




ODOUR MANAGEMENT PLAN



SKIP-A-HOY LIMITED
Unit 1- 4 International Trading Estate
Rainham, Essex, RM13 8RH

Document History

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Introduction

1.1 General

Skip A Hoy Ltd operate a household, commercial and industrial (HCI) waste transfer station with treatment inside of a building. This Odour Management Plan (OMP) will allow Skip A Hoy Ltd to implement an action plan should the site operatives detect an odour presence, receive complaints from local business or should the Environment Agency EA suspect odour emissions from the site during an inspection.

1.2 Site Location

The site is located at Unit 1- 4 International Trading Estate, Rainham, Essex, RM13 8RH. The site has one entrance and one exit. The site is surrounded by other industrial premises.

1.3 Site Management

- 1.3.1 The site has an assigned Technically Competent Managers (TCP), site manager and site foreman (site management) who will be responsible for the general management of the site including the acceptance and handling of any potentially odorous wastes.
- 1.3.2 The operator will ensure that site management provides training for site staff on site documentation (which includes this OMP) in addition to all relevant company procedures to operational staff to ensure they are familiar with the requirements and conditions of the site and documents.

1.4 Waste types and quantities

- 1.4.1 The waste types handled on site will be household, commercial and industrial wastes as defined in the Controlled Waste (England and Wales) Regulations 2012 and Section 75 of the Environmental Protection Act 1990 and as listed in the Environmental Permit.
- 1.4.2 The maximum amount of waste to be stored on site at any one time is shown in Table 1.1 below.

- 1.4.3 If the maximum storage capacity of the site is reached, no further waste will be accepted until such time waste can be removed from the site and taken to a suitably permitted or exempt site.
- 1.4.4 The table below details a summary of the main wastes types which will be accepted and stored at the site, as no odorous wastes such as food wastes are accepted at site none of these waste are likely to be malodorous.

All waste processing is conducted internally in the building. Waste is separated physically and mechanically into separate recyclable fractions, wood, hardcore, soil, metal, cardboard, fines and non-recyclable residue for onward transportation to suitably authorised sites.

Table 1.1 Waste quantities and storage times

WASTE	DIMENSIONS	ALLOWANCE	BLOCK DIMENSION STORAGE	ACTUAL STORAGE	STORAGE TIME
Bay 1 Incoming waste	10m x 7m x 4m	450m ³	280m ³	190m ³	1 to 7 days
Bay 2 Fines under trommel	6m x 2m x 2m	450m ³	24m ³	16m ³	1 to 7 days
Bay 3 Residual waste	6m x 6m x 4m	450m ³	144m ³	100m ³	1 to 7 days
Bay 4 Inert	3.5m x 3.5m x 2m	750m ³	24m ³	16m ³	N/A
Paper Bin	8 yard skip	750m ³	N/A	6.12m ³	1 to 2 Weeks
Wood	8 yard skip	750m ³	N/A	6.12m ³	1 to 2 Weeks
Metal	8 yard skip	750m ³	N/A	6.12m ³	1 to 2 Weeks

2 Odour Risk Assessment

2.1 Methodology

2.1.1 This OMP has been completed to identify where the likely risks are in relation to surrounding land uses. This assessment has been used to inform Section 5.0 of this OMP with regard to specific odour monitoring procedures.

2.2 Odour Intensity

2.2.1 The table below highlights the intensity of the odour and provides a description by which to measure the intensity:

Odour Intensity	Criteria
Negligible	No detectable odour
Low	Faint odour (barely detectable)
Moderate	Moderate odour easily detected while walking (possible interference)
High	Strong odour (bearable, but offensive)
Severe	Very strong odour (this is when you really wish you were somewhere else)

2.3 Receptor Sensitivity

2.3.1 The table below outlines the receptor sensitivity to odour which will be used when determining nearby odour sensitive receptors:

Sensitivity of Receptor	Criteria
Low	Industrial workplaces that also create emissions
Medium	Industrial workplaces
High	Clean Industrial workplaces (i.e. food business)

2.4 Sensitive Receptor Locations

2.4.1 The receptors in proximity to the site are shown on the Receptors Map below and in Table 2.4. The site is located in an industrial area surrounded by commercial industry to the north, south and west.

