



Wealden Works 3Rs Facility

Environmental Noise Management Plan

For Britaniacrest Recycling Ltd

ENVIRONMENTAL NOISE MANAGEMENT PLAN

Quality Management				
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1 Scope

- 1.1 This Environmental Noise Management Plan (ENMP) is intended to facilitate the management of environmental issues relating to the emission of noise from the Wealden Works Recycling, Recovery and Renewable Energy (3Rs) Facility and Ancillary Infrastructure at former Wealden Brickworks, Horsham. It is to be used to assist the process for on-going environment management of noise related issues arising from the operation of the Wealden Works 3Rs Facility.
- 1.2 Britaniacrest Recycling Ltd (Britaniacrest) has adopted this ENMP. Where relevant, it is intended as a basic procedure to be adopted by Britaniacrest personnel, including contractors and sub-contractors as well as by other companies operating within the Wealden Works 3Rs Facility.
- 1.3 The objectives of the ENMP are to:
- provide guidance to facilitate the management of environmental issues relating to the emission of noise from the facility;
 - monitor and understand the noise levels from the facility as measured in the community; and
 - provide procedures for community liaison and handling any noise related complaints in relation to the facility.
- 1.4 This ENMP is supported by a Noise Impact Assessment (NIA), which has been provided by RPS to support the application for the EP.

2 Responsibilities

2.1 The roles and responsibilities with respect to the environmental noise procedures at the Wealden 3Rs Facility is summarised in the following table (Table 2.1).

Table 2.1 Environmental Noise Roles and Responsibilities

Person	Department	Responsibility
Site Manager	Wealden Works 3Rs Facility	Overall responsibility for ensuring delivery of noise management procedures. Responsibility for maintain a control copy of the Site Acoustic Model.
To be confirmed following contractor appointment	To be confirmed following contractor appointment	Responsibility for ensuring adherence to noise management procedures relating to design of new plant.
To be confirmed following contractor appointment	To be confirmed following contractor appointment	Responsibility for ensuring adherence to noise management procedures relating to procurement of new plant.

2.2 The Environment Agency (EA) is currently the responsible regulatory authority for noise including the regulation of noise through the environmental PPC permit.

3 Referenced Standards and Publications

- 3.1 This section contains a summary of relevant legislation with reference to appropriate standards, publications and guidance which are referenced within the legislation or environmental noise management procedures.

Industrial Emissions Directive

- 3.2 The Industrial Emissions Directive (IED) 2010/75/EU (integrated pollution prevention and control) is the successor of the IPPC Directive and is intended to minimise pollution from various industrial sources throughout the European Union. The IED is based on several principles, namely an integrated approach, best available techniques, flexibility, inspections and public participation.
- 3.3 In order to receive a permit an industrial or agricultural installation must comply with certain basic obligations. In particular, it must use all appropriate pollution-prevention measures, namely the use of best available techniques (BAT). The integrated approach means that the permits must take into account the whole environmental performance of the plant, covering emissions to air, water and land, generation of waste, use of raw materials, energy efficiency, noise, prevention of accidents, and restoration of the site upon closure. The purpose of the Directive is to ensure a high level of protection of the environment taken as a whole.
- 3.4 The Directive ensures that the public has a right to participate in the decision-making process, and to be informed of its consequences, by having access to permit applications (in order to give opinions), the permits and results of the monitoring of releases (e.g. noise surveys).

Environmental Permitting Regulations

- 3.5 The Environmental Permitting (England and Wales) Regulations 2016 (EPR) designate the Environment Agency as the 'Regulator' responsible for enforcing the regime. As part of its role as regulator, the Environment Agency is responsible for producing guidance for use in enforcing the EPR. However, such guidance has not yet been produced and, in the interim period, it is understood that the existing guidance documents for the old IPPC regime may continue to be used.
- 3.6 The Regulations require that installations should be operated in such a way that all appropriate preventative measures are taken against pollution, in particular with the application of Best Available Techniques (BAT). BAT includes both the technology used and the way in which the installation is designed, built, operated and decommissioned.

