

Noise Management Plan for Beech Farm

The H1 environmental risk assessment submitted with Application Variation V003 to increase the installation boundary to enclose more land for 3no. additional houses (total 10no. poultry houses) and places for rearing broiler chickens identified sources of noise with moderate potential to cause annoyance. Created and updated this noise management plan (NMP) to support the overall environmental management system in place. The overriding principle is to ensure day-to-day activities are conducted in accordance with the plan so there is no reasonable cause for annoyance to people outside of the installation boundary. Significant pollution outside the boundary is not expected, operator has no record or recollection of noise concerns or complaints and will continue to foster good relations with neighbours.

Actions and contingency actions in this NMP are best available techniques (BAT) in accordance with Best Available Techniques (BAT) Reference Document 2017, Environment Agency (2005) Technical Guidance Note IPPC SRG 6.02 (Farming); Noise Management at Intensive Livestock Installations, Environment Agency (2021) Guidance - Noise & vibration management: environmental permits, and DEFRA (2018) Code of practice for the welfare of meat chickens and meat breeding chickens, updated 25 January 2024.

Identified sensitive receptors within 400m of the installation boundary (excluding an offsite dwelling adjacent to the boundary for a farmworker in control of the installation) from a desk top study shown in Table 1 and Figure 1: -

Table 1. Beech Farm sensitive receptors within 400m

| Nº | Receptor | Address | NGR | Direction | Distance from boundary metres |
|----|----------|--|--------------|-----------|-------------------------------|
| 1 | Dwelling | Packway Farm Barn, Bunwell, Norwich, NR16 1BF | TM 1257 9480 | NE | 390 |
| 2 | PROW | PROW – Footpath, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1250 9363 | E | 255 |
| 3 | PROW | PROW – Footpath, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1222 9388 | S | 145 |
| 4 | Dwelling | Old Reading Room, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1204 9390 | S | 165 |
| 5 | Dwelling | Bunwell Manor, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1209 9386 | S | 205 |
| 6 | Dwelling | The Cottage, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1203 9382 | S | 245 |
| 7 | Dwelling | Cawsand, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1197 9381 | S | 275 |
| 8 | Dwelling | Lavender Cottage, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1195 9379 | S | 300 |
| 9 | Dwelling | Star Cottage, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1194 9378 | S | 310 |
| 10 | Dwelling | Redbrook, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1193 9377 | S | 325 |
| 11 | Dwelling | Old Rectory Farm, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1200 9389 | S | 190 |
| 12 | Dwelling | Robertsholme, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1199 9388 | S | 200 |
| 13 | Dwelling | Finmere, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1198 9386 | S | 230 |