- The receptors shown below are within 1 km of the site.
- The prevailing wind direction in the area is South-Westerly³.
- The site is in on an industrial/commercial estate which is in a built-up area, surrounded by other commercial and industrial enterprises.
- Key infrastructure includes the A13 running to the south west of the site, the A1306 running to the north and the railway from Purfleet to Fenchurch St running south of the site.

Sensitive locations are those where the public may be exposed to odour from the site. Locations with a high sensitivity to odour include hospitals and clinics, hi-tech industries, painting and furnishing and food processing. Locations classed as being moderately sensitive include schools, offices, residential areas and food retailers.

Receptors within 1km of the Site

- There are no hospitals.
- There are two schools.
- There are two SSSI's.
- There is a shopping store.
- Residential housing.
- Rainham Station.
- The A13 and A1306.

- Ingrebourne River is north-east of the site and it runs into Rainham Creek which is situated to the east of the site, it nearest point to the site is 445m to the east.

The prevailing winds blows in the direction of the nearest sensitive receptors, which are based to the NE. The nearest sensitive receptor is residential housing to the NE of the site (Dunedin Road) it is some 330m away and is a moderate risk receptor.

Sensitive Receptors Within 1Km Plan



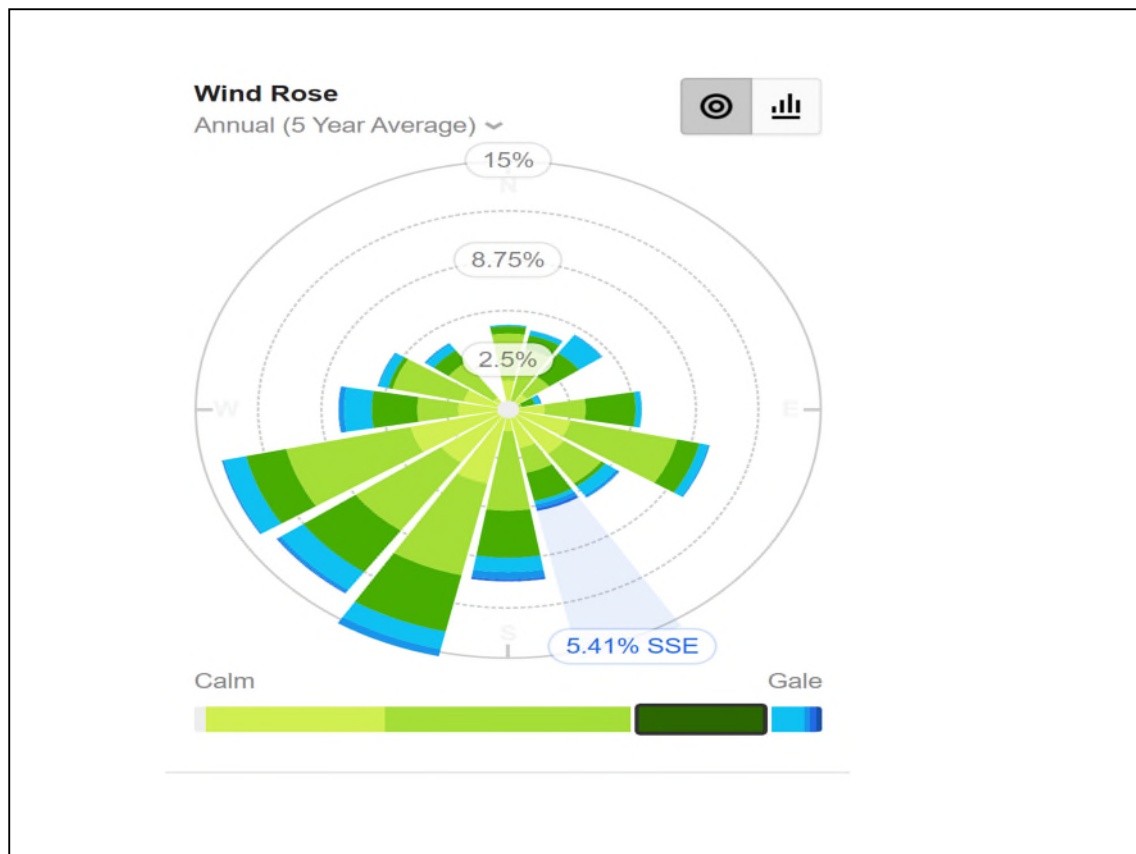
Table 2.4 Receptors within 1km

	RECEPTOR	TYPE	SENSITIVITY	DISTANCE(m) /DIRECTION
1	A1306	Road	Low	87m N
2	A1306 New Road	Residential	Moderate	107m N
3	Havering College	College	Moderate	135m SE
4	Train Line	Railway line	Low	155m S
5	Passive Close	Residential	Moderate	158m E
6	Dunedin Road	Residential	Moderate	330m NE
7	La Salette School	School	Moderate	440m NE
8	Rainham Creek	Watercourse	Low	445m E
9	La Salette Church	Church	Moderate	460m NE
10	Rainham Village	Residential	Moderate	500m SW
11	Tesco Supermarket	Food Retail	Moderate	510m E
12	Albion Public House	Public House	Moderate	542m NE
13	Lessa Park	Park	Moderate	560m N
14	Beam Park Café	Food Retail	Moderate	655m NW
15	Ingrebourne Valley	Local Nature Reserve	Moderate	673m E
16	A13	Road	Low	711m SW
17	Rainham Marshes	Local Nature Reserve	Moderate	870m SE
18	Rainham Village	School	Moderate	895m SE
19	Mardyke Football	Football Pitch	Moderate	910m NW
20	Rainham Health	Health Centre	Moderate	955m SE

In terms of designated ecological sites surrounding the site, there are two areas of Special Scientific Interest (SSSI) within 1km. These ecological areas are presented below. Neither of these are downwind of the site.

Sensitive Receptors Site	Designation	Approximate distance from site
Ingrebourne Marshes	SSSI	640m East
Ingrebourne Valley	LNR	640m East
