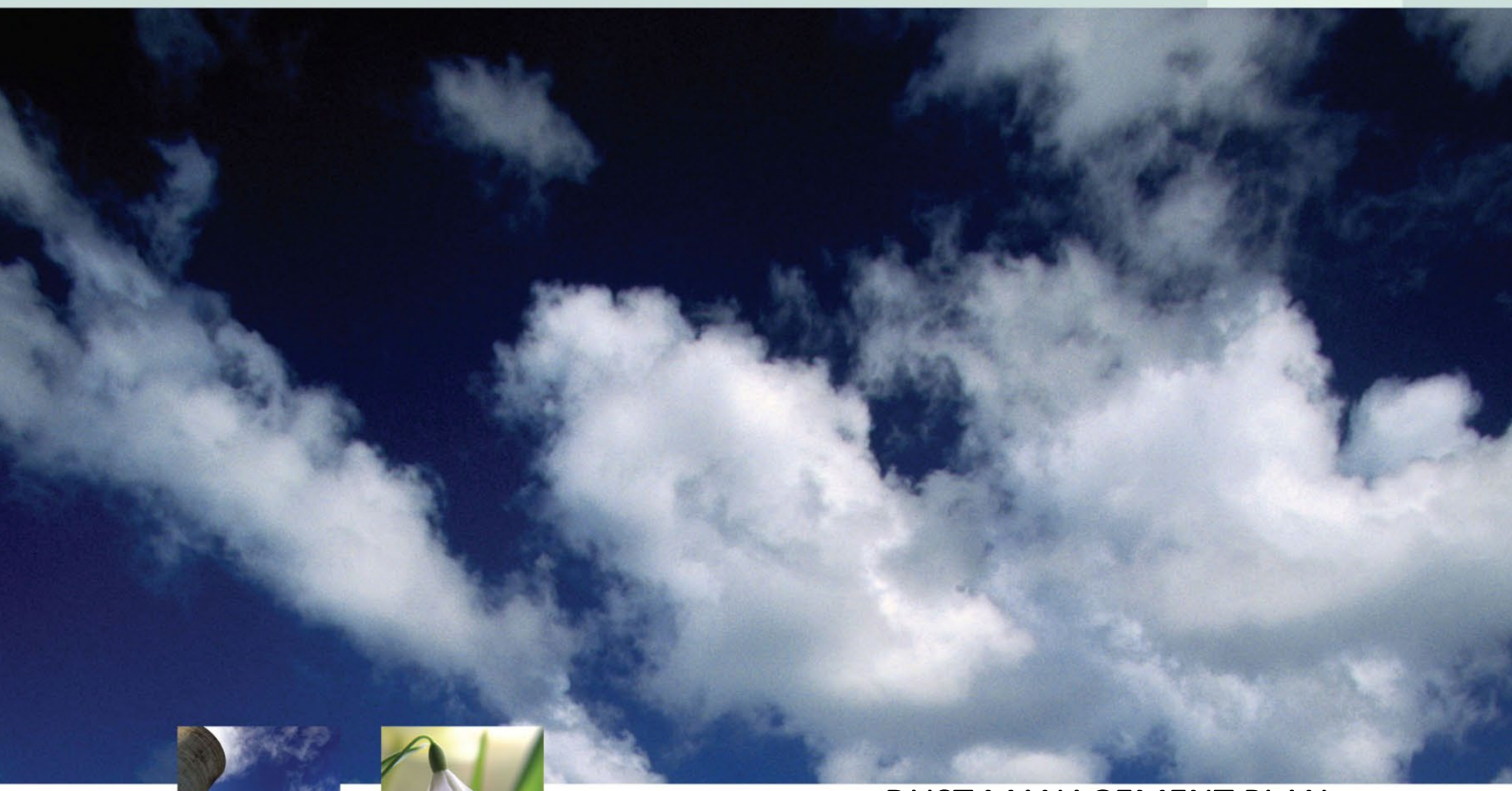

DUST MANAGEMENT PLAN

N&P Hartlepool MRF Ltd

EPR/GP3399LG

Prepared By:

Sol Environment Ltd

Date:

January 2025

Project Ref:

SOL_24_P101_N+P

Sol Environment Ltd | Malvern | Bristol | Edinburgh

enquiries@sol-environment.co.uk | t. +44(0)1684 572727 (Switchboard) | +44(0)117 9372811 (Bristol)

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Authors Name:		Charlie Holmes	
Signature			
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1	First Submission to the Environment Agency	14th January 2025	SR

CONTENTS

1 INTRODUCTION

1.1 Introduction

This document has been prepared by Sol Environment Ltd to support a permit application on behalf of N&P Hartlepool MRF Ltd ('*N+P"* hereafter) for the operation of their Material Processing Facility (MRF) at Thomlinson Road, Longhill Industrial Estate, Hartlepool TS25 1NS.

The purpose of this Dust Management Plan (DMP) is to demonstrate that potential dust emissions will be managed effectively on site with no impact to the neighbouring environment. This plan describes the steps that will be taken to prevent or where that is not practicable, to minimise those emissions.

This DMP is a standalone document and included within the wider site Environmental Management System in conjunction with associated operational control documents for the Site. This document provides guidance and information on the additional procedures for the control of other amenity issues, routine monitoring requirements and record management.

As a standalone document, it will be reviewed at least annually as a matter of routine and at additional times to reflect proactive improvements in management techniques. In addition, it will be reviewed following any incidents or issues identified on site.

N+P's management team is committed to managing pollution risk from the permitted activities and will ensure that the facility is operated in full compliance with the conditions stipulated within the Environmental Permit.

This commitment includes making all necessary plant and infrastructure investments required to meet the environmental permit conditions, protect the environment and human health.

Primary responsibility for the DMP is with the Site Manager. If the Site Manager is unavailable, the Shift Manager is the backup responsible person. All responsible persons will be trained in the EMS and DMP.

All staff will be trained within the DMP, and a copy of the plan will be accessible to all staff at any time. Refresher training will be provided to all staff following each review of the DMP.

It is recognised that the proposed activities could give rise to dust emissions, if not adequately controlled.

The following wastes at the site have the potential to cause dust emissions.

Table 1.1: Source Materials			
Waste Type	Description	Dust Potential	Storage Time
Incoming			
Pelletised SRF	Combustible waste (solid recovered fuels) Relevant EWC codes: 19 12 10	Medium Potential for dust emissions during loading onto the onwards transportation vehicles. Waste comes pre-processed and pelletised, meaning cleaning and processing has been undertaken, reducing the potential for dust emissions	Stored onsite for 3 months maximum
Baled SRF	Combustible waste (solid recovered fuels) Relevant EWC codes: 19 12 10	Very low. Bailed SRF to be wrapped in plastic argi-wrap meaning potential for dust is minimal	Stored onsite for 3 months maximum.
Pulverised alternative fuel (PAF)	Combustible waste (solid derived fuels) Relevant EWC codes: 19 12 10	High Potential for dust emissions during the processing and transfer of material onto a vehicle. However pellets are processed internally within an enclosed system, reducing the risk of dust emissions from the process.	The majority of the time PAF is loaded directly into a dedicated bay within the Black Sand Shed for storage of no longer than 2 months. In the event that a vehicle is available, PAF can be directly loaded into the vehicle ready for export off site.

Potential emissions from the facility would arise from the following sources:

- Vehicles entering and / or leaving the site with mud and debris on wheels and tracking dust on to or off the site;
- Particulate emissions from the exhaust of vehicles / machinery on site;
- Vehicles and plant moving around the site generating dust;
- Unloading, movement and transfer of wastes externally;
- External stockpiles of wastes;
- Loading, movement and transfer of wastes to HGVs for export;
- The Hammer Mill process.

The main areas of dust control for this site relate to:

- Waste storage piles; and
- Hammer Mill process.

A summary of the key control measures on site are as follows:

- Stringent pre-acceptance and acceptance procedures to minimise the presence of high dust content materials onsite;
- Storage of waste in unprocessed form for majority of its time onsite;
- The majority of storage on site relates to bales and pellets which are not inherently dusty;
- Site speed limit of 10mph enforced via signage and site management;
- Cleaning/brushing of wheels on site for any vehicles as required;
- Hammer Mill processing taking place internally within an enclosed system;
- A dedicated dust filter abates any potential dusts from the milling process;
- Waste handling will be kept to a minimum and double handling will be avoided when possible.
- Daily visual inspection during site walkover procedures;
- Continual visual monitoring during plant operation and daily visual inspection during site walkover procedures; and
- General site maintenance and good housekeeping measures such as site sweeping and vehicle cleaning.

Site personnel will be trained to be vigilant to ensure that dust does not accumulate on site and that dust levels are minimised such that its potential migration is prevented. All personnel will be trained and instructed to report any such potential or actual emissions immediately to Site Management.

1.2 Sensitive Receptors

The nearest sensitive receptors identified surrounding the site are detailed in Table 1.2 and illustrated on Figure 1.1.

