



**Noise and Vibration
Management Plan (NVMP)**
Physical treatment of hazardous
and non-hazardous waste



Godstone Highways Depot
Ringway Infrastructure Services
Ltd

Godstone Highways Depot
Oxted Road,
Church Town,
Godstone,
Tandridge,
Surrey,
RH9 8BP

Document Control

Document Title	Noise & Vibration Management Plan
Revision	1.0
Date	19/12/2023
Document Reference	Ringway Godstone NMP 19-12-23
Prepared For	Ringway Infrastructure Services Ltd
Authored By	MTS Environmental Ltd

Quality Control

Revision No.	Date Revised	Amendments	Authored By	Sign Off	Approved By	Sign Off
1.0	19/12/23	Original draft for permit application	Kasia Haywood		Luke Bridges	

DISCLAIMER: This document was prepared by MTS Environmental Ltd solely on behalf of the Client (Ringway Infrastructure Services Ltd). MTS accepts no responsibility or liability for any use that is made of this document other than the purpose for which it was originally commissioned and prepared.

This document may contain information of a specialised and/or highly technical nature and the Client is advised to seek clarification on any elements which may be unclear to it. Information, advice, recommendations and opinions in this document should only be relied upon in the context of the whole document and any documents referenced explicitly herein and should then only be used within the context of the appointment.

Information reported herein may be based on the interpretation of public domain data collected by MTS and/or information provided by the Client. These data have been accepted in good faith as being accurate and valid.

Table of Contents

1. Introduction	4
2. Site Details	4
2.1 Site Location.....	4
2.2 Permitted area	6
2.3 Waste operations on site	6
2.4 Site Layout.....	6
3. Noise Receptors	8
3.1 Noise Receptors	8
3.2 Environmental effects – Wind Direction.....	13
4. Noise Impact Assessment	14
4.1 Noise Impact Assessment	14
4.2 Source – Pathway – Receptor Assessment	14
5. Noise Management and Control.....	14
5.1 Noise Management Measures.....	14
5.2 Responsibility of implementation of this Management Plan	16
5.3 Noise Monitoring	16
6. Reporting and Complaints Response	17
6.1 Engagement with the Community	17
6.2 Reporting of Complaints	17
6.3 Management Responsibilities.....	18
7. Summary	18

Appendices

Appendix A – Noise Impact Assessment

Appendix B – Site Layout Plan

Appendix C – Environmental Risk Assessment

Appendix D – Noise Complaint Form

1. Introduction

1.1.1 This Noise and Vibration Management Plan (NVMP) addresses the impact of noise and details the control measures implemented by Ringway Infrastructure Services Ltd (Ringway) at their Godstone Highways Depot to mitigate this risk.

1.1.2 The NVMP addresses the impact of noise and the specific control measures required to mitigate the risk. These abatement measures will be implemented by the Site Manager to ensure that noise and vibration is controlled and does not affect the nearby receptors.

1.1.3 A Noise Impact Assessment was conducted in? (Appendix A). This management plan is written considering the comments and conclusions made in the assessment.

1.1.4 This NVMP will be implemented on site to ensure it operates in accordance with:

- Integrated Pollution Prevention and Control (IPPC)
- Best Available Techniques (BAT)
- Chemical waste: appropriate measures for permitted facilities (EA guidance)
- Inert and non-hazardous waste: appropriate measures for permitted facilities (EA guidance)

1.1.5 The noise management hierarchy for control should be to:

1. Prevent generation of noise at source by good design and maintenance.
2. Minimise or contain noise at source by observing good operational techniques and management practice.
3. Use physical barriers or enclosures to prevent transmission to other media.
4. Increase the distance between the source and receiver.
5. Sympathetic timing and control of unavoidably noisy operations.

2. Site Details

2.1 Site Location

The Ringway Godstone Highways depot is located at Oxted Road, Church Town, Godstone, Tandridge, Surrey, RH9 8BP (Figure 1). The approximate national grid reference for the site is TQ 35419 51952. The site is immediately surrounded by open agricultural land and trees. Bay Pond is located to the south of the site and the nearest residential building sits ~120 m west of the centre of the site.

Figure 1 – Site Location Plan



Notes:

Rev	Date	Description	By	Ckd
A	08/08/23	Initial issue	NG	LB

Filwood Green Business Park, 1 Filwood Park Lane, Bristol BS4 1ET
 Tel: 0117 370 4250
 www.mtsenvironmental.co.uk
This drawing is the copyright of MTS Environmental Ltd. No liability will be accepted for any amendments to this drawing either printed or digital by parties other than MTS Environmental Ltd.