Inner Thames Marshes	SSSI	940m SE
Rainham Marshes	LNR	940m SE

2.4.2 The pathways by which the odours may impact upon a receptor are primarily: dispersion from movement of ambient air containing odours or direct exposure primarily for staff who are exposed immediately to any odours from wastes stored on site or the surrounding sensitive receptors.



This data is collated from the Met Office, United Kingdom Hydrographic Office (UKHO) EUMETSAT and National Oceanic and Atmospheric Administration (NOAA). It is based on data from London City Airport which is the nearest weather monitoring station at 7.5km to the W/SW.

2.5 Risk Matrix

2.5.1 The odour risk in any particular event can be established using the risk assessment matrix given in the table below. For the sensitivity of people to odour, the Institute of Air Quality Management (IAQM) recommends that professional judgement be used to identify where on the spectrum between high and low sensitivity for a receptor lies, taking into account the following general principles:

High sensitivity receptor Surrounding land where:

- users can reasonably expect enjoyment of a high level of amenity; and
- people would reasonably be expected to be present here continuously, or at least regularly for extended periods, as part of the normal pattern of use of the land. Examples may include residential dwellings, hospitals, schools/education and tourist/cultural.

Medium sensitivity receptor Surrounding land where:

- users would expect to enjoy a reasonable level of amenity, but wouldn't reasonably expect to enjoy the same level of amenity as in their home; or
- people wouldn't reasonably be expected to be present here continuously or regularly for extended periods as part of the normal pattern of use of the land. Examples may include places of work, commercial/retail premises and playing /recreation fields.

Low sensitivity receptor Surrounding land where:

- the enjoyment of amenity would not reasonably be expected; or
- there is transient exposure, where the people would reasonably be expected to be present only for limited periods of time as part of the normal pattern of use of the land. Examples may include industrial use, farms, footpaths and roads.

Given that Skip A Hoy Ltd site is on an Industrial Estate surrounded by various other waste management sites and industrial business that emit their own distinct odour the area is a low sensitivity receptor.

The nature of the waste processed on site is Household, Commercial and Industrial, none of these wastes are likely to emit an odour of much intensity as no food waste or liquid wastes are permitted. Given the prompt turnaround of waste and good housekeeping, all waste being stored within a building the intensity would likely be negligible or at worst low.