The site is located on Longhill Industrial Estate on Thomlinson Road with industrial units to the north, east, south and west with some open green land to the south southeast. The site is bounded to the north by hardstanding associated with storage bunkers and commercial workshops in addition to EMR Hartlepool Scrap Metal Dealership also bordering the west of the site. Across Windermere Rd in the east sits industrial

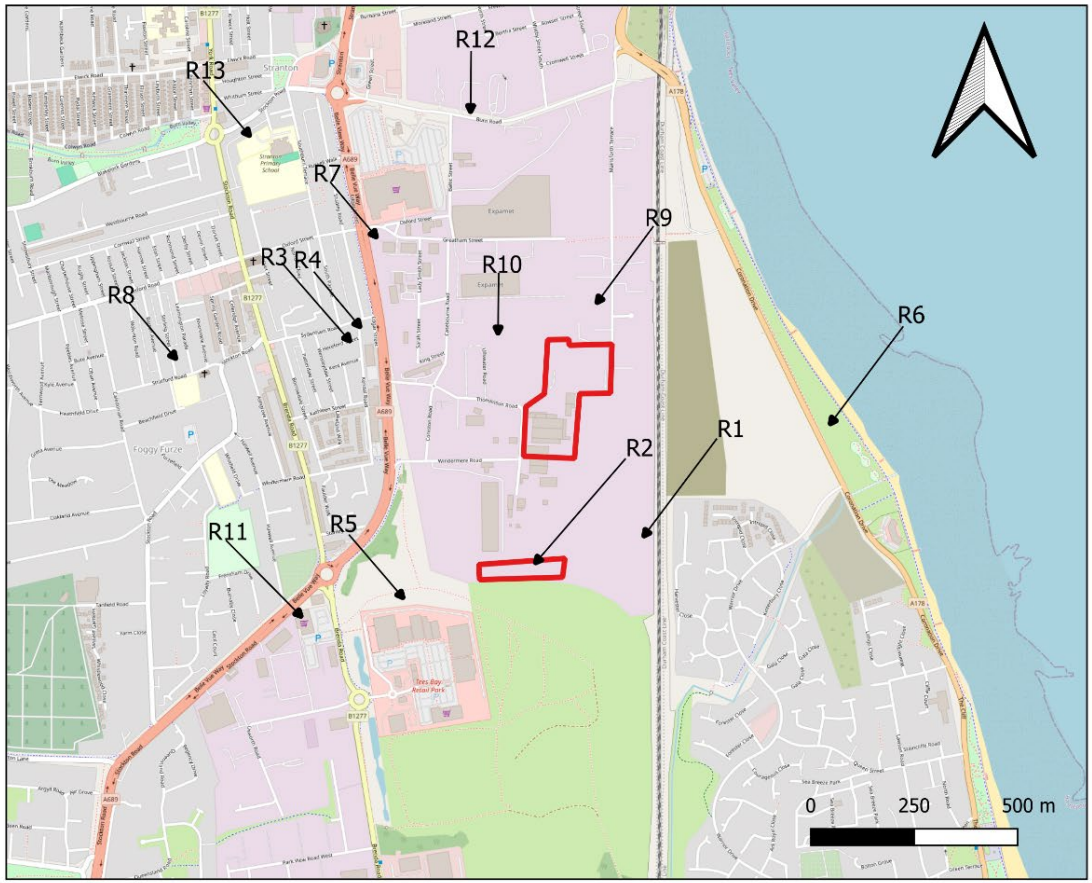
warehouses and across Mainsforth Terrace in the west lies JBM Auto Spares in addition to some green landscape. Immediately to the south is industrial warehousing and Sims Metal Hartlepool.

The site is located within a mixed use environment which predominantly encompasses industrial units with some green landscaping. The nearest residential properties are located on Harvester Close approximately 250m east.

The surrounding receptors benefit from shielding of potential dust, litter and debris through the site's perimeter fencing and walling as well as the surrounding industrial units, all of which help provide screening against potential dust impacts, as well as noise and odour.

Table 1.2: Location of Sensitive Receptors

ID	Receptor	Type	Distance	Direction
R1	Harvester Close (Seaton Carew)	Residential	255m	East
R2	Amenity Grassland	Recreation/Leisure	Adjacent	East/South
R3	Kendal Road	Residential	380 m	West
R4	Belle Vue Social Club/ Community Centre	Local Amenity	365 m	West
R5	Tees Bay Retail Park	Commercial	250 m	South
R6	Teesmouth and Cleveland Coast (SSSI)	Recreation/Leisure	490 m	East
R7	Vue Business Park	Commercial	350 m	Northwest
R8	St Cuthbert's Catholic Primary School	Local Amenity	788 m	West
R9	Longhill Industrial Estate	Industrial	Adjacent	Surrounding
R10	Sandgate Industrial Estate	Industrial	20 m	East
R11	Hartlepool Workshops	Industrial	377m	Southwest
R12	Burn Road Industrial units	Industrial	560 m	North
R13	Stranton Primary School	Local Amenity	800 m	Northwest



