

**DDE (SW) LIMITED 9– Dust Management Plan (DMP) EAWML 102530 – DDE (SW) Limited -
Smithaleigh, Plympton, Plymouth, Devon, PL7 5AX**

**DUST MANAGEMENT PLAN
UP3990VB/A001**

DDE (SW) Limited

**Prepared By:
Severn Compliance Limited**

**Date:
December 2020**

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1 INTRODUCTION

Introduction

This document has been prepared by Severn Compliance Limited to support a permit variation application on the behalf of DDE (SW) Limited ('DDE' hereafter) for the operation of their proposed waste soils and aggregates waste transfer station with treatment at their site in Smithhaleigh, Devon.

The purpose of this Dust Management Plan (DMP) is to demonstrate that potential dust emissions will be managed effectively on site. This plan describes the steps that will and are being taken to prevent or where that is not practicable, to minimise those emissions.

As the site is currently operational and the permit variation has been initiated by the Environment Agency as per the Compliance Assessment Report dated 18th August 2020 due to the inclusion of an aggregates wash plant which is still in its commissioning stages. The site boundary will not be amended.

It is recognised that the existing and proposed activities could give rise to dust emissions, if not adequately controlled. This DMP will make up part of the sites Environmental Management System.

It also recognised that the aggregate washing and road sweeping de-watering will add no additional risk to the already permitted activities under the existing Standard Rules permit.

This DMP will be reviewed at least annually as a matter of routine and at additional times to reflect proactive improvements in management techniques. In addition, it will be reviewed following any incidents or issues identified on site.

All staff will be trained in the DMP and a copy of the plan will be accessible to all staff at any time.

The following wastes at the site have the potential to cause dust emissions.

Table 1

Waste Type incoming	Description	Dust Potential	Quantities and storage times
Inert material from mineral extraction, construction and demolition	Soils, rubble and crushed aggregate are delivered to site via covered vehicle and following acceptance unloaded directly into the relevant storage bay	High Potential for dust emissions during unloading, transport around site and storage, particularly if material is dry. Mitigated through use of mobile dust suppression equipment, ensuring stockpiles remain damp and minimising handling of materials during storage. Once washed the aggregates will contain considerably less small particles to create dust and will also remain damp again reducing dust emission potential.	Maximum storage on site at 5,000 tonnes currently not limited under the existing permit

Potential emissions from the facility would arise from the following sources:

- Vehicles entering and / or leaving the site with mud and debris on wheels and tracking dust on to or off the site;
- Particulate emissions from the exhaust of vehicles / machinery on site;
- Vehicles and plant moving around the site generating dust.
- Unloading, movement and transfer of wastes externally;
- External stockpiles of wastes;
- Processing (namely crushing and screening) of wastes; and
- Loading, movement and transfer of wastes to HGVs for export.

The main areas of dust control for this site relate to:

- The waste processing areas;
- External processed waste piles;

A summary of the key control measures on site are as follows:

- Stringent pre-acceptance and acceptance procedures to minimise the presence of high dust content materials onsite;
- Storage of waste in unprocessed form for majority of its time onsite; however washed aggregates contain considerably less small dust generating particles and as a result storage of 'washed' processed aggregates is not seen as a likely cause of dust.
- Dampening of stockpiles in dry weather;
- Site speed limit of 5mph enforced via signage and site management;
- Washing of wheels on site for any vehicles which may require it;
- All relevant plant is fitted with integrated dust suppression technology;
- Operation of mobile dust suppression cannons;
- cleaning of solid surfaces with a road sweeper
- Avoidance of processing during windy conditions;
- Daily visual inspection during site walkover procedures; and
- General site maintenance and good housekeeping measures
- Use of a mechanical road sweeper to both dampen down surfaces and removes dust and debris

Site personnel will be trained to be vigilant to ensure that dust does not accumulate on site and that dust levels are minimised such that its potential migration is prevented.

All personnel will be trained and instructed to report any such potential or actual emissions immediately to Site Management.

1.2 Sensitive Receptors and habitats and species

The nearest sensitive receptors that have been identified surrounding the site are detailed in Figure 1.2 and also in section 1.2a Habitats.

The distances between the permitted site and the receptors have been estimated using online maps of the area.

It is generally understood that the greater the distance from the site, the less potential there is of impact from the emissions due to ‘drop out’ and deposits. However, the operator also recognises that local ambient weather conditions and surrounding geography can have an impact on the pathway, by causing eddy-current and downwash effects on the prevailing wind.

The company does not see ‘drop out’ as an effective way of managing dust and preventing it from reaching receptors. The company aims to prevent dust from leaving the site boundary.

The site is located southeast of the village of Smithhaleigh and to the southwest of the village of Lee Mill Bridge within a former limestone quarry and is surrounded predominantly by woodland and farmland with sporadic residential dwellings and business premises.

