Noise Management Plan

R.B. Groundworks and Fencing Ltd

Unit 6
Ennerdale Road
Blyth
Northumberland
NE24 4RT

EPR/KB3209KR

CONTENTS

APPENDICES

Annex A : Noise Reporting and Investigation Forms

1.0 Introduction

This Noise Management Plan (NMP) has been prepared with reference to Environment Agency Guidance[1] supported by the site operational procedures within the Environmental Management Plan.

This NMP has been prepared in respect to the in support of the variation to the current application.

The document has been written to document the risk of noise emissions on site and the mitigation and management controls in place to reduce any potential impact from site activities.

The Site Manger/TCM has overall responsibility for this procedure. They and senior management will be responsible for ensuring all staff are trained in this procedure.

Management will have responsibility for ensuring that nuisances and hazards arising from the facility due to noise are minimised. Meetings and regular communication between the Site Manager/TCM and site operatives will be instigated to discuss current and planned site operations that have the potential to generate noise emissions. The Site Manger/TCM will relay information to staff by means of a team briefing.

The Site Manger/TCM is responsible for ensuring that the day-to-day operations are carried out in accordance with this procedure.

All staff are responsible for implementing this procedure and have a duty to carry out their roles to prevent noise emissions.

1.1 Site Description

The site is located at Unit 6, Ennerdale Road , Blyth , Northumberland , NE24 4RT.

The site is principally bounded by industrial/commercial premises, located in a large established industrial estate. The northern boundary of the site leads to coastal rural features (River Blyth).

Waste activities on site are deemed as low risk as the site is surrounded by commercial activities, conducting various commercial and industrial operations. The site will operate under a robust management system, and an Environmental Agency approved Dust and Emissions Management Plan.

RBG are a well-established family business recycling of inert, non-hazardous wastes arising from industrial, commercial and household sources.

Wastes are inspected, sorted, treated and segregated into separate fractions then forwarded on for further recovery.

Recovery of waste such as soils and stones are conducted under a compliant WRAP protocol.

[1] H3 Horizontal Guidance Noise Management (IPPC H3 part2)

The site accepts and treats wastes externally, with welfare facilities and site office is also located within the permitted area.

1.2 Site Activities

Normal site operational hours are detailed below.

The site operates according to the hours stated below:

- Monday to Friday 8am till 5pm
- Saturdays 8am till 1pm
- Closed Sunday/Bank Holidays

1.3 Site Plans

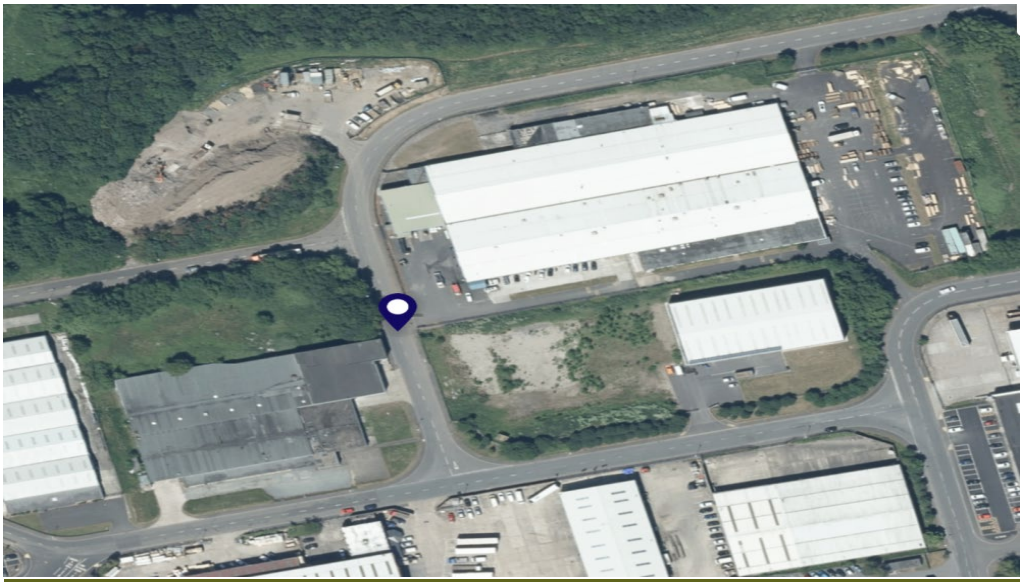
The general site location and the surrounding area is shown below.

