
Watlington Quarry — Dust Management Plan

A117209
November 2021

PRESENTED TO

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1.0 INTRODUCTION

1.1 REPORT CONTEXT

- 1.1.1 This document has been prepared by Tetra Tech on behalf of the operator, Mick George Limited (Mick George) as part of an environmental permit application for their proposed facility at Watlington Quarry, Watlington Road, Tottenhill, King's Lynn, Norfolk, PE33 0RG.
- 1.1.2 This Dust Management Plan identifies the potential causes and effects of dust and describes the measures that will be in place to prevent the occurrence of dust at the site.

1.2 REGULATED FACILITY DETAILS

Site Details

- 1.2.1 This section of the Environmental Permit Application corresponds to Section 3 of Part B4 of the Environmental Permit Application forms and specifically details the operating and management procedures that will be in place at the site.
- 1.2.2 This Environmental Permit Application has been prepared by WYG on behalf of the Operator, Mick George Limited (Mick George).

Site Classification

- 1.2.3 The regulated facility is an inert landfill.

Site Context, Location, Boundary and Site Security

- 1.2.4 The application site forms part of the wider Watlington Quarry site in Norfolk and is located approximately 1.5km north east from the village of Watlington. The site is centred at approximate National Grid Reference (NGR) TF 63427 11556 and the environmental permit boundary is shown on Drawing Number MGL/A117209/PER/01.
- 1.2.5 Access to the site is achieved from an access road off Watlington Road located to the north of the site. Beyond the wider quarry site, the immediate surroundings are agricultural and the nearest residential property is considered to be Oak House which is located approximately 575m north of the application site.
- 1.2.6 As part of the mineral extraction and restoration operations, security fencing is established around the perimeter of the site to prevent unauthorised access. Site gates and perimeter fencing will be inspected

on a daily basis. Any identified damage to the fence or gates that could compromise the site security will be recorded and temporarily repaired as necessary before the end of that working day. Permanent repair or replacement will be undertaken as soon as practicable.

- 1.2.7 According to the 'UK Air Information Resource' provided by the Department for Environment Food and Rural Affairs (DEFRA), the site is not situated in or within 2km of a designated Air Quality Management Area.

2.0 DUST SENSITIVE RECEPTORS

- 2.0.1 Receptors within 1km of the proposed application boundary, are shown on the Receptor Plan (Drawing Number MGL/A117209/REC/01). The main pathway for the identified sources will be the atmosphere and as such, atmospheric conditions can affect dispersion rates and hence potential risk. As a result, the location of each receptor in relation to the site may influence the potential impact of the risk, as summarised in Table 1.
- 2.0.2 As part of this process, a Nature and Heritage Conservation Screen (reference number EPR/GB3805FN/A001) was requested from the Environment Agency to identify any nature or heritage conservation interests that could be impacted from the proposed activity. The results of the screen identified two local wildlife sites (Tottenhill Village Green and Tottenhill Row Common) and areas of deciduous woodland which are designated as Priority Habitats. Subsequently, these have been included in the receptor list that's provided in Table 1 below.
- 2.0.3 A copy of the screen results are provided as part of the Environmental Risk Assessment (Appendix C of the main application).

Table 1: Location of Potential Receptors in relation to waste operations

ID	Receptor	Direction from Operational Area	Minimum Distance from the Permit Application Boundary (approx. m)
Designated ecological habitats/sites of geological importance e.g. Ramsar, SAC, SPA, SSSI, LNR, NNR, LWS			
1	Tottenhill Village Green (LWS)	SE	175
2	Tottenhill Row Common (LWS)	NW	367
Domestic Dwellings			
3	Oak House	N	575
4	Residential area of Tottenhill	SE	193
5	Residential area of Watlington	SW	840
6	Residential area of Tottenhill Row	NW	560
7	Laundry Cottage	NW	460
Commercial and Industrial Premises			
N/A			
Highways or Minor Roads			
8	A10	N	590
9	Watlington Road	N	435
Priority Habitats			
10	Priority Habitat Inventory – Deciduous Woodland	E	Adjacent

