

NOISE AND VIBRATION MANAGEMENT PLAN

Wallace Way Metal Recycling Facility,

Wallace Way,

Hitchin,

Hertfordshire,

SG4 0SE

Recycling Lives Limited

EPR/NP3503BF

Contents

Tables

Appendices

Contents

1. Site Information

- 1.1 Basis for creating this noise monitoring plan
- 1.2 Site location & Operational overview
- 1.3 Hours of operation

2 Sensitive Receptors

- 2.1 Receptor plans
- 2.2 List of Receptors

3 Site operations

- 3.1 Waste deliveries
- 3.2 Waste acceptance
- 3.3 Site infrastructure
- 3.4 Site processes
- 3.5 Mobile plant and equipment

4 Noise Management and controls

- 4.1 Noise sensitive receptors
- 4.2 Noise sources
- 4.3 Noise management table
- 4.4 Monitoring and recording
- 4.6 Emergencies

5 Complaints

- 5.1 Complaints procedure
- 5.2 Complaints recording

6 Training

- 6.1 Training regime
- 6.2 Vehicle/plant preventative maintenance training
- 6.3 Liaison with neighbours

Tables

Table 1.1

Distances to selected, representative sensitive locations

Table 2.1

Other noise emitting operators

Appendices

Appendix 1

Site layout and fire plan

Sensitive receptors plan

Appendix 2

Complaints procedure form

1. Introduction

1.1. Basis for creating this noise management plan

- 1.1.1. This noise and vibration management plan (NVMP) has been created for the Recycling Lives site Wallace Way Metal Recycling Facility, Wallace Way, Hitchin, Hertfordshire, SG4 0SE. Recycling Lives were approved for a transfer of the permit from Metal and Waste Recycling Limited on 17/10/2019 and due to increased site operational changes a permit variation is being applied for as of March 2021 to increase the throughput and treatment tonnage of waste allowed at the site. All references to this site in this NVMP shall mean the permitted boundary extracted from the EP.
- 1.1.2 As the site is proposing to increase the throughput of the pre-shredder and fragmentiser the plan addresses the impact of noise and includes specific control measures required to mitigate the associated noise impacts that may be caused by the operations at site.
- 1.1.3 Mitigation measures identified in this NVMP will be put in place by the management of Recycling Lives to ensure noise and vibration is controlled using the best practicable means to ensure the receptors listed in section 2.2 below are not affected by the above proposal.

1.2 Site Location & Operational overview

- 1.2.1 The site is located within the market town of Hitchin and is part of the North Hertfordshire district in Hertfordshire. The site is situated at the top of Wallace Way off Cadwell Lane approximately 1.3km north of Hitchin town centre. The site is approximately 7 acres in area and is surrounded by other industrial units except to the South East where there are some residential properties. The industrial units include Travis Perkins to the North, Cadent gas to the North West and several other independent industrial units surrounding the rest of site.
- 1.2.2 The site is made up of two levels. On the lower level there is a double height site office which houses the weighbridge office, office kitchen, toilets and office storage downstairs with additional offices and a meeting room upstairs. Next to this office building are two sheds, one of which is used for storage including WEEE storage, the other for the processing of non-ferrous metals. The site welfare facilities are located next to these sheds.

Entering the yard area of this part of site is the weighbridge in and out of site, the pre-shredder, the in-feed conveyor and other areas of the fragmentiser and the site maintenance area. The fragmentiser process is discussed in section 3 of this DMP.

On the higher level of the site is the outfeed of the fragmentiser, the container loading area, fuel and oil tanks, depolluted ELV stockpile, ELV depollution area, ELV non-depolluted storage area, waste storage areas and the area of site that takes parts from vehicles to be sold as used parts (called export at this site.)

1.3 Hours of operation

- 1.3.1 The site will be operated according to the hours specified below

Metal Recycling Operations – Fragmentiser/Pre-shredder

Monday – Friday 07:00 – 17:30

Saturday 07:00 – 12:00

Sundays & Bank Holidays N/A

Waste Acceptance of ELV's WEEE and Scrap Metal

Monday – Friday 07:00 – 17:30

Saturday 07:00 – 12:00

Sunday N/A

Processing of ELV's, WEEE and Scrap Metal not listed above

Monday – Friday 07:00 – 17:30

Saturday 07:00 – 12:00

Sunday N/A

General Housekeeping / Plant / Vehicle Maintenance

Monday – Friday 07:00 – 17:30

Saturday 07:00 – 17:30

Sunday 07:00 – 17:30

2 Sensitive Receptors

2.1 Receptor plans

2.1.1 A sensitive receptors plan is attached at Appendix I of this NVMP. The receptors highlighted are those which are likely to be at risk of noise generated from this site.

2.2 List of Receptors

2.2.1 The receptors listed from the SRP are also shown in the table below with approximate distances to these properties.

