

Busta Triangle, Eversley Deposit for Recovery

784-B068370B068370

Dust Management Plan

Environmental Permit Application

Collard Group Ltd

January 2025

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1886-FPCR-XX-XX-DR-L-0001 – Site Layout and Phasing Plan

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COL/B068370/MON/01 – Borehole Monitoring Plan

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Appendix A: Daily Conditions Log

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1.0 Introduction

1.1 Report Context

- 1.1.1 This Environmental Permit application has been prepared by Tetra Tech on behalf of the Operator, Collard Group Ltd (Collard).
- 1.1.2 This document relates to Collard's site Eversley Quarry located at Coopers Hill, Eversley Common, Eversley, Hampshire, RG27 0QA, and is centred at approximate National Grid Reference (NGR) SU 78735 59566. The application site is detailed on Drawing Number COL/B068370/PER/01.
- 1.1.3 Collards are seeking an Environmental Permit for a deposit for recovery activity. Collards propose to import inert materials for the long-term restoration of Eversley Quarry, with the intention to eliminate and mitigate flooding issues at Busta Triangle. It is anticipated that a maximum of 55,000m³ per annum will be imported to the site for a three-year period, totalling a maximum of 165,000m³.
- 1.1.4 The Environment Agency's (EA) 'Control and Monitor Emissions for your Environmental Permit' guidance indicates that a DMP must be prepared to support an application that comprises the *'disposing of household, commercial or industrial waste by deposit for recovery'*.
- 1.1.5 As such, this DMP has been prepared in accordance with the EA's 'Dust & Emission Management Plan' template (Version 10, October 2018).
- 1.1.6 This DMP is a working document, intended to be used as a reference document for operational staff on a day-to-day basis. Collard will implement the plan to ensure that all reasonable measures are taken to control dust emissions, and in the event that an adverse impact is caused, prompt action will be taken to identify the source and apply corrective measures. It provides a schedule of actions that will be taken to minimise dust impact and details site management procedures for the management and monitoring of dust.

2.0 Site Description

2.1 Site Setting

- 2.1.1 The site is located at Eversley Quarry located at Coopers Hill, Eversley Common, Eversley, Hampshire, RG27 0QA, and is centred at approximate National Grid Reference (NGR) SU 78735 59566.
- 2.1.2 The site forms part of the wider Eversley Quarry, which is a former sand and gravel quarry located approximately 2.5km south-east of Eversley and 1 km north-west of Blackbushe Airport in the County of Hampshire.
- 2.1.3 The triangle is formed by two roads the A327 along the western boundary and the B3016 Cooper's Hill along the eastern boundary with agricultural land to the north.
- 2.1.4 The site is separated into distinct areas located north and south of Bridleway no. 11 which runs east-west through the site.
- 2.1.5 Access to the site will be achieved via the existing Eversley Quarry access point off Coopers Hill (B3016).

2.2 Historical Activity

- 2.2.1 Eversley Quarry is a sand and gravel quarry that first became operational in the 1980s. The site has a complex planning history with several modifications to conditions.
- 2.2.2 There have been extensions in two areas referred to as 'the Elvetham land' and 'Busta Triangle' (the application site).
- 2.2.3 Planning permission for the western extension to Eversley Quarry known 'Busta Triangle' was granted in February 2011 under planning permission 10/01971/CMA allowing for sand and gravel extraction with progressive restoration to heathland, mire and commercial forestry.
- 2.2.4 All sand and gravel reserves have been extracted at the quarry and with the exception of Busta Triangle itself, the quarry has been fully restored and is undergoing aftercare in accordance with requirements of the planning consents that control the quarry.
- 2.2.5 Since the completion of sand and gravel extraction at the site several years ago, the site has been affected by extensive flooding issues encountered both north and south of Bridleway No.11 ("the bridleway") following a failure of the drainage provisions put in place at the time and it has not been possible complete final restoration of the site in accordance with the approved scheme

2.3 Permitted Activities

- 2.3.1 All site activities will be undertaken in accordance with EA Guidance 'Non-hazardous and inert waste: appropriate measures for permitted facilities' (Appropriate Measures).