1.2 Local Receptors



Distance from closest permitted boundary to receptor

●	Site centre
○	302m
●	464m
●	246m
●	330m
●	520m
●	685m
●	513m
●	778m

The closest receptor other than the one marked with a blue dot (which is DDE (SW) Limited non active transfer station, the site is 302m away and is form another permitted recycled aggregates facility). The nearest residential receptor is and is 330m away from the site.

Based the fact that the proposed permitted boundary is no closer than the existing permitted boundary and the existing and proposed dust management techniques and a commitment to prevent dust leaving the site boundary, and the lack of previous dust complaints or compliance scores for dust for the existing operation the impact on local receptors is deemed to be deemed to be **Very Low**.

1.2a Habitats and species

As part of the pre-application reference EPR/UP3990VB/V002 dated 27/11/2020 the nature and heritage conservation sites and/or protected species and habitats identified in the table below must be considered in your application.

It is noted that the impact of airborne dust from the operations has the potential to impact on the identified woodland habitats by settling on leaves and impacting on both the plants and species that live within the habitats. It is also noted that dust could impact on the protected species living within the River Yealm if large volumes of dust entered the watercourse.

Nature and heritage conservation sites	Screening distance (m)
Local Wildlife Sites (LWS) <i>Mackarell Parks, Southwood Woods & Strashleigh Ham</i>	200
Ancient Woodland <i>South Wood</i>	200
Protected Habitats	Screening distance (m)
Deciduous woodland	Up to 500
Protected Species	
Brown trout <i>Salmo trutta</i> European eel <i>Anguilla anguilla</i> European eel <i>Anguilla anguilla</i> migratory route Bullhead <i>Cottus Gobio</i>	Up to 500

Mackarell Parks, Southwood Woods & Strashleigh Ham – Local Wildlife Sites

Based the fact that the proposed permitted boundary is no closer than the existing permitted boundary and the existing and proposed dust management techniques and a commitment to prevent dust leaving the site boundary, and the lack of previous dust complaints or compliance scores for dust for the existing operation the impact on local receptors is deemed to be deemed to be **Very Low**.

Deciduous Woodland

The site surrounded by deciduous woodland, with the existing permitted boundary being within 10m of the woodland.

Again based the fact that the proposed permitted boundary is no closer than the existing permitted boundary and the existing and proposed dust management techniques and a commitment to prevent dust leaving the site boundary, and the lack of previous dust complaints or compliance scores for dust for the existing operation the impact on local receptors is deemed to be deemed to be **Very Low**.

Protected Species

The River Yealm contains the following protected fish species

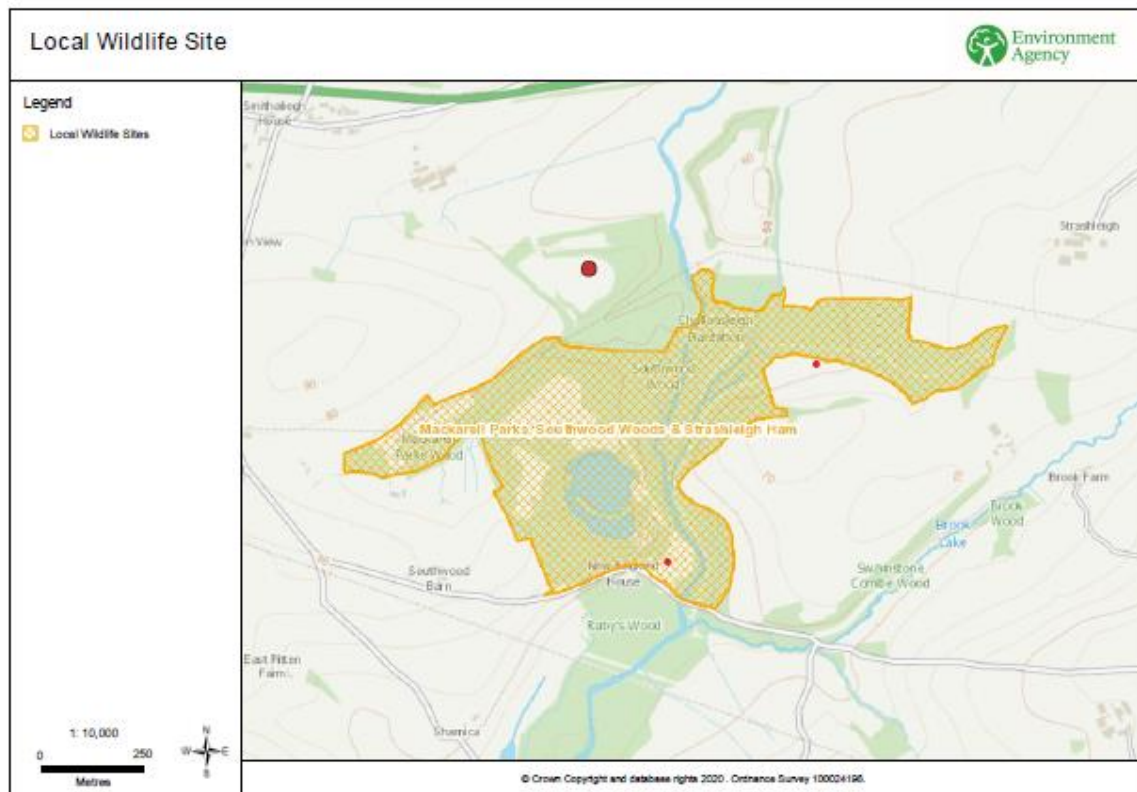
- Brown trout - *Salmo trutta*
- European eel - *Anguilla anguilla*
- European eel - *Anguilla anguilla*

