

Calf Lane Quarry

784-B047041

Dust Management Plan

Environmental Permit Variation Application

Collards Environmental Ltd

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**Document prepared on behalf of Tetra Tech Environment Planning Transport Limited.
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- COL/B047041/REC/01 – Receptor Plan
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- Appendix A – Proposed Waste Types
- Appendix B – Complaints Form
- Appendix C - Daily Site Inspection Log

1.0 INTRODUCTION

1.1 REPORT CONTEXT

- 1.1.1 This Dust Management Plan (DMP) has been prepared by Tetra Tech on behalf of Collards Environmental Ltd (Collard) to support an Environmental Permit Variation Application for Collard's permitted facility at Calf Lane Quarry (the site), Rye Common, Odiham, Hart, Hampshire RG29 1FW, at approximate National Grid Reference SU 77350 49918.
- 1.1.2 Collard recently brought the site from C.G Comley and Sons Ltd and a permit transfer application was submitted. However, during the process of determination of the transfer application, C.G Comley and Sons Ltd was put into liquidation by the company administrator with the effect of cancelling the existing permit for the site.
- 1.1.3 The site was previously regulated under an environmental permit (EPR/FP3393EF and EAWML 83055) which allowed the operation of a waste transfer station.
- 1.1.4 A meeting has subsequently been held with the Environment Agency to discuss next steps. At this meeting it was determined that a new permit application is required to be submitted in order to operate the site in the future.
- 1.1.5 Consequentially, Collards are seeking to apply for a new bespoke permit for the operation of a Waste Transfer Facility that will process a maximum of 100,000 tonnes per annum of both hazardous and non-hazardous waste.
- 1.1.6 According to the Environment Agency's (EA) 'Control and Monitor Emissions for your Environmental Permit' guidance a DMP must be prepared to support an application that comprises the *"keeping or treatment (or both) of household, commercial or industrial waste in a materials waste transfer station/ material recycling facility"* as well as the *"keeping or treating (or both) scrap metal"*.
- 1.1.7 As such, this DMP has been prepared in accordance with the EA's 'Dust & Emission Management Plan' template (Version 10, October 2018).
- 1.1.8 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 situated within a predominantly rural area off Calf Lane approximately 2km west of Crondall. The site is centred at approximate National Grid Reference (NGR) SU 77350 49918. The site location is shown on Drawing Number COL/B047041/PER/01.
- 2.1.2 Access to the site will be achieved by an access road located directly off Calf Lane.
- 2.1.3 The site is located within a largely rural area, the immediate surroundings of the site comprise of farmland to the south, east and west as well as residential properties to the north. The nearest residential property is located approximately 170m north of the site on Calf Lane.
- 2.1.4 According to the DEFRA's 'AQMA Interactive Map', the site is not located within Air Quality Management Area for Nitrogen Dioxide (NO₂) and Particulate Matter (PM₁₀).

2.2 OVERVIEW OF SITE ACTIVITIES

- 2.2.1 The site will operate a Hazardous and Non-Hazardous waste transfer station and will comprise a canopy building to the east of the site, waste stockpiles to the south of the site and containment units to the west.
- 2.2.2 The operation of the waste transfer station will fall under the following Recovery and Disposal codes (R and D codes) shown in Table 1, provided for in Annex II to Directive 2008/98/EC of the European Parliament and The Council of 19th November 2008 Waste.

Table 1: Permitted Activities (R Codes)

R/D Code	Activity Description
D15	Storage pending any of the operations numbered D1 to D14 (excluding temporary storage, pending collection, on the site where it is produced)
D15	Asbestos and Asbestos containing waste and other Hazardous Wastes
R3	Recycling/reclamation of organic substances which are not used as solvents (including composting and other biological transformation processes)
R4	Recycling/reclamation of metals and metal compounds
R5	Recycling/reclamation of other inorganic materials
R13	Storage of waste consisting of materials for submission to any operation numbered R1 to R12, but excluding temporary storage pending collection on the site where it is produced.
R13	Waste Refrigerators
R13	Waste Oils

2.3 PROPOSED WASTE TYPES

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

2.4 WASTE QUANTITIES

- 2.4.1 The maximum quantity of waste deposited at the facility shall not exceed 500m³ on each day Monday to Saturday and the total quantity of waste accepted at the site per year shall not exceed 100,000 tonnes.
- 2.4.2 It is further proposed that the storage capacity of hazardous waste shall not exceed 100 tonnes at any time.