11	Priority Habitat Inventory – Deciduous Woodland (Runs Wood)	S	Adjacent
12	Priority Habitat Inventory – Deciduous Woodland	NW	Adjacent
13	Priority Habitat Inventory – Deciduous Woodland (Long Wood)	W	530
14	Priority Habitat Inventory – Deciduous Woodland (Oak Wood)	N	631
15	Priority Habitat Inventory – Deciduous Woodland (The Spinney)	E	440
16	Priority Habitat Inventory – Deciduous Woodland (Willow Holt)	NE	940
17	Priority Habitat Inventory – Deciduous Woodland (Whin Common)	SE	Adjacent
18	Priority Habitat Inventory – Deciduous Woodland	S	300
19	Priority Habitat Inventory – Deciduous Woodland	SE	295
20	Priority Habitat Inventory – Deciduous Woodland	SE	617
21	Priority Habitat Inventory – Deciduous Woodland	S	772
22	Priority Habitat Inventory – Deciduous Woodland	NW	410
23	Priority Habitat Inventory – Deciduous Woodland	NW	565
24	Priority Habitat Inventory – Deciduous Woodland (Davidson's Plantation)	NW	980
25	Priority Habitat Inventory – Traditional Orchard	SW	900
Sensitive land uses e.g. farmland, allotments, commercial fish farms			
26	Woodlands Farm	E	490
27	East Hall Farm	E	894
28	Meadow Farm	SE	720
29	Thieves Bridge Farm	S	975

Surface Water e.g. rivers and streams

N/A

Groundwater (sensitivity)

With reference to the Multi Agency Geographic Information for the Countryside's (MAGIC) website under the Groundwater Vulnerability Map, the site is situated within an area of Medium – Low vulnerability Minor Aquifer High vulnerability but does not lie in a Groundwater Source protection Zone.

In terms of aquifers, the MAGIC website shows that the site doesn't overlie an aquifer in bedrock however it does overlie a secondary A aquifer in the superficial deposits

2.1 CLIMATE

Rainfall

2.1.1 Rainfall data is available from a rain gauge at Marham, located approximately 10.5km south east of the site (NGR: TF 73880 09016) shown on the Met Office website (Met Office, 2020) from 1981 to 2010 with

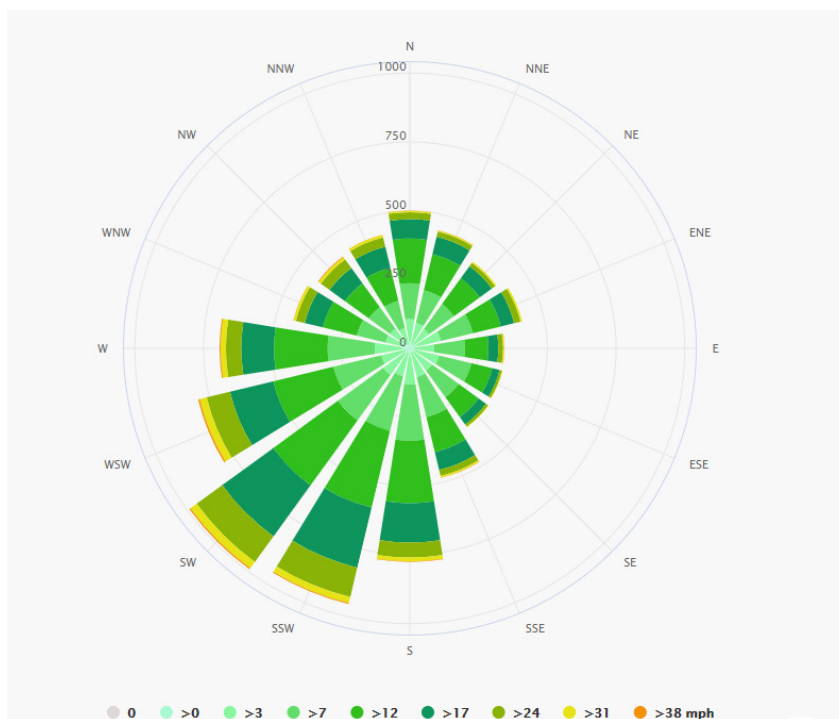
average monthly rainfall summarised in **Table 2** below.