- 2.3.2 The proposal entails the importation of inert material to help restore the site, eliminate and mitigate flooding issues at Busta Triangle and create a restored landform which enable the establishment of high-quality nature conservation habitats and commercial forestry at the application site. Works will be completed in accordance with the final ground contours and restoration scheme (Drawing Number 1886-FPCR-XX-XX-DR-L-0002) as approved under planning permission reference HCC/2024/0088.
- 2.3.3 The operation of the deposit for recovery activity will fall under the following Recovery and Disposal codes (R and D codes) shown in Table 1, provided for in Annex II to Directive 2008/98/EC of the European Parliament and The Council of 19th November 2008 Waste.

Table 1: Proposed Permitted R&D Codes

R/D Code	Activity Description
R5	Recycling/reclamation of other inorganic materials
R13	Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced)

2.4 Waste Types

- 2.4.1 Waste is defined as 'Any substance or object the holder discards, intends to discard or is required to discard' under the Waste Framework Directive (European Directive 2006/12/EC), which repeals the European Directive 75/442/EC as amended.
- 2.4.2 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 19th December 2002 'establishing criteria and procedures for the acceptance of waste at landfills.'
- 2.4.3 Inert waste is defined in Article 2 of the Landfill Directive 1999/31/EC as follows: -
- 'Inert waste' means waste that does not undergo any significant physical, chemical or biological transformations. Inert waste will not dissolve, burn or otherwise physically or chemically react, biodegrade or adversely affect other matter with which it comes into contact in a way likely to give rise to environmental pollution or harm to human health. The total leachability and pollutant content and the ecotoxicity of its leachate are insignificant and, in particular, do not endanger the quality of any surface water and/or groundwater.*
- 2.4.4 Table 2 lists those wastes that may be accepted at the site which do not require Waste Acceptance Criteria (WAC) testing under Council Decision (2003/33/EC), provided that they are inert and from a single source only (mixed loads from more than one site cannot be accepted without testing).

Table 2: Proposed Waste Types

EWC Code	Description	Restriction
01	WASTE RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS	
01 01	Wastes from mineral excavation	
01 01 02	Waste glass-based fibrous materials	Restricted to waste overburden and interburden only
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 04 04 06	
01 04 09	Waste sand and clay	
10	WASTES FROM THERMAL PROCESSES	
10 12	Wastes from manufacture of ceramic goods, bricks, tiles and construction products	
10 12 08	Waste ceramics, brick, tiles and construction products (after thermal processing)	
17	CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)	
17 01	Concrete, bricks, tiles and ceramics	
17 01 01	Concrete	Selected C&D waste only
17 01 02	Bricks	Selected C&D waste only
17 01 03	Tiles and ceramics	Selected C&D waste only
17 01 07	Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06	Selected C&D waste only. Metal from reinforced concrete must have been removed.
17 05	Soil (including excavated soil from contaminated sites), stones and dredging spoil	
17 05 04	Soil and stones other than those mentioned in 17 05 03	Excluding topsoil, peat; excluding soil and stones from contaminated sites
19	WASTES FROM WASTE MANAGEMENT FACILITIES, OFF-SITE WASTE WATER TREATMENT PLANTS AND THE PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION AND WATER FOR INDUSTRIAL USE	
19 12	Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified	
19 12 09	Minerals only	Wastes from the treatment of waste aggregates that are otherwise naturally occurring minerals. Does not include fines from treatment of any non-hazardous waste or gypsum from recovered plasterboard.

20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS	
20 02	Garden and park wastes (including cemetery waste)	
20 02 02	Soil and stones	Only from garden and parks waste; excluding topsoil, peat.

2.4.5 In addition to the wastes that are listed in Table 2, Collard propose to accept the waste codes listed in Table 3 below and will be subject to WAC testing.