2.5 PROCESS DESCRIPTION

- 2.5.1 The activities that will be undertaken at the site are described below and have been split into distinct activities.

Fridges

- 2.5.2 Collards will store no more than 50 refrigerators on site at any one time and storage shall not exceed a height of 3.5metres or 2 fridge units high.
- 2.5.3 Storage shall occur on impermeable pavement with a sealed drainage system.

Metal Recycling

- 2.5.4 The metals will be stored in a designated area (as shown on Drawing Number COL/B047041/LAY/01) prior to processing. Depending on the nature of the waste material, items may be subject to both mechanical sorting via a process line within the canopy building and manual sorting and segregation to remove any components that are not suitable. The resultant wastes will then be stored and bulked in designated containers prior to transfer off site to a suitable permitted facility for further recovery and/or disposal.

Non-Hazardous Waste

- 2.5.5 The canopy building, located to the east of the site will be used for the bulking of road sweepings, wood, hardcore/rubble, dry mixed recyclables, and green waste prior to transfer off site for recovery or disposal.
- 2.5.6 Treatment will consist of both mechanical sorting via a process line within the canopy building and manual sorting or separation of waste into different component for disposal or recovery.
- 2.5.7 In addition to metals, Collard propose to accept plastics and cardboard for treatment however, it's envisaged that plastics and cardboard may further derive from other wastes that will be processed in the site.
- 2.5.8 Treatment of plastics will be similar to metals whereby items will be subject to both mechanical sorting via a process line within the canopy building and manual sorting and segregation. The resultant material will then be stored and bulked in designated containers prior to transfer off site to a suitable permitted facility for further recovery and/or disposal.
- 2.5.9 The treatment of cardboard will solely comprise of baling. Cardboard will primarily comprise of packaging waste that's used to contain some waste materials that are delivered to the site. Upon arrival, waste will be removed from the cardboard packaging and then the cardboard will be processed immediately by a baler. The baled cardboard will then be stored on site in a designated area until enough material has been bulked-up to be transported off site for either recycling or disposal.

Oil Wastes and Wastes of Liquid Fuels

- 2.5.10 The maximum quantity of waste oil to be stored on site at any one time is 10m³. There shall be no mixing of waste oils with wastes having toxic and dangerous properties or containing PCBs or PCTs.
- 2.5.11 All waste oil shall be stored on an impermeable surface with a sealed drainage system.

2.5.12 Oil will be stored in a container which is of sufficient strength and structural integrity to ensure the reduced likelihood of the container leaking or bursting. This container must be situated within a secondary containment system with a capacity of no less than 100% of the storage containers capacity, or if there is more than one container within the system, not less than 110% of the largest containers storage capacity or 25% of the aggregate storage capacity, whichever is greater.

Gasses in Pressurised Containers

2.5.13 Gasses in pressurised containers shall solely be stored on site.

2.5.14 With reference to the EA's "Guidance for the storage and treatment of aerosol canisters and similar packaged wastes" the following measures will be adhered to.

2.5.15 Upon receipt, Collards will obtain the below in writing:

- The quantity of wastes;
- The contents, including the named product and propellant;
- Whether the canisters are fully discharged, partially discharged or unused;
- Hazard properties posed by contents of canisters; and,
- Construction material of canisters.

2.5.16 Should Collards receive mixed loads of cannisters, the quantity of waste and construction material of cannisters shall be obtained in writing.