Table 2: Monthly Rainfall Data from Marham (1981 - 2010)

Month	Average Rainfall mm (1981 – 2010)
January	56.1
February	39.3
March	49.1
April	47.2
May	53.3
June	59.2
July	52.1
August	58.8
September	55.3
October	67.3
November	62.2
December	52.7
Annual (Average)	652.5

Wind Rose

2.1.2 The wind rose data, based on findings recorded at Tottenhill located approximately 450m South east of the site (NGR: TF 63721 11114) taken from www.meteoblue.com, shows that the prevailing wind direction is from the south west (SW). The prevailing wind direction is shown on Drawing Number MGL/A117209/REC/01.



3.0 OPERATIONS

3.1 PERMITTED ACTIVITIES

3.1.1 The proposal entails the importation of inert waste under a disposal permit to infill and progressively restore the quarry void that will be created following mineral extraction activities. The works will be completed in accordance with the proposed restoration scheme (Drawing Number W8/1/19/04) that was submitted as part of the planning application to Norfolk County Council.

3.1.2 It is considered that the proposed activities at Watlington Quarry will fall under the following Recovery and Disposal codes, provided for in Annex II to Directive 2008/98/EC of the European Parliament and The Council of 19th November 2008 Waste.

Table 3: Proposed Permitted R/D Codes

R/D Code	Activity Description
D1	Deposit into or on to land

3.2 OPERATING HOURS

3.2.1 It is proposed to operate the quarry as below, this is consistent with the hours of working currently permitted in the existing quarry site area.

- Monday to Friday: 07:00 – 17:00; and
- Saturday: 07:00 – 13:00.

3.2.2 No work shall be undertaken on Sundays and Public Holidays.

3.3 WASTE TYPES

3.3.1 Permitted wastes accepted at the site will be strictly inert as classified under the Landfill Directive (1999/31/EC) and Council Decision (2003/33/EC) of 19 December 2002 'establishing criteria and procedures for the acceptance of waste landfills'.

3.3.2 The proposed waste types are detailed in Table 4 below and are the same as those given in the Operating Techniques (Appendix B of the main application):-

Table 4: Permitted Waste Types

EWC Code	Description
01	WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS
01 04	Wastes from physical and chemical processing of non-metalliferous minerals
01 04 08	Waste gravel and crushed rocks other than those mentioned in 01 04 07
01 04 09	Waste sand and clays
17	CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOILS FROM CONTAMINATED SITES)
17 01	Concrete, bricks, tiles and ceramics
17 01 01	Concrete
17 01 02	Bricks
17 01 03	Tiles and ceramics
17 01 07	Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
17 05	Soil (including excavated soil from contaminated sites) soil and dredging spoil
17 05 04 ^x	Soil and stones other than those mentioned in 17 05 03
19	WASTES FROM WASTE MANAGEMENT FACILITIES, OFF-SITE WASTE WATER TREATMENT PLANTS AND PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION / INDUSTRIAL WASTE
19 12	Wastes from the mechanical treatment of wastes
19 12 09	Minerals (for example sand, stones)
19 12 12	Other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES INCLUDING SEPARATELY COLLECTED FRACTIONS)
20 02	Garden and park wastes
20 02 02	Soil and stones

**Selected construction and demolition waste with low contents of other types of materials (like metals, plastic, soil, organics, wood, rubber etc). The origin of the waste must be known.*

- No C&D waste from construction, polluted with inorganic or organic dangerous substances e.g. because of production processes in the construction, soil pollution, storage and usage of pesticides or other dangerous substances etc., unless it is made clear that the demolished construction was not significantly polluted.

