NOISE & VIBRATION MANAGEMENT PLAN

Holyroyd Aggregates, Stockfield Road, Oldham, OL9 9LL

Holroyd Skip Hire Limited

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1 Introduction

1.1 Site history / background

1.1.1 Oaktree Environmental Ltd has been instructed by Holroyd Skip Hire Limited to prepare a Noise & Vibration Management Plan ("NMP") for their waste transfer and treatment facility at Holyroyd Aggregates, Stockfield Road, Oldham, OL9 9LL. The site is operated as a household, industrial & commercial (HIC) waste transfer station with treatment.

1.1.2 The site is operated in accordance with an Environmental Management System (EMS) and Fire Prevention Plan (FPP) along with other documents targeted to specific environmental considerations including this NMP. This NMP also accompanies a Noise Impact Assessment (NIA) which has also been produced by Oaktree Environmental Ltd and should be read in conjunction with this document.

1.1.3 This NMP will be kept in the site office and all staff will be trained in the contents of the document which will allow Holroyd Skip Hire Limited and its employees to implement an action plan should the site operatives detect noise emitting the boundary, receive complaints from local business or residents and if the EA suspects noise is an issue from a site inspection.

1.1.4 This NMP has been prepared to meet the requirements of The Environmental Permitting (England and Wales) Regulations 2016 and the Environment Agency's Guidance: "*Noise and vibration management: environmental permits*" published 31/01/2023.

1.2 Site Location

1.2.1 The site is located at Holyroyd Aggregates, Stockfield Road, Oldham, OL9 9LL as shown on Drawing No. STOCK/2985/03.

1.3 Waste Facility Overview

1.3.1 The site will allow for the reception, storage, sorting and treatment (using fixed and mobile plant) of household, industrial and commercial (HIC) waste to permit recycling and recovery. Recycled/recovered materials include soils, hardcore, wood, plastics, paper/card, scrap metal, etc. Non-recyclable general wastes are bulked up and sent to an appropriately permitted site for disposal or further recovery.

1.4 Hours of operation

1.4.1 The site will be open during the following hours for the receipt, hand sorting and removal of waste; including depositing, sorting, moving, storing and removing waste:

Monday to Friday	07.30 – 16.00
Saturday	07.30 – 10.00
Sundays, Bank/Public holidays	No operations

1.4.2 The mechanical treatment of waste comprising the use of any screeners, crushers, will only take place during the following hours:

Monday to Friday	10.00 – 16.00
Saturday	No operations
Sundays, Bank/Public holidays	No operations

1.5 Reviewing and monitoring this NMP

1.5.1 This document will be due for review two years from the date of approval, or, as a result of any incidents which may lead to the requirement for immediate review or the NMP guidance changing, whichever is the sooner. The circumstances which would warrant a review are the following:

- Experiencing an odour incident
- Additional odorous waste streams accepted on site.
- Increase waste volumes accepted and stored.

- Development of site infrastructure – new buildings.
- Installation of new equipment or plant – baler/loading shovel/sort-line/ etc.

1.5.2 Reference should be made to Section 4.10 which details procedures for staff training in the event of any changes in relations to the OMP.

1.6 Waste Types and Quantities

1.6.1 The waste types handled on site will be household, commercial and industrial wastes as defined in the Controlled Waste (England and Wales) Regulations 2012 and Section 75 of the Environmental Protection Act 1990.

1.6.2 The maximum amount of waste to be stored on site at any one time is shown on Drawing No. STOCK/2985/03 with residence times for each waste type. The site will noy accept more than 75,000 tonnes of waste per annum.

1.6.3 If the maximum storage capacity is reached then no further waste will be accepted until waste can be removed from the site and taken to a suitably permitted or exempt site.

2 Sensitive Receptors

2.1 Receptor Plan

2.1.1 A sensitive receptors plan (SRP) has been produced to accompany this NVMP and is shown in Appendix I referenced as on Drawing No. STOCK/2985/04. The receptors highlighted are those which are at risk by noise generated from the site.

2.2 List of receptors

2.2.1 The receptors illustrated in the Receptor Plan are detailed in the table below with approximate distances to them.

Table 2.1 – Distances to Selected, Representative Sensitive Locations

Boundary	Receptor	Approximate distance from boundary of site (m)
All	Residential properties	165 – 1,000
All	Surrounding waste, industrial and commercial sites on Lansdowne Rd, Middleton Road, Crompton St, Ward St, Peel St and Stockfield Rd	0 - 250
North-west	Woodlands Medical Practice	410
South-east	Dr Sidhus Medical Practice	480
South-east	Werneth Medical Practice	540
West	Saint Luke's Church of England Primary School	480
North-west	St Herbert's RC Primary School	675
North-west	The Radcliffe School	1,000
South-west	Sunshine Nursery and Christ Church of England	675
North-east	St Patricks RC Primary School	945
East	Westwood High	525
North	Burnley Brow Community School	820
North-west	Bare Trees Primary	800
North-east	Northmoor Academy	990
North-east	Westwood Academy	515
East	Richmond Academy	675
South	Freehold Community Academy	575
South-east	Darul Hadis Latifiah Northwest	805
West	Stockbrook Children's Centre	500
North-west	Springbank Hotel	450
All	Various small retail, public houses and other leisure facilities	225 – 1,000

2.3 Other noise sources

2.3.1 Other industrial / commercial land uses which will contribute to the background noise level are tabulated below in Table 1.4 below.