Risk Matrix

		Sensitivity		
		Low	Medium	High
Intensity	Negligible	NEGLIGIBLE	LOW	LOW
	Low	LOW	LOW	MEDIUM
	Moderate	LOW	MEDIUM	MEDIUM
	High	MEDIUM	MEDIUM	HIGH
	Severe	MEDIUM	HIGH	VERY HIGH

3 Potential sources of odour

3.1 General waste - storage prior to processing

3.1.1 General mixed HCl waste storage area and tipping area is located in Bay 1.

3.1.2 Whilst these wastes are not commonly associated with odorous emissions, they do contain some fine organic materials which can, in some cases, be attributed to a general “musty” odour (textiles, scrap wood, garden waste etc.). This smell is exacerbated following ingress of rainwater which occurs predominantly whilst the wastes are resident in skips/containers at the sites of production and prior to receipt at the site. This smell is generally minimal and unlikely to cause an issue on site and extremely unlikely to travel off site. It will likely remain within the confines of the building mitigating the potential impact.

3.1.3 Whilst not common, these wastes have the potential to contain materials of a putrescible nature which are not identifiable until the load has been tipped at the site. Again any odour is likely to be minimal and remain within the confines of the building mitigation the potential impact.

3.2 General waste - residual wastes for landfill or further processing

3.2.1 These wastes (EWC Code 19 12 12) are essentially the lighter, non-recyclable fraction of the treated mixed HCl which are stored in a dedicated storage bay number 3 shown on **SAHSP01**.

A lot of the organic materials will have been removed at this point therefore the waste for landfill will have less potential to cause odour than the original mixed waste input described in Section 3.1 above. Waste is also stored internally further reducing the potential impact posed.

3.3 Background Odour Sources in the Area

3.3.1 The primary off-site source of odour would be associated with other waste management facilities.

3.3.2 Odour release could also be the result of abnormal weather conditions, machinery breakdowns and human error (failure of managerial procedures).

3.3.3 In order to determine whether complaints are the result of activities from the site or from other nearby sites an odour complaints form will need to be completed in line with the company's complaints procedure (Appendix 4) which is attached in Appendix 1&2 on site and off site procedures.

3.3.4 Other potential odour emitting operators are listed in the Table below.

Company	Address	Type of Business	Distance/ Direction (m)
F J Church	International Trading Estate	Scrap Metal	85m S
Riverside Sewage Treatment Works	Lamson Road	Sewage Works	195m SW
Piers Metal	Albright Ind Estate	Scrap Yard	532m SE
Sharp Skips	Albright Ind Estate	Waste Transfer Stn	642m SE
Excel Waste Mgt Ltd	Ferry Lane	Waste Transfer Stn	740m SE

4 Odour Control

4.1 Site Operations

- 4.1.1 Limiting odour from the waste recycling facility can best be achieved through employing effective site management and good general practice. It is much easier minimising odours in the first instance via managerial procedures than dealing with problems once they occur.
- 4.1.2 This section addresses the general site management procedures and identifies specific procedures to mitigate against odorous emissions.

4.2 Receiving Wastes

- 4.2.1 Rigorous control of wastes delivered to the site is required utilising the waste acceptance procedure, with contaminated or odorous wastes rejected in line with the procedures outlined in the Environment Management System (EMS) and the Environmental Permitting (EP). Trained competent staff are in place to recognise odorous material and to inspect incoming wastes as it is deposited at the site. Malodorous waste will be returned to the producer or sent to another authorised facility for treatment. Waste suppliers and skip vehicle drivers are required to ensure that only acceptable material (as per waste acceptance procedure) is brought to site to minimise the incidence of rejection.
- 4.2.2 Skip A Hoy Ltd hire out skips to customers for a maximum of 2 weeks meaning that the waste received is unlikely to generate significant odorous emissions unless upon tipping; substantial odorous material is found and then actions shown in section 4 will be followed. Incoming waste is stored for no longer than 72 hours prior to processing and all stored waste is within the building to reduce the impact of odorous emissions.
- 4.2.3 If the site reaches capacity and/or operational difficulties occur, the site will cease to accept waste and incoming wastes will be diverted to another authorised treatment facility.
- 4.2.4 Incoming mixed waste will be processed as soon as practicably possible to ensure that any other malodorous (or potentially malodorous) wastes contained within the incoming mixed waste which were not identified during acceptance, deposit can be identified, isolated and rejected without delay.