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|----|--------------|---|--------------|----|-----|
| 14 | Dwelling | Great Green Farm Bungalow, Rectory Lane, Bunwell, NR16 1QU | TM 1195 9384 | S | 255 |
| 15 | Dwelling | Great Green Farm Bungalow, Rectory Lane, Bunwell, NR16 1QU | TM 1197 9389 | S | 205 |
| 16 | Agricultural | Rectory Farm, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1194 9395 | S | 175 |
| 17 | Dwelling | Rectory Farm, Rectory Lane, Bunwell, Norwich, NR16 1QU | TM 1191 9390 | S | 230 |
| 18 | Dwelling | 1 Smockmill Close, Bunwell, Norwich, NR16 1FL | TM 1199 9374 | S | 335 |
| 19 | Dwelling | 2 Smockmill Close, Bunwell, Norwich, NR16 1FL | TM 1199 9374 | S | 335 |
| 20 | Dwelling | 3 Smockmill Close, Bunwell, Norwich, NR16 1FL | TM 1198 9375 | S | 330 |
| 21 | Dwelling | 4 Smockmill Close, Bunwell, Norwich, NR16 1FL | TM 1198 9375 | S | 330 |
| 22 | Dwelling | 5 Smockmill Close, Bunwell, Norwich, NR16 1FL | TM 1197 9376 | S | 325 |
| 23 | Dwelling | 6 Smockmill Close, Bunwell, Norwich, NR16 1FL | TM 1196 9376 | S | 320 |
| 24 | Dwelling | 7 Smockmill Close, Bunwell, Norwich, NR16 1FL | TM 1195 9375 | S | 340 |
| 25 | Dwelling | 8 Smockmill Close, Bunwell, Norwich, NR16 1FL | TM 1195 9374 | S | 345 |
| 26 | Dwelling | 111 Bunwell Street, Bunwell, Norwich, NR16 1QT | TM 1197 9371 | S | 370 |
| 27 | Dwelling | 109 Bunwell Street, Bunwell, Norwich, NR16 1QT | TM 1197 4371 | S | 370 |
| 28 | Dwelling | 107 Bunwell Street, Bunwell, Norwich, NR16 1QT | TM 1195 9372 | S | 365 |
| 26 | Dwelling | 105 Bunwell Street, Bunwell, Norwich, NR16 1QT | TM 1194 9372 | S | 365 |
| 30 | Dwelling | 101 Bunwell Street, Bunwell, Norwich, NR16 1QT | TM 1193 9373 | S | 360 |
| 31 | Dwelling | 103 Bunwell Street, Bunwell, Norwich, NR16 1QT | TM 1193 9373 | S | 360 |
| 32 | Dwelling | 114 The Laurels, Bunwell Street, Bunwell, Norwich, NR16 1QT | TM 1192 9370 | S | 395 |
| 33 | Dwelling | 99 Badgers Rest, Bunwell Street, Bunwell, Norwich, NR16 1QT | TM 1192 3774 | S | 355 |
| 34 | Dwelling | 97 Bunwell Street, Bunwell, Norwich, NR16 1QT | TM 1191 9375 | S | 355 |
| 35 | Dwelling | 106 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1186 9373 | S | 395 |
| 36 | Dwelling | 104 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1184 9375 | S | 395 |
| 37 | Dwelling | 95 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1188 9377 | SW | 350 |
| 38 | Dwelling | 93 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1187 9378 | SW | 355 |
| 39 | Dwelling | 91 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1187 9383 | SW | 310 |
| 40 | Dwelling | 89 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1186 9381 | SW | 335 |
| 41 | Dwelling | 102 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1182 9376 | SW | 400 |
| 42 | Dwelling | 100 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1180 9379 | SW | 390 |
| 43 | Industrial | 83-87 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1185 9391 | SW | 280 |
| 44 | Dwelling | 79 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1182 9386 | SW | 325 |
| 45 | Dwelling | 77 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1180 9383 | SW | 365 |

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|----|--------------|---|--------------|----|-----|
| 46 | Dwelling | 75 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1179 9383 | SW | 365 |
| 47 | Dwelling | 73 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1178 9386 | SW | 360 |
| 48 | Dwelling | 71 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1176 9386 | SW | 375 |
| 49 | Dwelling | 1 The Cottages, North Road, Bunwell, Norwich, NR16 1RB | TM 1178 9380 | SW | 395 |
| 50 | Dwelling | 2 The Cottages, North Road, Bunwell, Norwich, NR16 1RB | TM 1178 9379 | SW | 400 |
| 51 | Dwelling | 69 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1175 9388 | SW | 380 |
| 52 | Dwelling | 67 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1174 9388 | SW | 385 |
| 53 | Dwelling | The Old Orchard, The Barns, Bunwell Street, Bunwell, NR16 1LZ | TM 1173 9391 | SW | 385 |
| 54 | Dwelling | Primrose Corner, The Barns, Bunwell Street, Bunwell, NR16 1LZ | TM 1171 9392 | SW | 400 |
| 55 | Dwelling | 61 Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1172 9593 | SW | 380 |
| 56 | Dwelling | The Barns, Bunwell Street, Bunwell, NR16 1LZ | TM 1169 9399 | SW | 400 |
| 57 | Agricultural | Bunwell Street, Bunwell, Norwich, NR16 1AB | TM 1175 9398 | SW | 340 |

Distances measured on government website at magic.defra.gov.uk

Fig 1. Beech Farm locations of sensitive receptors within 400m



Residential dwellings have high sensitivity and reasonably expect enjoyment of a high level of amenity, and where people would reasonably be expected to be present continuously, or at least regularly for extended periods. Industrial and agricultural premises and public rights of way (footpaths) likely to have low sensitivity – where the enjoyment of amenity would not reasonably be expected, or there is transient exposure, where people would reasonably be expected to be present only for limited periods of time as part of the normal pattern of use. The following table sets out: -

- Likely sources of noise from a typical intensive poultry unit
- Actions taken at Beech Farm to prevent or minimise noise levels
- Contingency actions to limit exposure to elevated noise emissions beyond the installation boundary.

