Saxon Brickworks, IBA Recycling Facility
PE7 1PJ

NOISE MANAGEMENT PLAN

Report version	Issue date	Issue by	Comments
1	07/10/2020	Stuart Thompson	
2	19/12/2020	Stuart Thompson	
3	01/02/2021	Stuart Thompson	
4	31/12/2021	ST & Clement Acoustics	
5	20/09/2023	Ana Afonso	update doc based on EA template
6	31/11/2023	Ana Afonso	Include details on noise risk assessment
7	21/6/24	Trevor Burton	Update to include S73 amendments

Documents are to be reviewed at least every 3years

Johnsons Aggregates & Recycling Ltd (JARL) with Head Office in Merlin Way, Quarry Hill Industrial Estate, Ilkeston, DE7 4BG. We specialize in the transfer and treatment of IBA, C&D processing and the recovery of ferrous and non-ferrous metals.

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1 Introduction

The Environment Agency guidance – Noise and Vibration Management: Environmental Permits, provides guidance upon managing and controlling noise from Permitted Operations.
The guidance seeks to ensure the Best Available Techniques (BAT) are being implemented to minimise noise. Consideration for what level of mitigation constitutes BAT:

- Costs and benefits
- The technical characteristics of the installation concerned
- Geographical location
- Local environmental conditions

Therefore, pragmatic and practicable mitigation measures should be considered, which include:

- Reduction at source
- Ensuring adequate distance between the source and receiver
- The use of barriers between the source and receiver

Due to the close proximity with the closest receptors this document will focus on reducing the noise at source and the use of barriers. The hierarchy for Noise Control has been considered.

The Hierarchy for Noise Control is:

1. Prevent generation of noise at source by good design and maintenance.
2. Minimise or contain noise at source by observing good operational techniques and management practice.
3. Use physical barriers or enclosures to prevent transmission to other media.
4. Increase the distance between the source and receiver.
5. Sympathetic timing and control of unavoidably noisy operations

The purpose of this Noise Management Plan (NMP) is to:

- Establish the likely sources of noise arising from the IBA recycling facility
- Set out the procedures followed at the site to prevent or minimise noise; and,
- Formalise the procedures for dealing with any noise complaints
- Promote continuing improvements relating to noise control championed by senior management by using (at least) periodic review and when applicable update the NMP to reflect improvements, procedural changes, legislative change or best practise.

This NMP has been designed to:

- Minimise the generation of noise produced by Site activities, as far as is reasonably practicable, using appropriate best practice measures;
- Mitigate the potentially adverse impacts of nuisance noise after all appropriate control measures have been applied, with due regard to the sensitivity of the local surroundings i.e. residential areas located near the Site and local businesses etc.
- Monitor the effectiveness of the noise control measures by means of;

- Audible monitoring of noise emissions (daily Site walkovers) and Annual noise monitoring programme
- Occupational health personal noise monitoring programme.

And;

- Provide information and advice to employees and anyone visiting the site
- Investigate incidents of nuisance noise, impacts and complaints, and implement measures to prevent further occurrences.
- Report findings, action plans, audit findings to the senior management team and promote continuing improvements relating to noise control championed by senior management
- Periodically review and when applicable update the NMP to reflect improvements, procedural changes, legislative change or best practise

1.1 Site location and context

The site is located at Saxon Works, Peterborough Road, Whittlesey, Cambridgeshire. PE7 1PJ. The site is in the location of a former brickworks, see photo 1, and is located within the excavation associated with the former works.

Site operations include the receipt, storage, processing and distribution of Incinerator Bottom Ash (IBA)/Incinerator Bottom Ash Aggregates (IBAA)/construction and demolition (C&D) waste, the recovery of ferrous and non-ferrous metals and the crushing and screening of C&D waste and IBA/IBAA.

Photo 1: IBA Site, Saxon Works

The NMP covers only the JARL operations and occupied portion of the site at Saxon Works Whittlesey, the operation of the plant may result in noise emissions from a number of activities. These have the potential to cause adverse effects at sensitive locations within the vicinity of the

site. As such, suitable measures to ensure impacts are effectively controlled have been formalized within this NMP.

This NMP forms part of the Environmental Management System (EMS) for the operation of the Site and will be adhered to by all staff and visitors.
Staff and visitors will receive training in the contents of this NMP taking into consideration their position and the potential effect their actions may have on the site's operation.

1.2 Sensitive receptors

Human sensitive receptors include, but are not limited to, hospitals, schools, childcare facilities, elderly housing and convalescent facilities. These are areas where the occupants are deemed to be more susceptible to the adverse effects of exposure to noise. Sensitive receptors within 1 Km of the site are deemed areas that are, potentially at risk from fugitive emissions.

Environmental sensitive receptors include, but are not limited to, lakes, rivers, water courses, flora, and fauna.

In table 1 below, key Potential Sensitive receptors have been identified, the list is not exhaustive, but we consider the list below to represent the area to be potentially impacted by the site activities.