4.3 Storage of Wastes

- 4.3.1 Low storage volumes and strict turnaround of biodegradable wastes on site in accordance with the EMS will be observed. Stock rotation procedures will be observed daily and to ensure the maximum duration of storage times are not exceeded these wastes do not exceed 72 hours.
- 4.3.2 The waste reception and storage areas as shown on SAHSP01 and storage times shown in table 1.1 above.
- 4.3.3 The waste and materials which will be stored are considered to be of low risk in respect of odour emissions, nevertheless, storage times are suitably short to ensure the risk is further mitigated.
- 4.3.4 Waste will be stored to ensure compliance with the EP and as detailed within the EMS, Fire Prevention Plan (FPP) and this OMP document.

4.4 Waste Rejection

The waste rejection procedure (within the EMS) will apply to odorous wastes received and material will either be:

- Identified and repatriated with the waste producer, and recorded in site diary; or
- Removed from the deposition area and placed in the quarantine skip/area for subsequent removal from site, in the meantime it will be covered with a tarpaulin or similar (or if possible placed in an enclosed skip) to help keep odour at bay, this will be recorded in the site diary; or
- Otherwise dealt with in accordance with procedures discussed with the EA if necessary.

4.5 Loading and Transport of General Wastes

- 4.5.1 In all cases, the drop heights of mixed waste will be kept to an absolute minimum.
- 4.5.2 All waste vehicles leaving the site containing light and/or potentially malodorous wastes will be securely sheeted or enclosed at all times.
- 4.5.3 As a lack of proper maintenance of plant and vehicles can have a knock-on effect on odour issues (i.e. unable to dispose of wastes from site in a timely manner which may mean that odours are allowed to generate) all transport and machinery are maintained to the manufacturers specification as a minimum.

4.6 Housekeeping

- 4.6.1 Regular cleaning of operational areas (i.e. minimum once daily) will be carried out to discourage odour generation from old degrading materials.

4.7 Liaison with Neighbours

- 4.7.1 In the extreme event of significant but temporary odour releases outside normal operations, neighbours will be contacted to advise them of the situation and the action being taken. The EA will also be notified.
- 4.7.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be informed of remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.
- 4.7.3 If any odour complaints are received, a Complaint Form will be completed (Form in Appendix 3) and the Complaints Procedure followed (see Appendix 4). The Complaints Forms will be kept in the site office for inspection on request by the EA. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum). Odour complaints will be investigated and responded to within 24-48 hours and suitably reviewed by the site manager who is ultimately responsible.
- 4.7.4 The operator would also be required to make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed to the cause of the complaint. If there are significant odour releases outside normal operations, the operator will cease operation, investigate and resolve the issue before continuing.

4.8 Training

- 4.8.1 Management and Staff at Skip A Hoy Ltd will receive training in Sniff testing and complaint handling.
- 4.8.2 Training will be given to all relevant persons to make sure they are competent in completing olfactory assessment survey forms, odour complaint report forms and the odour diary to ensure sufficient monitoring and reporting of odours can be carried out.

5 Monitoring

5.1 Monitoring Odorous Releases

5.1.1 Skip A Hoy Ltd will use the following techniques to monitor odorous releases:

- a) Olfactory Monitoring
- b) Complaints Monitoring
- c) Odour Diaries (when necessary)

5.2 Olfactory Monitoring

5.2.1 The site supervisor will monitor odour around the entire site constantly throughout the day and will carry out odour monitoring at the perimeter of the site twice a day, first thing in the morning on arrival at the site and again around Midday both up wind and down wind, this will be recorded in the site diary. Site personnel will also be responsible for reporting any odour problems immediately to the site manager (or deputy).