Table 2.2 – Other Noise Emitting Operators

Company	Address	Type of Business	Distance & location from site boundary (m)	Possible Noise Issue
V A G Breakers Ltd	Unit 3, Stockfield Road, Chadderton, Oldham, Lancashire, OL9 9HD	ELV facility	20 – 50 / east	Dismantling/treatment of end-of-life vehicles including in/out HGV movements
Oldham Salvage (U K) Ltd	4, Lansdowne Road, Chadderton, Oldham, Lancashire, OL9 9EF	ELV facility	20 – 50 / north-east	As above
F & F Drum Reconditioners	Land/premises At, Cobden Street, Chadderton, Oldham, Lancashire, OL9 9LE	Materials Recycling Facility	240m / west	Mechanically process of plastic drums including in/out HGV movements
Diodes Zetex Semiconductors Limited	Stockfiled Rd, Chadderton, Oldham OL9 9LL	Supplier/goods manufacturer	50m / south	HGVs and mechanical machines for production
S U E Z Recycling and Recovery U K Ltd	Arkwright Street Resource Recovery Centre, Arkwright Street, Chadderton, Oldham, Lancashire, OL9 9LZ	Household Waste Amenity Site	300 / south-east	Deposit/removal of waste in and out of skips plus in/out HGV movements
Richards & Smirk (Metals) Ltd	Peel Street, Chadderton, Oldham OL9 9LH	Scrap metal facility	15 / west	Sorting, treatment of scrap metal including HGVs in/out
Monarch Metals Ltd	Unit B, Westwood Industrial Estate, Arkwright St, Oldham OL9 9LZ	As above	240 / north-east	As above
FR Commercials Ltd	Ward St, Chadderton, Oldham OL9 9EX	Articulated vehicle and parts selling & despatch	Adjacent / north	Movement of heavy commercial goods including HGVs in/out of the site
CEMEX Oldham Concrete Plant	Peel St, Chadderton, Manchester OL9 9LN	Concrete manufacturer	210 / south-west	As above
Hanson Ready-Mixed Concrete	Forge Mill, Peel St, Chadderton, Oldham OL9 9LN	Concrete manufacturer and supplier	230 / south-west	As above

2.3.2 Other sources of noise comprise birdsong and noise generated by other vehicle movements on surrounding industrial estates and other nearby road networks. As can be seen from the NIA, the background noise levels are extremely high for this area.

3 Site Operations

3.1 Waste deliveries

3.1.1 Waste is delivered and removed from the site via the existing access to the east of the site. Upon arrival, an operative will direct the driver to the relevant area on site which is usually the weighbridge where the contents of the vehicle and waste transfer/consignment note are inspected.

3.1.2 Deliveries/removals from the site primarily consisting of Ltd.'s own vehicles/contracts but there will be third parties who send articulated vehicles for removal of waste vehicle parts and tankers for emptying interceptors. These vehicle types are shown below:

- HGV skip vehicles
- fixed body bulk loaders
- 8-wheeled tipper vehicles which can carry loads of up to 18-20 tonnes
- Articulated Lorries.

3.2 Waste acceptance

3.2.1 Strict waste acceptance procedures are in place at the site. The waste will be delivered to the site via the existing access to the east and upon arrival all waste will undergo a visual inspection prior to progressing through to the weighbridge. Once the vehicle has passed the initial inspection, the vehicle will be directed to the weighbridge where the waste consignment notes (including hazardous) and transfer documentation will be fully checked to ensure the waste matches the pre-acceptance information received.

3.2.2 Any wastes identified during the incoming waste inspections which do not conform to site acceptance criteria will not be accepted and/or removed and quarantined immediately to await safe removal from site and the EA will be contacted (where necessary) if the non-conforming waste discovered is likely to lead to a breach of permit conditions or a potential risk of combustion. The majority of all waste delivered

to the site will comprise Holroyd Skip Hire Limited's own vehicles with some occasional third-party deliveries.

3.3 Site infrastructure

3.3.1 The site infrastructure proposed at the site is clearly detailed on Drawing No. STOCK/2985/03 which is shown in Appendix I of this NVMP. The drawing illustrates the location of plant, machinery and stored wastes across the site.

3.4 Waste deposit & handling

3.4.1 Once a load has been accepted by the operator the contents of the delivery vehicles will be discharged the material into **AREA 1** where it will be subject to the following procedures:

a) Following initial tipping, the waste is inspected in line with WM3 for signs of any contamination which could render the waste hazardous. Operatives will also be trained to identify pieces of plasterboard/gypsum to ensure they are deposited into the covered plasterboard skip (**AREA 10**) to avoid mixing with other wastes on site (see Section 3.4).
b) If the site manager or TCM identifies that gypsum/plasterboard is exceeding the relevant container and has potentially been contaminated with other wastes, the waste will undergo a further sort where staff will further pick out the plasterboard/gypsum. Prior to the contaminated waste leaving the site, a sample will be taken to ensure the levels of sulphate are acceptable.
c) Once the waste is deemed suitable, the bulkier items of waste i.e. furniture, mattresses will be removed using the mechanical grab into **AREA 8**.
d) Other items which can be sorted by hand or plant will be taken to one of the storage bays at the site (**AREAS 5, 7, 9 & 11)**
e) Any hardcore / stone material arising from **AREA 1** will be removed and stored in **AREAS 2** or **12** prior to undergoing screening or crushing, details of which are shown in Section 3.9.

3.5 Waste handling, storage and treatment (CDE wastes)

3.5.1 On site processing using mobile plant is required to produce material to the desired specification for re-sale on the commercial market.

