minutes.

The pathway for noise is the atmosphere. With reference to the wind rose for the site, the prevailing wind direction is from the west south west or south west and therefore areas to the east north east or north east of the site are down prevailing wind of the site.

Windrose data has been obtained from the Isle of Sheppey.

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Figure 2 - Wind Rose Data¹



For the purposes of identifying the nearest receptors, a search area of 1km has been used.

Figure 3 shows the site and broad location of the main receptors within 1km. Table 3 provides a description of those receptors and the distance and direction from the site. The distance has been measured from the permit boundary, at the closest point.

In terms of the sensitivity to dust the following has been adopted:

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

¹ https://www.meteoblue.com/en/weather/historyclimate/climatemodelled/isle-of-sheppey_united-kingdom_2638038

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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. People on footpaths are transient receptors.

Figure 3 - Site Setting and Receptors (Blue line represents 1km radius from the site)

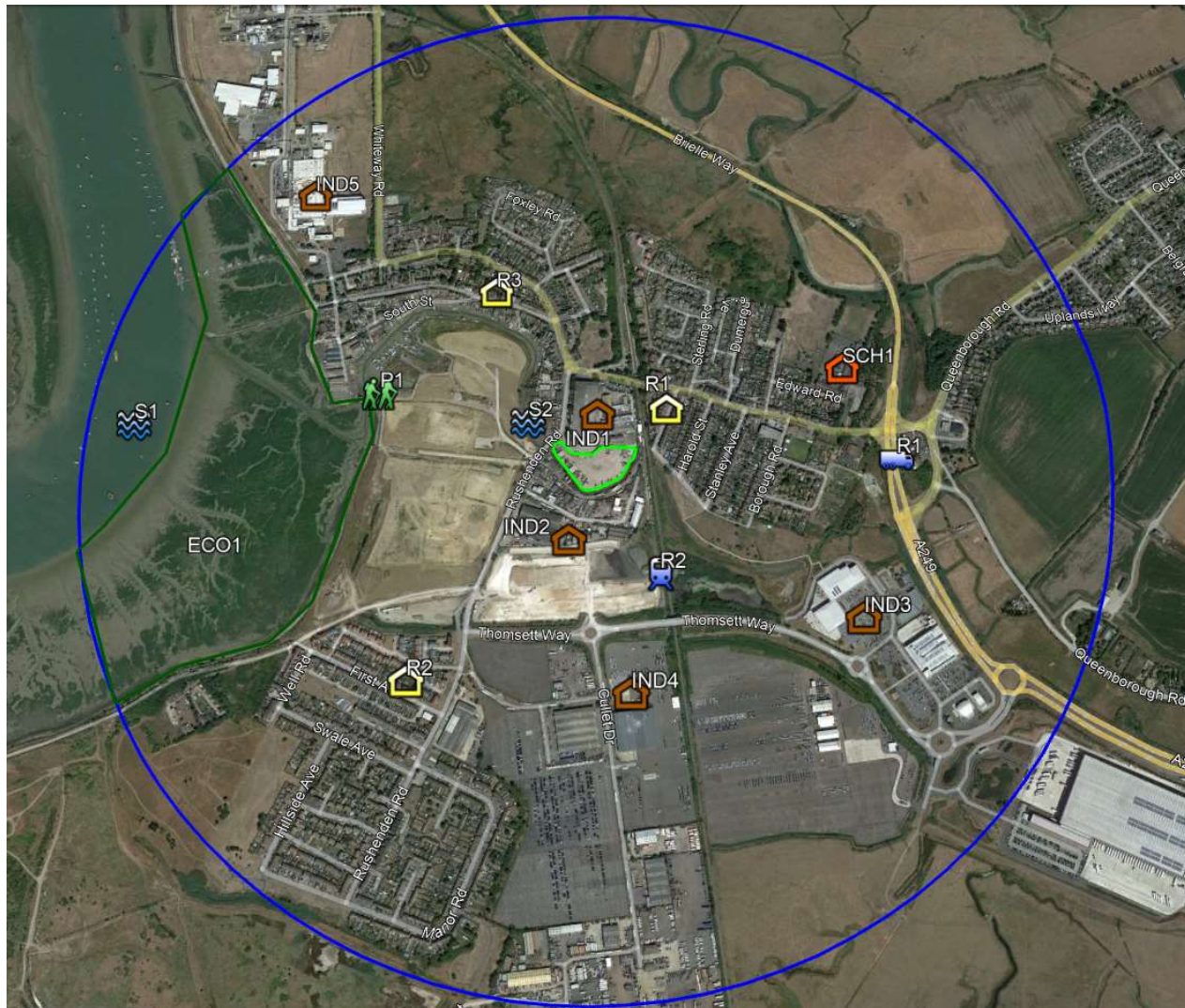


Table 3 – Receptors

Receptor	Legend	Type	Sensitivity	Distance and Direction from Permitted site
Olympic Glass Products	IND 1	Industrial/Warehouse	Low	20m North
Logistics, garages	IND 2	Commercial/Retail	Low	10m South
Retail Park Thomsett Way	IND 3	Industrial/Warehouse	Low	400m South East
Cullet Drive several businesses	IND 4	Industrial/Warehouse	Low	300m South
Phr	IND 5	Industrial/Warehouse	Low	640m North West
The Swale	S1	Surface Water	Medium	735m West
Queenborough Creek	S2	Surface Water	Medium	<10m
Footpath 0206	P1	Public right of way	Medium	60m South West
Gordon Avenue	R1	Residential	High	50m North East
Flanagan Avenue	R2	Residential	High	400m South West
High Street	R3	Residential	High	160m North
Queenborough School and Nursery	SCH1	Education	High	380m North East
Medway Estuary and Marshes SSSI, Ramsar and SPA	ECO1	Ecology	High	360m West
Railway	R2	Railway	Low	20m East
A249	R1	Road	Low	490m East