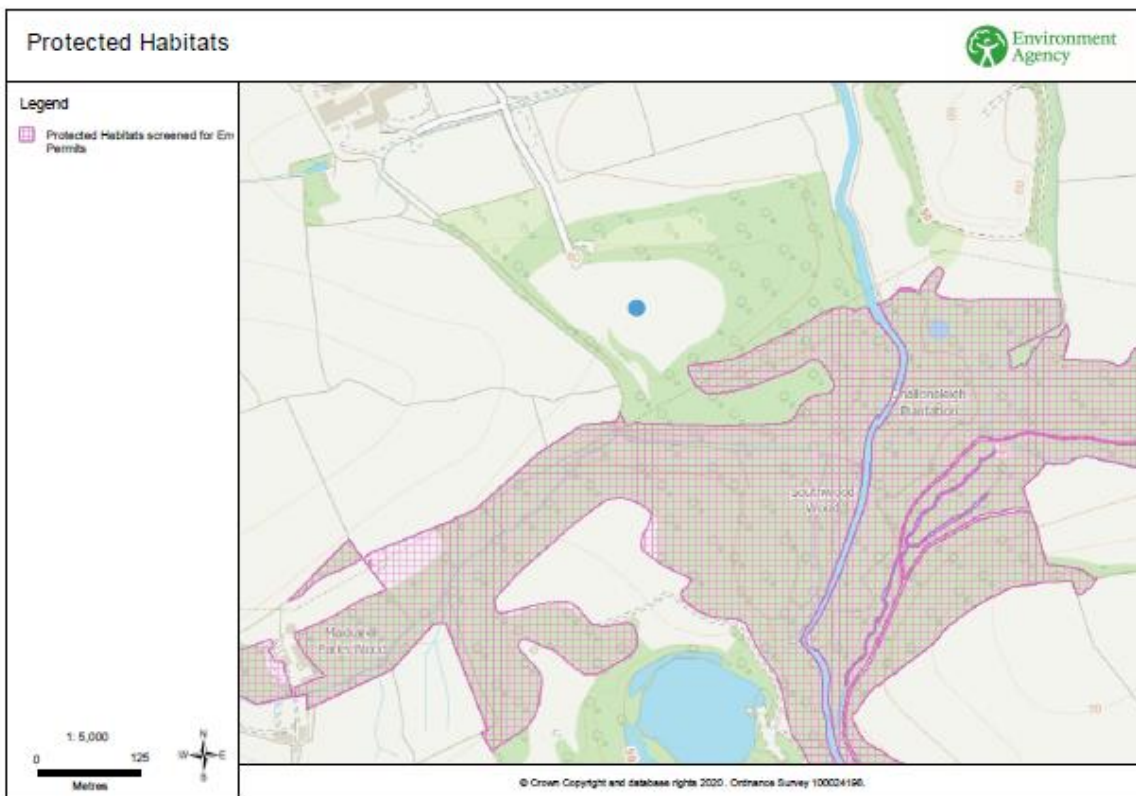
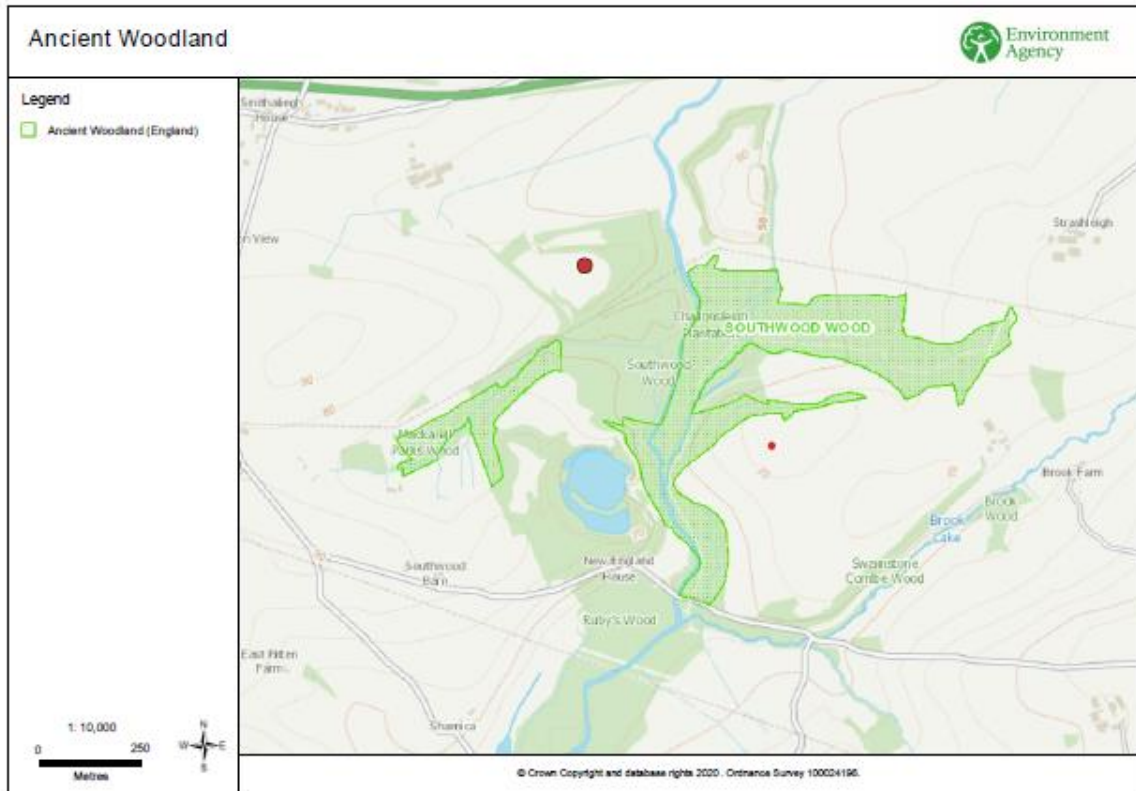
migratory route

