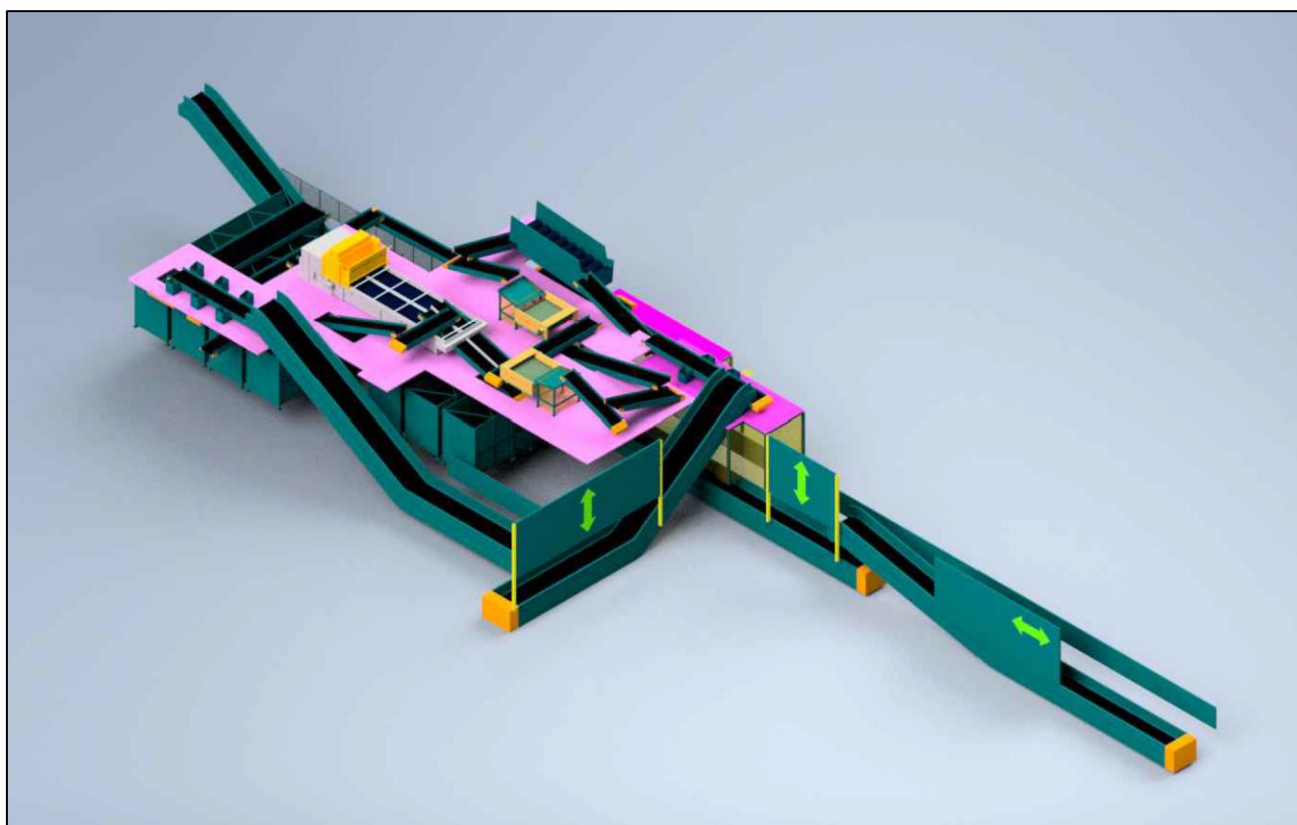


SUEZ Hallenbeagle, TR16 5EN

784-B049984

Operational Noise Management Plan









SUEZ Hallenbeagle, Scorrier TR16 5BN

November 2023

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1.0 INTRODUCTION

1.1 SCOPE OF THE OPERATIONAL NOISE MANAGEMENT PLAN

This Operational Noise Management Plan (ONMP) has been prepared on behalf of SUEZ Recycling and Recovery UK to support an Environmental Permit Application for site at Plot 1 Cornwall Business Park East, Scorrier, TR16 5EN and to reduce the risk of long-term operational noise impacts associated with the development.

The site will operate under an environmental permit that allows the storage and processing of household waste. The environmental permit will control noise emissions from the site activity. This noise management plan is to be followed to ensure compliance with the environmental permit condition relating to noise.

1.2 DESCRIPTION OF SITE ACTIVITIES

The treatment activities regulated in the permit would include mechanical sorting and separation through screening, and processing of household waste.

Materials Recycling Facility (MRF), Refuse Transfer Station (RTS) and Baler Building / Covered Bale Storage to operate between 07:00 and 21:00 hours Monday to Friday and between 07:00 and 13:00 hours to Saturday.

Fleet of logistics vehicles (i.e. RCVs) arriving at site around 04:00 hours and exit from 04:15 hours Monday to Saturday.

