

Port of Wisbech

784- B059539

Dust Management Plan

Environmental Permit Application

Port of Wisbech Limited

May 2024

**Document prepared on behalf of Tetra Tech Environment Planning Transport Limited.
Registered in England number: 03050297**



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DOCUMENT CONTROL

Document:	Dust Management Plan
Project:	Port of Wisbech
Client:	Port of Wisbech Limited
Project Number:	784- B059539
File Origin:	X:\784-B059539_Port_of_Wisbech_Permit\60 Project Output\63 Published\Appendix G - Dust Management Plan\Dust Management Plan.docx

Revision:	Draft	Prepared by:	Gemma Allan
Date:	April 2024	Checked by:	Andrew Bowker
Status:	Draft to Client	Approved By:	Andrew Bowker
Description of Revision:			

Revision:	Final	Prepared by:	Gemma Allan
Date:	May 2024	Checked by:	Lauren Stanger
Status:	Final to EA	Approved By:	Andrew Bowker
Description of Revision:	Issue to Environment Agency		

Revision:		Prepared by:	
Date:		Checked by:	
Status:		Approved By:	
Description of Revision:			

Revision:		Prepared by:	
Date:		Checked by:	
Status:		Approved By:	
Description of Revision:			

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1.0 INTRODUCTION

1.1 REPORT CONTEXT

- 1.1.1 This Dust Management Plan (DMP) has been prepared by Tetra Tech on behalf of Operator, Port of Wisbech Limited (PWL) to support an Environmental Permit Application for PWL's permitted facility at Port of Wisbech (the site), Nene Parade, Wisbech, PE13 3BB, at approximate National Grid Reference (NGR) TF 45689 11023.
- 1.1.2 The Operator runs an established load and discharge operation, currently holding the sole stevedoring licence from Fenland District Council enabling the company to load and un-load all the ships that use Port of Wisbech. The Site predominantly stores timber product within the ownership boundary.
- 1.1.3 It is the intention of PWL to apply for a new bespoke environmental permit to allow the operation of an RDF Waste Transfer Station to allow for the storage of baled RDF prior to export to near continent. The facility will accept up to 75,000 tonnes of RDF per annum, and due to all waste storage taking place outdoors, a bespoke environmental permit is required. There will be no waste processing undertaken on site, only storage pending export.
- 1.1.4 According to the Environment Agency's (EA) 'Control and Monitor Emissions for your Environmental Permit' guidance a DMP must be prepared to support an application that comprises the *"keeping or treatment (or both) of household, commercial or industrial waste in a materials waste transfer station/ material recycling facility"* as well as the *"keeping or treating (or both) scrap metal"*.
- 1.1.5 As such, this DMP has been prepared in accordance with the EA's 'Dust & Emission Management Plan' template (Version 10, October 2018).
- 1.1.6 This DMP is a working document, intended to be used as a reference document for operational staff on a day-to-day basis. PWL will implement the plan to ensure that all reasonable measures are taken to control dust emissions, and in the event that an adverse impact is caused, prompt action will be taken to identify the source and apply corrective measures. It provides a schedule of actions that will be taken to minimise dust impact and details site management procedures for the management and monitoring of dust.

2.0 SITE DESCRIPTION

2.1 SITE SETTING

- 2.1.1 The proposed permit area is situated at the Port of Wisbech (the Site), at Nene Parade, Wisbech, PE13 3BB. The site location and permit boundary are shown on Drawing Number PWL/B059539/PER/01.
- 2.1.2 Access to the site is achieved by an access road located directly off Crab Marsh. Access to the site can also be made via the Nene Parade entrance to the wider Port of Wisbech Site.
- 2.1.3 The proposed permit area is centred at approximate National Grid Reference (NGR) TF 45689 11023.
- 2.1.4 The permitted area is located within the larger Port of Wisbech site which operates an established load and discharge activity and is predominantly surrounded by additional commercial and industrial properties. The nearest residential property is located approximately 10m east of the site.

2.2 OVERVIEW OF SITE ACTIVITIES

- 2.2.1 The site will operate a Non-Hazardous waste transfer station and will comprise of various outdoor stockpiles of baled RDF. The site will accept up to 75,000 tonnes of RDF per annum, and all stockpiles will be stored outdoors and in accordance with Environment Agency (EA) guidance. There will be no waste treatment or processing undertaken on site.
- 2.2.2 The operation of the waste transfer station will fall under the following Recovery and Disposal codes (R and D codes) shown in Table 1, provided for in Annex II to Directive 2008/98/EC of the European Parliament and The Council of 19th November 2008 Waste.

Table 1: Permitted Activities (R/D Codes Codes)

R/D Code	Activity Description
D15	Storage pending any of the operations numbered D1 to D14 (excluding temporary storage, pending collection, on the site where it is produced)
R13	Storage of waste consisting of materials for submission to any operation numbered R1 to R12 but excluding temporary storage pending collection on the site where it is produced.

2.3 PROPOSED WASTE TYPES

- 2.3.1 Details of the proposed waste types are provided as Appendix A.

2.4 WASTE QUANTITIES

- 2.4.1 The maximum quantity of waste stored at the facility at any one time shall not exceed 2,000m³ and the total quantity of waste accepted at the site per year shall not exceed 75,000 tonnes.
- 2.4.2 There will be no hazardous waste accepted on site.

2.5 PROCESS DESCRIPTION

- 2.5.1 RDF will arrive at the site via the southeast entrance off Nene Parade, which is an area of the site outside of the permitted area. The weight of material received at the site will be determined via the weighbridge outside of the permitted area at the Nene Parade entrance to the site.
- 2.5.2 Should the loads be accepted, they will be transported to the permitted area whereby materials will be tipped directly into the stockpiles or deposited on the hardstanding in front of the stockpiles, where a loading shovel will be operated to move the material into stockpiles.
- 2.5.3 The open areas to the north and south of the permitted area will be used for the outdoor storage of baled RDF. Each stockpile will not exceed a volume of 450m³ or 4m in height and will be separated by either a 6m separation distance or by a firewall.
- 2.5.4 There will be no treatment of any nature on site. The RDF will arrive baled and will be stored pending export via ship on the River Nene.
- 2.5.5 Stockpiles will be stored on site for approximately 3 weeks prior to dispatch and the First-In First-Out (FIFO) procedure will be applied.