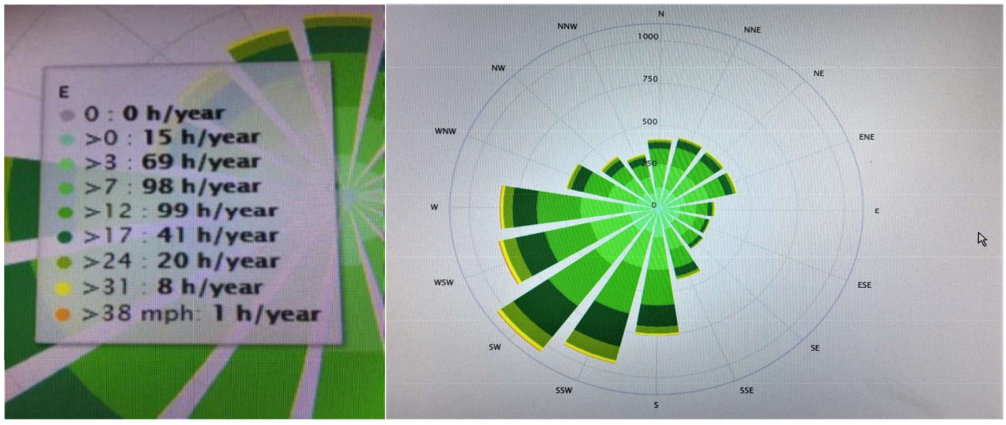
Table 1 Sensitive receptors in the vicinity of the Site.

Potential Sensitive receptor	Direction	Distance (approx.)
Park lane primary and nursery school	East	1000 m
Priors Road and Snoots Road	East	340 m
Railway Track	South	260 m
Kings Dyke	South	600 m
Kings Dyke Nature Reserve	North west	600 m
A605	North	190 m
Residential properties in A605	North	200 m
Whittlesey Junior football club	North	570 m

Table 2 Potential receptors that have been discounted due to landscape or distance.

Receptors Considered	Direction	Distance (approx.) 1Km
Buildbase Whittlesey	West	1Km +

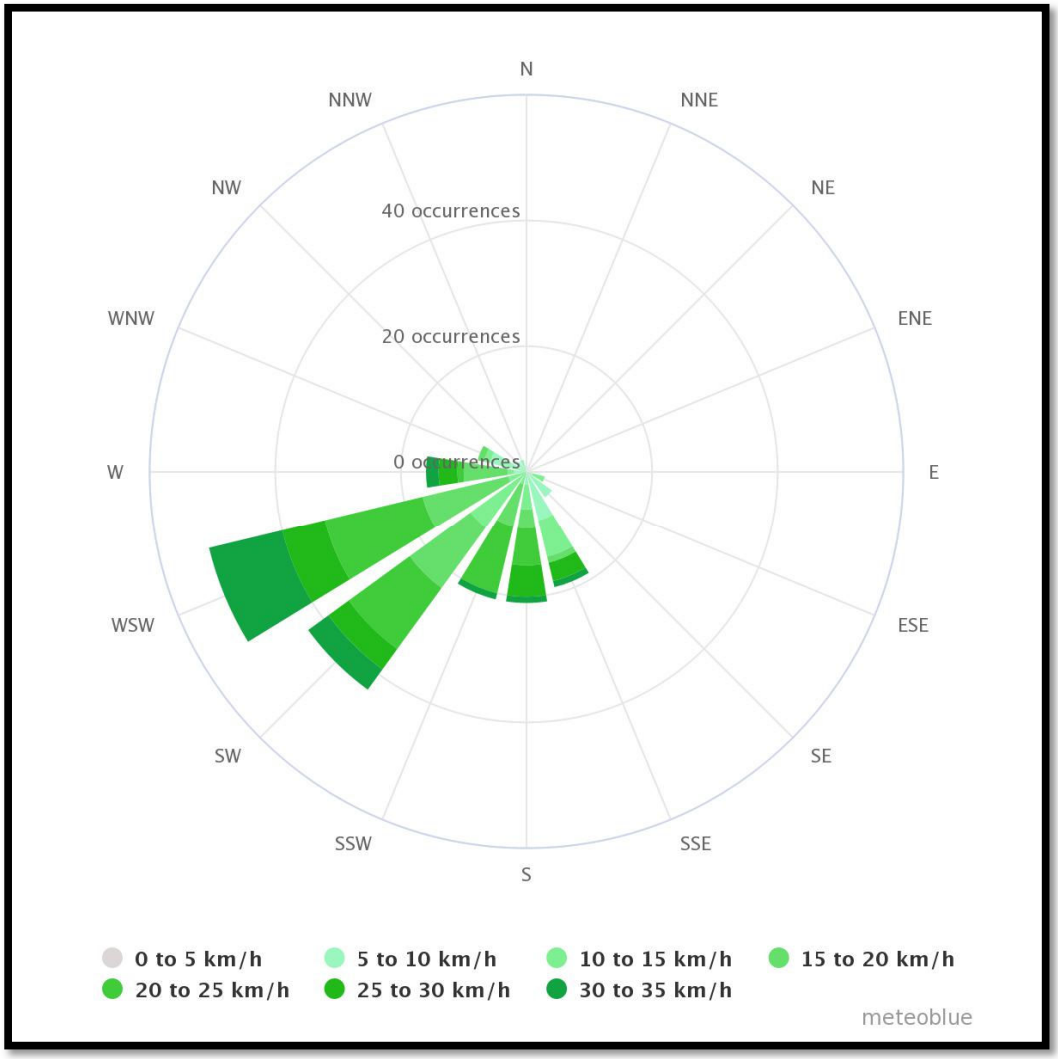
The local area is a mix of major industrial sites, carrying out significant operations along with housing, open fields, and a nature reserve.
Prevailing southwest winds are expected as visible from wind rose below. Data was collected from the website meteoblue.com see map 4 with data previously submitted.



