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APPENDIX 3:

UPDATED

SUMMARY OF ENVIRONMENT MANAGEMENT SYSTEM

IN RELATION TO

ENVIRONMENTAL PERMIT

VARIATION APPLICATION

ON BEHALF OF

INTERNATIONAL ENERGY CROPS LTD

RTPI mediation of space · making of place

RICS

Contents

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APPENDIX 3: Summary of Environment Management System and Pollution Prevention Measures:

An Environment Management System has been put in place at the installation which covers the following operations and will be updated as part of the extension;

1. Normal Operations

Daily records will be kept for farm operations including the following:

Water consumption
Feed consumption and feed deliveries
Bird mortalities
Shed temperature and humidity
Operation of the ventilation system

Necessary operating instructions will be kept accessible for staff for the systems in place including the ventilation, water tanks, heating, biomass boilers and backup systems.

2. Maintenance Schedule and Records

A planned programme of preventative maintenance to be carried out on all plant and equipment including the ventilation fans, feed and water systems and biomass boilers will be put in place. Inspections and maintenance schedules will be based on manufacturer recommendations.

The buildings and site equipment including the poultry buildings, biomass building and boilers, fuel stores, feed stores, chemical stores, and water tanks will be regularly inspected and checked for visual signs of leakage, corrosion and structural damage, security and correct operation.

Records of the inspections, maintenance work and any faults found and the remedial actions taken will be kept.

3. Incidents and Abnormal Operations

Measures will be in place to identify any incidents or abnormal operations. The buildings have built in systems that help to warn of any abnormal conditions and all staff will be trained to be able to detect abnormal operation, investigate the causes and to revert to normal operation.

In the long-term in the event of an incident or abnormal operations a review will take place and steps taken to make sure the problem doesn't happen again.

4. Complaints System

All complaints will be logged and referred to the site manager for investigation and any follow up actions. Noise and odour complaints forms are included as part of the relevant management plans. Records to be kept of any remedial action required following complaints to prevent or minimise the causes.

The site identification notice is displayed where it is clearly visible in accordance with How to Comply. This will include an emergency contact name and number, state that it is permitted by the Environment Agency and the permit number along with details of the Environment Agency national numbers.

5. Accidents

An accident management plan has been updated and which will continue to be implemented if an accident occurs, as at section 10.0. Events or failures that could damage the environment have been identified using the H1 risk assessment for accidents (see Appendix 2). The format of the site Accident Management plan is based on the EPR Factsheet 4 – Producing an Accident Management Plan.

The accident management plan will be amended and reviewed at least every 4 years or as soon as practicable after an accident (whichever is the earlier) and any appropriate changes to the plan identified by the review.

All staff are aware of the location and contents of the accident management plan, along with their responsibilities in the event of an accident. The accident management plan is kept in a designated accessible place within the office on the poultry site.

Site layout and drainage plans showing details of all diverter valves, surface and dirty water drains will be kept with the accident management plan.

A back-up copy of the accident management plan, site layout and drainage plans will be kept in a specified location in case the office on the poultry site is inaccessible in an emergency.

6. Training

All staff to be suitably qualified to work at the installation and receive formal training. The training includes Health & Safety and accident management, requirements of the EP and pollution prevention. Any new staff to be mentored as part of their training programme. Records are kept of staff training.

All staff and contractors to have defined roles.

7. Site Security

The poultry site is located on its own, on farmland at Hollins Lane.

There are no public roads to the site although there are public footpaths in the vicinity. There will are secure perimeter fence with gates, which will be locked at night, to prevent any vehicle or pedestrian access out of hours. The gate at the top of Hollins Lane is also kept shut and locked.

The sheds will be secured at night to prevent trespass and the fuel and other storage tanks are locked.

Security signs are placed around the perimeter of the site and checks or supervision of people entering the site during normal working hours will continue to be undertaken.

8. Displaying the Permit

A copy of the permit is clearly displayed within the staff room on the poultry site, which will be available for staff and contractors who work on the site to inspect.

Staff and contractors will be provided with access to the information they require to ensure that they act in a way to comply with the permit. A copy of the Environment Management Systems and associated documents or instructions will be available.