Table 3: Proposed Waste Types that Will Require WAC Testing

EWC Code	Description	Restriction
10	WASTES FROM THERMAL PROCESSES	
10 13	Wastes from manufacture of cement, lime and plaster and articles and products made from them	
10 13 14	Waste concrete	
19	WASTES FROM WASTE MANAGEMENT FACILITIES, OFF-SITE WASTEWATER TREATMENT PLANTS AND THE PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION AND WATER FOR INDUSTRIAL USE	
19 12	Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified	
19 12 12	Other wastes from mechanical treatment of wastes other than those mentioned in 19 12 12	Restricted to crushed bricks, tiles, concrete and ceramics only. Metal from reinforced concrete must be removed. Does not include fines from treatment of any non-hazardous waste or gypsum from recovered plasterboard.

2.4.6 Waste types for the construction of the Attenuation Layer will be restricted to the following waste codes in Table 4 below. The attenuation layer will be constructed with a minimum thickness of 1m with a hydraulic permeability of 1×10^{-7} m/s.

Table 4: Permitted Waste Types in the Attenuation Layer Only

EWC Code	Description	Restriction
17	CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)	
17 05	Soil (including excavated soil from contaminated sites), stones and dredging spoil	
17 05 04	Soil and stones other than those mentioned in 17 05 03*	

* This specifically excludes excavated soil from contaminated sites.

2.5 Waste Quantities

2.5.1 The proposed deposit for recovery activity will have an annual throughput of 55,000m³.

2.5.2 There will be no hazardous waste accepted on site.

4.0.1 All storage activities will be undertaken in accordance with Section 4 of the Appropriate Measures.

2.6 Waste Storage

2.6.1 There will be a maximum storage capacity of XXX tonnes.

2.6.2 All storage and waste handling on site will be undertaken in accordance with Section 4 of the Appropriate Measures.

2.6.3 Waste on site will be stored and handled in a way that ensures prevention and minimisation of pollution risks.

2.6.4 The handling of waste will be minimised due to the efficient location of the waste storage areas on site. The location of these areas is shown on Drawing Number DAG/B066441/LAY/01.

2.6.5 Waste handling will be undertaken by competent staff with the assistance of mobile plant. All waste storage areas are located securely within the security protected area of the facility to restrict unauthorised access and vandalism.

2.6.6 Soils stripped from the working area will be stored in bunds on site not exceeding the following heights at each of the following boundaries: -

- 3m to the northwest;
- 1.5m to the north; and,
- 2m to the east and west.

2.6.7 Prior to soil stripping commencing details of the location of soil storage mounds shall be submitted to the Mineral Planning Authority for approval in writing and thereafter implemented in accordance with that approval.

2.6.8 All soil storage bunds intended to remain in situ for more than six months or over the winter period are to be grassed over and weed control and other necessary maintenance carried out to the satisfaction of the Mineral Planning Authority. The seed mixture and the application rates are to be agreed with the Mineral Planning Authority in writing no less than one month before it is expected to complete the formation of the storage bunds.

2.6.9 Due to the nature of the waste accepted on site, segregation procedures do not apply.

2.7 Operating Hours

2.7.1 The proposed operating hours are as follows:

- 07:30 to 18:00 Monday – Friday; and,

- 07:30 to 13:00 Saturday.

2.7.2 No works will be undertaken on Sundays or recognised public holidays apart or outside of the above other than water pumping and routine maintenance of plant and equipment.

2.8 Plant and equipment

2.8.1 The following items and machinery may be available for use on site: -

- Front end loading vehicle (FEL);
- Pump and silt buster;
- Winged tine subsoiler; and,
- 360 grab excavator.

2.8.2 In addition to the above, a weighbridge and wheel wash, installed at the site and will be used by all vehicles that access the site.