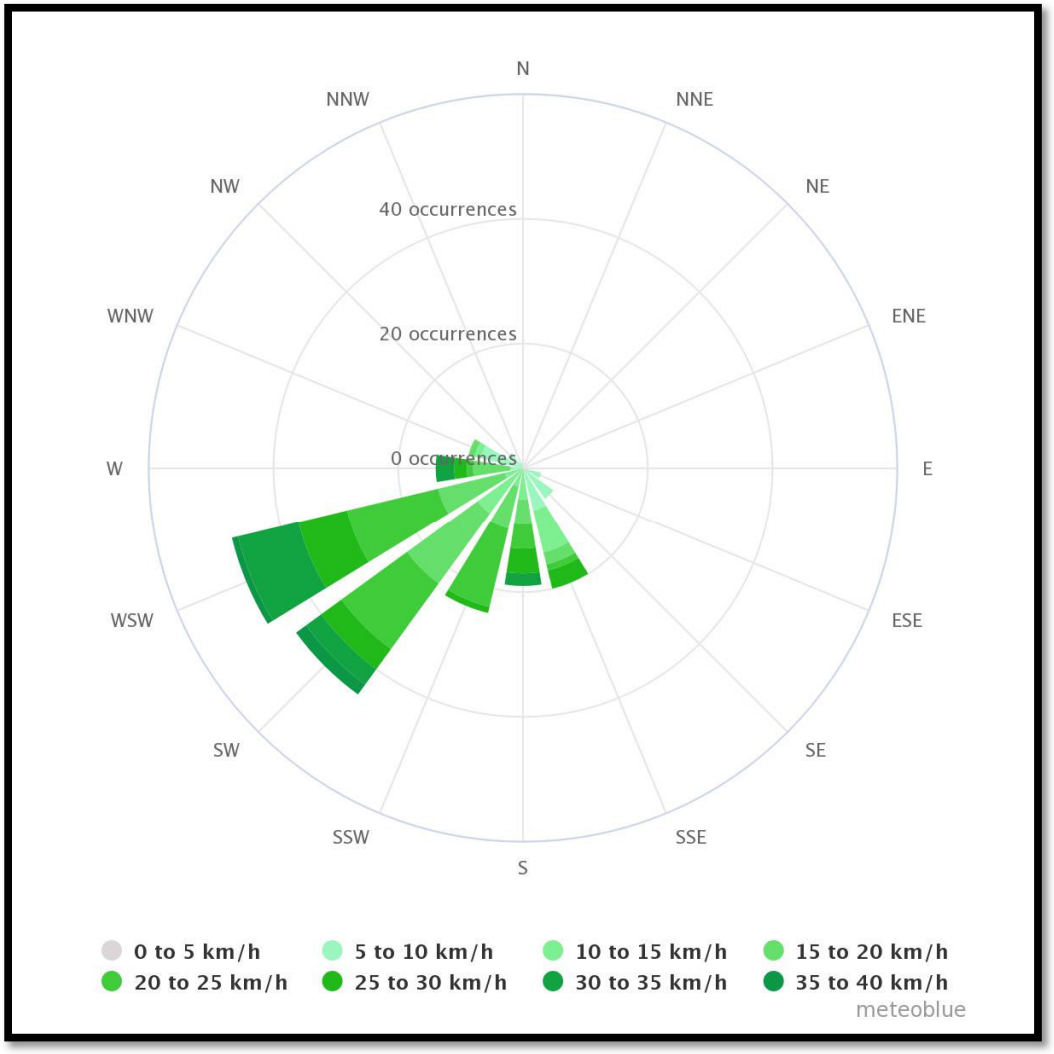
MAP 4 - Peterborough Area Wind Rose (left)
https://www.meteoblue.com/en/weather/archive/windrose/peterborough_unitedkingdom_2640354

The wind rose displays the distribution where the wind is coming from and with which intensity. For thoroughness wind rose data was collated for 4th-11th of august 2021 for the weather station in Peterborough (52.57°N 0.25°W) as well as Whittlesey (52.56°N 0.13°W) weather station. Results are below see map 5.

Map 5: Peterborough (52.57°N 0.25°W) weather station Wind Rose. (right)
https://www.meteoblue.com/en/weather/archive/windrose/peterborough_united-kingdom_2640354



Map 6: Whittlesey (52.56°N 0.13°W) weather station Wind Rose.
https://www.meteoblue.com/en/weather/archive/windrose/whittlesey_united-kingdom_2634010



Reference to be made to appendix 2 with the location of weather station used for the prevailing winds and its proximity to site

2 Operations

Material accepted onto site can be processed using the following methods:

- Unprocessed IBA will be imported to the site and stored outside before undergoing a cooling and ageing process;
- The IBA will then go through vibrating screens and magnetic metal separation removing ferrous and non-ferrous metals and producing different sized fractions of IBAA.
- Construction and demolition and other waste materials will be crushed and screened
- A portion of IBA/IBAA will be crushed and screened
- IBAA for further screening (or polishing)
- Screened C&D material and IBAA can be mixed dependant on the customer's requirements for the final product
- mixing waste material at clients request will be done in the west side of the site, see appendix 1 for the site layout

2.1 Responsibility for implementation of the NMP

The implementation of the NMP is the responsibility of the site manager (based on site) and all staff will be trained with toolbox talks in the requirements, so they may undertake their duties in a productive, safe and environmentally aware manner.