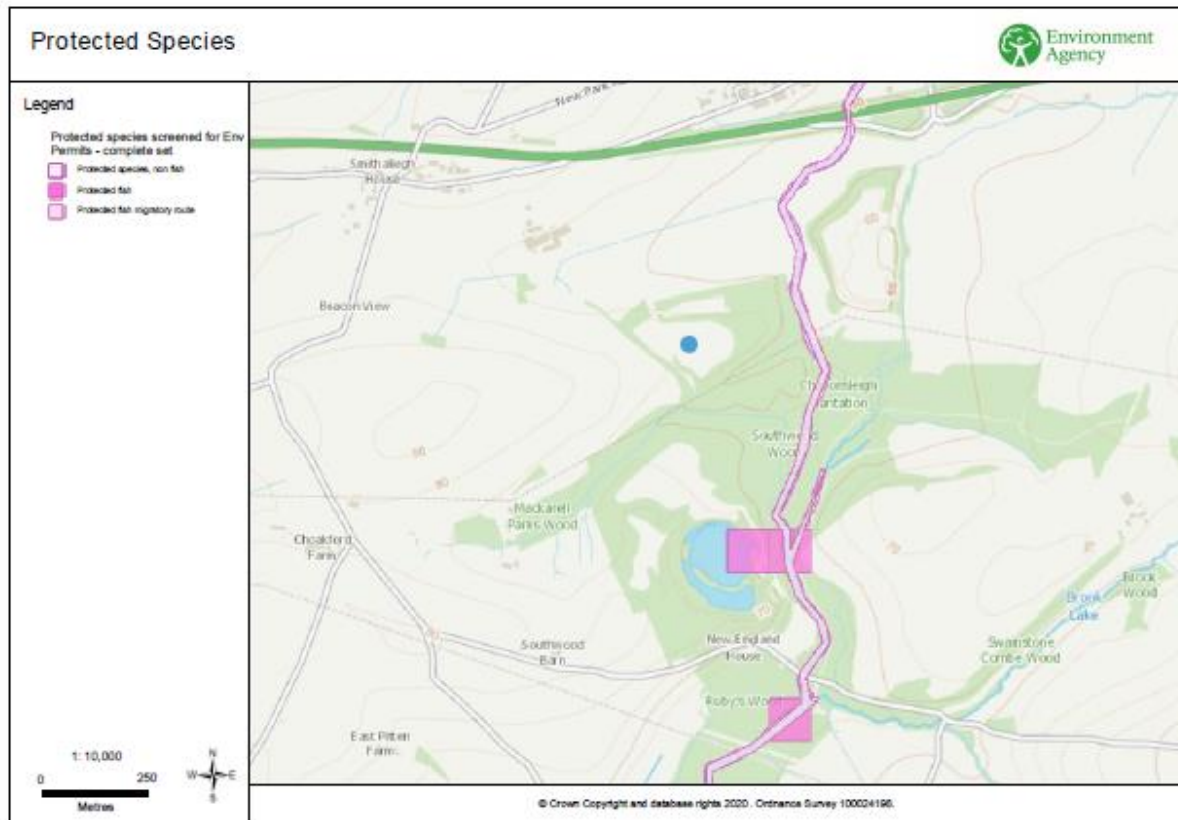
- Bullhead - *Cottus Gobio*

The River Yealm is 225m from the site boundary. Again based on the fact that the proposed permitted boundary is no closer than the existing permitted boundary and the existing and proposed dust management techniques and a commitment to prevent dust leaving the site boundary, and the lack of previous dust complaints or compliance scores for dust for the existing operation the impact on local receptors is deemed to be **Very Low**.

The identified habitats are highlighted below –







1.3 Weather Conditions

The prevailing wind conditions at the site are predominantly from the south-west. Wind direction and speed will determine the distribution of dust if emitted.

Continuous monitoring of the prevailing weather conditions through the use of an on-site weather monitoring station will be recorded as part of the site's management procedures as well as daily visual inspection of the stockpiles.

1.4 Potential Offsite Dust Sources

The site is surrounded by woodland and farmland and as a result offsite dust emissions are very limited, however dust arising from the main A38 Devon Express Way dual carriage way to the North and a similar activity running on land at Strashleigh Hams Recycling Facility, Lee Mill, Ivy Bridge, Plymouth, Devon, PL21 9JP.

2 DUST MANAGEMENT

It is recognised that some of the wastes accepted and activities carried out on site have the potential for the fugitive emissions of dust.

The following sections of the Dust Management Plan detail how dust emissions are mitigated on site.

2.1 Responsibility for Implementation of the DMP

The Site Manager is responsible for the DMP and making sure that the site is compliant at all times.

The technically competent site management team will provide formal training to ensure all site staff are aware of the DMP. Each staff member will receive refresher training on the DMP annually.

The DMP is 'live' and will be reviewed at least annually and after any environmental incidents, significant change to the site activities, or at the request of the Environment Agency (EA).

2.2 Sources and Control of Fugitive Dust / Particulate Emissions

The information below details the potential sources of fugitive dust / particulate emissions from the site.

General

Vehicles entering and / or leaving the site with mud and debris on wheels and tracking dust on to or off the site

Prior to leaving the site, vehicle wheels will be checked for dust and washed if required.

The site is covered by hard standing and concrete, which is a recognised method of reducing dust on site from vehicle movements.

The company has access to a road sweeper which is employed daily. Inspections of the main entrance and adjacent highway are undertaken twice daily and recorded in the site diary.