9.0 Site Operations and Pollution Prevention Measures

Site Operation (Storage and Use)	Substance	Relevant Activity	Possible Failure Mechanism and Potential Pollution	History / Records or Visual Evidence of Leaks Potentially Polluting Substances to Land	Do Pollution Prevention Measures Exist for Relevant Activity	Details of Pollution Prevention Measures	Testing and Inspection of Pollution Prevention Measures
Vehicle and Machine Fuel	Diesel oil	Main storage	Failure of tank leading to spillage to the land	None	Yes	• Concrete base and bund containing tank and fill point. • Valves are locked when not in use. • Maintain oil spill equipment. • Appropriate containment measurements including diverter valves / shut off systems.	Visually inspected monthly and following any notified spill.
		Delivery by road to installation	Spillage from tanker on installation yards entering clean drainage and watercourses	None	Yes	• Delivery by supplier's vehicles. • Trained drivers. • Maintain oil spill equipment. • Appropriate containment measurements including diverter values / shut off systems.	Visual inspection during deliveries.
		Road tanker offloading	Spillage from tanker or delivery pipework in yard	None	Yes	• Trained drivers. • Maintain oil spill equipment. • Appropriate containment measurements including diverter values / shut off systems.	Concrete hardstanding area visually inspected monthly and during deliveries.
		Fuelling mower	Spillage on yard, overflowing tanks	None	Yes	• Trained drivers. • Maintain oil spill equipment. • Appropriate containment measurements including diverter values / shut off systems	Concrete hardstanding area visually inspected monthly.
Feeds	Nutrients and Dust	Delivery of bulk feed to storage areas	Spillage, split or failed pipework, dust, failure of bins	None	Yes	• Purpose made stores sited on concrete hardstanding. • Delivery in suitable vehicles. • Spillages swept up immediately. • Sealed systems to minimise dust.	Pipework and bins regularly inspected. Visual inspections for spillages around bins.
		Distribution of bulk feed	Broken augers	None	Yes	• Auger runs kept to a minimum, mostly within buildings.	Regular inspections.
Disinfectant, Rodenticides and Veterinary products	Chemicals	Storage	Spillage	None	Yes	• Purpose made containers on impermeable hardstanding and contained in bunded building. • Liquids stored on drip trays.	Regular inspections.
		Delivery and transfer of products to on site store	Spillage	None	Yes	• Transfer directly from vehicle to store. • Damaged or suspect packaging rejected at delivery.	Deliveries monitored.
		Use of Rodenticides	Leaks/Spillages	None	Yes	• Rodenticides are placed in covered, purpose made boxes designed to prevent spillage and run off. • Refilling is only done by a trained member of staff.	Regular inspections.

		Preparation of disinfectant solutions.	Leaks/Spillages	None	Yes	• Dedicated preparation areas where any spillages can be retained (for liquids) or swept up (powders). • Staff preparing solution receive training.	Regular inspection of facilities and equipment. Full application records.
		Use of disinfectant foot dips and wheel washers	Leaks, spillages and overflows	None	Yes	• Footdip containers are only filled to two-thirds full to reduce spillage in use and over flows in wet weather. • Trays are placed beneath containers to catch spillage.	Regular inspections.
		Disposal of used disinfectant	Spillage, contamination of clean drains	None	Yes	• Impermeable hardstanding and falls to below ground steel dirty water tank. • Used disinfectant is added to the dirty water store.	Regular inspections of hardstanding and below ground tank. Management checks adherence to agreed procedure. Records kept.
		Disposal of waste containers and packaging	Leakage	None	Yes	• Bunded, dedicated storage area with impermeable hardstanding. • Removal by licensed contractor	Regular inspection of storage area. Records kept.
Used litter	Nutrients (Ammonia, Nitrate, Phosphate) Disinfectants	Litter transfer from buildings to trailers	Spillage, litter being carried on wheels of loader, Creation of dust.	None	Yes	• Fully trained operators. • Spillages swept up regularly. • Minimal tipping to minimise dust.	Regular inspections of equipment.
		Litter transfer from site	Spillage/leakage from trailer. Road accident.	None	Yes	• All loads covered. • Equipment regularly maintained. • Trained operators	Regular inspections.
Dirty water	Nutrients (Ammonia, Nitrate, Phosphate) Disinfectants	Dirty water transfer from buildings to underground tank during clean out.	Leaks to ground.	None	Yes	• Impermeable hardstanding and falls to below ground steel dirty water tank.	Regular inspections of hardstanding and below ground tank. Management checks adherence to agreed procedure. Records kept
			Structural failure to tank or overflow	None	Yes	• Trained staff responsible for preventing overflows. • Steel pipework and below ground tank.	Regular inspections. Record sheets completed to ensure procedures are followed.
		Dirty water transfer from storage to tanker.	Spillage from pipes or tanker.	None	Yes	• Tanker positioned so that any spillage would drain back in to the storage tank. • Trained staff responsible for preventing overflows.	Regular inspections for signs of spillage.

		Dirty water transport from site.	Leaks to ground.	None	Yes	• Fully trained operators. • Purpose made equipment regularly maintained.	Regular inspections for signs of spillage.

10.0 Accident Management Plan

The accident management plan is a live document which is constantly evolving and should be read in conjunction with the Site Plan, Block Plan, Drainage Plan and Building Elevations Plans.

Key Site Information

Site Location Details		
Unit phone no.		
Mobile contact no.		
Grid reference of unit:		
Grid reference of access:		
Emergency Contact Details		
Emergency services:	999	
Local Police:		
Doctor:		
Environment Agency hotline:	0800 80 70 60 (24 hour emergency hotline)	
	Office hours	Out of hours
Electricity supplier:		
Local authority:		
Maintenance contractor:		
Oil supplier:		
Vet:		
Spreading contractor:		
Water supplier:		
Plumber:		
Shed staff:		
Processing company:		
Processing company manager:		
Transport manager:		
Company contacts (Out of hours)		
Owner:		
Unit Manager:		
Head office contact:		
	Date	Signature
Date of Plan		
Date of subsequent review		

Buildings Inventory

Building	Details
1st Poultry Shed (Interlocking to building 2) Existing	• Maximum of 65,000 birds • Computer controlled ventilation • 18 x ridge ventilation fans • 6 x gable end ventilation fans • Deep litter in the poultry shed to around 2cm • Nipple drinking water system • Dry feed system • Computer controlled heating system • Electrical lighting system • Control room
2nd Poultry Shed (Interlocking to building 1) Existing	• Maximum of 65,000 birds • Computer controlled ventilation • 18 x ridge ventilation fans • 6 x gable end ventilation fans • Deep litter in the poultry shed to around 2cm • Nipple drinking water system • Dry feed system • Computer controlled heating system • Electrical lighting system • Control room/chemical storage
3rd Poultry Shed (Interlocking to building 4) Existing	• Maximum of 65,000 birds • Computer controlled ventilation • 18 x ridge ventilation fans • 6 x gable end ventilation fans • Deep litter in the poultry shed to around 2cm • Nipple drinking water system • Dry feed system • Computer controlled heating system • Electrical lighting system • Control room • Ammonia Scrubber unit
4th Poultry Shed (Interlocking to building 3) Existing	• Maximum of 65,000 birds • Computer controlled ventilation • 18 x ridge ventilation fans • 6 x gable end ventilation fans • Deep litter in the poultry shed to around 2cm • Nipple drinking water system • Dry feed system • Computer controlled heating system • Electrical lighting system • Control room/chemical storage • Ammonia Scrubber unit

5th Poultry Shed – (Interlocking to building 6) Proposed	• Maximum of 58,000 birds • Computer controlled ventilation • 18 x ridge ventilation fans • 6 x gable end ventilation fans • Deep litter in the poultry shed to around 2cm • Nipple drinking water system • Dry feed system • Computer controlled heating system • Electrical lighting system • Control room/chemical storage • Ammonia Scrubber unit • Heat Exchanger unit
6th Poultry Shed (Interlocking to building 5) Proposed	• Maximum of 58,000 birds • Computer controlled ventilation • 18 x ridge ventilation fans • 6 x gable end ventilation fans • Deep litter in the poultry shed to around 2cm • Nipple drinking water system • Dry feed system • Computer controlled heating system • Electrical lighting system • Control room/chemical storage • Ammonia Scrubber unit • Heat Exchanger unit
7th Poultry Shed (Interlocking to building 8) Proposed	• Maximum of 58,000 birds • Computer controlled ventilation • 18 x ridge ventilation fans • 6 x gable end ventilation fans • Deep litter in the poultry shed to around 2cm • Nipple drinking water system • Dry feed system • Computer controlled heating system • Electrical lighting system • Control room/chemical storage • Ammonia Scrubber unit • Heat Exchanger unit
8th Poultry Shed (Interlocking to building 7) Proposed	• Maximum of 58,000 birds • Computer controlled ventilation • 18 x ridge ventilation fans • 6 x gable end ventilation fans • Deep litter in the poultry shed to around 2cm • Nipple drinking water system • Dry feed system • Computer controlled heating system • Electrical lighting system • Control room/chemical storage • Ammonia Scrubber unit • Heat Exchanger unit
Feed Bins x 12 existing and 12 x proposed additional bins	• Dry feed stock • Guard rails to the front

Biomass Building located on adjoining AD site which will house; • Biomass room • Biomass feedstock room • Back up LPG boilers	
Biomass Building	• 8 x 8860 kWh biomass boilers and associated applications including exhausts and ash bins • Back up gas heaters • Diesel generator • Electrical lighting system • Spill kit with absorbent granules
Biomass feedstock room	• 250 tonnes of virgin woodchip//miscanthus • Walking floor and augers • Electrical lighting system
Outside;	
Carcass Bins	• Storage of fallen stock
Incident spill equipment	• Drain mats, boards, plastic barrier boom and sand bags to be located to the side of the Biomass Building (unless inside)
Underground;	
Dirty water tanks x 5	• Located at either end of yard • Estimated capacity of 5,000 gallons per tank • Spent disinfectants will be added to the tank • Alarmed system and with level detector.

Raw Materials Inventory

Inventory of Raw Materials	On Approved List	Quantity Used (litres/kg per year)	Quantity Stored on Site Normally
a) Biocides (includes disinfectants, wood preservatives, slimicides)			
Quat detergent	Yes	400 litres p.a.	5 litres
Virophor	Yes	70 litres p.a.	15 litres
Kilcox	Yes	960 litres p.a.	5 litres
Ammonia	Yes	14,000 litres p.a.	25 litres
Hyprox	Yes	80 litres p.a.	5 litres
b) Pesticides (includes herbicides, fungicides, insecticides, vertebrate control products, biological pesticides)			
Jaguar	Yes	40 Kgs	10 Kgs
c) Veterinary medicines (excluding dietary additives)			
As Required from Veterinarian			
d) Bedding types			
Shavings Bales	Yes	120 bales	100 small bales
e) Fuels and Oils			
Diesel	Yes	500 litres p.a.	500 litres
L.P.G	Yes	8,000 litres p.a.	4,000 litres
Woodchip / Miscanthus	Yes	5,000 tonnes	250 tonnes