Site:
N+P Hartlepool MRF
Thomlinson Road
Longhill Industrial Estate
Hartlepool
TS25 1NS

Site grid ref: NZ515312

Legend

Site Boundary

sol environment

Unit 5.3 The Paintworks, Arnos Vale,
Bristol. BS4 3EH
w: www.sol-environment.co.uk
e: enquiries@sol-environment.co.uk
t: 01684 572727

Project number: SOL_23_P103_N+P
Doc ref: Annex A: Site Plans
Map title: Site Receptors
Date: 04/04/2024
Drawn by: CH
Checked by: SB

R1	Harvester Close (Seaton Carew)
R2	Amenity Grassland
R3	Kendal Road
R4	Belle Vue Social Club/ Community Centre
R5	Tees Bay Retail Park
R6	Teesmouth and Cleveland Coast (SSSI)
R7	Vue Business Park
R8	St Cuthbert's Catholic Primary School
R9	Longhill Industrial Estate
R10	Sandgate Industrial Estate
R11	Hartlepool Workshops
R12	Burn Road Industrial units
R13	Stranton Primary School

Figure 1.1: Sensitive Receptors

1.3 Weather Conditions

A Windrose from Tees Valley Airport detailing a 5 year average providing the frequency of wind speed and direction is presented in Figure 1.2 below. The Wind Rose shows that winds from the south-easterly quarter are more frequent with winds from the north and north-east occurring less often.

Wind direction and speed will determine the distribution of dust if emitted. Periodic monitoring of the prevailing weather conditions through the use of online data throughout the data will be recorded as part of the site's management procedures as well as daily visual inspection of the stockpiles.

No waste is to be stored outside with the exception of the temporary storage of baled SRF. This waste is triple wrapped in agri-wrap when baled which is considered to provide sufficient protection to prevent exposure of loose material to wind. As dust is only to be expected during the internal loading/unloading activities and the Hammer Mill process, wind is not expected to be a significant issue during the storage of waste.

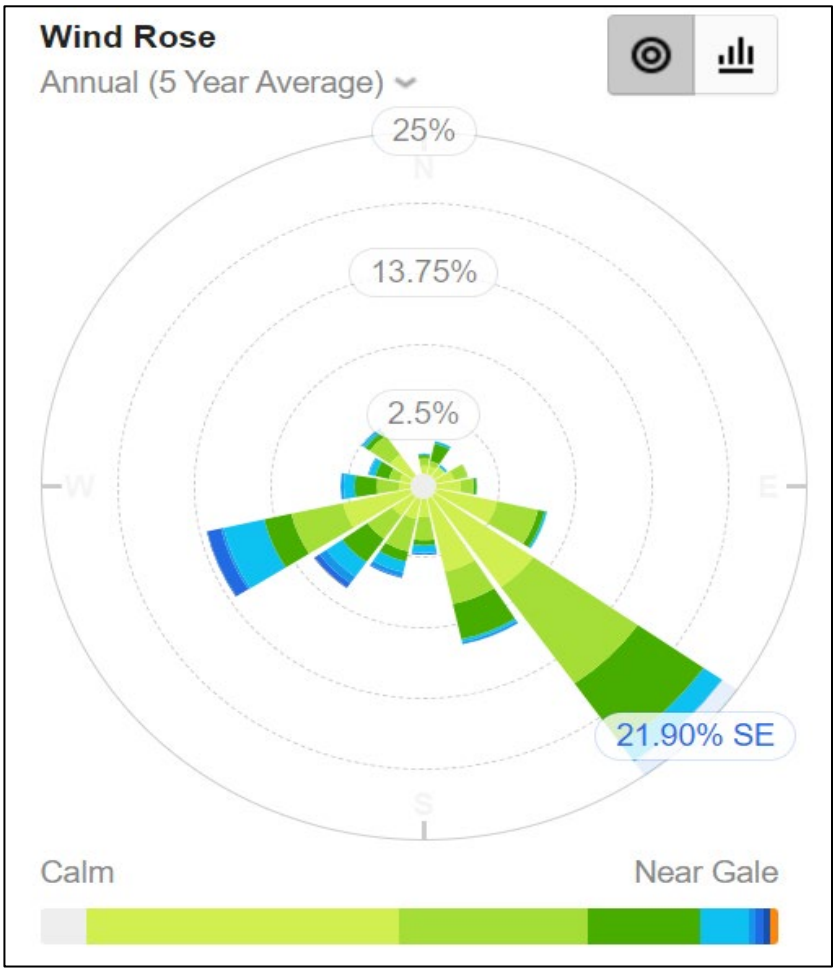


Figure 1.2: Tees Valley Airport Wind Rose

1.4 Potential Offsite Dust Sources

In the vicinity of the permitted site, potential emission sources comprise other industrial/commercial

operations which have associated areas of unpaved/unsurfaced land and potentially dust emitting operations (e.g., waste processing, concrete products).