2.5.17 Visual checks of the wastes will be undertaken upon receipt to confirm the waste is as expected, complies with the criteria and is consistent with the accompanying paperwork. The condition of containers will be checked to ensure the cannisters are suitable for handling and storage.

2.5.18 Labels already on the cannisters will be checked to confirm whether they accurately identify the contents and labels unrelated to contents shall be removed.

2.5.19 Collards will label each container accepted at the site with a unique reference number pertaining to the sites waste tracking system, the date of arrival and relevant hazard classification(s).

Asbestos

2.5.20 No more than 50 tonnes of Asbestos shall be stored on site at any one time.

2.5.21 With reference to Best Available Techniques, all asbestos wastes accepted at the site shall be either be double bagged or securely wrapped and kept within clearly identified, segregated, secure, lockable containers.

2.5.22 All containers shall be locked when not being loaded.

2.5.23 All wastes shall be stored on an impermeable surface with sealed drainage system.

Batteries/Accumulators – Storage and Sorting

2.5.24 Waste batteries will be imported on to the site or originate from items processed at the site. All waste batteries will be stored within in appropriate leak-proof and UN approved boxes and will be categorised and separated by type, class, or group. Waste batteries will be transferred off site to specialist recyclers.

2.5.25 In accordance with the EA's appropriate measures guidance, all batteries will be stored separately according to type and bulked prior to removal off site to an appropriate facility.

2.5.26 Waste batteries and accumulators will be stored on an impermeable surface with a sealed drainage system in secure containers under weatherproof coverings.

Hazardous Municipal Wastes

- 2.5.27 All hazardous wastes shall be separated and stored according to waste type. Storage containers will be appropriately labelled.
- 2.5.28 Waste fluorescent lamps will be stored in secure, enclosed, and robust weatherproof containers. This prevents contact with rainwater and minimises the risk of the escape of mercury vapour. Such containers will be stored on an impermeable surface with a sealed drainage system.
- 2.5.29 Discarded equipment containing CFCs will be stored in a container and within a secondary containment system. This will be stored on an impermeable surface with a sealed drainage system.
- 2.5.30 No more than 100 tonnes of hazardous wastes shall be stored on site at any one time.

POPs

- 2.5.31 Some bulky wastes and WEEE which are received at the WTS may contain Persistent Organic Pollutants. These wastes will be temporarily stored prior to being sent to a suitably authorised disposal or recovery site that will either completely destroy the POPs or irreversibly transform the POPs. There will be no treatment of wastes containing POPs on site.
- 2.5.32 Wastes containing POPs will be stored within a segregated bay within the canopy building, in accordance with the EAs “Manage waste upholstered domestic seating containing POPs” guidance.

2.6 WASTE STORAGE

- 2.6.1 Waste storage will comprise a canopy building to the east of the site, waste stockpiles to the south of the site and containment units to the west.
- 2.6.2 In addition, all waste will be stored in appropriate containers which will comprise of skips, open top Intermediate bulk containers (IBC), stillages and UN approved 4H2 containers.
- 2.6.3 The maximum storage capacity shall not exceed 100 tonnes of non-hazardous waste and 100 tonnes of hazardous waste at any one time.

2.7 OPERATING HOURS

- 2.7.1 The operating hours for the site will be limited to the following hours, set out below: -
- Waste processing: 06:00 - 23:00 Monday to Sunday
 - Waste Reception: 07.00 – 19:00 Monday to Saturday
 - Waste Reception: 07:00 – 13:00 Sundays and Bank Holidays

2.8 PLANT AND EQUIPMENT

- 2.8.1 The following equipment will be used on site: -
- Loading shovels;
 - Mechanical Processing Line;
 - 360 material handlers;
 - Forklift Truck/telehandlers; and,
 - Baler.