A site speed limit of 5 mph will be enforced via signage and site staff and management.

The sites driveway will be swept with a mechanical road sweeper to clear remove mud and debris and also damping down the road.

Private motor vehicles (staff cars) will be parked within the designated staff car parking area near the site entrance, thereby not entering the operational area of site at any time and having the potential to transfer dust from the site.

Particulate emissions from the exhaust of vehicles / machinery on site.

Dust and particulate emissions from stationary and mobile equipment will be minimised through the use of modern high efficiency plant and engines.

The machinery used on site will be subject to a regular preventative inspection and maintenance programme to maintain fuel efficient operations and avoid interruption to processing.

Vehicles and plant moving around the site generating dust Vehicle speeds will be limited to 5 mph on site which is a recognised method of controlling dust.

Site roadways will be assessed as part of the daily site walkover and swept daily by the onsite mechanical road sweeper including the access road from the site entrance to the junction with slip road of the A38 slip road.

Waste Storage & Processing Activities

Unloading, movement and transfer of wastes around site

Prior to the reception of waste, inspections will be completed by the management team to ensure the quality of waste is acceptable and in accordance with site waste acceptance procedures.

All waste is delivered to site in either skips, containers or Lorries. All loads are netted or sheeted to provide additional containment and minimise the potential for dust escape during transport to site.

Every load received onsite will be subjected to inspection by trained operations staff.

Unloading of waste will only take place within designated areas for waste reception under supervision from trained site operatives.

There will be no tipping of wastes under adverse weather conditions (e.g. strong winds).

Prior to leaving the site, vehicle wheels will be checked for dust and washed if required.

None of the wastes accepted at site will be deposited on site roads or tracked over by vehicles.

All roads are constructed of sealed concrete or hardstanding, which avoids dust generated from dust generated by dry mud.

This is improved by the main access road being made of tarmac that can easily be cleaned by a mechanical road sweeper.

All external roads around the sites entrance will be swept by a mechanical road sweeper.

Unloading, movement and transfer of dusty wastes around site

Loads of dusty wastes such as dry soils are rarely accepted at the site

All loads of potentially dusty wastes must be pre-accepted and booked in advance to allow to site to prepare.