3.5.2 Below shows the procedure of the treatment operations carried out on site:

SCREENER

a) Waste will be loaded into the feed hopper of the screening plant will be loaded using a 360^{o} tracked excavator or a 4-wheel loading shovel equipped with a bucket. This process will then separate the soil from the stone/hardcore.
b) The screening plant utilises a vibrating grid with evenly spaced vertical bars to separate out the different fractions within the material. Such screens have interchangeable mesh screens to permit the production of a wide range of product sizes (<3 mm to 20 mm).
c) Soil will be discharged into two different stockpiles depending on its size via conveyors.
d) The stone/hardcore material off the front conveyor of the screener should consists of stone/hardcore which will consist of a saleable aggregate. Larger items may then be transferred to the crusher.

CRUSHER

e) The bulky inert/stone waste will be loaded into the feed hopper of the crusher; this then passes into the crushing chamber which uses hydraulically operated jaws to reduce the size of the material.
f) Small feed/fines pass through the grid bars/mesh at the base of the crushing chamber and out of the plant via a small side conveyor with a discharge height of approximately 1.5 - 3.0 metres. The larger crushed material falls onto the delivery conveyor which will discharge the material in one of two ways: either onto a conveyor feeding the grid of the mobile screen or onto the ground to form a stockpile.

g) Before the crushed material exits the delivery conveyor (discharge height of up to 3.0 metres) any extraneous metal is extracted using a permanent overband magnet. If the material requires further grading after crushing the mobile screening plant used will have up to 3 discharge conveyors, forming 3 stockpiles of different product.

h) Soil will be discharged into a stockpile where it will be bulked and removed off site.

i) The stone/hardcore material off the screener will be loaded into the feed hopper of the crusher; this then passes into the crushing chamber which uses hydraulically operated jaws to reduce the size of the material.

j) Small feed/fines pass through the grid bars/mesh at the base of the crushing chamber and out of the plant via a small side conveyor with a discharge height of approximately 1.5 - 3.0 metres. The larger crushed material falls onto the delivery conveyor which will discharge the material in one of two ways: either onto a conveyor feeding the grid of the mobile screen or onto the ground to form a stockpile.

k) Before the crushed material exits the delivery conveyor (discharge height of up to 4.0 metres) any extraneous metal is extracted using a permanent overband magnet. If the material requires further grading after crushing the mobile screening plant used will have up to 3 discharge conveyors, forming 3 stockpiles of different product.

l) The stockpiled material which is discharged from the crushing plant will be transferred to the appropriate storage areas by loading shovel.

3.5.3 Stockpiling of soil and inert wastes will be limited to a height of 5m and processed at a ground level. In the event piles have reached these limits, site will not accept any further waste in this area until such wastes have been removed.

3.6 Mobile plant and equipment

3.6.1 All mobile plant on site is subject to annual manufacturer maintenance to ensure proper working order in the form of service contracts.

3.6.2 Site management will undertake or delegate additional preventative maintenance checks on a more frequent basis i.e. daily, before, during and 1 hour at the end of each working day using a checklist similar to that in Appendix II to ensure the following:

- Mobile plant is mechanically sound for use and no presence of black fumes or trailing liquids visible prior to use or following shutoff of plant/equipment.
- Mobile plant is stored in the out-of-hours plant storage area as shown on Drawing Nos. STOCK/2985/03 following cessation of activities and external separation distances of 6m are observed between plant and any combustible or flammable material.
- In the building, all plant will be powered down and completely shut off prior to cessation of operations on any given day.
- Plant which is not in use for any extended period is stored at least 6 metres from combustible or flammable material.
- All mobile plant will contain firefighting equipment inside.
- Dust from processing/treatment operations on site can settle throughout the working day onto processing plant, plant exhausts and engine parts so a fire-watch will be implemented after cessation of works and equipment powered down for 1 hour each day to remove any dust/fluff using brushes, hoses etc... Any build of dust/fluff will be removed from the equipment and deposited into an adjacent refuse bin which will be emptied when full.

3.6.3 In addition to the above, fleet lorries are brake checked every 6 weeks along with routine serving as per compliance with the Traffic Commissioner. The proposed variation also includes construction of a HGV servicing building which will reduce the number of vehicle movements associated with the site.

4 Noise Management and Controls

4.1 Noise Sensitive Receptors

4.1.1 The site lies within a mixture of a housing and industry agricultural setting with the nearest noise sensitive residential receptors located 180m and 325m north and east of the site. The layout of the site has been planned in order to contain all the required operations and activities within the site, thus limiting the impacts from noise on the above receptors.

4.1.2 In terms of potential noise impact, whilst the development proposed will be operated using the Best Practicable Means at all times, this site-specific NVMP has been prepared in order to ensure the noise levels at the site can be managed appropriately and reduce any impact on the surrounding receptors.

4.2 Noise Sources

4.2.1 The main sources of noise which could arise from the site operations are as follows:

a) Skip lorries/HGVs travelling to and from the site for delivery / collection of vehicle waste in loose and skip form
b) Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading
c) Loading of waste into mechanical treatment plants i.e. trommel, screener, crusher and shredders
d) Use of trommel, screener, crusher and shredders
e) Loading of waste into containers for storage on site and into articulated vehicles for removal off site
f) Manoeuvring of mobile plant around external areas of the site
g) Small vehicles travelling to and from the site (e.g. staff and visitor's cars, courier van deliveries etc.)
h) Repairs

4.3 Noise Management Table

4.3.1 A site-specific NVMP table overleaf details the above noise sources and how the current and proposed infrastructure on site will reduce the impact of noise to surrounding properties.