Technique	Frequency
Olfactory Monitoring / Sniff Testing	Daily at site perimeter. (Morning on arrival and again around Midday) Odour detection will lead to receptor monitoring. Increase frequency in response to complaints
Complaints system	Continuous (24 hours) via telephone reporting system to EA Direct complaints to site in operational hours

If excessive odours are detected at the site boundary either up wind or down wind, other monitoring point or a complaint is received, the following remedial procedures will be taken:

- a) Firstly identify the odour source; where is it from:
 - Site operations; or,
 - An off-site source (e.g. another waste management station)

- b) If on site:
 - Report incidence to the site or technically competent manager;
 - Identify the point of release of the odour;
 - Identify the cause of the release
 - Identify a solution; i.e. contain/cover or remove
 - Implement the solution;
 - Carry out olfactory tests to check the mitigation measures are working (up wind and down wind);
 - Record actions taken on relevant forms and site diary as required by this plan

Then actions taken if odour is being produced on site will be:

- Normal Operations: The offending odour will be traced and the reason for the cause of the problem will be investigated. Once solutions are in place i.e. malodorous waste is contained/covered, olfactory monitoring will be carried out to ensure the solutions put in place are having the desired effect.

- Abnormal Conditions: Adverse weather conditions can promote generation of odour and inhibit its effective dispersion e.g. hot weather with little wind, resulting in increased risk of odour to receptor locations. If this happens odour causing operations will cease until more favourable meteorological conditions return.

C) If off site

An offsite assessment will be carried (which is the same as the Complaints Response). The off-site monitoring should be downwind of the site, progressing towards the site boundary and then away from the site in an upwind direction. The sniff points are illustrated on the Off Site Monitoring Points Map Appendix 6.

5.3 Corrective Actions for Various Situations

5.3.1 If odour monitoring or complaints indicate a problem an appropriate response will be swiftly carried out. Management measures to control releases will include:

- Reducing the residence time on site of odorous materials. As part of the site's Management System, information on the odorous materials on site will be recorded in the site diary. If the Site Manager deems that wastes are on site too long and an odour is caused because of this, the Site Manager will log this as an incident, using the appropriate forms and will take corrective action.
- Covering/Sheeting/Containment. Where possible odours will be mitigated by covering or containing.
- Quarantine. Any unanticipated odorous material may be quarantined after initial inspection. Materials thought to be causing odours may be covered or containment in vessels.
- Removal of Odorous Materials. Non-conforming or odorous materials will be removed from site if it is not possible to control the odour fully.
- Timing of Moving Materials. Odorous materials will not be moved when the Site Manager observes that the prevailing wind direction is towards sensitive receptors. Transport of wastes and materials when winds are light and releases will be reduced will be encouraged.
- Dispersion. If appropriate given the material type a storage bay for potentially odorous material will be selected which, given the prevailing wind direction, is sheltered from the wind internally (within the building) and less likely to transport odour to the most immediate receptors i.e. neighbouring industrial estate businesses.

- Containment and abatement. Given the nature of the wastes/materials handled on site, it is not considered necessary to implement containment and abatement techniques, other than those mentioned above. However, this is a 'live' document and as such will adapt if odour issues arise which are not managed by the actions in this OMP.

5.3.2 Out of hours monitoring will not be regularly required as incoming waste is stored for no longer than 72 hours prior to processing and stored waste is contained to reduce the impact of odorous emissions. Any odorous waste would be noticed within operational hours and dealt with appropriately.

5.3.3 The results of monitoring exercises and any remedial action taken will be entered into the Site Diary which is available for the EA to inspect upon request. The name of the site supervisor will be stated in the site's diary / inspection form for each day of operation along with notes on weather including precipitation, temperature, wind speed and direction.

5.3.4 The site supervisor will be suitably trained to carry out these duties. Further information regarding training and technical competence is provided within the site's EMS.

5.4 Odour Monitoring Procedure

5.4.1 Sniff testing will be carried out by trained; competent staff weekly or as necessary (i.e. increased regularity should the management have reason to suspect odorous emissions from the site). Assessments will be carried out both routinely and in response to specific complaints.

5.4.2 The assessor should not:

- a) Smoke or consume strongly flavoured food or drink for at least 30 minutes before the assessment.
- b) Consume confectionary or soft drinks immediately before the assessment.
- c) Apply scented toiletries, such as perfumes or aftershave immediately before an assessment.

5.5 Complaints Monitoring

5.5.1 All odour complaints will be investigated promptly and appropriate remedial action will be taken if the complaint is validated (as per sections 4.6.2-4.6.4) e.g. remove odorous materials off site as soon as reasonably possible. Complaints will be recorded on the form found in Appendix 2.