PPC Guidance

- 3.7 The IPPC H3 guidance avoids the specification of numerical noise limits; instead requiring plants to adopt BAT to control noise. The guidance summarises the aim of BAT as achieving the following:
- underpinning of good practice, a basic level of which the operator should employ for controlling noise, including adequate maintenance of plant whose deterioration may cause increases in noise;
 - noise levels should not be loud enough to give reasonable cause for annoyance to persons in the vicinity (this is a more appropriate standard than that of Statutory Nuisance); and
 - prevention of creeping ambient (creeping background), which is the gradual increase in ambient sound levels as industry expands and areas develop.
- 3.8 Notwithstanding BAT as the primary means of control, where night-time façade levels exceed 45 dB L_{Aeq} or a daytime free-field of 50 dB L_{Aeq} , IPPC H3 states that adequate justification should be provided. This indicates a greater reliance upon BAT.
- 3.9 The H3 guidance makes reference to BS 4142 as the standard for rating industrial noise and assessing the likelihood of complaints. The guidance is in the process of being updated although a consultation document is yet to be released.

British Standard 4142:2014+A1:2019 ‘Methods for rating and assessing industrial and commercial sound’

- 3.10 BS 4142:2014+A1:2019 ‘Methods for rating and assessing industrial and commercial sound’ primarily provides a numerical method by which to determine the significance of sound of an industrial nature (i.e. the ‘specific sound’¹ from the proposed development) at residential NSRs. The specific sound level may then be corrected for the character of the sound (e.g. perceptibility of tones and/or impulses), if appropriate, and it is then termed the ‘rating level’, whether or not a rating penalty is applied. The ‘residual sound’ is defined as the ambient sound remaining at the assessment location when the specific sound source is suppressed to such a degree that it does not contribute to the ambient sound.
- 3.11 The specific sound levels should be determined separately in terms of the $L_{Aeq,T}$ index over a period of 1-hour during the daytime and 15-minutes during the night-time. For the purposes of the

¹ equivalent continuous A-weighted sound pressure level produced by the specific sound source at the assessment location over a given reference time interval, T_r .

Standard, daytime is typically between 07:00 and 23:00 hours and night-time is typically between 23:00 and 07:00 hours.

- 3.12 With regards to the character correction, paragraph 9.2 of BS 4142:2014+A1:2019 states:

“Consider the subjective prominence of the character of the specific sound at the noise-sensitive locations and the extent to which such acoustically distinguishing characteristics will attract attention.”

- 3.13 The commentary to paragraph 9.2 of BS 4142:2014+A1:2019 suggests the following subjective methods for the determination of the rating penalty for tonal, impulsive and/or intermittent specific sounds:

Tonality

For sound ranging from not tonal to prominently tonal the Joint Nordic Method gives a correction of between 0 dB and +6 dB for tonality. Subjectively, this can be converted to a rating penalty of 2 dB for a tone which is just perceptible at the noise receptor, 4 dB where it is clearly perceptible, and 6 dB where it is highly perceptible.

Impulsivity

A correction of up to +9 dB can be applied for sound that is highly impulsive, considering both the rapidity of the change in sound level and the overall change in sound level. Subjectively, this can be converted to a penalty of 3 dB for impulsivity which is just perceptible at the noise receptor, 6 dB where it is clearly perceptible, and 9 dB where it is highly perceptible.

Intermittency

When the specific sound has identifiable on/off conditions, the specific sound level ought to be representative of the time period of length equal to the reference time interval which contains the greatest total amount of on time. ... If the intermittency is readily distinctive against the residual acoustic environment, a penalty of 3 dB can be applied.

Other sound characteristics

Where the specific sound features characteristics that are neither tonal nor impulsive, nor intermittent, though otherwise are readily distinctive against the residual acoustic environment, a penalty of 3 dB can be applied.”

3.14 BS 4142:2014+A1:2019 requires that the background sound levels² adopted for the assessment be representative for the period being assessed. The Standard recommends that the background sound level should be derived from continuous measurements of normally not less than 15-minute intervals, which can be contiguous or disaggregated. However, the Standard states that there is no 'single' background sound level that can be derived from such measurements.

3.15 It is particularly difficult to determine what is 'representative' of the night-time period is because it can be subject to a wide variation in background sound level between the shoulder night periods. The accompanying note to paragraph 8.1.4 states that:

"A representative level should account for the range of background sounds levels and should not automatically be assumed to be either the minimum or modal value."