The NMP is reviewed at least every 3 years and/or following any changes to operational procedures or equipment, an accident (with root cause identified as related to inadequacy of the NMP), Health & Safety or environmental concerns or legislative requirements.

Following review, the changes (and an update version of the NMP) will be communicated and provided to all staff by means of direct communication, email, notice board or toolbox talk.

2.2 Operating hours

No operations, including the delivery and removal of materials shall take place other than specified below

Activity	Operating hours	Day of the week
External crushing and screening of C&D and IBA/IBAA material is permitted to take place	Between 08:00 – 18:00	Monday to Friday (excluding bank and public holidays
External movement, loading and repositioning of IBA, IBAA, C&D material within the site boundary	06:00 – 18:00	Monday to Friday
	08:00 – 18:00	Saturday
The delivery and removal of IBA, C&D, recovered metals and IBAA	06:00 – 18:00	Monday to Friday
	08:00 – 13:00	Saturday And at no time on Sunday
Processing of IBA within recycling building 1	24h a day	Monday to Friday Including bank holidays
	08:00 – 18:00	Saturday
Processing of IBA within recycling building 2	24h a day	7 days a week Including Sundays and Bank Holidays (except Christmas Day)
	08:00 – 18:00	Saturday

2.3 Noise sources

Noise sources have been identified as per the NIA. Noise sources are generally distributed between 3 main groups, as follows:

- Operations associated with external processing and acceptance of materials
- Operations associated with Building 1 Processing
- Operations associated with Building 2 Processing

The groups also largely correlate with the operational hours. Noise sources used in the assessment are shown in the following Sections.

2.3.1 Operations associated with external processing and acceptance of materials

Operations in this group are all undertaken externally and will only be undertaken during Period 1. The noise sources associated with this group are summarised as follows:

- Site arrival and tipper operations: Materials arrive on site and are deposited, generally by tipping, in the northeast corner of the site, within the kicker wall area.
- Front End Loaders & 360 Loader: There are two front end loaders and a 360 loader in the assessment. One front end loader will operate close to the unloading operations to sort and store materials as they arrive. The other front end loader and the 360 loader will operate in the external processing area, close to the external screener.
- Outdoor crushing and Screening (when operational)

The external noise sources in this plant group will be in use during Period 1 (06:00 to 18:00) only.

2.3.2 Building 1 Processes

Building 1 Processes comprise internal operations within the building, as well as some associated external operations.

The external operations associated with Building 1 are summarised as follows:

- Main Feed: Materials are loaded into an external hopper (at ground level), to be taken into the processing building. The main feed is located in the middle side of Building 1,
- Outdoor Conveyor: an outdoor conveyor takes material from the main feed into Building 1. The conveyor is short in length, and is also in the east side of Building 1, towards the southern end of the building.
- Trommel: a trommel is used to separate materials before processing. The trommel is located in the east side of Building 1, close to the southern end of the building. The trommel will be enclosed in an acoustic housing and the structural body (outlet) has been extended, and have been fitted with sound reduction panels;
- Outlet Points: Processed materials are deposited from the building onto material piles. The main noise from these will be from the trommels outlet, these have been surrounded by sound proof rubber curtains.

Processes inside Building 1 will be undertaken during Period 3 (24-hour use), which means they are also undertaken during Period 1 and Period 2. To minimise noise overnight (Period 3), an

electric loading shovel will be used to load the hopper. No other external plant will be operational during this period.

Access to building 1 includes opening and closing of the fast-acting doors as and when necessary. These are to remain closed at all times unless they are to allow transit of site yellow plant.

2.3.3 Building 2 Processes

Building 2 Processes comprise internal operations within the building, as well as some associated external operations.
The external operations associated with Building 2 are summarised as follows:

- Telehandler: The telehandler takes material between Buildings 1 & 2 and will be operational between the two buildings. The telehandler could be in use whenever Building 2 is operational.
- Extractors (x4): all vents are equipped with noise silencers

The internal operations associated with Building 2 will be undertaken during Period 3 (24-hour use), which means they are also undertaken during Period 1 and Period 2.

Access to building 2 includes operating the fast-acting doors as and when necessary. These are to remain closed at all times unless they are to allow transit of site yellow plant.

2.4 Pathways

The pathways from the sources identified above may impact upon a receptor by primarily the following ways:

- Direct exposure – staff and other individuals in the vicinity, may be exposed immediately to any noises from the waste handling on site.
- Air - Movement of noise through air, particularly relevant with processes happening outdoors

2.4 Impacts

The current document has identified the key opportunities for the release of noise from sites operations - as previously described in detail – these have be summarized below:

- Waste acceptance and tipping outdoors
- Loading vehicles and transfer of material across buildings and bays
- Activities inside building 1 & 2
- Extraction units
- Vehicle Noise – vehicle movements on site – vehicle movements to and from site

The impacts of any noises released as a result of site activities will be linked to the receptors detailed in Table 1. Based on the knowledge gathered by the industry and the regulators we can expect the receptors are more likely to be impacted upon by noise in certain conditions, such as:

- Prevailing wind direction is towards the receptors
- Warm & still weather will contribute to an exacerbated noise level or perceived noise level at receptors

The site is located in an area with other potential sources which may cause additional noise noticeable at the sensible receptors.

