



Noise Management Plan

Clockhouse Quarry Restoration

SUEZ Recycling and Recovery UK Limited

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Basis of Report

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Acronyms and Abbreviations

dB (Decibel)	The scale on which sound pressure level is expressed. It is defined as 20 times the logarithm of the ratio between the root-mean-square pressure of the sound field and a reference pressure (2x10 ⁻⁵ Pa).
dB(A)	A-weighted decibel. This is a measure of the overall level of sound across the audible spectrum with a frequency weighting (i.e. 'A' weighting) to compensate for the varying sensitivity of the human ear to sound at different frequencies.
L _{Aeq}	L _{Aeq} is defined as the notional steady sound level which, over a stated period of time, would contain the same amount of acoustical energy as the A-weighted fluctuating sound measured over that period.
L _{Aeq}	L _{Aeq} is defined as the notional steady sound level which, over a stated period of time, would contain the same amount of acoustical energy as the A-weighted fluctuating sound measured over that period.
L ₁₀ and L ₉₀	If a non-steady noise is to be described, it is necessary to know both its level and the degree of fluctuation. The L _n indices are used for this purpose, and the term refers to the level exceeded for n % of the time. Hence L ₁₀ is the level exceeded for 10 % of the time and as such can be regarded as the 'average maximum level'. Similarly, L ₉₀ is the 'average minimum level' and is often used to describe the background noise. It is common practice to use the L ₁₀ index to describe traffic noise.
L _{Amax(F)}	L _{Amax(F)} is the maximum A-weighted sound pressure level recorded over the period stated. L _{Amax} is sometimes used in assessing environmental noise where occasional loud noises occur, which may have little effect on the overall L _{Aeq} noise level but will still affect the noise environment. Unless described otherwise, it is measured using the 'fast' sound level meter response.



1.0 Introduction

SUEZ Recycling and Recovery UK Limited (SUEZ) have instructed SLR Consulting Limited (SLR) to prepare a Deposit for Recovery Environmental Permit (EP) application.

The application seeks approval for the use of suitable inert waste in the restoration of Clockhouse Quarry (the Site), located at Horsham Road, Capel, Surrey, RH5 5JL, as a deposit for recovery operation under the Environmental Permitting (England and Wales) Regulations 2016.

This Noise Management Plan (NMP) has been prepared to support the EP application and to discharge Condition 15 of MO\2023\0789 which states;

“Prior to the first receipt of infilling and restoration materials hereby permitted at the site, a Noise Management Plan (NMP) shall be submitted to and approved in writing by the County Planning Authority, taking into account the noise limits set out in the Noise Assessment Report dated February 2023 (Ref: 403.064433.00001) as submitted with the application. The NMP should include (but not be limited to) noise/vibration limits at noise sensitive receptors, noise/vibration impact assessments, mitigation measures, monitoring procedure and complaints procedure.” XX

The NMP has been based on the conclusions of a noise impact assessment (NIA) undertaken by SLR dated December 2025.

The NMP has been undertaken in accordance with the EA guidance document: *Noise and vibration management: environmental permits* (NVM) and in line with guidance contained in *Guidelines for Noise and Vibration Assessment and Control Minerals, Waste and Other County Development* document published by January 2020 by Surrey County Council¹.

The NMP needs to be made available to the following parties:

- All employees of SUEZ who work on the Site.
- All contractors undertaking any works within the Site.
- Where applicable any customers visiting the Site; and
- The Environment Agency.

The contents and requirements of the NMP should be relayed to the relevant parties listed above during all Site inductions.

The NMP is part of the Site's Management System and is stored in the Site office and electronically.

1.1 Site Description

Clockhouse Quarry is a former clay pit associated with the dormant Clockhouse Brickworks.

The Site is situated approximately 1400m south of the village of Capel and approximately 10km west of Crawley. The Site is accessed off Horsham Road (A24) which runs to the west of the site. The National Grid Reference (NGR) for the centre of the site is TQ 17541 38620.

Gatwick Airport is also located approximately 7km east of the Site, with the Site directly under the flight path.

The majority of the land surrounding the Site is characterised by open/agricultural land.

¹ https://www.surreycc.gov.uk/__data/assets/pdf_file/0019/16453/Surrey-Noise-Guidelines-January-2020_p1plus.pdf



1.2 Description of Operations

The restoration of the quarry will require the importation of approximately 686,000m³ inert material and soils for the purpose of deposit for recovery with a maximum annual throughput of 500,000 tonnes per annum. The imported materials will facilitate the low-level restoration of the site.

Materials will be imported by Heavy Goods Vehicles (HGVs) accessing the site via the established access off the A24 at NGR TQ 17271 38633. A paved access road is already in place between the access off the A24 and the proposed weighbridge area. The paved access road will be extended to the edge of the infill area prior to the commencement of works.

Material imported will not typically require any processing, however the intermittent use of a mobile crushing and screening plant will be used on site to ensure a suitable specification of soil material for the top restoration layers. The plant would be located within the infilling area and not in close proximity to the site boundary.

The overall duration of the development will be around 14 years.

The operating hours at the Site will be in accordance with the planning permissions:

- Monday to Friday: 0700 to 1900 hrs; and
- Saturday: 0800 to 1300 hrs.

There would be no working outside of these hours or on Sundays or Bank Holidays, with the exception of an emergency or essential maintenance.

1.3 Maintenance and Review of the NMP

The implementation and dissemination of this NMP will be the responsibility of the Senior Site Manager, supported by other staff. The Senior Site Manager can delegate certain tasks as required, although ultimate responsibility will remain with them.

A nominated deputy will be appointed for all times when the Senior Site Manager is not on site. In such circumstances, it will be the nominated deputy's responsibility to ensure that the requirements of the NMP are adhered to.

All site staff will receive instructions on how the NMP is to be implemented during toolbox talks on site.

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.

1.4 Relevant Sector Guidance on which this NMP is based

1.4.1 Noise and vibration management: environmental permits

This NMP is based on the requirements presented within the Environment Agency (EA) guidance document *Noise and vibration management: environmental permits* (NVM Guidance). The structure of this NMP is based on the EA's *Noise Management Plan Template* V1.1.

The guidance includes the section *Noise management plans (NMP)* and describes the following considerations that should be included as a minimum:

- A clear statement that you understand and accept your responsibilities for controlling noise impact, and that you will regularly review the effectiveness of your NMP.



- A commitment that either you, or your contractors or subcontractors, will make sure that any noise control equipment is designed, operated and maintained appropriately so it controls noise effectively at all times.
- A risk assessment of noise problems from normal and abnormal situations, including worst case scenarios due to, weather, temperature, breakdowns and accidents.
- Details of the appropriate controls (both physical and management) needed to manage the identified risks.
- Confirmation of the level of monitoring that should be in place.
- Details of the actions you will take, contingencies, and responsibilities, when problems arise (it is particularly important that you include expected actions resulting from exceptional circumstances or where serious pollution may occur).
- Confirmation of the procedures in place to consider reducing or stopping operations to avoid serious noise pollution.
- A procedure for engaging with neighbours to minimise their concerns and respond to complaints.

1.4.2 British Standard 4142:2014+A1:2019

British Standard 4142:2014+A1:2019 *Methods for rating and assessing industrial and commercial sound* is intended to be used to assess the potential adverse impact of sound, of an industrial and/or commercial nature, at nearby noise-sensitive receptor locations within the context of the existing sound environment.

Where the specific sound contains tonality, impulsivity and/or other sound characteristics, penalties should be applied depending on the perceptibility. For tonality, a correction of either 0, 2, 4 or 6dB should be added and for impulsivity, a correction of either 0, 3, 6 or 9dB should be added. If the sound contains specific sound features which are neither tonal nor impulsive, a penalty of 3dB should be added.



2.0 Identified Receptors

The nearest noise sensitive receptors (NSR) to Site are identified below.

2.1 Receptor List

It is considered that the nearest NSRs to the Site are as follows:

Table 2-1: Receptor List

Receptor Reference	Land use e.g. house, school, hospital commercial	Direction from site (north, south, east, west)	Approximate distance to operational area (m)
NSR01	Residential	Northwest	225
NSR02		East	66
NSR03		Northeast	90
NSR04		Southeast	310
NSR04a		South	355
NSR05		West	290 ²
NSR05a		West	
NSR06		Southwest	330

The NSRs described above are shown in Figure 2-1 below.

² Approx. distance to main working area of Site. However, the haul route associated with the Site is located approx. 50m from NSR05 and 35m from NSR05a



Figure 2-1: Indicative Site Boundary and Identified NSRs



Image Courtesy of Google Earth 2025



3.0 Noise Sources and Processes

The operational activities at the Site comprise of infilling operations and processing operations.

All operational activity will occur between

- Monday to Friday: 0700 to 1900 hrs; and
- Saturday: 0800 to 1300 hrs.

3.1 Infilling Noise Sources

Table 3-1 identifies the noise sources associated with infilling operations. The information related to plant reflects the best available data at the time of preparing this NMP, noting that site operations have not yet commenced.

The number of plant in operation have been agreed with SUEZ and are based on current project specifications, noting that there will be a maximum of 4no. plant operators on site at any time, so that not all items of plant will be in operation at the same time.

Sound power levels or sound pressure levels (dB) for each plant item have been derived from industry-standard data and verified against manufacturer information where available.

Where assumptions regarding plant type have been made, these will be reviewed and updated as actual plant information becomes available.

Table 3-1: Infilling Operational Plant

Plant	Typical Model Type	Number in Operation	Sound Power Level, dB	Sound Pressure Level, dB @ 10m	On-time (%)	Number of Movements	Data Source
Bulldozer	CAT D6 XE (hybrid)	1	109	N/A	90	-	Technical Specification Sheet
360 Excavator	CAT 320	2	103	N/A	90	-	
Dump truck	Volvo A25G	1	108	N/A	-	10 per hour in working area	
Compactor	Hydraulic vibratory compactor	1	N/A	78	50	-	BS5228 - Table C.2 Ref No. 42
Tractor/water Bowser	-	1	N/A	83	-	1, from site entrance to dumping point	BS5228 - Table C.6 Ref No. 38
Road Sweeper	Johnston VT651	1	N/A	76	-	1, from site entrance to extent of tarmac access road	BS5228 - Table C.4 Ref No. 90
Tipper trucks	Aggregates & Asphalt Insulated Tipper	-	N/A	79	-	12 (based on 100 max per day), from site entrance to tipping point	BS5228 - Table C.8 Ref No. 20



Plant	Typical Model Type	Number in Operation	Sound Power Level, dB	Sound Pressure Level, dB @ 10m	On-time (%)	Number of Movements	Data Source
Wheel Wash	-	1	N/A	72.4 (@ 5m)	10	-	SLR Measured

3.2 Processing Operations

As previously described in Section 1.2 material imported would not typically require any processing, however the intermittent use of a mobile crushing and screening plant would be used on site to ensure a suitable specification of soil material for the top restoration layers.

It has been confirmed with SUEZ that either the screener or crusher will be operating at any one time, but not both at the same time.

With reference to the above SUEZ has stated that crushing will be undertaken by McClosky J45 crusher or similar and the screening by a Warrior 1400X power screen or similar.

3.3 Noise Impact Assessment Conclusions

The NMP has been based on the conclusions of the NIA dated December 2025.

The results of the assessment indicated that significant adverse or adverse impacts would be experienced at a number of the NSRs during the works; however, with reference to BS 4142, these impacts are assessed as 'low' when 'context' is taken into account.

The assessment of context considered the following:

- the plant locations and their operation.
- the baseline sound levels utilised and current soundscape.
- the historic use of the Site.
- the predicted noise levels in conjunction with mineral guidance; and
- the Best Practice Measures (BPM) implemented at the Site regarding noise abatement

The results of the context assessment concluded that once context has been taken into account the proposed infilling operations would have a low impact at the nearest NSRs.

3.4 Ranking of Sources

Based on the results of the NIA, which includes all control measures, the on-site noise sources have been 'ranked' depending on their contribution to the specific sound level based on the closest phase (shown in Figure 3-1) to each receptor and presented in Table 3-2.



Figure 3-1: Infill Phases

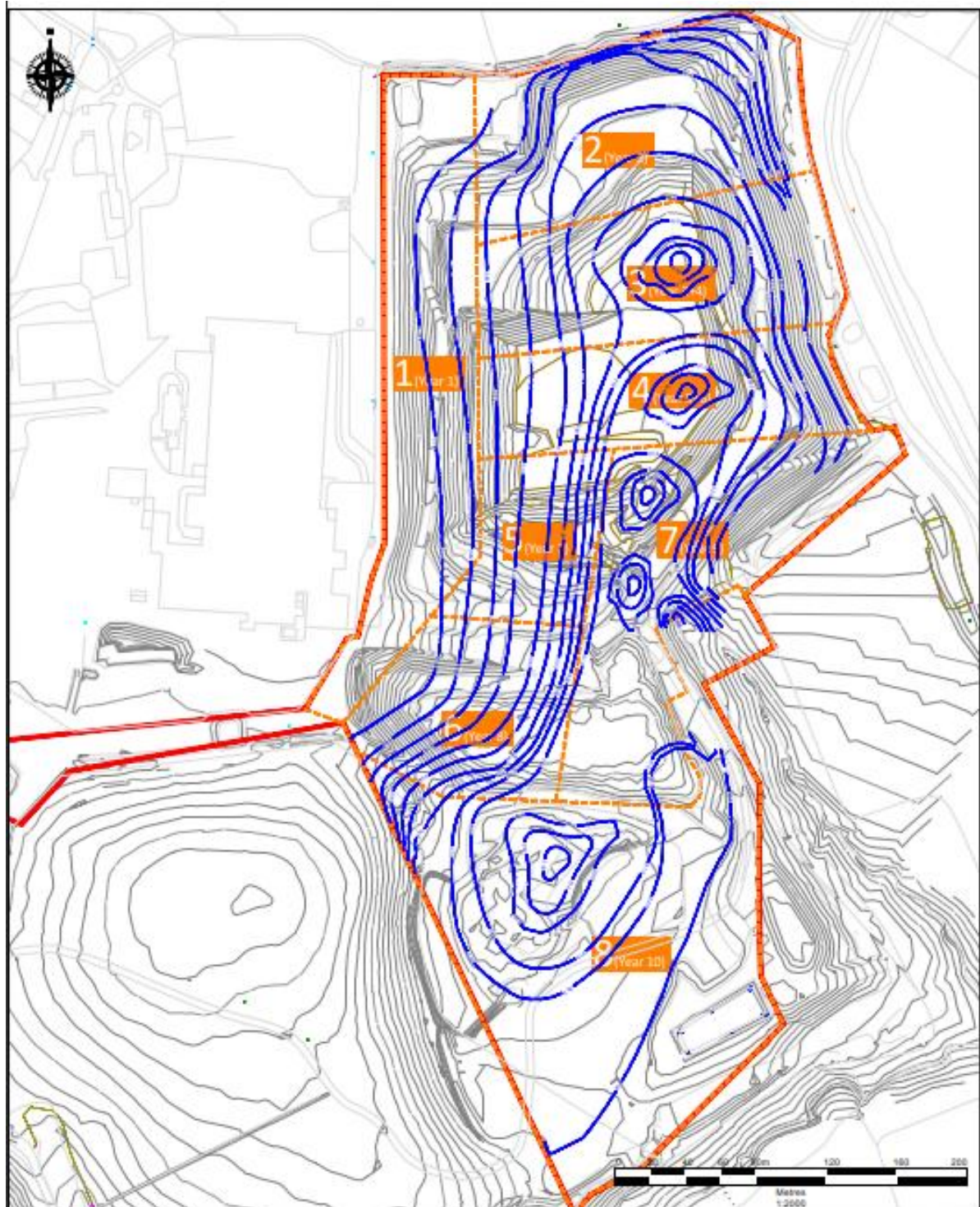


Table 3-2: Ranking of Noise Sources

NSR	Worst-case Phase	Noise Sources – with the highest contribution to Specific Sound Level
NSR01	1	Dozer/Tippers
NSR02	7	Dozer/Screeners
NSR03	2	Dozer/Tippers
NSR04	8	Dozer/Compactor
NSR04a	8	Dozer/Compactor
NSR05	1	Tippers
NSR05a	1	Tippers



4.0 Control Measures and Process Monitoring

This Section details the management and control measures that will be put in place to minimise noise impacts at the nearest NSRs.

Installations should be operated in such a way that all appropriate preventative measures are taken against pollution, in particular through the application of Best Available Techniques (BAT).

Overall, the Site will be operated in a manner to minimise noise emissions, as far as reasonably practicable, through operational practices, the regular servicing and maintenance of plant and operator training. Noise is and will be considered as part of all operations and processes, including plant is required to be replaced.

Best practice measures for the control of noise levels within the Site will be implemented. These measures are detailed in the following sections, along with other site management procedures, with the specific aims of ensuring:

- Noise impact is considered as part of all operations;
- The minimisation of the risk of unplanned 'noisy' events that could result in off-site complaints.
- Noise is primarily controlled at source by good operational practices, the correct use and maintenance of plant and operator training; and
- All appropriate measures are taken to prevent or, where that is not reasonably practicable, to minimise noise emanating from the Site.

4.1 Site Specific Noise Control Measures / Best Available Techniques (BAT)

Table 4-1 lists the significant noise sources within the Site, along with a description of their character and respective frequency of operations (where relevant). Table 4-1 also presents information on the noise control measures embedded within or applied to each noise source.

Table 4-1: Actions and procedures which will be in place to achieve appropriate measures / best available techniques (BAT)

Activity Producing Noise	Operational hours/days	Control Measures/ Appropriate BAT	Contribution to Overall Impact	Contingency Measures
Dozer managing input material	Monday to Friday: 0700 to 1900 hrs; and Saturday: 0800 to 1300 hrs	Use of hybrid dozer (CAT D6 XE) to reduce noise emissions compared to conventional diesel models. Fit broadband reversing alarms. Operate at optimum engine speed and avoid unnecessary idling. Position dozer within the working area away from	High	Cease operation and investigate reasons for elevated sound levels.



Activity Producing Noise	Operational hours/days	Control Measures/ Appropriate BAT	Contribution to Overall Impact	Contingency Measures
		site boundaries where practicable. Construct temporary soil bunds near sensitive receptors during phases closest to NSRs. Follow the management and maintenance measures detailed in Section 4.2.1 and 4.2.2		
Crusher processing material	Monday to Friday: 0700 to 1900 hrs; and Saturday: 0800 to 1300 hrs	Crusher to be located in a purpose built area, in a location that minimises noise impact on NSRs as far as reasonably practicable. Drop heights of material into crusher will be kept to a minimum. Follow the management and maintenance measures detailed in Section 4.2.1 and 4.2.2.	Medium	Cease operation and investigate reasons for elevated sound levels.
Screener processing material	Monday to Friday: 0700 to 1900 hrs; and Saturday: 0800 to 1300 hrs	Screener to be located in a purpose built area, in a location that minimises noise impact on NSRs as far as reasonably practicable. Drop heights of material into screener will be kept to a minimum. Follow the management and maintenance measures detailed in Section 4.2.1 and 4.2.2.	Medium	Cease operation and investigate reasons for elevated sound levels.
Tipper truck movements delivering material	Monday to Friday: 0700 to 1900 hrs; and Saturday: 0800 to 1300 hrs	Implementation of speed limit. Implementation of 3m high barrier³ located on the western boundary of the site access road	Medium	Speak to HGV drivers regarding their conduct on Site and relay the requirements of the

³ A drawing showing the barrier location is found in NIA, Figure 5-1



Activity Producing Noise	Operational hours/days	Control Measures/ Appropriate BAT	Contribution to Overall Impact	Contingency Measures
		which runs north to south. Ensuring that tailgates are shut and locked before leaving the tipping area. Site access and internal haul routes will be maintained and repaired to minimise emissions of noise due to uneven and poor surfacing. Follow the management and maintenance measures detailed in Section 4.2.1 and 4.2.2.		NMP regarding Site deliveries. Inspect condition of access and internal haul routes.
Dump Truck transporting material	Monday to Friday: 0700 to 1900 hrs; and Saturday: 0800 to 1300 hrs	Implementation of speed limit Drop heights of material will be kept to a minimum. Internal haul routes will be maintained and repaired to minimise emissions of noise due to uneven and poor surfacing. Follow the management and maintenance measures detailed in Section 4.2.1 and 4.2.2.	Medium	Cease operation and investigate reasons for elevated sound levels. Inspect condition of access and internal haul routes
Compactor	Monday to Friday: 0700 to 1900 hrs; and Saturday: 0800 to 1300 hrs	Follow the management and maintenance measures detailed in Section 4.2.1 and 4.2.2.	Medium	Cease operation and investigate reasons for elevated sound levels.
360 Excavator loading / spreading material	Monday to Friday: 0700 to 1900 hrs; and Saturday: 0800 to 1300 hrs	Drop heights of material will be kept to a minimum. Follow the management and maintenance measures detailed in Section 4.2.1 and 4.2.2.	Low	Cease operation and investigate reasons for elevated sound levels.



Activity Producing Noise	Operational hours/days	Control Measures/ Appropriate BAT	Contribution to Overall Impact	Contingency Measures
Tractor/water Bowser	Monday to Friday: 0700 to 1900 hrs; and Saturday: 0800 to 1300 hrs	Follow the management and maintenance measures detailed in Section 4.2.1 and 4.2.2.	Low	Cease operation and investigate reasons for elevated sound levels.
Wheel Wash	Monday to Friday: 0700 to 1900 hrs; and Saturday: 0800 to 1300 hrs	Follow the management and maintenance measures detailed in Section 4.2.1 and 4.2.2.	Low	Cease operation and investigate reasons for elevated sound levels.

4.2 On-site Management and Monitoring Procedures

The noise management, noise control strategies, good site practices and monitoring procedures outlined in the next sub-sections of the NMP will ensure that the noise impacts do not increase.

Table 4-2 below contains specific procedures to ensure noise impacts do not increase on site.

Table 4-2: Description of on-site processes which will ensure impacts do not increase during the works

Procedure	When will this be carried out?	Corrective action
Internal roads will be maintained to avoid noise from trucks hitting potholes, ruts etc	Undertaken as part of the daily inspections	Any defects recorded will be rectified as soon as practicable
All fixed plant and mobile plant will be maintained and repaired to the manufacturers specifications to minimise unnecessary emissions	In accordance with manufacturers specifications.	Any defects recorded will be rectified as soon as practicable
Plant will be switched off when not in use	At all times	The Senior Site Manager will ensure implementation
No use of vehicle horns unless as an emergency health and safety requirement	At all times	The Senior Site Manager will ensure implementation
Drop heights for waste deposition will be minimised to minimise noise emissions	At all times	The Senior Site Manager will ensure implementation
Qualitative noise checks are undertaken as part of the daily inspections and are recorded within SUEZ' online applications.	Undertaken as part of the daily inspections	The Senior Site Manager will ensure implementation

In addition to the information shown in Table 4-2 above, further processes associated with onsite monitoring procedures to be implemented is shown below.



4.2.1 Noise Management

Within the constraints of efficient site operations and safety, the following measures are specifically implemented with respect to the management and control of noise levels within the Site:

- Daily audits of all plant and daily site inspections, undertaken by the designated responsible person (Senior Site Manager or delegate) documented (via the use of logs) and stored on file. All inspections will be recorded within a daily diary which is kept in the Site office or electronically.
- Daily (visual and aural) inspections and checks of all plant and equipment, to ensure that any interim maintenance requirement is identified, and repairs are undertaken by a qualified person as soon as possible, i.e. a 'stop and fix' policy, utilising spare parts held on Site in the event of required maintenance.
 - Daily inspections would include inspecting plant and equipment for any defects, breakages or increased noise output. This would be carried out alongside the daily machine checks already included in SUEZ standard procedures.
 - Interim maintenance includes any defects which are identified during the inspections over and above what would be covered by routine maintenance.
 - 'Stop and fix' is if the plant breaks down or becomes noisy during normal operation, then operation will cease until the plant has been fixed by a suitably qualified person.
- Daily inspection of sound reducing bunds to check for damage or degradation which could compromise the noise attenuation performance. This would include visually checking sections have not shifted or show signs of damage. If damage or degradation is identified, this would be repaired or replaced within 1 month.
- Daily subjective monitoring of noise levels at the Site boundary will be undertaken during the daily or weekly inspections.
- Routine maintenance of all plant and equipment, including vehicles, will identify equipment operating at elevated noise levels and work will be undertaken to repair the defect.
 - Routine maintenance includes servicing requirements, such as oil changes after a set number of hours.
- Following any necessary repairs, the plant would be subjectively inspected and noise levels observed to ensure they are consistent with normal operations.
- Site Manager (or nominated deputy) in place for each working shift.

4.2.2 Servicing and Maintenance

Regular and effective maintenance of plant can play an important part in keeping noise levels under control.

Inspections of plant shall ensure that any plant found to be requiring interim maintenance should be identified by the operator and repairs undertaken by a qualified person as soon as possible.

Where maintenance is required, this will be undertaken as far away from receptors as practicable, and where there is a requirement to replace plant completely, the latest plant available will be considered where reasonably practicable. If plant is required to be replaced, it will be replaced by a model with equivalent or lower noise levels, so far as reasonably practicable. In addition, noise will be considered if and when changes are made to site



operations, including the purchase of new or replacement plant and/or equipment, i.e. capital projects.

Ultimately, all plant, vehicles and equipment will be maintained in accordance with manufacturers' recommendations and specifications. Regular and planned maintenance and checks will ensure that the plant ?? remains in good working order to meet manufacturers' noise emission levels.

4.2.3 Training

The Site induction program and Site Rules include good working practice instructions for Site staff, managers and contractors to help minimise noise within the Site. All operators are trained and experienced for the plant and equipment they use, and certification is held on Site (or electronically) and is available for inspection.

Site staff will be advised of the following in relation to noise:

- The proper use and maintenance of plant and equipment to minimise noise;
- The positioning of any mobile machinery to reduce noise emissions; and
- Avoidance of unnecessary noise when operating plant and equipment.

4.2.4 Public Relations

To maintain good public relations with local residents at nearby noise-sensitive receptor locations, the operator will:

- Endeavour to be good neighbours, i.e.:
 - Provide information as freely as possible.
 - Create a good impression by running a tidy and efficient site.
- Ensure there are lines of communication, e.g.:
 - Nominate a point of contact for issues relating to the site (Operations Manager or Senior Site Manager).
 - Support a liaison committee (if required).
 - Keep systematic records of complaints and the remedial actions taken (in accordance with SUEZ procedures).
 - Follow up complaints with correspondence and action (in accordance with SUEZ procedures).
- Ensure that site staff are environmentally aware and are trained to cope with issues.
- Not rely on 'the letter of the law' where there are obvious problems, but culpability cannot be easily proved.
- Be prepared to be flexible, and
- Try to co-operate and avoid being adversarial.



5.0 Monitoring Off Site Sound Levels

Noise monitoring will be undertaken only in response to a complaint or at the request of the Local Planning Authority (LPA) or other regulators, in accordance with Planning Condition 18 contained in the decision notice for the Site issued by Surrey County Council (Ref: MO/2023/0789).

Before noise monitoring takes place, proposals will be submitted to and approved by the relevant regulator, taking into account the noise limits specified in Planning Conditions 16 and 17 within the decision notice references above.

The following provides an example of the type of monitoring that may be undertaken:

- Monitoring will be carried out by a suitably qualified person (Member or Associate of the Institute of Acoustics).
- Measurements will normally be taken at noise-sensitive receptors or calculated from site boundary measurements.
- Equipment will comply with Class 1 standards and be calibrated to traceable standards.
- Surveys will be scheduled during normal site operations and representative conditions.
- Weather conditions will be suitable for accurate measurements (low wind, no precipitation).
- Reports will include measured levels, calibration details, weather conditions, and any tonal or impulsive characteristics.
- Results will be submitted to the relevant regulators within 14 days of monitoring.

If monitoring identifies noise levels above those permitted, an attenuation scheme will be agreed with the relevant regulator and implemented within 7 days, or the source of noise will cease until compliance is achieved.



6.0 Complaints Reporting

6.1 Non-Conformance and Complaints

All complaints and queries received at the facility or via the regulatory bodies including the Environment Agency and Local Authority will be logged in accordance with the Integrated Management System as soon as practicably possible. Where possible, as much information and detail about the complaint will be recorded, whether this is from the relevant authority or complainant direct to site. All complaints logged will be subject to investigation and complainants responded to as necessary following completion of the investigation. All responses will be through trained and experienced staff.

Complaints management will be undertaken in accordance with SUEZ Integrated Management System - Amenity Complaints procedure. The first stage of a complaint's investigation is to complete a basic screening exercise to determine if the site is the likely cause and if further, more de-tailed investigations are required. Once determined that further investigations are needed, off site and on-site noise investigations are carried out using the Amenity Complaint Investigation Form included within Appendix A.

Should a complaint be received out of operational hours, relating to a current / ongoing issue, then site management shall try to attend site as soon as possible to carry out an investigation, dependent upon availability.

All complaints will be investigated by the Site Management including but not limited to a review of the number of complaints, weather conditions, investigations and remediation works.

The investigation will determine the source of the complaint and then the cause of the noise.

If noise can be directly related to the site, corrective actions will be identified and programmed for remediation. Actions taken in response to any complaint will be recorded on the Amenity Complaint Investigation Form.

Corrective action procedures are documented in IMS – Non-conformance, Corrective and Preventive Actions.

If remediation cannot be completed within 24 hours, then the non-conformance and remedial actions shall be raised within SUEZ' online applications.

SUEZ will aim to remediate any noise issues from the site as quickly as possible. However, should it become evident that permanent repairs may be delayed, SUEZ would aim to apply short term remedial actions to reduce the noise impact.

Where relevant/necessary, the Environment Agency shall be informed of the investigation findings so they can relay this back to the complainant.

SUEZ will ensure that the complainant has relevant contact details for the site (i.e. the Site Manager). SUEZ will be in regular contact with the complainant and / or the EA where necessary, whilst any noise issue is being investigated or remediated.

An evaluation of the effectiveness of the techniques used will be carried out on completion of any remedial measures or if the complaints persist. Records of the above will be retained by site for future reference. If required, the NMP shall be updated to reflect any changes made to the management procedures on site following the review

Site Management will review all procedures for the facility as necessary against other SUEZ operations and management procedures as well as industry practice, guidance and legislation to ensure continued best practice is carried out at the facility. Any amendments to practices on site will be reflected in updates of the NMP.



SUEZ operates an open communication policy with residents and businesses surrounding its sites and will engage with them as necessary.

If necessary, following received complaints, SUEZ will engage and communicate with its neighbours to improve understanding of possible noise issues. This will include detailing the efforts being undertaken to control noise; and importantly the actions being taken in response to their complaints.



7.0 Closure

Regards,

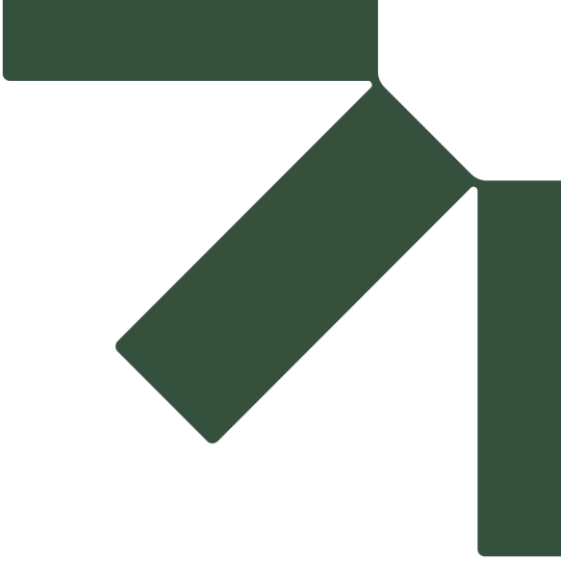
SLR Consulting Limited



Benedict Sartor BSc MIOA

Technical Director – Acoustics and Vibration





Appendix A SUEZ Complaint Procedure

Noise Management Plan

Clockhouse Quarry Restoration

SUEZ Recycling and Recovery UK Limited

SLR Project No.: 403.065294.00001

5 January 2026

This form must be completed for all AMENITY COMPLAINTS THAT require an investigation in line with IMS 3.36b. If more than one of the same type of complaint is received in any one day, then one investigation form can be used to cover all complaints of the same nature.

1. Investigating Manager/Supervisor

A) NAME		B) POSITION	
C) Location*	<i>*Note: this is the SUEZ location the complaint relates to</i>		

2. Complaint Type/Location

This section looks at the type of complaint that has been received, as well as the location it was made from.

WHEN DID THE COMPLAINT AND INVESTIGATION OCCUR? <i>*NOTE: THE ISSUE MAY HAVE BEEN EXPERIENCED BY THE COMPLAINANT BEFORE THEY MADE THE COMPLAINT</i>	ALLEGED ISSUE: DATE: _____ TIME: _____	COMPLAINT MADE: DATE: _____ TIME: _____	INVESTIGATION: DATE: _____ FROM (TIME): _____ TO (TIME): _____
	Have any other related complaints been received within the last 7 days? Yes ☐ No ☐ If yes, provide basic detail:		
What type of amenity complaint has been made? <i>*Note: tick all that relate</i>	Odour ☐ Dust ☐ Noise ☐ Litter ☐	Mud or Debris ☐ Pests ☐ Light ☐ Other ☐ If other, please detail: _____	



	Basic description of amenity issue: _____ (e.g. type of odour)
Where was the complaint made from? <i>*Note: this is the complainant's location. The exact location may not be provided if the complaint has been received via the environmental regulator or local authority</i>	Full address (if known): Postcode (if known): If the above are unknown, then provide the approximate area of the complaint:

3. Weather Conditions

Weather conditions at the time of the alleged issue and during the investigation are important. Some weather conditions can cause amenity issues to be worse, so it is important to provide details where they are known.

WHAT WERE THE WEATHER CONDITIONS LIKE AT THE TIME THE COMPLAINANT EXPERIENCED THE ISSUE? <i>*NOTE: YOU MAY ONLY BE ABLE TO ACCURATELY IDENTIFY THIS IF YOU HAVE A WEATHER STATION ON SITE</i>	GENERAL DESCRIPTION: WIND (SPEED AND DIRECTION): _____ TEMPERATURE (°C): _____ RAINING? YES ☐ NO ☐ GROUND CONDITIONS: WET ☐ DAMP ☐ DRY ☐
What were the weather conditions like at the time of the investigation? <i>*Note: you can use weather data from a weather station, the Met Office and your own observations</i>	General Description: Wind (speed and direction): _____ Temperature (°C): _____ Raining? Yes ☐ No ☐ Ground conditions: Wet ☐ Damp ☐ Dry ☐

4. Off-Site Investigation



It is important to attend the complainant's location to assess whether an impact is occurring. Guidance on what to look for is available in IMS 3.36b.

WHAT IS THE AMENITY IMPACT AT THE COMPLAINANT'S LOCATION? <i>*NOTE: IDENTIFY WHETHER THERE IS ANY IMPACT BEING CAUSED AND INDICATE THE SEVERITY</i>	AMENITY IMPACT? YES ☐ NO ☐ IF YES, DETAIL THE SEVERITY. FOR ODOUR, REFER TO THE ODOUR INTENSITY AND EXTENT DETAILS IN APPENDIX A. FOR OTHER AMENITY ISSUES, PROVIDE A BASIC WRITTEN DESCRIPTION:
Note any other sensitive receptors in the complainant's location	<i>*Note: refer to housing, parks, pubs etc</i>
Are there any other actual or potential sources of amenity impact in the local area? <i>*Note: if another source is identified causing an amenity impact, then ensure this is detailed</i>	

5. On-Site Investigation

Following the off-site investigation, it is essential to assess what was occurring on site. If a complaint is received or investigated after the alleged issue, then it may be difficult. If this is the case, then provide an overview of the operations that were occurring at the time of the alleged issue. Guidance on what to look for is available in IMS 3.36b.



SITE ACTIVITIES <i>*NOTE: CCTV FOOTAGE MAY BE USEFUL IN DETERMINING SITE CONDITIONS AT THE TIME OF THE ALLEGED ISSUE. IF AN AMENITY ISSUE HAS NOT BEEN TRACED BACK TO SITE, THEN IT IS STILL USEFUL TO PROVIDE DETAIL OF SITE CONDITIONS AT THE TIME.</i>	IF AN AMENITY IMPACT WAS NOTED IN SECTION 4A, THEN STATE WHETHER THIS HAS BEEN TRACED BACK TO SITE OPERATIONS. FOCUS ON THE FOLLOWING AREAS: WASTE INPUTS/OUTPUTS WASTE STORAGE WASTE TREATMENT PROCESSES CONDITION OF INFRASTRUCTURE
Non-conformance	If the amenity impact can be traced back to site, state whether this was as a result of a non-conformance: Yes ☐ No ☐ If yes, provide detail: <i>*Note: you may need to refer to the Permit and site-specific management plans</i>
Corrective action <i>*Note: provide COMPAS CAR reference number if the required action has been raised as a CAR</i>	If a non-conformance has been identified, then state what has been done to remediate this:

6. Supporting Information & Evidence

Supporting information can be useful in building a picture of the incident.

ATTACH ANY PHOTOS OR VIDEOS	
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11. Appendix A

ODOUR INTENSITY	ODOUR EXTENT (ASSUMING ODOUR IS DETECTABLE)
0: No detectable odour	1: Local and impersistent (only detected during brief periods (wind drops/blows
1: Very Faint Odour (barely detectable, need to stand still and inhale facing into the wind)	2: Impersistent as above, but detected away from site boundary
2: Faint Odour (odour easily detected while walking and breathing normally, possibly offensive)	3: Persistent, but fairly localised
3: Distinct Odour	4: Persistent and pervasive up to 50 m from site boundary
4: Strong Odour	5: Persistent and widespread (odour detected >50 m from site boundary)
5: Very Strong Odour	
6: Extremely Strong Odour	





Making Sustainability Happen