2.6 WASTE STORAGE

- 2.6.1 The open areas to the north and south of the permitted area will be used for the outdoor storage of baled RDF. Each stockpile will not exceed a volume of 450m³ or 4m in height and will be separated by either a 6m separation distance or by a firewall.
- 2.6.2 There will be no treatment of any nature on site. The RDF will arrive baled and will be stored pending export via ship on the River Nene.
- 2.6.3 The RDF bales to be stored outside will be fully wrapped to prevent water ingress and fugitive dust emissions.
- 2.6.4 Stockpiles will be stored on site for approximately 3 weeks prior to dispatch and the First-In First-Out (FIFO) procedure will be applied.

2.7 OPERATING HOURS

- 2.7.1 Operations will only be undertaken during the following hours: -
- 07.00 – 19.00 Monday to Saturday.
- 2.7.2 There will be no works undertaken on Sundays or Bank Holidays

2.8 PLANT AND EQUIPMENT

- 2.8.1 The following equipment will be used on site: -
- Forklift Trucks and;
 - Fuchs Rehandlers
- 2.8.2 As a function of the Environmental Management System, the performance of all plant and equipment will be reviewed in comparison to other models that may be available on the market. If there happens to be other models available that perform more efficiently than the site's existing plant and is financially feasible, PWL may decide to change their existing plant and equipment. As part of the process, PWL will ensure that all non-road going mobile plant have a minimum Stage IV emission rating and road going vehicles will have a

minimum emission rating of Euro VI. As such, the brand, make, model and specification of the mobile plant and equipment that will be used on site is expected to vary throughout the operational life of the facility.

- 2.8.3 Only personnel who are trained and licensed to operate equipment and carry out maintenance will do so.
- 2.8.4 All plant and equipment will be maintained in accordance with a preventative maintenance programme which will be defined by the manufacturer's requirements. This will ensure that the integrity and operational efficiency of all plant and equipment is maintained and therefore minimise the risk of mechanical failure which may result in increased dust emissions. This particular programme forms part of the site's Environmental Management System.
- 2.8.5 In addition, all plant and equipment will be visually inspected on a daily basis by the Site Manager (or a nominated deputy) prior to use. The purpose of this inspection is to identify any signs of defects that may affect the integrity and operational efficiency of the plant.
- 2.8.6 In the event that a defect is identified on any item of plant or equipment, the use of the plant/equipment will be suspended until the necessary remedial works have been undertaken.

2.9 DUST SENSITIVE RECEPTORS

- 2.9.1 Receptors within 1km of the site have been listed in Table 2 and are shown on Drawing Number PWL/B059539/REC/01.

Table 2: Location of Potential Receptors Within 1km of the Site

ID	Receptor	Direction from Operational Area	Minimum Distance from the Permit Application Boundary (approx. m)
Domestic Dwellings			
1	Residential Properties off Crab Marsh	E	10
2	Residential Properties off Osborne Road	E	200
3	Residential Properties off Timber Yard Gardens	E	140
4	Residential Properties to the East of Osborne Road	E	220
5	Residential Properties off Chase Street	SE	670
6	Residential Properties off Albany Road	SE	680
7	Residential Properties South of Albany Road	SE	730
8	Residential Properties South of Mount Pleasant Road	SE	700
9	Residential Properties West of the River Nene	W	90
10	Springvale Mobile Home Park	NW	465
Commercial and Industrial Premises			
11	Industrial and Commercial Properties East of Crab Marsh	E	10
12	Industrial and Commercial Properties West of River Nene	SW	110
13	Industrial and Commercial Properties South of Bannister's Row	S	50
14	Oil Dri (UK)	S	Adjacent
15	Crab Marsh Boat Yard	N	35

Port of Wisbech
Dust Management Plan

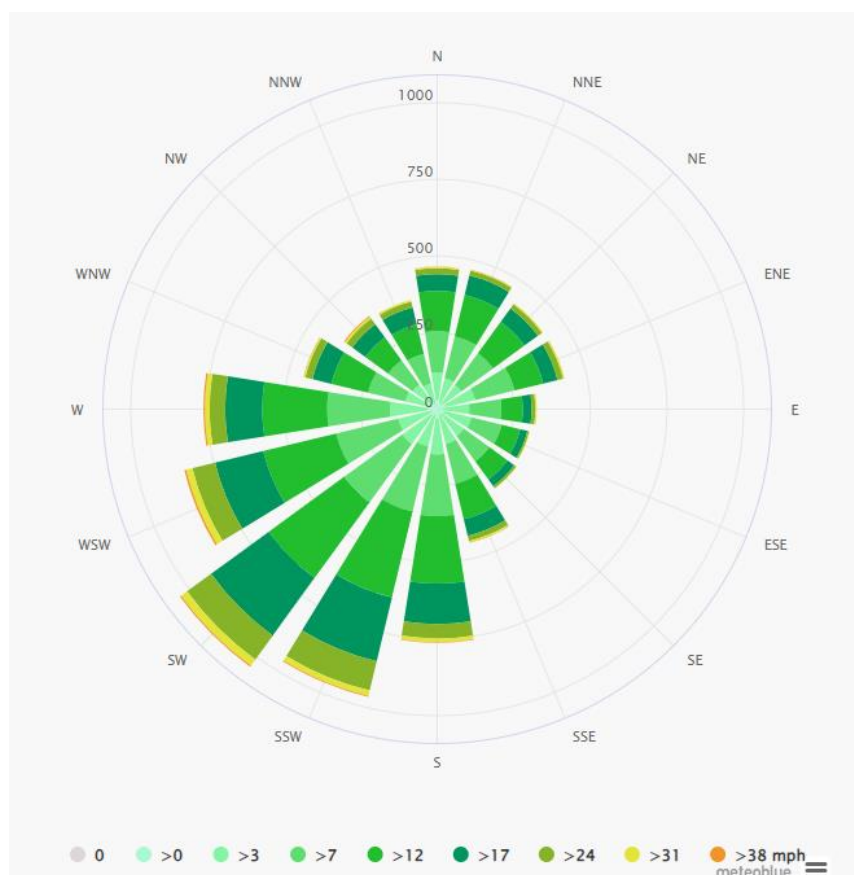
16	Industrial and Commercial Properties	N	330
17	Industrial and Commercial Properties SE of Nene Parade	SE	335
Sensitive Land Uses			
18	Floral Farm	NE	700
19	Octavia Hill Green	SW	560
20	Kroto Orchard	SW	690
21	Allotments	SW	775
22	Clarkson Green	SW	610
23	Wisbeck General Cemetery	S	595
24	Walsoken Cemetery	E	640
25	Conference Way Play Park	E	400
26	Waterlees Road Allotments	NE	815
27	Sneezewort Farm	NW	970
28	The Herb Bank	SE	820
29	Mitchell Green	E	940
30	Mount Pleasant Cemetery	E	640
31	Wisbech General Cemetery (2.0)	E	640
Shops/Amenities/Schools/Hospitals/Recreation			
32	Orchards Church of England Academy	E	750
33	Oasis Nursery	E	745
34	Peckover Primary School	SW	510
35	Life Line Screening and Oasis Community Centre	E	815
36	Astro Football	SE	480
37	Aim-N-Break Shooting Range	SE	300
38	Wisbech Boxing Club	SE	370
39	Harecroft Road Playing Fields & Wisbech Town Cricket and Hockey Club	SW	645
40	Wisbech Squash Club	SW	625
41	Clarkson Surgery	SE	915
42	Bath Road Skate Park	SE	500
43	Wisbech Tennis Club	SW	945
44	Medivet Wisbech	SE	745
45	Shops East of Crab Marsh	E	65
46	Shops SE of Bannister's Row	SE	140
47	Shops West of River Nene	W	120
48	Shops SW of Sutton Rd	SW	590
49	Shops North of Timber Yard Gardens	NE	170
50	Shops and Amenities SW of A1101	S	680
Highways or Minor Roads			