- No C&D waste from constructions treated, covered or painted with materials, containing dangerous substances in significant amounts.

- The origin of the wastes must be known and they will have low contents (<5% by mass per load of other types of materials (like metals, plastics, soil, organics, wood, rubber, etc).

3.4 WASTE QUANTITIES

- 3.4.1 In order to complete the proposed works at Watlington Quarry, approximately 800,000m³ of material to be brought on to the site. When using a bulk conversion factor of 1.6 tonnes/m³ this equates to 1,280,000 tonnes.

3.5 FINAL LANDFORM AND AFTER USE

- 3.5.1 As detailed on the approved restoration scheme (Drawing Number W8/1/19/04), the site will be restored back to agricultural land and will comprise additional features that will enhance the biodiversity of the site.

3.6 SITE INFRASTRUCTURE

- 3.6.1 An existing weighbridge is located to the north of the site on the access road (as shown on Drawing Number W8/1/19/05/09 - Working Scheme). This weighbridge will continue to be used as part of the activities proposed under this environmental permit application and will be maintained in accordance with the manufacturer's requirements.
- 3.6.2 In terms of waste storage, Mick George do not propose to store any waste on site and therefore there will be no waste stockpiles on site. All incoming vehicles that's delivering waste to the site will be directed to the current working face of the landfill, where it will be unloaded from the vehicle and used immediately as part of the infilling activities.
- 3.6.3 As detailed on the Working Scheme (Drawing Number W8/1/19/03), a series of bunds will be placed along the perimeter of the working phases using topsoil and overburden soils. These bunds are not intended for dust management however, Mick George understand that the bund may be a potential source for dust and therefore intend to implement control measures which are detailed in Table 5 of this document.

4.0 DUST AND PARTICULATE MANAGEMENT

4.1 RESPONSIBILITY FOR THE IMPLEMENTATION OF THE DUST MANAGEMENT PLAN

4.1.1 The Site Manager will be responsible for the implementation of this Dust Management Plan. All site staff will receive instructions on how the plan is to be implemented during tool box talks on site.

4.1.2 A review of the plan will be undertaken every 12 months or when required by a change in operations to ensure that it is fit for purpose and meets the requirements of current guidance.

Sources and Control of Dust Sources of Dust – Local Contributors

4.1.3 In terms of other contributors, there is one activity within 1km of the site that may contribute to dust emissions within the area. This activity relates to the current mineral extraction and restoration activities that are currently taking place within the wider Watlington Quarry site.

Sources and Control of Dust – Proposed Activities at Watlington Quarry

4.1.4 The sources and control measures for dust emissions are provided in Table 5 below. These measures will be implemented at all times to control dust on site and to minimise the risk of dust to impact sensitive receptors beyond the site boundary (as detailed in Table 1).

4.1.5 During periods of prolonged dry weather or high winds, it is considered that the risk of dust emissions will be elevated. During such periods, the weather conditions will be monitored on a daily basis and an assessment will be made on the risk of dust. Following this assessment, if the risk of dust is considered to be high – despite the control measures outlined below – then operations will cease on site until the weather conditions are considered to be more favourable. In the event that operations cease on site as a result of dust, the Environment Agency will be informed as soon as practicable.