A summary of the immediate environmental site setting is provided in Table 1 below.

Table 1 – Site Setting

Boundary	Description
North	**Commercial/Industrial**
South	**Commercial/Industrial**
East	**Commercial/Industrial**
West	**Commercial/Industrial**

Figure 1 – Site and Surrounding Features



Drawing 003 demonstrates the site layout.

2. General Principles of Noise management

The principles of this NMP are to minimise sound pressure levels from the Site at sensitive receptors through the application, wherever possible, of the following measures (in order of preference):

- Reduction of noise at source;
- Ensuring adequate distance between the noise source and the receptor; and
- The use of barriers between the noise source and the receptor.

2.1 Assessment of noise impacts

The Site and its immediate surroundings are designated as a 'industrial outdoors'.

Table 4.1 of the World Health Organisation (WHO) "*Guidelines for Community Noise*" (1999) (the WHO Guidance) suggests that for 'industrial, commercial shopping and traffic areas, indoors and outdoors' an ambient noise limit of no more than 70 dB (LAeq,24h) is appropriate, with negligible risk of hearing impairment.

The first aim of this NMP is, therefore, to ensure that operations at the Site do not result in an exposure to any noise sensitive receptor, at any point beyond the boundary of the Site, in excess of this limit.

For dwellings/living areas, the WHO Guidance states:

"*During the daytime, few people are seriously annoyed by activities with LAeq levels below 55 dB; or moderately annoyed with LAeq levels below 50 dB. Sound pressure levels during the evening and night should be 5–10 dB lower than during the day.*"

Therefore, Table 4.1 suggests an evening/night-time limit of 45 dB (LAeq, 8h) outside bedroom windows in order to prevent sleep disturbance. Given that operations are intended for 24 hours per day, including public holidays, this limit will also need to be achieved during the day.

In line with the above the site aims to manage site activities below the above limits.

3. Sources, Releases and Impacts

This section sets out the initial risk assessment then identifies sources of noise from operations, potential release points and receptors.

3.1 Sources

Upon review of site activities, it is considered that the below activities carried out on site most likely to give rise to noise are detailed in Table 2 below.

Table 2 – Site Activities and Noise Sources

Activities	Possible Impacts
Vehicle Movements to and from site	Engine noise causing annoyance

Waste Tipping	Load crashing and banging
Waste Processing (treatment)	Annoyance from plant noise during material treatment
Site Infrastructure (Fixed Plant)	Intermittent external suppression systems causing annoyance
Plant and Equipment Movement on site	Engine noise causing annoyance

3.2 Pathways

The pathways by which the noises from the sources identified above may impact upon a receptor are primarily:

1. Air - Movement of noise through air, particularly relevant on a site which will store and process waste outside;

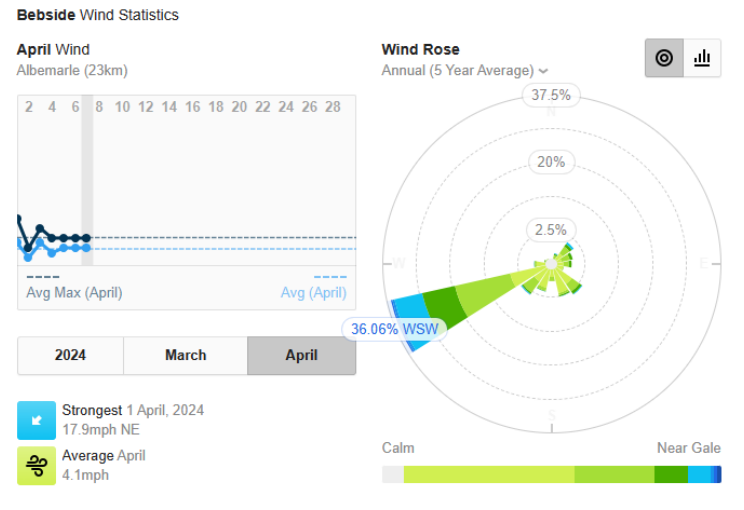
2. Direct exposure - Particularly for staff, they will be exposed immediately to any noises from the waste handling on site.

