

Project No: 317157

Noise Management Plan – Salisbury City Council Depot

Prepared for:

Elleteq Ltd

Lansdowne House
Long Street
Devizes
SN10 1NJ

Contents Amendment Record

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Acknowledgement

This report has been prepared for the sole and exclusive use of Elleteq Limited (Elleteq) in accordance with the scope of work presented in Mabbett & Associates Ltd (Mabbett) Letter Agreement 317157/RS/170924/4.0 (dated 17 September 2024). This report is based on information and data collected by Mabbett. Should any of the information be incorrect, incomplete or subject to change, Mabbett may wish to revise the report accordingly.

This report has been prepared by the following Mabbett personnel:

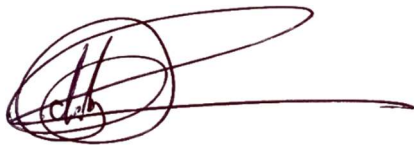
MABBETT & ASSOCIATES LTD



Ruth Sargent, BSc(Hons), MSc, MIOA
Principal Environmental Consultant (Acoustics)

This report has been reviewed and approved by the following Mabbett personnel:

MABBETT & ASSOCIATES LTD



Chris Turner BSc(Hons) MSc IEng MIOA MloD MInstP
Technical Director (Acoustics, Noise and Vibration)

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Terms and Definitions

Not all terms will be used in this document.

Term	Definition
Auditor	Person with the competence to conduct an audit.
Continual improvement	Recurring process of enhancing the environmental management system in order to achieve improvements in overall environmental performance.
Corrective action	Action to eliminate the cause of a detected nonconformity.
Document	Information and its supporting media.
Environment	Surroundings in which site operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation.
Environmental aspect (EA)	Elements of sites activities or products or services that can interact with the environment.
Environmental impact	Any change to the environment, whether adverse or beneficial, wholly or partially resulting from sites environmental aspects.
Environmental management system (EMS)	Part of the site management system used to develop and implement its environmental policy and manage its environmental aspects.
Environmental objective	Overall environmental goal, consistent with the environmental policy.
Environmental performance	Measurable results of sites management of its environmental aspects.
Environmental policy	Overall intentions and directions of sites related to its environmental performance.
Environmental target	Detailed performance requirement applicable to site or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.
Interested party	Person or group concerned with or affected by the environmental performance of site.
Internal audit	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the environmental management system audit criteria set by site are fulfilled.
Nonconformity	Non-fulfilment of a requirement.
Organisation	Site/Operator
EP	Environmental Permit.
NTS	Non-technical Summary.
ERA	Environmental Risk Assessment.
SCR	Site Condition Report.
EMS_OT	Environmental Management System and Operating Techniques. Compliant with Permit Condition 1.1.1.
FPP	Fire Prevention Plan.
NMP	Noise and Vibration Management Plan.
OMP	Odour Management Plan.
Appropriate Measures	Appropriate measures are the standards that operators should meet to comply with their environmental permit requirements.
Site	Location of waste activities.
EA	Environment Agency
HSE	Health and Safety Executive
TCM	Technically Competent Manager

Who is this Plan for?

This plan is for the Management, TCM and site operatives including drivers.

The plan will be trained out as a part of the wider EMS in tool box talks and recorded in individuals training matrix.

A copy of this plan will be kept on site in the site office.

Section 1.0: Introduction

1.1 Introduction

This Noise Management Plan (NMP) accompanies the application for a bespoke waste permit EPR/MB3002CR at Unit 1-3 Tollgate Business Park, Salisbury, SP1 2JJ. It outlines the methods by which the site operator will systematically assess and minimise potential noise impacts from the operation of this Salisbury City Council depot.

The NMP is a working document and forms one component of the overall Environmental Management Plan, ensuring that:

- noise impacts are addressed as part of routine site inspections;
- noise is controlled by effective operational practices, comprising physical and management control measures; and
- all practicable measures are taken to prevent or reduce noise impacts from the site at surrounding noise sensitive receptors.

The NMP also addresses the procedures for the management and resolution of complaints.

1.2 Availability of NMP

All site operational staff will be trained in the contents of the NMP to ensure compliance and consistent operation of waste activities.

A copy of the NMP will be made available and stored in the office at site for reference purposes and is available on request to the Environment Agency and other interested parties.

1.3 Relevant Sector Guidance on which this NMP is Based

- Environment Agency Guidance: 'Noise and vibration management: environmental permits', January 2022¹

1.4 NIA Guidance/ Standards

- BS 7445 'Description and measurement of environmental noise'²
- BS4142:2014+A1:2019 (BS4142) 'Methods for rating and assessing industrial and commercial sound'³
- BS8233:2014 'Guidance on sound insulation and noise reduction for buildings'⁴
- World Health Organisation's (WHO) 'Guidelines for Community Noise'⁵
- The Noise Policy Statement for England Explanatory Note (NPSE), March 2010⁶ sets out the Government's long-term noise policy, the aims of which are:

"Through the effective management and control of environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development:

- *Avoid significant adverse effects on health and quality of life:*

¹<https://www.gov.uk/government/publications/noise-and-vibration-management-environmental-permits/noise-and-vibration-management-environmental-permits#monitoring>

² BS 7445: 2003 'Description and Measurement of Environmental Noise'. British Standards Institution.

³ BS 4142: 2014 'Methods for rating and assessing industrial and commercial sound'. British Standards Institution.

⁴ BS 8233:2014. Guidance on sound insulation and noise reduction for buildings. British Standards Institution.

⁵ 'Guidelines for Community Noise', World Health Organisation, 1999.

⁶ Department for the Environment Food and Rural Affairs (2010) Noise Policy Statement for England, Defra.

- *Mitigate and minimise adverse effects on health and quality of life;*
- *Where possible, contribute to the improvement of health and quality of life.”*

Section 2.0: Site Operations and Site Noise Sources

2.1 Site Location

The site is located at National Grid Reference (NGR) SU 15207 29663, Easting: 415207 , Northings: 129663 and what 3 words: front.charge.logo.

The site is accessed from the west via the A36 and Tollgate Road. The site is based in the southeast of Salisbury approximately 800 m from Salisbury City centre.

The site location is shown on plan 004.20_09_001 permit boundary with an aerial view shown in Figure 1 below:



Figure 1: Aerial Image of Site and Permit Boundary

2.2 Site Activities

The site is an industrial unit with a history of light commercial use. The site is now to be used as a council depot with a small scale bespoke waste treatment/transfer station attached with the main focus being on bulking of waste material prior to ongoing treatment at another appropriately authorised site.