Table 5: Dust Emissions Risk Assessment and Management Plan

What do you do that can harm and what could be harmed?			Managing the risk	Assessing the risk		
Hazard	Receptor	Pathway	Risk Management	Probability of Exposure	Consequence	What is the overall risk?
What has the potential to cause harm?	What is at risk? What	How can the hazard get to the receptor?	What measures will you take to reduce the risk? If	How likely is this contact?	What is the harm that can be caused?	What is the risk that still remains? The balance of

	do I wish to protect?		it occurs – who is responsible for what?			probability and consequence.
Dust emissions from vehicle movements	<p>Occupiers of domestic dwellings listed in Table 1 above.</p> <p>Surrounding agricultural land</p> <p>Priority Habitats listed in Table 1.</p>	Atmosphere	<p>All haul roads within the permit boundary will be constructed from hardpack only. These haul roads will be kept free from dust during site operations via the use of a water bowser or street sweeper if necessary.</p> <p>When dust is seen rising from the haul roads in excessive amounts, a water bowser will suppress dust by spraying a fine coating of water across the haul roads within the permitted area. Any water bowser that is used on site will travel across the haul roads in the permitted area and will cover the full length of the road.</p> <p>All plant, machinery and infrastructure (e.g. wheel cleaner) will be inspected on a regular basis to ensure continuing integrity and fitness for purpose. All plant, machinery and infrastructure will also be maintained on a regular or in accordance with the manufacturer's requirements (if applicable). This will help minimise the risk of mechanical failure which may result in increased dust emissions.</p> <p>In the event that any damage is identified on any plant, machinery or infrastructure that may affect its performance, necessary remedial work will be completed as soon as practicable. If necessary, any defective plant, machinery or infrastructure may be isolated/closed off for use until the necessary remedial works have been undertaken. With regards to cleaning equipment, additional road cleaning equipment will be provided.</p> <p>During this period, if dust is seen rising from the</p>	Dust could potentially reach the nearby dwellings when a strong wind blows in their direction. Management actions should prevent this happening.	<p>Local nuisance</p> <p>Potential respiratory health risk to public and staff.</p> <p>Smothering.</p>	Not significant.

			<p>haul roads in excessive amounts, a road sweeper will be contracted to clean the site access road and where vehicles exit the site.</p> <p>The site will benefit from an operational wheel wash which is used by HGV's before they leave the site. As shown on W8/1/19/05/09 - Working Scheme the wheel wash will be situated next to the site entrance/exit which is considered to be a suitable location in minimising dust emissions that may arise from the permitted area.</p> <p>Wastes being delivered will be covered or sheeted to prevent the emission of dust.</p> <p>Vehicle speeds will be limited on site and access road to 10mph to prevent re-suspension and entrainment of dust. Clear signage will be established on site to reinforce the vehicle speed limit.</p> <p>All vehicles delivering waste to the site will be directed to the working waste face, where they will tip their load (as directed by site operatives) and then leave the site. As such, the risk of idling from this process is considered to be low.</p> <p>All equipment and vehicles when not in regular use shall be switched off to minimise the risk of dust emissions that may arise from idling.</p> <p>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 Site Manager.</p>			
Dust generated during loading/unloading of waste	Occupiers of domestic dwellings listed in	Atmosphere	The loading/unloading of wastes will be undertaken in a controlled manner to keep dust emissions to a minimum. Extra care will	Dust could potentially reach the nearby dwellings when a strong wind	Local nuisance Potential respiratory	Not significant due to management techniques employed.