Table 1.1 Distances to selected, representative sensitive locations

Boundary	Receptor	Approximate distance from site boundary (m)
North	Shatchi Wholesale	Adjacent
North	Travis Perkins	30-50
North West	Cadent Gas	30-50
North West	King Georges Park	930
East	Various industrial uses including puppets by post, Girbau UK, United Welding Supplies, Gardiff EPOS amongst others	30-50
South East	Residential dwellings off Hillfield Avenue and Girdle Road	60-295
South East	Walsworth Common	600
South West	Various industrial uses including Crash care centre, Optime lighting, G&L coating, M&J Engineers amongst others	Adjacent to 200
South West	Toad Hall Nursery	575
South West	Strathmore Infant & Nursery School	810
South West	River Purwell	260
South East	Highover School	930
Various	Various other businesses and residential properties	Within 1000

3 Site operations

3.1 Waste deliveries

- 3.1.1 Waste is delivered to the site via existing access to the south and south west using a concrete hardstanding/tarmac road. Trucks delivering ELV will go through the south west gate and up the ramp to the top area of site where they will be unloaded and stored for depollution. All other waste types will go through the south gate and across the weighbridge before being directed to their unloading area by site staff.
- 3.1.2 Waste will arrive at the site using a combination of Recycling Lives own vehicles and contractor vehicles which consist of
- HGV skip vehicles
 - Fixed body bulk loaders
 - 8-wheeled tipper vehicles which can carry loads of up to 18-20 tonnes
 - Articulated lorries
 - Recovery vehicles/car transporters (ELV only)
- 3.1.3 All of the above loads are either sheeted or contained upon delivery.
- 3.1.4 Any third-party deliveries to the site will be advised that any potentially dusty loads be suitably sheeted. If the customer has the capacity to wet down potentially dusty loads, they will be asked to do this.
- 3.1.5 Due to the primary wastes accepted at this site being ELV's, WEEE and scrap metal it is not considered that these loads would present a risk of dust upon delivery or deposit therefore the risk here could be considered negligible.

3.2 Waste acceptance

- 3.2.1 Strict waste acceptance procedures are in place at the site and are summarised below. Waste is delivered to the site via the existing access roads. On arrival all waste undergoes a visual inspection both on the weighbridge and as it is tipped at the pre-shredder. ELV are unloaded directly into the depollution area of site and these are visually inspected by the depollution team prior to the depollution process taking place. At the weighbridge all waste consignment notes, transfer notes etc will be fully checked to ensure the waste matches the pre-acceptance information received.
- 3.2.2 A large portion of the waste received at site is received either from some of the other Recycling Lives satellite depollution sites or from one of the alternative depollution sites within the London/Bedfordshire/Hertfordshire areas. Following with-in these loads are deposited directly into the pre-shredder pile as the ELV's should have been depolluted as per the DEFRA guidance and scrap metal will have been pre-sorted or baled under permitting or exemption regulations. Other waste that is accepted at this site will include large domestic appliances brought to site as WEEE, some local metal collectors and ELV bought to site by contractors and members of the public.
- 3.2.3 Any wastes identified during the incoming waste inspections which do not conform to site acceptance criteria will not be accepted and will be removed or quarantined immediately to

await safe removal from site. The EA will be contacted should the non-conforming waste be likely to lead to a breach of permit conditions or present a risk of combustion.

- 3.2.4 Radiation detection equipment is fitted to the weighbridge at site to ensure only loads of a non-reactive nature are deposited at the site.

3.3 Site Infrastructure

- 3.3.1 The site is clearly detailed on the drawing at Appendix I of this NVMP. The drawing illustrates the following areas on site:

- Location of buildings
- Reception and storage areas of waste
- Location of fixed plant/equipment i.e. fragmentiser, shredder etc
- Location of mains water point.

3.4 Site processes

- 3.4.1 **Pre-shredder and hammermill** – once all the wastes have been transferred to the pre-shredder pile for processing, they will be loaded into the pre-shredder hopper using a 360° excavator. Once in the hopper materials will be drawn through two rotating shafts fitted with blades: one turning at <3rpm and one turning <14rpm. The blades rotate in opposing directions and apply a tearing type force upon materials which are processed. The pre-shredder will ensure that if there are any gas bottles left in bales they are shredded and therefore will no longer be pressurised which will assist in prevention of noise events within the hammermill. The pre-shredder will also densify materials which will reduce processing time within the fragmentiser.
- 3.4.2 Once materials have been shredded, they will be ejected to the pre-shredder discharge area and from there will be transferred by an excavator to the fragmentiser in-feed storage area to await further processing through the fragmentiser. They will be loaded on to the in-feed conveyor by excavator where it will travel to the entrance of the hammer mill. Once the materials have been through the hammer mill, they are discharged from the base of the mill on to a vibrating plate which evenly spreads materials across its width before depositing on to the out-feed conveyor.
- 3.4.3 **Out-feed conveyor** – The outfeed conveyor transports all the materials to the z-box and cyclone system.
- 3.4.4 **Z-box and air cyclone system** – The Z-box and air cyclone system is a fully enclosed system where aspirated air is drawn through and as materials pass through the various stages of the Z-box. The air cyclone works under centrifugal force and results in any heavy particles being discharged from the base of the cyclone and sent for further processing. Once materials have passed through the Z-box the heavy fractions get carried forward to the magnets and lighter materials such as car foam etc go to the waste bay. The magnets pick up ferrous and from there they go to the picking line. Non-ferrous is dropped by the magnets into a sizing trommel and the fractions are taken to the non-ferrous shed on site.
- 3.4.5 **Picking line** – The picking line is the manual part of the process whereby pickers are at either side of the conveyor and pick out any lighter non-metallic materials. These materials are dropped into containers and from there taken to the holding area for waste that is sent to

an alternative Recycling Lives site for further processing. The ferrous metal passes through this area into the radial stacker conveyor.

- 3.4.6 **Radial stacker conveyor** – The radial stacker conveyor is used to transport and deposit ferrous metal into the ferrous holding area. From there the ferrous metal is loaded into containers for export. These containers are only loaded during the operational hours of the site previously mentioned in this document to ensure that receptors are not subjected to metal movement noise outside of 'normal' hours.

3.5 Mobile plant and equipment

- 3.5.1 Mobile plant and equipment along with their preventative maintenance are detailed in the site's EMS and Fire Prevention Plan and not considered necessary to duplicate as part of this NVMP.

4 Noise Management and Controls

4.1 Noise sensitive receptors

- 4.1.1 As discussed previously, the site lies within a primarily industrial setting with the nearest noise sensitive residential receptors located 60m to the south east of the site.
- 4.1.2 The proposed operation and layout of the site has been planned to contain all the required operations and activities within the site, thus limiting the impacts from noise on the above receptors.
- 4.1.3 In terms of potential noise impact, whilst the site will continue to always run to the Best Practical Means, this site-specific NVMP has been prepared in order to ensure noise levels at the site can be managed appropriately and reduce any impact on the surrounding receptors.

4.2 Noise sources

- 4.2.1 Main sources of noise which could arise from site operations are as follows:
- HGV's and other vehicles travelling to and from the site for delivery/collection of products
 - Vehicles tipping waste deliveries into the waste reception areas for all waste types and activities during normal operating hours
 - Loading of waste, using an excavator or telehandler, into the pre-shredder and fragmentiser
 - Loading of materials into containers in the container tilter area (ferrous waste)
 - Operation of the mechanical treatment – pre-shredder and fragmentiser
 - Audible bangs/explosions from non-conforming waste being fed into the pre-shredder or fragmentiser, for example pressurised containers such as gas bottles
 - Loading waste into vehicles for removal off site
 - Mobile plant manoeuvring around site
 - Small vehicles, such as staff cars, travelling to and from the site
 - Repairs
 - Car transporters delivering and unloading ELV using a forklift
 - Manual dismantling of an ELV inside the depollution building
 - Maintenance/housekeeping of the pre-shredder and fragmentiser
 - Site housekeeping and maintenance

4.3 Noise management Table

- 4.3.1 The site specific NVMP table overleaf details the above noise sources and how the infrastructure on site will reduce the impact of noise to surrounding properties.
- 4.3.2 In addition to the existing controls in this NVM, the complaints procedure further discussed in section 5 will be used in the event that any noise complaints are received. If a noise complaint is received and the applicant has been made aware, immediate action will take place reviewing and identifying whether any changes to existing procedures are required or if new procedures need to be put in place. Once any changes are identified as required will be implemented immediately.

Site specific NVMP table

Source	Receptor	Consequences	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial action / recommendations / comments	Assessment outcome following action / recommendations
Vehicles tipping waste into waste reception areas for all waste types and activities during operation hours	As detailed in sensitive receptor plan	Noise pollution	Medium	Continuous (Low Pitch)	Medium	Majority of waste tipping areas benefit from their own containment within site. Engines are switched off if not in use. Waste only accepted during operating hours of the site. Site access maintained in good state of repair to prevent additional noise generated. Implementation of 5mph speed limit on site. Driver must lower tipping body before driving from tipping area. All drivers required use site with due consideration of neighbours. Drop heights will be maximum of 1m from the ground to allow for clearance of vehicles. Recycling Lives vehicles and plant benefit from white noise reverse alarms.	Low due to other day to day noise going on within the industrial estate.

Source	Receptor	Consequences	Magnitude of noise source	Characteristics of noise source	Probability of noise disturbance	Remedial action / recommendations / comments	Assessment outcome following actions / recommendations
<p>Loading of waste and operation of pre shredder and fragmentiser using mobile plant during operational hours</p>	<p>As detailed in sensitive receptor plan</p>	<p>Noise pollution</p>	<p>Medium</p>	<p>Continuous (Low Pitch)</p>	<p>Medium</p>	<p>Loading of waste is completed using a 360° grab as opposed to a loading shovel which means material can be compacted and inserted with a minimal drop height into the enclosed pre-shredder. Waste loading only takes place during site operating hours. Site management will continue to ensure all loading plant is functioning suitably. The loading area is in the centre of the bottom part of site and is screened by 6M concrete walls. Operatives are informed to turn off engines when plant is not in use and no revving of engines is permitted on the site. Any malfunctions in plant which result in excessive noise</p>	<p>Low as other background noise sources assist in this reduction</p>

						<p>will be de-commissioned and an alternative sought. The main sections of the treatment plant (shredders etc.) are bounded by insulated cladding to reduce noise emissions from the plant. The site has detailed waste acceptance and pre-acceptance procedures to ensure no waste enters the pre-shredder or frag which would lead to an audible event i.e. a gas cylinder. Any wastes identified during the incoming waste (visual) inspections which do not conform to site acceptance criteria will not be accepted and/or removed and quarantined immediately to await safe removal from site.</p>	
--	--	--	--	--	--	--	--

Source	Receptor	Consequences	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / recommendations / comments	Assessment outcome following actions / recommendations
<p>Loading of material into containers in the 'container tilter area' and into HGVs/skip wagons during normal operating hours</p>	<p>As detailed in sensitive receptor plan</p>	<p>Noise pollution</p>	<p>Medium</p>	<p>Intermittent (low pitch)</p>	<p>Medium</p>	<p>Operator has recently altered way material is loaded into containers by ensuring plant grabs can go inside the containers and management have instructed grab operators to load containers by placing material in them rather than dropping it. Management monitor staff loading material (in addition to the daily monitoring) to make sure that revised loading operations are carried out. Loading of waste into containers/skips and HGVs is only carried out during operating hours Management will ensure that all loading plant is functioning suitably i.e. moving parts to be regularly lubricated. Operatives will be informed to turn off engines when the plant is not in use and</p>	<p>Low</p>

						<p>no revving of engines will be permitted at the site. Any malfunctions in loading plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced.</p>	
--	--	--	--	--	--	---	--

Source	Receptor	Consequences	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / recommendations / comments	Assessment outcome following actions / recommendations
ELV acceptance and depollution	As detailed on sensitive receptor plan	Noise pollution	Medium	Intermittent (low pitch)	Medium	<p>ELVs are usually accepted and depolluted during normal operating hours.</p> <p>During the above hours, ELVs will be brought in by a vehicle recovery driver collecting an ELV from an external source. They will arrive at the site and drive up to the undepolluted ELV storage area where the ELV is removed from the recovery vehicle using a forklift truck. It is then stored in the undepolluted ELV storage area with the battery removed as the ELV is stored.</p> <p>Once the ELV has been deposited off the ELV and battery removed, the driver will drive off site.</p> <p>Depollution is all manual and takes place inside the depollution building.</p>	Low

						<p>Forklift trucks benefit from white noise reverse alarms. Operatives will be informed to turn off vehicle engines when the plant is not in use and no revving of engines will be permitted at the site.</p> <p>Any malfunctions in loading plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative plant is sourced</p>	
--	--	--	--	--	--	--	--

Source	Receptor	Consequences	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / recommendations / comments	Assessment outcome following actions / recommendations
Audible bangs and explosions from non-conforming waste being fed into the pre-shredder and the fragmentiser	As detailed in the sensitive receptor plan	Noise pollution	High	One-off 'bang' medium to high pitch	High	<p>All loads are inspected in accordance with strict waste acceptance procedures. Letters sent to customers with fines for any objects which could cause audible bang or explosion. Quarantine area and rejected waste containers on site for quick isolation of load.</p> <p>Additional inspection of waste into area to the west of the pre-shredder and fragmentiser with quick isolation of non-conforming wastes.</p> <p>Dedicated storage areas for cylinders and LPG tanks on site.</p> <p>Recycling Lives Ltd enforce the following:</p> <ul style="list-style-type: none"> i) A £150 fine will be administered in confirmed cases of a sealed canister being found in a 	Low

						customer's scrap. ii) If the customer continues to send in foreign objects, Recycling Lives Ltd will contact the customer to discuss the incident and to develop an understanding of root cause and how the issue can be prevented in future.	
--	--	--	--	--	--	--	--

Source	Receptor	Consequences	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / recommendations / comments	Assessment outcome following actions / recommendations
Manoeuvring of plant around external areas of site	As detailed on sensitive receptors plan	Noise pollution	Low	Intermittent (Low Pitch)	Medium	<p>Management ensure site vehicles operated are functioning suitably i.e., vehicles are well maintained and operated with silencers and moving parts to be regularly lubricated.</p> <p>Site is surfaced with concrete and will be flat and maintained in good state of repair to prevent unnecessary banging of vehicles on uneven ground. A maximum speed limit of 5mph will be maintained.</p> <p>Drivers informed to turn off engines when vehicle is not in use and no revving of engines is permitted at site.</p> <p>All vehicles benefit from white noise reverse alarms.</p>	Low

Small vehicles travelling to and from site (e.g. staff, visitors, deliveries etc)	As detailed on sensitive receptors plan	Noise pollution	Low-very low	Intermittent (low pitch)	Low	All those working on and visiting the site to be made aware of need for considerate driving and keeping vehicles well maintained. Small vehicles can arrive 24/7 but they are not considered to be an issue in relation to excessive noise which could cause a complaint.	Very low / Negligible
Repairs	As detailed on sensitive receptors plan	Noise pollution	Very low	Occur at a specific time (low pitch)	Low	If repairs to the site are required, the work is to be undertaken with due regard for the possible noise nuisance and during the normal working day. In the event of major repair work being undertaken which is likely to cause significant noise and disruption, neighbouring residents and the Local Authority will be notified in advance.	Very low / Negligible

4.4 Monitoring

- 4.4.1 Recycling Lives believe that any requirement for offsite monitoring would be primarily suggested by the subjective onsite observations of site management. Given that noise levels at the site are unlikely to significantly exceed the background level it is difficult to justify the requirement to undertake routine pro-active offsite monitoring.
- 4.4.2 The site is located within an industrial area with numerous industrial land uses. In addition, road traffic noise will be audible at the nearest noise sensitive receptor. This would make it difficult to assess any measurements made at the nearest sensitive receptor during the site's operation i.e., what amount of the noise level may be apportioned to the site. To have any certainty in evaluating the true noise level because of the operations at the receptor measurement would have to be taken during time of inactivity at the neighbouring sites. This would introduce a great level of difficulty and eradicated the opportunity to arrange for a routine weekly time for noise monitoring.
- 4.4.3 It would seem reasonable to propose that noise levels are subjectively monitored by site management. The site team will be able to monitor noise levels throughout the day whilst on site and would notice a rise in noise levels because of plant failure or any other exceptional circumstance. Were the management team to notice additional noise they can take steps to remedy the situation (i.e., cease the activity that is causing the problem if required.) Should a noise complaint be received site management would review the nature of the complaint and should it be deemed necessary (i.e., numerous complaints relating to a particular item of plant) then an investigation may be commenced, and advice sought from a professional acoustician.
- 4.4.4 Recycling Lives have issued warning letters to all customers they accept waste from for the presence of foreign objects or gas cylinders likely to cause an audible bang, pop, or explosion and if any are found Recycling Lives will enforce the following
- A £150 fine will be administered in confirmed cases of a sealed canister being found in a customer's scrap.
 - If the customer continues to send in foreign objects, Recycling Lives will contact the customer to discuss the incident and to develop an understanding of root cause and how the issue can be prevented in the future.

4.5 Recording

- 4.5.1 Site management will record complaints in the site diary or complaints report within Appendix II of this document. Recycling Lives will contact the EA within 24 hours of receiving the complaint.
- 4.5.2 Site management will be required to make a note of any unavoidable events such as plant failure, in the site diary, rather than just actual complaints received and notify the EA within 24 hours. This will ensure that if complaints are received retrospectively from either the EA or directly, any circumstances which led to that complaint because of elements outside of the operator's control would be able to be attributed to (or at least in part) the cause of the complaint. Where all appropriate measures fail to prevent an activity causing unacceptable levels of noise pollution the activity will be stopped.

4.6 Emergencies

- 4.6.1 In the event of unforeseen circumstances i.e. faulty equipment, the site manager will assess whether to cease activities or all operations with the main emphasis on site being the reduction of noise impacts.

5 Actions when complaints are received

5.1 Complaints procedure

- 5.1.1 If any noise complaints are received, the site team will complete a 'complaints and events log' and detail individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the LA, EA or third parties. 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).
- 5.1.2 Noise complaints will be prioritised and investigated without delay or by end of working day only in extenuating circumstances. This will also apply to complaints received both directly and via other sources (e.g. EA or Local Authority). Where investigation substantiates the complaint, fully or partially, then remedial action should be taken immediately and if measures taken fail to stop the pollution then the activity must be stopped and not restarted unless and until additional measures have been implemented to prevent the emission causing pollution. The EA will be contacted in the event the complaint cannot be escalated. Following a complaint and if it is deemed correct following investigation, the appropriate action will be taken to prevent the issue from reoccurring i.e. evaluation of current abatement measures, site operations, additional abatement measures and re-training of staff via toolbox talks.
- 5.1.3 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 third parties, any circumstances which led to that complaint because of elements outside of the operator's control would be able to be attributed to the cause of the complaint.
- 5.1.4 I It must be noted that the site lies adjacent to several other sites with industrial uses, so in the event of a complaint, the operator will substantiate the complaint by carrying out noise monitoring to identify whether the complaint is valid. If the complaint is valid, the site will implement the complaint procedures check and if required, amend site operations and provide additional attenuation around the site. This would involve using a level 2 sound meter and comparing this information from the background levels recorded from recent Noise Impact Assessments.
- 5.1.5 If the source cannot be ascertained with 100% confidence, site management will either suspend or reduce the likely noise generating activities, i.e. pre-shredder and frag process.
- 5.1.6 If the source is within the site's control, site management will take appropriate action to ensure the issue has been rectified. This may take the form of the following:
- a) Investigating the source to prevent a re-occurrence.
 - b) Suspending operations which are giving rise to excessive noise due to potential plant malfunction
 - c) Investigate noise mitigation measures
 - d) Logging findings of a – c in the site diary / complaints form and in the reporting template within the EP.

e) Report actions to the complainant and/or EA.

f) If following the above complaints are still received, the site will cease operations until the issues have been rectified.

5.1.7 The EA will be notified by email of any third-party noise complaints received by the end of the working day including the complainant and the outcome of the investigation. Where complaints are substantiated as causing or likely to cause significant noise pollution, then the EA will be notified without delay, as required by conditions in Section 4.3 of the EP.

5.2 Complaints recording

5.2.1 Any complaints received in relation to noise and vibration will be recorded on the form shown in Appendix II. This form will normally be completed, signed and dated by the site manager, compliance manager or TCM, if they are not available, the office manager.

5.2.2 The following details as a minimum will be completed on the form:

a) The name, address and telephone number of the caller will be requested.

b) Each complaint will be given a reference number.

c) The caller will be asked to give details of:

- the nature of the complaint
- the time
- how long it lasted
- how often it occurs
- is this the first time the problem has been noticed and,
- what prompted them to complain.

d) The person completing the form will then, if possible, make a note of:

- the weather conditions at the time of the problem (rain snow fog etc.)
- strength and direction of the wind; and,
- the activity on the installation at the time the noise, dust or odour was detected, particularly anything unusual.

e) The reason for the complaint will be investigated and a note of the findings added to the report.

f) 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.

g) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the appropriate department of the EA or Local Council.

h) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

6 Training

6.1 Training regime

- 6.1.1 All employees and sub-contractors of Recycling Lives Ltd involved with potentially noisy operations will receive training in noise and vibration monitoring and complaint reporting.
- 6.1.2 Training will be given to all relevant persons to make sure they are competent in completing noise and vibration survey forms, noise and vibration complaint report forms and the site diary to ensure sufficient monitoring of noise and vibration can be carried out and any problems addressed correctly.
- 6.1.3 When selecting new plant and equipment, consideration shall be given to the need to meet all legislation and statutory guidance on noise levels and to minimise levels of noise from selected equipment.

6.2 Vehicle / plant preventative maintenance training

- 6.2.1 This training is provided specifically for the vehicle and plant operators to ensure that all plant and machinery is checked regularly to prevent any occurrences which may lead to any adverse impacts on the environment or human health.
- 6.2.2 Training will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.
- 6.2.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

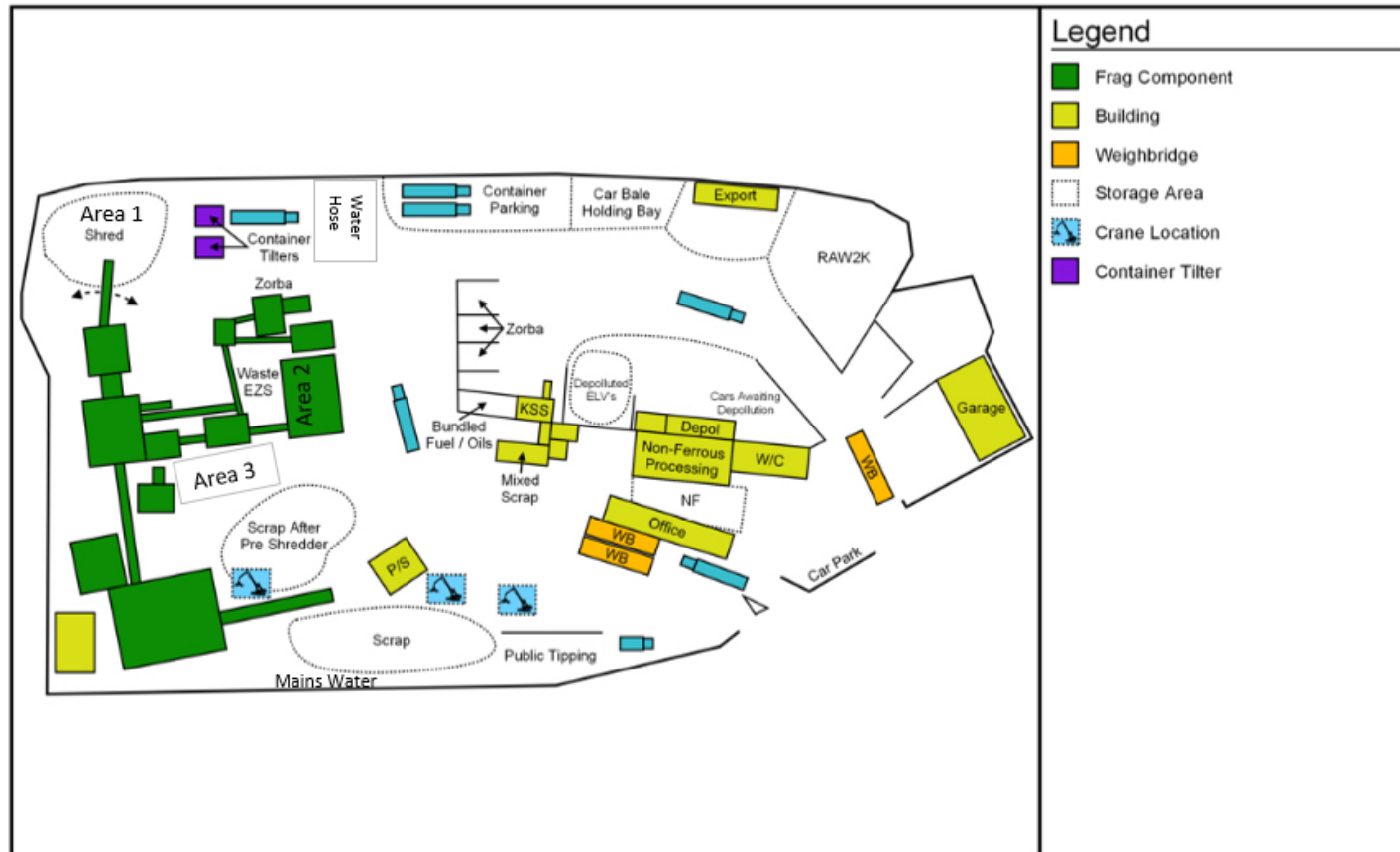
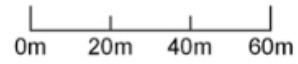
6.3 Liaison with Neighbours

- 6.3.1 In the extreme event of a significant, but temporary, increase in noise and vibration from the site, neighbours will be contacted to advise them of the occurrence and action being taken to remediate the issue on site.
- 6.3.2 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 supplied with 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.

Appendices

Appendix 1 Site plan

Hitchin





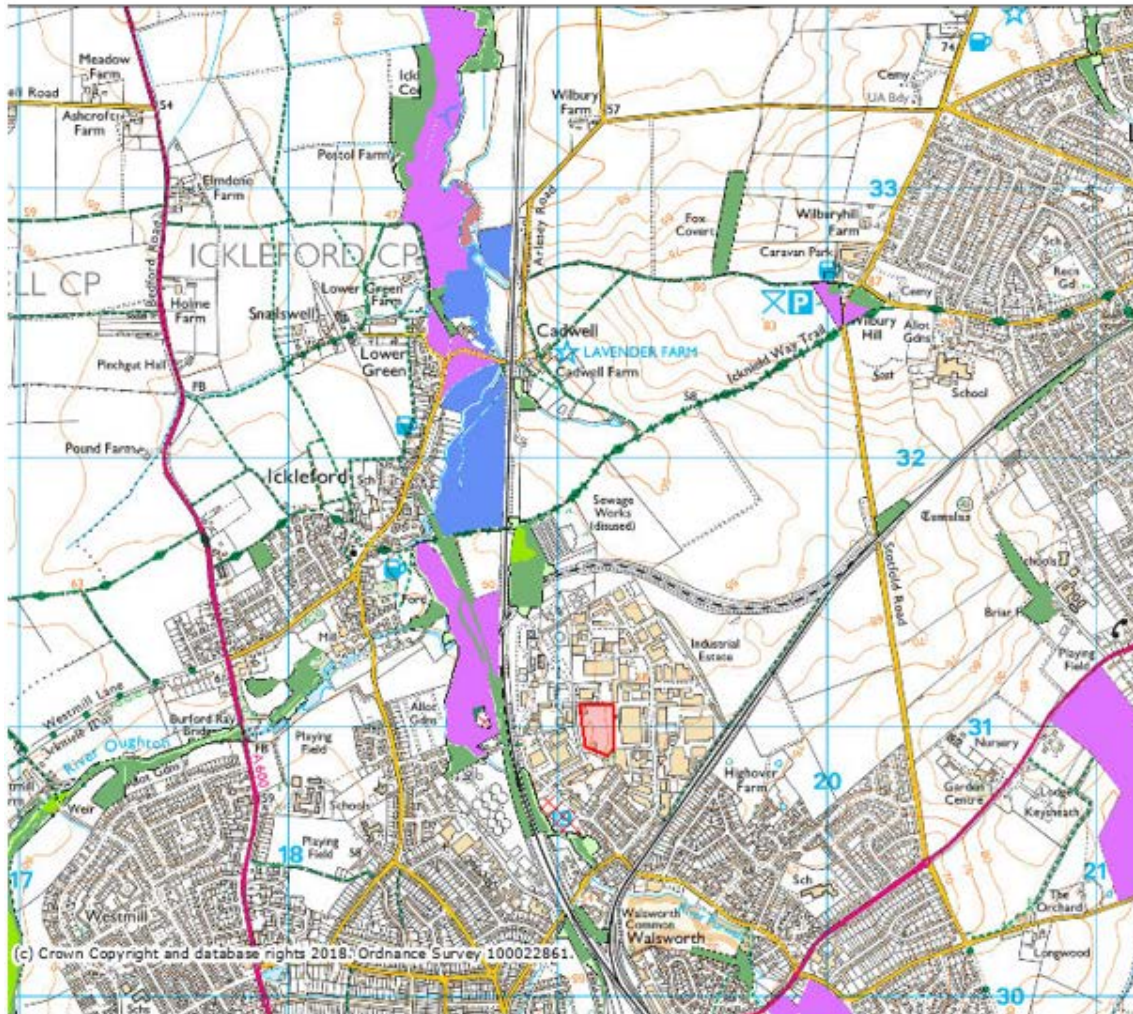
Wallace Way,
Hitchin, Herts
SG4 0SE

Key:

- Nursery / School
- Community Centre (football club, park)
- Church / Temple
- River Purwell
- Railway line

MAGiC

Magic Map



Legend

- Ramsar Sites (England)
- Sites of Special Scientific Interest (England)
- Special Areas of Conservation (England)
- Special Protection Areas (England)

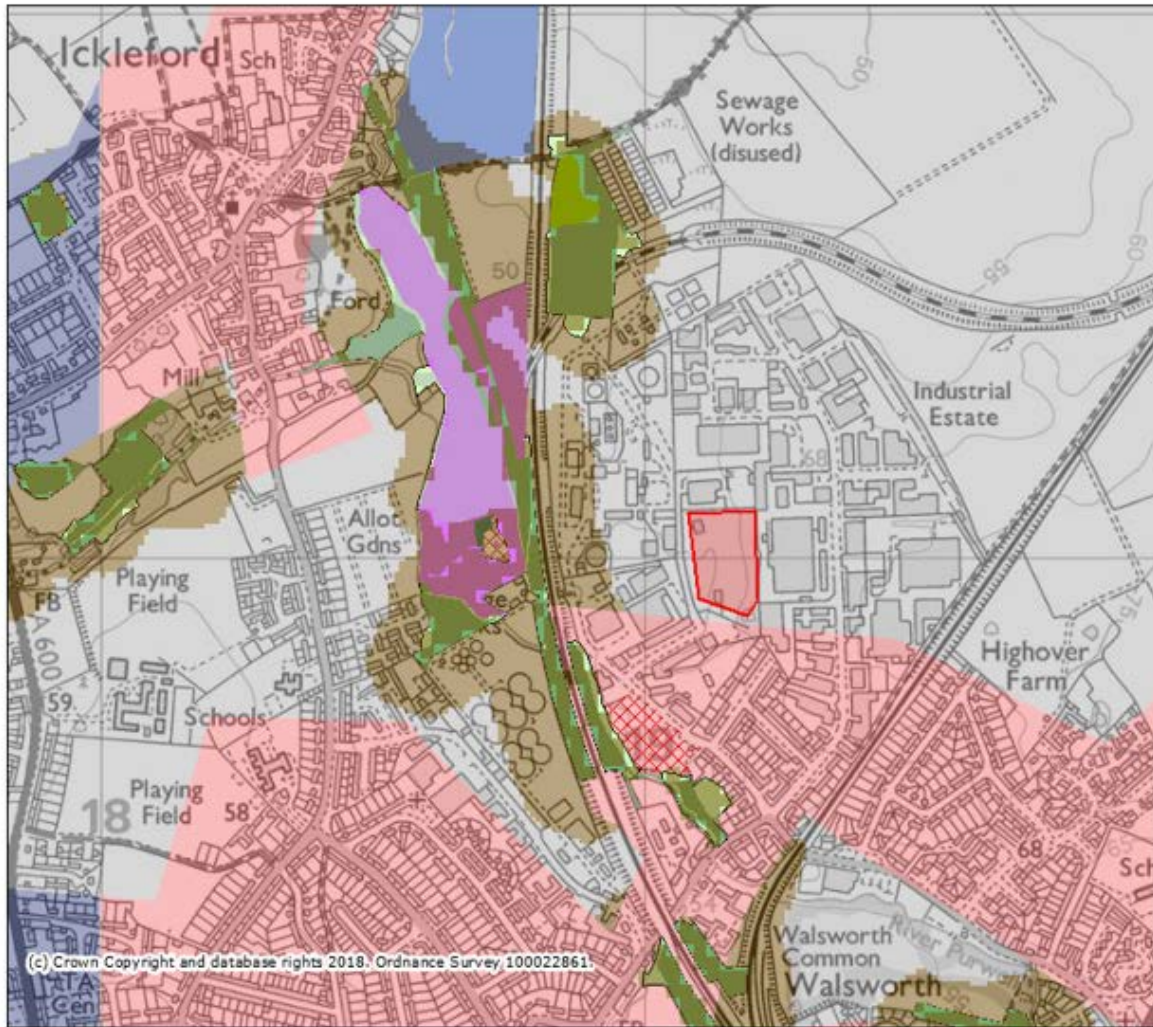
Projection = OSGB36
xmin = 513600
ymin = 229100
xmax = 524400
ymax = 234500