2.4 Noise control measures

The physical and management measures being deployed on site have been included below. These will serve to minimize and monitor the noise levels in accordance with the NIA.

2.4.1 Physical control measures

A comprehensive range of physical control measures have been implemented on site at different stages of its conception until construction.

Area	Source	Initial risk rating	Control/mitigation	Residual risk rating
Design stage of the facility	General site processes	Medium/high	A noise Impact Assessment has been carried out and levels of noise resulting from site operations have been confirmed acceptable. IC3 has been closed by regulator. The current Noise Management Plan will ensure a competent and reliable operation of the site at all times	low
Design stage of the facility	Operating hours	medium	Site complies with approved operating hours with senior managerial staff ensuring this is strictly adhered to. Screening activities are restricted on site	low
Outdoor activities	Site layout	Medium/high	Waste operations are carried out away from the site boundary nearest local receptors. This reduces vehicle and machinery noise from	low

			daily operations impacting local receptors.	
Infrastructure	Waste Storage Bays and Walls	Medium/high	IBA wall reduces any vehicle and machinery noise release, from daily operations potentially impacting the local receptors.	Low
Infrastructure	Plant and Equipment	Low/medium	All machinery is checked daily and monitored for noise levels as recommended by the supplier, as well as within the Health and Safety at Work guidelines. Cleaning and maintenance schedules are in line with the suppliers' recommendations and are tracked by the internal software Pirana, Shire's CMMS (computerised maintenance management system. Site also has a dedicated maintenance planner with Daily/Weekly/monthly checks. All plant defects are logged and acted upon by the management team.	low
Infrastructure	Plant and Equipment	Low/medium	Dynamic risk assessments including machinery noise levels to be carried out at regular intervals.	Best practice to reduce overall noise emissions.
Infrastructure	Plant and Equipment	Low/medium	All vehicles, plant and equipment are checked and maintained weekly to prevent excessive noise through faults or damage. The maintenance schedule has been built upon the suppliers' recommendations. Equipment which can give rise to noise such as part parts/guards move/become loose through continued use. There are inspected thoroughly to ensure a quick identification of when the parts start to cease.	low
Infrastructure	Plant and Equipment	medium	Parts and spares for moving or rotating parts are kept in stock for site equipment available for quick repairs.	Low

Infrastructure	Plant and Equipment	medium	Guards, cladding and hatches in place, no modifications to site equipment are allowed without going trough MOC. Attenuation is often a design feature in the manufacture of plant and machinery. No deviation from the initial design is carried out without managerial approval.	Low
Infrastructure	Site vehicles	medium	White noise reversing alarms are fitted to site machinery. A non-audible reversing signal will be fitted to the electric loading shovel which would operate externally adjacent to Building 1 overnight during Period 3.	Low
Infrastructure	Vehicles and equipment	medium	Buying policy to consider noise emissions of all new plant due for renewal / replacement. Buy Quiet procurement guidance in place.	Low
Infrastructure	HGVs and yellow plant	Medium	Road vehicles are serviced and MOT complaint. Fleet is FORS accredited. Yellow plant maintained and regularly serviced.	Low
Operations	Daily Waste Activities Acceptance, sorting, processing and loading	Medium	Waste operations have been enclosed as and when possible (building 1& building 2). Sites design included maximizing the distance of waste handling and processing away from the sensitive receptors.	low
Operations	Daily Waste Acceptance Vehicle Movements	Medium	All incoming waste deliveries pre booked& after 6am. No idling policy in place. This is monitored and enforced by the senior manager team	low
Operations	Daily Waste Acceptance	Medium	Waste is delivered in bulk with minimal use of containers and skips (only for self-generated waste) this reduces the risk of noise emissions from skips being unloaded and dropped on the concrete surface. No tailgate slamming signs around the delivery area with drivers trained on how to avoid this	Low

Operations	Waste Handling	Medium/high	Site operatives are trained to handle wastes carefully ensuring they do not drop waste materials from height and drag containers across site surfaces. Care is taken when loading wastes into the hopper/wash plant directly not dropping from height.	Medium/low
Operations	Waste Processing	Medium/high	Static site equipment is inside building 1 & 2. Hopper is located at ground level and away from IBA wall. Trommel sits tightly by building 1 is to be enclosed and have extended outlets, its also protected from the prevailing winds. The IBA walls provide some noise attenuation from the machinery and vehicle noise used on site.	low
Operations	Operational Hours	Medium	Outdoors waste operations are carried out during day time working hours to reduce impact on local receptors and residential properties. Working shift patron fits the approved operating schedule. Only allowed activities take place during working hours eg night time ops are restriction to loading material to building 2 and the loading of the external hopper to Building 1 using an electric loading shovel. This is heavily monitored by the site manager	low
Operations	alarms/Alerts	Medium/high	No audible site alarms in operation with yellow plant. Audible alarm inside picking shed only. Fast acting doors are to be closed when not in use. CCTV available across the site to support monitoring site activities Electric loading shovel to operate externally at Building 1 overnight to be fitted with non-audible reversing signal.	low

2.5 Monitoring

To ensure the noise control measures and mitigations set out in Section 2.4 are effective, the company will ensure that daily noise monitoring is carried out as per the suppliers recommendations set out on Pirana.
The following monitoring activities are regularly undertaken to ensure continuous improvement:

- Site inspections by the maintenance team;
- Monthly site audits conducted by the site manager;

All site personnel is considered responsible for reporting any noise problems immediately to the site supervisor or site manager in their absence.