	<p>Table 1 above.</p> <p>Surrounding agricultural land</p> <p>Priority Habitats listed in Table 1.</p>		<p>be taken with the deposit of waste during periods of prolonged dry weather or high winds.</p> <p>Drop heights will be minimised to reduce the generation of dust whilst the waste is being handled.</p> <p>Any incoming vehicles that is delivering waste to the facility will be directed to the working waste face, where the waste will be unloaded from the vehicle and will be utilised immediately as part of the infilling activities. As such, there will be no stockpiling of waste which will minimise the risk of dust emissions.</p> <p>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 Site Manager.</p>	<p>blows in their direction. Management actions should prevent this happening.</p>	<p>health risk to public and staff.</p> <p>Smothering</p>	
Acceptance of dusty wastes	<p>Occupiers of domestic dwellings listed in Table 1 above.</p> <p>Surrounding agricultural land</p> <p>Priority Habitats listed in Table 1.</p>	Atmosphere	<p>All waste loads will have the potential to cause dust issues and therefore will be assessed visually at the site entrance to confirm that they are suitable to be accepted at the site.</p> <p>In the event that a waste load is identified to be dusty and not suitable for acceptance, the load will be subject to the 'Unauthorised and Rejected Waste' procedure which is detailed in the Operating Techniques (Appendix B of the main application).</p>	<p>Dust could potentially reach the nearby dwellings when a strong wind blows in their direction. Management actions should prevent this happening.</p>	<p>Local nuisance</p> <p>Potential respiratory health risk to public and staff.</p> <p>Smothering</p>	<p>Not significant due to management techniques employed.</p>
Dust from screening bunds	<p>Occupiers of domestic dwellings listed in Table 1 above.</p> <p>Occupants on recreational areas identified in Table 1.</p> <p>Local Wildlife</p>	Atmosphere	<p>As detailed on the Working Scheme (Drawing Number W8/1/19/05/09) a series of bunds will be placed along the perimeter of the working phases using topsoil and overburden soils. These bunds will be watered and seeded at the earliest opportunity to bind the surface and minimise the effects of wind blow.</p>	<p>Dust could potentially reach the nearby dwellings when a strong wind blows in their direction. Management actions should prevent this happening.</p>	<p>Local nuisance</p> <p>Potential respiratory health risk to public and staff.</p> <p>Smothering</p>	<p>Not significant due to management techniques employed.</p>

	<p>Sites identified in Table 1.</p> <p>Priority habitats identified in Table 1.</p> <p>Areas of protected species identified in Table 1.</p>		<p>Prior to seeding, all bunds will be dampened using a water bowser to minimise the risk of dust emissions during windy conditions.</p>			
<p>Acceptance of dusty wastes</p>	<p>Occupiers of domestic dwellings listed in Table 1 above.</p> <p>Occupants on recreational areas identified in Table 1.</p> <p>Local Wildlife Sites identified in Table 1.</p> <p>Priority habitats identified in Table 1.</p> <p>Areas of protected species identified in Table 1.</p>	<p>Atmosphere</p>	<p>All waste loads will have the potential to cause dust issues and therefore will be assessed visually at the site entrance to confirm that they are suitable to be accepted at the site.</p> <p>In the event that a waste load is identified to be dusty and not suitable for acceptance, the load will be subject to the 'Unauthorised and Rejected Waste' procedure which is detailed in the Operating Techniques (Appendix B of the main application).</p>	<p>Dust could potentially reach the nearby dwellings when a strong wind blows in their direction. Management actions should prevent this happening.</p>	<p>Local nuisance</p> <p>Potential respiratory health risk to public and staff.</p> <p>Smothering</p>	<p>Not significant due to management techniques employed.</p>

4.2 DUST MONITORING

- 4.2.1 All site personnel shall be trained as to the potential sources and effective mitigation of dust.
- 4.2.2 Daily visual inspections will be conducted within the site and on the local road network by the site personnel and especially during dry windy conditions to ensure that any dust sources are identified and dealt with promptly. As part of this process, site personnel will complete the Daily Dust Conditions Log which is provided as Appendix C.
- 4.2.3 The daily visual inspections will be undertaken during the operating hours detailed in Section 3.2. Mick George 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.

- 4.2.4 All staff will remain vigilant and be required to identify when potentially dusty conditions are occurring on site. In the event that visible dust is being generated from the site activities, the remedial measures identified in Table 5 will be implemented.
- 4.2.5 In the event that dust emissions cannot be controlled, activities on site will cease until such point as prevailing conditions change or a more permanent dust control measure has been implemented.
- 4.2.6 A complaints log will be held on site. In the event of receiving a dust complaint, the name and location of the complainant, the nature of the dust related complaint, the site activity and prevailing weather conditions at the time of the complaint shall be noted.
- 4.2.7 The site manager shall investigate the complaint and take any remedial action which is deemed appropriate.