Risk Assessment and Emergency Procedures

Possible Accident Type	Anticipated Consequences	How to reduce the chances of it happening	Action to be taken if it does happen (listed in priority order)
Spillages;			
Spillage during delivery of oil or fuel	Contamination of land, drains, groundwater and watercourses	• Staff who have been trained in delivery and emergency procedures should supervise deliveries. • Use drip trays and spill materials • Keep the length of the delivery pipe as short as is practicable. • Main yard area will be an impervious surface. • Keep infrastructure well maintained and repair if necessary.	• Stop further oil or fuel being spilled by closing any valves on pipework. • Staff must immediately try and clean up such spills using absorbent material such as granules, sawdust, wood shavings, straw or soil to contain the spill. • Absorbent materials and equipment for cleaning up spillage are stored at the following locations: • **Material** — **Location** • Absorbent granules: — Service Building • Wood-shavings/sawdust: — Service Building • Straw/soil: — Farm building in main yard complex • Pollution spill kits: — Service Building • Brushes/shovels — Service Building • Fork lift — name, address, telephone • Tanker — name, address, telephone • Block off drain inlets with drain mats kept by oil tank. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist Environment Agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Failure of fuel tank leading to spillage to the yard	Contamination of land, drains, groundwater and watercourses	• Monitor tanks and inspect regularly • Concrete base with bund containing tank and fill point. • Valves are locked when not in use. • Use drip trays and spill materials • Main yard area will be an impervious surface. • Keep infrastructure well maintained and repair if necessary. • Crash barriers to prevent vehicle collision.	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.

Spillages during refuelling of plant and equipment	Contamination of land, drains, groundwater and watercourses	• Supervise refuelling of plant and equipment • Plant and equipment will be refuelled in designated areas with impervious surface. • Use drip trays and spill materials • Keep infrastructure well maintained and repair if necessary. • Regular inspection • Wherever possible, keep the length of the delivery pipe as short as is practicable	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency. • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Spillage of feed to storage bins	Contamination of land, drains, groundwater and watercourses	• Supervise feed delivers • Siting bins on an impervious surface • Sealed systems to minimise dust • Auger runs kept to a minimum, mostly within buildings. • Barriers in place to prevent collision • Keep infrastructure well maintained and repair if necessary. • Regular inspection • Wherever possible, keep the length of the delivery pipe as short as is practicable	• Temporarily stop the transfer of feed to the storage bins • Seal the feed bin or pipework if compromised and leaking feed. • If spilled in a large quantity block off clean water drainage system with mats. • Spillage of feed shall be promptly swept up and removed. • If already entered the drain, block off ditch with barrier and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency if necessary. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency. • Clean up yard. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Repair or replace if the feed bin or pipework is damaged. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Spillage / Leaks of chemicals during storage, including disinfectants, rodenticides and veterinary products	Contamination of land, drains, groundwater and watercourses	• Foot dip containers are only filled to two-thirds full to reduce spillage in use • Use drip trays beneath containers to catch spillage • Chemicals such as disinfectants and herbicides stored in a bunded, fire proof and locked chemical store • Rodenticides are placed in covered, purpose made boxes designed to prevent spillage and run off. • Refilling of rodenticides and foot dip containers are done by a trained member of staff • Regular inspections undertaken and deliveries monitored.	• If small containers are found to be leaking the contents must be transferred to a sound empty container, preferably one of the same type. • Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site.

		• Keep infrastructure well maintained and repair if necessary. • Regular inspection	• Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat • Record incident, measures taken and to be taken
Spillage of chemicals during delivery and transfer on site to store	Contamination of land, drains, groundwater and watercourses	• Supervise delivers • Use drip trays and spill materials • Main yard area will be an impervious surface. • Keep infrastructure well maintained and repair if necessary.	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats kept by oil tank. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat • Record incident, measures taken and to be taken
Spillage of disinfectant solutions during preparation	Contamination of land, drains, groundwater and watercourses	• Dedicated preparation areas where any spillages can be retained (for liquids) or swept up (powders). • Staff preparing solution to be fully trained. • Keep infrastructure well maintained and repair if necessary. • Regular inspection	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats kept by oil tank. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Spillage of used litter in the yard	Contamination of land, drains, groundwater and watercourses	• Fully trained operators • Spillages swept up instantly • Minimal tipping to minimise dust • All loads covered • Clean out to take place in appropriate weather conditions • Equipment regularly maintained • Keep infrastructure well maintained and repair if necessary. • Inspection during cleanout.	• Staff to sweep up any spilled litter from the yard immediately and add it to the trailers used for removing used litter. • Block off drain inlets with mats and sand bags if it is a large amount of used litter spilled onto the yard. • Contact site manager if not present. • If entered the drainage system block off section of the system with board and barrier boom to kept within a closed section. • Remove litter from the system and place into an appropriate container and then transfer to a trailer for removing off site. • Flush drain with clean water. • Clean up yard. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.