4.3.2 In addition to the existing controls in this NVMP, the complaints procedure further discussed in section 5 will be used in the event that any noise complaints are received. If a noise complaint is received and the applicant has been made aware, immediate action will take place reviewing and identifying whether any changes to existing procedures are required or if new procedures need to be put in place. Any changes which may be required will be implemented immediately.

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
A = Skip lorries/HGVs travelling to and from the site for delivery / collection of vehicle waste in loose and skip form	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	Medium	Engines will be switched off when the vehicles are not being used. Waste deliveries and collections will only be permitted during the hours of 07:30 – 16:00 Monday – Friday and 07:30 – 10:00 on Saturdays with no works on Sundays or Bank/Public Holidays. These hours are considered 'normal' working operational hours in an area dominated by industry which has adjacent uses operating business on a 24/7 basis. The existing access road to the operational area site will be maintained in good state of repair to prevent unnecessary noise being generated. All skip lorries and other HGVs operated by Holroyd Skip Hire Limited be fitted with chain socks in order to reduce the noise produced by the loose chains banging on the side of the skip. Implementation of a 5mph speed limit onsite. Drivers must lower the tipper body before driving away from the tipping area. All drivers are required to enter and exit the site with due consideration for neighbours. Drop heights will be a maximum 1m from the ground to allow for clearance of the relevant vehicle. Management will ensure that all vehicles involved in the tipping of waste operated by Holroyd Skip Hire Limited are functioning suitable i.e. vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated. The proposed use of the HGV servicing building will ensure this policy is followed strictly. All mobile plant and other vehicles used will benefit from white noise reverse alarms. A no idling policy will be in place and staff/third party drivers will be told not to rev engines.	Low due to background noise levels being high

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
B = Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	Refer to the above actions shown in A and additional actions/proposals are shown below. This activity will take place approximately 240m from the nearest residential receptors to the south and 186m to the north and will be done. There are significant background noise sources between these two areas comprising the busy Middleton Road, scrap yards and FR Commercials to the north and Stockfield Road other heavy industry to the south. These sites operate longer hours to this site.	Low
C = Loading of waste into mechanical treatment plants i.e. trommel, screener, crusher D = Use of trommel, screener, crusher	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	Refer to the above actions shown in A and additional actions/proposals are shown below. The loading of waste into the treatment plants r is done using a 360^0 grab/crane as opposed to a loading shovel meaning the material can be inserted into the plant with minimal drop height to prevent any crashing, banging or vibration. It is proposed to operate this machinery between the hours of 10:00 – 16:00 Monday – Friday with no operations on weekends or Bank Holidays. The actual use of this equipment will occur for approximately 2/3 hours per days and perhaps 2/3 days per week i.e. when there is enough material to treat. The noise from this plant will not be continuous throughout the day, continuous noise would operations shown in B above. Management will ensure that all loading plant operated by Holroyd Skip Hire Limited is functioning suitably i.e. moving parts to be regularly lubricated. Operatives will be informed to turn off engines of the mobile plant when it is not in use and no revving of engines will be permitted at the site. Any malfunctions in plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced.	Low

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
E = Loading of waste into containers for storage on site and into articulated vehicles for removal off site	See Section 2.2	Noise pollution	Medium	Infrequent (High Pitch)	High	Refer to the above actions shown in A and additional actions/proposals are shown below. The operator has recently altered the way the material is loaded into containers by ensuring plant grabs can go inside the containers and site management have instructed the grab operators to load the containers by placing the material in them rather than dropping it. Site management also closely monitoring the staff loading the material continuously (in addition to the daily monitoring) to make sure that the revised loading operations are carried out. Management will ensure that all loading plant operated by Holroyd Skip Hire Limited is functioning suitably i.e. moving parts to be regularly lubricated. Operatives will be informed to turn off engines when the plant is not in use and no revving of engines will be permitted at the site. Any malfunctions in loading plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced.	Low
F= Manoeuvring of mobile plant around external areas of the site	See Section 2.2	Noise pollution	Low	Intermittent (Low Pitch)	Med	Refer to the above actions shown in A and additional actions/proposals are shown below. Management will ensure that all site vehicles operated by Holroyd Skip Hire Limited are functioning suitable i.e. vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated. All manoeuvring areas using mobile plant are surfaced with impermeable concrete which is generally flat and well maintained to prevent unnecessary banging of vehicles on uneven ground leading to excessive vibration.	Low
G = Small vehicles travelling to and from the site (e.g. staff and visitor's cars, courier van deliveries etc.)	See Section 2.2	Noise pollution	Low – Very Low	Intermittent (Low Pitch)	Low	All those working on and visiting the site to be made aware of need for considerate driving and keeping vehicles well maintained. Small vehicles are not considered to be an issue in relation to excessive noise which could cause a complaint. Implementation of a 5mph speed limit onsite. All drivers are required to enter and exit the site with due consideration for neighbours.	Very Low / Negligible

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
H = Repairs	See Section 2.2	Noise pollution	Very Low	Occur at a specific time (Low Pitch)	Low	If repairs to the site are required, the work is to be undertaken with due regard for the possible noise nuisance and during working day hours. In the event of major repair work being undertaken which is likely to cause significant noise and disruption, neighbouring residents and the Environment Agency will be notified in advance and would not commence without agreement unless in extenuating circumstances i.e. to minimise a fire occurring.	Very Low / Negligible

4.4 Monitoring

4.4.1 It is proposed that any offsite monitoring would primarily comprise the subjective onsite observations by site management. Given that the noise assessment has determined that proposed noise levels associated with the proposed operations are unlikely to significantly exceed the background level it is difficult to justify the requirement to undertake routine pro-active offsite monitoring.