Client

Project

Godstone Depot
 Oxted Road, Godstone

Title

SITE LOCATION PLAN

Drawn	Checked	Scale at A3	Date	Issue Date
NG	LB	1:1250	08/08/23	08/08/23

Drawing status

INFORMATION

Drawing No.	Revision
GD-MTS-PL-001	A

2.2 Permitted Area

2.2.1 The permit boundary is outlined in red in Figure 1 and on the site layout plan in Appendix B.

2.3 Waste Operations on Site

2.3.1 The site has submitted an application for an environmental permit (permit application number: **TBC**) to allow storage and physical treatment of hazardous and non-hazardous waste for re-use of materials on highways schemes. The application is for the operation of a hazardous waste installation - physical treatment of hazardous waste (1.16.1.2) and physical treatment of non-hazardous waste (1.16.12) under the Environmental Permitting Regulations 2015.

2.3.2 The main waste operation and use of the site is to treat tar bound, inert and excavation wastes to then be re-used on highways schemes. Other waste operations on site include the following:

- The loading and unloading of waste using mobile equipment
- The handling of waste by hand, excavators and grab loaders
- Storage of hazardous, non-hazardous and inert wastes
- Treatment of wastes through sorting, separating, crushing, screening and blending
- HGV's and skip vehicle movements

2.3.3 The site will be managed in accordance with the site-specific Environmental Management System (EMS) and both the chemical waste, and non-hazardous and inert waste: appropriate measures for permitted facilities EA guidance (found on gov.uk).

2.3.4 The site operating hours are from 07:00 to 18:00 on Monday-Friday and 07:00 to 13:00 on Saturdays for core operations, waste deliveries and the collection of materials. There is no processing of waste material at the site on Sundays, during the night-time hours or on public holidays.

2.3.5 Any noise generating equipment will only be used during operating hours.

2.3.6 Crushing and screening will be conducted on a campaign basis only when an appropriate amount of material has built up to justify use of the machine. This will prevent the noise generating equipment from being turned on and off continuously throughout the day and therefore will reduce noise production. The on-time of machines is dependent on the amount of material on site which will be variable.

2.3.7 The equipment on site is as follows:

- Wheeled 360° excavator
- JCB telehandler
- Grab loader
- HGV movements

2.4 Site Layout

2.4.1 A detailed site layout plan is included in Appendix B. The red line indicates the site boundary. The site is split into different areas for safety reasons with clear safe working areas used for processing.

2.4.2 The site comprises an open yard utilised for processing and storage in storage bays or skips. Wastes are inspected upon arrival and any non-conforming wastes are rejected and removed from site.

2.4.3 The site is enclosed within palisade fencing and established vegetation which acts as both a noise and dust barrier.

2.4.4 Vehicles enter along the haul road off the A25, this is the sole entrance to the site. Loads are inspected from the office before being accepted on site. Once inspected, wastes are tipped into the appropriate stockpile. Vehicles follow the on-site one-way haul road to avoid contact with stockpiled materials.

2.4.5 The office is located near the entrance of the site to allow observation of all vehicles entering and exiting the site.

2.4.6 Once materials are inspected and, if required, processed, they are transferred into their appropriate segregated stockpiles to await collection.

2.4.7 The site has an impermeable surface with a sealed drainage system which captures all surface run off which is then treated in a full retention interceptor. The site benefits from a mobile water bowser hired in when required, and access to mains water which can provide water for dust suppression and site use.

2.4.8 If sub-contractors are required on site for large volumes of processing, the TCM/designated responsible person will brief the specialist on this NVMP to ensure noise impacts are mitigated. Hired in plant will operate under a Part B permit which have their own noise mitigation measures. The processing will be carried out within the perimeter fencing and vegetation so activities should not produce fugitive noise emissions outside the site boundary. Measures outlined in this NVMP and the Environmental Risk Assessment (Table A2) will be adhered to during processing activities.

2.4.9 Stockpiles are regularly managed to maintain their size and location on site, they will be kept below 3.5m so wind-whipping does not occur.

2.4.10 The surface of the open yard is impermeable concrete which is regularly maintained. This creates a smooth surface for vehicles and HGVs to reduce noise from vehicle movements.

2.4.11 The perimeter fencing and surrounding vegetation will act as a physical barrier to prevent noise escaping from site.

2.4.12 The site has designated one-way paths for the entrance/exit of HGVs to move around the site to avoid the vehicles from disrupting and coming into contact with any materials in the storage area. The site has been designed to minimise vehicle movements on site by having a one-way haul road so that vehicles can tip and load with minimal need to reverse and manoeuvre around the site. This reduces noise from vehicle movements and reversing alarms.

2.4.13 The site is located near large public highways (A25, A25 and M25) which will help with absorbing acoustics from the site to prevent noise leaving the site boundary.

2.4.14 Any sub-contractors hired onto site would be made aware of this NVMP and must adhere to the measures outlined in this document and the Environmental Risk Assessment (Appendix C). Noise suppression controls relating to the specific plant will be measured and controlled in accordance with

the Part B permit issued by the local authority where the sub-contractor is based (this includes the concrete batching plant).

3. Noise Receptors

3.1 Noise Receptors

3.1.1 An initial assessment was undertaken by MTS Environmental Ltd to identify all the receptors that may be sensitive to noise generated from the site within a range of 1000m. These are listed in Table 1 below alongside their relative distances from the site.