Spillage of litter whilst transferring from site	Contamination of land, drains, groundwater and watercourses	• Fully trained operators • Spillages swept up instantly • All loads covered • Equipment regularly maintained	• Staff to sweep up any spilled litter immediately and add it to a trailer for removal. • If spilled onto a public highway and not immediately able to be swept up then contact the police to inform them of the incident. • Contact site manager if not present. • Arrange for the loader and bucket to remove litter and place in a covered trailer. • If entered the nearby drainage system then block off the section of the system with boards and barrier boom to keep within a closed section. • Contact the Environment Agency. • Remove the litter from the drainage system with advice from the Environment Agency and place into a covered trailer. • Flush the drainage system within clean water unless advised otherwise from the Environment Agency. • Clean up area where spill has taken place. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Spillage of dirty water during transfer from tank to tanker	Contamination of land, drains, groundwater and watercourses	• Suction system in place fitted with a non-return valve directly below the dispenser. • Fully trained operators • Regular inspection • Equipment regularly maintained	• Shut down process to stop further water leaving the tank. • Clean water drainage system covered over by drain mats and sandbags to stop the dirty water entering the drainage system • Block off drain inlets with sand bags. • If dirty water has already entered the drain, block off ditch with boards. • Contact site manager if not present. • If necessary contact Environment Agency. • If possible stop further additions to the tank. • Use vacuum tanker to empty ditch, flush drain with clean water and remove wash water with tanker. • Clean up yard. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Spillage of dirty water during transport from site	Contamination of land, drains, groundwater and watercourses	• Fully trained operators • Regular inspection • Equipment regularly maintained	• Try and stop further spillage tanking place. • Clean water drainage system covered over by drain mats and sandbags to stop the dirty water entering the drainage system • Block off drain inlets with sand bags. • If dirty water has already entered the drain, block off ditch with boards. • Contact site manager if not present. • If necessary contact Environment Agency. • If possible stop further additions to the tank. • Use vacuum tanker to empty ditch, flush drain with clean water and remove wash water with tanker. • Clean up yard. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Overfilling:			
Overflow of disinfectant foot dips and wheel washers	Contamination of land, drains, groundwater and watercourses	• Foot dip containers are only filled to two-thirds full to reduce spillage when in use and overflows in wet weather. • Trays are placed beneath containers to catch spillage • Regular inspection	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency. • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat.

			• Record incident, measures taken and to be taken.
Overfilling of oil / fuel tanks during delivery	Contamination of land, drains, groundwater and watercourses	• Stock level control checks • Supervise deliveries • High level alarms • Concrete base with bund containing tank and fill point • Use drip trays and spill materials • Integrity testing • Make sure the delivery points are clearly marked with the tank number, tank contents and maximum tank capacity and are secured when not in use • Make sure you accurately measure the volume of fuel stored and the available capacity in your tanks before every delivery to avoid tanks being overfilled.	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency. • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Overflow of underground dirty water tank	Contamination of land, drains, groundwater and watercourses	• Level control check • Supervise control during clean out of crops • Steel pipework and below ground tank • Alarmed system • suitable levels of leak detection; • Corrosion and chemical action protection; • Leak containment. • Integrity testing	• Block off drain inlets with sand bags. • If dirty water has already entered the drain, block off ditch with boards • Contact site manager if not present. • If necessary contact Environment Agency. • If possible stop further additions to the tank. • Use vacuum tanker to empty ditch, flush drain with clean water and remove wash water with tanker. • Reduce tank level. • Clean up yard. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Failure of Plant or Equipment;			
Leakages due to faulty pipe work, valves, over-pressure blockages, corrosion, severe weather, ground movement and so on.	Contamination of land, drains, groundwater and watercourses	• Daily visual inspection and completion of weekly inspection checklist record • Preventative maintenance regime. • Any underground pipes and tanks will be tested for integrity. • Insulation and protection of pipework.	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency • Clean up yard • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.

Puncture of vessels and tanks etc. due to impact – such as fork lift trucks	Contamination of land, drains, groundwater and watercourses	• Tanks and vessels located within / on secondary containment facilities. • Storage locations of drums and non-permanent vessels protected by use of barriers or fencing. • Movement of drums and containers using safe techniques and by trained staff.	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • If a small container try turning over to stop spill. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency. • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Any waste material will comply with waste management and materials are removed by a suitably qualified waster carrier from the site. • Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Structure failure of underground dirty water tank	Contamination of land, drains, groundwater and watercourses	• Suitable levels of leak detection • Leak containment. • Regular inspection • Keep infrastructure well maintained and repair if necessary.	• Block off drain inlets with sand bags. • If dirty water has already entered the drain, block off ditch with boards. • Contact site manager if not present. • If necessary contact Environment Agency. • If possible stop further additions to the tank. • Use vacuum tanker to empty ditch, flush drain with clean water and remove wash water with tanker. • Reduce tank level. • Clean up yard. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Fire;			
Fire in poultry buildings, feed storage, fuel and chemical stores	Smoke and pollution. Firewater causes contamination of land, groundwater and watercourses	• Separation of incompatible materials and of combustible materials and ignition sources. • Incorporation of fire breaks into site layout and containment of fire water. • Monitoring system and alarms in place. • No smoking policy on site. • Maintain a tidy site and minimize stockpile of combustible materials • Fire training and emergency drills	• Staff must immediately contact the fire service giving the location and nature of the fire. • Where relevant, details of hazardous substances must be given to the fire service, and locations of fire hydrants pointed out. • Staff must be familiar with the location and operation of fire extinguishers. Staff should only attempt to fight fires where the risk to their own safety is low. The location of fire extinguishers should be known by staff and shown on the fire safety plan located in the farm office. • Staff will notify nearby residents / workers and ensure affected buildings are evacuated. • Contact the site manager if not present • Provided personal safety is not compromised, staff shall try to ensure that run-off such as firefighting water and any other polluting substance is prevented from entering drains or watercourse, by channelling to dirty water tank, blocking off clean water drainage system with sand bags located by the diesel tank and absorbing with straw, wood shavings, soil or other absorbent material. • The dirty water tank is emptied afterward to prevent overflow. • Injured birds must be humanely slaughtered on-site according to the instructions of the attending veterinary officer. • If numbers affected exceed the capacity of normal mortality disposal systems, skips must be requested for interim storage. • Unaffected birds if below marketable age must be re-housed on another site, or if at marketable age, sent for immediate processing as arranged with the processing company. • Clean up yard and instruct building contractors to replace / replaced damaged building / facilities. • Contact the Environment Agency to inform of incident. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.