2.8.3 All plant and equipment will be maintained in accordance with the manufacturer's guidance. A planned preventative maintenance programme for all machinery on site will be implemented to ensure that equipment is repaired prior to failure. Staff will only be permitted to operate machinery and undertake activities for which they have received appropriate training. This remains in accordance with Section 2.1 of the Appropriate Measures.

2.8.5 In addition, all plant and equipment will be visually inspected on a daily basis by the Site Manager (or a nominated deputy) prior to use. The purpose of this inspection is to identify any signs of defects that may affect the integrity and operational efficiency of the plant.

2.8.6 In the event that a defect is identified on any item of plant or equipment, the use of the plant/equipment will be suspended until the necessary remedial works have been undertaken.

2.9 Dust Sensitive Receptors

2.9.1 Receptors within 1km of the proposed application boundary have been listed in Table 5 and are shown on Drawing Number COL/B068370/REC/01.

Table 5 Location of potential receptors within 1km of the Site

ID	Receptor	Direction from	Minimum Distance from the Permit Application Boundary (approx. m)
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		Operational Area	
Domestic Dwellings			
1	Hill House	N	Adjacent
2	Properties off Coopers Hill	NE	300
3	Properties off access road off Coopers Hill	NE	170
4	Properties off Kits Croft	NE	880
5	Properties off A327	NW	945
6	Properties off Wood Farm	N	625
7	Properties off A327	N	845
8	St Richard's Ride Property	S	70
Commercial and Industrial Premises			
9	Wood Farm Industry	N	510
10	A P T Systems	NE	305
11	R. Collard Limited Warren Heath Recycling Facility (EPR/GB3933DZ)	W	50
12	R. Collard Limited Waste Transfer Station (EPR/QP3490EA) & Amiante STR	SE	20
13	Biffa and Hartley Witney Roofing	SW	585
14	BCA Blackbushe	SE	835
15	Blackbushe Airport	SE	975
16	CEMEX Bramshill Quarry	W	230
17	Industrial and Commercial Properties off A327	N	250
18	Valley Roofing UK	N	880
Schools / Hospitals / Shops/Amenities			
19	Little Forest Adventures Education Centre		
Recreation			
20	Leisure Matters	NW	510
21	Gunman Airsoft	NW	525
Highways/Minor Roads/Railways			
22	Coopers Hill (B3016)	E	Adjacent
23	A327	W	Adjacent
24	A30	S	720
Listed Buildings and Scheduled Monuments			