5.5.2 Complaints to the Local Authority or EA will also be recorded and taken into account. An olfactory assessment survey will be carried out from where the complaint was made and from any convenient locations between the complainant/receptor and the site so that the complaint can be validated or rejected.

5.6 Odour Diaries

5.6.1 If members of the local community are frequently reporting odour issues in the vicinity, then they will be asked (if agreeable) to keep an odour diary. This will help to build up an account of when the odour occurs, their location and the site operations that were being carried out at the time, as well as the duration of the activities taking place. Any obvious problems can then be addressed.

6. OMP Management

This OMP will be reviewed at least annually unless it becomes apparent that the activities are giving rise to pollution outside the site due to odour, in which case it will be revised within 7 days and a copy forwarded to the EA for approval before implementation. It may also be revised upon request from EA, should the permit be varied, transferred etc.

Appendix 1 On Site Odour Monitoring Form

On Site Odour Monitoring Form				
Name:		Address: Skip-A-Hoy Ltd Unit 1-4 International Trading Estate Rainham, Essex, RM13 8RH.		
On Site Point (see Plan)	1	2	3	4
Date and Time of odour				
Weather conditions				
Temperature (warm/cold/degrees)				
Wind strength (light, gusting):				
Wind direction (e.g. from NE):				
What does it smell like? How unpleasant is it? Is it offensive?				
Intensity – How strong was it? (see below 1-5):				
How long did go on for? (time)				
Was it constant or intermittent in this period:				
What do believe the source/cause to be?				
Any actions taken or other comments:				

Intensity (Detectability)

- 1 No detectable odour
- 2 Faint odour (barely detectable, need to stand still and inhale facing into the wind)
- 3 Moderate odour (odour easily detected while walking & breathing normally)
- 4 Strong odour
- 5 Very strong odour (possibly causing nausea depending on the type of odour)

Appendix 2 Off Site Odour Monitoring Form

Off Site Odour Monitoring Form						
Name:						Address: Skip-A-Hoy Ltd Unit 1-4 International Trading Estate Rainham, Essex, RM13 8RH.
Off Site Point (see Plan)	1	2	3	4	5	6
Date and Time of odour						
Weather conditions						
Temperature (warm/cold/degrees)						
Wind strength (light, gusting):						
Wind direction (e.g. from NE):						
What does it smell like? How unpleasant is it? Is it offensive?						
Intensity – How strong was it? (see below 1-5):						
How long did go on for? (time)						
Was it constant or intermittent in this period:						
What do believe the source/cause to be?						
Any actions taken or other comments:						

Intensity (Detectability)

- 1 No detectable odour
- 2 Faint odour (barely detectable, need to stand still and inhale facing into the wind)
- 3 Moderate odour (odour easily detected while walking & breathing normally)
- 4 Strong odour
- 5 Very strong odour (possibly causing nausea depending on the type of odour)

Appendix 3 Complaints Form

Complaints Form

Date Recorded:	Reference Number:
Name and address of caller (if given)	
Telephone number of caller (if given)	
Time and Date of call	
Nature of complaint (noise, odour, dust, other) (date, time, duration)	
Weather at the time of complaint (rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Potential reasons for complaint	
The operations being carried out on site at the time of the complaint	
Follow Up	
Actions taken	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures	
Changes to Environmental Management System (EMS)	
Date changes implemented	
Form completed by	
Signed	
Date completed	