51	A1101 – Leverington Road	SW	450
52	B1169 Dowgate Road	SW	610
Protected Habitats			
53	Peatlings Lane Deciduous Woodland	SW	130
54	Little Dowgate Deciduous Woodland	W	605
55	B1169 Deciduous Woodland	W	640
56	Wisbech General Cemetery Deciduous Woodland	S	625
57	Coastal and Floodplain Grazing Marsh	W	Adjacent
58	Mudflats	W	Adjacent
Surface Water e.g. rivers and streams			
59	River Nene (LWS)	W	Adjacent
60	Stream	SW	445
61	Stream	SW	705
Protected Species			
62	European Eel Migratory Route	W	Adjacent
63	River Lamprey Migratory Route	W	Adjacent
64	Smelt Migratory Route	W	Adjacent
Groundwater (sensitivity)			
According to the Multi-Agency Geographic Information for the Countryside's (MAGIC) website, the site is not situated within a Groundwater Source Protection Zone. The MAGIC website also indicates that the site is designated as an Unproductive Bedrock Aquifer and an Unproductive Superficial Drift Aquifer.			

2.10 WIND

- 2.10.1 The prevailing wind direction will determine which receptors will be affected and at what frequency.
- 2.10.2 Meteorological data has been used from Wisbech from www.meteoblue.com which is considered to be representative of conditions within the vicinity of the application site. According to the wind rose data for the area, the prevailing wind in the local area is from the southwest (SW) as shown in Figure 1 below.

Figure 1: Prevailing Wind Direction for Wisbech



- 2.10.3 As such, areas at most risk from dust emissions, should it occur, are therefore located northeast of the site. The northeastern boundary is bound by metal fencing and beyond this area lies a few industrial premises and rural land. Consequentially, it is not anticipated dust emissions will negatively impact receptors beyond this boundary.
- 2.10.4 As noted in Table 2, there are surface water features within 1km of the site. According to the EA's 'Dust & Emission Management Plan' template, surface water and groundwater are not identified as receptors that that are susceptible to the adverse effects of exposure to high levels of dust and particulates. As such, these receptors are not considered further in this DMP.
- 2.10.5 As indicated in Drawing Number PWL/B059539/PER/01, the site is enclosed to the west by the River Nene, with the south and east bound by industry and north is bound by rural land with some industrial premises

2.11 LOCAL CONTRIBUTORS TO DUST

- 2.11.1 According to the EA's public register, there are a few waste facilities within 1km of the site that may be considered as local contributors to dust emissions. Details of these facilities are summarised in the table below.

Table 3: Local Contributors of Dust within 1km of the Site

Name of Site	Name of Operator	Site Address	Site Type	Direction and distance from the site
Mick Denton Metal Recycling & Skip Hire Ltd	MICK DENTON METAL RECYCLING & SKIP HIRE LIMITED	Land/premises At, Osborne Road, Wisbech, Cambridgeshire, PE13 3JP	A11 : Household, Commercial & Industrial Waste T Stn	230m northeast
PRINCES LIMITED	PRINCES LIMITED	LYNN ROAD, Food Factory Lynn Road Wisbech - EPR/JP3132AQ, WISBECH, CAMBRIDGESHIRE, PE13 3DG	Disposal Of > 50 T/D Non-Hazardous Waste (> 100 T/D If Only Ad) Involving Physico-Chemical Treatment - 5.4 A(1) a) (ii) Animal Vegetable And Food; Treating Etc Vegetable Raw Materials For Food >300T/D - 6.8 A(1) d) (ii) Directly Associated Activity (Included)	855m southeast

3.0 DUST AND PARTICULATE MANAGEMENT

3.1 RESPONSIBILITY FOR THE IMPLEMENTATION OF THE DMP

- 3.1.1 The implementation and dissemination of this DMP will be the responsibility of the Site Manager, supported by other staff. The Site Manager can delegate certain tasks as required, although ultimate responsibility will remain with them.
- 3.1.2 A nominated deputy will be appointed for all times when the Site Manager is not on site. In such circumstances, it will be the nominated deputy's responsibility to ensure that the requirements of the DMP are adhered to.
- 3.1.3 All site staff will receive instructions on how the plan is to be implemented during toolbox talks on site.
- 3.1.4 This document forms part of the site's Environmental Management System (EMS) and will be reviewed on an annual basis to ensure that it is fit for purpose and meets the requirements of current guidance.

3.2 SOURCES AND CONTROL OF DUST

- 3.2.1 The key aspects of the process which may lead to dust emissions are identified in Table 4 below and the control measures that will be used are detailed in Table 5.