No deliveries of these materials will be undertaken in adverse weather conditions, such as high winds or particularly dry weather.

Double handling will be kept to a minimum with material unloaded into the relevant storage bay upon arrival.

Drop heights will be kept as low as possible.

Mobile dust suppression will be employed during offloading and loading activities of such wastes to ensure the material is kept damp and dust emissions are minimised.

Continuous visual monitoring for dust emissions is undertaken by a trained site operative during unloading / loading activities.

Should any visible dust be observed migrating from the site, unloading / loading shall be immediately ceased until such time that additional dust suppression can be sourced and deployed or until weather conditions are such that allow operation.

External Stockpiles of Waste

Wastes will be stored in unprocessed form for the majority of their time onsite.

Following processing, crushed recycled aggregates will be washed in the sites wash plant, the process removes small dust particles and ensure the washed aggregate is 'clean' as a result this reduces dust in the stockpiles.

In addition washing also dampens the recycled waste.

Stockpiles will be subject to dampening in dry and windy conditions to minimise potential for dust emissions if they have dried out from washing or have not required washing.

Mobile dust suppression is utilised for the dampening of stockpiles. These are filled using the mains water supply.

The waste stockpiles are subject to visual inspection during the daily site walkover to ensure good housekeeping measures are employed.

Processing of Wastes

The site screens and crusher are mobile and as such the site has a mobile dust suppression unit for use during shredding activities.

By its nature the wash plant uses water ensuring waste is wet during the process.

All plant and equipment is subject to a planned preventative maintenance programme ensuring equipment failure / breakdown and build-up of dusts is highly unlikely.

No processing of wastes will take place in adverse weather conditions.

Continuous visual monitoring for dust emissions is undertaken by a trained site operative during processing activities.

Should any visible dust be observed migrating from the site, processing shall be immediately ceased until such time that additional dust suppression can be sourced and deployed or until weather conditions are such that allow operation.

Dust hood are employed on the aggregate screens and crusher to reduce airborne dust.

Loading, movement and transfer of wastes for export

Following processing, materials are stored in dedicated segregated bays or stockpiles

Waste is removed from site in either containers, skips or covered vehicles to prevent material escape.

Loading of vehicles will be visually monitored and mobile dust suppression deployed if considered necessary.

Vehicle speeds will be limited to 5 mph on site which is a recognised method of controlling dust. A

All roads are constructed of sealed concrete or hardstanding, which reduces dust generated from un-surfaced road during dry weather.

External areas will be assessed as part of the daily site walkover and swept on a daily basis by the onsite mechanical road sweeper.

Preventative measures and remedial measures are summarised in Table 3.1 overleaf.

The dust sources on site, pathways, receptors and prevention measures are summarised in Table 3.2.

Table 2.1 Preventative measures and remedial measures

Abatement Measure	Description / Effect	Overall Consideration and implementation
Preventative Measures		Low Cost Options
Speed Limit	Vehicle speeds will be limited to 5 mph on site which is a recognised method of controlling dust.	• Fully Implemented
Type of Vehicle	All vehicles delivering waste to site will be sheeted or covered to prevent loss of material in transit.	• Fully Implemented
Minimising Drop Height	Unloading and tipping of waste onsite will be supervised by trained operations staff and where possible drop heights will be minimised to reduce potential for dust generation	• Fully Implemented
Type of Material Stored on Site	All incoming wastes are free from dusts as far as possible and accepted onto site in accordance with strict waste acceptance procedures. Material will be stored in unprocessed form for as long as possible.	• Fully Implemented
Visual monitoring	Daily site checks in the form of a walkover will include monitoring for dust around the site, on machinery and roadways, taking note of the weather conditions. Visual monitoring will be undertaken continuously during processing operations or unloading / loading of dusty wastes by site staff. Weather monitoring will also be carried out.	• Fully Implemented
Road Surfaces	The entire site is covered by hardstanding or concrete meaning there are no unsurfaced roadways, resulting in dust being minimal. This also makes the roads easy to clean. The main entrance and adjacent highway are inspected twice daily. The site has an onsite road sweeper which is utilised at least once a day.	• Fully Implemented
Preventative Measures		Medium Cost Options
Ceasing tipping and processing during adverse weather conditions	Mobilisation of dust and particulate is likely to be greater during periods of strong winds. Ceasing operations during these times will reduce peak pollution events. Weather will be monitored throughout the day.	• Fully Implemented
Enclosure of conveyors and dust hoods	Covering conveyors and use of dust hoods reduces the risk of dust capture by wind during this part of the process.	• Fully Implemented
Remedial Measures		Low Cost Options