Map produced by MAGIC on 26 July, 2018.
Copyright resides with the data suppliers and the map must not be reproduced without their permission. Some information in MAGIC is a snapshot of the information that is being maintained or continually updated by the originating organisation. Please refer to the metadata for details as information may be illustrative or representative rather than definitive at this stage.

MAGiC

Magic Map



Legend

Ramsar Sites (England)	Priority Habitat Inventory - Calaminarian Grassland (England)
Sites of Special Scientific Interest (England)	Priority Habitat Inventory - Coastal and Floodplain Grazing Marsh (England)
Special Areas of Conservation (England)	Priority Habitat Inventory - Good quality semi-improved grassland (Non Priority) (England)
Special Protection Areas (England)	Priority Habitat Inventory - Lowland Calcareous Grassland (England)
Woodland Priority Habitat Network (England)	
High Spatial Priority	Priority Habitat Inventory - Lowland Dry Acid Grassland (England)
Lower Spatial Priority	Priority Habitat Inventory - Lowland Meadows (England)
Woodland Improvement (England)	
High Spatial Priority	Priority Habitat Inventory - Purple Moor Grass and Rush Pasture (England)
Lower Spatial Priority	Priority Habitat Inventory - Upland Calcareous Grassland (England)
Priority Habitat Inventory - Coastal Saltmarsh (England)	Priority Habitat Inventory - Upland Hay Meadows (England)
Priority Habitat Inventory - Coastal Sand Dunes (England)	Refined Coastal and Floodplain Grazing Marsh (England)
Priority Habitat Inventory - Coastal Vegetated Shingle (England)	Priority Habitat Inventory - Lowland Heathland (England)
Priority Habitat Inventory - Maritime Cliffs and Slopes (England)	Priority Habitat Inventory - Saline Lagoons (England)
Priority Habitat Inventory - Mudflats (England)	

Projection = OSGB36
 xmin = 516200
 ymin = 229700
 xmax = 521600
 ymax = 232400

Map produced by MAGiC on 26 July, 2018.
 Copyright resides with the data suppliers and the map must not be reproduced without their permission. Some information in MAGiC is a snapshot of the information that is being maintained or continually updated by the originating organisation. Please refer to the metadata for details as information may be illustrative or representative rather than definitive at this stage.

(c) Crown Copyright and database rights 2018. Ordnance Survey 100022861.

APPENDIX II

COMPLAINTS PROCEDURE

- 1) Any complaints received in relation to noise and vibration will be recorded on the form below.
This form will normally be completed, signed and dated by the site operator, if they are not available, the Office Manager will complete the form.
- 2) The name, address and telephone number of the caller will be requested.
- 3) Each complaint will be given a reference number.
- 4) The caller will be asked to give details of:
 - the nature of the complaint
 - the time
 - how long it lasted
 - how often it occurs
 - is this the first time the problem has been noticed
 - what prompted them to complain.
- 5) The person completing the form will then, if possible, make a note of:
 - the weather conditions at the time of the problem (rain snow fog etc.)
 - strength and direction of the wind
 - the activity on the site at the time the noise was detected, particularly anything unusual.
- 6) The reason for the complaint will be investigated and a note of the findings added to the report.
- 7) 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.
- 8) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the EA.
- 9) Following any complaint the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

Complaints Report Form	
Date Recorded	Reference Number
Name & Address of caller	
Telephone number of caller	
Time & Date of call	
Nature of complaint (noise, vibration) (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	
Operations being carried out onsite at the time of complaint	
Follow Up	
Actions taken	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures	
Changes to Noise & Vibration Management Plan	
Date changes implemented	
Form completed by	
Signed	
Date completed	