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3.3 Assessment

A Noise Assessment has been carried out by Sharps Redmore. This considers the potential impact of activities on the nearest residential receptors.

The site is currently used as a haulage depot and for storing primary aggregates.

The proposed use of the site will involve importing construction waste for storage and crushing.

No soil screening will take place.

The site will operate between the following hours:

- 07.00-1800 Monday to Friday
- 07.00-14.00 on Saturdays
- With no operations on Sunday or Public Holidays

Crushing operations will only take place during the following hours;

- 07900-1500 Monday to Friday
- With no operations on Saturday, Sunday or Public Holidays

The sound level assessment considers the impact at the nearest residential properties in accordance with BS4142 (2019). This is provided as a separate report. The report confirms that the context is key and pertinent to the assessment.

The assessment provides the following conclusion:

“This assessment has objectively demonstrated in the context of BS 4142 that sound levels from proposed operations would not be expected to give rise to a significant adverse impact at nearby residential receptors. In general, a low impact is predicted with adverse impacts predicted at a small number of properties located closer to Main Road. As detailed within the assessment a high degree of mitigation has been incorporated to minimise noise impacts at sensitive receptors”.

Mitigation

The following measures will be implemented to minimise adverse impacts;

- The crusher is to be located further into the site from residents on Gordon Avenue and nearby streets. A RM90GO! is proposed to be used on site which is a smaller crusher than that previously assessed.
- Significant acoustic screening is proposed around site boundaries closest to the residential receptors and a central 6m high acoustic grade barrier.

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- Operating hours of the crusher will be restricted to be 0900 to 1500 on weekdays.

In addition, the following procedures will be implemented to reduce noise:

- Operating plant in a noise sensitive manner (avoiding unnecessary throttling back and acceleration).
- Minimising drop heights for the loading of materials.
- Operations of plant and machinery only during the permitted operational hours.
- All plant and machinery will be maintained in accordance with the manufacture's recommendations.
- Implement anti-idling campaign.
- Transport Manager will notify the site of pending deliveries to ensure timely deliveries to avoid queuing.
- Plant and machinery will be switched off when not in use.
- The use of broadband / white noise reverse warning alarms for plant and trucks

3.4 Noise Monitoring

The TCM or site supervisor will walk to the site car park daily to check the noise levels. This will be during operational hours when the process equipment is operational. A record of this will be made in the Site Diary together with any observations. Records of other noise activities will also be made. This will be a hearing check to see if the site operations are audible. No formal monitoring is proposed.

The site diary will also contain details of the various processing operations that take place each day. The site manager will ensure noise management measures are undertaken as appropriate to the site operations and current conditions.

The TCM will be responsible for the operation of the noise management plan and all site operatives will be trained, and required, to take necessary mitigation action. There is also a site supervisor to provide the same level of cover as the TCM. They will also be required to take preventative action to avoid noise checking plant and equipment, reporting any defects, reducing drop heights when loading waste and driving plant and HGVs with due care (avoid throttling). Additionally, any contractors working on site will be made aware of the provisions of noise management and be required to comply with relevant provisions as appropriate to any work they are undertaking on site.

In the event of complaints being received, the complaint procedure will be implemented with form EMS-FR-02.

Weather conditions will be recorded daily in the Site Diary

The site diary will also contain details of the various processing operations that take place each day. The site manager will ensure noise management measures are undertaken as appropriate to the site operations and current conditions. Weather conditions which require specific site actions including cessation of processing plant

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operations are detailed in the site offices allowing actions to be taken in response to the prevailing weather conditions.

If several substantiated complaints are received over a short period of time, the TCM will seek the advice from a specialist noise consultant to undertake an assessment of the site with a view of identifying the specific source of the noise and implement corrective action.

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4 Reporting and Complaints Response

The 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 Site Manager.

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

When the site receives a complaint, a record is summarised in the Site Diary. Full details will be provided on the complaints form, EMS-FR-02, see Appendix A.

All staff based in the office will be trained on recording complaints and to make sure they notify the TCM immediately.

The TCM will review the activities that may have given rise to the complaint. If necessary, the CCTV footage will be reviewed to note any specific operational issues that may have given rise to the source of the complaint.

The 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.

4.1 Engagement with the Community

The immediate neighbours will be contacted, and direct dial telephone details provided for the TCM and main officer number. Email contact details will also be provided.

Appendix A - 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 noise management plan need to be updated -	
Date that the noise management plan was updated -	
Closure	
Site manager review date	
Site manager signature to confirm no further action required	