The only waste to be accepted is detailed in 004.20_05_009 LoW. This waste material will be stored in either a purpose built bay or in a metal container e.g skip/ Roll on Roll off (RORO) container. Waste will arrive on site via the Councils own fleet or approved sub-contractors (registered waste carriers) it will arrive via the southerly entrance.

Waste will either be tipped into the appropriate bay or handballed⁷ from the back of the vehicle.

2.1 Operating Hours

The site operates from 6.30am to 4.30pm, Monday to Sunday.

⁷ Manually unloaded from rear of vehicle.

2.2 Sources of Noise

The following noise producing activities are undertaken on the site:

- Arrival and egress of vehicles
- Jet washing activities
- Wood chipping/shredding
- Loading and removal of containers
- Tractor movements

2.3 Receptor Locations

Sensitive receptors up to 1 km are shown in Figure A.3 in Appendix A, and listed in Table A.1 in Appendix A. The most at-risk receptors are shown below in Table 1 below.

Table 1: Receptor List

Receptor reference (A, B, C etc. Use to label Fig 2.1)	Land use e.g. house, school, hospital, commercial	Direction from site (north, south, east, west)	Approximate distance to permit boundary (m)
1	Residential	South-west	20
2			
3			
4			
5			
6			
7			
8	School	North	20
9			50
10	Residential	South	47
11	Commercial	West	57
12	Residential	South	50
13	College	South West	54

Section 3.0: Noise Impact

3.1 On-site Impact

Personnel working on site and site visitors are the nearest receptors to noise emissions. Site personnel and visitors are not likely to be a concern relating to nuisance but should be considered with regards to health and safety.

All site personnel and visitors should be made aware any noise issues and understand the site's Environmental Management Systems and this NMP. Personal Protective Equipment (PPE) should be made available where personnel or visitors are likely to be exposed to high levels of noise.

3.2 Off-Site Impact

3.2.1 BS 4142 Operational Noise Assessment

A summary of the BS 4142 assessment for noise sources at the site are given in Tables 3.1 to 3.3. Full details are given in the Mabbett report 'Noise Impact Assessment – Salisbury City Council Depot' dated 15 October 2024.

Table 3.1: Scenario 1: Vehicle Movements Only

Receptor	Floor	Calculated Level L_{Aeq}	Addition of Relevant Penalties as per BS4142: 2014	Resulting Rating Level $L_{A,Tr}$	Measured Background Level L_{A90}	Difference with Background level	BS4142 Impact
		dB	dB	dB	dB	dB	
1 – Southern Flats	GF	31	+2	33	39	-6	No Impact
	1F	21	+2	23	39	-16	No Impact
	2F	21	+2	23	39	-16	No Impact
2 – Southern Flats	GF	29	+2	31	39	-8	No Impact
	1F	19	+2	21	39	-18	No Impact
	2F	19	+2	21	39	-18	No Impact
3 – Southern Flats	GF	27	+2	29	39	-10	No Impact
	1F	18	+2	20	39	-19	No Impact
	2F	18	+2	20	39	-19	No Impact
4 – Southern Flats	GF	25	+2	27	39	-12	No Impact
	1F	26	+2	28	39	-11	No Impact
	2F	31	+2	33	39	-6	No Impact
5 – Southern Flats	GF	32	+2	34	39	-5	No Impact
	1F	18	+2	20	39	-19	No Impact
	2F	21	+2	23	39	-16	No Impact
6 – Southern Flats	GF	26	+2	28	39	-11	No Impact
	1F	20	+2	22	39	-17	No Impact
	2F	24	+2	26	39	-13	No Impact
7 – Southern Flats Amenity	GF	26	+2	28	39	-11	No Impact
8 – School Building	GF	34	+2	36	39	-3	No Impact
	1F	33	+2	35	39	-4	No Impact

9 – School Playing Field	GF	34	+2	36	39	-3	No Impact
10 – Southern Dwelling	GF	41	+2	43	39	4	No Impact
	1F	30	+2	32	39	-7	No Impact
11 – Bowling Club	GF	31	+2	33	39	-6	No Impact
	1F	27	+2	29	39	-10	No Impact
12 – Southern Dwelling	GF	31	+2	33	39	-6	No Impact
	1F	29	+2	31	39	-8	No Impact
13 – 6th Form College	GF	30	+2	32	39	-7	No Impact
	1F	21	+2	23	39	-16	No Impact
	2F	22	+2	24	39	-15	No Impact

Table 3.2: Scenario 2: Typical Daytime Noise Associated with All Activities on Site (excluding vehicle movements)

Receptor	Floor	Calculated Level L_{Aeq}	Addition of Relevant Penalties as per BS4142: 2014	Resulting Rating Level $L_{A,Tr}$	Measured Background Level L_{A90}	Difference with Background level	BS4142 Impact
		dB	dB	dB	dB	dB	
1 – Southern Flats	GF	29	3	32	39	-7	No Impact
	1F	29	3	32	39	-7	No Impact
	2F	39	3	42	39	3	No Impact
2 – Southern Flats	GF	28	3	31	39	-8	No Impact
	1F	28	3	31	39	-8	No Impact
	2F	36	3	39	39	0	No Impact
3 – Southern Flats	GF	28	3	31	39	-8	No Impact
	1F	28	3	31	39	-8	No Impact
	2F	35	3	38	39	-1	No Impact
4 – Southern Flats	GF	31	3	34	39	-5	No Impact
	1F	34	3	37	39	-2	No Impact
	2F	39	3	42	39	3	No Impact
5 – Southern Flats	GF	28	3	31	39	-8	No Impact
	1F	31	3	34	39	-5	No Impact
	2F	33	3	36	39	-3	No Impact
6 – Southern Flats	GF	29	3	32	39	-7	No Impact
	1F	30	3	33	39	-6	No Impact
	2F	34	3	37	39	-2	No Impact
7 – Southern Flats Amenity	GF	37	3	40	39	1	No Impact
8 – School Building	GF	46	3	49	39	10	Significant adverse
	1F	49	3	52	39	13	Significant adverse

9 – School Playing Field	GF	53	3	56	39	17	Significant adverse
10 – Southern Dwelling	GF	39	3	42	39	3	No Impact
	1F	40	3	43	39	4	No Impact
11 – Bowling Club	GF	35	3	38	39	-1	No Impact
	1F	40	3	43	39	4	No Impact
12 – Southern Dwelling	GF	40	3	43	39	4	No Impact
	1F	43	3	46	39	7	Adverse
13 – 6th Form College	GF	31	3	34	39	-5	No Impact
	1F	34	3	37	39	-2	No Impact
	2F	37	3	40	39	1	No Impact

Table 3.3: Scenario 3: Typical Daytime Noise Associated with Jetwash and Tractor

Receptor	Floor	Calculated Level L_{Aeq}	Addition of Relevant Penalties as per BS4142: 2014	Resulting Rating Level $L_{A,Tr}$	Measured Background Level L_{A90}	Difference with Background level	BS4142 Impact
		dB	dB	dB	dB	dB	
1 – Southern Flats	GF	25	3	28	39	-11	No Impact
	1F	25	3	28	39	-11	No Impact
	2F	34	3	37	39	-2	No Impact
2 – Southern Flats	GF	23	3	26	39	-13	No Impact
	1F	23	3	26	39	-13	No Impact
	2F	31	3	34	39	-5	No Impact
3 – Southern Flats	GF	23	3	26	39	-13	No Impact
	1F	24	3	27	39	-12	No Impact
	2F	29	3	32	39	-7	No Impact
4 – Southern Flats	GF	26	3	29	39	-10	No Impact
	1F	31	3	34	39	-5	No Impact
	2F	33	3	36	39	-3	No Impact
5 – Southern Flats	GF	23	3	26	39	-13	No Impact
	1F	26	3	29	39	-10	No Impact
	2F	29	3	32	39	-7	No Impact
6 – Southern Flats	GF	25	3	28	39	-11	No Impact
	1F	26	3	29	39	-10	No Impact
	2F	30	3	33	39	-6	No Impact
7 – Southern Flats Amenity	GF	34	3	37	39	-2	No Impact
8 – School Building	GF	38	3	41	39	2	No Impact
	1F	40	3	43	39	4	No Impact
9 – School Playing Field	GF	41	3	44	39	5	Adverse

10 – Southern Dwelling	GF	36	3	39	39	0	No Impact
	1F	37	3	40	39	1	No Impact
11 – Bowling Club	GF	34	3	37	39	-2	No Impact
	1F	39	3	42	39	3	No Impact
12 – Southern Dwelling	GF	33	3	36	39	-3	No Impact
	1F	34	3	37	39	-2	No Impact
13 – 6th Form College	GF	28	3	31	39	-8	No Impact
	1F	32	3	35	39	-4	No Impact
	2F	34	3	37	39	-2	No Impact

3.3 Summary and NIA Conclusion

“Mabbett & Associates Limited have undertaken a NIA for Salisbury City Council’s site situated at Unit 1-3 Tollgate Business Park, Salisbury, SP1 2JG.

The primary receptors are flats located adjacent to the site on the south. Receivers in the NIA have been placed at a height of 4.0m and 7.0m indicative of a first storey and second storey receptors. Receivers have also been placed at other receptors in the vicinity of the site within the NIA, namely the primary school located to the north of the site.

The BS 4142 assessment of vehicles associated with the operation of the site indicates that there will be no impact upon any of the closest noise sensitive receptors to the permit boundary for the site.

An assessment of all activities (other than vehicle movements) indicates that there will be a significant adverse noise impact upon the school to the north, and upon a residential property located to the south. The dominant noise source is from wood chipping/shredding activities.

An assessment of the typical activities undertaken on the site (jet washing and a tractor), indicates that there will be no impact upon the closest residential receptors. However, there is still predicted to be a significant adverse impact upon the school located to the north of the site.

For the majority of the day, the site will remain inactive with little to no noise emissions. Any activities undertaken on the site are only active for limited times during the day, and in the case of the wood chipper, very infrequently.

To reduce noise impacts upon the closest noise sensitive receptors, Jet washing activities will be restricted to between 15:30-16:30hrs. In addition, the use of the wood chipper/shredding machine will be restricted to between 15:30- 16:30hrs, Monday to Friday only (excluding Public holidays).

Section 4.0: Noise Control Measures

4.1 Responsibility for Implementation

Responsibility for the implementation of the NMP is the TCM and Senior Management and in their absence an appropriately designate and trained person.

The effectiveness of the plan will be monitored on a daily basis and reviewed as required in the event it is shown not to be adequately limiting noise levels experienced at the nearest noise sensitive properties. All staff will be made aware, via toolbox talks and by training as required of the NMP, its requirements and their role within it.

All staff on the site have a responsibility to be aware of the need to ensure noise generated by the site is kept to a minimum, and to report any potential issues or any potential improvements.

4.2 Sources and Control of Noise

4.2.1 Delivery and Removal of Waste

The speed of passage, the nature and condition of surfaces and proximity of haul routes to sensitive receptors all affect the level of noise generated and experienced at noise sensitive receptors.

The most effective way of reducing noise generation is to limit site speeds and ensure that haul roads are maintained. The location of haul routes reduces the noise experienced beyond the site in this case, routes need to be kept as far as possible from sensitive receptors.

Waste will arrive either loose or bagged and either be handballed from the back of a vehicle or tipped into the appropriate bay.

Other than vehicle movements in the morning the hours of operations are limited to periods when background noise levels are higher to reduce the noise impact of operations conducted within the site. Mobile plant and machinery will be well maintained and effectively silenced. In addition, it needs to be operated by, for example, shutting down equipment not being used and avoiding excessive revving so that noise generation is minimised. The use of broadband reversing alarms also reduces the overall level of disturbance.

Weather conditions, including in particular wind speed and direction, have an impact on the noise experienced beyond the site and management of the site will consider this when the wind direction is towards the noise sensitive receptors.

Waste is removed in the same way handballed into the back of a vehicle, with exception to the RO RO skips which is collected using a hook loader.

4.2.2 Processing of Waste

No formal treatment to the waste will occur beyond bulking, storing and dewatering of the street sweepings.

4.3 Implementing BAT/Appropriate Measures

Table 3 details the actions and procedures which will be in place to achieve appropriate measures / best available techniques (BAT), and will be followed as best practise on site and will be trained out in tool box talks to new and existing staff members.