On a daily basis JAR will ensure that inspections are made of all site activities within the JAR boundary. These are carried out at least once a day and is recorded in MYC (My Compliance) once completed.
The windsock located on the site boundary will be utilized to assess wind direction and strength. In the event, noise (being originated by JAR associated activities) is detected at the site boundary by the staff, additional monitoring will be undertaken as soon as possible at the sensitive receptors.
In the event a complaint is received, a noise investigation must be completed.

Any relevant significant changes to operations would include a noise survey to assess any related changes to noise, tone or distribution.
Formally internal monitoring will take place at least monthly to avoid diluting the importance of the task with nuisance readings. An internal report will be generated for compliance purposes.

2.5.2 Maintenance

Site is operated with a focus on prevention generation of noise by good design and maintenance. Site best practice principles include:

- Daily maintenance checks — operational and maintenance staff
- Preventative maintenance schedule — based on manufactures guidance and historical data, experience. Pro-active and pre-emptive
- Noise monitoring and audits — noise monitoring as part of the daily site inspection any abnormal findings are recorded in the site log and reported to the site supervisor. Rattles, hums, squeaks, relief valves, irregular sounds etc
- Prioritising maintenance activities — short and long-term action plans, monitor reliability
- Critical spares or supplier identified — spares available on demand
- Daily operational checks — external doors are closed when not in use, hatchways or access doors left open, acoustic hoods not attached/fixed correctly, engines idling when not in use, suitable PPE being used as required

- Daily operational checks — perimeter checks to assess noise levels, changes in level tone, intermittent noise, nuisance noise. This noise assessment is subjective, dependent on experience, familiarisation
- Records — site logs record operational and maintenance issues/findings
- Communication — open 2-way communication, listen to concerns raised, investigate as required and feedback to group or individual
- Procurement — equipment selection, noise rating, inclusive attenuation, replacement policy, life cycle of product
- Signage — Appropriate signage denoting noise control areas and quite zones.

The site operates the Pirana system for maintenance scheduling by Shire. Pirana is the innovative CMMS (computerised maintenance management system) for the integrated management of maintenance, materials, purchasing and services. Pirana schedules, tracks and reports on any type of task, supporting site requirements in an organised, fast and effective way.
The Pirana suite of maintenance management software enables to control maintenance programmes from any location with efficiency and ease.

The software is designed to increase productivity, ensure compliance and measure performance amongst other things. The features of this application include:

• Full Asset Register
• Work Scheduler
• Condition Monitoring
• PPM and Task Library
• Checklist Inspection
• Request Logging

2.5.3 Trigger Levels

The daily site walk around will ensure at the site boundary (east) the noise levels will remain <65db inside IBA wall (this is for period 1 which includes all waste activities including tipping, hopper loading, all yellow plant and both buildings running. The level has been estimated from the NIA and have been corroborated by means of measurement these levels at the boundary are acceptable and mean no adverse impact at the sensitive receptors.

This level can be used as a pass/fail trigger for site staff to use as an indication/deviation of the site performance in terms of noise.

If noise detected at during the walk around is to be a moderate or unacceptable noise, as defined in the noise investigation form (Annex A), then the Operator and Management Team will be informed immediately, and corrective actions will be determined and implemented. Noise monitoring frequency will be in accordance with Table 3.

Technique	Frequency
Noise Monitoring / Auditory Testing	Daily at site perimeter. Noise levels will be carried out by a noise meter with SN 14070666 (or with SN 210722493 when SN14070666 is out for annual calibration)
Complaints System	Continuous (24 hours) via telephone reporting system to Environment Agency Direct complaints to site in operational hour

If at any time it is necessary to undertake temporary actions that are likely to cause elevated levels of noise (such as construction/equipment installation or infrastructure improvements) site management will contact the EA and any other interested parties before such actions are taken, to inform them of the operations being undertaken and that the elevated levels of noise will be of a temporary nature.

Where practicable, such actions will only proceed when the prevailing wind direction is away from sensitive receptors and during working hours. A permit to work procedure will be completed to assess the impact of contractors work on site and any mitigation/attenuation required during construction works.

2.6 Traffic management plan

- Drivers entering the Site will be required to switch off engines once safely parked to avoid vehicles standing idling and contributing to the site noise levels.
- A notice instructing vehicle drivers entering and leaving the Site to minimise engine revving to limit unnecessary noise will be placed at the site entrance. The notice will also include a statement to the effect that a site speed limit of 8mph will be enforced throughout the site
- All mobile plant operating on site will be fitted with white noise reversing warning alarms.
- Hard standing and roads on the Site will be kept clear and in a good state of repair to help reduce noise due to suspension and body rattle of vehicles.
- The site rules are enforced by all site staff. All site personnel will be trained in the application of site rules and good practise and empowered to take ownership and responsibility for the implementation and application of such rules.
- any breaches of site rules are reported in My Compliance proprietary software. These will be sent to the site management who will carry out the required actions as to prevent re-occurrence of the incident.
- Near miss/incidents and accidents reports will be logged and investigated. Outcomes and actions will be reported and discussed at both site level and at Senior Management and Board level.

