

Dagenham Dock Aggregate Recycling Facility

784- B066441

Dust Management Plan

Environmental Permit Application

Hanson Quarry Products Europe Ltd

May 2025

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Table of Contents

1.0	INTRODUCTION	1
2.0	SITE DESCRIPTION	2
3.0	DUST AND PARTICULATE MANAGEMENT	11
4.0	REPORTING AND COMPLAINTS PROCEDURE	16

List of Tables

Table 1: Permitted R&D Codes	2
Table 2: Proposed Soil Washing Facility R&D Codes	3
Table 3: Location of Potential Receptors Within 1km of the Site	7
Table 4: Local Contributors of Dust within 1km of the Site	10
Table 5: Source-Pathway-Receptor Routes from Waste Activities at the Site	11
Table 6: Measures to Control Dust/Particulates from Permitted Waste Activities	12
Table 7: Action Plan for Visible Dust or High Wind Speeds	15
Table 8: Complaints Procedure	17

List of Figures

Figure 1: Greenwich Prevailing Wind Direction	9
Figure 2: Reporting Route	17

Drawings

DAG/B066441/PER/01 – Permit Boundary Plan

DAG/B066441/REC/01 – Environmental Receptor Plan

DAG/B066441/LAY/01 - Site Layout Plan

Appendices

Appendix A – Proposed Waste Types

Appendix B – Complaints Form

Appendix C - Daily Site Inspection Log

1.0 Introduction

1.1 Report Context

- 1.1.1 This Dust Management Plan (DMP) has been prepared by Tetra Tech on behalf of Operator, Hanson Quarry Products Europe Ltd (Hanson) to support an Environmental Permit Application for Hanson's site located at Land on Breach Lane, Dagenham Dock, Dagenham, London, RM9 6QD, at approximate National Grid Reference (NGR) TQ 49239 82187.
- 1.1.2 Hanson currently hold a Bespoke Environmental Permit (EPR/BB3005TG) for the site which was issued in March 2015. The permitted activities comprise of the treatment of wastes consisting of sorting, separation, screening, crushing, and blending of waste for recovery as soil, soil substitute or aggregate. The site accepts less than 250,000 tonnes of non-hazardous waste per annum.
- 1.1.3 Hanson are seeking to vary the existing Environmental Permit to add a soil washing facility that will process a maximum of 400,000 tonnes per annum of non-hazardous soils. Hanson also seek to extend the permit boundary to include the area to the northeast as shown on Drawing Number DAG/B066441/PER/01.
- 1.1.4 According to the Environment Agency's (EA) 'Control and Monitor Emissions for your Environmental Permit' guidance a DMP must be prepared to support an application that comprises the *"keeping or treatment (or both) of household, commercial or industrial waste in a materials waste transfer station/ material recycling facility"* as well as the *"keeping or treating (or both) scrap metal"*.
- 1.1.5 As such, this DMP has been prepared in accordance with the EA's 'Dust & Emission Management Plan' template (Version 10, October 2018).
- 1.1.6 This DMP is a working document, intended to be used as a reference document for operational staff on a day-to-day basis. Hanson will implement the plan to ensure that all reasonable measures are taken to control dust emissions, and in the event that an adverse impact is caused, prompt action will be taken to identify the source and apply corrective measures. It provides a schedule of actions that will be taken to minimise dust impact and details site management procedures for the management and monitoring of dust.

2.0 Site Description

2.1 Site Setting

- 2.1.1 The site is situated in the southern area of Dagenham, approximately 400m to the south of the A13 and is centred at approximate National Grid Reference (NGR) TQ 49239 82187. The application site is detailed on Drawing Number DAG/B066441/PER/01.
- 2.1.2 The site is located within a purpose-built industrial estate comprising of additional industrial and commercial properties with the River Thames running approximately 300m to the south. The additional industrial and commercial properties surrounding the site include a recycling centre, a sand and gravel supplier, car manufacturer, waste collection service and container service. A Local Wildlife Site (LWS), Dagenham Breach and the lower Beam River in Dagenham, is situated approximately 75m north of the site.
- 2.1.3 Access to the site is achieved via Breach Lane which leads off Chequers Lane.

2.2 Overview of Site Activities

- 2.2.1 All site activities will be undertaken in accordance with EA Guidance 'Non-hazardous and inert waste: appropriate measures for permitted facilities' (Appropriate Measures).

Physical Treatment Facility

- 2.2.2 Hanson are currently operating a Physical Treatment Facility under a Bespoke Environmental Permit which allows for the treatment of waste consisting only of sorting, separation, screening, crushing, and blending of waste for disposal or for recovery as a soil, soil substitute or aggregate. This activity accepts less than 250,000 tonnes per annum to site.
- 2.2.3 It is proposed that this activity is retained as part of the variation to the environmental permit.
- 2.2.4 The operation of the waste transfer station will fall under the following Recovery and Disposal codes (R and D codes) shown in Table 1, provided for in Annex II to Directive 2008/98/EC of the European Parliament and The Council of 19th November 2008 Waste.

Table 1: Permitted R&D Codes

R/D Code	Activity Description
R5	Recycling/reclamation of other inorganic materials
R13	Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced)

Soil Washing Facility

- 2.2.5 It is now the intention of Hanson to vary the Environmental Permit to add a Soil Washing Facility to the permitted activities on site.
- 2.2.6 The soil washing facility will be to create recycled aggregates, soils and clays which are suitable for use in construction projects.
- 2.2.7 The proposal entails the operation of a soil washing facility that will process a maximum of 400,000 tonnes per annum of non-hazardous soils.
- 2.2.8 It is considered that the proposed soil washing activity will fall under the following Recovery and Disposal codes (R and D codes) shown in Table 2, provided for in Annex II to Directive 2008/98/EC of the European Parliament and The Council of 19th November 2008 Waste.

Table 2: Proposed Soil Washing Facility R&D Codes

R/D Code	Description of Activity
R3	Recycling/ reclamation of organic substances which are not used as solvents
R5	Recycling/reclamation of other inorganic compounds
R13	Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced)
D15	Storage pending any of the operations numbered D1 to D14 (excluding temporary storage, pending collection, on the site where it is produced).

2.3 Waste Types

- 2.3.1 Details of the proposed waste types are provided as Appendix A.
- 2.3.2 Prior to being accepted onto the site, each load will be inspected by site management. If there is considered to be a risk of dust generation, mobile mist cannon will be used to dampen the wastes in the delivery vehicles prior to unloading and during the unloading operations. If the mobile mist cannon cannot rectify the risk of dust generation, the load will be rejected from the site.

2.4 Waste Quantities

- 2.4.1 The proposed facility will have an annual throughput of 650,000 tonnes.

Physical Treatment Facility

- 2.4.2 The existing permitted physical treatment facility has an annual throughput of less than 250,000 tonnes.
- 2.4.3 There will be no hazardous waste accepted on site.