Wheel Washing	All vehicles will be inspected prior to leaving the site. Should dust / mud / debris be present, a vehicle wheel wash will be utilised to clean wheels before the vehicle leaves site, thereby reducing the risk of dust being tracked offsite.	• Fully Implemented
Remedial Measures		Medium Cost Options
Sprinkler Systems	Screen and crushers have the ability to be provided with water suppression to reduce dust whilst these activities are taking place	• Fully Implemented
Mobile dust suppression and Site Sweeping	Mobile dust suppression will be utilised across site, particularly when shredding and to dampen stockpiles. The site has an onsite road sweeper which will sweep roadways at the site at least once a day. Visual inspection will be undertaken continuously during processing and in the event of any visible dust emissions potentially migrating offsite works will be immediately ceased until such time as effective dust suppression measures can be put in place.	• Fully Implemented
Remedial Measures		High Cost Options
N/A		

Table 2.2 - Dust sources on site, pathways, receptors and prevention measures

Source / Activity on site	Pathway	Receptor	Type of Impact	Measures Source-Receptor Pathway can be interrupted
Mud / dust from vehicles entering and leaving site	Tracking mud on wheels of vehicles	Residential Properties / Roads	Visual Soiling Resuspension as PM10	<p>The carriage of mud from the site onto the public highway is unlikely to occur due to the material types handled and concrete hardstanding on the site.</p> <ul style="list-style-type: none"> • Vehicles wheels will be inspected prior to leaving the site and wheels washed where required. • All vehicles passing through the weighbridge will be stopped and inspected. Any debris or other fugitive material will be removed from the wheels. • Regular housekeeping on site will ensure mud and dust levels are controlled via sweeping and / or dampening of surfaces if considered necessary. • The entrance and adjacent highway are inspected twice a day (midday and mid-afternoon) to ensure that no

				<p>mud/debris is tracked to the public highway. The onsite road sweeper will be employed if required.</p> <ul style="list-style-type: none"> • Site surfaces will be inspected daily by site staff.
Dust generated during vehicle movements on site	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property) Habitats	Respiratory irritation, surface soiling and nuisance	<ul style="list-style-type: none"> • Entire site is covered in hard standing and tarmac as above. • A site speed limit of 5 mph will be enforced via signage and site management.
Particulate from exhausts of equipment and vehicles on site	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property) Habitats	Respiratory irritation, surface soiling and nuisance	<ul style="list-style-type: none"> • All machinery will be subject to a routine inspection and preventative maintenance programme to ensure smooth efficient running and avoid unnecessary emissions. • Wash plan is run on electricity as a result exhaust particles are not generated.
Dust generated when unloading, moving and transferring waste	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property) Habitats	Respiratory irritation, surface soiling and nuisance	<ul style="list-style-type: none"> • Wastes will be subject to visual inspection prior to acceptance onsite. • Material will be delivered in containers, skips or covered vehicles, minimising loss of material on surrounding road network prior to entering or upon exiting site. • Material will be unloaded at with low tipping height minimising and preventing fugitive emissions of dust to atmosphere during unloading. • The unloading of material will only take place under supervision from a trained site operative. • Tipping activities will not be undertaken in adverse weather conditions (i.e. windy) • Any spillages of material will be cleared immediately by the loading shovel or manually by site operatives.
Dust generated from waste storage piles	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property) Habitats	Respiratory irritation, surface soiling and nuisance	<ul style="list-style-type: none"> • Dust will not tend to be generated from the unprocessed aggregate storage piles, due to the nature of the waste types and low content of fines. However, stockpiles of soils, and smaller grades of aggregate may generate dust in dry or windy weather. • Wastes will be stored in their unprocessed form for as long as possible prior to processing.

				<ul style="list-style-type: none"> • Stockpiles will be subject to dampening and covering in dry and windy conditions. • Stockpiles are subject to daily visual inspection by site staff to ensure effective management. • Washed waste will be devoid of dusts
Dust generated during processing of wastes	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property) Habitats	Respiratory irritation, surface soiling and nuisance	<ul style="list-style-type: none"> • The sites conveyors are covered and dust hood are provided • Mobile dust suppression equipment is utilised during shredding activities where necessary. • Dust suppression is employed on crushers and screens. • Daily cleaning of processing equipment will prevent accumulation of dusts. • The sites planned preventative maintenance programme will minimise the likelihood of plant malfunction / breakdown. • All processing activities are subject to continual visual monitoring to ensure there is no migration of dust beyond the site boundary. Should this look likely to occur, processing activities shall cease. • The wash plant by its nature uses water which dampens the washed waste. • No processing activities will take place in adverse weather conditions.
Dust generated when loading processed materials onto vehicles	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property) Habitats	Respiratory irritation, surface soiling and nuisance	<ul style="list-style-type: none"> • Mobile dust suppression can be utilised during loading activities if required, • The majority of materials loaded for export shall be in either skips, containers or covered. • Any spillages of material will be immediately cleared by the loading shovel or manually by site operatives.
Litter	Atmospheric Dispersion (Deposition)	Residential Properties, commercial and Industrial Premises	Visual Soiling Resuspension as PM10	<ul style="list-style-type: none"> • The site access and concrete hardstanding shall be swept as necessary. • Vehicles delivering / collecting waste to/ from the site are covered; • The site has robust housekeeping measures in place. • The site shall be inspected daily by the site manager and any litter or