2.7 Quality Assurance/Quality Control

The Site manager will be responsible for ensuring that all equipment is serviced and calibrated in accordance with the manufacturers' guidelines. Servicing and calibration shall only be undertaken by competent registered specialist contractors.

If routine inspection or service identifies that the equipment is damaged or not functioning as it should be, this will also be noted in the Site diary and arrangements made for its repair as soon as is reasonably practicable.

2.8 Record Keeping

All records shall be kept for 2 years after the equipment has been replaced.

3.0 Complaints

Typically, complaints directed at the site are usually received via EA or local council. Complaints may also be received directly on site from the residents, the general public and employees.

In the event of a complaint being received the following actions will be taken:

- The information received will be reviewed.
- The site management/supervisors will be contacted by the HSQE manager and asked to investigate the situation.

The investigation may include some or all the following:

- Visiting the area of concern (if known)
- Talking to site employees and asking if they had noted any out of the ordinary noises
- Walking the site to identify the presence, source and extent of noise levels
- Gather evidence, witness statements, photos, samples etc

The complaint and subsequential investigation is entered on to My Compliance software, by the compliance manager. This is left "open" until the root cause has been determined.
Once the investigation is completed the findings are reported back to the site management, who discuss the issue with management team.

See appendix 3 for Noise complaint form

3.1 Response to complaints

The site management will evaluate the information and data collected regarding the complaint and formulate a suitable response.

The EA generally require a response within 5 days working days, the requested information from the initial complaint will be compiled and sent to the EA along with any downloaded monitoring data, photos etc. This is accompanied with comments on whether the complaint was justified or not and what actions were to be taken.
A response to the local council will follow the same lines as a response to the EA and include the same data, information, downloads, and comments
A response to a local resident or member of the general public will be via telephone. The telephone conversation will describe the situation, if known, any causes and actions taken and usually an invitation to visit the site and undertake an escorted site tour.
A response to an employee will be in the form of a chat and site walk to discuss the situation and to evaluate the current, on-going situation/concerns and actions taken/to be implemented.
All complaints are investigated with dedicated reported within 5 working days

3.2 Reporting

Formal responses will be provided to all parties raising concerns as set out in section 3.1.
Further to these the following reporting actions are taken

- Daily operational meeting will provide details of complaints to make all employees aware of the situation and any proposed actions
- Daily senior management meetings will be provided details of a complaint by the compliance manager.
- Monthly complaints reporting forms part of the Board of Directors "Board Pack" and is discussed by the board of Directors at the monthly Board meeting.

3.3 Further actions

Following a complaint that has been confirmed to originate on site, the situation will be monitored to determine if there is a long-term issue or that the incident was a isolated incident
If it is established that the controls and mitigation measures are not sufficient an action plan is to be formulated and implemented.
Incidents will be investigated within 24h, any changes to be implemented on site need to occur within 48 – 72hrs.
Once actions have been agreed and implemented the situation will be monitored and once a successful solution is in place the results will be provided to all interested parties, this may include the Board of Directors, EA, Local council, general public, locals, and employees.

In an abnormal situation that is detected site manager/or wamitab will inform the EA in advance with the details of the occurrence.

Any new recommendations and improvements will be incorporated in the Noise Management Plan and the operating procedures.

4.0 Engagement with the Community

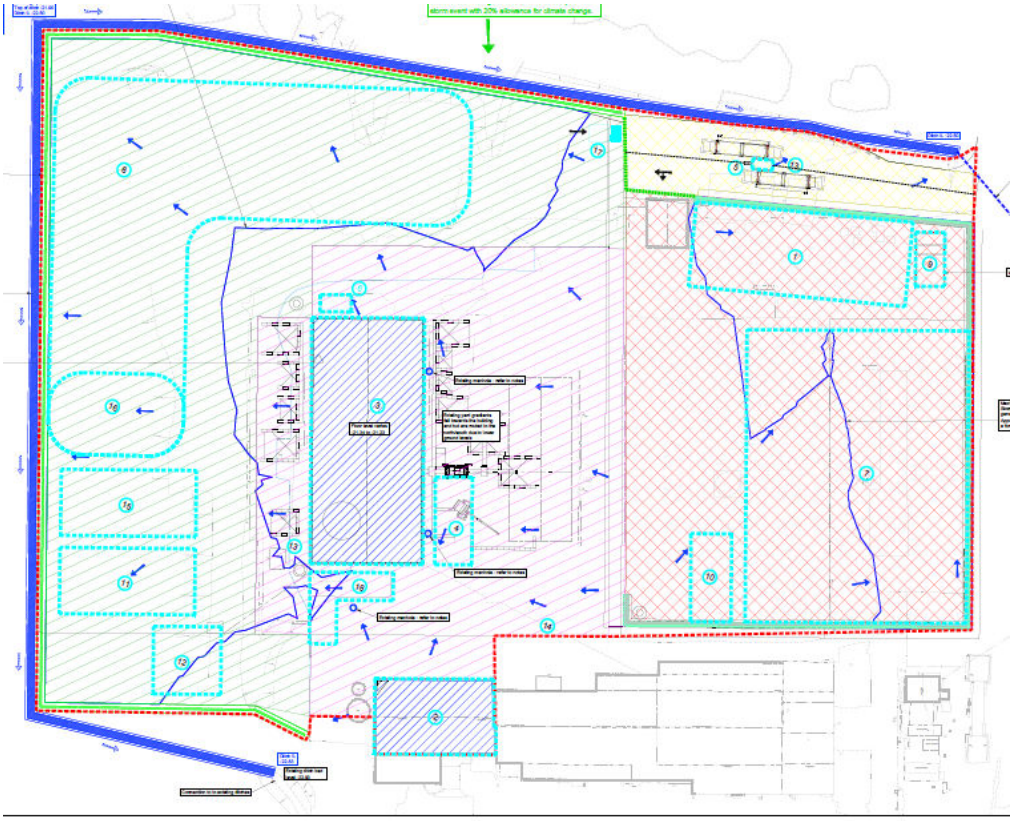
Johnsons recognises the benefit of communicating regularly with residents and the wider community and will endeavour to engage with residents and businesses as and when appropriate.