Careful management of operational noise is required to reduce the risk of noise impacts on sensitive receptors through Best Available Techniques (BAT). The general methods of reducing and managing operational noise are presented within this ONMP. These methods are intended to control noise associated with site operations, and to provide a method of communication between local residents and the site operator (SUEZ) should complaints arise.

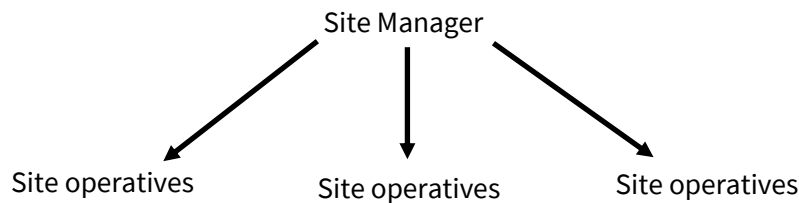
The proposed site layout plan including noise generating sources has been included within Appendix A.

2.0 SITE MANAGEMENT

2.1 MANAGEMENT

The site management and reporting structure will be as follows:

Figure 2.1: Site Management Structure



2.2 RESPONSIBILITY FOR THE IMPLEMENTATION OF THE NOISE MANAGEMENT PLAN

The implementation and dissemination of this ONMP will be the responsibility of the Site Manager, supported by other staff. The Site Manager can delegate certain tasks as required, although ultimate responsibility will remain with them.

A nominated deputy will be appointed for all times when the Site Manager is not on site. In such circumstances, it will be the nominated deputy's responsibility to ensure that the requirements of the ONMP are adhered to.

All site staff will receive instructions on how the management plan is to be implemented during toolbox talks on site.

This document forms part of the Site's Environmental Management System (EMS) and will be reviewed on an annual basis to ensure that it is fit for purpose and meets the requirements of current guidance.

3.0 OPERATIONS

3.1 OPERATING HOURS

The treatment activities regulated in the permit would include mechanical sorting and separation through screening, and processing of household waste.

Materials Recycling Facility (MRF), Refuse Transfer Station (RTS) and Baler Building / Covered Bale Storage to operate between 07:00 and 21:00 hours Monday to Friday and between 07:00 and 13:00 hours to Saturday.

Logistics vehicles (i.e. RCVs) may arrive at site around 04:00 hours and exit from 04:15 hours Monday to Saturday.

3.2 PROPOSED PLANT AND EQUIPMENT

Waste Import Export Vehicles

While specific models of export vehicles have not been stated, the site will use rigid lorries with 3 or 4 axels. Other vehicles may enter and be used on site on an ad hoc basis.

Waste Processing Plant

- Fixed Plant
 - MRF equipment
- Mobile Plant
 - 2 xJCB 437 Loading Shovel at transfer station
 - 7 x forklift trucks (3 out of the 7 to be electric)
 - 1 compact loader (electric)

The mobile equipment list stated above is typical for the type of operation to be undertaken at SUEZ sites, however it may be subject to change and should be updated by site management if any changes are made.

3.3 SITE MANAGEMENT

Site staff will ensure that the delivery and loading of waste takes place in a controlled manner so that noise generation is kept to a minimum. Such measures include:

HGV Movements and Deliveries

- Internal roads and service yard to be maintained to avoid noise from trucks hitting from potholes, ruts etc;
- Engines to be switched off when vehicle is waiting or not in use;
- Manoeuvring should be minimised as far as practicable to avoid unnecessary revving of engines;
- No use of vehicle horns unless as an emergency health and safety requirement;

On-site Movement of Materials/Waste

- No unnecessary shouting in the external yard area;
- Mobile plant operators should seek to minimise drop heights and excessive banging of materials when loading/unloading;
- No use of vehicle horns unless as an emergency health and safety requirement;

Fixed Plant/Machinery

- Regular inspection of machinery will be undertaken;
- Ensuring that regularly maintained and appropriately silenced equipment is used;
- In terms of on-site employees, appropriate actions will take place with regard to the Noise at Work Regulations including the requirement for the use of ear defenders and appropriate warning notices.

In addition to the above, the following measures will be implemented:

- Regular maintenance of all equipment which as a minimum are in-line with manufactures recommendations;
- Qualitative noise checks are undertaken as part of the daily inspections and are recorded on the daily and weekly IMS checklist or Vision App detailed in Appendix B; and
- Should noise issues with any on-site plant be identified, immediate steps will be taken to take the plant out of circulation (where possible) and repairs will be actioned as soon as possible to remedy the problem.

3.4 MAINTENANCE

In terms of in-house maintenance, the site will utilise Planned Preventive Maintenance (PPM) as per the manufacturer's Operation and Maintenance Manual. Corrective actions can also be raised for potential anomalies that are identified. Only personnel who are trained and licensed to operate equipment and carry out maintenance will do so.

All machinery and equipment will be maintained in accordance with a Preventative Maintenance Program (PMP) which will be defined by the manufacturer's requirements. This will ensure that the integrity and operational efficiency of all plant and equipment is maintained and therefore minimise the risk of mechanical failure which may result in increased noise emissions.

In accordance with the site's Environmental Management System (EMS), all plant and equipment will be inspected on a daily basis by a nominated manager prior to use. The purpose of this inspection is to identify any signs of defects that may affect the integrity and operational efficiency of the plant.

3.5 DEFECTIVE MACHINERY OR EQUIPMENT

In the event that a defect is identified on any item of machinery or equipment, the use of it will be suspended until the necessary remedial works have been undertaken. In order to facilitate this, mobile plant will be isolated, and the Site Diary will be updated to outline the operational conditions and availability of all machinery and equipment.

Once the necessary remedial works have been undertaken, the Site Diary will be updated to provide details of the defects and the remedial actions that were undertaken.

Management staff will undertake monthly checks, to ensure all equipment is operating efficiently and without excessive noise. Any defects or damage will be reported to the site Manager and remedied in reasonable time.

3.6 QUALITATIVE NOISE MONITORING

Site management do not solely rely on the specific daily noise checks only, as noise levels generated by the operation will be assessed on a continuous qualitative basis by the site staff present on site and any noise identified outside the regular inspections are reported to site management for investigation.

The site manager will be responsible for ensuring that daily checks are made around the site and its perimeter in order to identify any unusual or unexpected sources of noise and to establish whether any unusual noise is discernible at the perimeter of the site. The noise checks undertaken as part of the daily inspections are recorded on the daily and weekly IMS checklist or Vision App detailed in Appendix B.

Any abnormal noise identified must be clearly marked on the inspection form. Should noise be identified during a routine noise assessment, which, based on its characteristics and the prevailing meteorological conditions, may originate from the facility, then an immediate investigation into the source of the noise will be undertaken. Such an investigation would also be undertaken in response to any complaints that may be received.

Immediately upon detection of any abnormal noise, or receipt of any noise complaint, the following checks will be made:

- Physical check on mobile plant;
- Physical check on fixed plant; and,
- Qualitative noise checks either near to the source or at the boundary of the site which can be compared with previous observations to help determine changes to the noise level.

If any anomalies to normal site settings are observed, immediate remedial action will be taken, and anomalies and corrective action recorded in the site diary.

Depending on the abnormal noise identified and anticipated time of resolution, the Site Supervisor and Site Manager will determine if operations are to cease or continue until the issue has been resolved.

3.7 TRAINING AND ONGOING MANAGEMENT

Staff on site (including the Site Supervisor and Manager) will be provided with training and instruction in all aspects of the respective job role and responsibilities, this includes full training on any plant and fixed equipment they will operate.

For fixed plant this will comprise of the following as a minimum:

- The hazards/risks of the equipment, including a consideration of site-specific factors;
- The safe operation of the equipment and associated operations;
- The use of safety components;
- Lock-off procedures/procedures for cleaning, clearing blockages and maintenance;
- The safe resetting of the equipment following activation of emergency stops; and,
- Equipment specific maintenance requirements.

Regular checks will be undertaken by the Site Supervisor and Manager to ensure that the plant is fully functional, operating as normal and that there are no irregularities within the noise emitted from the plant. The Site Supervisor (if not the Site Manager) will generally be the Technical Competent Person for the site and will have the relevant training regarding the operation of this type of waste management site.

As part of the staff training, site personnel will be advised of the following aspects, particularly in relation to noise:

- The proper use and maintenance of plant and equipment to minimise noise;
- Control of Noise at Work – Occupational Noise Hazards;
- Management of environmental noise; and,
- Avoidance of unnecessary noise when carrying out manual operations and when operating plant and equipment.

Site staff will be trained on site on the above topics. The training provided will promote the importance of being aware of and controlling both occupational and environmental noise.

Staff and management training records will be kept and can be made available to the Local Planning Authority and Environment Agency on reasonable request.

3.8 NON -CONFORMANCES AND COMPLAINTS

All complaints and queries received at the facility or via the regulatory bodies including the Environment Agency and Local Authority will be logged in accordance with the integrated management system as soon as practicably possible. Where possible, as much information and

detail about the complaint will be recorded, whether this is from the relevant authority or complaint direct to site. All complaints logged will be subject to investigation and complainants responded to as necessary following completion of the investigation. All responses will be through trained and experienced staff.

Complaints management will be undertaken in line with IMS – Amenity Complaints. The first stage of complaints investigations is to complete a basic screening exercise to determine if the site is the likely cause and if further, more detailed investigations are required. Once determined that further investigations are needed an off site and on site odour investigations are carried out using the Amenity Complaint Investigation Form included within Appendix C.

Should a complaint be received out of operational hours of a current / ongoing issue then site management shall try to attend site as soon as possible to carry out an investigation, dependent upon availability.

Where necessary, the Environment Agency shall be informed of the investigation findings so they can relay this back to the complainant.

SUEZ will ensure that the complainant has relevant contact details for the site (i.e. the Site Manager). SUEZ will be in regular contact with the complainant and / or the EA where necessary, whilst any odour issue is being investigated or remediated.

An evaluation of the effectiveness of the techniques used will be carried out on completion of any remedial measures or if the complaints persist. Records of the above will be retained by site for future reference.

The investigation will determine the source of the complaint and then the cause of the noise.

If noise can be directly related to the site, corrective actions will be identified and programmed for remediation. Actions taken in response to any odour complaint will be recorded on the Amenity Complaint Investigation form.

Corrective action procedures are documented in IMS – Non-conformance, Corrective and Preventive Actions. A list of all policies and procedures is included in the Operations Management Plan, which forms part of the Environmental Permit.

If remediation cannot be completed within 24 hours then the non-conformance and remedial actions shall be raised on the SUEZ Compliance and Audit System (COMPAS).

SUEZ operates an open communication policy with residents and businesses surrounding its sites and will engage with them if deemed necessary.

If necessary following received complaints, SUEZ will engage and communicate with its neighbours to improve understanding of possible noise issues. This will include detailing the efforts being undertaken to control noise; and importantly the actions being taken in response to their complaints.

Should any problems associated with noise be identified (either by SUEZ or through external sources), SUEZ would engage with those surrounding the site to ensure that they are kept up to date and have means of communicating with SUEZ through an appropriate communications strategy established by the communications team and in agreement with the client. This may include letter

drops, visits to the site, open community meetings, social media updates and if appropriate and in agreement with the local residents and political representatives, and if necessary, the establishment of a Community Liaison Group (CLG).

3.9 NOISE COMPLAINTS AND MANAGEMENT REVIEW

All complaints will be investigated by the Site Management including but not limited to a review of the number of complaints, weather conditions, investigations and remediation works. If required, the Operational Noise Management Plan (ONMP) shall be updated to reflect any changes made to the management procedures on site following the review.

Site Management and the EIR Manager will review all procedures for the facility as necessary against other SUEZ operations and management procedures as well as industry practice, guidance and legislation to ensure continued best practice is carried out at the facility. Any amendments to practices on site will be reflected in updates of the ONMP.

All complaints received by the site are recorded on Richmond. All noise complaints are reported to the EIR Manager and communicated to relevant parties within SUEZ as part of the EIR Department's monthly review.

The site manager will be informed immediately of any findings of noise attributed to the site following initial observations and will authorise remedial measures to be taken. Remedial actions will be dependent on the source of the noise and may include but not limited to:

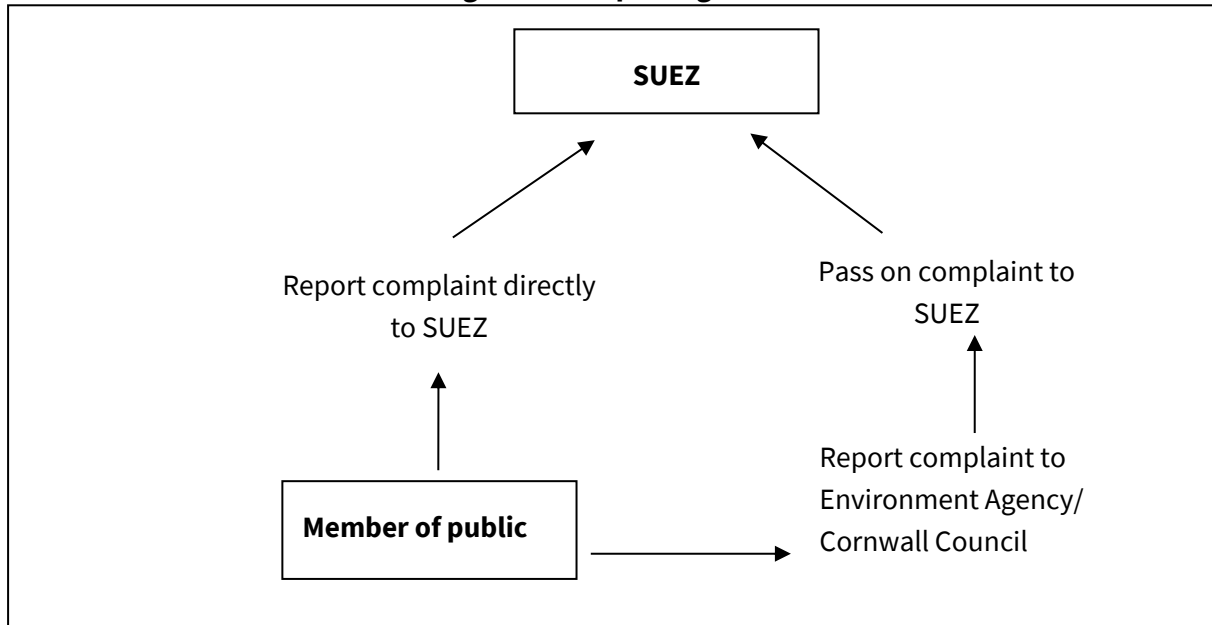
- Resolution of noise causing issue on mobile plant;
- Abnormal noise identification and resolution on machinery using either internal staff or external maintenance company.