4.4.2 There is a property to the north of the site which carries out noisier activities but as the activities vary on a day-by-day basis, it would make it difficult to assess any measurements made at the nearest receptors during the site's operation i.e. what amount of the noise level may be apportioned to the site. To have any certainty in evaluating the true noise level as a result of the operations at the receptor measurements would have to be made during time of inactivity at neighbouring sites. This would introduce a great level of difficulty and eradicates the opportunity to arrange for a routine, weekly time for noise monitoring.

4.4.3 It would seem reasonable to propose that noise levels are subjectively monitored by site management. Site management will be able to monitor noise levels throughout the day whilst onsite and would notice a rise in noise levels because of plant failure, staff negligence, incompatible loads or other extenuating circumstances. If site management identify these issues, the operator they can then take steps to remedy the situation (i.e. cease the activity if needed). Should a noise a complaint be received, site management would review the nature of the complaint, and should it be deemed necessary (i.e. numerous complaints relating to a particular item of plant) then an investigation may be commenced and advice sought from a professional acoustician.

4.5 Recording

4.5.1 Site management will record complaints in the site diary or complaints report from in Appendix II and contract the EA within 24 hours if a complaint is received.

4.5.2 Site management will be required to make a note of any unavoidable events such as plant failure, in the site diary, rather than just actual complaints received and notify

the EA within 24 hours. This will ensure that if complaints are received retrospectively from either the EA or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed (or, at least, in part) to the cause of the complaint. Where all appropriate measures fail to prevent an activity causing unacceptable levels of noise pollution, the activity will be stopped.

4.6 Emergencies

4.6.1 In the event of any unforeseen circumstances i.e. faulty equipment, the site manager will make an assessment of whether to cease activities/all operations with the main emphasis on site will be to reduce any noise impacts.

5 Actions when complaints are received

5.1 Complaints procedure

5.1.1 If any noise complaints are received, site management will complete a 'complaints and events log' and detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the LA, EA or third parties. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum).

5.1.2 Noise complaints will be prioritised and investigated without delay or by end of working day only in extenuating circumstances. This will also apply to complaints received both directly and via other sources (e.g. EA or local authority). Where investigation substantiates the complaint, fully or partially, then remedial action will be taken immediately and if measures taken fail to stop the pollution then the activity must be stopped and not restarted unless and until additional measures have been implemented to prevent the emission causing pollution. The EA will be contacted in the event the complaint cannot be escalated. Following a complaint and if it is deemed correct following investigation, the appropriate action will be taken to prevent the issue from reoccurring i.e. evaluation of current abatement measures, site operations, additional abatement measures and re-training of staff via toolbox talks.

5.1.3 The operator will make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or third parties, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed to the cause of the complaint.

5.1.4 It must be noted that the site lies adjacent to a noisy property to the north, so in the event of a complaint, the operator will substantiate the complaint by carrying out noise monitoring to identify whether the complaint is valid. If the complaint is valid, the site

will implement the complaint procedures check and if required, amend site operations and provide additional attenuation around the site. This would involve using a level 2 sound meter and comparing this information from the background levels recorded from the recent Noise Impact Assessment.

5.1.5 If the source cannot be ascertained with 100% confidence, site management will either suspend or reduce the likely noise generating activities, i.e. mechanical treatment plant comprising screener, crusher etc.. .

5.1.6 If the source is within the site's control, site management will take appropriate action to ensure the issue has been rectified. This may take the form of the following:

a) Investigating the source to prevent a re-occurrence.
b) Suspending operations which are giving rise to excessive noise due to potential plant malfunction
c) Investigate noise mitigation measures
d) Logging findings of a – c in the site diary / complaints form and also in the reporting template within the EP.
e) Report actions to the complainant and/or EA within 24 hours.
f) If following the above complaints are still received, the site will cease operations until the issues have been rectified.

5.1.7 The EA will be notified by email of any third-party noise complaints received within 24 hours including the complainant and the outcome of the investigation. Where complaints are substantiated as causing or likely to cause significant noise pollution, then the EA will be notified.

5.2 Complaints recording

5.2.1 Any complaints received in relation to noise and vibration will be recorded on the form shown in Appendix II. This form will normally be completed, signed and dated by site management, if they are not available, another suitably trained staff member.

5.2.2 The following details as a minimum will be completed on the form:

a) The name, address and telephone number of the caller will be requested.

b) Each complaint will be given a reference number.

c) The caller will be asked to give details of:

- the nature of the complaint;
- the time;
- how long it lasted;
- how often it occurs;
- is this the first time the problem has been noticed; and,
- what prompted them to complain.

d) The person completing the form will then, if possible, make a note of:

- the weather conditions at the time of the problem (rain snow fog etc.)
- strength and direction of the wind; and,
- the activity on the installation at the time the noise, dust or odour was detected, particularly anything unusual.

e) The reason for the complaint will be investigated and a note of the findings added to the report.

f) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

g) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the appropriate department of the EA or Local Council.

h) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

6 Training

6.1 Training regime

6.1.1 All employees and sub-contractors of Holroyd Skip Hire Limited involved with potentially noisy operations will receive training in noise and vibration monitoring and complaint reporting.