Fire in biomass building.	Smoke and pollution. Firewater causes contamination of land, groundwater and watercourses	• Separation of incompatible materials and of combustible materials and ignition sources. • Incorporation of fire breaks into site layout and containment of fire water. • Monitoring system and alarms in place. • No smoking policy on site. • Maintain a tidy site and minimize stockpile of combustible materials • Fire training and emergency drills	• Staff must immediately contact the fire service giving the location and nature of the fire. • Where relevant, details of hazardous substances must be given to the fire service, and locations of fire hydrants pointed out. • Staff must be familiar with the location and operation of fire extinguishers. Staff should only attempt to fight fires where the risk to their own safety is low. The location of fire extinguishers should be known by staff and shown on the fire safety plan located in the farm office. • Staff will notify nearby residents / workers and ensure affected buildings are evacuated. • Contact the site manager, if not present. • Provided personal safety is not compromised, staff shall try to ensure that run-off such as firefighting water and any other polluting substance is prevented from entering drains or watercourse, by channelling to dirty water tank, blocking off clean water drainage system with sand bags located by the diesel tank and absorbing with straw, wood shavings, soil or other absorbent material. • The dirty water tank is emptied afterward to prevent overflow. • Injured birds must be humanely slaughtered on-site according to the instructions of the attending veterinary officer. • If numbers affected exceed the capacity of normal mortality disposal systems, skips must be requested for interim storage. • Unaffected birds if below marketable age must be re-housed on another site, or if at marketable age, sent for immediate processing as arranged with the processing company. • Clean up yard and instruct building contractors to replace / replaced damaged building / facilities. • Contact the Environment Agency to inform of incident. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Cross contamination;			
Due to transfer and mixing of incompatible materials, drainage cross connections	Explosion, smoke and pollution of air. Contamination of land, drains, groundwater and watercourses	• Maintenance of up to date drainage plan. • Maintenance of inventory of substances with material property details. • Procedure for contractors to work on site including induction training and permit to work. • Fail-safe filling systems.	• Staff must immediately contact the fire service giving the location and nature of the fire. • Where relevant, details of hazardous substances must be given to the fire service, and locations of fire hydrants pointed out. • Staff must be familiar with the location and operation of fire extinguishers. Staff should only attempt to fight fires where the risk to their own safety is low. The location of fire extinguishers should be known by staff and shown on the fire safety plan located in the farm office. • Staff will notify nearby residents / workers and ensure affected buildings are evacuated. • Contact the site manager, if not present. • Provided personal safety is not compromised, staff shall try to ensure that run-off such as firefighting water and any other polluting substance is prevented from entering drains or watercourse, by channelling to dirty water tank, blocking off clean water drainage system with sand bags located by the diesel tank and absorbing with straw, wood shavings, soil or other absorbent material. • The dirty water tank is emptied afterward to prevent overflow. • Injured birds must be humanely slaughtered on-site according to the instructions of the attending veterinary officer. • If numbers affected exceed the capacity of normal mortality disposal systems, skips must be requested for interim storage. • Unaffected birds if below marketable age must be re-housed on another site, or if at marketable age, sent for immediate processing as arranged with the processing company. • Contact Environment Agency to inform of incident. • Clean up yard and instruct building contractors to replace / replaced damaged building / facilities. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Flood;			
Due to ingress of watercourse floodwater, blocked drains, burst water main, use of fire water	Contamination of raw materials, buildings, land, drainage system, groundwater and watercourses with fire and flood water.	• Maintenance of drains • Fitting of flap / non return valves on drains • Safe location for storage of hazardous materials • Sandbags kept on site	• Installation of boards and sand bags to direct water away from the site and towards the attenuation drains if clean water. • Direct dirty water to the underground drainage tank via the dirty water drainage system. • Tanker excess water to prevent the underground drainage tank overflowing. • Make sure the storage of hazardous materials are located away from the water. • Make sure the water has not entered the buildings, electrical systems, biomass feed stores, chemical stores and poultry buildings. • Make sure the bird welfare is not affected by the flood water. • Clean up yard. • Assess the site and take action to prevent repeat. • Record incident, measures taken and to be taken.
Strom Damage;			