3.3 Site Topography, Wind Direction and Receptors

Weather monitoring is assessed throughout the day and formally recorded daily, as part of the daily site checks.

The site is located within a busy industrial estate bounded by substantial indistrial buildings.

The WillyWeather Wind Data Archive is based on measurements from the area taken over a 5year average. The dominant wind direction in the area is West South Westerly only therefore receptors located northeasterly of the site would be affected from an adverse noise event.



The nearest residential properties are located on approximately 170m south of the site.

Table 3 – Local Sensitve Receptors

Receptor	Distance	Receptor Assessment
The River Blyth	170m North	**Due to the proximity of site and waste types, there is a low risk of impact from site activities.** **Surface water drainage systems are in place on site to retain all water on site , no runoff will leave site and enter the NWL surface water system.**
A189 – Transport Link	350m West	**Due to the proximity of site, there is a low risk of impact from site activities.** **All wastes are accepted treated and stored in site in accordance with site management systems, regulated stockpiles with secure fencing and bay enclosure to prevent loss of materials through handing and during treatment.**
Human Receptor **Residential properties south of Maple Crescent**	170m South	**Due to the proximity of site, there is a risk of impact from site activities.** **Dust, Litter,Noise and Fire Controls in place to prevent impact to local residents.**
ASDA – Retail/Leisure Facility	533m South West	**Due to the proximity of site, there is a risk of impact from site activities.** **Dust, Litter,Noise and Fire Controls in place to prevent impact to the business sand public use areas**
Horton Grange Primary School	387m South	**Due to the proximity of site, there is a risk of impact from site activities.** **Dust, Litter,Noise and Fire Controls in place to prevent impact to these receptors**
The Dales School	271m South	**Due to the proximity of site, there is a risk of impact from site activities.** **Dust, Litter,Noise and Fire Controls in place to prevent impact to the neighbouring businesses.**
Sensitive Receptors		**The location of the woodland and prevailing wind direction means there is a low risk of ash settlement and any**

SSSI **SPA**		**potential wildlife habitats.** **Due to its location, there is minimal risk of dust settlement and wildlife impact in the event of an emissions release.** **Due to the proximity of site, there is a low risk of impact from site activities.**
Commercial Business – Cowpen Industrial Estate	0.1km	**The site is located in Cowpen Industrial Estate that have varying industrial and commercial activities, with 3 Permitted Sites and 12 registered waste exemption activities within 1km of the site.** **Low risk posed to these businesses from site activities.** **This businesses may also cause an environmental impact to sensitive receptors.**
Chasedale Care Home	**550m South**	**Due to the proximity of site, there is a risk of impact from site activities.** **Dust, Litter,Noise and Fire Controls in place to prevent impact to these receptors**

3.4 Other Noise Sources

As previously mentioned in the introduction of this plan, the site is in a predominantly in urban location, with residential properties, commercial and industrial businesses bordering the site. Listed below are the other identified potential sources of noise which should be considered should a compliant be received all within 1km of the site.

- A189 and access roads (Cowpen Road A189) to site – this road is the main route to Blyth and is heavily used from 7am to 8pm on an evening.
- Industrial and commercial businesses located adjacent and surrounding the site (manufacturing and machinery manufacturing) – Volvo and Truck Centre/Pheonix Export Packaging/BWS Road Sweepers/Kitchen Manufacturing
- Construction and housing development located south of the site.

3.5 Impacts

The control measures set out in this NMP are commensurate with the medium noise potential for the wastes, in accordance with the statement to this effect in H3 Guidance.

Noise can only cause an impact when it is perceived at a receptor site. This NMP has identified the key opportunities for the release of noise from site operations.

- Waste treatment processing external handling and treatment.
- Vehicle Noise – vehicle movements on site – vehicle movements to and from site.

The impacts of any noises released as a result of site activities will be linked to the receptors detailed in Table 3.

The receptors are more likely to be impacted upon by noise in the following conditions:

- Prevailing wind direction is towards receptors; and
- Local weather conditions: Warm still weather will contribute to the perceived noise at receptors
- Cumulative impacts: It is anticipated that cumulative impacts will be minimal. The site is located in an area with other potential sources which may cause additional noise.