Table 2: Actions and Procedures to Achieve Appropriate Measures / Best Available Techniques (BAT)

Activity Which Produces Noise	Operational Hours / Days	Control Measures (Appropriate Measure / BAT)	Contribution to Overall Impact	Action Taken if Outside Optimum Process Parameters
Jet washing	Restricted operational hours, 15:30-16:30	<ul style="list-style-type: none"> • Machinery will not be permitted to idle when not in use. • All operatives will be informed during induction about the need to minimise noise. • Noisy operations will be completed as promptly as possible. • Any doors and windows to the building to be closed when operational activities are being undertaken within. • All plant and machinery will be well maintained with inspection and testing records. • Communication with local residents, listening to concerns raised and investigate any noise complaints as required. Feedback to group or individual once investigation has been completed. • If new plant is to be used on site (i.e., replacement of old plant), such plant will be of a low-noise producing model. • Replacement of existing petrol/diesel powered vehicles with electric powered vehicles. 	High	<ul style="list-style-type: none"> • Cease operation and investigate reasons for elevated sound levels.
Caged van pass-by	06:30-16:30	<ul style="list-style-type: none"> • Machinery will not be permitted to idle when not in use. • All operatives will be informed during induction about the need to minimise noise. • Noisy operations will be completed as promptly as possible. • Any doors and windows to the building to be closed when operational activities are being undertaken within. • All plant and machinery will be well maintained with inspection and testing records. • Communication with local residents, listening to concerns raised and investigate any noise complaints as required. Feedback to group or individual once investigation has been completed. • If new plant is to be used on site (i.e., replacement of old plant), such plant will be of a low-noise producing model. • Replacement of existing petrol/diesel powered vehicles with electric powered vehicles. 	Medium	
Streetsweeper pass-by	06:30-16:30	<ul style="list-style-type: none"> • Machinery will not be permitted to idle when not in use. • All operatives will be informed during induction about the need to minimise noise. • Noisy operations will be completed as promptly as possible. • Any doors and windows to the building to be closed when operational activities are being undertaken within. • All plant and machinery will be well maintained with inspection and testing records. • Communication with local residents, listening to concerns raised and investigate any noise complaints as required. Feedback to group or individual once investigation has been completed. • If new plant is to be used on site (i.e., replacement of old plant), such plant will be of a low-noise producing model. 	Medium	

Activity Which Produces Noise	Operational Hours / Days	Control Measures (Appropriate Measure / BAT)	Contribution to Overall Impact	Action Taken if Outside Optimum Process Parameters
Loading and removal of container	06:30-16:30	<ul style="list-style-type: none"> • Replacement of existing petrol/diesel powered vehicles with electric powered vehicles. • Machinery will not be permitted to idle when not in use. • All operatives will be informed during induction about the need to minimise noise. • Noisy operations will be completed as promptly as possible. • Any doors and windows to the building to be closed when operational activities are being undertaken within. • All plant and machinery will be well maintained with inspection and testing records. • Communication with local residents, listening to concerns raised and investigate any noise complaints as required. Feedback to group or individual once investigation has been completed. • If new plant is to be used on site (i.e., replacement of old plant), such plant will be of a low-noise producing model. • Replacement of existing petrol/diesel powered vehicles with electric powered vehicles. 	Medium	
Shredding of green waste	Restricted operational hours, 15:30-16:30 Monday to Friday only. No operation on Public holidays.	<ul style="list-style-type: none"> • Machinery will not be permitted to idle when not in use. • All operatives will be informed during induction about the need to minimise noise. • Noisy operations will be completed as promptly as possible. • Any doors and windows to the building to be closed when operational activities are being undertaken within. • All plant and machinery will be well maintained with inspection and testing records. • Communication with local residents, listening to concerns raised and investigate any noise complaints as required. Feedback to group or individual once investigation has been completed. • If new plant is to be used on site (i.e., replacement of old plant), such plant will be of a low-noise producing model. • Replacement of existing petrol/diesel powered vehicles with electric powered vehicles. 	High	
Tractor movements	07:00-16:30	<ul style="list-style-type: none"> • Machinery will not be permitted to idle when not in use. • All operatives will be informed during induction about the need to minimise noise. • Noisy operations will be completed as promptly as possible. • Any doors and windows to the building to be closed when operational activities are being undertaken within. • All plant and machinery will be well maintained with inspection and testing records. • Communication with local residents, listening to concerns raised and investigate any noise complaints as required. Feedback to group or individual once investigation has been completed. • If new plant is to be used on site (i.e., replacement of old plant), such plant will be of a low-noise producing model. • Replacement of existing petrol/diesel powered vehicles with electric powered vehicles. 	Medium	

4.4 Specific Noise Control Measures

The following specific noise control measures are to be employed:

- Restriction of the operational hours for jet washing and shredding/wood chipping activities to outside of typical school hours to minimise noise impacts upon the school.

Jet washing is to be restricted between 15:30 and 16:30. This will be maintained by signage and the work instruction that activities will not occur outside of these hours.

- Restriction of the operational hours for wood chipping/shredding activities to weekdays only (excluding Public holidays).

Wood chipping occurs off site as business as usual. However, maintenance to onsite vegetation mainly on the sloped area will require the use of the shredder. Due to the infrequency of this it will be operated at restricted times such as school holidays and after school 15:30-16:30. The shredder will not be operated on weekends or Public holidays.

4.5 Site and Equipment Maintenance

All site equipment will be maintained as per manufacturer's guidelines or at least annually and records kept, as a minimum. For further maintenance scheduling see Environmental Management System (EMS) 004.20_05_003.

4.6 Plant Purchasing Policy

When new plant is to be purchased the relative noise emission of the various options should be taken into consideration as a factor in the decision-making process. Incorporation of specific noise suppression equipment should be considered. Noise emissions for individual items of plant are generally provided as a sound power level (SWL or Lw) in dB(A). The lower the sound power level the quieter the plant.

The above applies equally to hiring of plant or the transfer of plant from another site.

4.7 Liaison with Neighbours

Establishing and maintaining good relationships with sensitive receptors is essential to minimising the potential for noise nuisance.

Salisbury City Council shall ensure:

- That all the neighbours know how to contact the site if they consider noise to be a problem; and
- That any complaints are recorded and that problems, where possible, are dealt with promptly.

Should complaints be made regarding operations at the site, these will be fully investigated following the complaints procedure given in Section 6.0. Where it is identified that noise mitigation measures may be required, these will be explored further.

Section 5.0: Compliance Noise Monitoring

5.1 Regular Inspection

The TCM will carry out regular inspections around the site and at the site boundary. The purpose of the inspection is to identify any unacceptable or unexpected sources of noise and to determine if it is audible at the site boundary.