Table 2. Routine actions and contingency actions to minimise noise and noise risks at Beech Farm

| Noise related issue | Potential risks and problems | Routine actions to minimise noise and noise risks | Contingency actions to minimise noise and noise risks |
|--|---|--|---|
| <p>Noise from large delivery vehicles travelling to & from farm.</p> <p>Mobile sources</p> | <ul style="list-style-type: none"> • HGVs • Tractors & trailers • Release of air brakes • Revving engines • Reversing signals for safety • Empty trailer rattle • Loud-very loud & intrusive | <ul style="list-style-type: none"> • Deliveries limited to normal daytime 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. Outside these times only in event of extraordinary circumstances - delays, breakdowns, availability, etc. • Speed restriction on approach roads & 5mph onsite. • Drivers made aware of driving slowly on and offsite, in forward gear to minimise noise, and engines to be switched off when vehicles not in use. • White noise reversing signals on most HGVs. • Planned preventive maintenance by operator's engineers or professional contractors in accordance with manufacturer's instructions and keeping records of work. • PPM includes the concrete apron and roadways for cracking and potholes to minimise trailer noise. | |
| <p>Noise from small vehicles travelling to & from farm.</p> <p>Mobile source</p> | <ul style="list-style-type: none"> • Farm workers, visitor's cars, courier van deliveries all considered to be low risk. | <ul style="list-style-type: none"> • Deliveries limited to normal daytime 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. Outside these times only in event of extraordinary circumstances - delays, breakdowns, availability, etc. • Farmworkers can arrive sooner especially in warm weather. • Speed restriction on approach roads & 5mph onsite. • Everyone instructed to drive cars, vans into parking areas without excessive noise. | |

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|---|---|--|--|
| <p>Noise from automatic feeding equipment</p> <p>Fixed source</p> | <ul style="list-style-type: none"> • Low noise feed equipment • Blowers have very loud noise. | <ul style="list-style-type: none"> • Package silos, pipes, augers and feeding equipment produce low noise in normal operation, unlikely to be perceived offsite. • Much screening effect of buildings provides a barrier, most equipment in between the houses or inside. • Electric motors with flexible augers in tubes run only intermittently for a few seconds each time day & night to transfer feed into houses. Frequency & duration increase during rearing period as chickens eat more. • Regularly checking feed level in silos for ordering & planning deliveries to avoid running out. • Large capacity trailers minimise number of deliveries. • Blowing feed over as short a distance as possible. • Blowers on trailers are noisy, but each delivery takes only a short duration less than an hour, although there maybe multiple deliveries on a particular day and frequency of deliveries increase as birds eat more. • Drivers switch off blowers when not in use, in between each delivery point and as soon as finished. • Automated or mechanical equipment essential for the health and well-being of the birds must be inspected by farmworkers at least once per day to check there is no defect. • Planned preventive maintenance by operator's engineers or professional contractors in accordance with manufacturer's instructions and keeping records of work. | <p><u>Trigger</u></p> <ul style="list-style-type: none"> • No feed in silos and augers continuously running. • Defect in feeding equipment. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> • Immediate, same day. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> • Farmworkers switch off auger and arrange a delivery. • Might have to manually transfer feed from one house to another to keep birds fed in interim, but no noise issues. • Defects must be rectified by farmworkers, operator's engineers or professional contractors. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> • Normally achievable same day. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> • Feed delivered and resumed normal operation. • Farmworkers inspect contingency actions have been successful and equipment is working normally. |