- 2.8.2 As a function of the Environmental Management System, the performance of all plant and equipment will be reviewed in comparison to other models that may be available on the market. If there happens to be other models available that perform more efficiently than the site’s existing plant and is financially feasible, Collard may decide to change their existing plant and equipment. As part of the process, Collard will ensure that all non-road going mobile plant have a minimum Stage IV emission rating and road going vehicles will have a minimum emission rating of Euro VI. As such, the brand, make, model and specification of the mobile plant and equipment that will be used on site is expected to vary throughout the operational life of the facility.
- 2.8.3 Only personnel who are trained and licensed to operate equipment and carry out maintenance will do so.
- 2.8.4 All plant and equipment will be maintained in accordance with a preventative maintenance programme which will be defined by the manufacturer’s requirements. This will ensure that the integrity and operational efficiency of all plant and equipment is maintained and therefore minimise the risk of mechanical failure which may result in increased dust emissions. This particular programme forms part of the site’s Environmental Management System.
- 2.8.5 In addition, all plant and equipment will be visually inspected on a daily basis by the Site Manager (or a nominated deputy) prior to use. The purpose of this inspection is to identify any signs of defects that may affect the integrity and operational efficiency of the plant.
- 2.8.6 In the event that a defect is identified on any item of plant or equipment, the use of the plant/equipment will be suspended until the necessary remedial works have been undertaken.

2.9 DUST SENSITIVE RECEPTORS

- 2.9.1 Receptors within 1km of the site have been listed in Table 2 and are shown on Drawing Number COL/B047041/REC/01.

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

ID	Receptor	Direction from Operational Area	Minimum Distance from the Permit Application Boundary (approx. m)
Domestic Dwellings			
1	Residential Properties off Calf Lane	N	170
2	Little rye Farm Cottages	NW	260
3	Residential Properties off Chalky Lane	NW	700
4	Varndell House	NW	695
5	Residential Properties off Hillside Lane	NW	750
6	Residential Properties (Jeto Limited)	NW	690
7	Residential Properties off unnamed road off Farnham Road	NE	715
8	Residential Property east of Hampshire trailer Services	N	690
9	Residential Property (Cassey Barn)	NE	340
10	Residential Property Itchel Lane	SE	660
11	Residential Property Roke Lane	SW	2000
Commercial and Industrial Premises			
12	Jeto Limited	NW	640

13	Farnham Road Industry	NW	995
14	Hampshire Trailer Service	N	790
15	Industry off unnamed road off Farnham Road	NE	775
16	Fleet Electrical Substation	NE	940
17	Itchel Court	NE	1000
Sensitive Land Uses			
18	Peaked Croft Farm	N	715
19	Great Rye Farm/At Home Catering Hire	NE	445
20	The Warren Farm (Chalky Lane)	NW	890
21	Small Acres Farm	N	760
22	Calf Lane Farmhouse	S	190
Shops/Amenities/Schools/Hospitals			
23	Oasis Gardens	NW	995
24	Emily's Chacuterie	NE	500
Highways or Minor Roads			
25	A287	N	395
Protected Habitats			
26	Rye Common/Coxmoor Wood Deciduous Woodland	N	475
27	Cassey Barn Deciduous Woodland	N	295
28	Blackthorns/Farnham Road Deciduous Woodland	NW	340
29	The Warren Deciduous Woodland	NW	960
30	Deciduous Woodland	W	325
31	Itchel Lane Deciduous Woodland	SE	359
32	Clay Copse/Finchams Copse Deciduous Woodland	SW	840
33	Varndells Copse Deciduous Woodland	SW	830
34	Deciduous Woodland	E	955
35	Deciduous Woodland	E	545
Surface Water e.g. rivers and streams			
36	Brook	N	355
37	Pond	NW	465
38	Brook off Dogmersfield Lake	N	690