The closest and most likely sources are listed in table 1.3 overleaf. All have the potential to create and emit dust and will contribute to the ambient background dust environment.

Table 1.3: Other Local Possible Dust Emission Sources

Possible Source	Type of Activity	Direction and Approximate Distance from Site
EMR Hartlepool	Scrap metal dealer	Adjacent to the north and west of the site boundary
Sims Metal Hartlepool	Scrap metal dealer	85m south of the boundary
JBM Auto Spares	Waste management services	20m east of the site boundary

2 DUST MANAGEMENT

It is recognised that some of the wastes accepted, and activities carried out on site have the potential for the fugitive emissions of dust. The following sections of the Dust Management Plan detail how dust emissions are mitigated on site.

2.1 Responsibility for Implementation of the DMP

Primary responsibility for the DMP is with the Site Manager. If the Site Manager is unavailable, the Shift Manager is the backup responsible person. All responsible persons will be trained in the EMS and DMP.

The technically competent site management team will provide formal training to ensure all site staff are trained within the DMP and a copy of the plan will be accessible to all staff at any time. Refresher training will be provided to all staff following each review of the DMP, either annually or following review.

The DMP is 'live' and will be reviewed at least annually and after any environmental incidents, significant change to the site activities, or at the request of the Environment Agency (EA).

2.2 Sources and Control of Fugitive Dust / Particulate Emissions

The information below details the potential sources of fugitive dust / particulate emissions from the site.

General

- *Vehicles entering and / or leaving the site with mud and debris on wheels and tracking dust on to or off the site*

  Prior to leaving the site, vehicle wheels will be checked for dust and then cleaned/brushed if required. In summer, wheels will be cleaned at least daily. In winter, wheels are cleaned at least every week.

  The site is covered by hardstanding which is a recognised method of reducing dust on site from vehicle movements. All hardstanding will be maintained in a good condition and will be regularly cleaned to avoid a build up of dust, litter and/or debris

  A site speed limit of 10 mph will be enforced via signage and site staff and management.

  Private motor vehicles (staff cars) will be parked either within the designated parking area inside the permitted area, or off site. Cars will be required to be kept clean to avoid tracking potential mud, dust and debris on to the site.

- *Particulate emissions from the exhaust of vehicles / machinery on site.*

  Dust and particulate emissions from stationary and mobile equipment will be minimised through the use of modern high efficiency plant and engines where possible. Where plant and equipment must be replaced, high efficiency modern equivalents will be sought that have emission standards that are equal to, or better than, its predecessor.

  All engines and plant are switched off when not in use in accordance with the site's wider Environmental Management System.

  The machinery used on site will be subject to a regular preventative inspection and maintenance

programme to maintain fuel efficient operations and avoid interruption to processing.

Plant and equipment will be used efficiently and by trained staff to prevent the unnecessary usage.

- *Vehicles and plant moving around the site generating dust*

  Vehicle speeds will be limited to 10 mph on site which is a recognised method of controlling dust.

  Concrete hardstanding will be well maintained, and regularly inspected for signs of dust, litter and debris.

  Concrete hardstanding and roadways will be kept clean and free from excessive levels of dust, litter and debris.

Waste Storage & Processing Activities

- *Unloading, movement and transfer of wastes around site*

  Prior to the reception of waste, pre-acceptance inspections will be undertaken by trained site staff to ensure the quality of waste is acceptable and in accordance with site waste pre-acceptance procedures. Pre-acceptance procedures help in minimising the potential of non-conforming waste entering the permitted area.

  All waste is delivered to site in either sealed containers or vehicles. All loads are netted or sheeted to provide additional containment and minimise the potential for dust escape during transport to site.

  Every load received onsite will be subjected to inspection by trained operations staff.

  Double handling will be kept to a minimum with unloading of wastes only taking place within the relevant storage areas under supervision from trained site operatives.

  The site only accepts SRF pellets and bales. Pellets are to be tipped within an enclosed building, as per the permit conditions. Drop heights are to be minimised where possible when unloading all wastes.

  Mobile dust suppression during offloading and loading activities is not considered necessary due to the waste types accepted on site.

  Continuous visual monitoring for dust emissions is undertaken by a trained site operative during unloading / loading activities. Should any visible dust be observed migrating from the site, unloading / loading shall be immediately ceased until such time that additional dust suppression can be sourced and deployed or until weather conditions are such that allow operation with minimal dust generation.

  Prior to leaving the site, vehicle wheels will be checked for dust and cleaned / brushed if required. Wheel cleaning is conducted as described above.

  None of the wastes accepted at site will be deposited on designated vehicle routes or tracked over by vehicles, to further prevent tracking of mud, dust, dirt or debris around site or onto public highways.

- *External Storage of SRF Bales*

  If the Subcoal Productions TSP Ltd (EPR/SP3005PX) site at Teesside exceeds storage capacity, baled SRF will be stored externally at Hartlepool.

  Baled SRF stored externally will be triple wrapped in agri-wrap to prevent any loose material being exposed to wind. Should this seal become compromised the bales in question will be re-wrapped or covered. This is to be determined by the site manager.

  The waste bales are subject to visual inspection during the daily site walkover to ensure good housekeeping measures are employed.

  All wastes are stored in bays, with all storage bays having a 1m freeboard between the waste and the top of walls to ensure no wind whipping occurs.

- *Processing of Wastes*

  All plant and equipment are subject to a planned preventative maintenance programme ensuring equipment failure / breakdown and build-up of dusts is highly unlikely.

  The only processing on site relates to the Hammer Mill which has the potential to be dusty. The process is located internally and is fully enclosed preventing the risk of dusty emissions. The Hammer Mill has a dedicated filter system ensuring any dust emissions are captured within the process.

  Continuous visual monitoring for dust emissions is undertaken by a trained site operative during processing activities. Should any visible dust be observed migrating from the site, processing shall be immediately ceased until fully investigated.

  The majority of the time PAF is loaded directly into a dedicated storage bay within the Black Sand Shed to be stored for no longer than 2 months. In the event that a vehicle is available, material can be fed directly into a vehicle ready for export off site.

- *Loading, movement and transfer of wastes for export*

  All loose waste is stored internally including any waste processed by the hammer mill. All externally stored waste has little to no dust potential, although potential dust from these sources will be monitoring daily.

  Waste is removed from site in either covered skips or containers, or covered vehicles to prevent material escape.

  Loading of vehicles will be visually monitored and mobile dust suppression deployed if considered necessary.

  Vehicle speeds will be limited to 10 mph on site which is a recognised method of controlling dust.

Preventative measures and remedial measures are summarised in Table 2.1 overleaf.

The dust sources on site, pathways, receptors and prevention measures are summarised in Table 2.2.

Table 2.1: Preventive Measures and Remedial Measures		
Abatement Measure	**Description / Effect**	**Overall Consideration and implementation**
Preventative Measures	**Low-Cost Options**	
Speed Limit	Vehicle speeds will be limited to 10 mph on site which is a recognised method of controlling dust.	Fully Implemented
Type of Vehicle	All vehicles delivering waste to site will be sheeted or covered to prevent loss of material in transit.	Fully Implemented
Minimising Drop Height	Unloading and tipping of waste onsite will be supervised by trained operations staff and where possible drop heights will be minimised to reduce potential for dust generation.	Fully Implemented
Drop Locations	Pellets will be unload and loaded internally. There will be no dust-generating waste unloaded outside.	Fully Implemented
Type of Material Stored on Site	All incoming wastes are free from dusts as far as possible and accepted onto site in accordance with strict waste acceptance procedures. Material will arrive pre-processed in a form least likely to produce dust. PAF produced by the hammer mill are inherently dusty however, the material is subject to additional controls during unloading, storage and loading to mitigate potential dust emissions.	Fully Implemented
Inspection	All plant will be regularly maintained, inspected and kept clean to avoid a build-up of material, which may lead to spillage and emissions.	Fully Implemented
Visual monitoring	Daily site checks in the form of a walkover will include monitoring for dust around the site, on machinery and roadways, taking note of the weather conditions. Visual monitoring will be undertaken continuously during processing operations or unloading / loading of dusty wastes by site staff. Weather monitoring will also be carried out.	Fully implemented
Preventative Measures	**Medium Cost Options**	
Ceasing tipping and processing during adverse weather conditions	Mobilisation of dust and particulate is likely to be greater during periods of strong winds however the only external storage at site is baled SRF which has no dust potential.	Fully implemented

	This waste is triple wrapped in agri-wrap when baled which is considered to provide sufficient protection to prevent exposure of loose material to wind.	
Road Surfaces	The main entrance and adjacent highway are free of mud and dirt, which is where wheel-cleaning before exiting plays a crucial role in the sites commitment to dust management The main entrance and adjacent highway are inspected twice a day (midday and mid-afternoon) to ensure that no mud/debris is tracked to the public highway.	Fully implemented
Preventative Measures	**High-Cost Options**	
N/A		
Remedial Measures	**Low-Cost Options**	
Cleaning/brushing of wheels	All vehicles will be inspected prior to leaving the site. Should dust / mud / debris be present, vehicular wheels will be cleaned / brushed and any debris removed before the vehicle leaves site, thereby reducing the risk of dust being tracked offsite.	Fully implemented
Remedial Measures	**Medium Cost Options**	
Mobile dust suppression and Site Sweeping	Mobile dust suppression is not considered appropriate due to the proposed operations on site. Visual inspection will be undertaken continuously during processing and in the event of any visible dust emissions potentially migrating offsite works will be immediately ceased until a full investigation has taken place.	Fully Implemented
Remedial Measures	**High-Cost Options**	
N/A		

Table 2.2: Source / Pathway / Receptors				
Source/Activity on Site	**Pathway**	**Receptor**	**Type of Impact**	**Measures Source-Receptor Pathway can be interrupted**
Mud / dust from vehicles entering and leaving site	Tracking mud on wheels of vehicles	Residential Properties / Roads	Visual Soiling Resuspension as PM_{10}	• The carriage of mud onto the public highway is possible if procedures for wheel cleaning are not adhered to, particular in wet conditions. • Vehicle wheels will be inspected prior to leaving the site and will be cleaned and brushed where required, at least weekly in summer and daily in winter. • All vehicles passing through the weighbridge will be stopped and inspected. Any debris or other fugitive material will be removed from the wheels. • Regular housekeeping on site will ensure mud and dust levels are controlled via sweeping and / or dampening of surfaces if considered necessary. • The main entrance and adjacent highway are inspected twice a day (midday and mid-afternoon) to ensure that no mud/debris is tracked to the public highway. • Site surfaces will be inspected daily by site staff.
Dust generated during vehicle movements on site	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property)	Respiratory irritation, surface soiling and nuisance	• A site speed limit of 10 mph will be enforced via signage and site management. • The majority of the site is constructed of concrete hardstanding reducing the emissions on site.
Particulate from exhausts of equipment and vehicles on site	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property)	Respiratory irritation, surface soiling and nuisance	• All machinery will be subject to a routine inspection and preventative maintenance programme to ensure smooth efficient running and avoid unnecessary emissions.
Dust generated when unloading, moving and transferring waste	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property)	Respiratory irritation, surface soiling and nuisance	• Wastes will be subject to visual inspection prior to acceptance onsite. • Material will be delivered in containers, skips or covered vehicles, minimising loss of material on surrounding road network prior to entering or upon exiting site. • Material will be unloaded at with low tipping height minimising and preventing fugitive emissions of dust to atmosphere during unloading. • The unloading of material will only take place under supervision from a trained site operative.

				• Any spillages of material will be cleared immediately by the loading shovel or manually by site operatives.
Dust generated from waste storage piles	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property)	Respiratory irritation, surface soiling and nuisance	• Dust will not tend to be generated from SRF pellet storage piles, due to the nature of the waste types, low content of fines and storage taking place internally. • All wastes, with the exception of baled SRF, will be stored internally. • If the bale wrap becomes damaged, the bale will be rewrapped or covered to prevent litter emissions on site. • Stockpiles are subject to daily visual inspection by site staff to ensure effective management.
Dust generated during processing of wastes	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property)	Respiratory irritation, surface soiling and nuisance	• Hammer mill processing takes place within the Black Sand Shed and is fully enclosed. • The hammer mill has a dedicated filter system ensuring any dust emissions are captured within the process. • Daily cleaning of processing equipment will prevent accumulation of dusts. • The sites planned preventative maintenance programme will minimise the likelihood of plant malfunction / breakdown. • All processing activities are subject to continual visual monitoring to ensure there is no migration of dust beyond the site boundary. Should this look likely to occur, processing activities shall cease.
Dust generated when loading processed materials onto vehicles	Atmospheric Dispersion (Inhalation and Deposition)	Residential, Commercial and Industrial Premises (Humans and Property)	Respiratory irritation, surface soiling and nuisance	• The only loading activities that have potential for dust relate to the PAF. • All PAF loading activities take place internally. • The majority of the time PAF is loaded directly into a dedicated bay within the Black Sand Shed to be stored for no longer than 2 months. In the event that a vehicle is available, material can be fed directly into the vehicle ready for export off site.
Litter	Atmospheric Dispersion (Deposition)	Residential Properties, commercial and Industrial Premises	Visual Soiling Resuspension as PM10	• Vehicles delivering / collecting waste to / from the site are covered. • The site has robust housekeeping measures in place. • If any SRF bales become damaged, the bale will be rewrapped or covered to prevent litter emissions on site. • Netting has been installed on the site fencing which captures and windblown litter. Netting is inspected for damage on a weekly basis. • The site shall be inspected daily by the site manager and any litter or accumulated debris shall be dealt with immediately.