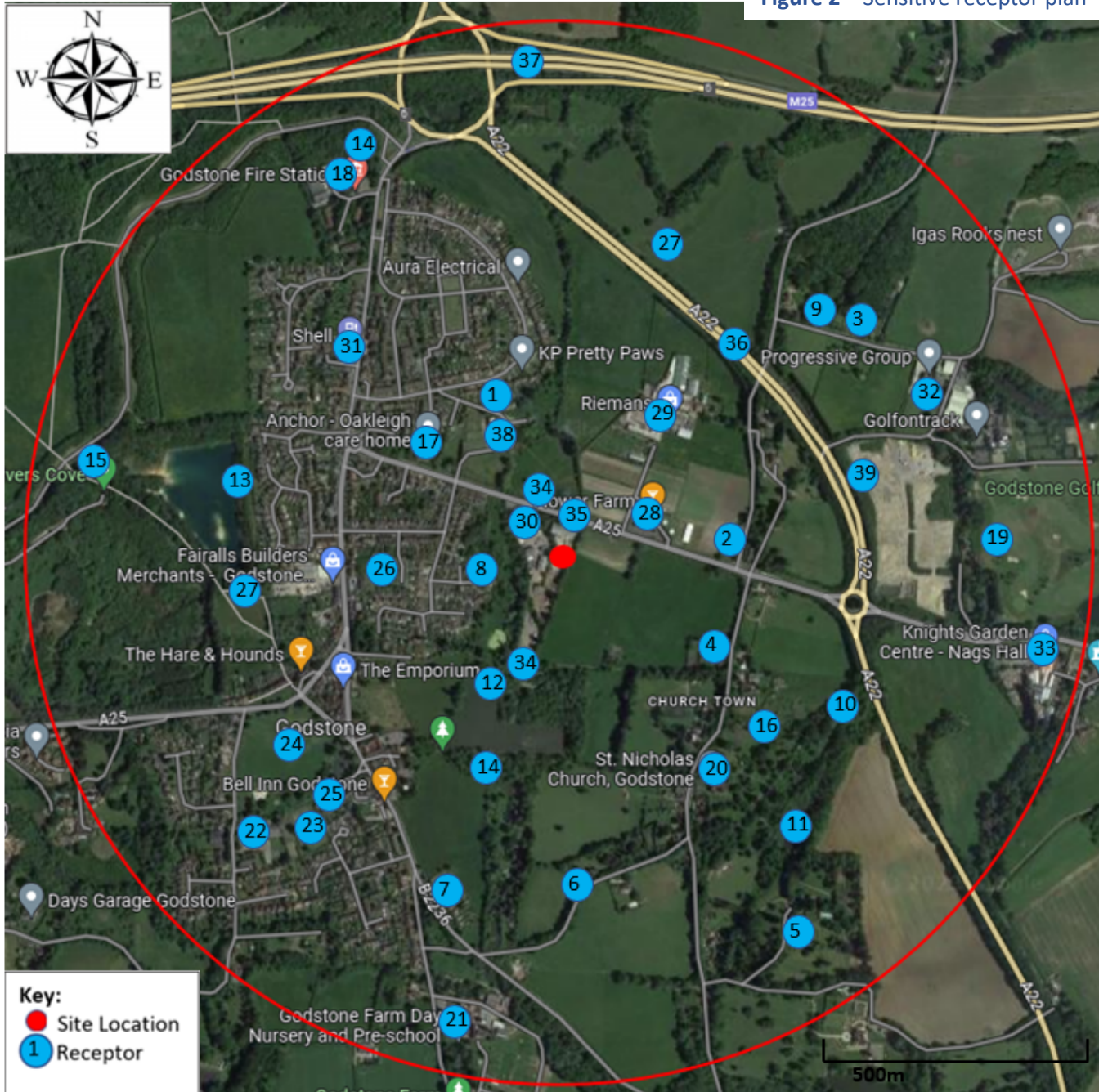
3.1.2 A receptor plan detailing the location of the receptors relative to the site is shown in Figure 2. The red line boundary indicates 1000m threshold area.

Table 1 – Noise receptors within 1000m of the Ringway Godstone Highways depot

Receptor	Distance from site (m)	Direction
Residential		
Properties off Ockleys Mead	290m	North West
Properties off Flower Lane	315m	East
Rooks Nest Farm	680m	North East
Properties off Church Lane	340m	South East
Properties off Leigh Place Lane	845m	South East
Properties off Bullbeggars Lane	605m	South
Properties off Eastbourne Road	670m	South West
Properties off Dewlands	120m	West
Natural Land and Waterways		
Flower Wood (ancient/deciduous woodland)	625m	North East
Moore's Shaw (ancient/deciduous woodland)	620m	South East
Glebe Water	670m	South East
Godstone Ponds (SSSI) inc Bay Pond	270m and 910m	South
Divers Cove Nature Reserve (East Reservoir)	625m	West
Ancient Woodland	825m/420m	North/South
Ancient Replanted Woodland	950m	West
Priority Habitat Inventory – Traditional Orchards	500m	South East
Sensitive Land Uses		
Anchor – Oakleigh Care Home	295m	North West
Godstone Fire Station	770m	North West
Godstone Golf Club	800m	East
St Nicholas Church	530m	South East
Godstone Farm Day Nursery and Pre-School	945m	South
Godstone Primary and Nursery School	790m	South West
Godstone Village Tennis Club	695m	South West
Godstone Green	670m	South West
Pondtail Surgery	650m	South West
Salisbury Road Allotments	310m	West
Scheduled Monuments	600m/615m	North/West
Industrial/Commercial		
Flower Farm Farm Shop	160m	North East