4. Noise Control Measures

Physical and management measures have been included below to control noise at the site.

The site does not have any fans or pressure systems installed on site.

4.1 Physical Control Measures

A comprehensive range of physical control measures will be implemented at the documented in sections below;

- Infrastructure
- Site Operations
- Plant and Equipment
- Monitoring

Infrastructure

Source Reference	Mitigation/Minimisation Measure	Comments / Implementation
Site Layout	Some waste operations (treatment) are carried out within the centre of site bounded by fixed bays around the whole boundary to contain any potential noise from leaving site. Eastern boundary structural 3.5m concrete block wall with .5m panelling Other boundaries 2.4m legio block walls with panelling up to 4m Reduces plant and machinery noise from daily operations impacting local	Operational Fixture

	receptors.	
Waste Storage Bays and Walls	Bay construction acts as a buffer from vehicle and machinery noise when handling waste externally, external compartmentalisation using bays to screen off the crusher/screener/plant arising from daily operations impacting local receptors.	Operational Fixture
Noise acoustic walls	Concrete retaining walls bound the full site perimeter with panelling at a height of 4m in total	Operational Fixture
Site surfacing	Concrete surfacing is in place to eliminate potholes and smooth out the running surface. This would eliminate "body slap" of vehicles unloading. Daily checks and maintenance are conducted to ensure the integrity of site surfaces.	Operational Fixture

Plant and Equipment

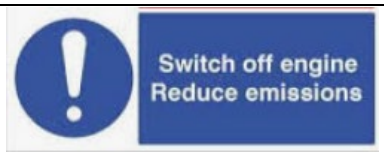
Source Reference	Mitigation/Management Measure	Comments on Measure
Plant and Equipment	All machinery checked daily and monitored for noise levels as recommended by the supplier and within the Health and Safety at Work guidelines. Cleaning and maintenance in line with the below procedures; • Plant Daily/Weekly Checks • Plant Defects Record • Maintenance Planner	Best practice to reduce overall noise emissions.

Plant and Equipment	Risk assessments with regard to machinery noise levels to be carried out at regular intervals.	Best practice to reduce overall noise emissions.
Plant and Equipment	All vehicles, plant and equipment are checked and maintained weekly to prevent excessive noise through faults or damage.	Equipment which can give rise to noise such as part parts/guards move/become loose through continued use. Sources of increased noise can be avoided through good maintenance.
Plant and Equipment	Parts and spares for moving or rotating parts are kept in stock for site equipment available for quick repairs.	Equipment which can give rise to noise can tend to wear through continued use. Potential increased noise can be avoided through proactive maintenance and repair.
Plant and Equipment	Guards, cladding and hatches in place on site plant, no modifications to site equipment.	Attenuation is often a design feature in the manufacture of plant and machinery.
Plant and Equipment	White noise reversing alarms are fitted to site machinery.	Reduces noise nuisance off site and complaints from general site operations and vehicle movements.
Plant and Equipment	Buying policy to consider noise emissions of all new plant due for renewal / replacement.	Best practice to reduce overall noise emissions.
Plant and Equipment	Operating times in line with planning conditions No out of hours use of plant or equipment.	Operational Fixture

Site Operational Controls

Source Reference	Mitigation/Management Measure	Comments on Measure
Daily Waste Activities Acceptance, sorting, processing and loading	Waste operations are carried out with wastes stored inside specific bays with any treatment conducted in the centre of the site enclosing noise within areas controlled by acoustic or physical controls during daily operations. See site plan Drawing 003.	Monitored and enforced by the Site Manager/TCM
Daily Waste Acceptance Vehicle Movements	All incoming waste deliveries are predominantly pre booked to allow the management of incoming loads also reduces traffic noise. Reduces excess waste on site and prolonged periods of use of site plant and equipment which could cause annoyance off site.	Monitored and enforced by the Site Manager/TCM
Daily Waste Acceptance	Deliveries are predominately delivered to site in wagons. Minimal use of containers and skips reduces the risk of noise emissions from skips moving around site, being unloaded and dropped on the concrete surface.	Monitored and enforced by the Site Manager/TCM
Waste Handling	Site operatives are trained to handle wastes carefully ensuring they do not drop waste materials from height and drag containers along site surfaces. This is reinforced by the below procedures: • Staff Training • Noise Management procedure	Monitored and enforced by the Site Manager/TCM
Waste Processing	Static site equipment is situated in the centre of the site, enclosed with an acoustic permitter wall. Waste treatment operations will be conducted during the below times	Fixed Operational Plant