Table 4: Source-Pathway-Receptor Routes from Waste Activities at the Site

Source	Pathway	Receptor	Type of impact
Mud	Tracking dust on wheels and vehicles, then mud dropping off wheels/vehicles when dry	Public highways listed in Table 2.	Visual soiling, also consequent resuspension as airborne particulates
Debris	Falling off waste delivery vehicles	Public Highways listed in Table 2.	Visual soiling, also consequent resuspension as airborne particulates
Tipping, storage and treatment of waste inside building	Escape from buildings and subsequent atmospheric dispersion	Occupiers of domestic dwellings listed in Table 2. Workforce in commercial and industrial properties listed in Table 2. Amenities listed in Table 2. Habitats listed in Table 2.	Visual soiling and airborne particulates.
Vehicle exhaust emissions	Atmospheric dispersion	Occupiers of domestic dwellings listed in Table 2.	Visual soiling and airborne particulates Airborne particulates

Non road going machinery exhaust emissions	Atmospheric dispersion	Workforce in commercial and industrial properties listed in Table 2. Amenities listed in Table 2. Habitats listed in Table 2.	Airborne particulates
			Airborne particulates

Table 5: Measures to Control Dust/Particulates from Permitted Waste Activities

Abatement Measure	Description / Effect	Trigger for implementation
Preventative Measures		
Enclosure	Wastes accepted for the site will be stored on external hard standing. There will be no treatment of waste on site. There is metal fencing to the northeast of the site beyond which lies industry and rural land, as the wind direction is of a southwestern direction it is anticipated that the suspension of dust or the likelihood of dust transgressing the sites boundary will be minimal.	All preventative measures will be implemented during the operating hours detailed in Section 2.7.
Enclosure of waste treatment processes	There is no proposed treatment of waste on-site.	
Site speed limit	The site will have a speed limit of 5mph in place to restrict speed on site. This will prevent the suspension and entrainment of dust. Clear signage is established on the site to reinforce the speed limit.	
No-idling policy	A 'No-idling policy' is in place at the site which requires all vehicles and plant to be switched off when not in use.	
Minimising drop heights for waste	Drop heights will be minimised as much as practicable to reduce the generation of dust whilst waste is being deposited.	
Site surfacing	The site is split into Areas A, B, and C. Area A's surface comprises of an impermeable concrete surface. Areas B and C are awaiting an impermeable surface, and will not be used for the proposed	

	<p>activities until this surface has been installed. The site surfacing will be visually inspected on a weekly basis to ensure that all areas provide a smooth-running surface. In the event that any damage is identified on the site's surfacing, necessary remedial work will be undertaken as soon as possible. If possible, the area may also be closed off until the necessary remedial works have been undertaken.</p>
Sheeting of vehicles	<p>Wastes being delivered to the site will be covered or sheeted to prevent dust emissions whilst the waste is in transit.</p>
Maintenance of Plant and Equipment	<p>All plant and equipment will be maintained in accordance with the manufacturer's requirements. This will minimise the risk of mechanical failure which may result in increased dust emissions.</p> <p>In addition, all plant and equipment will be subject to visual checks on a daily basis prior to use to ensure that the equipment functions correctly. In the event that any damage is identified on any plant or equipment that may affect its performance, necessary remedial work will be completed as soon as practicable. If necessary, defective plant or equipment may be isolated/closed off for use until the necessary remedial works have been undertaken. With regards to cleaning equipment (i.e. road sweeper), arrangements will be made to employ alternative equipment.</p>
Good housekeeping	<p>The site will be subject to visual inspections on a daily basis to ensure that there is not a build-up of particulates on surfaces and equipment. In addition, site staff will remain vigilant during operational hours for any visible dust on surfaces and equipment. Any abnormal build-up of dust noticeable on surfaces and equipment will be removed as soon as is practicable.</p>

3.3 BEST AVAILABLE TECHNIQUES

- 3.3.1 The EA's 'Dust & Emission Management Plan' template has been used to ensure that the Best Available Techniques (BAT) are implemented on site.
- 3.3.2 The site will solely be used for the storage of waste, thus no treatment will be occurring, reducing the likelihood that dust and particles will occur from site operations.
- 3.3.3 General site housekeeping will ensure that dust does not build up on site and all dust generating activities will be monitored closely and site operatives will be vigilant and report any excessive dust issues to the Site Manager to be dealt with at the next available notice.
- 3.3.4 The Site Manager will undertake a daily visual assessment of dust levels and all site operatives will be vigilant and report any problems to the manager.
- 3.3.5 Should dust, mud, litter or other debris be identified, a road sweeper will be employed to maintain the site cleanliness.

- 3.3.6 Further, the site layout has been constructed with consideration to neighbouring receptors, including the Protected Habitats, Surface Water Features and Deciduous Woodlands, so that they are unlikely to experience an increase in dust levels this is because the prevailing wind direction is from the southwest and the canopy building is situated along the north-eastern boundary of the site.
- 3.3.7 Vehicles delivering waste to the site will be covered or sheeted to prevent the generation of dust whilst the waste is in transit. Drop heights will also be minimised as much as practicable to reduce the generation of dust from loading/unloading activities.
- 3.3.8 All plant and machinery will have effective silencers where practicable and be maintained in accordance with the manufacturer’s requirements to minimise the risk of mechanical failure which could result in increased dust emissions.
- 3.3.9 With the above measures in place, it is considered that the site is considered to be compliant with BAT.

3.4 VISUAL DUST MONITORING

- 3.4.1 Visual dust monitoring of waste stockpiles will be undertaken to determine if dust is being generated on site.
- 3.4.2 Monitoring will also comprise daily observations on the meteorological conditions (particularly the wind speed and direction) at the site. This information will be used by the Site Manager (or a nominated deputy) to determine the risk of dust emissions which is typically elevated during periods of dry weather or high winds. For the purposes of this DMP high winds have been defined Number 7 on the Beaufort scale where wind speeds range from 28-33 knots. The Beaufort Scale defines land conditions in high winds as “*whole trees in motion; inconvenience felt when walking against the wind*”.
- 3.4.3 Daily monitoring will be undertaken by a member of site personnel who is trained in this procedure.
- 3.4.4 The results of the visual assessment and comments on the meteorological conditions will be recorded in the Daily Site Inspection Log (Appendix C) and will be reviewed by the Site Manager (or a nominated deputy). PWL will maintain a record of the Daily Dust Conditions Log and will be referred to in the event of a complaint (as detailed in Table 7).
- 3.4.5 Monitoring will be undertaken during the operating hours detailed in Section 2.7. PWL do not propose to make any arrangements to monitor dust outside operating hours as it’s considered that the risk of dust will be low during this period.
- 3.4.6 In the event that visible dust or high winds are identified through daily monitoring, the following actions will be undertaken.