If the inspection identifies any unacceptable or unexpected noise sources which are clearly audible at residential properties or at the adjacent school, remedial action to reduce noise levels will be taken as soon as reasonably practicable.

Details of inspections which identify anything unusual or result in remedial action being taken shall be recorded in the site logbook.

5.2 Monitoring Requirements

The noise impact assessment based on measured levels has concluded that there is a high likelihood of adverse impact to nearby sensitive receptors from the proposed development. However, the operation of the jet washer and wood shipper is of short duration and infrequent. Therefore, no routine noise monitoring is planned for the site.

Compliance noise monitoring will be undertaken following substantiated complaints which have not been resolved by other means.

5.3 Monitoring Regime

Monitoring will be carried out using a suitable Class 1 sound level meter and field calibrator which have been calibrated by the manufacturer or at an accredited laboratory to the relevant standards within the previous 2 years.

Noise measurements shall be carried out by an acoustic consultant or suitably trained member of Salisbury City Council staff. Suitably trained is defined as someone who has attended a recognized course in environmental noise measurement and reporting.

Assessment of site noise levels should be undertaken in accordance with BS 4142.

The following measurement procedure shall be adhered to:

- The sound level meter shall be calibration checked prior to the measurement at the first receptor, and calibration checked following the measurement at the last receptor. The calibration levels shall be noted.
- Noise levels shall be logged at relevant receptors consecutively.
- At each location, noise levels shall be logged for a minimum of 15 minutes when the site is operating normally, in order to obtain an estimate of the $L_{Aeq,1hour}$ specified in the PPC guidance.
- Logged parameters shall comprise $L_{Aeq,T}$, L_{A90} and L_{Amax} values.
- At each receptor, a note of the prevailing noise climate shall be made. This will include a brief description of the contribution of noise from other non-site plant sources.
- At each receptor, a note of the prevailing meteorological conditions shall be made. If conditions are unsuitable for noise monitoring, the measurements shall be postponed until the next day that weather conditions are suitable.
- The guidance for the monitoring of noise levels given in BS 4142 and BS 7445 shall be followed.

The Regulatory Authority would also be at liberty to monitor noise levels and/or investigate noise complaints made by members of the public through the course of undertaking their statutory duties.

Where the measured result exceeds the noise limits and activities at the site are the source of the exceedance, remedial action to reduce noise levels will be taken immediately. Further monitoring to establish that levels have been reduced below the limit will then be carried out. The EA will be informed of the exceedance and the remedial action taken as soon as reasonably practicable.

A permanent record of all noise monitoring undertaken, and any associated remedial action, will be kept on site for a minimum of 3 years and made available for inspection by relevant parties.

Section 6.0: Complaint Management Procedure

Should complaints arise from nearby residents regarding noise from site activities, a log of the complaint will be made, to include the:

- Date and time that the complaint was received by the site;
- Name, address and telephone number of the complainant;
- The time and date when the noise was observed;
- The location where the noise was observed;
- The description of noise. Including, where possible, frequency, duration, intensity and character (e.g low, high pitch). This information may help identify potential noise sources.
- Any other information the relating to the complaint.

The TCM shall be notified as soon as possible that a complaint has been received, and if required, contact the complainant to obtain further details. The following site information should be recorded:

- Wind speed and direction at the time of complaint;
- Any on-site activities occurring at the time of complaint.

If the complaint relates to an event in the past, then the likely cause of the complaint will be investigated as soon as possible via records of site activities. The complainant will be advised of the results of the investigation and any remedial action taken as a result of the complaint, within 10 working days of the complaint being received.

If the source of the complaint is still ongoing, it will be investigated as soon as reasonably practicable. If initial investigations identify that the site could be the source of the noise complaint, then further investigation will be carried out to understand the scale of the impact. Where complaints cannot be resolved on initial receipt, and further investigations are required, a written response will be made within 10 working days of submission of the complaint, if contact details are provided.

Salisbury City Council may undertake noise monitoring to provide supporting data or provide additional confirmation of the likely noise levels off-site.

If the source of the complaint relates to normal day to day activities, a review will be undertaken to determine if such works are likely to result in noise nuisance in the future. The results will be discussed with the complainant and explained with regard to the measured noise levels and the influence of other noise sources outside the site.

The complaints information and subsequent investigation will be recorded in Salisbury City Council Depot Complaint Form (**Error! Reference source not found.**).

6.1 Reporting of Complaints

If a complaint is substantiated by the operator it will be reported to the Environment Agency via the incident hot line: 0800 80 70 60.

6.2 Management Responsibility

The nominated person responsible for responding to complaints and implementing the complaint procedure is the Technically Competent Manger.

Contact Details:

Name	Contact details
Emma Cheetham	Tel: 07733294440
	Email: emma@elleteq.com

Section 7.0: Records

Records relating to the management and monitoring of noise shall be maintained, to include:

- results of routine inspections;
- results of any noise monitoring undertaken;
- details of any complaints, to include date, time, location of complainant, prevailing weather conditions and outcome of the complaint investigation;
- details of any remedial action taken in response to issues identified by members of staff or via a complaint, and any subsequent change to normal operating procedures; and
- plant maintenance schedule.

All records will be kept for a minimum of 3 years and be available for inspection by relevant parties upon request. The records will be kept in the main site office or Head Office.

Section 8.0: Review / Update

This NMP is a controlled document, and forms part of the Environmental Management System. Records relating to the management and monitoring of noise resulting from the implementation of this NMP will also form part of the Environmental Management System.

The NMP is intended to be a live document which serves as a reference during day-to-day operations, and as such would be reviewed on an annual basis. The NMP will also be reviewed and updated should any of the following occur:

- significant changes are made to the process or operational practices;
- there is a change to the management structure, designation of responsibility or training provision; and complaints are received, which on subsequent investigation result in the identification of further control measures or remedial action, in addition to those set out within this NMP.

Section 9.0: Summary

The NMP seeks to ensure that by the adoption of industry best practice and appropriate measures, dust emissions are adequately controlled within the site and do not cause any significant impacts on amenity or the environment beyond the permit boundary.

This NMP describes how the operator is fully committed to operating responsibly and in compliance with the Environmental Permit.

The NMP will be reviewed annually and in the event of any complaint regarding noise to ensure its provisions remain effective.