5.0 Summary

This NMP has been generated for the purpose of identifying measures implemented on site which will :

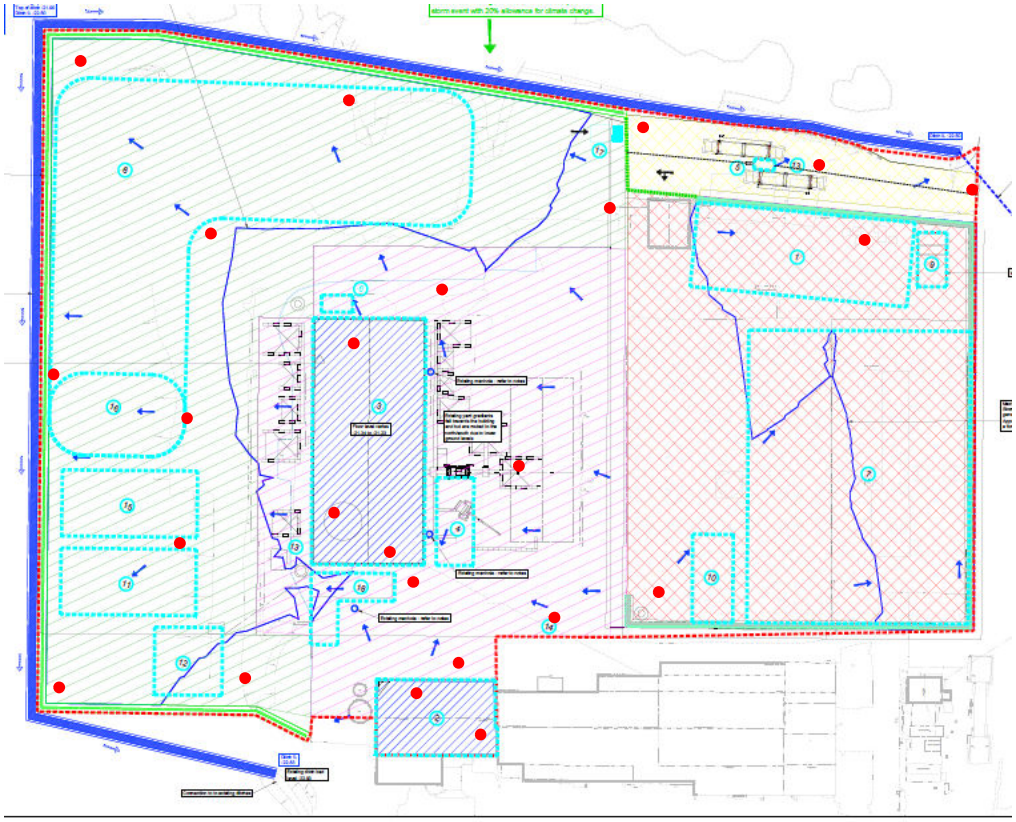
- Minimising the potential for Noise above the HSE threshold for regulated operations produced by Site activities, as far as is reasonably practicable, using appropriate best-practice measures.
- Mitigating potentially adverse impacts of the residual noise release after all appropriate control measures have been applied, with due regard to the sensitivity of the local surroundings.
- Investigating incidents of unusual noise incidents, impacts and complaints, and implement measures to prevent further occurrences.
- Set objectives relating to continual improvement of noise monitoring and mitigation.
- Implement a personal noise monitoring scheme to highlight areas of compliance and areas of potential concern or health risks.

Appendix 1 Site map



Appendix 2 Location plans of noise monitoring points

- positions for site monitoring route



Appendix 3 Noise Complaint Form

Customer Details	
Customer Name -	
Address – Postcode	
Customer Contact Details -	
Tel -	
Email -	
Date -	
Complaint Ref Number -	
Complaint Details -	

Investigation Details	
Investigation carried out by -	
Position -	
Date & time investigation carried out -	
Weather conditions -	
Wind direction and speed -	
Investigation findings -	
Feedback given to Environment Agency and/or local authority -	
Date feedback given -	
Feedback given to public -	
Date feedback given -	

Review and Improve	
Improvements needed to prevent a reoccurrence	
Proposed date for completion of the improvements -	
Actual date for completion -	
If different insert reason for delay -	
Does the noise management plan need to be updated -	
Date that the noise management plan was updated	

Closure	
Site manager review date	
Site manager signature to confirm no further action required	