Flower Farm Industrial Park	260m	North East
Veterinary Referral Centre	80m	West
Shell Garage	530m	North West
Rooks Nest Industrial Park	740m	North East
Knights Garden Centre	910m	East
Public Rights of Way		
Public footpath	115m/230m	North/South
Infrastructure/utilities		
A25	55m	North
A22	550m	East (and North)
M25	910m	North
Godstone Pumping Station	90m	North
Priority species		
Lapwing	610m	East
Groundwater		
Northern half of the site within Source Protection Zone I (SPZI)/ Southern half within SPZII		
Nitrate Vulnerable Zone 2017 Designation	0m	On site

Figure 2 – Sensitive receptor plan



ID	Receptor
Residential	
1	Properties off Ockleys Mead
2	Properties off Flower Lane
3	Rooks Nest Farm
4	Properties off Church Lane
5	Properties off Leigh Place Lane
6	Properties off Bullbeggars Lane
7	Properties off Eastbourne Road
8	Properties off Dewlands
Natural Land and Waterways	
9	Flower Wood (ancient/deciduous woodland)
10	Moore's Shaw (ancient/deciduous woodland)
11	Glebe Water
12	Godstone Ponds (SSSI) inc. Bay Pond
13	Divers Cove Nature Reserve
14	Ancient Woodland
15	Ancient Replanted Woodland
16	Priority Habitat Inventory – Traditional Orchards
Sensitive Land Uses	
17	Anchor – Oakleigh Care Home
18	Godstone Fire Station
19	Godstone Golf Club
20	St Nicholas Church
21	Godstone Farm Day Nursery/Pre-School
22	Godstone Primary and Nursery School
23	Godstone Village Tennis Club
24	Godstone Green
25	Pondtail Surgery
26	Salisbury Road Allotments
27	Scheduled Monuments
Industrial/Commercial	
28	Flower Farm Farm Shop
29	Flower Farm Industrial Park
30	Veterinary Referral Centre
31	Shell Garage
32	Rooks Nest Industrial Park
33	Knights Garden Centre
Public Rights of Way	
34	Public footpath
Infrastructure/utilities	
35	A25
36	A22
37	M25
38	Godstone Pumping Station
Priority species	
39	Lapwing

3.1.3 Thirty-nine receptors are listed on the map, seven of which are sensitive receptors for noise (highlighted in bold in Table 1): Properties off Ockleys Mead, Flower Lane, Church Lane and Dewlands (Receptors 1, 2, 4 and 8 respectively), Flower Wood (Receptor 9), Godstone Ponds SSSI (Receptor 12), Oakleigh Care Home (Receptor 17) and the Veterinary Referral Centre (Receptor 30). The remaining receptors are low sensitivity receptors, all have been added to Figure 2 and the relative distances to the centre of the site detailed in Table 1.

3.1.4 Activities listed in 2.3.2 could emit noise which could impair these receptors. However, with the control measures set out in this plan and the Environmental Risk Assessment, noise impacts will be effectively mitigated.

3.1.5 Noise could impact the road users on the A25, A22 or M25 at Receptors 35-37, however limited noise will leave the boundary of the site with the implementation of the mitigation measures outlined in this plan. Due to the nature of these receptors which are busy highways and large sources of noise themselves, the site will not generate any noise levels above those produced by them so will not affect users of the road here.

3.1.6 Receptor 9, Flower Wood to the north east of the site has been classed as a sensitive ecological receptor as they are ancient woodlands located in the direction of the prevailing winds. Receptors 10, 14 and 15 are ancient woodlands but have not been classed as sensitive as they are not in the direction of the prevailing winds. Noise has the potential to cause ecological stress within the animal communities at these receptors. However, damage will be mitigated by the control measures set out in this management plan and the boundary vegetation between the site and receptor acts as a buffer for any noise that, in the unlikely event, escapes from the site boundary.

3.1.7 Properties off Ockleys Mead, Flower Lane, Church Lane and Dewlands (Receptors 1, 2, 4 and 8 respectively), are considered to be sensitive receptors as they are within 500m of the site. None of these properties are located in the direction of the prevailing winds. However, due to their proximity to the site, noise could have a negative effect on the residents. The site is surrounded by vegetation to act as a boundary against noise escaping the site. Alongside the mitigation measures outlined in this document and the Environmental Risk Assessment, any fugitive emissions and noise will be prevented from escaping the site boundary and impacting this receptor. Ringway will also keep an open-communication channel with the residents at this receptor to ensure any issues with noise are corrected as soon as possible.