6.1.2 Training will be given to all relevant persons to make sure they are competent in completing noise and vibration survey forms, noise and vibration complaint report forms and the site diary to ensure sufficient monitoring of noise and vibration can be carried out and any problems addressed correctly.

6.1.3 When selecting new plant and equipment, consideration shall be given to the need to meet all legislation and statutory guidance on noise levels and to minimise levels of noise from selected equipment.

6.2 Vehicle / plant preventative maintenance training

6.2.1 This training is provided specifically for the vehicle and plant operators in order to ensure that all plant and machinery is checked regularly to prevent any occurrences which may lead to any adverse impacts on the environment or human health.

6.2.2 Training will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.

6.2.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

6.3 Liaison with Neighbours

6.3.1 In the extreme event of a significant, but temporary, increase in noise and vibration from the site, neighbours will be contacted to advise them of the occurrence and action being taken to remediate the issue on site.

6.3.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.

Appendix I

Drawings

Scale Bar (1:250)
0 m 10 m 20 m

Waste Storage Area Details - PILE SIZES BASED ON AREA OF STOCKPILE ON SITE PLAN NOT LENGTH X WIDTH											
Plan Ref	**Description**	**Storage type**	**Containment**	**Height / width of firewall (m)**	**Max Width (m)**	**Max Length (m)**	**Height (m)**	**Max area (m2)**	**Conversion factor used**	**Volume (m3)**	**Tonnage (approx.)**	**Maximum storage durations**
AREA 1	Waste reception (tipping), inspection and sorting area **(clear out-of-hours)**	Free-standing / unprocessed	N/A	N/A	10	10	1	100	0.333	33	11	<2 hours
AREA 2	Bulky Stone/concrete/hardcore	Free-standing / hand sorted from AREA 1	Free standing pile / concrete block wall to the north	6 / 0.4	25	15	5	325	0.75	1219	1463	<6 months
AREA 3	Tyre skips	Open topped 40 cubic yard skips / hand sorted from AREA 1	Skip / concrete block wall to the north	4 / 0.4	6.1	2.44	2.62	14.884	1	39	10	<4 weeks
AREA 4	Sorted recyclables i.e. wood, residual waste etc.. (contents in skip may vary	Open topped 40 cubic yard skips / hand sorted from AREA 1	Skip / concrete block wall to the north	N/A	6.1	2.44	2.62	14.884	1	39	10	<2 weeks
AREA 5	Wood	Free-standing / hand sorted from AREA 1	Free standing pile / concrete block wall to the north and east	4 / 0.4	13	10	3	130	0.75	293	146	<4 weeks
AREA 3, 4 & 5 TOTAL										**370**		
AREA 6	Soil skip	Open topped 40 cubic yard skips / handsorted from AREA 1	Skip	4 / 0.4	6.1	2.44	2.62	14.884	1	39	40	<6 months
AREA 7	Mixed municipal waste	Free-standing / hand sorted from AREA 1	Free-standing inside two sided concrete block wall to the east and south and inert skip to the north	4 / 0.4	15	6	3	90	0.75	203	67	<2 weeks
AREA 8	Bulky waste i.e. mattresses	As above	Free-standing inside a three-sided concrete block wall	4 / 0.4	5.5	5	3	27.5	0.75	62	20	<2 weeks
AREA 9	Green waste	Free-standing / hand sorted from AREA 1 or arrive in separate loads	Free-standing inside two sided concrete block wall to the east and north	4 / 0.4	15	7	3	105	0.75	236	78	<2 weeks
AREA 10	Sorted recyclables i.e. wood, residual waste etc.. (contents in skip may vary	Open topped 40 cubic yard skips / hand sorted from AREA 1	Skip	N/A	6.1	2.44	2.62	14.884	1	39	10 - 20 (depending on contents in skip)	<2 weeks
AREA 11	Soils and stone	Free-standing / hand sorted from AREA 1	Free-standing pile / concrete block wall to the north , east and south	4 / 0.18	5	5	2	25	1	50	60	<2 weeks
AREA 12	Bulky concrete, hardcore, stone for crushing	Free-standing	Free-standing pile / building walls to the south	N/A	25	9	4	225	0.5	450	540	<6 months
AREA 13	Residual waste and scrap metal arising from crushing process	Open topped 8 cubic yard skips	N/A	N/A	3.7	1.7	1.3	6.29	1	8	5 - 10 (depending on contents in	<2 weeks
AREA 14	Bulky concrete, hardcore, stone for crushing	Free-standing	Free-standing pile / building walls to the north	N/A	10	10	2	100	0.5	100	120	<3 months
AREA 15	Scrap metal arising from crushing process	Open topped 8 cubic yard skip	N/A	N/A	3.7	1.7	1.3	6.29	1	8	5 - 10 (depending on contents in	<2 weeks

NOTES

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REVISION HISTORY

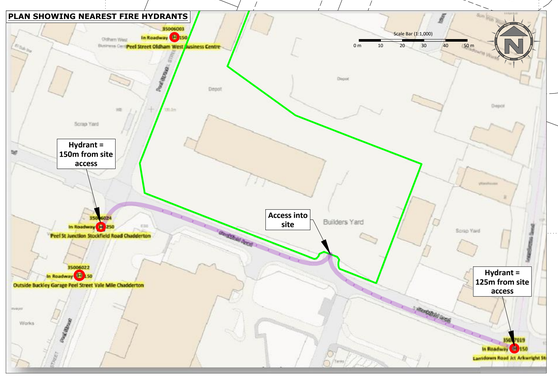
Rev:	Date:	Init:	Description:
-	08.08.22	CP	Initial drawing
A	05.09.22	CP	Client comments
B	11.04.22	CP	EA & client comments