	only, this is to pay regard to businesses and local residents, including environmental receptors. • Monday – Friday 9am – 9pm • Saturday – no treatment Site operatives are trained to handle wastes carefully ensuring they do not drop waste materials from height and drag containers along site surfaces. Robust maintenance of all plant will be conducted inline with the site maintenance planner to prevent breakdowns/faults that may result in excessive noise.	
Waste Storage	Storage bays provide attenuation properties containing machinery and vehicle noise moving and bulking up wastes.	Operational Fixture
Operational Hours 	Waste operations are carried out during working hours to reduce impact on local receptors and residential properties.	Operational Requirement Monitored and enforced by the Site Manager or TCM
Out of Hours Working 	No out of hours working carried out.	Monitored and enforced by the Site Manager or TCM
Vehicle Movements	Vehicles/Plant switched off when not in use. No idling policy in place (SEE	Monitored and enforced by the Site Manager or TCM

	SOP:Traffic Management Plan) Reduces engine noise and emissions for exhausts Site rules given to drivers and staff inductions.	
Vehicle Movements Speed limits	Site speed limit (5mph). This would reduce “body slap” and help to reduce the character of the noise.	Monitored and enforced by the Site Manager or TCM
Alarms/Alerts	No audible site alarms in operation.	Operational Fixture

Monitoring

Source Reference	Mitigation/Management Measure	Comments
Daily Weather Monitoring	Best practice to monitor wind direction and possible impact on sensitive receptors dependent on wind direction. Consideration will be given to cease waste treatment/waste movements after assessment of prevailing wind direction which may impact on local receptors.	Daily weather monitoring at least twice a day recorded in the daily check sheets. Monitored and enforced by the Site Manager/TCM
Complaint Response	Immediate response to complaints to investigate and substantiate any potential impact from site activities.	Operational Procedure
Monthly noise monitoring	Once a month the TCM will conduct sound measurements from 4 key locations external to the site permitter. This is to record and assess onsite noise controls.	Operational Procedure
CCTV and Out of Hours Security	The site is covered by 24hr CCTV. Effective method to identify/investigate the noise source and site activities if a complaint is	Operational Fixture

	received.	

4.2 Management Control Measures

A comprehensive range of management control measures are also implemented as per the below;

- Site, Plant and Equipment Maintenance Programme
- Breakdown Procedures
- Management Reviews (EMS,Audits)
- Site Operations - Monthly Meetings

Elevated levels of noise may escape from the site due to the breakdown of site plant and equipment.

Machines not operating to the manufacturer's specification may create unacceptable levels of noise and the failure of control equipment such as damage to acoustic cladding or acoustic barriers may allow unacceptable levels of noise to escape from the site.

If the situation is considered to be an emergency by site management, then the mitigation measures will be immediately implemented with the Site Manager or TCM considering limiting the hours of operation or immediately suspending the site operations creating the unacceptable levels of noise. These measures will be considered on a case-by-case basis.

External monitoring has been conducted by an external consultant as part of the permitting process.

It must be noted that since the issue of the permit, no noise complaints have been received in relation to site activities.

Recommendation

The conclusion from this monitoring is that combined with the management appropriate measures and current physical mitigation measures (enclosure of site activities), the noise impact at all noise sensitive receptors will be reduced.

Recommendations below have been actioned are detailed within the controls detailed in Section 9 of the NIA report (APEX April 2024) and the proposed addition of higher acoustic permitter walls.

- Install a 3.5 m high solid barrier
- To be effective in practice, a barrier should have no cracks or gaps, be continuous to the ground, and have a surface density of at least 10 kg/m2, such as a timber fence with overlapping boards, solid concrete wall or a brick wall.

The report states that the earth bund located to the south of the site effectively reduces noise levels in that direction, hence the need for a higher barrier is limited to the western boundary.

The site has actioned this immediately upon findings from the report.

5.0 Monitoring & Trigger Levels

To ensure that the noise control measures set out in Section 4 are being effective, the company will ensure that daily noise monitoring is carried out and communication with potential receptors is maintained.