3.1.8 Other residential properties, Receptors 3, 5, 6 and 7, are all located over 500m from the site and only Receptor 3 (Rooks Nest Farm) is located to the north east of the site in the direction of the prevailing winds. These receptors are unlikely to be susceptible to the adverse effects of exposure to any increased levels of noise due to their proximity. The distance between the site and the residences forms a potential buffer zone and allows time for noise to disperse before it could reach the receptors. Adding to this, noise will be mitigated from leaving the boundary of the site following the measures set out in this management plan.

3.1.9 Receptors 11, 13 and 16, Glebe Water, Divers Cove and Priority Habitat Inventory – traditional orchards are considered ecological receptors. Members of the public using these sites for recreational purposes or plant/animal communities at these sites may be affected by increased noise. The mitigation procedures outlined in this plan will prevent any fugitive emissions from reaching these areas. The surrounding infrastructure of the site and perimeter established vegetation will also act as a buffer to screen noise from reaching these receptors. No noise will be carried to the receptors on

the prevailing winds as they are not located to the north east of the site, the prevailing wind direction. They are not considered highly sensitive due to their proximity to the site.

3.1.10 There is a Site of Special Scientific Interest (SSSI) named as Godstone Ponds, Receptor 12, located 270m and 910m south of the centre of the site. This is considered a sensitive receptor. The prevailing wind is in an opposite direction from the SSSI (Figure 3). As the areas are designated due to plants, noise will not have a negative impact on the plant ecology here, however there may still be animals residing here which noise may affect. The site is screened from the SSSI by established vegetation, boundary fence/wooden barrier, which are potentially also adequate to mitigate the effects of noise in average wind conditions. Noise, if arising at an impactful decibel, will be managed in accordance with our Environmental Management System, which covers this scenario.

3.1.11 There is an area of priority species of birds (Lapwing – Receptor 39) located 610m east of the centre of the site. It is not considered a highly sensitive receptor due to its further proximity from the site, therefore noise is unlikely to spread to this receptor. Noise will be contained within the site boundary through the perimeter fence and suppression measures outlined in this management plan so will not affect this species. The noise level from the site will not be above the existing level produced in the surrounding area. Due to the nature of activities and mitigation in place, it is highly unlikely that noise will spread off the site boundary as assessed in the Environmental Risk Assessment. Communication with Natural England will be ongoing to ensure that any changes in the species whereabouts are known and appropriate additional measures are implemented.

3.1.12 Anchor – Oakleigh Care Home (Receptor 17) is located 295m north west from the centre of the site and is considered a sensitive receptor due to its proximity and the nature of activity conducted there which helps care for potentially ill elderly patients. The site users also may use the grounds outdoors on a regular basis. Noise will not be carried to this receptor on the prevailing wind as it is not in the north east direction. Noise will be contained within the boundary of the site through the perimeter fence, established vegetation and mitigation measures outlined within this document and the Environmental Risk Assessment. Monitoring will be conducted on site daily at and outside the site boundary to ensure that no excess noise emissions are travelling off site and affecting these receptors.

3.1.13 There are multiple other sensitive land uses surrounding the site (Receptors 18-27) which are considered medium risk receptors due to their nature and proximity to the site. Noise from the site could cause negative environmental and human health impacts at these receptors. However, with the mitigation measures outlined in this noise management plan, noise will be prevented from reaching the receptors. Due to the industrial uses of the surrounding area, this site will not generate more noise than the existing level at the location.

3.1.14 There are multiple industrial and commercial businesses located within 1km from the site (Receptors 28-33). These are at a low risk due to the nature of the businesses and proximity, only Receptor 30 (Veterinary Referral Centre) is considered a sensitive receptor due to it being located 80m from the centre of the site. However, this has been located here on the existing depot with no previous issues and a good relationship is held with them to help alleviate any problems. Activities at this receptor occur indoors so are less likely to be negatively impacted by noise. The likelihood of noise being emitted from the site which would affect these businesses and the people involved is very low with the abatement measures identified within the Environmental Risk Assessment and this document.

3.1.15 There are two public footpaths located within 1km of the site (Receptors 34). The perimeter fence and established vegetation acts as a barrier between the paths and the site. One of which is