Appendix 4 Complaints Procedure

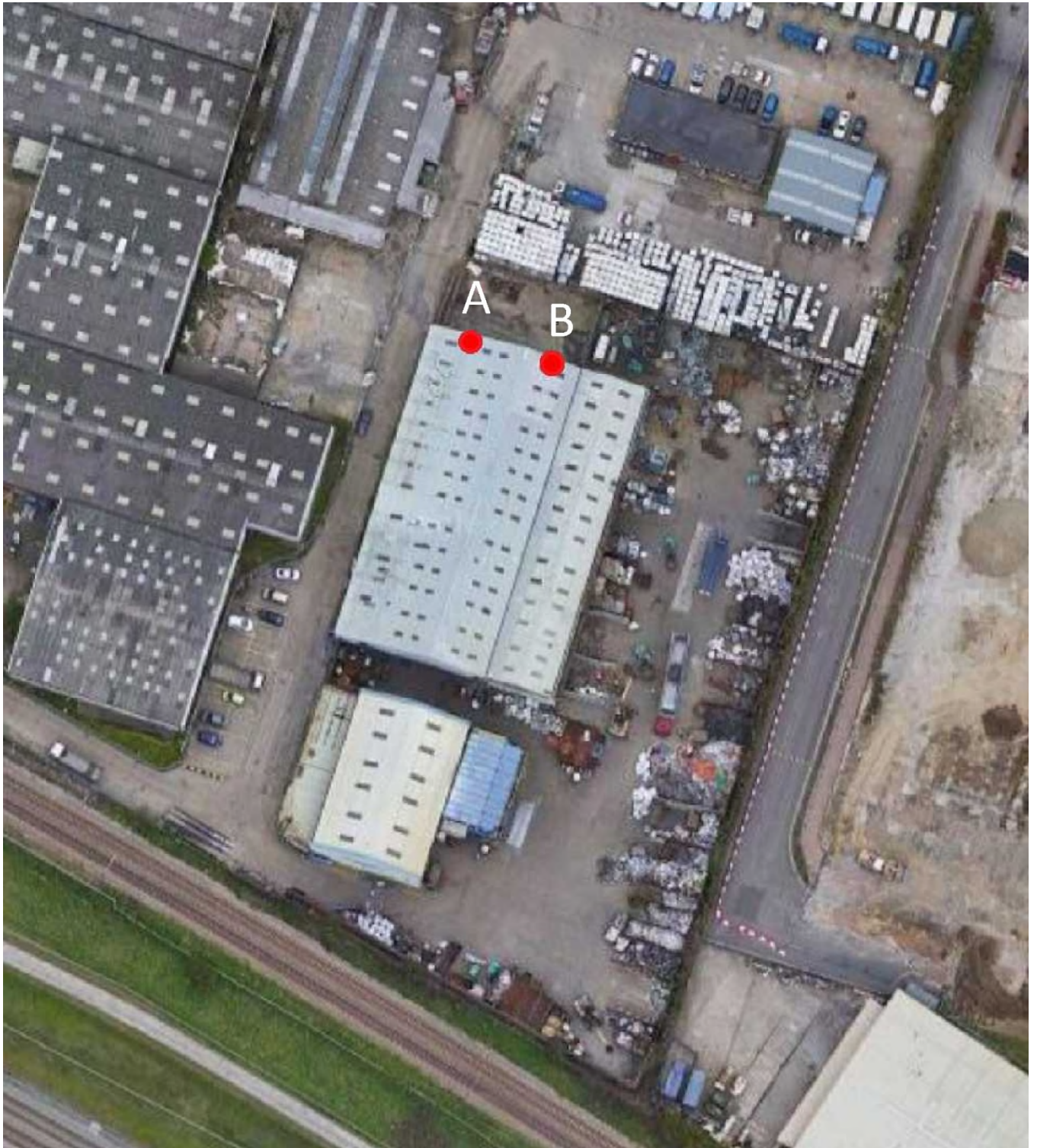
COMPLAINT RECORDING PROCEDURE

Any complaints received will be recorded on a Complaints Form. This form will normally be completed, signed and dated by the Site Manager; if they are not available the Office Manager will complete the form.

- 1) The name, address and telephone number of the caller will be requested.
- 2) Each complaint will be given a reference number.
- 3) The caller will be asked to give details of:
 - a) the nature of the complaint;
 - b) the time;
 - c) how long it lasted;
 - d) how often it occurs;
 - e) Is this the first time the problem has been noticed; and
 - f) what prompted them to complain.
- 4) The person completing the form will then, if possible, make a note of:
 - a) the weather conditions at the time of the problem (rain, snow, fog etc.);
 - b) strength and direction of the wind; and
 - c) the activity or activities taken place on the site at the time the noise was detected, particularly anything unusual.
- 5) The reason for the complaint will be investigated and a note of the findings added to the report.
- 6) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
- 7) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be invited to contact the Environment Agency and or the Local Authority.

Note: Following any complaint the relevant management plan(s) will be reviewed to ensure appropriate actions are in place to counter any problems.

Appendix 5 On Site Monitoring Points



Appendix 6 Off Site Monitoring Points