Strom damage leading to damage of buildings, feed storage systems, drainage system and flooding	Contamination of raw materials, buildings, land, drainage system, groundwater and watercourses with fire and flood water.	• Buildings and equipment built and fitted to the relevant specifications. • Keep infrastructure well maintained and repair if necessary • Regular inspection of the site.	• Ensure that staff are safe and if necessary evacuated from the buildings, and that bird welfare is maintained as far as is practicable. • If welfare is compromised the company vet must be summoned. • Conduct an initial internal and external assessment of damage, paying attention to the overall integrity of the building, and services such as water, electricity, and fuel oil. • Assess the risk of pollution from any disruption to these services, and where appropriate take action as described in the section on minor and major spillage. • If the building has been damaged, or flooding has occurred, assess the likelihood of contaminated run-off from wet manure getting into watercourses. • Ensure that the drainage system is diverted to waste effluent tanks and that spillage is mitigated as described in the section on spillage. • As far as practicable, try to keep buildings watertight. • If necessary arrange for birds to be re-housed or sent for processing. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Failure of Services;			
Failure of supply of electric.	Flooding, explosion with subsequent contamination of land, drains, groundwater and watercourses	• Provision of standby facilities • Maintenance of back up facilities by qualified contractors • Maintenance of up to date plans showing location of utility services. • Procedure for contractors to work on site including induction training and permit to work	• If the power fails ensure that the emergency generators have started and that all systems are operating. • Follow utility supply failure procedure, which describes what to do in the event of services supply failure such as; • Manual shut down of process valves. • Use of standby materials. • Flood and fire procedure as described above. • Monitor fuel level, temperature and oil pressure of the generator. • Avoid spillage when filling generator fuel tanks. • Contact the electricity supply company to notify them of the fault. • Ensure system alarms are operating correctly and are set at appropriate levels (alarms must not disturb neighbours). • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Failure of the heating supply.	Flooding, explosion with subsequent contamination of land, drains, groundwater and watercourses	• Maintenance of biomass boilers by qualified contractors • Provision of standby facilities • Maintenance of back up facilities by qualified contractors • Maintenance of up to date plans showing location of utility services. • Procedure for contractors to work on site including induction training and permit to work	• If mechanical failures occur, establish what equipment or system has failed and call the maintenance engineers • Ensure that the emergency boiler has started and that all systems are operating. • Follow supplier failure procedure, which describes what to do in the event of services supply failure such as; • Manual shut down of process valves. • Start-up of emergency boiler. • Use of standby materials. • Flood and fire procedure as described above. • Monitor fuel level and temperature of boiler • Contact the supply company to notify them of the fault. • Ensure system alarms are operating correctly and are set at appropriate levels (alarms must not disturb neighbours) . • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Failure of supply of water.	Flooding, explosion with subsequent contamination of land, drains, groundwater and watercourses	• They must pay particular attention to the possibility of frozen or burst pipes, and the consequences of flood damage and the pollution this may cause.	• Staff shall check immediately to ascertain the cause of interruption to the supply and undertake a thorough inspection of the system • If flood damage does occur clean-up activities shall be as described in the section on flood. • Staff must be aware of the location of the main stopcock (shown on the site plan) in case the supply needs to be isolated. • Call the plumber if the fault is on site. • If the fault is due to a failure of the mains supply contact the water services company, informing them that livestock are dependent on the water supply. • Make sure that water can be temporarily provided to the poultry buildings to maintain bird welfare.
Failure of ventilation system through electrical failure	Explosion with subsequent contamination of land, drains, groundwater and watercourses	• Regular inspection • Keep infrastructure well maintained and repair if necessary • Alarmed system to warn of system failure	• If mechanical failures occur, establish what equipment or system has failed and call the maintenance engineers. • Consider the risks of bird welfare and pollution that may arise from loss of the equipment. • Arrange for appropriate repairs or alternative equipment to be provided. • Ensure system alarms are operating correctly and are set at appropriate levels (alarms must not disturb neighbours). • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.