The following monitoring activities are regularly undertaken to ensure continuous improvement:

- Site inspections by the Site Manager/TCM;
- Monthly site audits conducted by the Site Manager/TCM and Senior Management; and
- Site audits and inspections by the Environment Agency.

All site personnel will be responsible for reporting any noise problems immediately to the Site Manager or TCM/Nominated Person (NP) in their absence.

5.1 Noise Monitoring

All operational staff will be responsible for reporting any noise problems immediately to Management Team.

On a daily basis the Site Manager or TCM will ensure that regular inspections are made of the site and its perimeter in order to identify any sources of noise and to establish whether any noise is discernible at the perimeter and thus likely to impact upon receptors. These are carried out at least once a day and is recorded in the daily inspection sheet once completed. The windsock located on the site boundary will be utilized to assess wind direction and strength.

In the event that noise is detected at the site boundary by the Site Manager or TCM, additional monitoring will be undertaken immediately at the sensitive receptors in accordance with the noise investigation form (Appendix A).

In the event a complaint is received, an auditory test will take place. The surveyor will undertake the survey at the location of the complaint and at potentially sensitive receptor locations in the vicinity downwind from the site. At each location observations are made concerning the intensity of the noise, its persistence and character (these details will be recorded in the noise investigation form Appendix A).

In addition the use of the noise monitor can be used to digitally record noise in these locations to provide a definitive calculation.

The surveyor may be the Site Manager or TCM or alternatively a staff member from the office or external person who is not used to the noises on the site.

5.2 Trigger Levels

If noise is detected at the assessment location is judged to be a moderate or unacceptable noise, as defined in the noise investigation form (Annex A), then the Site Manager or TCM and Management Team will be informed immediately, and corrective actions will be determined and implemented.

Noise monitoring frequency will be in accordance with Table 4.

Table 4 – Monitoring Triggers

Technique	Frequency
Noise Monitoring / Auditory Testing	Daily at site perimeter Noise detection will lead to receptor monitoring - Increase frequency in response to complaints Monthly receptor monitoring
Complaints System	Continuous (24 hours) via telephone reporting system to Environment Agency Direct complaints to site in operational hours

If at any time it is necessary to undertake temporary actions that are likely to cause elevated levels of noise (such as construction/equipment installation or infrastructure improvements) site management will contact the EA and any other interested parties before such actions are taken to inform them of the operations being undertaken and that the elevated levels of noise will be of a temporary nature. Where practicable, such actions will only proceed when the prevailing wind direction is away from sensitive receptors and during working hours.

A permit to work procedure will be completed to assess the impact of contractors work on site and any mitigation/attenuation required during construction works.

6. Complaints and Investigation

Elevated levels of noise may be identified either by receipt of a noise complaint from a third party suggesting that there is an excessive noise from the Site or by detection of noise as a result of the routine monitoring by site personnel.

This section details the response to complaints, the subsequent investigation process in place to identify the source of elevated noise levels, and if the source is identified as originating on site to bring noise levels back under control and minimise their impact.

6.1 Initial Noise Complaint and Investigation Recording

Upon receiving a complaint initially, a site diary entry will be made, with a noise reporting and investigation form (Annex A) and discrepancy log will be completed by the Site Manager/TCM.

A record of the below will be made.

- Time
- Date
- Nature of complaint/description of noise

- Duration of event
- Weather conditions
- Location – where noise was heard (eg: site perimeter), receptor location
- Contact details of complaint if available
- Further monitoring and locations

Then a review of the below would be made.

- Site activities at the time of the report must be conducted (eg; processing, increased vehicle movements, waste deliveries)
- Findings of external/receptor monitoring;
- Finding of any other external sources of noises (eg; construction/development)
- CCTV system to view site operations;

As part of the Environmental Management System, a customer care and complaints procedure will be implemented. The customer care and complaints procedure apply to all complaints, feedback and requests made by third parties regarding the site's operational activities, environmental, health and safety performance or quality of service/product.

All complaints from third parties including external customers, potential customers, statutory authorities, statutory consultees, members of the general public and internal clients will be forwarded to the Management to action as below and recorded in the site dairy.

The Site Manager or TCM will ensure that.