Key:

- Proposed permit boundary
- Waste storage areas
- Non-waste storage areas
- Hazardous waste storage areas
- Non-waste fuels, oils and other liquids storage
- Temporary waste storage areas (clear prior to shutdown)
- Waste recycling / storage buildings (impermeable concrete floor)
- Other buildings i.e. workshops/offices
- Covered storage areas
- Impermeable concrete surface / sealed drainage (upper level)
- Impermeable concrete surface / sealed drainage (lower level)
- Landscaped / vegetation / grassed areas
- Contaminated surface water drainage
- Surface water drainage fall direction
- Gully's
- Manholes
- Quarantine area (with 6m buffer zone) based on **AREA 13**
- Hose reels (indicative location)
- Fire fighting equipment / extinguishers (indicative locations)
- Plant shutoff (indicative location)
- Manual fire alarms (break glass / horns) - indicative location
- Spill kits (indicative location)
- Access route for emergency services
- Fire hydrants
- Fire assembly points
- Out-of-hours plant storage
- Pan, tilt and zone cameras with 360° 50m coverage

Boundary comprising 5m high steel sheet fencing
Empty skip storage
Workshop
Boundary comprising mixture of 2m high post and wire and fixed heras fencing
FIRE HYDRANT
Roller shutter
Peel Street
Western boundary comprising 5m high steel sheet fencing
130.5m
Staff / customer parking
Recovered aggregates (non-waste)
Out-of-hours lorry parking
Open for access
Recycled aggregates (non-waste)
AREA 13
Crusher (fixed into the ground)
AREA 14
Screener
AREA 15
AREA 12
General non-waste storage
North boundary comprising 6m high concrete block wall
Upper level and lower divide approx. 2m height difference)
North-eastern boundary comprising 4m high concrete block wall
AREA 2
AREA 3
Store & welfare
AREA 4
AREA 5
Catchment pit
Open for access
Fuel storage (above site office)
AdBlue storage
Site office
AREA 6 (also acting as firewall)
AREA 1
AREA 7
Manual mains fed suppression system consisting of hose spanning the top of the sheeted fence
AREA 10
AREA 8
Eastern boundary comprising 4m high concrete block wall and 2m high steel sheeted fencing above
Quarantine area = 140m² / >185m²
AREA 9
Staff welfare
Vehicle check and wash down area prior to egress from the site
AREA 11
Underground sealed storage tank and silt trap
Western boundary comprising 5m high steel sheet fencing
South-western boundary comprising 5m high steel sheet sheeted fencing (3m high brick wall to the south of the fencing)
FIRE HYDRANT
ESS
Stockfield Road
Eastern boundary comprising 3m high concrete block wall and 2m high steel sheeted fencing above
Landscaped area
Site access & egress with lockable gates
Saleable topsoil (non-waste)
Landscaped area
Eastern boundary comprising 4m high concrete block wall and 2m high steel sheeted fencing above
South-eastern boundary comprising 4m high concrete block wall and 2m high steel sheeted fencing above

PLAN SHOWING NEAREST FIRE HYDRANTS



Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants

DRAWING TITLE: SITE LAYOUT & FIRE PLAN

CLIENT: Holroyd Skip Hire Ltd

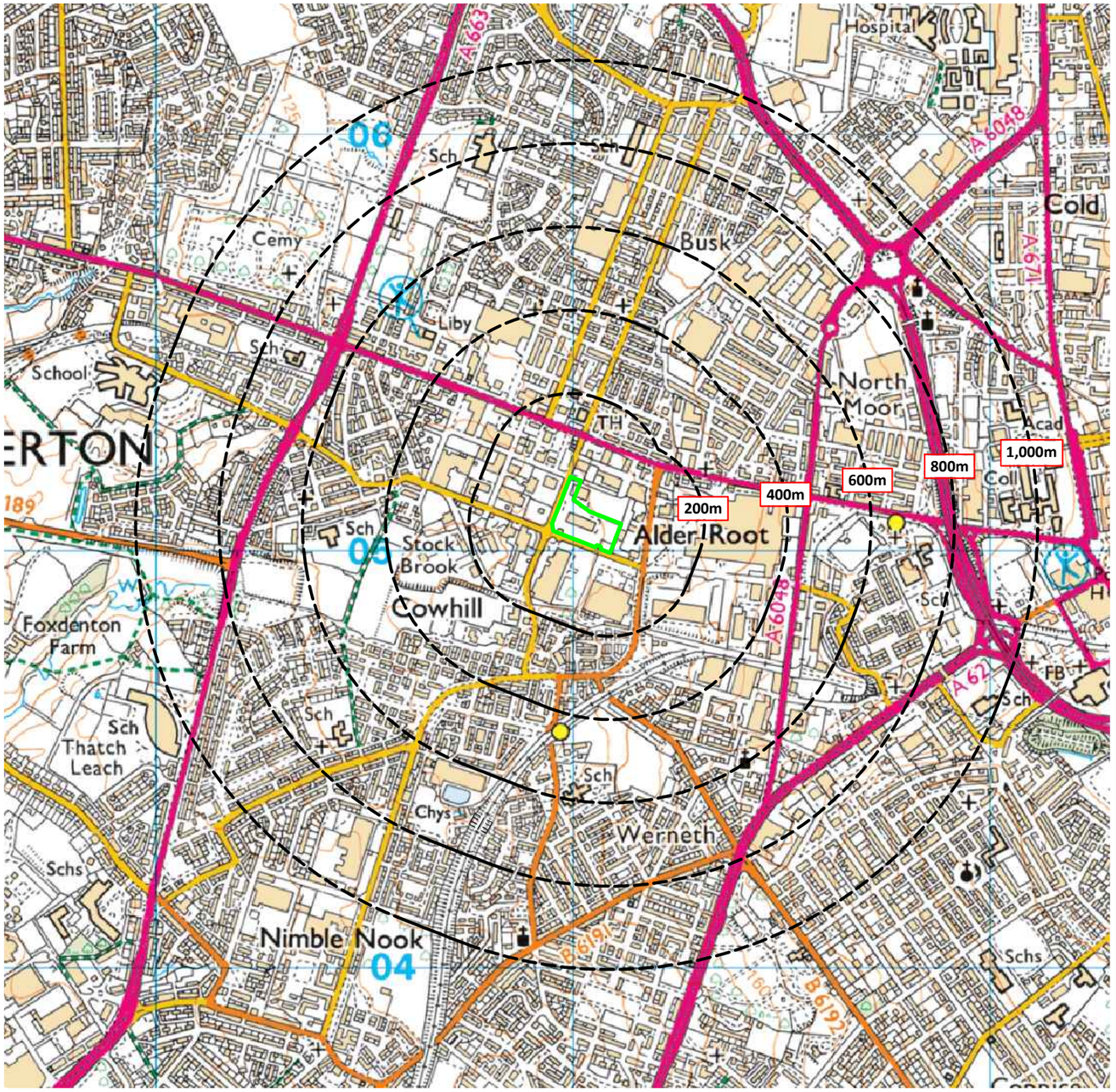
PROJECT/SITE: Holroyd Aggregates, Stockfield Road, Oldham OL9 9LL