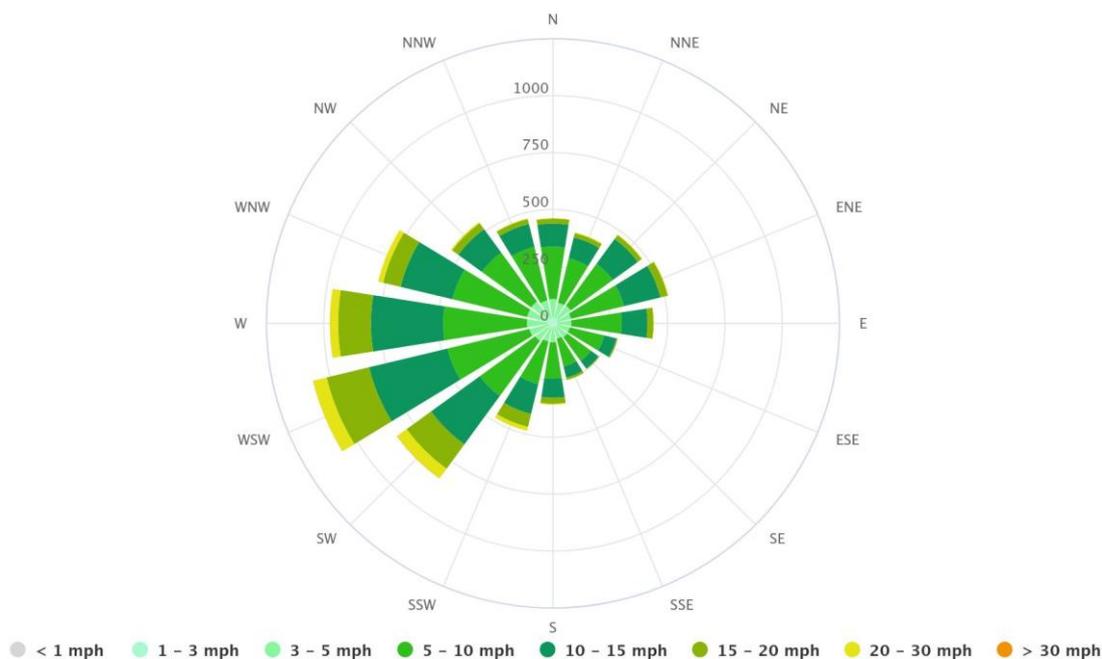
25	Brick House (Listed II Building)	N	1,000
Surface Water e.g. rivers and streams			
26	Pond	E	345
27	Bramshill Quarry Ponds	W	460
28	Stream	E	240
29	Coombes Wood Stream	NW	430
30	Stream	S	255
31	Ponds	-	On-Site
Sensitive Land Uses			
32	Copse Farm	N	540
33	Busta Farm	N	230
34	Westfield Farm	NE	315
Protected Habitats			
35	Castle Bottom (NNR)	E	25
36	Bramshill (SSSI)	-	On-site and Adjacent West
37	Castle Bottom to Yateley and Hawley Commons (SSSI)	E	25
38	Thames Basin Heaths (SPA)	-	On-site and Adjacent E/W/S
39	Hill House – Deciduous Woodland	N	Adjacent
40	Coopers Hill - Deciduous Woodland	E	20
41	Castle Bottom - Deciduous Woodland	E	505
42	Coombes Wood - Deciduous Woodland	NW	535
43	Busta Farm - Deciduous Woodland	N	255
44	Copse Farm - Deciduous Woodland	N	655
45	Lower Copse House - Deciduous Woodland	N	970
46	Hartford Bridge Flats - Deciduous Woodland	S	705
47	BAP Priority Habitat	-	On-site and Adjacent E/W/S
Groundwater (sensitivity)			

According to the Multi-Agency Geographic Information for the Countryside's (MAGIC) website, the site is not situated within a Groundwater Source Protection Zone. The MAGIC website also indicates that the site is designated as a Secondary A Bedrock and Superficial Drift Aquifer

- 2.9.2 It is noted that the application site is located within the northern margin of the Thames Basin Heaths SPA and forms part of the Castle Bottom to Yateley and Hawley Commons SSSI.
- 2.9.3 The prevailing wind direction will determine which receptors will be affected and at what frequency.
- 2.9.4 Meteorological data has been used from Eversley Cross from www.meteoblue.com which is considered to be representative of conditions within the vicinity of the application site. According to the wind rose data for the area, the prevailing winds in the local area is from the south west (WSW) as shown in Figure 1 below.

Figure 1: Prevailing Wind Direction for Eversley Cross

Eversley Cross
51.35°N, 0.86°W (55 m asl).
Model: ERA5T.



- 2.9.5 As such, areas at most risk from dust emissions, should it occur, are therefore located northeast of the site.
- 2.9.6 As noted in Table 5, there are surface water features within 1km of the site. According to the EA's 'Dust & Emission Management Plan' template, surface water and groundwater are not identified as receptors that are susceptible to the adverse effects of exposure to high levels of dust and particulates. As such, these receptors are not considered further in this DMP.

3.0 Dust and Particulate Management

3.1 Responsibility for the implementation of the DMP

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

3.2 Sources and Control of Dust – Local Contributors

- 3.2.1 According to the EA's public register, there is two permitted facilities within 1km of the site that may be considered as a local contributor to dust emissions. These relate to the Warren Heath Recycling Facility a Physical Treatment Facility which is operated by Collard and regulated under permit number GB3933DZ and Eversley Haulage Park a Special Waste Transfer Station operated by Collard and regulated under permit number QP3490EA.