Table 6: Action Plan for Visible Dust or High Wind Speeds

	Action	Person responsible for ensuring action is carried out	Timescale for action completion
1	<p>The Site Manager (or a nominated deputy) will be notified and will make the appropriate managerial staff and site operatives aware.</p> <p>In the event that visible dust is identified from daily monitoring, the Site Manager (or a nominated deputy) will review site</p>	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.

	<p>operations to establish if the site can be identified as the source of the dust.</p> <p>In the event that high wind speeds are observed, the Site Manager (or a nominated deputy) will proceed to implement remedial action(s) that are detailed in Step 2.</p>		
2	<p>If the visible dust can be directly related to the site or high wind speeds are observed, remedial action will be undertaken and may include the following depending on the source: -</p> <ul style="list-style-type: none"> • Reduce/limit waste deliveries to and from the site; and, • Reduce/limit waste treatment activities that present a high risk to dust emissions (e.g. shredding and granulator). 	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.
3	A follow up visual assessment will be undertaken off site on the local road network for any visible dust.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
4	If visible dust is not identified, the Site Manager (or a nominated deputy) will ensure that any action taken and the effectiveness of that action is documented and a record will be maintained.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
5	In the event that visible dust is identified following the implementation of remedial action(s), operations on site will cease and the EA will be informed.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).

4.0 REPORTING AND COMPLAINTS PROCEDURE

4.1 PURPOSE OF COMPLAINTS PROCEDURE

- 4.1.1 A DMP should show how the operator will respond to complaints. Any complaints should be investigated promptly, and appropriate remedial action should be taken. The complainant and anyone else likely to be affected should be informed of any action taken in response to the complaint.
- 4.1.2 A procedure has been developed (see Table 7 below) to ensure that complaints will be handled by PWL appropriately and consistently and to reassure the EA and the public that any of their concerns will be acknowledged and acted upon where appropriate. The procedure will be reviewed on an annual basis or in the event of any significant dust issues.

4.2 COMPLAINTS REPORTING ROUTE

- 4.2.1 In order to ensure that members of the public are easily able to report any complaints relating to dust emissions from the site, there will be a display board at the site entrance which details the site name, the permit number, the EA's contact details and PWL's contact details. By providing contact details for the EA as well as the operator, this ensures that the member of public can report their complaint and be confident that it will be received by the appropriate party even if they feel uncomfortable discussing directly with the operator.

4.3 COMPLAINTS RECORDS

- 4.3.1 Auditable records will be kept of any complaints made and the investigations undertaken. This will provide an ongoing record of the causes incidents which will enable PWL to identify any patterns which would prompt a review in dust management procedures and control measures.

4.4 COMMUNITY ENGAGEMENT

- 4.4.1 PWL will be undertaking regular community liaison group meetings with any interested local parties and any issues with dust can be raised at that time.

Figure 2: Reporting Route

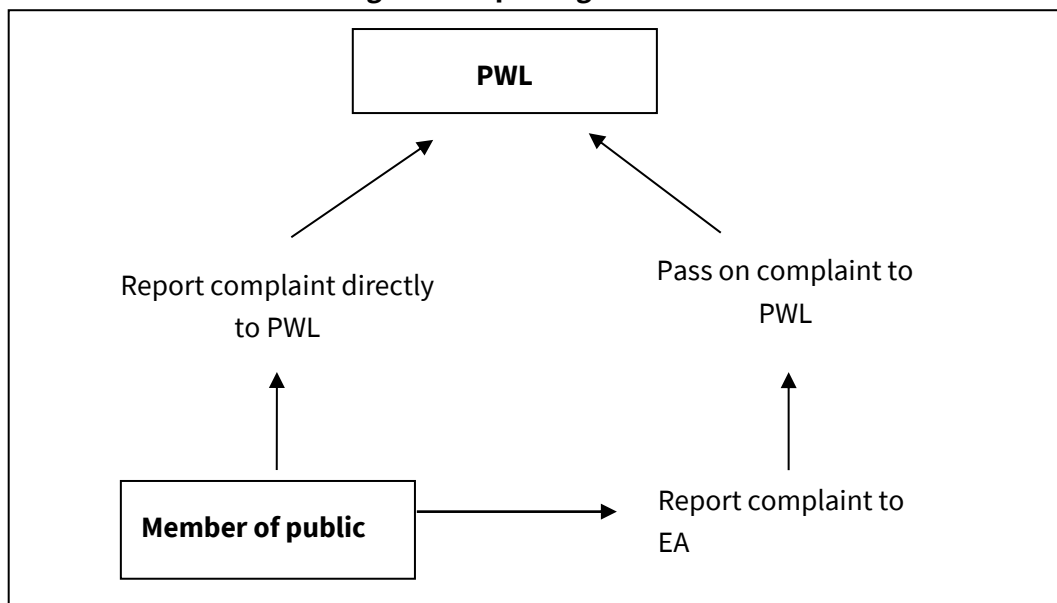


Table 7: Complaints Procedure

	Action	Person responsible for ensuring action is carried out	Timescale for Action Completion
1.	<p>The Site Manager (or a nominated deputy) will be notified of the complaint and will make the appropriate managerial staff and site operatives aware of the complaint.</p> <p>The EA will also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report sheet (Appendix B).</p>	Site Manager or appropriately trained operator	Within two working day of receipt of the complaint.
2.	<p>The complaint will be investigated by: -</p> <ul style="list-style-type: none"> a) Checking the monitoring records to see whether the complaint corresponds to the monitoring records. b) Checking the Site Diary and waste acceptance records to see if any particularly dusty waste was accepted. c) Checking the Site Diary to see whether the complaint corresponds to any operational issues at the site. <p>If the cause of the complaint is established, it will be recorded within the Complaint Record Sheet (Appendix B). If no particular cause is identifiable then this will also be recorded.</p>	Site Manager or appropriately trained operator	Within one working day of receipt of the complaint.
3.	<p>If more than one complaint is received about a particular incident, and the cause has not been established, PWL would engage with the complainant(s) and agree corrective action(s) to be undertaken and timescales to implement.</p>	Site Manager or appropriately trained operator	Within one working day of receipt of the complaints.