Appendix A: Drawings



Figure A.1: Permit Boundary

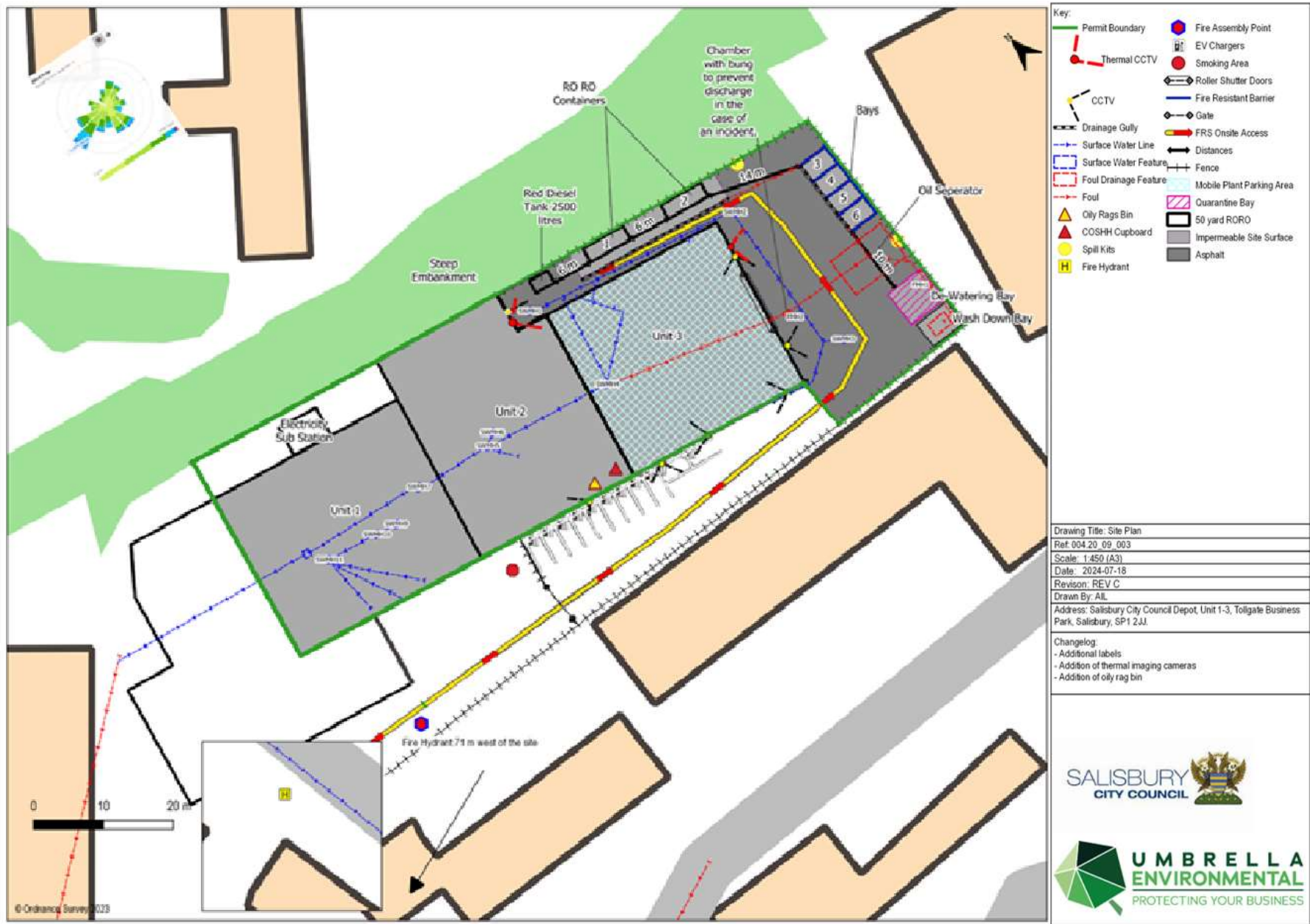


Figure A.2: Site Plan



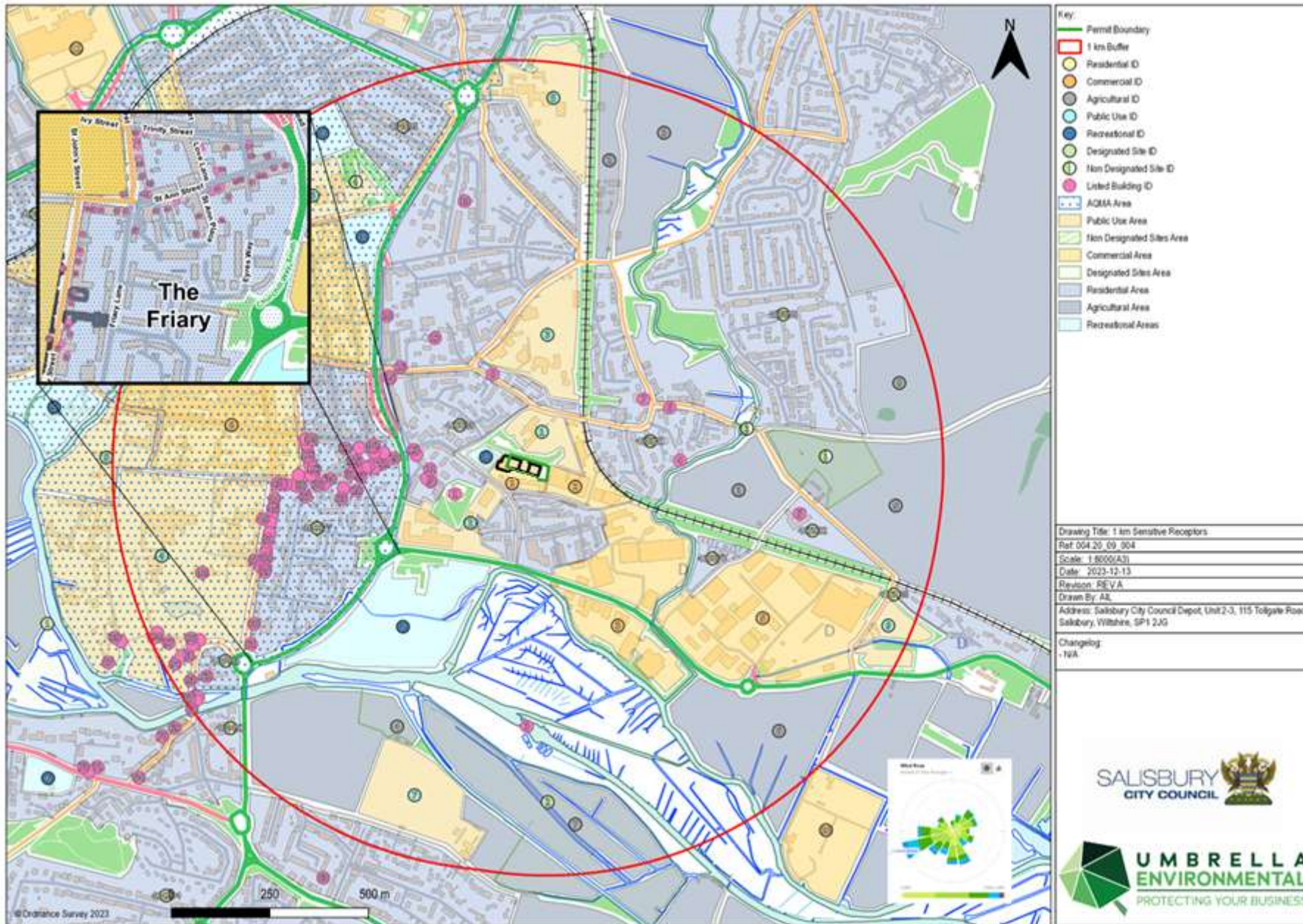


Figure A.3: Sensitive Receptors 1km Plan

Table A.1: Sensitive Receptors – 1km

Type of Receptor	Id #	Description	Distance from Permit Boundary (m) approx	Direction
HUMANS AND PROPERTY		SITE		
		Site Workers	On site	-
		Site Visitors	On site	-
		COMMERCIAL		
	1	Remaining Units Of Tollgate Business Park	0 m	W, S
	2	Multiple Industrial Units Off Blakey Road	0 m	E
	3	Southampton Road Industrial Estate	271 m	SSE
	4	Multiple City Centre Establishments East Of Castle Street	423 m	WNW
	5	Multiple Retail Units Off Southampton Road	441 m	SE
	6	Multiple City Centre Establishments Between Bridge Street & North Walk	531 m	W
	7	Multiple City Centre Establishments Between Scots Lane & Castle Street	830 m	NW
	8	Multiple City Centre Establishments West Of Castle Street	904 m	WNW
	9	Multiple Commercial Units Off Fisherton Street	969 m	WNW
	10	Salisbury WWTW	999 m	SE
		RESIDENTIAL		
	1	Residents Of Bugmore East Of A36	57 m	WSW
	2	Residents Of Laverstock South West Of River Bourne	122 m	ENE
	3	Residents Of Bugmore West Of A36	271 m	WSW
	4	Caravan Site Off Hatches Lane	409 m	ESE
	5	Residents Of Laverstock North East Of River Bourne	541 m	NE
	6	Barchester Milford House (Care Home)	570 m	ESE
	7	Residents Of Central Salisbury South Of A36	718 m	NNW
	8	Residents Of Harnham	890 m	SW
	9	St. Nicholas Road Care Home	899 m	SW
	10	Residents Of Petersfinger	923 m	ESE
		PUBLIC USE		
	1	St. Martins C of E Primary School	32 m	NNE
	2	Wiltshire College & University Centre	57 m	SW
	3	Godolphin School	191 m	NNE
	4	Salisbury Cathedral & The Cathedral School	629 m	WSW
	5	Chafyn Grove School	711 m	NNE
	6	Salisbury Arts Centre	742 m	NNW
	7	Bishop Wordsworth School Playing Fields	755 m	SSW