3.2.2 Sources and Control of Dust – Activities at Busta Triangle

- 3.2.3 The key aspects of the process which may lead to dust emissions are identified in Table 6 below and the control measures that will be used are detailed in Table 7

Table 6: Source-Pathway-Receptor Routes from Waste Activities at the Site

Source	Pathway	Receptor	Type of impact
Mud	Tracking dust on wheels and vehicles, then mud dropping off wheels/vehicles when dry	Public highways listed in Table 5.	Visual soiling, also consequent resuspension as airborne particulates
Debris	Falling off waste delivery vehicles	Public Highways listed in Table 5.	Visual soiling, also consequent resuspension as airborne particulates
Tipping and handling wastes in the open	Atmospheric dispersion	Occupiers of domestic dwellings listed in Table 5.	Visual soiling and airborne particulates

Vehicle exhaust emissions	Atmospheric dispersion	Workforce in commercial and industrial properties listed in Table 5.	Airborne particulates
Non road going machinery exhaust emissions	Atmospheric dispersion		Airborne particulates
Dust from screening bunds	Atmospheric dispersion	Local Wildlife Sites listed in Table 5.	Airborne particulates
Soil Stripping	Atmospheric dispersion	Sensitive land uses listed in Table 5.	Airborne particulates

Table 7: Measures to Control Dust/Particulates from Permitted Waste Activities

Abatement Measure	Description / Effect	Trigger for implementation
Preventative Measures		
Site speed limit	Vehicle speeds will be limited on site and the access road to 10mph to prevent suspension and entrainment of dust. Clear signage is established on the site to reinforce the speed limit.	All preventative measures will be implemented during the operating hours detailed in Section 2.7.
No-idling policy	A 'No-idling policy' is in place at the site which requires all vehicles and plant to be switched off when not in use. 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.	
Minimising drop heights for waste.	Drop heights will be minimised as much as practicable to reduce the generation of dust whilst waste is being deposited.	
Road surfacing	Within the site, internal haulage will be restricted to clearly delineated routes, generally on a prepared surface and at low level where possible. The haul routes will be compacted, graded and maintained to provide a smooth-running surface and will be designed to avoid sharp changes in gradient or alignment. Vehicles leaving the site will use the wheel wash before travelling over a haul road which benefits from a concrete surface.	
Sheeting of vehicles	Wastes being delivered to the site will be covered or sheeted to prevent dust emissions whilst the waste is in transit.	
Installed wheel wash	The site will have a wheel wash installed which will be used by all outgoing vehicles before they leave the site. The wheel wash is situated on the proposed exit route which is considered to be a suitable location in minimising mud being tracked onto the public roads.	

Dust Management Plan

Maintenance of Plant and Equipment	<p>All plant and equipment will be maintained in accordance with the manufacturer’s requirements. This will minimise the risk of mechanical failure which may result in increased dust emissions.</p> <p>In addition, all plant and equipment will be subject to visual checks on a daily basis prior to use to ensure that the equipment functions correctly. In the event that any damage is identified on any plant or equipment that may affect its performance, necessary remedial work will be completed as soon as practicable. If necessary, defective plant or equipment may be isolated/closed off for use until the necessary remedial works have been undertaken. With regards to cleaning equipment (i.e., road sweeper), arrangements will be made to employ alternative equipment.</p>	
Vehicle exhausts	All site vehicles will be fitted with upswept exhausts and radiator cowls.	
Seeding of screening bunds	All screening bunds (as shown on Drawing Number 1886-FPCR-XX-XX-DR-L-0001), will be watered and seeded at the earliest opportunity to bind the surface and minimise the effects of wind blow.	
Remedial Measures		
On-site sweeping	A road sweeper will be contracted to clean the site entrance and access road.	A road sweeper will be employed if daily visual inspections identify any visible dust on the site entrance or access road.
Water suppression with bowser	A water bowser towed by a tractor will be used to suppress dust on haul roads, exposed waste surface, waste stockpiles and screening bunds.	<p>The water bowser will be employed if daily visual inspections identify any visible dust.</p> <p>It may also be employed following a review of the weather conditions which will be recorded on a daily basis. If these observations indicate that there is an increased risk to dust emissions, the water bowser will be employed.</p>