5.0 REPORTING AND COMPLAINTS PROCEDURE

5.1 PURPOSE OF COMPLAINTS PROCEDURE

- 5.1.1 A Dust Management Plan 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.
- 5.1.2 A procedure has been developed (see Table 6 below) to ensure that complaints will be handled by Mick George appropriately and consistently and to reassure the Environment Agency 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. Mick George has its own Particulate Matter document which is part of its EMS which is shown in Appendix A.

5.2 COMPLAINTS REPORTING ROUTE

- 5.2.1 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 Environment Agency's contact details and Mick George 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.

5.3 COMPLAINTS RECORDS

- 5.3.1 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 Mick George to identify any patterns which would prompt a review in odour management procedures and control measures.

5.4 COMMUNITY ENGAGEMENT

- 5.4.1 Mick George Limited 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 1: Reporting Route

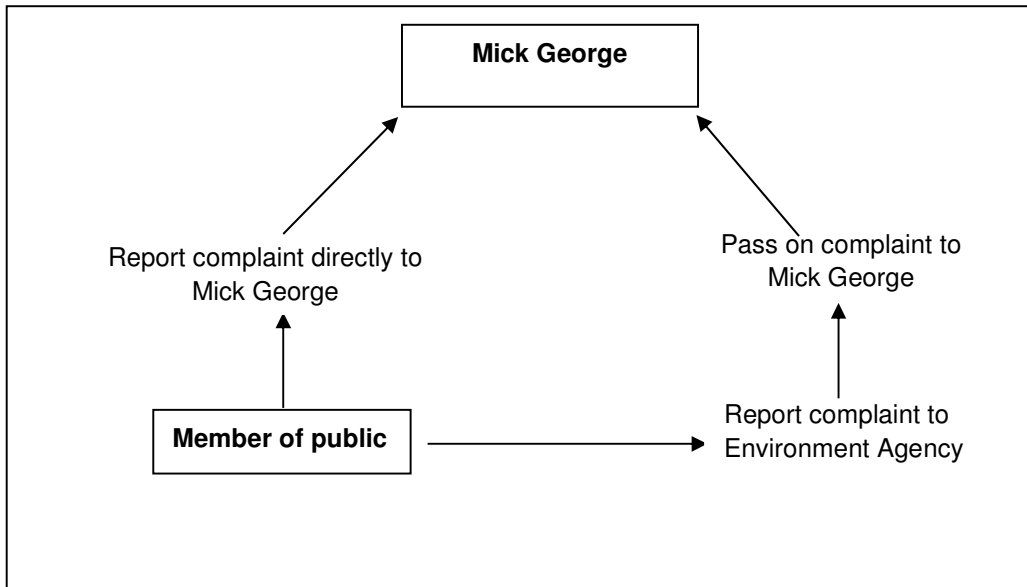


Table 6: Complaints Procedure

Action	Person responsible for ensuring action is carried out	Timescale for Action Completion
1. The Site Manager will be notified of the complaint and will make the appropriate managerial staff and site operatives aware of the complaint. The Environment Agency will also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report sheet contained within the site's Environmental Management System	Site Manager	Within two working day of receipt of the complaint.
2. The complaint will be investigated by:- 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. 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.	Site Manager	Within one working day of receipt of the complaint.

3.	If a number of complaints are received about a particular incident, then it might be necessary to increase the frequency of dust monitoring.	Site Manager	Within one working day of receipt of the complaint.
4.	The Site Manager will instigate any necessary reviews of procedures and will implement any required changes.	Site Manager	Within seven working days of receipt of the complaint.
5.	If appropriate, the complainant and the Environment Agency will be informed of any corrective actions taken.	Site Manager	Within seven working days of receipt of the complaint.
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	Within two weeks of receipt of the complaint.
7.	<p>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.</p> <p>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.</p>	Site Manager	Within two weeks of receipt of the complaint.