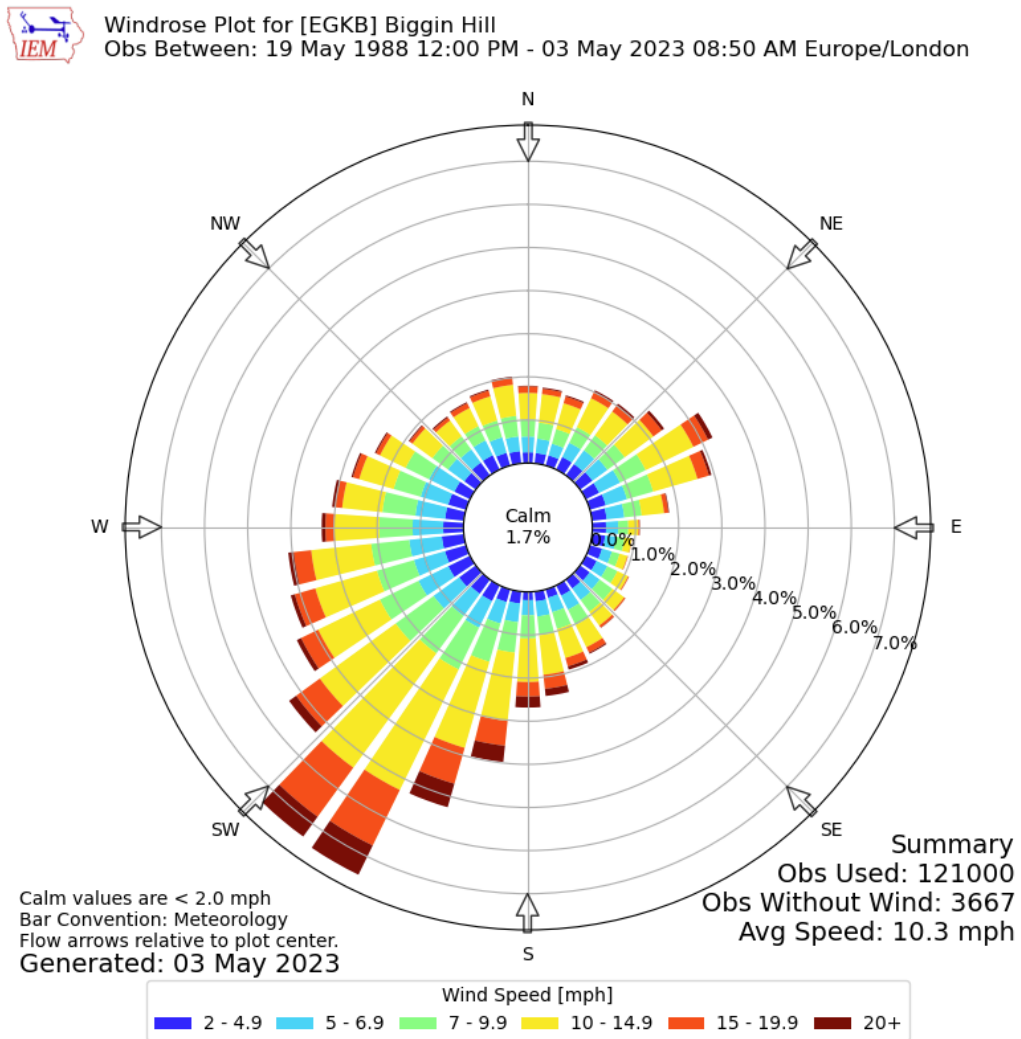
also located on the other side of the A25 which will act as a screen. Noise is unlikely to escape from the site and effect these paths due to its location surrounded by other industrial infrastructures and the abatement controls according to this Noise Management Plan.

3.1.16 There are many local wildlife sites, agricultural land and open space within 1km of the site that are not marked on Figure 1 that are considered as low risk or low sensitivity in accordance with IAQM guidance. These have not been added as receptors to Figure 2.

3.2 Environmental effects – Wind Direction

3.2.1 Wind rose data from Biggin Hill meteorological station show that the prevailing wind is on average only 4.6 m/s (10.3 mph) (a gentle breeze on the Beaufort Scale) to the North East where winds of >5m/s occur ~5% of the time, which is considered infrequent (Figure 3). Winds of >5m/s from all other directions are defined as ‘infrequent’ occurring ≤3% of the time.

Figure 3 - Wind rose showing the average data at Biggin Hill meteorological station (source: Iowa Environmental Mesonet)



3.2.2 Biggin Hill meteorological weather station is located 11km from the Ringway Godstone Highways Depot, it is the nearest weather station with available wind rose data. It has a similar

topography and similar weather conditions to those at the depot. Therefore, this wind rose data is comparable to that of the site.

4. Noise Impact Assessment

4.1 Noise Impact Assessment

4.1.1

4.2 Source – Pathway – Receptor Assessment

Table 2 - Source-Pathway-Receptor Routes

Source	Pathway	Receptor	Type of impact	Where relationship can be interrupted
Noise through vehicle movements on site	Air	Residential properties, sensitive land uses, SSSIs, habitats and woodlands	Intermittent noise disturbance during operating hours	Outlined in Section 5.1
Noise and vibrations from the mechanical loading/ unloading of wastes	Air and vibration		Intermittent noise disturbance	Outlined in Section 5.1
Noise from treatment operations such as crushing and screening	Air and vibration		Intermittent noise disturbance during operating hours	Outlined in Section 5.1
Engine noise from loading shovel	Air		Intermittent noise disturbance during operating hours	Outlined in Section 5.1
Noise from reversing vehicle warnings	Air		Intermittent noise disturbance during operating hours	Outlined in Section 5.1

5. Noise Management and Control

5.1 Noise Management Measures

5.1.1 The site has been designed to prevent noise production from vehicle movements on site with a one-way haul road so minimal movement around the site is required, thus reducing queueing of vehicle and reducing vehicle noise. Vehicles will access the site by using the existing access road off the A25, they will then exit back onto the A25.