3.3 Other Considerations

Water availability

3.3.1 A water bowser will be used on site on the haul roads and the exposed waste surface if observations of the weather conditions indicate that there is an increased risk of dust. The water bowser will be supplied through a mains water supply however.

3.3.2 In the unlikely event that water can not be supplied through a mains supply operations would continue until dust monitoring indicates that remedial measures are required. This may include the following:-

- Employ a road sweeper to clean the site entrance and access road that may be affected;
- Relocate operations to less sensitive locations of the working face (if possible);
- Reduce vehicle speeds to 10mph to 5mph

- Reduction in site activities (e.g. limit waste deliveries to the site).

3.3.3 In the event that visible dust is still identified following the implementation of remedial action(s), operations on site will cease.

Housekeeping

3.3.4 The only area of the site that will comprise a cleanable (concrete) surface is the access road that joins the site from the B3016.

3.3.5 For the purposes of the DMP, this road will be cleaned by a road sweeper based on specific triggers that are detailed in Table 7.

3.4 Visual Dust Monitoring

3.4.1 Daily monitoring in the form of a visual assessment will be conducted across the site boundary to ensure that there are no visible dust emissions. According to the EA's Technical Guidance Note (TGN) M17 'Monitoring Particulate Matter in Ambient Air around Waste Facilities', a minimum of two monitoring points (one upwind and one downwind in relate to prevailing wind) should be established. As such, a visual assessment will take place at the points shown on Drawing Number xxx as a minimum. These points take into consideration the prevailing wind direction (WSW) and sensitive receptors that are potentially downwind to some of the working phases.

3.4.2 Monitoring will also comprise daily observations on the meteorological conditions (particularly the wind speed and direction) at the site. This information will be used by the Site Manager (or a nominated deputy) to determine the risk of dust emissions which is typically elevated during periods of dry weather or high winds. For the purposes of this DMP high winds have been defined Number 7 on the Beaufort scale where wind speeds range from 28-33 knots. The Beaufort Scale defines land conditions in high winds as "whole trees in motion; inconvenience felt when walking against the wind".

3.4.3 Daily monitoring will be undertaken by a member of site personnel who is trained in this procedure.

3.4.4 The results of the visual assessment and comments on the meteorological conditions will be recorded in the Daily Site Inspection Log (Appendix A) and will be reviewed by the Site Manager (or a nominated deputy). Collard will maintain a record of the Daily Dust Conditions Log and will be referred to in the event of a complaint. Collards will maintain a record of the Daily Dust Conditions Log and will be referred to in the event of a complaint (as detailed in Table 9).

3.4.5 Monitoring will be undertaken during the operating hours detailed in Section 2.7. Collards do not propose to make any arrangements to monitor dust outside operating hours as it's considered that the risk of dust will be low during this period.

3.4.6 In the event that visible dust or high winds are identified through daily monitoring, the following actions will be undertaken.