				<p>accumulated debris shall be dealt with immediately.</p> <ul style="list-style-type: none"> • A weekly perimeter litter pick is undertaken.
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3 MONITORING AND RECORDS

Monitoring of dust will be undertaken at the site which will include regular visual inspections of the site operations.

3.1 Visual Monitoring

Visual monitoring will be carried out as part of the daily site checks.

Any incidents of visible dust appearing to leave the site boundary will be recorded and immediately reported to Site Management.

The checks will take place formally once per day, however site staff will monitor dust throughout the day.

Any dust emissions with the potential to migrate from site will be reported to site management immediately.

The visual monitoring will be undertaken around the site perimeter, with particular focus on the areas downwind of any area which had been viewed as a potential source of off-site dust emissions.

All plant and equipment will be subject to daily inspections and usual checks to ensure that all dust controls are effective.

Monitoring will also take place during activities which could give rise to dust emissions specifically unloading, processing and loading of materials onto vehicles.

Site staff will be trained by the Site Manager in undertaking their responsibilities for dust monitoring.

All records for training will be held on site.

3.2 Trigger for Enacting Dust Suppression / Control Measures

The trigger for enacting further control measures will be observations by site staff of dust emissions with the potential to migrate beyond the site boundary.

Periods of dry weather will be a signal to ensure the use of dust suppression and dampening of stockpiles and roadways is stepped up in its frequency.

This in turn will depend upon the volume of dust present, the location of the dust on site and current weather conditions.

In any event, site staff will alert site management to areas where dust is being released on site, so that these can be monitored for dust migration and need for control.

A brief visual check (<1 minute) at each location will be carried out to determine dust levels.

This combined with the visual checks throughout the day by operations personnel will efficiently identify any dust emissions from site.

The site will be manned at all times during processing, deliveries and collections. Any obvious signs of dust will be reported to the site management immediately.

If there is a potential for dust beyond the site boundary, the relevant activity will be ceased immediately to allow investigation by Site Management and appropriate dust control measures to be implemented.

3.3 Actions When Alarm is Triggered

Should any activities be seen to be generating dust which, combined with weather conditions, could result in its migration off site, the operation shall be ceased until adequate measures are in place to prevent further dust emissions.

The Site Manager has the ability to cease operations at any time in order to achieve this control.

Control measures used on site and detailed within this plan, will be reviewed at least annually by Site Management or after any incident of dust migration off site.

The visual monitoring regime will identify any dust emissions.

Should any visible dust emissions be seen emanating from the site, or in the event of a substantiated dust complaint, the site will immediately investigate the source and initiate remedial action.

Any operations on site which are observed to have the potential for dust migration beyond the site boundary will be ceased until adequate control measures are in place (i.e. to prevent migration beyond the boundary).

3.4 Reporting and Complaints Response

Any instance of visible dust emissions or occurrence of any external complaint will be actioned immediately and responded to within 2 working days.

In the event that any ongoing significant off-site dust problem is identified which the site cannot control by other means, the operations will be reduced or ceased until such a time as other control or mitigation measures can be put in place.

In addition to the above, all incidents, accidents and complaints will be recorded within the site diary and all relevant site managers will be informed.

In the event of dust being observed leaving the boundary of the quarry, which may lead to dust pollution the Environment Agency will be notified within 24 hours.

3.5 Engagement with the Community

Neighbours will be advised of the most effective method of communicating with the site and site contact details will be presented on the site notice board.

Site Management will engage proactively with neighbours and complaints will be responded to effectively and dealt with as a matter of priority.

3.6 Reporting of Complaints

Complaints or environmental incidents received at the site will be processed using the relevant complaints form and procedures.

3.7 Management Responsibilities

The Site Manager will be responsible for delivery of the actions and controls included within this DMP.

Emission complaints will be taken seriously and regarded as providing a useful insight into public perception and concerns.

They will be used to inform the annual review of the Management System to aid the development of site controls.

All complaints will be investigated immediately, and action taken swiftly following the assessment. Clear feedback will be given to the informant via the nominated single point of contact.

All staff will be fully trained in the feedback process and how to handle complaints to ensure swift and appropriate action is taken.

3.8 Summary

The control measures presented in this Dust Management Plan reduce the potential for dust emissions from the site to a point where there is very **low risk** of nuisance or exposure of the local receptors.

This document is 'live' and will be reviewed at least annually