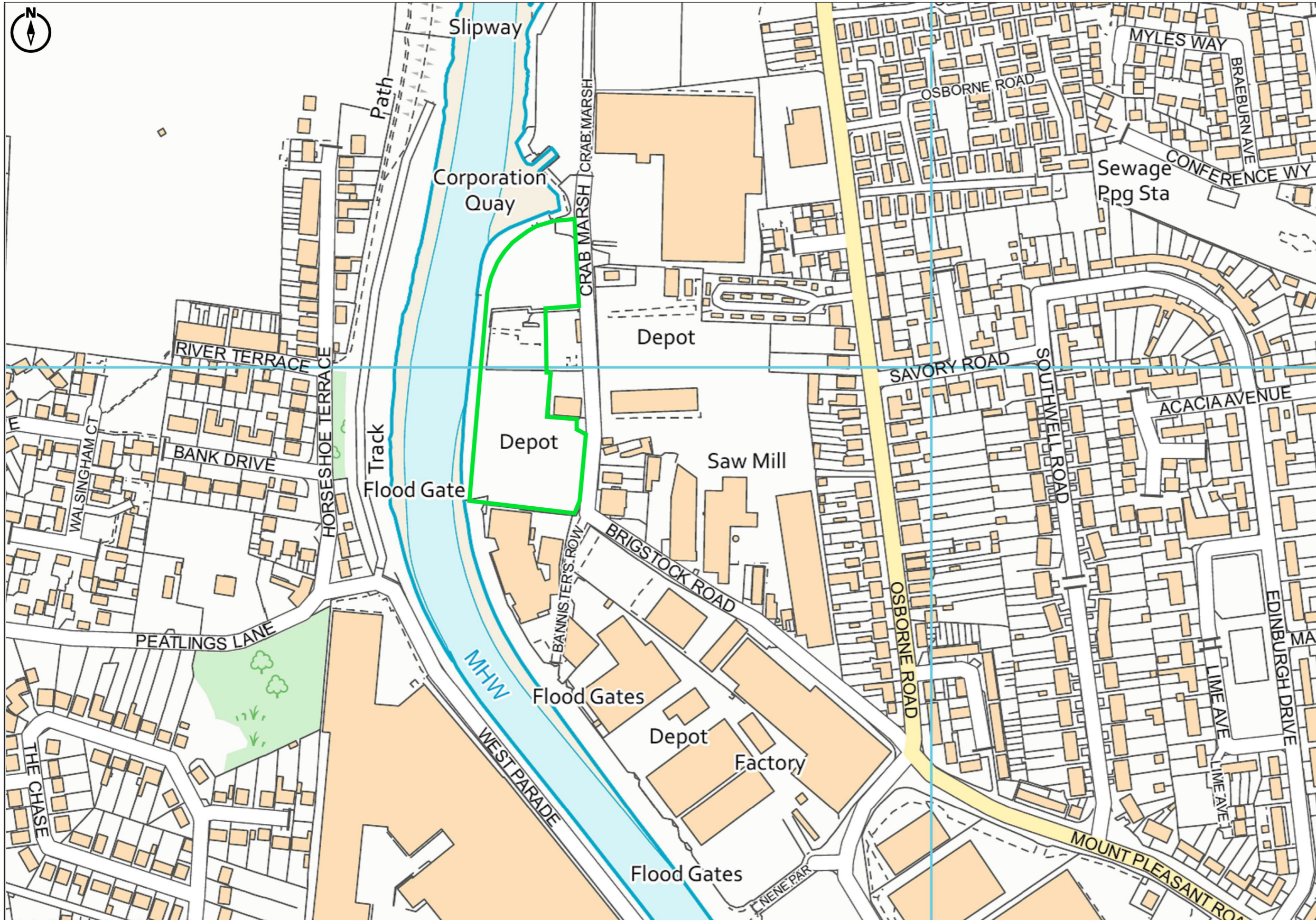
4.	The Site Manager will instigate any necessary reviews of procedures and will implement corrective action(s) that were agreed with the complainant(s).	Site Manager or appropriately trained operator	Works would commence within seven working days of agreeing corrective action. Completion will depend on timescales agreed with the complainant.
5.	Following the corrective action(s) have been implemented, the complainant and the Environment Agency will be informed.	Site Manager or appropriately trained operator	Within one working day of corrective action(s) being implemented.
6.	A follow up audit on the corrective actions implemented shall be undertaken to ensure the complaint is not made again in the future and that the preventive procedure is effective.	Site Manager or appropriately trained operator	Within two weeks of corrective action(s) being implemented.
7.	Once the follow up audit has been completed, the Site Manager will ensure that the complaint and any action taken, and the effectiveness of that action are recorded in the Environmental Management System. This record shall also note any amendments to procedures, both environmental and health & safety, which may be required following the investigation. The record shall be kept in the site office at all times or if it is an electronic record, it will be accessible from the site.	Site Manager or appropriately trained operator	Within two weeks of receipt of corrective action(s) being implemented.

DRAWINGS

PWL/B059539/PER/01 – Environmental Permit Boundary

PWL/B059539/REC/01 – Receptor Plan

PWL/B059539/LAY/01 -Site Layout Plan



Client:
Port of Wisbech Limited

Project: Port of Wisbech Waste Transfer Station

Title: Permit Boundary Plan

Drawing No: PWL/B059539/PER/01

Created: GA


Checked: LS

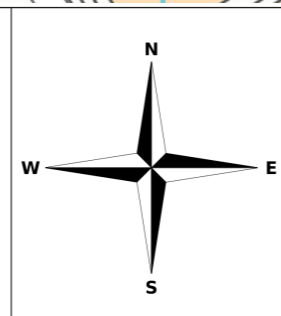
Date: 12/01/2024

Version: 1

Scale: 1:25,000

Key:

 ENVIRONMENTAL PERMIT BOUNDARY



2nd Floor,
11 York Street,
Manchester,
M2 2AW

+44 161 874 4659



47	Shops West of River Nene
48	Shops SW of Sutton Rd
49	Shops North of Timber Yard Gardens
50	Shops and Amenities SW of A1101

Highways or Minor Roads

51	A1101 – Leverington Road
52	B1169 Dowgate Road

Protected Habitats

53	Peatlings Lane Deciduous Woodland
54	Little Dowgate Deciduous Woodland
55	B1169 Deciduous Woodland
56	Wisbech General Cemetery Deciduous Woodland