SUEZ will aim to remediate any noise issues from the site as quickly as possible. However, should it become evident that permanent repairs may be delayed, SUEZ would aim to apply short term remedial actions to reduce the noise impact. If this is deemed unsatisfactory, SUEZ will start looking at the contingency plan until long term actions can be implemented.

3.10 MEANS OF CONTACT

The site will be readily contactable to outside organisations and to members of the public. Contact details to raise queries and complaints will be made available on the company website.

Figure 3.1: Reporting Route



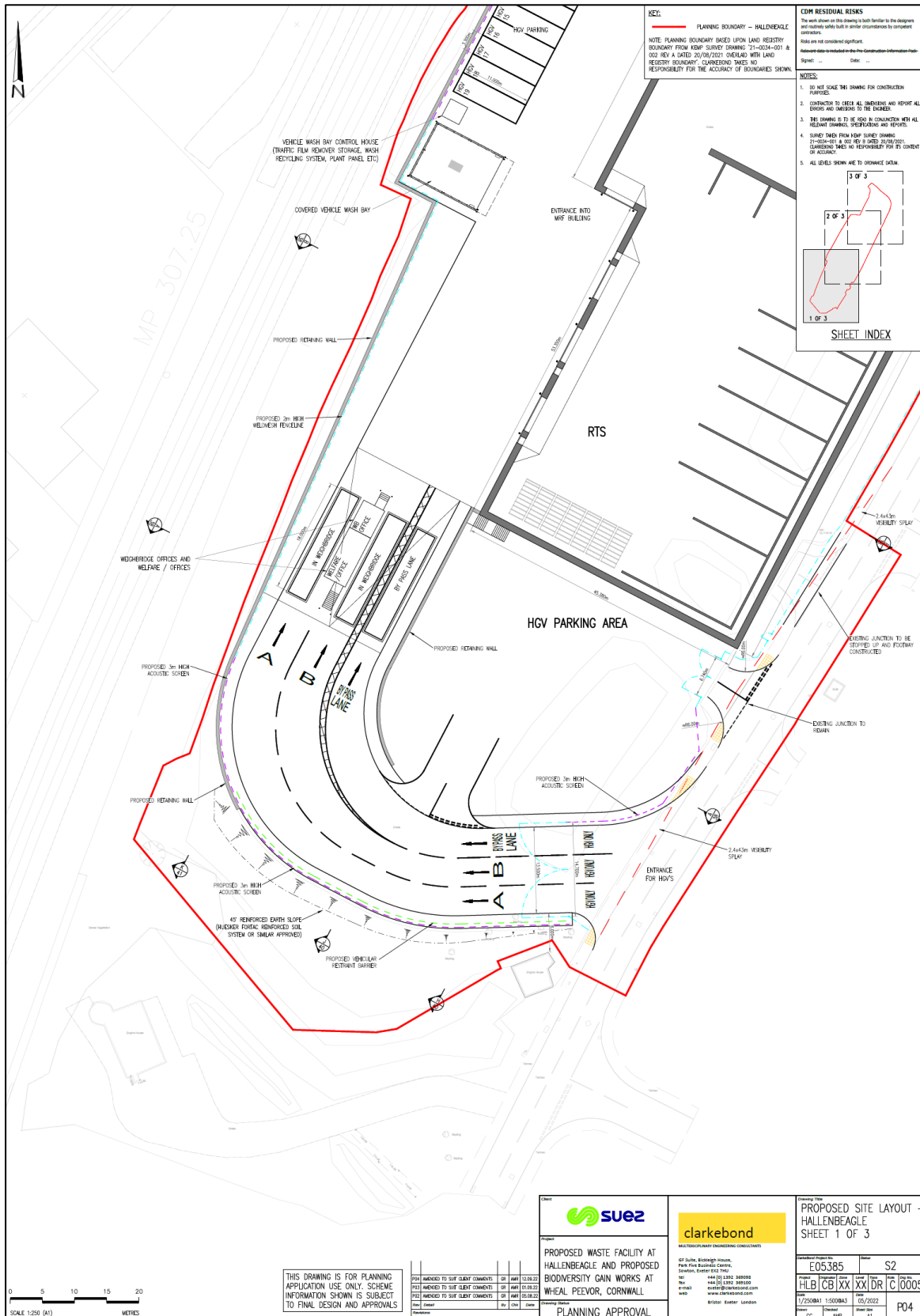
3.11 OPERATIONAL MANAGEMENT PLAN REVIEW

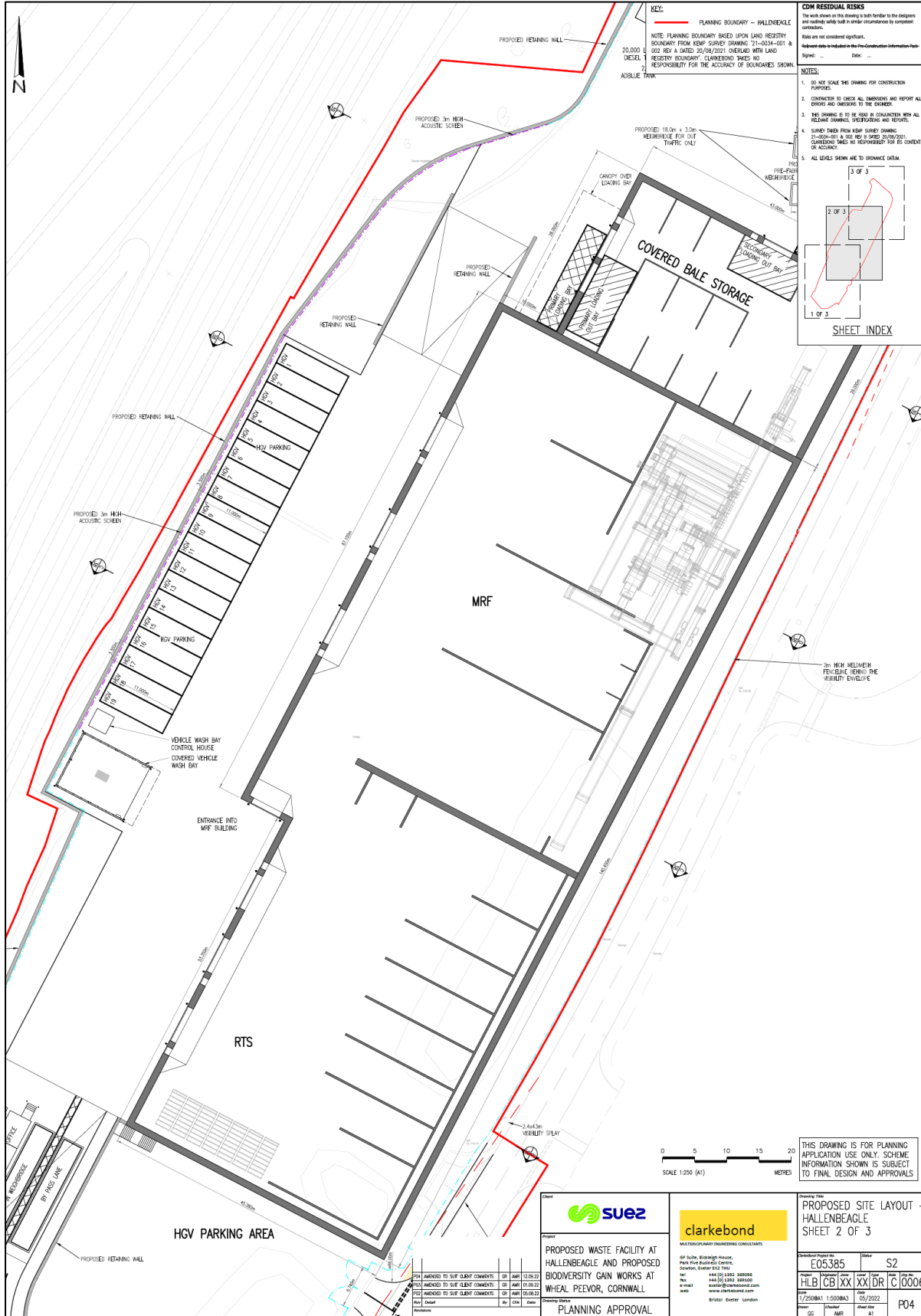
This ONMP will be updated as necessary by Site Management to ensure the ONMP remains current and the contents relevant to the actual on-site operations.

A record of changes and reason for the change will be made. A copy of any revised ONMP will be sent to the Environment Agency.