	8	Mompesson House (National Trust)	895 m	W
	9	Petersfinger Park & Ride	905 m	ESE
		ROADS & RAILWAYS		
	-	Blakey Road	32 m	S
	-	West of England Railway Line	105 m	ENE
	-	A36	220 m	S

	-	A30	946 m	N
		RECREATIONAL		
	1	Salisbury Snooker Club	26 m	WNW
	2	Churchill Gardens	288 m	SW
	3	Greencroft Park	552 m	NW
	4	Wyndham Park Open Space	862 m	NNW
		AGRICULTURAL		
	1	Packet of Arable Land off Milford Mill Road	320 m	E
	2	River Bourne Community Farm (Allotment Gardens)	540 m	NNE
	3	Packets of Arable Land west of Laverstock	559 m	NNE
	4	Packets of Arable Land south of Bugmore	609 m	SSW
	5	Packets of Arable Land north of Petersfinger	614 m	E
	6	Packets of Arable Land south of Petersfinger	632 m	SE
	7	Packets of Arable Land south of River Avon	737 m	S
	8	Packets of Arable Land east of Laverstock	816 m	ENE
	-	AQMA for Nitrogen dioxide (NO2)	250 m	W
	WATER		SURFACE WATER	
-		River Avon	246 m	S
-		River Bourne	288 m	E
-		Multiple Drainage Channels between River Avon & River Bourne	296 m	S
		GROUNDWATER		
-		Bedrock Geology - Principal Aquifer	On site	-
-		Superficial Layer - Secondary A Aquifer	On site	-
ENVIRONMENTALLY SENSITIVE		DESIGNATED SITES (European)		
	1	River Avon System	293 m	S
		NON DESIGNATED SITES (but of impact to permitting)		
	1	Medieval Pottery Kilns at Milford Farm	562 m	E
	2	Milford Hill Bridge	476 m	E
	4	City Rampart East of Council House	718 m	NW
HERITAGE LOATIONS		LISTED BUILDINGS AND PARKS		
	1	Church Of St Martin	145 m	SW
	2	18-24, St Martin's Church Street	200 m	WSW
	3	Sluice House	626 m	S
	4	Summer House At Milford Manor	334 m	E
	5	Milford House And Flats A, B And C	659 m	E
	6	Wall Extending East From Milford Manor	340 m	NE
	7	Little Manor	298 m	NE
	8	The Wilderness	216 m	NNW
	9	16, St Martin's Church Street	201 m	WSW
	10	14, St Martin's Church Street	206 m	WSW
	11	23-35, St Martin's Church Street	195 m	W