Surface Water e.g. rivers and streams

57	River Nene (LWS)
58	Stream
59	Stream

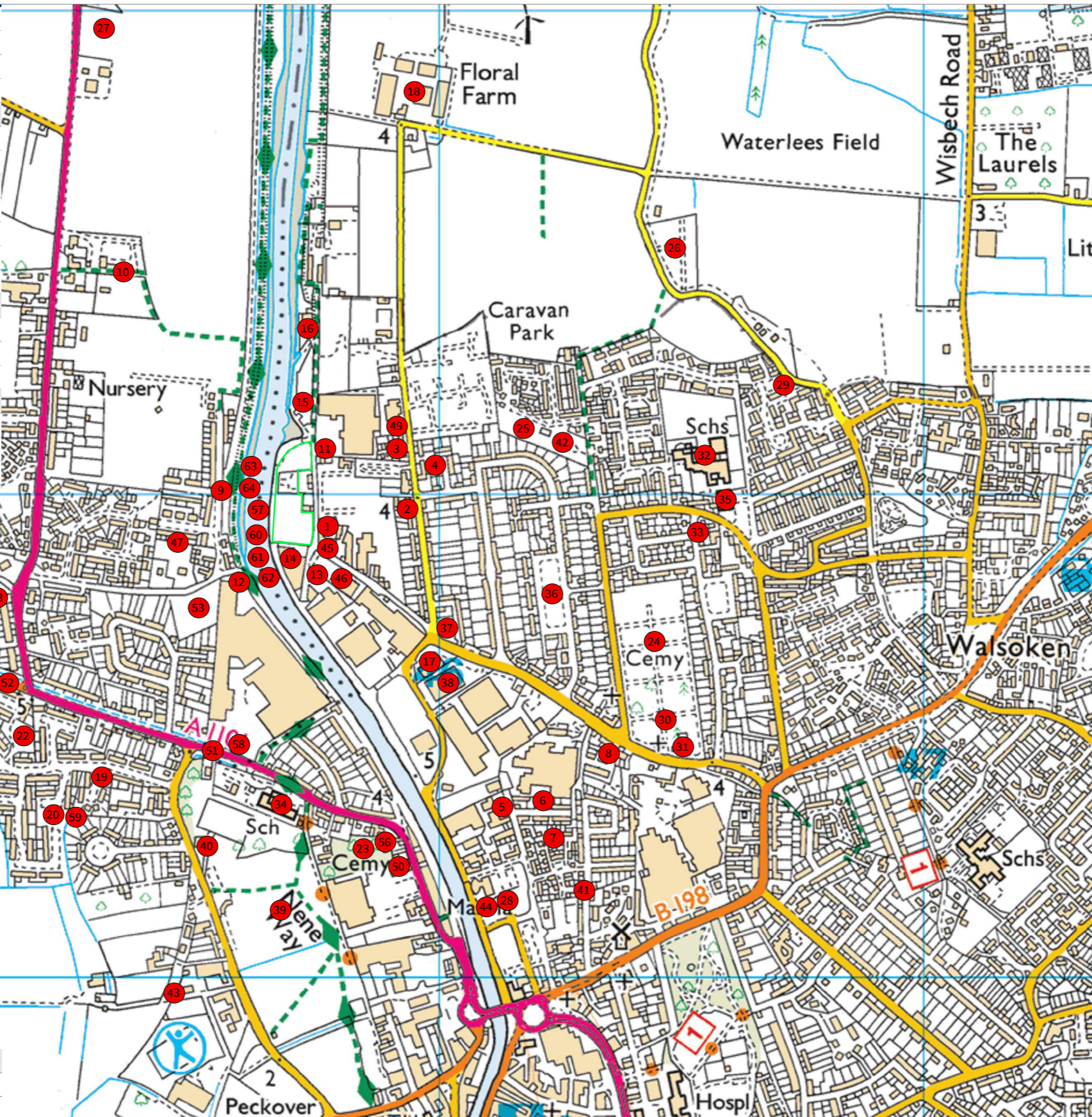
Protected Species

60	European Eel Migratory Route
61	River Lamprey Migratory Route
62	Smelt Migratory Route

63	Coastal and Floodplain Grazing Marsh
64	Mudflats

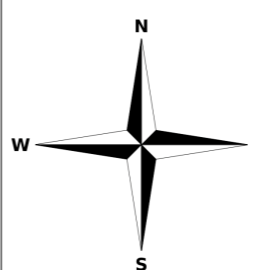
63	Coastal and Floodplain Grazing Marsh
64	Mudflats

Client:	Port of Wisbech Limited
Created:	GA
Checked:	LS
Project:	Port of Wisbech Waste Transfer Station
Date:	16/01/2024
Title:	Environmental Receptor Plan
Version:	1
Drawing No:	PWL/B059539/REC/01
Scale:	1:25,000



Key:

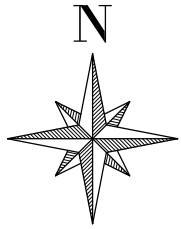
	ENVIRONMENTAL PERMIT BOUNDARY
	ENVIRONMENTAL RECEPTOR



2nd Floor,
11 York Street,
Manchester,
M2 2AW
+44 161 874 4659



ID	Receptor
Domestic Dwellings	
1	Residential Properties off Crab Marsh
2	Residential Properties off Osborne Road
3	Residential Properties off Timber Yard Gardens
4	Residential Properties to the East of Osborne Road
5	Residential Properties off Chase Street
6	Residential Properties off Albany Road
7	Residential Properties South of Albany Road
8	Residential Properties South of Mount Pleasant Road
9	Residential Properties West of the River Nene
10	Springvale Mobile Home Park
Commercial and Industrial Premises	
11	Industrial and Commercial Properties East of Crab Marsh
12	Industrial and Commercial Properties West of River Nene
13	Industrial and Commercial Properties South of Bannister's Row
14	Oil Dri (UK)
15	Crab Marsh Boat Yard
16	Industrial and Commercial Properties
17	Industrial and Commercial Properties SE of Nene Parade
Sensitive Land Uses	
18	Floral Farm
19	Octavia Hill Green
20	Kroto Orchard
21	Allotments
22	Clarkson Green
23	Wisbech General Cemetery
24	Walsoken Cemetery
25	Conference Way Play Park
26	Waterlees Road Allotments
27	Sneezewort Farm
28	The Herb Bank
29	Mitchell Green
30	Mount Pleasant Cemetery
31	Wisbech General Cemetery (2.0)
Shops/Amenities/Schools/Hospitals/Recreation	
32	Orchards Church of England Academy
33	Oasis Nursery
34	Peckover Primary School
35	Life Line Screening and Oasis Community Centre
36	Astro Football
37	Aim-N-Break Shooting Range
38	Wisbech Boxing Club
39	Harecroft Road Playing Fields & Wisbech Town Cricket and Hockey Club
40	Wisbech Squash Club
41	Clarkson Surgery
42	Bath Road Skate Park
43	Wisbech Tennis Club
44	Medivet Wisbech
45	Shops East of Crab Marsh
46	Shops SE of Bannister's Row