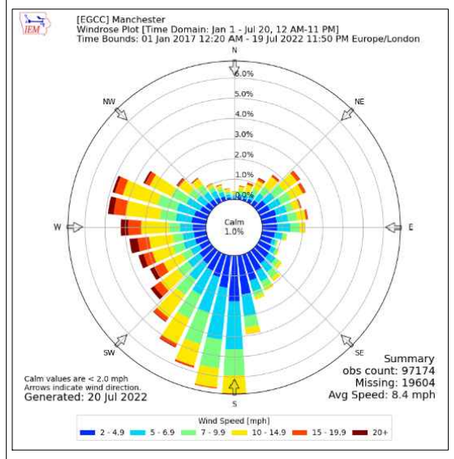
SCALE @ A0	CLIENT NO	JOB NO
1:250	2985	001
DRAWING NUMBER	**REV**	**STATUS**
STO/2985/03	B	Issued
DRAWN BY	**CHECKED**	**DATE**
CP	--	11.04.23

Lime House, Road Two, Winsford, Cheshire, CW7 3QZ
t: 01606 558833 | e: sales@oaktree-environmental.co.uk

KEY:

- Permit boundary
- Surface water body (pond / pool / lake)
- Stream, river, beck
- Buildings includes Agricultural, industry, commerce and retail - could also include small houses)
- Residential blocks
- Class A roads
- Class B roads
- Class C roads
- Places of worship
- Public footpath
- Sch Schools





Compass Wind Rose for Manchester (EGCC)
Period 2017-2022
- source: Iowa State University

Scale Bar (1:12,500)

0 km 500 m 1 km

NOTES

1. Boundaries are shown indicatively.
2. Wind rose data shows the prevailing wind direction to be blowing north & east from the south& west.

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REVISION HISTORY

Rev:	Date:	Init:	Description:
-	05.09.22	CP	Initial drawing

Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants

DRAWING TITLE
RECEPTOR PLAN

CLIENT
Holroyd Skip Hire Ltd

PROJECT/SITE
Holroyd Aggregates, Stockfield Road, Oldham OL9 9LL

SCALE @ A3	CLIENT NO	JOB NO
1:12,500	2985	001

DRAWING NUMBER	REV	STATUS
STO/2985/04	-	Issued

DRAWN BY	CHECKED	DATE
CP	--	05.09.22

Lime House, Road Two, Winsford, Cheshire, CW7 3QZ
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Appendix II

Complaints Report Form

COMPLAINTS PROCEDURE

1) Any complaints received in relation to noise and vibration will be recorded on the form below. This form will normally be completed, signed and dated by the site operator, if they are not available, the Office Manager will complete the form.

2) The name, address and telephone number of the caller will be requested.

3) Each complaint will be given a reference number.

4) The caller will be asked to give details of:
   - the nature of the complaint;
   - the time;
   - how long it lasted;
   - how often it occurs;
   - is this the first time the problem has been noticed; and,
   - what prompted them to complain.

5) The person completing the form will then, if possible, make a note of:
   - the weather conditions at the time of the problem (rain snow fog etc.)
   - strength and direction of the wind; and,
   - the activity on the site at the time the noise was detected, particularly anything unusual.

6) The reason for the complaint will be investigated and a note of the findings added to the report.

7) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

8) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the EA.

9) Following any complaint the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

Complaints Report Form	
Date Recorded	Reference Number
Name and address of caller	
Telephone number of caller	
Time and Date of call	
Nature of complaint (noise, vibration) (date, time, duration)	
Weather at the time of complaint (rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Potential reasons for complaint	
The operations being carried out on site at the time of the complaint	
Follow Up	
Actions taken	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures	
Changes to Noise & Vibration Management Plan	
Date changes implemented	
Form completed by	
Signed	
Date completed	