- The complaint is investigated to identify the cause, if necessary, this may involve direct communication with the complainant.

- In the event of elevated levels of noise being detected, the presence of ‘abnormal’ onsite activity is assessed and if necessary preventative action is taken that will prevent a reoccurrence of the same problem. These actions must be documented.

- The Complainant will be contacted and given information on the investigations conducted and actions taken as appropriate or via the regulatory authority.

- Where a complaint or query is likely to involve a statutory authority, the emergency services, an insurance company, or the media, the appropriate person will be informed.

- Complaints involving a location with Local Authority contracts will be reported in line with specific contract requirements and timescales. Local procedures may need to be in place to ensure these are adhered to.

- All complaints are reported to Senior Management and discussed at site meetings.

- Details of other complaints are sent to the other company personnel as appropriate.

If the investigation indicates that the complaint has not been justified this will be clearly recorded. All complaints will be logged.

6.2 Elevated Noise Levels

As specified by the Environmental Permit the company must notify the Environment Agency without delay following the detection of:

(a) any malfunction, breakdown or failure of equipment or techniques, accident or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution;

(b) the breach of a limit specified in these standard rules; or

(c) any significant adverse environmental effects.

Written confirmation of actual or potential pollution incidents and breaches of emission limits shall be submitted within 24 hours.

In the event that any elevated levels of noise identified by the monitoring detailed in Section 4 and the customer care and complaints procedure identified in Section 5 will be mitigated as follows:

The Site Manager or TCM will investigate the source of the noise and carry out a range of checks at the identified source of the elevated levels if it is found to be originating from within the site.

Any noise monitoring required will be completed in accordance with the relevant British Standards, including Method for rating industrial noise affecting mixed residential and industrial areas (BS4142). Monitoring locations will be agreed with the EA and/or the local Planning Authority prior to undertaking monitoring.

The results of any noise monitoring will determine whether the site is causing an unacceptable impact at the receptor in question.

Management will then ensure that any plant is being operated to the manufacturer's specification, to the requirements set out in Sections 3.2 and 3.3 of this management plan and ensure that any improvements required to minimise the noise levels are made.

To further mitigate the elevated noise levels, the following actions shall also be considered.

- The replacement of equipment identified as generating excess noise
- A review of site infrastructure and current noise abatement measures
- Review operational procedures and the implementation of these procedures
- Identify any further suitable and proportionate abatement measures

Once the improvements identified by the management team have been completed, the company will commission a further set of monitoring to ensure that the improvements have met the required standard.

If the noise levels are still not being met, then the manager will repeat the request for improvements and subsequent monitoring until the limits are met.

If operational failings are identified, the retraining of employees will place to ensure that all employees operate to the required standards. If the failings are identified as part of the operating techniques, then the problem will be raised as part of the review of control measures detailed in Section 8.

Management will ensure a close liaison with the EA throughout all stages of the process following an identified elevated noise level.

6.3 Reporting Measures

In the event of elevated levels of noise being identified, the event will be reported to senior management to complete the discrepancy log. The completed form is then distributed throughout the company for review at the next management meeting.

All performance failures will be categorised as follows;

- Minor event: quick fix possible, locally resolved;
- Medium event: brief disruption to service, Management intervention required;
- Major event: significant disruption to service significant disruption to service.

Each non-conformance category has a given deadline for rectification.

Management will record any actions taken to rectify the issue in the discrepancy log, ensure that any necessary actions or review are recorded and ensure that the person reporting the incident is notified if possible.

Management will investigate the failure event within 24 hours and, if necessary, will report the event to the EA. Once the issue has been resolved, the corrective action taken will be recorded and the issue will be closed.

After the complaint has been resolved, there will be a review to identify whether the site procedures and NMP were effective in dealing with the issue.

Where there are any improvements to be made, these will be identified to the Environment Agency and the procedures and NMP will be updated accordingly.

7. Training

The Standard Operating Procedures for the site include considerations of emissions to the environment in all site activities, and site employees are made aware of their responsibilities under the Environmental Permit and the consequences for compliance of any incidents or abnormal releases. Therefore, employees at the facility are required to be suitably trained in accordance with procedures on site and all training is logged and recorded in the records for each site employee.