Quarantine Area
(Fire wall bay constructed from Legio blocks)

Fire Hydrant

Access for Forklifts

Access for Firefighting Vehicles

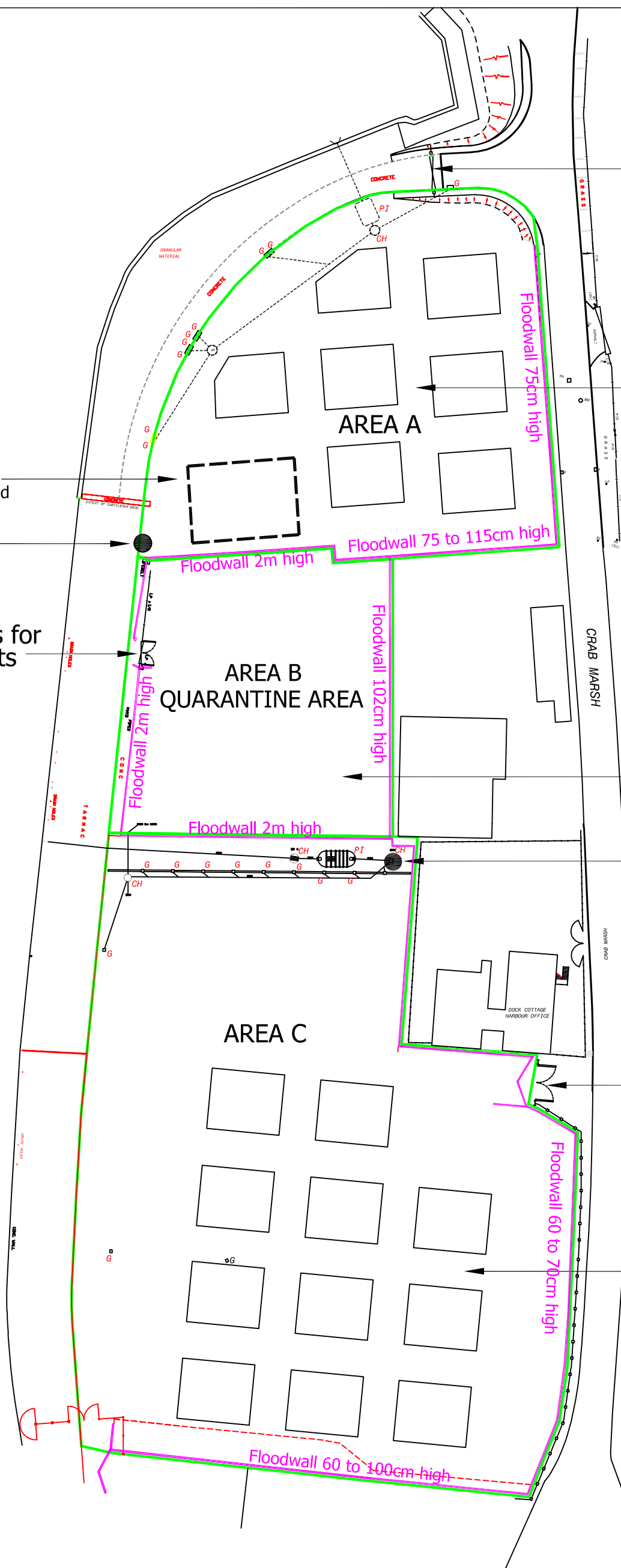
Impermeable Surface with Sealed Drainage

Impermeable Surface

Interceptor Tank with Penstop Valve

Access for Firefighting Vehicles

Impermeable Surface with Sealed Drainage



- Notes:-
- No firewalls, all 6m between piles of 450m3
 - No Buildings
 - No storage of hazardous or flammable materials e.g. fuels, gas cylinders
 - No ignition sources
 - No storage of vehicles or mobile plant
 - Spill kits stored outside of permitted area at Port of Wisbech offices to the south

This drawing should solely be used for permitting purposes, it is not intended as a design drawing.

REV	DESCRIPTION	BY	CHK	APP	DATE
Port of Wisbech Nene Parade, Wisbech Cambridgeshire PE13 3BB					
Tetra Tech Leeds 3 Sovereign Square, Sovereign Street, Leeds, United Kingdom, LS1 4ER Tel: +44 (0)11 3278 7111 www.tetrateteurope.com					

Project: PORT OF WISBECH PERMIT APPLICATION					
Drawing Title: PERMIT BOUNDARY AND LOCATION OF RDF STOCKPILES					

Scale @	A3	Drawn	Date	Checked	Date	Approved	Date
1:750	MJ	16.2.24	LS	19.2.24	AB	19.2.24	
Project No.	Office	Type	Drawing No.		Revision		
B059539	784	ENV	PER-01		-		

APPENDIX A – PROPOSED WASTE TYPES

Table A1: Waste Codes

EWC Code	Description
19	Wastes from waste management facilities, off-site wastewater treatment plants and preparation of water intended for human consumption/industrial use
19 12 10	Combustible waste (refuse derived fuel)

APPENDIX B – COMPLAINTS FORM

Dust complaint report form	Date:	Ref. No.
Name and address of complainant		
Tel no. of complainant		
Time and date of complaint		
Date, time and duration of offending dust		
Weather conditions (e.g., dry, rain, fog, snow)		
Wind strength and direction (e.g. light, steady, strong, gusting)		
Complainant's description of dust		
Has complainant any other comments about the offending dust?		
Any other previous known complaints relating to installation (all aspects, not just dust)		
Any other relevant information		
Potential dust sources that could give rise to the complaint		
Operating conditions at the time offending dust occurred		
Action taken:		
Final outcome:		
Form completed by	Signed	

APPENDIX C - DAILY SITE INSPECTION LOG

Date	
Name	
Observations	
Actions	
Signature	