12	1-7, St Martin's Church Street	231 m	W
13	The Tollgate Inn	240 m	W
14	59-65, Rampart Road	361 m	NW
15	94 And 96, Milford Hill	363 m	NW
16	93, Milford Hill	357 m	NW
17	Milford Hill House (Youth Hostel)	352 m	NW
18	London Road Inn	471 m	NW
19	Hillcote	652 m	NNW
20	82, St Ann Street	286 m	W
21	78 And 80, St Ann Street	303 m	W
22	70-74, St Ann Street	318 m	W
23	68, St Ann Street	326 m	W
24	60-66, St Ann Street	336 m	W
25	Joiners Hall	352 m	W
26	54, St Ann Street	360 m	W
27	Conservative Club	371 m	W
28	Old Porch In Garden Of No 44	385 m	WSW
29	48, St Ann Street	381 m	W
30	46, St Ann Street	388 m	W
31	Vale House	397 m	W
32	Salisbury Museum	418 m	W
33	The Blackmore Museum To The Rear Of The Salisbury Museum	430 m	WSW
34	34 AND 36, ST ANN STREET (See Details For Further Address Information)	450 m	W
35	Albion Hotel	465 m	W
36	22, ST ANN STREET (See Details For Further Address Information)	482 m	W
37	Craddock House Friars Cottage Friary Cottage Friary Court	516 m	W
38	18, St Ann Street	527 m	W
39	12-16, St Ann Street	540 m	W
40	St Anne's Manor	563 m	W
41	4, St Ann Street	573 m	W
42	2, St Ann Street	577 m	W
43	Old Bell Inn St Ane's Garage	585 m	W
44	76 And 77, Exeter Street	595 m	WSW
45	81 And 82, Exeter Street	603 m	WSW
46	83-85, Exeter Street	603 m	WSW
47	86 And 87, Exeter Street	610 m	WSW
48	90 And 91, Exeter Street	620 m	WSW
49	The Close Wall	634 m	WSW

50	Church Of St Osmund (Roman Catholic)	626 m	WSW
51	95 And 96, Exeter Street	637 m	WSW
52	99 And 100, Exeter Street	647 m	WSW
53	101-104, Exeter Street	650 m	WSW
54	105-107, Exeter Street	649 m	WSW
55	108 Exeter Street	667 m	WSW
56	109a 109b And 109, Exeter Street	665 m	WSW
57	Bishop's Gate	681 m	WSW
58	110, Exeter Street	663 m	SW
59	111 And 112, Exeter Street	666 m	SW
60	St Osmund's Church School	749 m	SW
61	St Elizabeth's Convent And St Osmund's Roman Catholic Primary School	782 m	SW
62	St Nicholas's Hospital	921 m	SW
65	7, St Nicholas's Road	962 m	SW
66	9 And 11, St Nicholas's Road	977 m	SW
67	16 And 18, St Nicholas's Road	996 m	SW
68	Ayleswade Bridge Old Harnham Bridge	1000 m	SW
90	2, ST NICHOLAS'S ROAD (See Details For Further Address Information)	889 m	SW
91	De Vaux House	911 m	SW
92	8, St Nicholas's Road	933 m	SW
93	10 And 12, St Nicholas's Road	960 m	SW
94	Rear Garden Wall Of No 9	973 m	SW
95	De Vaux Lodge	948 m	SW
96	7, De Vaux Place	906 m	SW
97	1-6, De Vaux Place	963 m	SW
98	73, The Close	983 m	SW
99	72, The Close	991 m	SW
100	South Or Harnham Gate And South Gate House	977 m	SW
101	Cathedral School	816 m	SW
102	53-69, St Ann Street	314 m	W
103	117 And 119, Dolphin Street	338 m	W
104	Dolphin's Cottage	381 m	W
105	St Martin's House	390 m	W
106	111-115, Dolphin Street	343 m	W
107	109, Dolphin Street	344 m	W
108	11, St Ann Street	491 m	W
109	Training College	377 m	W
110	50-56, BARNARD STREET (See Details For Further Address Information)	413 m	W
111	97A, BROWN STREET (See Details For Further Address Information)	497 m	W
112	5, St Ann Street	529 m	W
113	The Priory	489 m	W

	114	Priory Lodge	500 m	W
	115	89 And 91, Brown Street	504 m	W
	116	87, Brown Street	505 m	W
	117	81, Brown Street	509 m	W
	118	77 And 79, Brown Street	512 m	W
	119	71a And 75, Brown Street	514 m	W
	120	14-20, Trinity Street	500 m	W

Appendix B Complaints Form

Customer Details	
Complainant Name -	
Address – Postcode -	
Complainant Contact Details -	
Tel -	
Email -	
Date -	
Complaint Details -	
Investigation Details	
Investigation carried out by -	
Position -	
Date & time investigation carried out -	
Weather conditions -	
Wind direction and speed -	
Investigation findings -	
Feedback given to Environment Agency and/or local authority -	
Date feedback given -	
Feedback given to public -	
Date feedback given -	
Review and Improve	
Improvements needed to prevent a reoccurrence -	
Proposed date for completion of the improvements -	
Actual date for completion -	
If different insert reason for delay -	
Does the noise management plan/Emissions Management Plan need to be updated -	
Date that the noise management plan was updated -	
Closure	
Site manager review date	
Site manager signature to confirm no further action required	

Mabbett® Safety

CDOIF Environmental Risk Tolerability Assessment	Hazard Analysis Critical Control Point (HACCP)
Chemical Management	Hazard & Operability Studies (HAZOP)
COMAH Regulations Compliance Support	Local Exhaust Ventilation (LEV) Examination & Testing
Consequence Modelling	Occupational Hygiene
Control of Electromagnetic Fields (EMF)	Occupied Building Risk Assessment (OBRA)
DSEAR & Hazardous Area Classification	Reliability Engineering
Functional Safety	Risk Analysis Studies
Health & Safety Compliance & Consultancy	Risk Assessment & Management

Mabbett® Environment

Air Quality Assessment	Legal Compliance
Best Available Technique (BAT) Services	Management Systems (ISO 9001, 14001, 45001, 50001)
Circular Economy, Waste Reduction & Compliance	Noise Impact Support
Contaminated Land Services	Permitting Support
Construction Environment Services	Planning Services & Community Consultation
Ecological & Ornithological Surveys	Policy Development
Environmental Impact Assessment (EIA)	Secondment Services
Environmental Monitoring	

Mabbett® Engineering

Air Pollution Control	Local Exhaust Ventilation (LEV) Design
Anaerobic Digestion	Management, Operation & Maintenance
Electrical & Mechanical Isolations	Mechanical & Electrical Engineering Design
Energy, Water & Waste	Process Engineering
Industrial Effluent Treatment	Renewable Energy Systems

Mabbett® Training

Bespoke Environmental, Health & Safety Training
IEMA Approved Environmental Training
IOSH Approved Health & Safety Training



SAFETY SCHEMES IN PROCUREMENT