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| Noise related issue | Potential risks and problems | Routine actions to minimise noise and noise risks | Contingency actions to minimise noise and noise risks |
|-----------------------------|---|--|--|
| Noise from ventilation fans | <ul style="list-style-type: none"> Faint-moderate audible tonal noise fans running continuously especially in warm weather. Noisy, out of balance or worn fans. | <ul style="list-style-type: none"> Ventilation system designed and installed by professional contractor, include the least possible amount of noise for chickens and sensitive receptors. Fans considered to be low noise relative to typical rural background noise. Package fan inlets, attic sections, lead through and plastic outlet cones to minimise vibration, fan noise. Computer controlled automatic ventilation, uses small number of fans running continually at high-speed rather than more fans switching on and off. Automated or mechanical equipment essential for the health and well-being of the birds must be inspected by farmworkers at least once per day to check there is no defect. Check for faulty, noisy fans during the systematic bird inspections at least twice per day. Three times per day for young birds. Switch off fans in empty houses and after drying out following washout and disinfection. Planned preventive maintenance by operator's engineers or professional contractors in accordance with manufacturer's instructions and keeping records of work. | <p><u>Trigger</u></p> <ul style="list-style-type: none"> Alarm Noisy, out of balance & worn fans produce high noise with annoying frequencies or tones. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> Immediately/same day/next day. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> Alarm system warns of failure of the ventilation system, via mobile phones, so any noise will not exceed level required to alert persons onsite. Individual fans can be switched off when faults occur. Defects must be rectified by farmworkers, operator's engineers or professional contractors. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> Achievable same day/next day. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> Faulty fan successfully repaired or replaced. Farmworkers inspect contingency actions have been successful and equipment is working normally. |

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| Noise related issue | Potential risks and problems | Routine actions to minimise noise and noise risks | Contingency actions to minimise noise and noise risks |
|---------------------------|---|---|---|
| Noise from gable end fans | <ul style="list-style-type: none"> Faint-moderate audible. tonal noise fans running continuously especially in warmer weather. Noisy, out of balance or worn fans. Running fans continually day & night Expect frequency & duration of use in the future will increase owing to climate change. | <ul style="list-style-type: none"> Switch on fans infrequently. When chickens are nearly fully feathered & start exhibiting uncomfortable feeling hot behaviours e.g. lifting their wings and exposing more of their bodies to get rid of excess heat, and panting. Never used for brooding chicks or young birds, which would be chill stressed. Switch on fans in warmer weather, most likely in June, July & August or in a heat wave (Met Office definition for a UK heat wave is an extended period of hot weather for three consecutive days with daily maximum temperatures meeting or exceeding the heat wave temperature threshold of 27°C for Norfolk). Fans could be in use for approx. seven days near the end of a rearing period. Based on production cycles of seven weeks, fans might be switched on near the end of two rearing periods so up to fourteen days or more per year. Switch off fans immediately as soon as they are not needed - when daytime outside temperature goes down and chickens stop exhibiting uncomfortable feeling hot behaviours or have been destocked. Never used when removing litter or washing out. Automated or mechanical equipment essential for the health and well-being of the birds must be inspected by farmworkers at least once per day to check there is no defect in it. Check for faulty, noisy fans during the systematic bird inspections at least twice per day. Planned preventive maintenance for buildings and equipment by operator's engineers or professional | <p><u>Trigger</u></p> <ul style="list-style-type: none"> Noisy, out of balance & worn fans produce high noise with annoying frequencies or tones. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> Immediately/same day/next day. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> Individual fans can be switched off when faults occur. Defects must be rectified by farmworkers, company engineers or professional contractors. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> Achievable same day/next day. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> Faulty fan successfully repaired or replaced no high noise. |

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| Noise related issue | Potential risks and problems | Routine actions to minimise noise and noise risks | Contingency actions to minimise noise and noise risks |
|--|---|---|--|
| | | contractors in accordance with any manufacturer's instructions and keeping records of the work. | |
| <p>Vehicles & machinery onsite</p> <p>Mobile & fixed sources</p> | <ul style="list-style-type: none"> • Design • Location • Operation • Timing of operations • Inspection and maintenance • Ordinarily not considered probable cause for annoyance | <ul style="list-style-type: none"> • Using machinery and works limited to normal daytime 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. Outside these times only in event of extraordinary circumstances - delays, breakdowns, availability, etc. • Farm workers can start sooner especially in warm weather. • Access to any vehicles restricted to qualified workers. • Compressors, pressure washers used inside houses where practicable during blowdown and washout to keep noise enclosed and idling equipment between work periods & revving engines will be avoided. • Repairs normally carried out during the working day. • Planned preventive maintenance by operator's engineers or professional contractors in accordance with manufacturer's instructions and keeping records of work. | <p><u>Trigger</u></p> <ul style="list-style-type: none"> • Abnormally noisy work e.g. repairs • Noisy work outside normal working times. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> • Advance notice of works. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> • In the likelihood of sensitive receptors being seriously affected they will be notified by a phone call or a note explaining any elevated noise and expected start and finish time. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> • Further notice if later finish expected. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> • Repairs complete. • Noise levels across the site return to normal. • Farmworkers inspect contingency actions have been successful and equipment is working normally. |
| <p>Macerator</p> <p>Mobile source</p> | <ul style="list-style-type: none"> • Ordinarily not considered a probable cause for annoyance. | <ul style="list-style-type: none"> • Package mobile macerator, pressure washer, and equipment enclosed in a trailer and farmworkers arrive same day the dead-in-shell and non-viable eggs will be collected up after the hatching. • Operation limited to normal daytime 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. Outside these times | |

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|---------------------------------|--|---|---|
| | | <p>only in event of extraordinary circumstances - delays, breakdowns, availability, etc.</p> <ul style="list-style-type: none"> • Macerator is fast, in use only for a few minutes in each hour after collections from inside houses. • Likely to be in use less than an hour at Beech Farm then washed down and disinfected and moved on to next farm same day or return to the hatchery. | |
| People noise | <ul style="list-style-type: none"> • Faint-moderate noise | <ul style="list-style-type: none"> • Farmworkers, contractors, visitors instructed to avoid raised voices or playing radios unnecessarily loud. | |
| Destocking Mobile source | <ul style="list-style-type: none"> • Forklift trucks • Noise from the chickens is not considered to be a probable cause for annoyance. | <ul style="list-style-type: none"> • Expect to be destocking houses not less than 14 days every year. Abattoir can take the smaller and larger birds in as little as a single day. • Destocking in normal daytime 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. However, to meet factory requirements destocking can often start before 07.00 at nighttime, but more exception than rule, and very occasionally destocking on public and bank holidays, but latter will rarely happen here. • Concrete apron provides smooth surface for HGV and FLT movements minimising noise. • Access to any vehicles restricted to qualified workers. • Chicken catchers and FLT drivers are trained and have appropriate qualifications. • Catching will be organised to minimise unnecessary manoeuvring. FLTs move transport modules in and out of houses carefully and load as smoothly as | |

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|---|---|---|--|
| | | <p>possible for welfare of the chickens and minimises scraping and impact noise.</p> <ul style="list-style-type: none"> Loaded trailers promptly moved offsite. | |
| <p>Removing litter</p> <p>Mobile source</p> | <ul style="list-style-type: none"> Engine noise Moderate-loud noise | <ul style="list-style-type: none"> Must remove litter after destocking. Use new litter every time, never reuse litter. Professional contractors expect to be removing litter not less than seven times every year and from all the houses in approx. three days. Remove litter in normal daytime 07.00-23.00hrs in working week (Monday to Friday and Saturday morning but exclusive of public & bank holidays), in accordance with How to comply. Use front end or skid-steer loader to push bulk of litter into a large heap the length of house to avoid double handling and minimise time loading into trailers. Doors open on to waiting trailers parked outside as close as possible. Engines to be switched off when vehicles not in use. | |
| <p>Noise from emergency back-up generator</p> <p>Fixed source</p> | <ul style="list-style-type: none"> Faint-moderate noise. | <ul style="list-style-type: none"> Grid electricity outages rarely happen. Package generator in place, low noise and comes with integral acoustic enclosure. Test generator for not more than one hour every week in normal working time 09.00-17.00 hours in working week Monday to Friday but exclusive of public and bank holidays. Planned preventive maintenance by operator's engineers or professional contractors in accordance | <p><u>Trigger</u></p> <ul style="list-style-type: none"> UK Power Network advise electricity outage is likely. Unexpected electricity outage. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> Immediate <p><u>Contingency action</u></p> <ul style="list-style-type: none"> Checking online, time supply expected to return. Schedule delivery of additional fuel if required. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> Continue checking for information online. |

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|---------------------|---|--|---|
| | | with manufacturer’s instructions and keeping records of work. | <ul style="list-style-type: none"> Generator maybe required for hours or days. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> Normal grid electricity supply restored. Check fuel levels. |
| Monitoring | <ul style="list-style-type: none"> Monitoring can help identify any increase in noise levels with time so remedial action can be taken to avoid risk of causing annoyance. Sensitivity likely to increase in warm weather when people want to enjoy the amenity of their gardens and have windows open. | <ul style="list-style-type: none"> Farm Manager responsible for site tour every day including perimeter check for any abnormal elevated noise level, especially any with the potential to cause annoyance at sensitive receptors. | <p><u>Trigger</u></p> <ul style="list-style-type: none"> Abnormal, extraordinary, elevated noise level. <p><u>Timeframe for implementation</u></p> <ul style="list-style-type: none"> Immediate, same day. <p><u>Contingency action</u></p> <ul style="list-style-type: none"> Check routine actions to minimise noise are being adhered to. Inform people at sensitive receptors and anyone else likely to be seriously affected, what has been done or still needs to be done to reduce noise level and duration with timescales. Decibel meters are inexpensive & easy to use for monitoring especially if there are complaints. <p><u>Duration of action</u></p> <ul style="list-style-type: none"> Normally achievable same day, next day. <p><u>Cessation of action</u></p> <ul style="list-style-type: none"> Continue checking at perimeter, until noise reduced and back to normal level. Record events and actions in farm diary. |
| Complaint | <ul style="list-style-type: none"> Elevated level of annoyance Slow response | <ul style="list-style-type: none"> Farm Manager will be responsible for investigating any complaint. | <p><u>Trigger</u></p> <ul style="list-style-type: none"> Complaint reported by the public, the Environment Agency or local authority. |

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|---------------------|------------------------------|---|--|
| | | | <ul style="list-style-type: none"> • Complaint reported on Saturday or Sunday by email from the Agency or local authority, not considered likely from anywhere else. <u>Timeframe for implementation</u> • Immediate, as soon as possible on opening email. <u>Contingency action</u> • Investigate if alleged noise can be substantiated. Even if no longer apparent investigation must still be carried out and recorded same day. Use the noise compliant report and establish: - <ul style="list-style-type: none"> • Time event occurred, duration, description of noise. • Activities taking place onsite at time of complaint. • Any noisy activities taking place offsite in the vicinity. • Check actions, contingency actions being adhered to and any change to standard operating procedure. • Record details of investigation and action taken on the noise complaint report. • A copy must be sent to the Agricultural Manager, Environment Manager immediately. • Must be retained onsite and available for future reference, or inspection with the Agency. • <u>Duration of action</u> • Investigation likely achievable same day, next day. <u>Cessation of action</u> • Notify complainant and anyone else likely to be seriously affected, and the Environment Agency or local authority as required, same day or as soon as possible of the result of the investigation and corrective action or what still needs to be done with timescales. |

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|---------------------|---|--|---|
| Review | <ul style="list-style-type: none"> • New issues • New actions | <ul style="list-style-type: none"> • Environment Manager responsible for annual review of this plan or update sooner where a substantiated complaint results in making changes to related issues procedures, or any routine or contingency actions. | |

| Change history | Date | Name |
|---|----------|------|
| Last updated | 22/01/26 | - |
| Last review | - | - |
| Next review | - | - |
| 22/01/26 Updated plan for Application Variation V003 to increase the installation boundary to enclose more land for 3no. additional houses (total 10no. poultry houses) and places for rearing broiler chickens and include a mobile macerator as a directly associated activity. 10/04/18 Created plan for Application for Bespoke Permit for rearing broiler chickens. | | |

Noise Complaint Report

| | |
|---------------------------------|--|
| Date | |
| Reference number | |
| Name and address of complainant | |
| Telephone number of complainant | |

| | |
|--|--|
| Time and date of complaint | |
| Date, time, and duration of offending noise | |
| Weather conditions <i>(e.g., dry, rain, fog, snow)</i> | |
| Wind strength and direction <i>(e.g., light, steady, strong, gusting)</i> | |
| Callers' description of noise <i>(e.g., hiss, hum, rumble, continuous, intermittent)</i> | |
| Has the caller any other comments about the offending noise? | |
| Any other previous known complaints relating to the installation (all aspects, not just noise) | |
| Any other relevant information | |
| Potential noise sources that could give rise to the complaint | |
| Operating conditions at the time offending noise occurred | |
| Actions taken | |

| | | |
|---|-------|---------|
| Final outcome | | |
| Complainant visited | | |
| Complainant contacted with explanation Yes/No Date By whom | | |
| Form completed by | Date: | Signed: |

Environment Agency (2004): Horizontal Guidance Note; IPPC H3 (Part 2) – Noise assessment and control