APPENDICES

APPENDIX A – SITE OPERATIONAL LAYOUT





APPENDIX B – EXAMPLE WEEKLY NOISE CHECKLIST

DAILY INSPECTION (GENERAL)

Facility Name:



Week Commencing:

Recycling and recovery UK

Performance Standard	Hours to Rectify	Inspected Item	Mon	Tue	Wed	Thur	Fri	Sat	Sun	TCM	CAR Ref.
		Inspected By (Initial):									
A1	1	Have there been any Health and Safety issues on site?									
A3	3	Have all open top vehicles leaving the site been netted or sheeted before leaving the loading area?									
A5	72	Have all containers and Suez vehicles which carry Contract Waste got the correct logos in a clean and visible condition?									
A6	3	Has the site closed? If so, was the Contingency Plan followed?									
A9	None	RTS and MRF only: Have there been any occasions when the volume of trade waste on site has prevented Contract Waste being accepted or stored?									
A10/D12	24	Is there enough capacity in all containers, cages and storage bays for Contract Waste until your next collection?									
A10/D12	24	At any point in the last 24 hours has there been insufficient capacity for Contract Waste?									
A11	24	Are all permanent staff wearing uniform with a Suez logo?									
B1/B2/B3/B5/B6/D15	1	Did the Weighbridge Operator complete the Weighbridge Inspection Checklist at the end of the last operational day? If so, were all non-conformances reported to helpdesk?									
C3/C4	3	Have there been any accidents involving a member of the public or any accident classed as 'RIDDOR' of which the helpdesk have not been informed?									
D3	24	Are there sufficient working lights on site to provide the Service? Are those lights fully operable with no flickering and in good condition?									
N/A	N/A	Are all handrails on bays/steps undamaged? Are all containers in good condition?									
D4	24	Does the Site Diary contain the printed name of the person responsible for the site today?									
D6	1	Are all perimeter fences and gates in good condition and is the site secure?									
D8	24	Are all signs in place and in a clean and legible condition? Are all signs presented in accordance with the Traffic and Signage Plan?									
D9	72	Is the Site Diary in place, completed and filled in correctly?									
D11	1	Has there been any failure to follow the HWRC Contract Waste Checking Procedure?									
D13 (1)	1	Have any spillages of Contract Waste presenting a health or safety hazard been cleared promptly?									
D13 (2)	3	Have any spillages of Contract Waste been cleared in accordance with the SOP?									
D14	3	Are fridges and freezers stored in compliance with the SOP and is there adequate capacity until the next collection?									
D16	72	Has there been any unauthorised access to the site, if so, have the consequence been dealt with in accordance with the SOP?									
D17	72	Have all required checks and maintenance for plant and equipment on site been completed?									
D18	24	Are all welfare and toilet facilities available and maintained to the standards required by the SOP?									
D19	24	Has Contract Waste waste been removed or treated in accordance with the Environmental Permit for the site?									
D21	72	Is the facility reasonably free of pests and vermin?									
D22	24	Has any fly tipping or litter within the site or 5m of its boundary been removed?									
D23	24	Has any graffiti or unauthorised notice been removed and the area cleaned/repared?									
D24	24	Have all Authorised Users been made aware of site rules?									
D25	24	Is all Household Hazardous Waste stored safely and securely and in line with the Environmental Permit?									
D26	3	Are there sufficient staff on site?									
E1	None	Has there been any breach of policies and procedures or Good Industry Practice of which you are aware?									

N/A	N/A	Has there been any attempted private trade entry?																	
N/A	N/A	Has the site infrastructure (buildings, fencing, yard, tipping floor walls etc) been inspected and found to be satisfactory?																	
N/A	N/A	Are all interceptors in good working condition, free from blockage and with adequate capacity until the next scheduled maintenance?																	
N/A	N/A	Has there been any breach of waste acceptance procedures, waste transfer or duty of care procedures?																	
N/A	N/A	Are all fuel tanks or other bunded storage vessels in good working order, free of visible leakage and damage?																	
N/A	N/A	Is the spill kit available and complete?																	
N/A	N/A	Is all emergency and fire fighting equipment available, complete and operable?																	
N/A	N/A	RTS and Landfill only: Is the odour supression system operating satisfactorily?																	
N/A	N/A	Are all systems and procedures for controlling dust, noise and odour in place, operable and complied with?																	
N/A	N/A	Are there any issues with fixed or freestanding structures?																	

Key: ✓ Satisfactory; X = Action required; NI = Not Inspected; NA = Not Applicable

Note: Inspection should be completed daily on days when the facility is operational
 If non-compliance is minor and resolved the same day, comments to be recorded on this form, in the Site Diary and Helpdesk.
 Otherwise a Corrective Action Request (CAR) can be raised with CAR reference recorded in right hand column.