Soil Washing Facility

- 2.4.4 The proposed soil washing facility will have an annual throughput of 400,000 tonnes.
- 2.4.5 There will be no hazardous waste accepted on site.

2.5 Process Description

Soil Washing Facility

- 2.5.1 Upon arrival, all loads will be inspected by site management and any large or nonconforming materials will be removed prior to treatment. All stockpiles on site will be stored in a loose form and will be kept strictly at a height of 0.5m below any storage bays or walls. All soil washing activities and wet storage will be undertaken on the site's impermeable surface.
- 2.5.2 Materials will be fed into a hopper with the assistance of mobile plant and will then travel along a conveyor, at which point any small pieces of metal which may be present within the waste loads will be removed using an overband magnet.
- 2.5.3 Any oversize materials (particles 100mm - 150mm) will be removed via a screener subject to materials feed.
- 2.5.4 The remaining waste material, varying in size depending on market demands, will then travel along a log washer where it will be sprayed with wash water. After passing along the log washer, the clean waste materials will be separated into smaller fractions via a gravel sizing screen.
- 2.5.5 The sand and silt fraction together with most of the water passes through screen and enters a sump from where it is pumped into a hydrocyclone or plate press, which will separate the sand from any contaminants. The water together with the silt and clay sized particles (together with any associated contaminants) will be forwarded from the hydrocyclone to the Siltbuster Water Treatment Plant. The water will then be recirculated back into the washing process.

Physical Treatment Facility

- 2.5.6 Treatment undertaken under this activity within the Environmental Permit will consist of sorting, separation, screening, crushing, and blending of waste for recovery as a soil, soil substitute or aggregate.
- 2.5.7 All treatment and storage activities will occur externally.

Dust Suppression

- 2.5.8 The forms of dust suppression on site comprise of a mobile mister and a tractor bowser to minimise the risk of dust from all materials. Control measures implemented at the site are detailed in Section 3.2 below. Due to both forms of suppression being mobile, they have coverage of all parts of the site used for traffic and waste activities.
- 2.5.9 These forms of dust suppression will be used to dampen exposed areas of stored materials and haulage routes. The mobile mister will be used to dampen the wastes in the delivery vehicles prior to unloading operations. The suppression units will also be used on storage stockpiles during periods of dry/windy weather to prevent excessive drying and dust formation. A suitably trained nominated member of staff will be responsible for operating the dust suppression.

2.6 Waste Storage

- 2.6.1 There will be clearly defined areas for waste storage and treatment at the site. All stockpiles will be stored strictly at a height 0.5m below any storage bay or wall.
- 2.6.2 During periods of hot and dry weather, stockpiles will be periodically dampened throughout the day using the mobile dust suppression to prevent the materials becoming friable.
- 2.6.3 There will be a maximum storage capacity of 300,000 tonnes of untreated material.
- 2.6.4 There will be a further maximum storage capacity of 350,000 tonnes of treated material.

2.7 Operating Hours

- 2.7.1 The operating hours of the Facility will be as follows: -
- 24 hours Monday – Sunday.

2.8 Plant and Equipment

- 2.8.1 The following equipment will be used on site: -
- Front end loading vehicle (FEL);
 - 360 grab excavator;
 - Mobile screener;

- Mobile crusher;
- Tractor bowser;
- Telehandler;
- Hopper;
- Conveyor;
- Over band magnet;
- Log washer;
- Gravel sizing screen; and,
- Hydrocyclone / filter press.

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

2.9 Dust Sensitive Receptors

- 2.9.1 Receptors within 1km of the site have been listed in Table 2 and are shown on Drawing Number DAG/B066441/REC/01. Location of Potential Receptors Within 1km of the Site.

Table 3: Location of Potential Receptors Within 1km of the Site

ID	Receptor	Direction from Operational Area	Minimum Distance from the Permit Application Boundary (approx. m)
Domestic Dwellings			
1	Residential Estate N of New Road	N	865
Commercial and Industrial Premises			
2	Perry Road Industry	W/SW	Adjacent
3	Chequers Lane Industry (W)	W	165
4	Hindmans Way Industry	W	530
5	London Sustainable Industries	W	900
6	Hitch Street Industry	NW	840
7	Eddie Stobart	NW	835
8	Chequers Lane Industry (NW)	NW	570
9	Walkerville Road Industry	N	485
10	Lake Road Industry	NW	430
11	Consul Ave	NW	830
12	Fiesta Drive	W	790
13	Industry W of Kent Drive	W	100
14	Thames Bubblers	S	820
Schools / Hospitals / Shops/Amenities			
15	Marsh Green Primary School	N	990
16	First Ave Surgery	NE	1,000
17	School Page	N	960
18	Lovely Tots Pres-school	N	960
19	Shops/Amenities New Road	N	925
Recreation			
20	BEAM Central Park	NW	885
Highways/Minor Roads/Railways			
21	Thames Gateway (A13)	N	310
22	Dagenham Dock Railway Station and Line	N/NW	520
23	New Road (A1306)		

Listed Buildings and Scheduled Monuments

24	Jetty Number 4 And Approach, Formerly at Samuel Williams And Company, Dagenham Dock	S	350
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Surface Water e.g. rivers and streams

25	Dagenham Breach	N	75
26	River Thames	S	340
27	Beam River	E	760
28	Stream	W	620
29	Mean High Water	SW	555
30	The Gores	NE	725

Nature and Heritage Screening Results

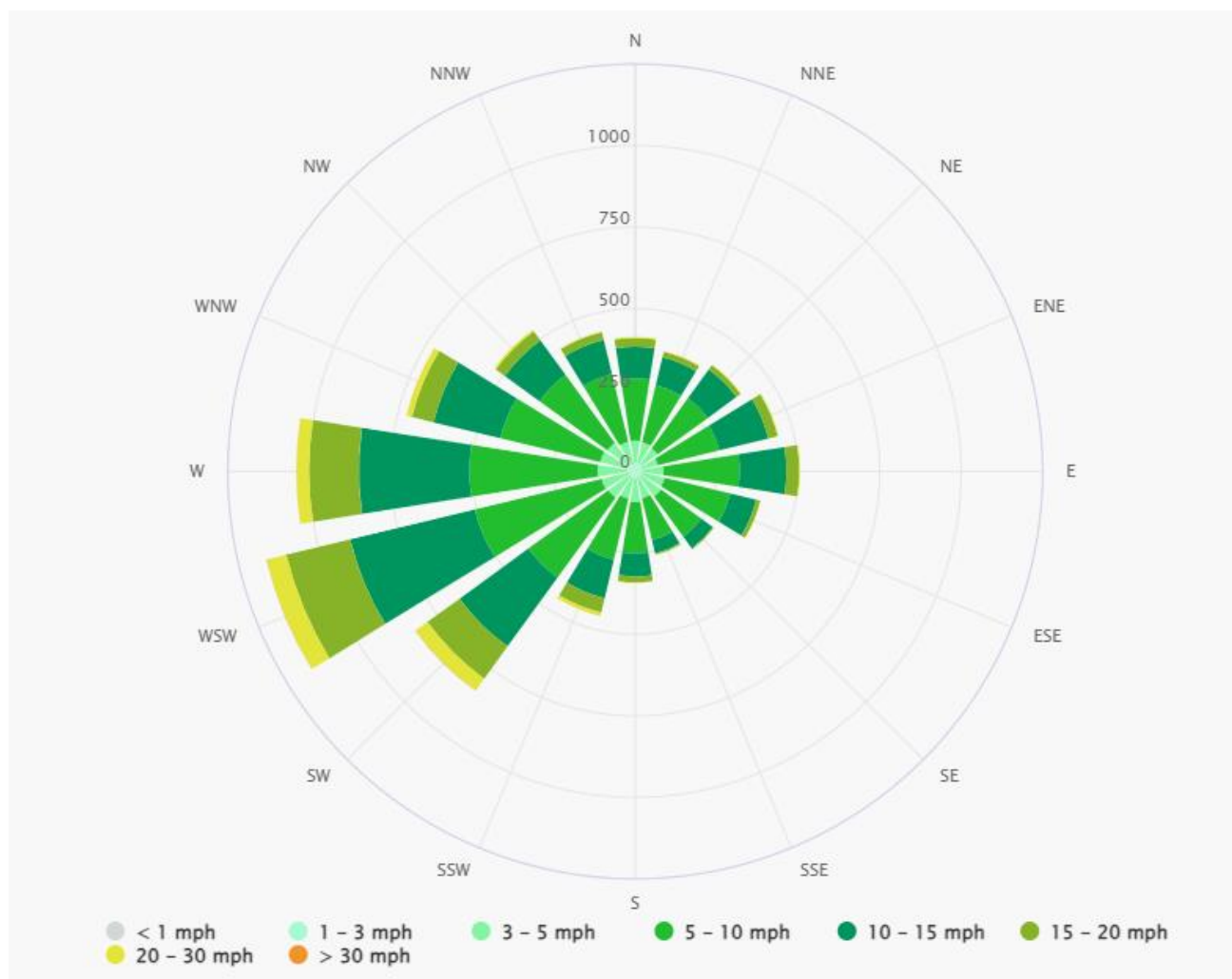
31	Dagenham Breach and the lower Beam River in Dagenham (LWS)	N	75
32	Atlantic Salmon migratory route (Protected Species)	S	340
33	Allis Shad migratory route (Protected Species)	S	340
34	European Eel (Protected Species)	W	760
35	European Eel migratory route (Protected Species)	W	760
36	River Lamprey migratory route (Protected Species)	S	340
37	Sea Lamprey migratory route (Protected Species)	S	340
38	Smelt (Protected Species)	S	340
39	Smelt migratory route (Protected Species)	S	340
40	Twaite Shad migratory route (Protected Species)	S	340

Groundwater (sensitivity)

According to the Multi-Agency Geographic Information for the Countryside's (MAGIC) website, the site area lies over a Secondary A Bedrock Aquifer and a Secondary (undifferentiated) Superficial Drift Aquifer. The site does not lie in a source protection zone. The site is in a predominantly Medium-High Groundwater Vulnerability area.

2.10 Wind

- 2.10.1 The prevailing wind direction will determine which receptors will be affected and at what frequency.
- 2.10.2 Meteorological data has been used from Dagenham from www.meteoblue.com which is considered to be representative of conditions within the vicinity of the application site. According to the wind rose data for the area, the prevailing wind in the local area is from the west southwest (WSW) as shown in Figure 1 below.

Figure 1: Dagenham Prevailing Wind Direction

- 2.10.3 As such, areas at most risk from dust emissions, should it occur, are therefore located northeast of the site. The site immediately bounded by additional commercial and industrial properties, with the A13 beyond to the north. Consequentially, it is not anticipated dust emissions will negatively impact receptors beyond this boundary.
- 2.10.4 As noted in Table 2, there are surface water features within 1km of the site. According to the EA's 'Dust & Emission Management Plan' template, surface water and groundwater are not identified as receptors that that are susceptible to the adverse effects of exposure to high levels of dust and particulates. As such, these receptors are not considered further in this DMP.
- 2.10.5 As indicated in Drawing Number DAG/B066441/PER/01, the site is bordered by additional industrial activities, whilst the south is bordered by the railway line.

2.11 Local Contributors to Dust

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

Table 4: Local Contributors of Dust within 1km of the Site

Name of Site	Name of Operator	Site Address	Site Type	Direction and distance from the site
M M S Recycling	M M S Supplies Limited	2, Chequers Lane, Dagenham, Essex, RM9 6QJ	S1506 No 6: 75kte HCl Waste TS + treatment (FB3805CH)	Adjacent west
Britannia Skips Limited	Britannia Skips Ltd	75-77, Chequers Lane, Dagenham, Essex, RM9 6QJ	S1506 No 6: 75kte HCl Waste TS + treatment (WE9385AA)	180m west
Edwards Recycling Ltd	Edwards Recycling Limited	Perry Road, Off Chequers Lane, Dagenham, Essex, RM9 6QD	S0803 No 3: 75kte HCl Waste TS + treatment (CB3507KZ)	55m southwest
75-77 Chequers Lane	R White Waste Management Limited	75-77, Chequers Lane, Dagenham, Essex, RM9 6QJ	A9 : Special Waste Transfer Station (DD3307GX)	260m west
Manns Waste Management Ltd	Manns Waste Management Limited	Old Bus Depot, Perry Road, Dagenham, Essex, RM9 6QD	S0803 No 3: 75kte HCl Waste TS + treatment (HP3098VH)	200m southwest
Perry Road Recycling Facility	Recycled Material Supplies Limited	Perry Road Recycling Facility, Perry Road, Dagenham, Essex, RM9 6QD	A16 : Physical Treatment Facility (DB3502TZ)	140m southwest
Thunderer Road	Neptune Contract Services Limited	Thunderer Road, Chequers Lane, Dagenham, Essex, RM9 6QD	A16 : Physical Treatment Facility (DB3806UM)	300m southwest
Materials Recovery Facility	Veolia ES (UK) Limited	Materials Recovery Facility, Choats Road, Dagenham, Essex, RM9 6LF	A16 : Physical Treatment Facility (CB3106GQ)	1km northwest
Cemex Dagenham	CEMEX UK Materials Limited	Halyard Street, Halyard Street, Dagenham, Essex, RM9 6RJ	A16 : Physical Treatment Facility (GB3100UU)	900m west

3.0 Dust and Particulate Management

3.1 Responsibility for the Implementation of the DMP

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

3.2 Sources and Control of Dust

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

Table 5: Source-Pathway-Receptor Routes from Waste Activities at the Site

Source	Pathway	Receptor	Type of impact
Mud	Tracking dust on wheels and vehicles, then mud dropping off wheels/vehicles when dry	Public highways listed in Table 3.	Visual soiling, also consequent resuspension as airborne particulates
Debris	Falling off waste delivery vehicles	Public Highways listed in Table 3.	Visual soiling, also consequent resuspension as airborne particulates
Tipping, storage and treatment of waste inside building	Escape from buildings and subsequent atmospheric dispersion	Occupiers of domestic dwellings listed in Table 3. Workforce in commercial and industrial properties listed in Table 3. Amenities listed in Table 3. Habitats listed in Table 3.	Visual soiling and airborne particulates.

Dust Management Plan

Vehicle exhaust emissions	Atmospheric dispersion	Occupiers of domestic dwellings listed in Table 3.	Visual soiling and airborne particulates
		Workforce in commercial and industrial properties listed in Table 3.	Airborne particulates
Non road going machinery exhaust emissions	Atmospheric dispersion	Amenities listed in Table 3.	Airborne particulates
		Habitats listed in Table 3.	Airborne particulates

Table 6: Measures to Control Dust/Particulates from Permitted Waste Activities

Abatement Measure	Description / Effect	Trigger for implementation
Preventative Measures		
Enclosure	Wastes accepted for the site will be stored externally. All soil washing activities will be undertaken on an impermeable surface. As the wind direction is of a southwestern direction it is anticipated that the suspension of dust or the likelihood of dust transgressing the sites boundary will be minimal. Wastes which are stored in bays will have a minimum 300mm freeboard to aid in the reduction of wind whipping and soil disturbance.	All preventative measures will be implemented during the operating hours detailed in Section 2.7.
Enclosure of waste treatment processes	Treatment of waste will comprise of soil washing and dry recycling activities.	
Site speed limit	The site will have a speed limit of 5mph in place to restrict speed on site. This will prevent the suspension and entrainment of dust. Clear signage is established on the site to reinforce the speed limit. Traffic control and routing are also to be implemented to aid in controlling dust on site.	
No-idling policy	A 'No-idling policy' is in place at the site which requires all vehicles and plant to be switched off when not in use.	
Minimising drop heights for waste	Drop heights will be minimised as much as practicable and managed in line with health and safety requirements, to reduce the generation of dust whilst waste is being deposited. Drop heights will not exceed 1.5m.	
Site surfacing	The site surfaces comprises both permeable and impermeable surface. All soil washing activities will be undertaken on the impermeable surface. The site surfacing will be visually inspected on a weekly basis to ensure that all areas provide a smooth-running surface. In the event that any damage is identified on the site's surfacing, necessary remedial work will be undertaken as soon as possible. If possible, the area may also be closed off until the necessary remedial works have been undertaken.	

Dust Management Plan

Sheeting of vehicles	Wastes being delivered to the site will be covered or sheeted to prevent dust emissions whilst the waste is in transit.
Maintenance of Plant and Equipment	All plant and equipment will be maintained in accordance with the manufacturer's requirements. This will minimise the risk of mechanical failure which may result in increased dust emissions. In addition, all plant and equipment will be subject to visual checks on a daily basis prior to use to ensure that the equipment functions correctly. In the event that any damage is identified on any plant or equipment that may affect its performance, necessary remedial work will be completed as soon as practicable. If necessary, defective plant or equipment may be isolated/closed off for use until the necessary remedial works have been undertaken. With regards to cleaning equipment (i.e. road sweeper), arrangements will be made to employ alternative equipment.
Good housekeeping	The site will be subject to visual inspections on a daily basis to ensure that there is not a build-up of particulates on surfaces and equipment. In addition, site staff will remain vigilant during operational hours for any visible dust on surfaces and equipment. Any abnormal build-up of dust noticeable on surfaces and equipment will be removed as soon as is practicable.
Misting Equipment and Water Sprays	During periods where dust is anticipated to be high, such as prolonged dry and/or hot weather or high winds, stockpiles, made ground and equipment will be dampened with misting equipment and sprays to mitigate the resuspension of dust particles. Mobile suppression units will be implemented on-site.

3.3 Best Available Techniques

- 3.3.1 The EA's 'Dust & Emission Management Plan' template has been used to ensure that the Best Available Techniques (BAT) are implemented on site.
- 3.3.2 General site housekeeping will ensure that dust does not build up on site and all dust generating activities will be monitored closely and site operatives will be vigilant and report any excessive dust issues to the Site Manager to be dealt with at the next available notice.
- 3.3.3 The Site Manager will undertake a daily visual assessment of dust levels and all site operatives will be vigilant and report any problems to the manager.
- 3.3.4 Should dust, mud, litter or other debris be identified, a road sweeper will be employed to maintain the site cleanliness.
- 3.3.5 Further, the site layout has been constructed with consideration to neighbouring receptors, including the Protected Habitats, Surface Water Features and Deciduous Woodlands, so that they are unlikely to experience an increase in dust levels this is because the prevailing wind direction is from the southwest.
- 3.3.6 Vehicles delivering waste to the site will be covered or sheeted to prevent the generation of dust whilst the waste is in transit. Drop heights will also be minimised as much as practicable to reduce the generation of dust from loading/unloading activities.

- 3.3.7 All plant and machinery will have effective silencers where practicable and be maintained in accordance with the manufacturer's requirements to minimise the risk of mechanical failure which could result in increased dust emissions.
- 3.3.8 Owing to the layout of the site within an industrial setting which is bounded to the north and east by other industrial uses, and by the railway line to the south, it is considered impractical to consider the planting of grass or trees as there is no available open ground, albeit there is a line of trees to the western boundary of the site.
- 3.3.9 With the above measures in place, it is considered that the site is considered to be compliant with BAT.

3.4 Visual Dust Monitoring

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

Table 7: Action Plan for Visible Dust or High Wind Speeds

Action		Person responsible for ensuring action is carried out	Timescale for action completion
1	The Site Manager (or a nominated deputy) will be notified and will make the appropriate managerial staff and site operatives aware. In the event that visible dust is identified from daily monitoring, the Site Manager (or a nominated deputy) will review site operations to establish if the site can be identified as the source of the dust. In the event that high wind speeds are observed, the Site Manager (or a nominated deputy) will proceed to implement remedial action(s) that are detailed in Step 2.	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.
2	If the visible dust can be directly related to the site or high wind speeds are observed, remedial action will be undertaken and may include the following depending on the source: - • Reduce/limit waste deliveries to and from the site; and, • Reduce/limit waste treatment activities that present a high risk to dust emissions (e.g. shredding and granulator).	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.
3	A follow up visual assessment will be undertaken off site on the local road network for any visible dust.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
4	If visible dust is not identified, the Site Manager (or a nominated deputy) will ensure that any action taken and the effectiveness of that action is documented and a record will be maintained.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
5	In the event that visible dust is identified following the implementation of remedial action(s) and the dust control methods fail, operations on site will cease and the EA will be informed.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).

4.0 Reporting and Complaints Procedure

4.1 Purpose of Complaints Procedure

- 4.1.1 A DMP should show how the operator will respond to complaints. Any complaints should be investigated promptly, and appropriate remedial action should be taken. The complainant and anyone else likely to be affected should be informed of any action taken in response to the complaint.
- 4.1.2 A procedure has been developed (see Table 8 below) to ensure that complaints will be handled by Hanson appropriately and consistently and to reassure the EA and the public that any of their concerns will be acknowledged and acted upon where appropriate. The procedure will be reviewed on an annual basis or in the event of any significant dust issues.

4.2 Complaints Reporting Route

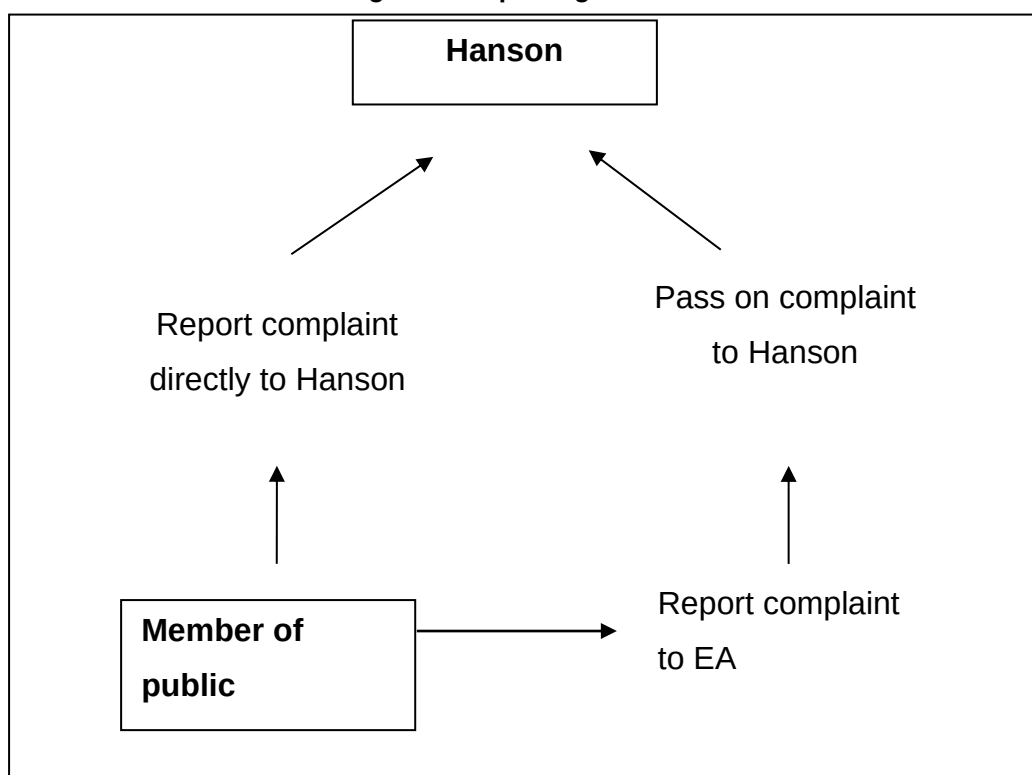
- 4.2.1 In order to ensure that members of the public are easily able to report any complaints relating to dust emissions from the site, there will be a display board at the site entrance which details the site name, the permit number, the EA's contact details and Hanson's contact details. By providing contact details for the EA as well as the operator, this ensures that the member of public can report their complaint and be confident that it will be received by the appropriate party even if they feel uncomfortable discussing directly with the operator.

4.3 Complaints Records

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

4.4 Community Engagement

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

Figure 2: Reporting Route**Table 8: Complaints Procedure**

Action	Person responsible for ensuring action is carried out	Timescale for Action Completion
1. The Site Manager (or a nominated deputy) will be notified of the complaint and will make the appropriate managerial staff and site operatives aware of the complaint. The EA will also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report sheet (Appendix B).	Site Manager or appropriately trained operator	Within two working day of receipt of the complaint.
2. The complaint will be investigated by: - a) Checking the monitoring records to see whether the complaint corresponds to the monitoring records. b) Checking the Site Diary and waste acceptance records to see if any particularly dusty waste was accepted.	Site Manager or appropriately trained operator	Within one working day of receipt of the complaint.

Dust Management Plan

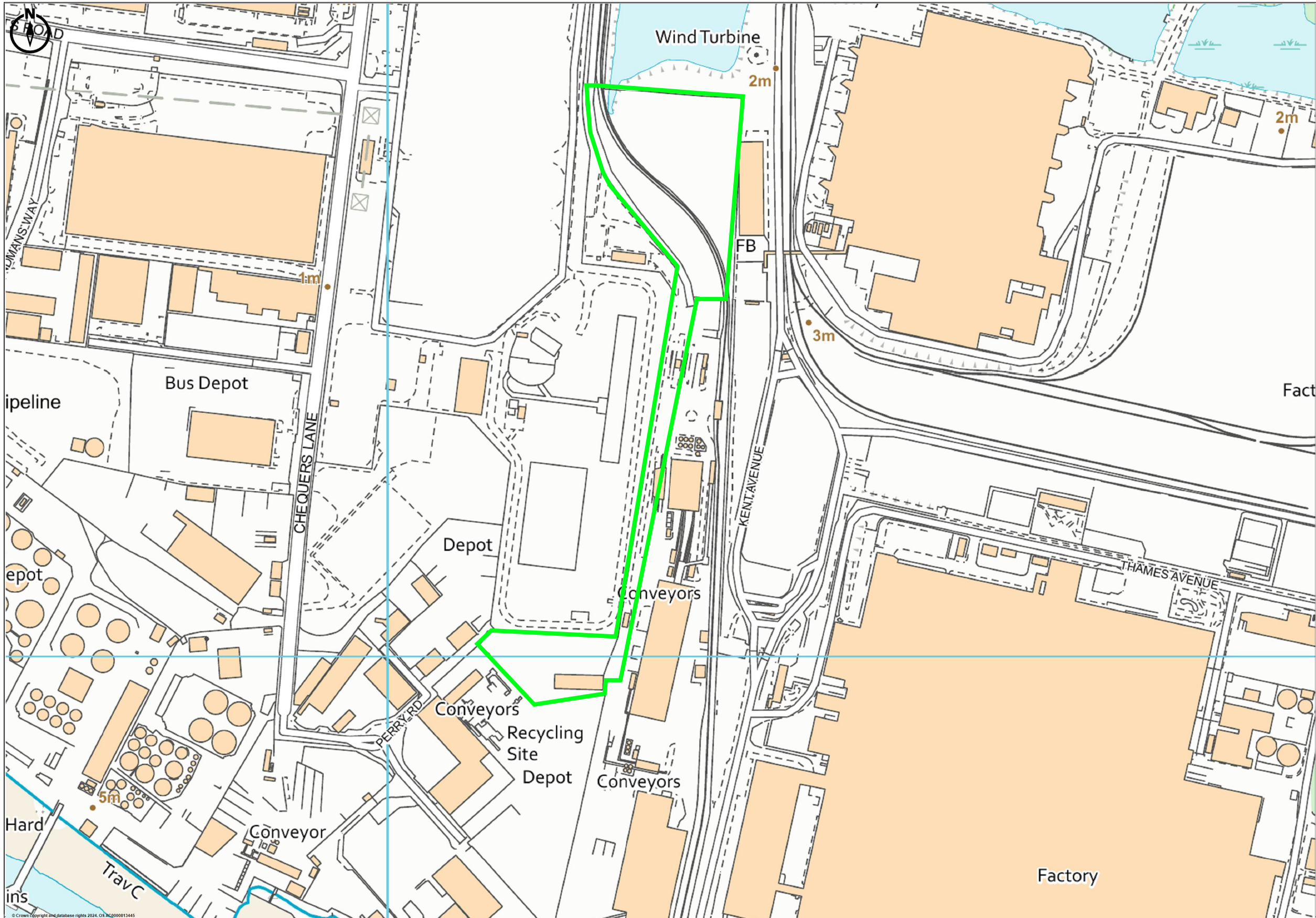
	c) Checking the Site Diary to see whether the complaint corresponds to any operational issues at the site. If the cause of the complaint is established, it will be recorded within the Complaint Record Sheet (Appendix B). If no particular cause is identifiable then this will also be recorded.		
3.	If more than one complaint is received about a particular incident, and the cause has not been established, Hanson would engage with the complainant(s) and agree corrective action(s) to be undertaken and timescales to implement.	Site Manager or appropriately trained operator	Within one working day of receipt of the complaints.
4.	The Site Manager will instigate any necessary reviews of procedures and will implement corrective action(s) that were agreed with the complainant(s).	Site Manager or appropriately trained operator	Works would commence within seven working days of agreeing corrective action. Completion will depend on timescales agreed with the complainant.
5.	Following the corrective action(s) have been implemented, the complainant and the Environment Agency will be informed.	Site Manager or appropriately trained operator	Within one working day of corrective action(s) being implemented.
6.	A follow up audit on the corrective actions implemented shall be undertaken to ensure the complaint is not made again in the future and that the preventive procedure is effective.	Site Manager or appropriately trained operator	Within two weeks of corrective action(s) being implemented.
7.	Once the follow up audit has been completed, the Site Manager will ensure that the complaint and any action taken, and the effectiveness of that action are recorded in the Environmental Management System. This record shall also note any amendments to procedures, both environmental and health & safety, which may be required following the investigation. The record shall be kept in the site office at all times or if it is an electronic record, it will be accessible from the site.	Site Manager or appropriately trained operator	Within two weeks of receipt of corrective action(s) being implemented.

Drawings

DAG/B066441/PER/01 – Permit Boundary Plan

DAG/B066441/REC/01 – Environmental Receptor Plan

DAG/B066441/LAY/01 - Site Layout Plan



Client:
Hanson Quarry Products Europe Limited

Created: GA

Checked: AB

Project: Dagenham Dock Aggregate Recycling Facility

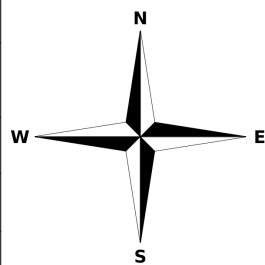
Date: 29/08/2024

Title: Environmental Permit Boundary Plan

Version: 1

Drawing No: DAG/B066441/PER/01

Scale: 1:25,000



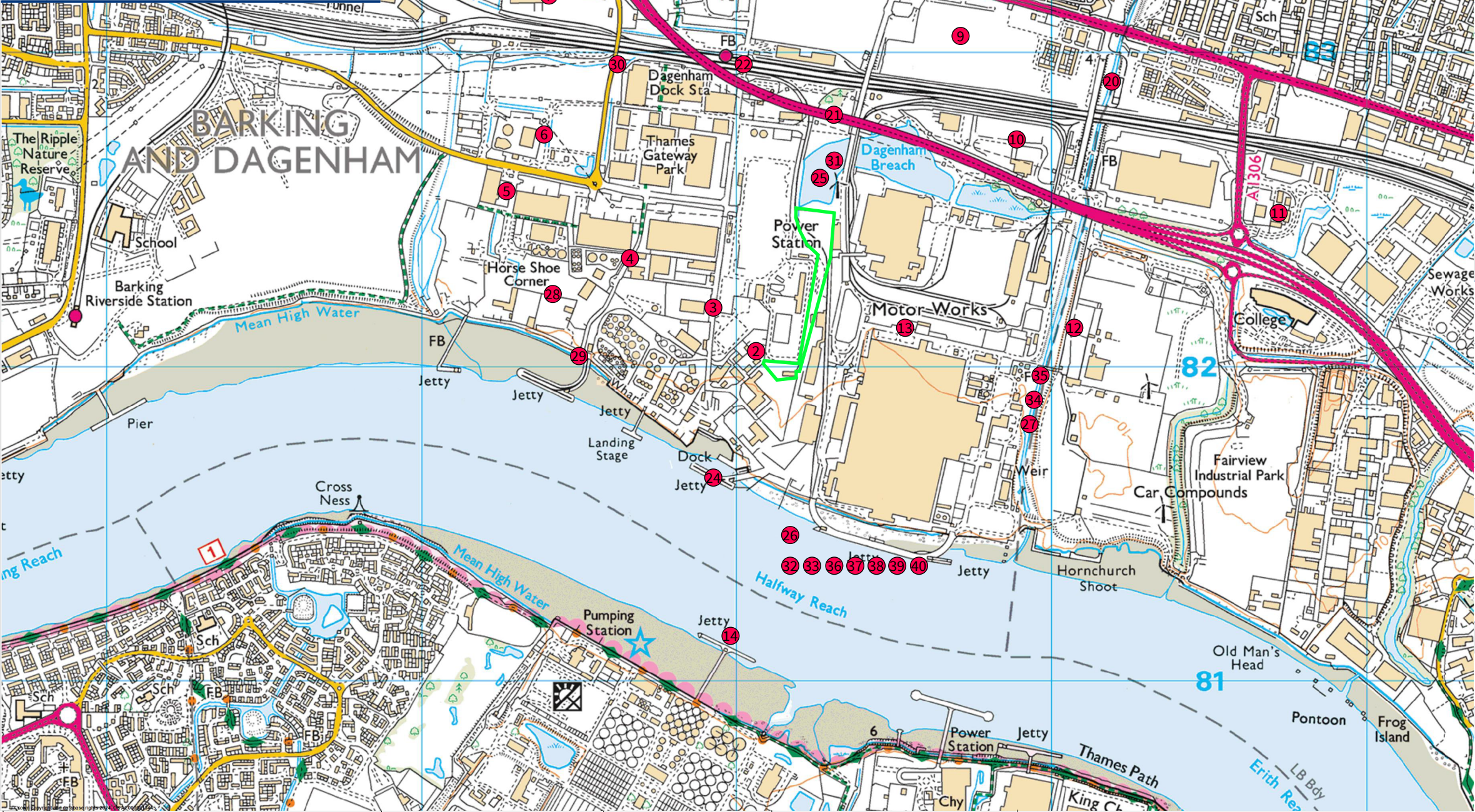
2nd Floor,
11 York Street,
Manchester,
M2 2AW

+44 161 874 4659



 Environmental Permit Boundary

- 32 Atlantic Salmon migratory route (Protected Species)
- 33 Allis Shad migratory route (Protected Species)
- 34 European Eel (Protected Species)
- 35 European Eel migratory route (Protected Species)
- 36 River Lamprey migratory route (Protected Species)
- 37 Sea Lamprey migratory route (Protected Species)
- 38 Smelt (Protected Species)
- 39 Smelt migratory route (Protected Species)
- 40 Twait Shad migratory route (Protected Species)



Client: Hanson Quarry Products Europe Limited	Created: GA
	Checked: AB
Project: Dagenham Dock Aggregate Recycling Facility	Date: 29/08/2024
Title: Environmental Receptor Plan	Version: 1
Drawing No: DAG/B066441/REC/01	Scale: 1:25,000

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2nd Floor,
11 York Street,
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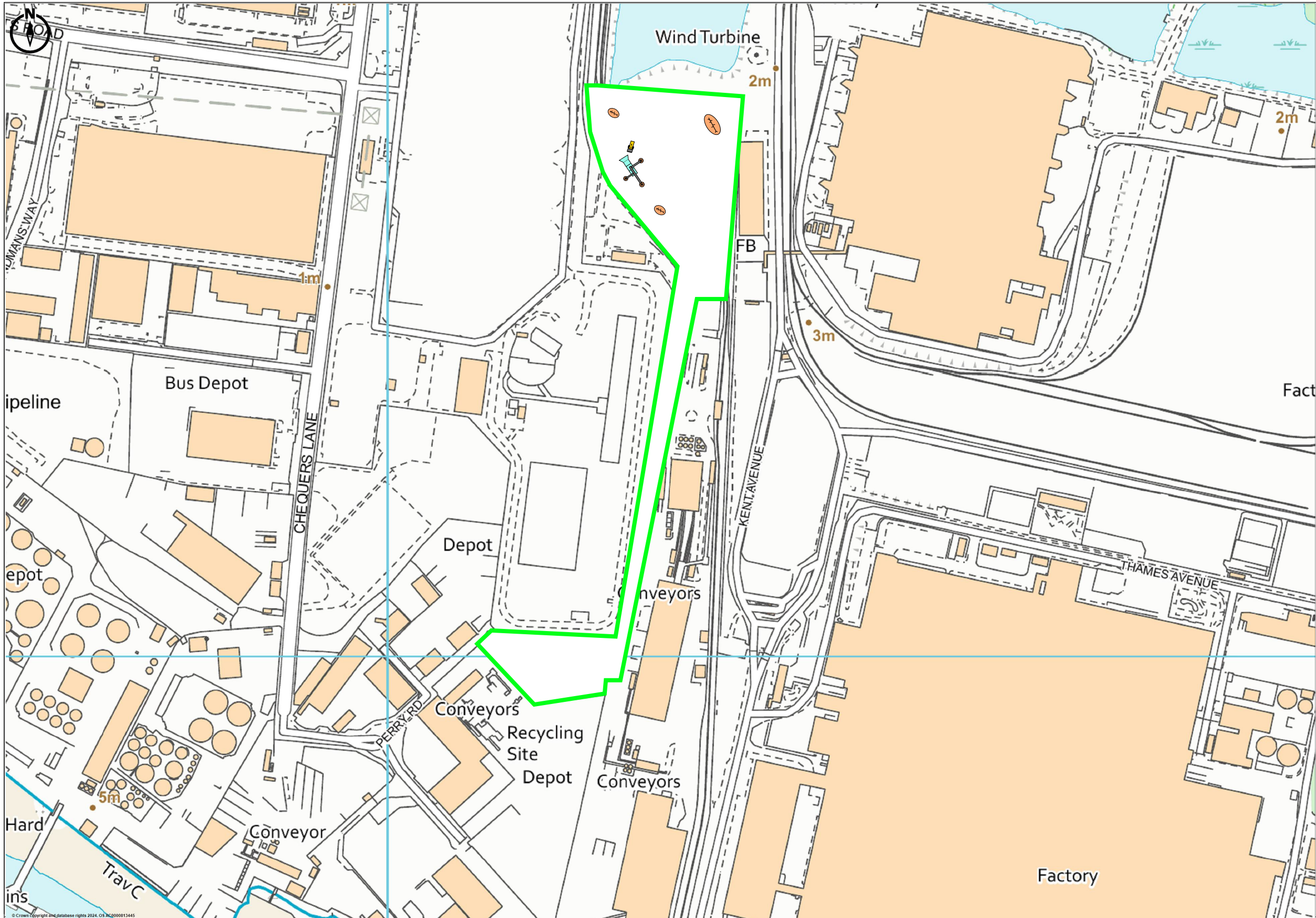
TETRA TECH

	Environmental Permit Boundary
1	Environmental Receptor

31

Dagenham Breach and the lower Beam River in Dagenham (LWS)

ID	Receptor
Domestic Dwellings	
1	Residential Estate N of New Road
Commercial and Industrial Premises	
2	Perry Road Industry
3	Chequers Lane Industry (W)
4	Hindmans Way Industry
5	London Sustainable Industries
6	Hitch Street Industry
7	Eddie Stobart
8	Chequers Lane Industry (NW)
9	Walkerville Road Industry
10	Lake Road Industry
11	Consul Ave
12	Fiesta Drive
13	Industry E of Kent Ave
14	Thames Bubblers
Schools / Hospitals / Shops/Amenities	
15	Marsh Green Primary School
16	First Ave Surgery
17	School Page
18	Lovely Tots Pres-school
19	Shops/Amenities New Road
Recreation	
20	BEAM Central Park
Highways/Minor Roads/Railways	
21	Thames Gateway (A13)
22	Dagenham Dock Railway Station and Line
23	New Road (A1306)
Listed Buildings and Scheduled Monuments	
24	Jetty Number 4 And Approach, Formerly at Samuel Williams And Company, Dagenham Dock
Surface Water e.g. rivers and streams	
25	Dagenham Breach
26	River Thames
27	Beam River
28	Stream
29	Mean High Water
30	The Gores
Nature and Heritage Screening Results	
31	Dagenham Breach and the lower Beam River in Dagenham (LWS)



Client:
Hanson Quarry Products Europe Limited

Created: GA

Checked: AB

Project: Dagenham Dock Aggregate Recycling Facility

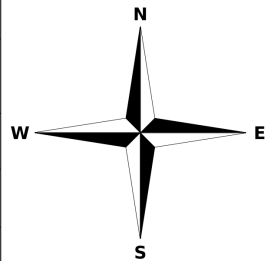
Date: 10/01/2025

Title: Indicative Site Layout Plan

Version: 1

Drawing No: DAG/B066441/LAY/01

Scale: 1:25,000



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 Environmental Permit Boundary

Appendix A – Proposed Waste Types

Table A1: Soil Washing Facility Waste Types

EWC Code	Description	Restriction
01	WASTE RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS	
01 04	Wastes from physical and chemical processing of non-metalliferous minerals	
01 04 08	Waste gravel and crushed rocks other than those mentioned in 04 04 06	
01 04 09	Waste sand and clay	
01 04 13	Wastes from stone cutting and sawing other than those mentioned in 01 04 07	
10	WASTES FROM THERMAL PROCESSES	
10 11	Wastes from manufacture of glass and glass products	
10 11 12	Waste that as waste glass other than those mentioned in 10 11 11	
10 12	Wastes from manufacture of ceramic goods, bricks, tiles and construction products	
10 12 08	Waste ceramics, brick, tiles and construction products (after thermal processing)	
10 13	Wastes from manufacture of cement, lime and plaster and articles and products made from them	
10 13 14	Waste that as waste concrete and concrete sludge	
17	CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)	
17 01	Concrete, bricks, tiles and ceramics	
17 01 01	Concrete	Selected C&D waste only
17 01 02	Bricks	Selected C&D waste only
17 01 03	Tiles and ceramics	Selected C&D waste only
17 01 07	Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06	Selected C&D waste only. Metal from reinforced concrete must have been removed.
17 03	Bituminous mixtures, coal tar and tarred products	
17 03 02	Bituminous mixtures other than those mentioned in 17 03 01	

17 05	Soil (including excavated soil from contaminated sites), stones and dredging spoil	
17 05 04	Soil and stones other than those mentioned in 17 05 03	Excluding topsoil, peat; excluding soil and stones from contaminated sites
17 05 06	Dredging spoil other than those mentioned in 17 05 05*	
17 05 08	Track ballast other than those mentioned in 17 05 07*	
17 09	Other construction and demolition wastes	
17 09 04	Mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03	
19	WASTES FROM WASTE MANAGEMENT FACILITIES, OFF-SITE WASTE WATER TREATMENT PLANTS AND THE PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION AND WATER FOR INDUSTRIAL USE	
19 01	Wastes from incineration or pyrolysis of waste	
19 01 02	Ferrous materials removed from bottom ash	
19 01 12	Bottom ash and slag other than those mentioned in 19 01 11	
19 01 14	Fly ash other than those mentioned in 19 01 13	
19 01 16	Boiler dust other than those mentioned in 19 01 15	
19 01 18	Pyrolysis wastes other than those mentioned in 19 01 17	
19 01 19	Sands from fluidized beds	
19 02	Wastes from physico/chemical treatments of waste (including dechromatation, decyanidation, neutralisation)	
19 02 06	Waste that as sludges from physico/chemical treatment other than those mentioned in 19 02 05	
19 12	Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified	
19 12 09	Minerals only	Wastes from the treatment of waste aggregates that are otherwise naturally occurring minerals. Does not include fines from treatment of any non-hazardous waste or gypsum from recovered plasterboard.

19 12 12	Other wastes (including mixtures of materials) from other mechanical treatment of wastes other than those mentioned in 19 12 11	Including IBAA
19 13	Wastes from soil and groundwater remediation	
19 13 02	Solid wastes from soil remediation other than those mentioned in 19 13 01	
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS	
20 02	Garden and park wastes (including cemetery waste)	
20 02 02	Soil and stones	Only from garden and parks waste; excluding topsoil, peat.

Table A2: Physical Treatment Facility Waste Codes

EWC Code	Description
01	WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING, AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS
01 04	Wastes from physical and chemical processing of non-metalliferous minerals
01 04 08	Waste gravel and crushed rocks other than those mentioned in 01 04 07
01 04 09	Waste sand and clays
10	WASTES FROM THERMAL PROCESSES
10 01	Wastes from power stations and other combustion plants (except 19)
10 01 01	Bottom ash and slag only
10 01 02	Pulverised fuel ash only
10 11	Waste from manufacture of glass and glass products
10 11 12	Clean glass other than those mentioned in 10 11 11
10 12	Wastes from manufacture of ceramic goods, bricks, tiles and construction products
10 12 08	Waste ceramics, bricks, tiles and construction products (after thermal processes)
10 13	Wastes from manufacture of cement, lime and plaster and articles and products made from them
10 13 14	Waste concrete only
15	WASTE PACKAGING; ABSORBENTS, WIPING CLOTHS, FILTER MATERIALS AND PROTECTIVE CLOTHING NOT OTHERWISE SPECIFIED
15 01	Packaging (including separately collected municipal waste packaging)
15 01 07	Clean glass only
17	CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)
17 01	Concrete, bricks, tiles and ceramics
17 01 01	Concrete
17 01 02	Bricks

Dust Management Plan

17 01 03	Tiles and ceramics
17 01 07	Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
17 02	Wood, glass and plastic
17 02 02	Clean glass only
17 03	Bituminous mixtures, coal tar and tarred products
17 03 02	Road base and road planings (other than those containing tar) only
17 05	Soil (including excavated soil from contaminated sites), stones and dredging spoil
17 05 04	Soil and stones other than those mentioned in 17 05 03
17 05 08	Track ballast, soil and stones other than those mentioned in 17 05 07
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS
20 01	Separately collected fractions (except 15 01)
20 01 02	Clean glass only
20 02	Garden and park wastes (including cemetery waste)
20 02 02	Soil and stones

Appendix B – Complaints Form

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

Appendix C - Daily Site Inspection Log

Date	
Name	
Observations	
Actions	
Signature	