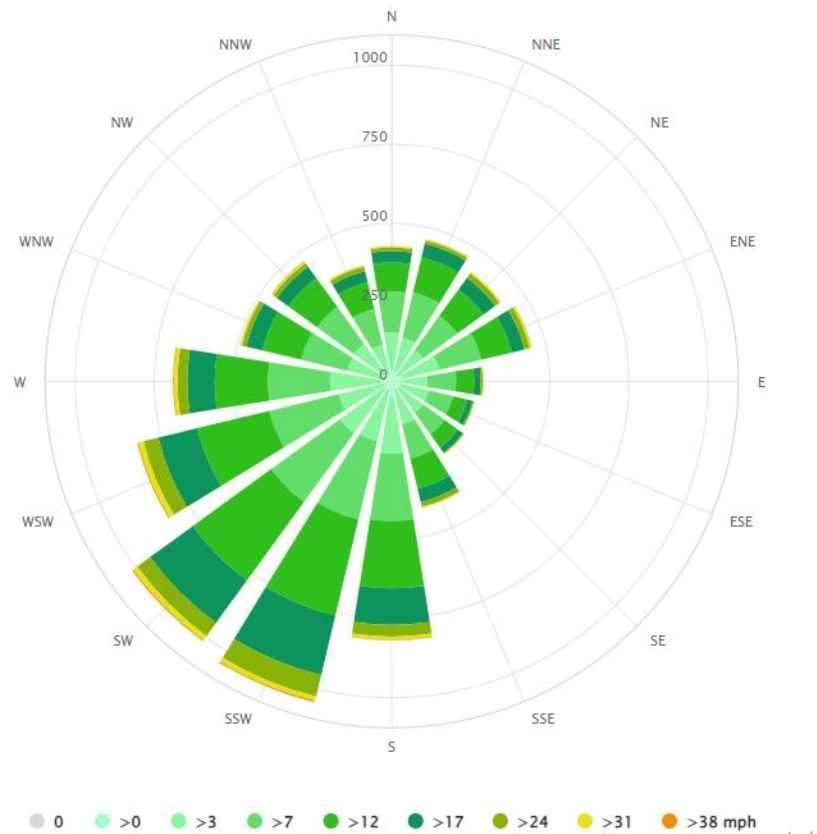
Groundwater (sensitivity)

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 Principal Bedrock Aquifer and an Unproductive Superficial Drift Aquifer.

2.10 WIND

- 2.10.1 The prevailing wind direction will determine which receptors will be affected and at what frequency.
- 2.10.2 Meteorological data has been used from Tinsley 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, south west (SSW) as shown in Figure 1 below.

Figure 1: Prevailing Wind Direction for Crondall



- 2.10.3 As such, areas at most risk from dust emissions, should it occur, are therefore located northeast of the site. As the canopy building is located to the north/northeast of the site, it is not anticipated dust emissions will impact receptors beyond this boundary.
- 2.10.4 As noted in Table 2, there are surface water features and railway lines within 1km of the site. According to the EA’s ‘Dust & Emission Management Plan’ template, surface water and groundwater are not identified as receptors that that are susceptible to the adverse effects of exposure to high levels of dust and particulates. As such, these receptors are not considered further in this DMP.
- 2.10.5 As indicated in Drawing Number COL/B047041/PER/01, the site is enclosed on all sides by trees, bushes and shrubbery. Consequentially, this shelters the site from wind and the receptors from potential dust being blown off site.

2.11 LOCAL CONTRIBUTORS TO DUST

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

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

Name of Site	Name of Operator	Site Address	Site Type	Direction and distance from the site
Jeto Limited	JETO LIMITED	SOUTHERN WAY, RYE COMMON, ODIHAM, HOOK, RG29 1HU	Asbestos Testing Centre	640m northwest

3.0 DUST AND PARTICULATE MANAGEMENT

3.1 RESPONSIBILITY FOR THE IMPLEMENTATION OF THE DMP

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

3.2 SOURCES AND CONTROL OF DUST

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

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

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

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

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

Abatement Measure	Description / Effect	Trigger for implementation
Preventative Measures		
Enclosure	Wastes accepted for the site will be stored within the canopy building to the west of the site. Processing will only take place within the main canopy building. The canopy building is on the eastern side of the site, as the wind direction is of a southwestern direction it is anticipated that the suspension of dust or the likelihood of dust transgressing the sites boundary will be minimal.	All preventative measures will be implemented during the operating hours detailed in Section 2.7.
Enclosure of waste treatment processes	There is no proposed treatment of waste on site other than the mechanical sorting via a process line and the manual sorting and separation of wastes. The process line is situated within the canopy building to the east of the site.	
Site speed limit	The site will have a speed limit of 5mph in place to restrict speed on site. This will prevent the suspension and entrainment of dust. Clear signage is established on the site to reinforce the speed limit.	
No-idling policy	A 'No-idling policy' is in place at the site which requires all vehicles and plant to be switched off when not in use.	
Minimising drop heights for waste	Drop heights will be minimised as much as practicable to reduce the generation of dust whilst waste is being deposited.	
Site surfacing	The site's surface comprises impermeable concrete surface. The site surfacing will be visually inspected on a weekly basis to	

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

3.3 BEST AVAILABLE TECHNIQUES

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

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

3.4 VISUAL DUST MONITORING

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

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

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

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

4.0 REPORTING AND COMPLAINTS PROCEDURE

4.1 PURPOSE OF COMPLAINTS PROCEDURE

- 4.1.1 A DMP should show how the operator will respond to complaints. Any complaints should be investigated promptly, and appropriate remedial action should be taken. The complainant and anyone else likely to be affected should be informed of any action taken in response to the complaint.
- 4.1.2 A procedure has been developed (see Table 7 below) to ensure that complaints will be handled by Collard 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 RECORDS