				• A routinely perimeter litter pick is undertaken as determined by the competent site manager.

3 MONITORING AND RECORDS

Monitoring of dust will be undertaken at the site which will include regular visual inspections of the site operations.

3.1 Visual Monitoring

Visual monitoring will be carried out as part of the daily site checks. Any incidents of visible dust appearing to leave the site boundary will be recorded and immediately reported to Site Management.

The checks will take place formally once per day; however, site staff will monitor dust throughout the day. Any dust emissions with the potential to migrate from site will be reported to site management immediately.

The visual monitoring will be undertaken site-wide, and particularly around the site perimeter, with focus on the areas downwind of any area which had been viewed as a potential source of off-site dust emissions.

All plant and equipment will be subject to daily inspections and usual checks to ensure that all dust controls are effective. Monitoring will also take place during activities which could give rise to dust emissions specifically unloading, processing and loading of materials onto vehicles.

Site staff will be trained by the Site Manager in undertaking their responsibilities for dust monitoring. All records for training will be held on site.

3.2 Trigger for Enacting Control Measures

The trigger for enacting further control measures will be observations by site staff of dust emissions migrating beyond the site boundary. This in turn will depend upon the volume of dust present, the location of the dust on site, and current weather conditions.

In any event, site staff will alert site management to areas where dust is being released on site, so that these can be monitored for dust migration and need for control.

A brief visual check (<1 minute) at each location will be carried out to determine dust levels. This combined with the visual checks throughout the day by operations personnel will efficiently identify any dust emissions from site. The site will be manned at all times during processing, deliveries and collections. Any obvious signs of dust will be reported to the site management immediately.

If dust is visually leaving the site, the relevant activity will be ceased immediately to allow investigation by Site Management and appropriate dust control measures to be implemented.

3.3 Actions When Alarm is Triggered

Should any activities be seen to be generating dust which, combined with weather conditions, results in its migration off site, the operation shall be ceased until adequate measures are in place to prevent further dust emissions. The Site Manager has the ability to cease operations at any time in order to achieve this control.

Control measures used on site and detailed within this plan, will be reviewed at least annually by Site Management or after any incident of dust migration off site.

The visual monitoring regime will identify any dust emissions. Should any visible dust emissions be seen emanating from the site, or in the event of a substantiated dust complaint, the site will immediately investigate the source and initiate remedial action.

Any operations on site which are observed to cause dust migration beyond the site boundary will be ceased until adequate control measures are in place (i.e., to prevent migration beyond the boundary).

3.4 Reporting and Complaints Response

Any instance of visible dust emissions or occurrence of any external complaint will be actioned immediately and responded to within 2 working days. All complaints are reported to the site TCM.

In the event that any ongoing significant off-site dust problem is identified which the site cannot control by other means, the TCM will call a meeting with directors to resolve complaints and the operations will be reduced or ceased until such a time as other control or mitigation measures can be put in place.

In addition to the above, all incidents, accidents and complaints will be recorded within the site diary and all relevant site managers will be informed and included in reviews.

3.5 Engagement with the Community

Neighbours will be advised of the most effective method of communicating with the site and site contact details will be presented on the site notice board.

Site Management will engage proactively with neighbours and complaints will be responded to effectively and dealt with as a matter of priority.

3.6 Reporting of Complaints

Complaints or environmental incidents received at the site will be processed using the relevant complaints form and procedures.

3.7 Management Responsibilities

The Site Manager will be responsible for delivery of the actions and controls included within this DMP.

Emission complaints will be taken seriously and regarded as providing a useful insight into public perception and concerns. They will be used to inform the annual review of the Management System to aid the development of site controls. All complaints will be investigated immediately, and action taken swiftly following the assessment.

Clear feedback will be given to the informant via the nominated single point of contact. All staff will be fully trained in the feedback process and how to handle complaints to ensure swift and appropriate action is taken.

3.8 Summary

The control measures presented in this Dust Management Plan reduce the potential for dust emissions from the site to a point where there is very low risk of nuisance or exposure of the local receptors.

This document is ‘live’ and will be reviewed at least annually.