3.16 An initial estimate of the impact of the specific sound is obtained by subtracting the measured background sound level from the rating level of the specific sound. In the context of the Standard, adverse impacts include, but are not limited to, annoyance and sleep disturbance. Typically, the greater this difference, the greater is the magnitude of the impact:

- A difference of around +10 dB or more is likely to be an indication of a significant adverse impact, depending on the context.
- A difference of around +5 dB is likely to be an indication of an adverse impact, depending on the context.
- The lower the rating level is relative to the measured background sound level, the less likely it is that the specific sound source will have an adverse impact or a significant adverse impact. Where the rating level does not exceed the background sound level, this is an indication of the specific sound source having a low impact, depending on the context.

3.17 The significance of the effect of the noise in should be determined on the basis of the initial estimate of impact significance from the BS 4142:2014+A1:2019 assessment with reference to the context of the sound.

World Health Organisation Guidance

3.18 In 2009, a report was published presenting the conclusions of a World Health Organisation (WHO) working group responsible for preparing guidelines for exposure to noise during sleep entitled "Night Noise Guidelines for Europe" (WHO-NNG). The document can be seen as an extension to the original 1999 WHO Guidelines for Community Noise. Various effects are described including

² A-weighted sound pressure level that is exceeded by the residual sound at the assessment location for 90% of a given time interval, T, measured using time weighting F and quoted to the nearest whole number of decibels.

biological effects, sleep quality, and well-being. The document gives threshold levels for observed effects expressed in terms of L_{max} , inside and L_{night} , outside. The L_{night} is a year-long average night-time noise level, not taking into account the façade effect of a building. In an exposed population a noise exposure of 40 dB L_{night} , outside is stated as equivalent to the "lowest observed adverse effect level" for night noise. Above this level, adverse health effects observed are self-reported sleep disturbance, environmental insomnia and increased use of somnifacient drugs and sedatives. Above 55 dB L_{night} , outside cardiovascular effects (such as hypertension and ischaemic heart disease) begin to become the major public health concern. Threshold levels for waking in the night, and / or too early in the morning are given as 42 dB L_{Amax} , inside. Lower thresholds are given that may change sleep structure.

- 3.19 It is relevant to note that, taking into account typical night to night variations in noise levels that will often occur due to meteorological effects and the effects of a façade, the night noise guidelines are similar to those previously given in the 1999 WHO report (an external façade noise level of 45 dB L_{Aeq}), although defined using different metrics.
- 3.20 The major concern in Europe is with respect to noise from transportation systems, and most of the studies on which these guidelines are based relate to this type of noise source. There can be no certainty that the same effects will be observed from noise of an industrial nature, but in the absence of any more detailed information some credence should be attached to the WHO guidance when assessing industrial noise as well.

International Standards Organisation (ISO) 9613

- 3.21 The IPPC H3 Guidance states that ISO 9613 is the preferred method for modelling environmental noise. The ISO 9613 methodology uses correction terms, applied to the source term level, for various factors affecting the propagation of noise from the source, to calculate a sound pressure level under meteorological conditions favourable to propagation (i.e. light downwind). The standard includes terms for geometrical divergence, atmospheric absorption, ground effects, reflections and screening due to obstacles.

ISO 1996-2 Determination of Environmental Noise Levels

- 3.22 ISO 1996-2 "Determination of environmental noise levels" contains an objective method for assessing the audibility of tones in noise, Annex C. The aim of the method is to assess the prominence of tones in the same way as listeners do on the average. The method is based on the psychoacoustic concept of critical bands, and the extent to which noise within that band can mask the audibility of a tone.

- 3.23 The method produces an adjustment value K_t which is to be added to the L_{Aeq} to give the tone corrected rating level for that interval.
- 3.24 The presence of an adjustment value indicates an audible tone. Under BS 4142, this would indicate +5 dB rating level character penalty, as the standard does not contain a sliding scale.

British Standard (BS) 5228

- 3.25 BS 5228 is a code of practice for the control of noise and vibration emissions from construction sites. It also includes a method for calculating noise from these sites. The standard is cited in the IPPC H3 guidance.

4 Summary of Noise Impact Assessment and BAT Measures

- 4.1 A Noise Impact Assessment (NIA) has been carried out to support the environmental permit application. This is provided as a separate document. The key findings have been used to inform the BAT measures that would be employed at the site.
- 4.2 Table 4.1 provides a summary of the receptors included in the noise assessment; these are also included on the site plan in Figure 1.