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

4.4 COMMUNITY ENGAGEMENT

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

Figure 2: Reporting Route

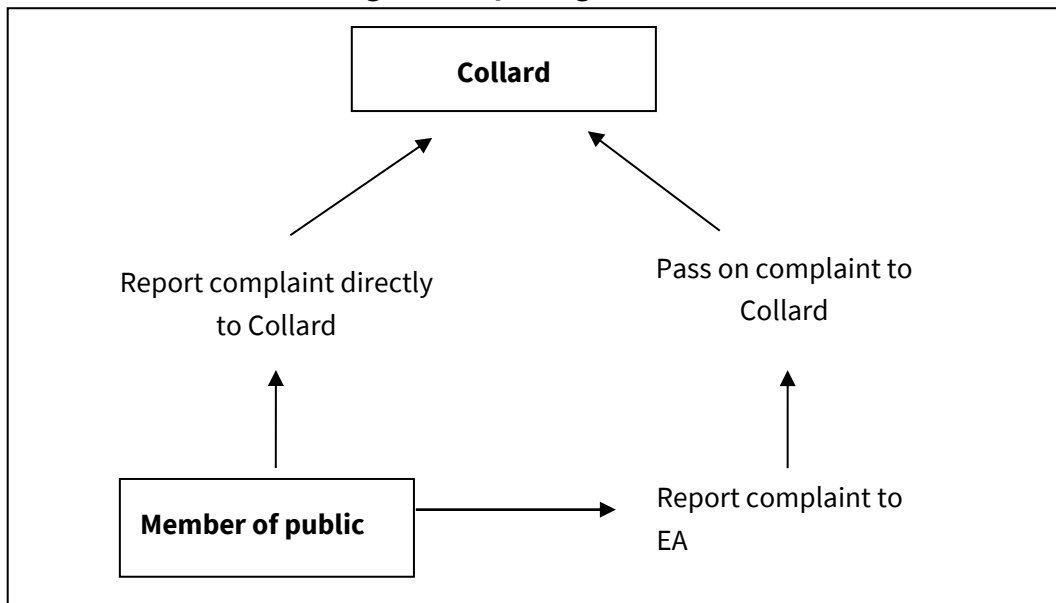


Table 7: Complaints Procedure

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

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

DRAWINGS

COL/B047041/PER/01 – Environmental Permit Boundary

COL/B047041/REC/01 – Receptor Plan

COL/B047041/LAY/01 -Site Layout Plan

APPENDIX A – PROPOSED WASTE TYPES

Table A1: Waste Codes

EWC Code	Description
13	Oil Wastes and Wastes of Liquid Fuels (except edible oils, and those in chapters 05,.12 and 19)
13 01	Waste hydraulic oils
13 01 0 1*	Hydraulic oils, containing pcbs
13 01 09*	Mineral-based chlorinated hydraulic oils
13 01 10*	Mineral based non-chlorinated hydraulic oils
13 01 11*	Synthetic hydraulic oils
13 01 12*	Readily biodegradable hydraulic oils
13 02	Waste engine, gear, and lubricating oils
13 02 04*	Mineral-based chlorinated engine, gear and lubricating oils
13 02 05*	Mineral-based non-chlorinated engine, gear and lubricating oils
13 02 06*	Synthetic engine, gear and lubricating oils
13 02 07*	Readily biodegradable engine, gear and lubricating oils
13 02 08	Other engine, gear and lubricating oils
13 03	Waste insulating and heat transmission oils
13 03 01*	Insulating or heat transmission oils containing pcbs
13 03 06*	Mineral-based chlorinated insulating and heat transmission oils Other than those mentioned in 13 03 01
13 03 07*	Mineral-based non-chlorinated insulating and heat transmission oils
13 03 08*	Synthetic insulating and heat transmission oils
13 03 09*	Readily biodegradable insulating and heat transmission oils
16	WASTES NOT OTHERWISE SPECIFIED IN THE LIST
16 02	Wastes from electrical and electronic equipment
16 02 13*	Discarded equipment containing hazardous components other than those mentioned in 16 02 09 to 16 02 12
16 05	Gases in pressure containers and discarded chemicals
16 05 04*	Gases in pressure containers (including halons) containing hazardous substances
16 05 05	Gases in pressure containers other than those mentioned in 16 05 04
17	CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)
17 01	Concrete, bricks, tiles and ceramics
17 01 01	Concrete
17 01 02	Bricks
17 01 03	Tiles and ceramics
17 01 07	Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
17 02	Wood, glass and plastic
17 02 01	Wood

17 02 02	Glass
17 02 03	Plastic
17 03	Bituminous mixtures, coal tar and tarred products
17 03 02	Bituminous mixtures other than those mentioned in 17 03 01
17 04	Metals (including their alloys)
17 04 01	Copper, bronze, brass
17 04 02	Aluminium
17 04 03	Lead
17 04 04	Zinc
17 04 05	Iron and steel
17 04 06	Tin
17 04 07	Mixed metals
17 04 11	Cables other than those mentioned in 17 04 10
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
17 05 06	Dredging spoil containing hazardous substances
17 06	Insulation materials and asbestos-containing construction materials
17 06 01*	Insulation materials containing asbestos
17 06 04	Insulation materials other than those mentioned in 17 06 01 and 17 06 03
17 06 05*	Construction materials containing asbestos
17 08	Gypsum-based construction material
17 08 02	Gypsum-based construction materials other than those mentioned in 17 08 01
17 09	Other construction and demolition wastes
17 09 04	Mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03
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 05	Glass
19 12 09	Minerals (for example sand, stones)
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS
20 01	Separately Collected Fractions (Except 15 01)
20 01 01	Paper and cardboard
20 01 21*	Fluorescent tubes and other mercury-containing waste
20 01 23*	Discarded equipment containing chlorofluorocarbons
20 01 33*	Batteries and accumulators included in 16 06 01, 16 06 02 Or 16 06 03 and unsorted batteries and accumulators containing these batteries

Calf Lane Quarry
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20-01-35*	Discarded electrical and electronic equipment other than those mentioned in 20 01 21 and 20 01 23 containing hazardous components
20 01 36	Discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35
20 02	Garden and park wastes (including cemetery waste)
20 02 02	Soil and stones

APPENDIX B – COMPLAINTS FORM

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

APPENDIX C - DAILY SITE INSPECTION LOG