DRAWINGS

MGL/A117209/PER/01 – Site Location and Environmental Permit Boundary

W8/1/19/04 – Restoration Proposals

MGL/A117209/REC/01 - Receptor Plan

APPENDICES

APPENDIX A - MGL PARTICULATE MATTER MANAGEMENT AND MONITORING DOCUMENT FROM EMS

Title	Particulate Matter Management and Monitoring		Ref	MGL/LMS-09
Date	July 2019	Document Owner	Technical	
Location			Issue	V 001

PARTICULATE MATTER MANAGEMENT AND MONITORING

1.0 OPERATIONAL MEASURES

1.0.1 As part of the Environmental Permit Application, a Dust Action Plan has been included in the Operating Techniques and approved by the Environment Agency, with mitigation measures detailed below.

1.1 Management Responsibility

1.1.1 The site manager will have responsibility for ensuring that nuisances and hazards arising from the site due to dust are minimised. All site operatives will be vigilant and report any issues directly to the Site Manager who will investigate the issue and instigate any required corrective action.

1.2 Vehicle Speed Limits

1.2.1 Speed limits will be imposed and enforced for all vehicles using the installation to prevent re-suspension and entrainment. The speed limit will be determined by local conditions and may vary.

1.3 Sweeping of the Highway

1.3.1 The highway will be swept with a mechanical road sweeper as and when conditions dictate to minimise emissions of mud and dust.

1.4 Static Water Sprays

1.4.1 Static water sprays are not generally required but may be deployed in specific areas if problems arise.

1.4.2 Use of water to dampen access roads and operational areas can be applied by use of a tractor and bowser unit.

1.5 Seeding of Earth Bunds, Stockpiles and Surfaces

1.5.1 If necessary, bare earth surfaces will be seeded to provide protection against wind erosion and associated dust emissions.

2.0 DUST MONITORING PLAN

2.1 Monitoring of Meteorological Conditions

2.1.1 The site manager will use the Meteorological Office weather forecast to predict weather conditions such as prolonged dry, hot spells, which may rise to high levels of dust, and ensure the necessary precautionary measures are in place.

2.2 Visual Monitoring

2.2.1 All personnel employed on site will undertake visual monitoring for the dust throughout the working day. Any problem that is observed will be reported to the site manager (or the next level of management if they are unavailable), who will be responsible for investigating the cause and implementing any necessary remedial action.

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2.3 Quantitative Monitoring

2.3.1 Additional quantitative monitoring at the filling area, the installation boundary or at sensitive receptors will only be carried out in circumstances where complaints have been received, corrective action has not resolved the problem, and where such monitoring will assist in determining the source/cause and what further action may be appropriate.

3.0 DUST ACTION PLAN

3.1 If significant volumes of dust are being noted at the installation during routine visual monitoring, the following action will be taken:

3.2 Dust Generation during Vehicle Monitoring

- Establish cause of emissions;
- If problem is caused by a particular activity, cease until a suitable method statement detailing how the operation will be carried out has been prepared and implemented; and
- If dust is caused by general trafficking and operations, arrange for the area to be sprayed with water.

3.3 Dust Generation during Site Construction

- Establish cause of the problem and implement revised procedures to minimise emissions. This may involve the use of water sprays during excavation activities or the temporary relocation of work away from receptors pending a change in wind direction or other weather conditions

4.0 RECORDS

4.1 A record relating to the management and monitoring of dust will be maintained in the site file. It will include the following details: -

- A record of all dust events including date, time, and cause of the problem;
- A record of all complaints; and
- Details on the corrective action taken and any subsequent changes to operational procedure
- The results from asbestos monitoring undertaken.

APPENDIX B - COMPLAINT RECORD SHEET

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 noise occurred		
Action taken:		
Final outcome:		
Form completed by	Signed	

APPENDIX C - DAILY DUST CONDITIONS LOG

Daily Dust Conditions Log

Date:

Name:

Observations:

Actions:

Signature:

