



Newquay (Nansledan)

Household Waste Recycling Centre

2.3 Noise Management Plan

February 2026

Document Details

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Document Review History

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February 2026	Version 1.0	New document in support of permit application for a HWRC

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No.	Drawing	Reference
1	Location Plan	Nwq-LOC-1125-01
2	Permit Boundary Plan	Nwq-PER-1125-01
3	Receptor Plan	Nwq-REC-1125-01

1 SITE DESCRIPTION AND GENERAL MANAGEMENT

1.1 Introduction

- 1.1.1 Newquay (Nansledan) Household Waste Recycling Centre (HWRC) (the site) is located at Stret Percival, Newquay, TR8 4NY at National Grid Reference (NGR) SW 83290 60607. The site location and permit boundary are presented in Figure 1 and 2 respectively.
- 1.1.2 This Noise Management Plan (NMP) has been prepared in support of an Environmental Permit application for the proposed Household Waste Recycling Centre (HWRC) with a waste acceptance limit of 25,000 tonnes.
- 1.1.3 The waste types permitted to be accepted at the HWRC comprise non-hazardous and hazardous waste typically expected to arise from households, which are received directly from members of the public. Dedicated containers, bins or specific areas within the site are provided for the separate collection of various wastes streams.
- 1.1.4 The site is designed to receive, store and subsequently load household and similar wastes for onward transport for recovery (or disposal where recovery is not practicable).
- 1.1.5 All SUEZ operations are certified to ISO 14001, ISO 9001 and ISO 45001 and operate under documented management procedures. All SUEZ operations are controlled by an Integrated Management System (IMS) comprising quality, environmental and health and safety requirements.
- 1.1.6 The IMS procedures are detailed within the 'Policies and Procedures' section of the SUEZ internal intranet system.
- 1.1.7 The NMP is to be reviewed regularly by the Site Manager and the Environment and Industrial Risk (EIR) Manager to ensure it reflects the latest guidance, legislation and the site operations. As a minimum the NMP will be reviewed after a change of operations or after an environmental issue and following an accident or complaints on site.

1.2 Guidance

- 1.2.1 This NMP is a working document, intended to be used as a reference document for operational staff on a day-to-day basis. SUEZ will implement the plan to ensure that all reasonable measures are taken to control noise emissions, and in the event that an adverse impact is caused, prompt action will be taken to identify the source and apply corrective measures. This document provides a schedule of actions that will be taken to minimise noise impact and details site management procedures for the management and monitoring of noise.
- 1.2.2 The NMP has been prepared in accordance with the Environment Agency's '*Noise and Vibration Management: Environmental Permits*' guidance.
- 1.2.3 The NMP will adopt a Source → Pathway → Receptor model with an emphasis on implementing effective and robust controls for noise abatement at the earliest stages possible (i.e. at source).

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- 1.2.4 This document provides a summary of the physical and management controls that will be employed to minimise noise at the site. It provides a site-specific assessment of the potential sources of noise; the pathways noise can take from the site and the receptors it is likely to impact. The potential release points of noise are identified and the management systems to prevent and control noise emissions. Monitoring and reporting systems are described in addition to emergency contingency plans.

2 DESCRIPTION OF WASTE ACTIVITIES

2.1 General Overview

2.1.1 The site will operate as a Household Waste Recycling Centre (HWRC) with a waste acceptance limit of 25,000 tonnes per annum.

2.1.2 The following activities and processes are carried out at the facility:

- Waste acceptance
- Unloading waste by members of the public, supervised by site operatives
- Manual sorting and separation of waste into segregated waste storage areas and containers
- Light compaction of waste by mobile plant to improve payload
- Storage of waste
- Vehicle container exchange.
- Loading waste for transport off-site

2.2 Permitted Wastes

2.2.1 The waste types permitted to be accepted at the site are detailed within the site operations and emissions management plan (document reference 1.2).

2.3 Process Description

2.3.1 Waste is delivered to the site by members of the public during operating hours, where it is checked by site staff and directed to the appropriate skips or storage areas for different waste type.

2.3.2 Waste can be managed on site by mobile plant, including moving heavier items and carrying out light compaction of waste bins to prepare them for transport.

2.3.3 Once the containers are full, or the deposits have reached their maximum residency time, wastes are removed from site by licensed waste carriers and taken off site for reuse, recycling, recovery, or disposal at appropriately permitted facilities.

2.3.4 A detailed description of the site activities and processes are detailed within the site operations and emissions management plan (document reference 1.2).

3 SOURCE, PATHWAY, RECEPTORS CHARACTERISATION

3.1 Noise Source Inventory

Local Contributors

3.1.1 In terms of local contributors, The Environment Agency’s (EA) public register indicates there are four facilities with relevant registered exemptions, within 1km of the site that may be considered as local contributors to Noise emissions. Details of these facilities are summarised in Table 1 below.

Table 1: Local Contributors

Facility Name	Distance and direction from the Site	Registration Type	Reference
HIGMAN WINDOWS LIMITED	500m Southwest	D7 Exemption	WEX447135
TREVILLEY FARM	700m Southwest	D4 & D7 Exemption	WEX442197
SOUTH WEST WATER LIMITED	700m Southeast	S3 Exemption	WEX462377
CHAPEL FARM	800m East	D1, D3, D4, D7, U1, U10, U12, U13, U14, U8 & T6 Exemption	WEX412398

3.1.2 It has to be noted that the site will be located within an area which is likely going to be developed to include a mixture of commercial/industrial uses and residential development.

3.1.3 It is considered that noise will be generated from some of the businesses near the site as well as from traffic. These fall out of the control of SUEZ site operations. Any observations of such activities may be noted in the site diary.

Proposed activities

3.1.4 According to the Sound Impact Assessment (SIA) (Clarke Saunders report reference AS13674.250516.NIA.V1.7 (dated 11 December 2025) that was prepared for the planning application the main noise generating sources on site are considered to be the following:

- Public Vehicle Movements
- Mobile Plant compacting waste
- HGV movements
- Members of public unloading glass

- RORO Bin Loading

3.1.5 These activities are typical of a HWRC and are generally intermittent and in short in duration. Noise levels may vary depending on the time of day, the number of site users, and the type and frequency of waste handling activities taking place.

3.1.6 The nature of the operations means that noise is largely associated with vehicle movements, the handling of materials, and occasional impact sounds, rather than continuous industrial processes.

3.2 Sensitive Receptors

3.2.1 The site is located on Stret Percival in Nansledan, Newquay, TR8 4NY at National Grid Reference SW 83290 60607.

3.2.2 The site is located approximately 2km southwest of the centre of Newquay. Access to the site is via the A392 to the south of the site. The land surrounding the site is predominantly agricultural and residential. The closest residential buildings are located approximately 100m west of the site boundary.

3.2.3 Noise sensitive receptors within 1km of the site have been identified within Table 2 and are shown in Figure 3.

Table 2 – Noise Sensitive Receptors

No.	Receptor	Category	Distance (m)	Direction from site
5	Trencreek Heights	Residential	100	West
6	Crossing Mews	Residential	200	Northwest
7	Housing along access road	Residential	250	Southwest
8	Lane	Residential	280 - 1000	Southwest
9	Hendra Holiday Park	Residential/ Recreation	320	South
10	Tretherras	Residential	350 – 1000	Northwest
11	Houses off A392	Residential	490	Southeast
12	Trencreek Holiday Park	Residential/ Recreation	530	Northwest
13	Lower Trevilley	Residential	700	South
14	Gusti Vean	Residential	700	Northeast
15	Chapel Farm	Residential/ Agricultural	750	East

No.	Receptor	Category	Distance (m)	Direction from site
16	Manuels Farm and Woodlands Farm	Residential/ Agricultural	760	Southeast
17	Nansledan	Residential	810-1000	Northeast
18	Play Area (Button Drive)	Recreation	750	Northwest
19	Play Area (Bridge Close)	Recreation	800	West
20	Treloggan Industrial Estate	Industrial/ commercial	500 - 950	West
21	Trevilley Farm Shop & Cafe	Commercial/ agricultural	900	Southwest

3.2.3 The noise sensitive receptors have been identified based on their proximity to the site and the likelihood of occupation and use of the premises concurrently with the operational hours of the site.

3.3 Control Measures

3.3.1 SUEZ will ensure that site activities are undertaken in a controlled manner so that noise generation is kept to a minimum. Such measures are detailed below:

Operating Hours

3.3.2 Operating hours will be restricted to daytime periods in order to minimise the potential for noise disturbance at nearby sensitive receptors. No waste acceptance, mobile plant operation, HGV movements, container exchanges, or other routine site activities will take place outside the approved hours of operation.

3.3.3 The permitted hours of operation will be defined through the planning process and will reflect the nature and scale of the facility and its surrounding environment. Activities with the greatest potential to generate noise, including mobile plant use, container movements, and glass handling, will be undertaken only within these approved daytime hours.

3.3.4 There will be no routine operations during night-time periods. Any requirement for activities outside the approved hours will be exceptional in nature and managed to ensure that noise impacts are minimised so far as reasonably practicable.

Operations

3.3.5 All site operations will be undertaken in accordance with documented management procedures to minimise noise emissions so far as reasonably practicable.

3.3.6 Activities will be organised to reduce unnecessary handling of materials, avoid prolonged plant idling, and limit the duration of noise-generating tasks.

- 3.3.7 Mobile plant will be operated in a controlled and efficient manner by suitably trained personnel. Light compaction activities and the movement of heavier items will be carried out only as required to maintain safe and effective site operations.
- 3.3.8 Drop heights into containers will be minimised where practicable, particularly for materials such as glass and metal, in order to reduce impact noise.
- 3.3.9 HGV movements and container exchanges will be managed to ensure that engines are switched off when not in active use. Collections will be coordinated to avoid congestion and unnecessary vehicle manoeuvring on site wherever practicable.

Maintenance

- 3.3.10 Increases in plant noise are often indicative of future mechanical failure, as such all relevant plant will be regularly and effectively maintained.
- 3.3.11 The maintenance schedule will include all items which are critical to environment and industrial risk.
- 3.3.12 Maintenance of plant, equipment and infrastructure will be scheduled as necessary, and implemented and recorded on the site-specific maintenance planner.
- 3.3.13 All equipment will be inspected, maintained and serviced in accordance with the manufacturer's/ supplier's instructions and any relevant statutory requirements.
- 3.3.14 Maintenance and inspection records will be retained on site as part of the site management system and will be made available for review by the Regulator upon request.

Vehicles and Mobile Plant

- 3.3.15 Vehicles and mobile plant will be switched off when they are not in use. Members of public and removal drivers are also asked to turn their vehicles off when waiting on site.
- 3.3.16 Manoeuvring on site is minimised as much as practicable.
- 3.3.17 Mobile plant operators will seek to minimise drop heights and excessive banging of materials when loading/unloading.
- 3.3.18 Mobile plant operating on site will be fitted with broadband (white noise) reversing alarms to reduce the intrusive impact of audible warning signals while maintaining site safety.
- 3.3.19 In accordance with SUEZ's Policies and Procedures, all mobile plant will be regularly and effectively maintained by trained personnel in accordance with the maintenance plan. This will reduce the risk of mechanical failure and therefore any possible noise increase.
- 3.3.20 In addition to regular maintenance, all mobile plant will be subject to daily pre-use inspection checks.
- 3.3.21 If any defects are identified from these checks that may result in an increased risk to noise emissions, site management will be notified, and the necessary remedial works will be undertaken as soon as practicable.

Qualitative Noise Monitoring

- 3.3.22 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.
- 3.3.23 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 SUEZ Vision App or other specified software.
- 3.3.24 Any abnormal noise identified must be entered on the SUEZ Vision App or other specified software. 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 on the source of the noise will be undertaken.
- 3.3.25 Such an investigation would also be undertaken in response to any complaints that may be received.
- 3.3.26 Immediately upon detection of any abnormal noise, or receipt of any noise complaint, a physical check on mobile plant will be made.
- 3.3.27 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.
- 3.3.28 Depending on the abnormal noise identified and anticipated time of resolution, the Site Supervisor and Site Manager will determine if operations are to cease (fully or partially) or continue until the issue has been resolved. It may also be necessary to restrict certain activities, depending on the root cause of the issue.

Physical Mitigation

- 3.3.29 A 2.1m high acoustic fence will be installed along the western boundary at the top of the earth cutting. The fence will have no gaps and a minimum surface mass of 12kg/m² to provide effective noise screening.
- 3.3.30 The site layout incorporates boundary mitigation to maximise screening for nearby receptors.
- 3.3.31 A 2m earth bund topped with a 2m acoustic fence may be provided to the south of the site (Outside our site boundary and SUEZ control) if the planned residential development is constructed before the planned adjacent commercial units, to ensure a suitable noise control. This structure would remain in place until permanent commercial buildings are constructed, which are expected to provide inherent noise screening.

General Best Practice and Site Management

- 3.3.32 Site staff will ensure that waste delivery, handling and loading activities are undertaken in a controlled manner to minimise noise emissions so far as reasonably practicable. Measures will include:

- Site roadways maintained in good condition to prevent noise from vehicles travelling over potholes or uneven surfaces.
- Engines switched off when vehicles and plant are not in active use, where practicable.
- Vehicle manoeuvring on site is minimised as far as reasonably practicable.
- Avoidance of unnecessary shouting or raised voices on site.
- Mobile plant operators minimising drop heights and avoiding excessive impact when compacting waste.
- Daily qualitative noise monitoring undertaken by site staff, with non-conformances recorded on the SUEZ vision app or other specified software.

Training and Ongoing Management

- 3.3.33 All site staff will receive training on the requirements of this Noise Management Plan.
- 3.3.34 Training will include awareness of key noise sources, sensitive receptors, and the importance of adopting good working practices to minimise noise emissions.
- 3.3.35 Mobile plant operators will receive task-specific training to ensure equipment is operated efficiently and in a manner that reduces unnecessary noise generation.
- 3.3.36 Site management will ensure that noise control measures are followed on a day-to-day basis and that managing noise is an integral part of everyday operations.
- 3.3.37 Noise levels and any complaints will be checked regularly to spot patterns, and additional measures will be put in place if needed to reduce impacts.
- 3.3.38 Records of staff training, toolbox talks, and related activities will be maintained electronically.
- 3.3.39 In addition, staff will undergo an Environmental and Industrial Risk awareness training (with a refresher every 3 years) in line with SUEZ IMS. The training will promote the importance of complying with the environment permit and to reduce the risks of amenity issues including noise.

3.4 Contingency Plans

- 3.4.1 The NMP assumes that the site will be running under expected operational conditions. However, there are circumstances which could result in elevated noise emission from the site if not appropriately considered in advance.
- 3.4.2 Based on the nature of the proposed waste activity, it's considered that faulty plant or equipment is the only abnormal foreseeable event that may result in an increased risk to noise emissions.

4 COMPLAINTS

4.1 Investigation and Records

-
- 4.1.1 Any complaints received at the facility or via the regulatory bodies including the Environment Agency and Local Authority, will be recorded and if deemed necessary SUEZ will instigate further noise monitoring at the location of the complaint and on site to determine the extent and location of the noise and the noise causing materials. 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. This information will assist in the investigation and determining the source of the noise.
 - 4.1.2 All complaints will be logged in accordance with the integrated management system as soon as in practicably possible. All complaints will be subject to investigation and complainants responded to through trained and experienced staff.
 - 4.1.3 Complaints investigations are carried out by site management that are not regularly exposed to the noises and therefore are able to assess the level of noise objectively.
 - 4.1.4 Should the complaint be received out of operational hours then site management shall try to attend site as soon as possible to carry out an investigation dependent upon availability.
 - 4.1.5 If the complaint is received via the Environment Agency they will be informed of all findings from the investigations so they can relay this back to the complainants where necessary.
 - 4.1.6 SUEZ will ensure that the complainant has all the relevant contact details of the site (i.e. the Site Manager). SUEZ will be in regular contact with the complainant whilst the cause of the noise is being investigated and remediated.
 - 4.1.7 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.

4.2 Non-Conformances and Complaints

- 4.2.1 Corrective action procedures are documented in the IMS – Non-conformance, Corrective and Preventive Actions. A list of all policies and procedures is included in the Site Management System Summary, which forms part of the Environmental Permit.
- 4.2.2 Each complaint will be reviewed and assessed. If the site is identified as the source of the potential noise nuisance, then an assessment shall be carried out in order to determine the source of the complaint and then the cause of the noise.
- 4.2.3 If the noise can be directly related to the site, corrective actions will be identified and programmed for remediation. Actions taken in response to any noise complaint will be recorded on the noise investigation form.
- 4.2.4 If remediation cannot be completed within 24 hours, then the non-conformance and remedial actions shall be raised on EcoOnline.

4.3 Noise Complaints and Management Review

- 4.3.1 All complaints will be investigated by the site management and the EIR Manager, including but not limited to a review of the number of complaints, weather conditions, investigations and remediation works. If required, the relevant site management plans and Noise Management Plan shall be updated to reflect any changes made to the management procedures on site following the review.
- 4.3.2 Site management and the EIR Manager will review all procedures for the facility 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 relevant site management plans and Noise Management Plan.
- 4.3.3 All noise complaints are reported to the EIR Department via the EIR Manager and where applicable communicated to relevant parties within SUEZ as part of the EIR Department's monthly review.

4.4 Means of Contact

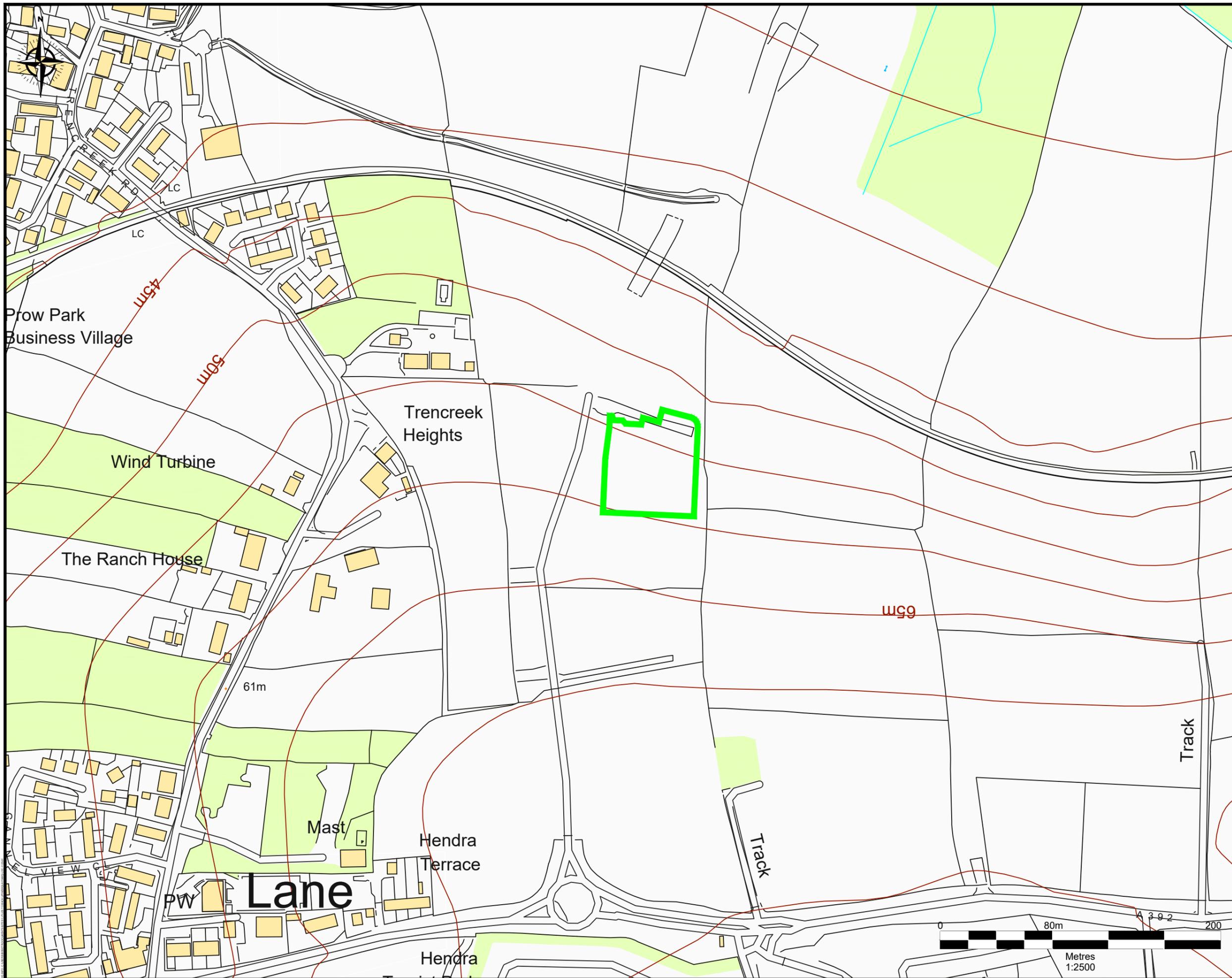
- 4.4.1 The site will be readily contactable to outside organisations and to members of the public. The site signage board (placed in a readily visible location) contains the necessary contact details for both the site operations and Environment Agency.
- 4.4.2 If any planned works on site are expected to cause a major noise impact off site, then neighbouring businesses and residents will be notified in advance.



FIGURES



SITE LOCATION PLAN



Notes

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 Site Location

Rev	subject	date

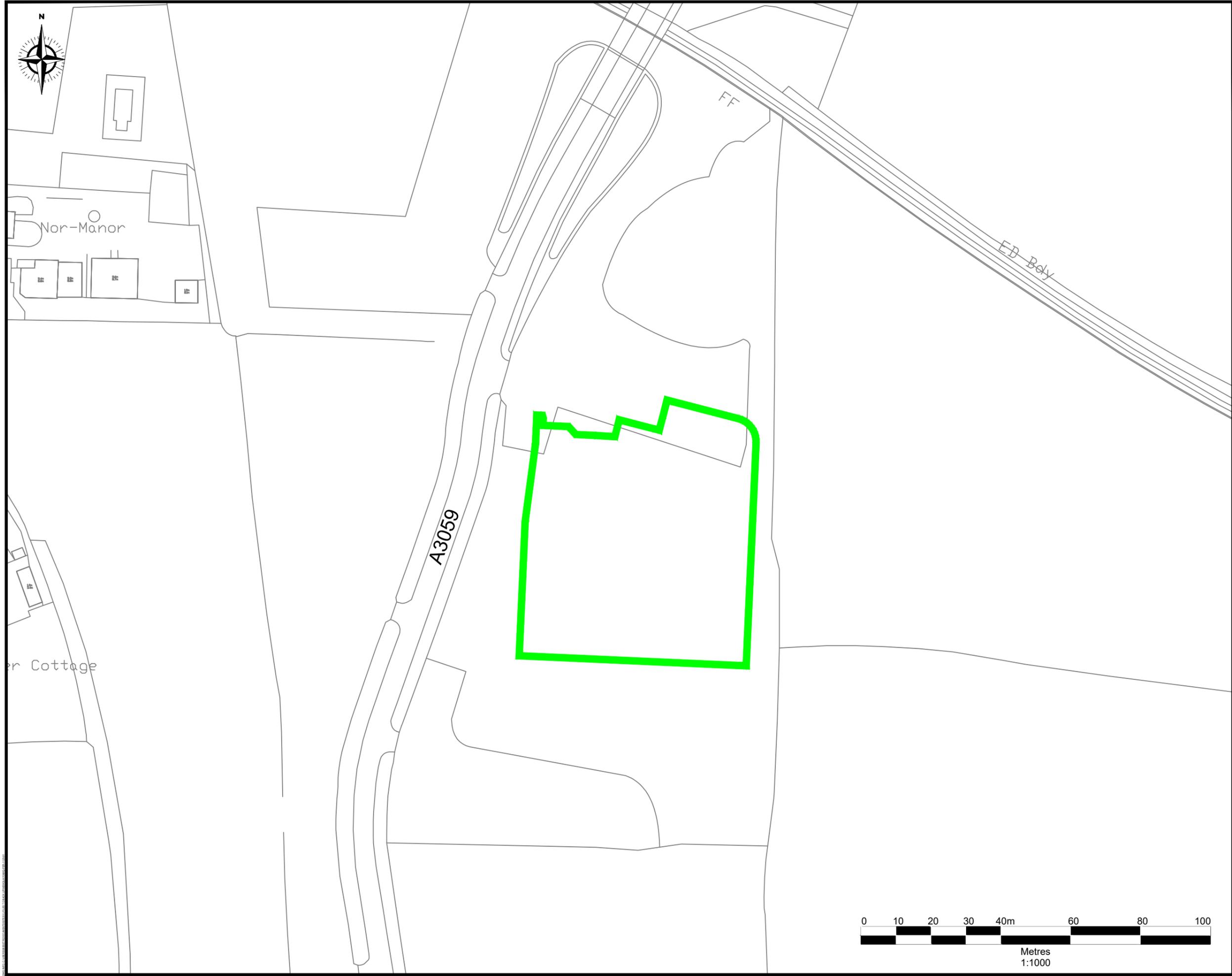


Darwen Resource Recovery Park, Lower Eccleshill Road, Darwen, BB3 0RP
Tel: (01254)819700, Fax: (01254)819749, Email: richard.bisset@suez.com

Site	Newquay HWRC
Title	Site Location Plan
Scale	1:2500@A3
Date	November 2025
Drawing Ref	Nwq-LOC-1125-01
Drawn by	JA
Checked by	KH



PERMIT BOUNDARY PLAN



Notes

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 Permit Boundary

Rev subject date

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Darwen Resource Recovery Park, Lower Eccleshill Road, Darwen, BB3 0RP
Tel: (01254)819700, Fax: (01254)819749, Email: richard.bisset@suez.com

Site
Newquay HWRC

Title
Permit Boundary Plan

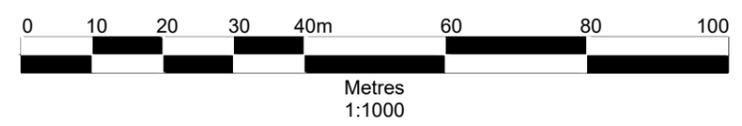
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Date
November 2025

Drawing Ref
Nwq-PER-1125-01

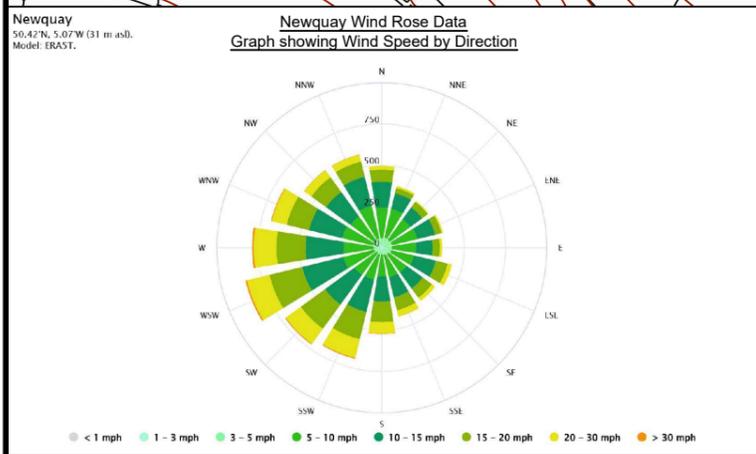
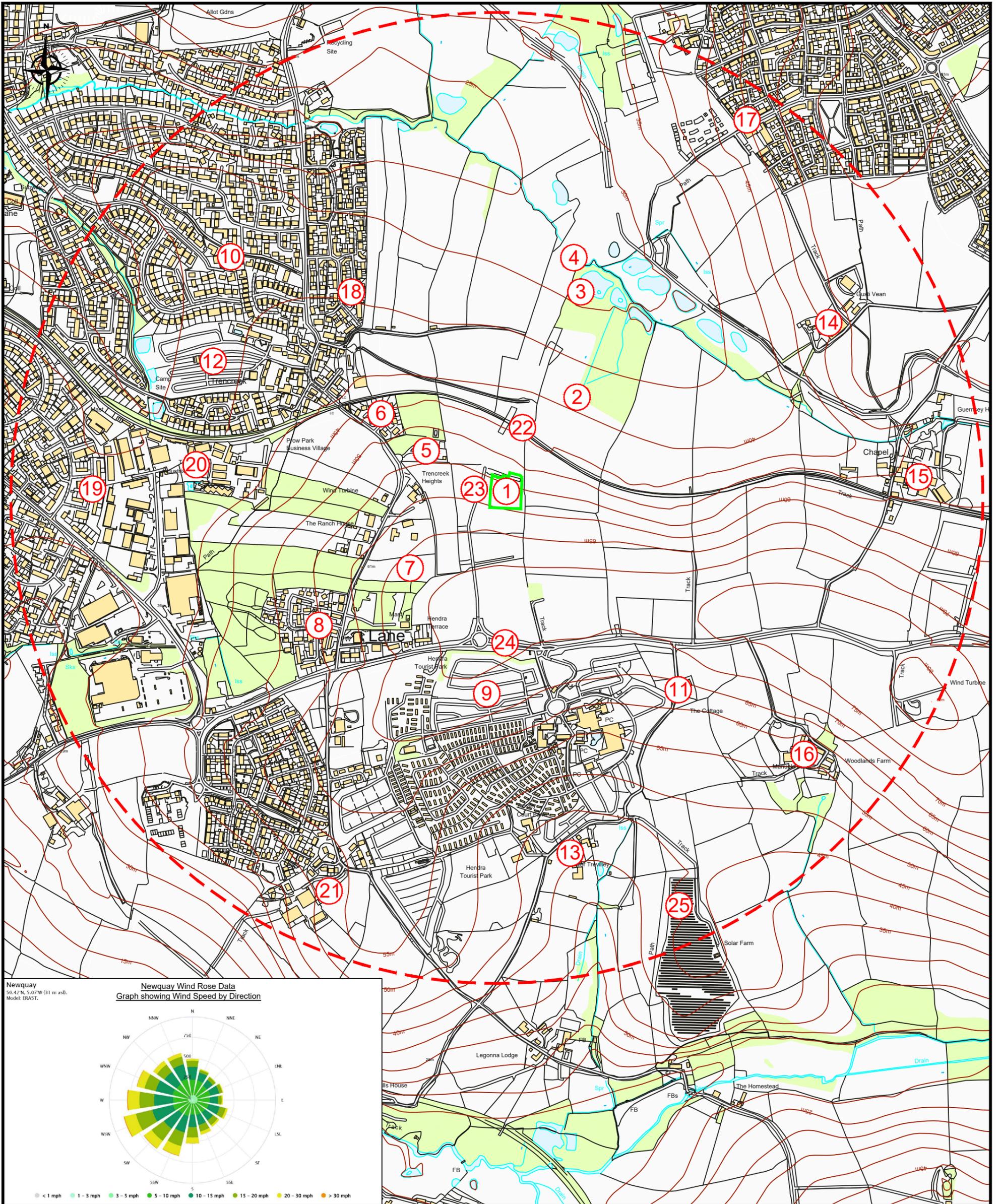
Drawn by
JA

Checked by
KH





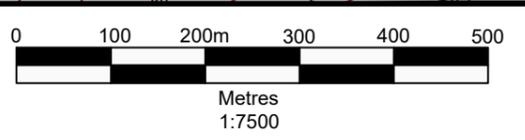
RECEPTOR PLAN



Notes

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— Permit Boundary
- - - 1km Offset
1 Receptors



 Suez <small>Darwen Resource Recovery Park, Lower Eccleshill Road, Darwen, BB3 0RP Tel: (01254) 819700, Fax: (01254) 819749, Email: richard.bisset@suez.com</small>	Site Newquay HWRC	Scale 1:7500 @ A3	Drawn by JA	Rev subject date
	Title Site Receptor Plan	Date November 2025	Drawing Ref Nwq-REC-1125-01	Checked by KH