Table 4.1 Receptors

Receptor	Receptor Reference	Distance to Site Boundary (m)	Background Sound Level $L_{A90,T}$ dB			Specific Sound Level $L_{Aeq,T}$ dB		
			Daytime (07:00 – 19:00 hrs)	Evening (19:00 – 23:00 hrs)	Night-time (23:00 – 07:00 hrs)	Daytime (07:00 – 19:00 hrs)	Evening (19:00 – 23:00 hrs)	Night-time (23:00 – 07:00 hrs)
Station Road	1	330	40	39	37	37	35	37
Cox Farm	2	420	39	39	33	32	31	32
Graylands Lodge	3	330	44	42	39	38	38	39
Haybarn Cottage	4	370	43	42	35	39	34	35
Langhurst Moat Cottage	5	210	46	45	42	45	37	38
North Horsham Scheme	6	450	43	42	35	36	31	32

- 4.3 Table 4.2 provides a summary of the noise sources included in the noise assessment, and their contribution to the overall emission prior to the adoption of BAT measures.

Table 4.2 Noise Sources

Noise Source	Source Ref	Nature of Noise or Vibration	Contribution to Overall Emission
Tipping Hall	A	Noise level from activities in tipping hall, includes vehicle movements, tipping of waste etc	medium
Bunker	B	Noise level from vehicle movements in bunker	medium
Waste Processing Hall	C	Noise level from plant in waste processing hall	medium
FGT Zone	D	Noise from flue gas treatment plant, located in enclosure	medium

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Noise Source	Source Ref	Nature of Noise or Vibration	Contribution to Overall Emission
Turbine Hall	E	Noise from turbine, located in building	high
Electrical Room	F	Noise from electrical equipment	low
Water Treatment Room	G	Noise from water treatment plant, located in building	medium
Bottom Ash Hall	H	Noise from plant in bottom ash hall	medium
ACC	I	Noise from air cooled condenser fans, located externally	high
Turbine Air Coolers	J	Noise from turbine air coolers, located external to the turbine hall	medium
Stack	K	Noise emissions from stack exhaust	medium
Transformer	L	Noise from transformer, located externally	Medium
Front End Loader	M	Noise from front end loading shovels moving material within the waste sorting area	high
HGVs	N	HGV movements along the site access roads	medium

4.4 Table 4.3 provides a summary of the BAT measures implemented to each item of plant.

Table 4.3 Demonstration of BAT

Source Ref	Are abatement and actions taken to prevent or minimise emissions BAT?	Actions to be taken to meet BAT and timescales
A	Tipping activities enclosed in building. Doors will be closed for tipping of waste	By design, prior to construction, and on-going management
B	Activities fully enclosed in building	By design, prior to construction
C	Plant fully enclosed in building	By design, prior to construction
D	Plant located in enclosure	By design, prior to construction
E	Building fabric upgraded due to particularly high noise generated by turbine	By design, prior to construction
F	Plant fully enclosed in building	By design, prior to construction
G	Plant fully enclosed in building	By design, prior to construction
H	Plant fully enclosed in building	By design, prior to construction
I	Low noise fans need to be selected with maximum sound power level of 97 dB L _{WA}	By design and procurement of equipment, prior to construction
J	Located on roof of water treatment hall, screened by buildings	By design, prior to construction
K	Fitted with silencer	By design, prior to construction
L	Excessive noise from transformers to be addressed	By design, prior to construction
M	Daytime activity only, within a defined area of the site. Vehicles will be fitted with white noise reversing alarms	By design, prior to construction
N	Vehicles will follow site access route and will be subject to a speed limit of 20 mph	On-going management

5 Noise Monitoring

- 5.1 It is proposed to undertake post-commissioning noise monitoring at the closest noise sensitive receptors to the RRREP. Measurements will comprise a combination of attended and unattended monitoring. It is proposed to undertake the surveys within two months of the completion of the commissioning of the facility. Noise measurements will be conducted by a suitably trained and competent person (e.g. a member of the Institute of Acoustics and/or with a certificate of competence in environmental noise measurement).
- 5.2 One unattended monitor will be deployed on the site boundary to log noise parameters at fifteen minute intervals for a period of approximately one week.
- 5.3 Attended monitoring will be carried out concurrently at locations representative of the following noise sensitive receptors identified in Table 5.1. Two 15-minute samples will be carried out during each location over each of the following periods:
- Daytime (07:00 to 19:00 hrs)
 - Evening (19:00 to 23:00 hrs)
 - Night-time (23:00 to 07:00 hrs)
- 5.4 For noise measurements to be considered valid, the average wind speed would be no greater than 3 m/s when measured near ground level at the noise measurement location. Measurements would not be carried out during periods of heavy rainfall.
- 5.5 Measurements would comply with the requirements of BS 4142:2014+A1:2019. To ensure that tonal noise is not normally prominent under any operational condition, use shall be made of ISO 1996-2:2007 methodology.
- 5.6 Unattended measurements will log overall A-weighted L_{eq} , L_{90} , L_{10} , and $L_{max,F}$ sound pressure levels. In addition to the above, the attended measurements will log unweighted octave band L_{eq} and L_{90} sound pressure levels.
- 5.7 The survey results will be presented in a short technical report to be prepared following the completion the survey. The report shall include, as a minimum:
- details of the measurement equipment;
 - copies of the calibration certificates;
 - the overall L_{Aeq} , L_{Amax} , L_{A10} and L_{A90} sound pressure level measurements;
 - the octave band L_{eq} and L_{90} sound pressure level measurements;

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- narrowband sound pressure level measurements and assessment according to ISO 1996-2 Annex C;
- a log of audible events;
- the local weather conditions for the duration of the survey, including the prevailing wind speed and direction;
- details of the operational conditions on the facility and any notable operating conditions on other nearby sites;
- BS 4142:2014+A1:2019 assessment; and
- analysis of measurement uncertainty.

5.8 For the BS 4142:2014+A1:2019 assessment, the baseline background sound levels as detailed in Table 4.1 would be used. These have been determined from measurements for the facility and prior to construction of the facility, made by RPS as presented in the Noise Impact Assessment that accompanies this NMP. The background sound level should be taken from the nearest location in the table to the location being assessed.

5.9 Additional noise monitoring will be carried out at the request of the EA.

6 Community Liaison

- 6.1 It is recognised that frequent and open communication of environmental noise matters to the community is an important aspect of noise management. This section details how Britaniacrest intends to communicate such matters to the local community, which will largely be accomplished through liaison with the stakeholders and residents. It also contains details of Britaniacrest's complaints procedure. In addition to containing details about the notification of complaints to the relevant authority, it provides procedures to ensure that relevant action is taken after a complaint is received.
- 6.2 There may be occasions when elevated noise levels are required above those generally permitted, such as testing of emergency alarms and sirens. The EA will be informed in advance of any planned events taking place on the facility with potential to cause elevated noise levels. These will also be indicated on site notices to inform local residents and the Community Liaison Group (CLG) will be informed. Further details regarding the CLG is provided in Appendix A.
- 6.3 Any complaints received by Britaniacrest about environmental noise will be dealt with through the Complaints Handling Procedure which is provided in Appendix B.
- 6.4 The EA will be provided with details of any complaints received regarding environmental matters (including noise) and the remedial action taken within two weeks of receiving the complaint if it has not been possible to resolve the issue in the interim.

7 Review of Noise Management Procedures

- 7.1 This section defines the frequency of review for the ENMP and details the procedure for review of the document.
- 7.2 The ENMP will be reviewed once every four years by the 3Rs Facility Site Manager and any recommendations for changes will then be agreed with the EA and include consultation with West Sussex County Council (WSSCC).
- 7.3 Any recommendations for changes to the ENMP will be circulated to the above bodies for consideration prior to the review.
- 7.4 This ENMP shall also be reviewed on an ad hoc basis following any significant changes in operating procedures, legislation or the environmental permitting regime.

Figures



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Notes

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Figure 1: Noise Sensitive Receptors

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Appendices

Appendix A: Liaison Committee Terms of Reference

CONDITION 10 WEALDEN WORKS COMMUNITY LIAISON GROUP

1. Planning permission was granted by The Planning Inspectorate for the 3Rs Facility at Wealden Works, Langhurstwood Road, Horsham, on 27th February 2020, subject to a number of planning conditions.

Condition 10 of the permission requires the establishment of a local liaison group: -

“Prior to the commencement of the development hereby permitted a scheme shall be submitted to and approved in writing by the County Planning Authority detailing the establishment of a Community Liaison Group to include representation from the site operator, West Sussex County Council and local residents. The scheme shall include provision for:

- *The appointment of a chairperson from the County Planning Authority;*
- *The appointment of a liaison representative from the facility operator and contact number;*
- *A community complaints procedure;*
- *The production, approval and publication of minutes of community Liaison Group meetings;*
- *Details of how the group will operate, including its terms of reference; and,*
- *An implementation programme.*

Thereafter, the scheme shall be implemented and adhered to in accordance with the approved details throughout the lifetime of the development.”

2. A community liaison group for the Wealden Works site has successfully operated for a number of years and includes appointed representatives from local residents, the two local parish councils, Horsham District Council and West Sussex County Council, with representatives from Britaniacrest Recycling Ltd.
3. In order to satisfy the requirements of the condition, Britaniacrest Recycling proposes to retain the existing liaison group, but widen its remit in terms of representation and scope. The revised constitution is attached in Appendix 1, and shall be tabled along with the Complaints Procedure for adoption by the Liaison Group at the first scheduled meeting following the County Planning Authority formally acknowledging that the Planning Permission has been implemented, to be held not more than three months following the implementation date.
4. It is proposed that membership of the Liaison Group will be expanded to include representation from Horsham town and when developed, further representation be sought from the development known as Land North of Horsham.
5. The Group will continue to meet on a quarterly basis although the terms of reference allow for the frequency to be set by the Liaison Group itself.
6. The draft terms of reference for the Group are attached below as Appendix 1. These are subject to modification and/or ratification by the Liaison Group as appropriate.

Appendix 1. Terms of Reference for the Wealden Works Community Liaison Group.

1. The Company

The Company means Britaniacrest Recycling Ltd or its subsidiary or successor responsible for the construction and subsequent operation of the Recycling, Recovery and Renewable Energy (3Rs) Facility at Wealden Works, Langhurstwood Road, Horsham.

2. Purpose of the Liaison Group

The purpose of the Liaison Group is to provide an open channel of communication between the Company, local residents and other parties with an interest or role in the operation of the site. It is also to provide a forum for discussion and where required and possible, for the resolution of problems arising from the development or operation of the 3Rs Facility.

The group will strive to minimise any potential disharmony between the operation of the site and the local community.

The Liaison Group will provide the opportunity of a formal platform for representatives of the local community to raise any questions, queries and concerns that they have about the operations at the Wealden Works site, including the construction and operation of the 3Rs Facility. The communication will be multi-lateral and provide opportunity for all stakeholders to be informed and to state their views.

The Group will also provide a forum to discuss particular aspects of the operation and where appropriate invite participation by experts or specialist bodies.

The Company will undertake to provide whenever possible an immediate response to queries and questions, and a timely written response where this is not possible.

The Company will use the Liaison Group to provide regular updates on developments relating to Company operations related to Wealden Works and where possible, to consult the wider community in advance of site developments.

3. Chairperson

A Chairperson shall be appointed by the County Planning Authority at the inaugural meeting of the Group. In the first instance the Chairperson shall be a representative of West Sussex County Council. The tenure of the Chairperson may be reviewed as appropriate by agreement of the Group.

The Chairperson shall manage the business of the Liaison Group during meetings and be responsible for approving the agenda and minutes of such meetings following discussion with Group representatives.

With the consensus of the Group any representative may invite a guest to address an agenda item. The Secretariat must be informed of any guest at least 5 Business Days prior to any meeting.

4. Liaison Group Representation

Membership shall be voluntary and unremunerated, established and maintained as far as possible to provide a representative section of local residents, their council representatives and related stakeholders. The representation shall ensure that no one party is over-represented and no one party shall exert disproportionate influence over the agenda or proceedings of the meetings other than that as set out in these Terms of Reference. In the event the membership considers that one party does have excessive representation, the Chairperson shall propose the changes to representation required to address the balance and the representation shall be changed accordingly.

The membership will comprise the following:

Local Residents

A maximum of eight (8) persons resident within the District of Horsham. In the event more than 8 residents wish to join the Liaison Group, preference will be given for five (5) of the seats to residents living within 1km of the Wealden Works site. This shall include residents living on the development Land North of Horsham as this is realised.

Local Elected Representatives

One representative from North Horsham Parish Council
 One representative from Warnham Parish Council
 One representative from Rusper Parish Council
 One representative from Horsham District Council
 One representative from West Sussex County Council

Any one elected representative may represent only one Council

The Company

Three (3) representatives from the Company. The Company may invite at its sole discretion as many guests as it feels necessary to respond to specific matters stated on the Agenda.

Other Stakeholders

Other stakeholders such as:

- West Sussex County Council Waste Management
- Horsham District Council Environmental Health Department
- The Environment Agency
- Other business or community groups
- Special interest groups
- The County Planning Authority

may attend the Group as permanent representatives on the invitation of the Group.

For the purposes of providing an effective forum for an informative, manageable and efficient communication process, the maximum number of members of the Group, will be at the discretion of the Liaison Group, although it is anticipated that this should not exceed 20 in total.

In the event a permanent representative fails to attend two consecutive meetings without sending apologies, at the discretion of the Group their place may be offered to another suitable person.

In the event permanent representatives cannot attend a meeting, they may substitute their attendance by another person in the same category of representation by giving notice to the Secretariat.

5. Frequency and Location of Meetings

The Liaison Group will initially meet on a quarterly basis (approximately every three months), with the frequency of meetings subject to ongoing review and agreement by the Group. The venue for meetings shall be agreed by the Liaison Group and may be held remotely on an agreed internet platform or by telephone if so agreed by the Group, but will normally be at the community facility at Roffey Millennium Hall, Crawley Road, Horsham, West Sussex, RH12 4DT or at the Wealden Works site when suitable facilities become available.

6. Secretariat

The Company will provide the Secretariat for Group Meetings, including publishing of agendas and recording and publishing of minutes, unless otherwise agreed by the Group.

Agendas shall be agreed with the Chairperson prior to a meeting. All representatives are invited to submit items to be placed on the agenda. An initial Agenda will be sent to representatives approximately 15 Business Days prior to a meeting.

Representatives requiring discussion on a specific subject shall inform the Secretariat accordingly and, subject to the agreement of the Chairman, the subject placed on the Agenda. Representatives shall inform the Secretariat of items for discussion at least 10 Business Days prior to the date of the meeting. A Final Agenda shall be sent to all Liaison Group representatives approximately five (5) Business Days prior to a meeting.

A draft copy of the minutes shall be agreed with the Chairperson and issued for approval by representatives within fifteen (15) Business Days following each meeting. A copy of the approved minutes shall be available on the Wealden Works site website, the address for which shall be made available to all representatives.

A final version of the minutes shall be available at least 20 Business Days prior to each meeting. Communications within the Group will be by email. It is the responsibility of each representative to ensure they share the approved minutes with the people, organisations or groups they represent, but must refrain from circulating draft minutes until they have been approved.

The Secretariat shall also maintain a list of contact information for the site in the event of representatives

needing to make contact. This information shall be made available to all representatives.

7. Terms of Reference

These terms of reference may be subject to minor modification or addition as agreed by the Group, but at no time shall the Group place the Company in breach of its regulatory obligations.

Meetings of the Liaison Group shall discuss matters relating to the activities within the Wealden Works site and those directly related to them. Other developments within the operations of the Company may also be reported by the Company, but the Company may at its sole discretion decline to discuss such matters in detail.

The Liaison Group shall have no powers of enforcement and will not in any way affect the 'open door' policy that the Company wishes to operate for members of the public at large or other interested parties, including visits to the site and the provision of information relating to the operations on it.

Other matters of relevance to waste management operations at the Site and their potential impacts may also be reported by the Company or other parties represented. Matters over which the Liaison Group has no interest shall not be within the remit of the Group.

Members of the Liaison Group must conduct themselves with decorum and show mutual respect for each other and for guests at meetings. Failure to do this will cause the representatives or guests concerned to be excluded from attendance at meetings at the discretion of the Chairperson. The Group may establish more detailed rules of engagement and decorum at its discretion.

All representatives shall have an equal opportunity to voice opinion and advance their views.

Where applicable, representatives at the Liaison Group are expected to abide by the code of conduct of their respective organisations. Membership of the Group in no way implies support of, or objection to, the development and/or operation of the Site by the representatives concerned.

8. Costs

The cost of the Secretariat and the reasonable cost of venues for meetings and refreshments will be met by the Company.

Representatives will each bear their own costs.



Appendix B: Complaints Handling Procedure

Wealden Works 3Rs Facility

Complaints Handling Procedure

Britaniacrest Recycling Ltd and the management of the 3Rs Facility (the Company) is committed to providing high-quality customer services to stakeholders.

We value complaints and will use information from them to help us improve.

If something goes wrong or you are dissatisfied with our services, please tell us. This guide describes our complaints procedure and how to make a complaint. It also tells you what you can expect from us.

What is a complaint?

A complaint is an expression of dissatisfaction by one or more members of the public about actions or lack of action by the Company, or about the standard of service provided by it at Wealden Works.

What you can complain about

A complaint may relate to:

- nuisance such as noise, odours or excessive light;
- failure to provide a service;
- our standard of service;
- treatment by or attitude of a member of staff;
- our failure to follow proper procedure;
- delays in responding to your enquiries and requests.

What you cannot complain about

There are some things cannot be dealt with through the complaints handling procedure. These include:

- a routine first-time request for a service or changes in activity;
- requests for compensation;
- a disagreement with regulatory requirements;
- a response to an invitation to provide feedback through a formal mechanism such as a questionnaire or membership of the Liaison Group will generally not be treated as a complaint;
- an insurance claim;
- an issue which is being, or has been, considered by a court or tribunal;
- an attempt to have a complaint reconsidered where the complaints procedure has been completed and a decision has been issued;
- a grievance by a member of staff which is eligible for handling through the Company grievance procedure

If other procedures or information can help you resolve your concerns, we will provide it along with advice to help.

Who can complain?

Anyone who is affected by our activities at Wealden Works or the surrounding area can make a complaint, including the representative of someone who is dissatisfied.

How to complain

You can complain through the Wealden Works Website, by email, by post or by telephone. Please see 'Contact Details' below.

It is easier for us to resolve complaints if you make them quickly, soon after the matter you are complaining about occurs.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

How long do you have to make a complaint?

There is no limitation, but the sooner the better. Normally, you should make your complaint within **two weeks** of:

- the event you want to complain about, or
- finding out you have a reason to complain, but normally no longer than 2 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please say why.

What happens when you have complained?

We will record your complaint

We will acknowledge your complaint and tell you who is dealing with it.

Our complaints procedure has two stages:

Stage one – frontline resolution

We aim to resolve complaints quickly. This could mean an on-the-spot explanation if something has clearly

gone wrong and immediate action to resolve the problem – along with an apology if this is deserved. We will give you our decision at Stage 1 within five (5) Business Days unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why. You can ask us to look at your complaint again by taking your complaint to Stage 2.

Stage two – investigation

Stage 2 deals with four types of complaints:

- those that have not been resolved at Stage 1;
- those that are complex in nature and require detailed investigation;
- serious complaints; and
- cases that involve high risk.

When a complaint is moved to Stage 2 we will:

- acknowledge receipt of your complaint and inform you that it has been moved to Stage 2 within three (3) Business Days;
- where appropriate, we will discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for;
- give you a full response to the complaint as soon as possible.

If the investigation is particularly complex and we need time to resolve the problem, we will tell you and indicate the timescale we require. We will keep you updated on progress.

Complaints via Regulatory Bodies

When complaints are received through regulatory bodies such as the Environment Agency, the Environmental Health Officer or the County Planning Authority etc, the Company will respond to such complaints in accordance with the protocol set by the regulator concerned. It will, however, respond in a timely manner (which as a minimum shall be no longer than timescales identified above) and in the event the subject of the complaint is an issue that cannot be resolved within a short timescale, the Company will inform the Community Liaison Group (CLG) of the issue and what it is doing to resolve it. The Company will also inform the CLG of any enforcement order received and its response to it.

The Company will maintain a record of all complaints received and the action carried out in response to the complaint. The complaint register will be made available to regulatory bodies on request subject to the Company maintaining data protection requirements.

Contact details

Telephone: 01293 820021

Email: info@britaniacrestrecycling.co.uk

By post to:
The 3Rs Project Manager,

Britaniacrest
24-26
Hookwood,
Surrey,
RH6 0HJ

Recycling
Reigate

Ltd
Road,

Through the website: <https://www.britaniacrestrecycling.co.uk/contact-us>

Contact

RPS Consulting Services Ltd
6-7 Lovers Walk
Brighton
T: +44(0) 1273 546 800
susan.hirst@rpsgroup.com