The person(s) responsible for noise management on the site is the Site Manager and TCM or a designated responsible person is assigned to the role in their absence. They have responsibility for ensuring that all practicable methods are employed to ensure that fugitive emissions from the facility are minimised. The Site Manager or TCM will ensure that daily operational checks are carried out on a daily basis.

Noise management training is provided for all operational employees via formal training sessions which are provided by internal trainers and external training companies as and when required. Specific training for designated roles, is part of the training programme for relevant employees.

Relevant employees will be trained on the reporting, trigger, investigation and complaints procedures and the monitoring point locations, to ensure that noise monitoring is scored on a consistent basis and trigger levels are understood.

The site management are committed to ensure that all relevant employees will be trained on the requirements of the NMP and follow-up refresher toolbox talks will be held periodically, no later than annually. The individual training plans for employees on site must record all training on the aspects of the NMP if applicable.

A copy of the NMP will be held in hard copy on site and on the company electronic server.

8. Management Responsibilities and Review

The control of noise will be managed according to the site Management System and this Noise Management Plan.

It will be the responsibility of the Management team to ensure that the EMS is adhered to at the site. This includes ensuring the noise control measures detailed in Section 4 are adhered to.

The Management team will be supported by an external consultant. They will be responsible for monitoring, auditing and evaluation of site performance on a consultancy basis if required.

8.1 Review of noise control measures

Noise control measures will be reviewed through internal audits and meetings as part of the monitoring and continual improvement process.

With reference to noise, this will include but not limited to the following;

- Compliant review and Investigations
- Reviews on quarterly noise monitoring reports
- Monthly inspections are carried out and recorded on the site environmental monthly audit.
- Spot checks on the higher risk sources of noise to check monitoring and maintenance procedures are being carried out in accordance with the EMS.
- Checks to ensure that any issues entered into the discrepancy log have been resolved correctly

Yearly reviews of the EMS system are also carried out in order to maintain operational standards, with updates made to operating procedures should site operation’s change, operational hours change or if new plant or equipment is introduced.

9. Closure

This report has been prepared with all reasonable skill, care and diligence, and taking account of the manpower and resources devoted to it by agreement with the client. Information reported herein is based on the interpretation of data collected and has been accepted in good faith as being accurate and valid.

This report is for the exclusive use of RB Groundworks Ltd; no warranties or guarantees are expressed or should be inferred by any third parties.

Appendices

Noise Reporting and Investigation Forms (complaints and survey)

Noise complaint report form	**Date:**	**Ref. No.**
Name and address of complainant Or Regulator notification (Nirs ref)		
Tel no. of complainant		
Time and date of complaint		
Date, time and duration of offending noise		
Weather conditions (e.g., dry, rain, fog, snow)		
Wind strength and direction (e.g.,light, steady, strong, gusting)		
Complainant's description of noise (e.g., hiss, hum, rumble, continuous, intermittent)		
Has complainant any other comments about the offending noise?		
Any other previous known complaints relating to installation (all aspects, not just noise)		
Any other relevant information or evidence gathered: CCTV Siteshield information Site activities		
Potential noise sources that could give rise to the complaint		
Operating conditions at the time offending noise occurred (e.g., flow rate,vehicels,waste acceptance, pressure at inlet and pressure at outlet)		
EA/Local Authority Visit/Inspection?		
Action taken:		
Final outcome:		

Form completed by		Signed	

Monitoring and Investigation Receptors

Location (See below plan)	Noise Intensity *See Reference Table A*	Noise Extent *See Reference Table B*	Description of noise *e.g. intermittent, ongoing?*
Location1 North			
Location 2 South			
Location 3 East			
Location 4 West			

Reference Table A: Noise Intensity

Noise Intensity	Description
1	No detectable noise
2	Faint noise (barely detectable, need to stand still and look into wind)
3	Moderate noise (noise easily detectable while walking, possibly offensive)
4	Loud noise (bearable, but offensive noise)
5	Very loud noise (this is when you really wish you were somewhere else)

Reference Table B: Noise Extent

Noise Extent	Description
1	Local and not persistent (only detected during brief periods when wind drops or blows)
2	Not persistent as above, but detected away from site boundary
3	Persistent but fairly localised
4	Persistent and pervasive up to 50m from site boundary
5	Persistent and widespread (noise detected >50m from site boundary)