Failure of feed supply system into the poultry buildings	Contamination of land, drains, groundwater and watercourses	• Regular inspection • Keep infrastructure well maintained and repair if necessary • Alarmed system to warn of system failure	• If mechanical failures occur, establish what equipment or system has failed and call the maintenance engineers. • Make provisions to arrange for feed to be provided within the buildings by hand. • Arrange for appropriate repairs or alternative equipment to be provided. • Ensure system alarms are operating correctly and are set at appropriate levels (alarms must not disturb neighbours). • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Failure of Containment;			
Failure of containment facilities due to land movement, impact, corrosion and so on.	Contamination of land, drains, groundwater and watercourses	• Provision of secondary containment for hazardous liquids. • Inspection of primary and secondary containment facilities. • Integrity testing of tanks, bunds and alarms.	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur. • Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.
Extraordinary mortalities;			
Death of birds due to extraordinary mortalities	Contamination of land, drains, groundwater and watercourses	• Carcass disposal • Quarantine birds • Bins can be used a temporary store for fallen stock, especially during times of high mortality. • The bins must be kept clean and disinfected, and they must have lids and be leak-proof.	• In the event of an outbreak of a notifiable disease requiring the slaughter of birds, carcasses must be disposed of in compliance with the requirements of the State veterinary service. • Remove effected birds immediately from the buildings and dispose of in carcass bins. • Arrange for the birds to collected by an approved transporter and taken for disposal • Notwithstanding this, staff shall be aware of the pollution potential of having large numbers of carcasses on the premises. • Drainage systems must be protected and all run-off diverted to the waste tanks. • Arrangements must be made for these to be emptied regularly with disposal of the effluent undertaken in accordance with veterinary advice. • Skips must be used to contain carcasses if there is any delay in disposal.
Vandalism;			
Unauthorised entry and tampering or malicious damage to property, plant and equipment	Contamination of land, drains, groundwater and watercourses	• Secure gates onto site. • Site locked when unmanned and tanks and valves locked when not in use. • Plant and equipment locked in secure storage out of hours. • Security system installed included camera and recording facilities.	• Use containers to collect the spill before physically blocking the leak to stop any more fuel being spilled and close any valve on pipework to stop material flow. • Staff must immediately try and clean up such spills using absorbent material as detailed above. • Block off drain inlets with drain mats. • If contained on the surface, before reaching the drainage system transfer the spillage to a temporary container to stop it causing more contamination before cleaning up the spill. • If already entered the drain, block off ditch with plastic barrier boom and close that section of the drainage system. • Contact site manager if not present. • Contact Environment Agency. • Staff shall assist agency and emergency service personnel by making sure they are aware of the locations of drains and by identifying the potential routes pollutants may take. • Suitably qualified contractors to clean up the spillage from the drainage system as regulated by the Environment Agency. • Clean up yard. • Care shall be taken when cleaning up and disposing of absorbent material that further pollution does not occur.

			• Repair or replace the damaged container of pipework as soon as possible afterwards. • Assess cause and take action to prevent repeat. • Record incident, measures taken and to be taken.

Accident and incident record

Date and time of incident	
What happened, what was it about?	
Was anyone else aware of this – other witnesses? If so who?	
What caused it?	
What action did you take to fix the problem? Were external agencies involved?	
What have you done to make sure that it does not happen again?	
Were there significant pollution – for example: oil entering a surface water drain. If so what?	
If there was then you must notify the Environment Agency on 0800 807060 ASAP. **Have you done this?**	**Yes / No / Not applicable** **Time:** **Date:** **E.A. Incident number:**
Please print your name and sign	

Record of non-conformances

Date and time non-conformance identified	
What happened, what was it about and what permit condition does it relate to?	
What caused it?	
What have you done to make sure that it does not happen again?	
Have you reviewed the EMS and rolled out any changes to operations and procedure? Include dates.	
Were there significant pollution – for example: oil entering a surface water drain. If so what?	
If there was then you must notify the Environment Agency on 0800 807060 ASAP. **Have you done this?**	**Yes / No / Not applicable** **Time:** **Date:** **E.A. Incident number:**
Please print your name and sign	

Complaints record

Who made the complaint? **Time:**	
Address:	
Phone no:	
Date and time they made the complaint	
What happened, what was it about?	
Was anyone else aware of this – other neighbours or your staff? If so who?	
Assuming the complaint related to your site, what was the problem, what went wrong? If you can't fine the source of the problem you should contact a suitably qualified person to do so and record who they were and what the problem was.	
What have you done to make sure that it does not happen again?	
Were there significant pollution – for example: spillage of waste litter when leaving the site entering a surface water drain or a watercourse. If so what?	
If required was the Environment Agency notified on 0800 807060. **Have you done this?**	**Yes / No / Not applicable** **Time:** **Date:**
You must also write or send an email to confirm this to the local office (see the accident management plan for the address). Have you done this?	**Yes / No / Not applicable** **Time:** **Date:** **E.A. Incident number:**
Please print your name and sign	

Staff responsibilities

Name	Role	Part of permit responsible for	Any other legislative responsibilities	Required training received?

Staff Training Checklist

Person	Environment awareness							Maintenance / operations									Accidents and emergency													Comments
	Certificate of Technical Competence	Environmental and permit awareness	Awareness of local sensitive receptors					Maintenance of ventilation system	Maintenance of water supply system	Maintenance of heating supply system	Maintenance of feed supply system	Cleaning and operations of biomass boilers					Fire procedure	Spill response procedure	Overflow procedure	Failure of plant or equipment	Flood procedure	Failure of services	Strom damage procedure	Failure of containment procedure	Extraordinary Mortalities procedure	Vandalism procedures					

Staff Training Record

Employee Name:	Job Title:

Training required	Date due	Date done	Passed as competent? Yes / No	Reviewers Signature	Date for Refresher	Comments

Delegation of responsibilities

Name of employee to be absent:	
Job title/role to be filled during absence:	
Department:	
Absence type e.g. sickness:	
Name of employee covering absences role:	
Part/s of permit employee is responsible for:	
Any other responsibilities the employee will be covering:	
Length of time cover will be for:	
Any training required to enable employee to cover the role effectively and competently:	