- 5.1.2 The internal haul road and access road have a speed limit of 5 mph and are surfaced with impermeable concrete producing a smooth surface, both of which reduces the noise from moving vehicles.
- 5.1.3 HGVs on site will use push alarms whilst reversing which are noise sensitive and quieter than regular reversing alarms. The loading shovel will use a broadband reversing alarm in place of a tonal reversing alarm.
- 5.1.4 When depositing material into stockpiles, storage bays or the processing area, drop heights shall be minimised.
- 5.1.5 Ringway has an informal 'Anti-Idling Policy' for vehicles queuing for entry onto site or waiting to be serviced with materials which will be enforced on site. A specific toolbox talk regarding this policy will be given to all drivers during inductions. Warnings will be given by site staff if drivers do not conform. Any drivers who continually do not conform will be prohibited from visiting the site in future. This will reduce the production of noise from vehicles waiting in a queue.
- 5.1.6 Ringway has an informal 'No Beeping Policy' which will be enforced for vehicles on site, it will be hand signal only. This will be discussed in a toolbox talk during inductions for all drivers.
- 5.1.7 The site layout is designed to mitigate noise production. The permitted site area is located in the north eastern corner of the wider depot site, this gives as much distance from the most sensitive receptors (the SSSI south of the site and the residential properties to the west) which increases noise dispersion within the boundary of the wider Ringway depot. The stockpiled materials and 4m high bay walls also surround the eastern border of the site to act as noise barriers that throw noise back into the yard rather than allowing it to escape off site. The boundary palisade fence and surrounding established vegetation provide acoustic screening between noise sources and receptors.
- 5.1.8 Care will be taken when tipping materials to avoid noise from tailgate slamming. This will be addressed in a toolbox talk during inductions for all drivers. Formal warnings will be given to drivers who continually make tailgate noise when tipping, and they will be refused entry from site if they continue to produce unnecessary noise.
- 5.1.9 The site is surrounded by a 2m high palisade fence and higher established vegetation which reduce noise impacts on the nearby receptors. This acts as an effective acoustic barrier against vehicle and material movements on site as it is absorbent to increase attenuation.
- 5.1.10 Storage of material is prioritised east to west so that noise from tipping and vehicle movements are minimised in the western side of the site which is closest to the sensitive residential receptors.
- 5.1.11 Plant and machinery will be fitted with bespoke sound insulation and work at a low engine speed to minimise noise output and regular maintenance will be carried out in accordance with manufacturer guidelines.
- 5.1.12 All plant and machinery will be switched off when not in use to prevent unnecessary noise production.
- 5.1.13 All staff will be sufficiently trained to use machinery and process material appropriately to produce minimal noise.

5.1.14 The site operating hours are from 07:00 to 18:00 on Monday-Friday and 07:00 to 13:00 on Saturday. The site will not operate on Sundays, Public Holidays or Bank Holidays unless for emergency maintenance. Waste processing which could be a potential source of noise will not start until 08:00, when background noise levels are higher, so that the impact is proportionately reduced and noise nuisance to nearby receptors is avoided.

5.1.15 The crusher and screener are orientated away from the site boundary so that noise generated first spreads into the centre of the site to increase dispersion before it reaches the site boundary.

5.1.16 Processing activities like crushing will be done on a campaign basis and only be done once sufficient material has accumulated to avoid on/off use. It is estimated that processing will occur very infrequently as the main use of the site is storage of materials. The plant will not be in use constantly, it will typically be used for 1-2 hours at a time and will only be used in daytime hours, thus minimising the production of noise from the site as this is the main source of noise.

5.1.17 Personal Protective Equipment (PPE) is made available to site operatives where appropriate. It is unlikely that noise and vibration from site operations will cause a nuisance to visitors to the site. However, all visitors shall be made aware that the site is a working waste transfer facility.

5.1.18 All noise barriers and screening are implemented in accordance with Part 1 of BS 5228:1997.

5.1.19 Industrial noise from the existing site area and main public highways is already present at the nearest receptor so Ringway operations are unlikely to cause additional noise nuisance.

5.2 Responsibility of Implementation of this Management Plan

5.2.1 All operatives will be made aware of the issue of noise and vibration on site and should be fully conversant with the contents of this NVMP and other relevant documents.

5.2.2 The Technically Competent Manager (TCM) or the Nominated Competent Person/s (NCP) is responsible for the implementation of this NVMP.

5.2.3 The TCM/NCP will undertake daily sensory checks on all plant and operational activities.

5.2.4 Staff at all levels shall receive the necessary training and instruction in their duties relating to control of the plant and noise emissions. Training will be given to all operatives on all aspects and impacts relating to the operation. All Health Safety Environment & Quality (HSEQ) training will be delivered in accordance with site Risk Assessment & Method Statements (RAMS) documentation.