Table 8: Action Plan for Visible Dust or High Wind Speeds

	Action	Person responsible for ensuring action is carried out	Timescale for action completion
1	<p>The Site Manager (or a nominated deputy) will be notified and will make the appropriate managerial staff and site operatives aware.</p> <p>In the event that visible dust is identified from daily monitoring, the Site Manager (or a nominated deputy) will review site operations to establish if the site can be identified as the source of the dust.</p> <p>In the event that high wind speeds are observed, the Site Manager (or a nominated deputy) will proceed to implement remedial action(s) that are detailed in Step 2.</p>	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.
2	<p>If the visible dust can be directly related to the site or high wind speeds are observed, remedial action will be undertaken and may include the following depending on the source: -</p> <ul style="list-style-type: none"> • Employ water bowser to dampen areas or equipment that may be generating dust; • Employ a road sweeper to clean the site entrance and access road that may be affected; • Relocate operations to less sensitive locations of the working face (if possible); • Reduce vehicle speeds to 10mph to 5mph • Reduction in site activities (e.g. limit waste deliveries to the site and limit waste treatment). 	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.
3	A follow up visual assessment will be undertaken off site on the local road network for any visible dust.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
4	If visible dust is not identified, the Site Manager (or a nominated deputy) will ensure that any action taken, and the effectiveness of that action is documented and a record will be maintained.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
5	In the event that visible dust is identified following the implementation of remedial action(s), operations on site will cease and the EA will be informed.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).

4.0 Reporting and Complaints Response

4.1 Purpose of Complaints Procedure

- 4.1.1 A DMP should show how the operator will respond to complaints. Any complaints should be investigated promptly, and appropriate remedial action should be taken. The complainant and anyone else likely to be affected should be informed of any action taken in response to the complaint.
- 4.1.2 A procedure has been developed (see Table 9 below) to ensure that complaints will be handled by CEMEX appropriately and consistently and to reassure the EA and the public that any of their concerns will be acknowledged and acted upon where appropriate. The procedure will be reviewed on an annual basis or in the event of any significant dust issues.

4.2 Complaints Reporting Route

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

4.3 Complaints Record

- 4.3.1 Auditable records would be kept of any complaints made and the investigations undertaken. This would provide an ongoing record of the causes incidents and would be made available to the regulator to examine on request. The Site Manager or an appropriately trained operator will review the DMP once a year, in light of any complaints or issues that have been identified during the previous year. Should any control measures be shown to be failing, or should a need for further control measures be identified, new controls will be agreed and implemented in an updated DMP.

Table 9 Complaints Procedure

	Action	Person responsible for ensuring action is carried out	Timescale for Action Completion
1.	<p>The Site Manager (or a nominated deputy) will be notified of the complaint and will make the appropriate managerial staff and site operatives aware of the complaint.</p> <p>The EA will also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report sheet (Appendix B).</p>	Site Manager (or a nominated deputy)	Within two working days of receipt of the complaint.

2.	<p>The complaint will be investigated by: -</p> <p>a) Checking the monitoring records to see whether the complaint corresponds to the monitoring records.</p> <p>b) Checking the Site Diary and waste acceptance records to see if any particularly dusty waste was accepted.</p> <p>c) Checking the Site Diary to see whether the complaint corresponds to any operational issues at the site.</p> <p>If the cause of the complaint is established, it will be recorded within the Complaint Record Sheet (Appendix B). If no particular cause is identifiable then this will also be recorded</p>	Site Manager (or a nominated deputy)	Within one working day of receipt of the complaint.
3.	<p>If more than one complaint is received about a particular incident, and the cause has not been established, then the frequency of visual dust monitoring will be increased to establish the cause of the complaint.</p>	Site Manager (or a nominated deputy)	Within one working day of receipt of the complaint.
4.	<p>The Site Manager (or a nominated deputy) will instigate any necessary reviews of procedures and will implement any required changes.</p>	Site Manager (or a nominated deputy)	Within seven working days of receipt of the complaint.
5.	<p>If appropriate, the complainant and the EA will be informed of any corrective actions taken.</p>	Site Manager (or a nominated deputy)	Within seven working days of receipt of the complaint.
6.	<p>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.</p>	Site Manager (or a nominated deputy)	Within two weeks of receipt of the complaint.
7.	<p>Once the follow up audit has been completed, the Site Manager (or a nominated deputy) 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 (or a nominated deputy)	Within two weeks of receipt of the complaint.

Drawings

Appendix A: Daily Conditions Log

Date	
Name	
Monitoring Location(s)	
Observations	
Actions	
Signature	

Appendix B: Complaints Form

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