TCM Attendance (hours):

TCM Signature:

Comments:

Monday	
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Tuesday	
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Wednesday	
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Thursday	
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Friday	
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Saturday	
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Sunday	
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Other	
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APPENDIX C – NOISE COMPLAINT INVESTIGATION FORM

THIS FORM MUST BE COMPLETED FOR ALL AMENITY COMPLAINTS THAT REQUIRE AN INVESTIGATION IN LINE WITH IMS 3.36B. IF MORE THAN ONE OF THE SAME TYPE OF COMPLAINT IS RECEIVED IN ANY ONE DAY, THEN ONE INVESTIGATION FORM CAN BE USED TO COVER ALL COMPLAINTS OF THE SAME NATURE.

1. Investigating Manager/Supervisor

A) Name		B) Position	
C) Location*	<i>*Note: this is the SUEZ location the complaint relates to</i>		

2. Complaint Type/Location

This section looks at the type of complaint that has been received, as well as the location it was made from.

A) <u>When</u> did the complaint and investigation occur?	Alleged issue: Date: _____ Time: _____	Complaint made: Date: _____ Time: _____	Investigation: Date: _____ From (time): _____ To (time): _____
<i>*Note: the issue may have been experienced by the complainant before they made the complaint</i>	Have any other related complaints been received within the last 7 days? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, provide basic detail:		
B) <u>What</u> type of amenity complaint has been made?	Odour <input type="checkbox"/> Dust <input type="checkbox"/> Noise <input type="checkbox"/> Litter <input type="checkbox"/>	Mud or Debris <input type="checkbox"/> Pests <input type="checkbox"/> Light <input type="checkbox"/> Other <input type="checkbox"/> If other, please detail: _____	Basic description of amenity issue: _____ (e.g. type of odour)
C) <u>Where</u> was the complaint made from?	Full address (if known):		

<p><i>*Note: this is the complainant's location. The exact location may not be provided if the complaint has been received via the environmental regulator or local authority</i></p>	<p>Postcode (if known):</p> <p>If the above are unknown, then provide the approximate area of the complaint:</p>
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3. Weather Conditions

Weather conditions at the time of the alleged issue and during the investigation are important. Some weather conditions can cause amenity issues to be worse, so it is important to provide details where they are known.

<p>A) <u>What</u> were the weather conditions like at the time the complainant experienced the issue?</p> <p><i>*Note: you may only be able to accurately identify this if you have a weather station on site</i></p>	<p>General Description:</p> <p>Wind (speed and direction): _____</p> <p>Temperature (°C): _____</p> <p>Raining? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Ground conditions: Wet <input type="checkbox"/> Damp <input type="checkbox"/> Dry <input type="checkbox"/></p>
<p>B) <u>What</u> were the weather conditions like at the time of the investigation?</p> <p><i>*Note: you can use weather data from a weather station, the Met Office and your own observations</i></p>	<p>General Description:</p> <p>Wind (speed and direction): _____</p> <p>Temperature (°C): _____</p> <p>Raining? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Ground conditions: Wet <input type="checkbox"/> Damp <input type="checkbox"/> Dry <input type="checkbox"/></p>

4. Off-Site Investigation

It is important to attend the complainant's location to assess whether an impact is occurring. Guidance on what to look for is available in IMS 3.36b.

<p>A) What is the amenity impact at the complainant's location?</p> <p><i>*Note: identify whether there is any impact being caused and indicate the severity</i></p>	<p>Amenity impact? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, detail the severity. For odour, refer to the odour intensity and extent details in Appendix A.</p> <p>For other amenity issues, provide a basic written description:</p>
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B) Note any other sensitive receptors in the complainant’s location	<i>*Note: refer to housing, parks, pubs etc</i>
C) Are there any other actual or potential sources of amenity impact in the local area?	<i>*Note: if another source is identified causing an amenity impact, then ensure this is detailed</i>

5. On-Site Investigation

Following the off-site investigation, it is essential to assess what was occurring on site. If a complaint is received or investigated after the alleged issue, then it may be difficult. If this is the case, then provide an overview of the operations that were occurring at the time of the alleged issue. Guidance on what to look for is available in IMS 3.36b.

A) Site activities	<p>If an amenity impact was noted in section 4A, then state whether this has been traced back to site operations. Focus on the following areas:</p> <ul style="list-style-type: none"> Waste inputs/outputs Waste storage Waste treatment processes Condition of infrastructure <p><i>*Note: CCTV footage may be useful in determining site conditions at the time of the alleged issue. If an amenity issue has not been traced back to site, then it is still useful to provide detail of site conditions at the time.</i></p>
B) Non-conformance	<p>If the amenity impact can be traced back to site, state whether this was as a result of a non-conformance:</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, provide detail:</p> <p><i>*Note: you may need to refer to the Permit and site-specific management plans</i></p>
C) Corrective action	<p>If a non-conformance has been identified, then state what has been done to remediate this:</p>

**Note: provide COMPAS CAR reference number if the required action has been raised as a CAR*

6. Supporting Information & Evidence

Supporting information can be useful in building a picture of the incident.

A) Attach any photos or videos