5.2.5 The TCM/NCP will review the NVMP during annual audits to make sure it complies with the Environment Agency (EA) guidance. The NVMP will also be reviewed if any noise complaint is received.

5.3 Noise Monitoring

5.3.1 The operator shall monitor emissions and make sensory inspections of operations; Table 3 sets out the measures for olfactory monitoring of noise.

Table 3 - Mitigation measures for noise emissions

Appropriate Measures for Reducing Emissions of Noise	
Daily sensory monitoring of emissions at site boundaries shall be carried out by staff supervising all waste processing operations.	TCM /NCP to monitor operations throughout the day at and outside the site boundary that is downwind of operations in the north eastern corner of the site.
	Observations and weather conditions including wind direction will be recorded on the noise monitoring sheet.
	Complaints to be recorded in the site diary and complaint form.

5.3.2 Inspections should be carried out during daily operational hours, especially when carrying out activities that are noisy (i.e., point 2.3.2). Additional routine monitoring at and outside the site boundary downwind of operations will be carried out during noise-producing operations (crushing and screening) and when the any third-party plant is operational on site. Also, the Part B Mobile Plant Permit conditions supplied by the subcontractor will be reviewed and site-specific risk assessment produced relating to the activity.

5.3.3 The operator shall record any abnormal observations in the site diary and report to the on-site TCM/NCP at the time of recognition who will review the monitoring. The records must include the time, location, and result of the sensory assessment. The records must be kept by the operator for at least two years and be made available to the regulator for examination, on request.

5.3.4 In an event that mitigation measures are not effective, and excessive noise escapes the site boundaries, all noisy activities should be suspended until investigation takes place to identify cause(s) and appropriate mitigation measures.

5.3.5 All site operations and processing will only be carried out during operational hours in the day and no site access will be possible out of hours. Therefore, no noise is expected to be produced out of hours.

6. Reporting and Complaints Response

6.1 Engagement with the Community

6.1.1 A complaint form will be available for those who are affected by the operations. If necessary, a meeting shall be carried out with candidates if noise is causing a serious impact. A complaint form is included in Appendix D.

6.1.2 The site will have a publicly visible sign at the entrance with contact details for the Operator so neighbouring businesses or local residents can contact Ringway if they have any complaints/issues.

6.2 Reporting of Complaints

6.2.1 In the event of a complaint, the TCM/NCP/site manager will immediately investigate the source of noise and whether it is originating from the site. Appropriate measures should be made, and action will be taken to prevent any further excessive emissions leaving the site.

6.2.2 The TCM should respond to a complaint within two working days.

6.2.3 A Corrective Action Report (CAR) will be completed describing the incident. A record shall be made in the site diary.

6.2.4 The TCM or the designated responsible person will ensure that the Environment Agency (EA) is informed of these within 24 hours, ideally as soon as possible and as appropriate.

6.2.5 TCM will escalate investigations if successive complaints are received, operations will be suspended if two or more complaints are received within the same week. If complaints are found to be unsubstantiated, operations will continue at the discretion of the TCM.

6.3 Management Responsibilities

6.3.1 The TCM/NCP/designated responsible person/site manager shall take responsibility for any complaints. In the event of a complaint, the Site Manager should carry out procedures set out in Section 6.2.

6.3.2 To maintain good relationships with neighbouring residents, businesses and Natural England, Ringway will ensure that:

- All neighbours know how to contact the site if they experience a noise and/or vibration nuisance. Contact details are clearly visible on the site notice board along with Environment Agency details.
- Any complaints are recorded and that problems, where possible, are addressed.

6.3.3 Any historical records kept off-site should be made available to the regulator for inspection within one working week of a request.

6.3.4 Any person having duties that are or may be affected by the matters set out in this NVMP shall have convenient access to a copy of this document and the permit. These documents will be available electronically via the Ringway Management System and issued as hard copy.

7. Summary

7.1.1 Treatment carried out at the Ringway Godstone Highways Depot may produce noise, but it will be limited by the mitigation measures. In any event, noise will not exceed recommended limits and so will not cause nuisance to nearby receptors.

7.1.2 The main causes of noise will be related to transportation and infrequent waste processing activities.

7.1.3 Noise from processing activities will be controlled by effective site management with appropriate mitigation measures, this will include:

- Very infrequent processing activities and completed on a campaign basis
- Boundary fencing and established vegetation to act as an acoustic barrier
- Waste processing plant located away from sensitive receptors
- Use of sound insulation on plant
- Appropriate location of stockpiles, storage bays and site haul road
- Regular maintenance of all plant
- Limiting vehicle speed and procedures
- Careful transfer of material on site

- Design of site layout to reduce vehicle movements and reversing alarms

7.1.4 Daily monitoring of noise levels, a stringent complaints procedure and an annual review of the NVMP will be carried out to prevent any adverse noise impacts from the site.

7.1.5 The procedures outlined in this NVMP apply to all activities carried out at the Ringway Highways Godstone Depot.