NOISE & VIBRATION MANAGEMENT PLAN

ADS Recycling, 63 Camsley Lane, Lymm, Warrington, Cheshire- WA13 9BY

Neil Thomson T/A ADS Recycling

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Oaktree Environmental Ltd

Waste, Planning & Environmental Consultants



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1 Introduction

1.1 <u>Site history / background</u>

1.1.1 Oaktree Environmental have been commissioned by Neil Thomson trading as ADS Recycling to prepare a Noise Management Plan for a site at ADS Recycling, 63 Camsley Lane, Lymm, Warrington, Cheshire- WA13 9BY. This report is to be submitted in support of a permit variation of the SR2008No7 EP issued by the Environment Agency (EA) on 31/12/2009 to become a bespoke EP following correspondence with the EA through an enhanced pre application.

1.1.2 Waste is accepted from surrounding areas and provides a facility for builders and other waste producers to bring their waste to encourage recycling and discourage fly tipping.
The site will not be open to, or for use by, the general public.

1.1.3 The site currently operates EPR/RP3296CB which is a Household, Commercial & Industrial (HCI) waste transfer station allowing the acceptance, storage and treatment of HCI wastes.

1.1.4 This NVMP will allow Neil Thomson T/A ADS Recycling to implement appropriate mitigation measures. The measures outlined in this NVMP will be put in place by site management of Neil Thomson T/A ADS Recycling to ensure noise and vibration is controlled using Best practicable means (BPM) to ensure the receptors listed in Section 2.2 below are not affected by the above proposals.

1.1.5 Contact details for Oaktree Environmental are as follows:

Oaktree Environmental Ltd Contact: Joshua Ulyatt

Lime House Position: Consultant

2, Road Two Tel: 01606 558833

Winsford Industrial Estate

Winsford CW7 3QZ E-mail: josh@oaktree-environmental.co.uk

1.2 Site location

- 1.2.1 The application site is located at ADS Recycling, 63 Camsley Lane, Lymm, Warrington, Cheshire- WA13 9BY and shown on Drawing No. CAMS/461/02. The national grid reference for the site is SJ 66133 87278. The site consists of a main building which houses all processing of waste (screening) which this building area is located to the south of the site. The site is contained within a relatively industrialised area.
- 1.2.1 The nearest dwelling is located to the east of the site approximately 83m from the site's boundary. The nearest significant settlements are those located just east Lymm located approximately 1km from the sites boundary and those located to the west towards Warrington just off Stockport Road.
- 1.2.2 The nearest noise sensitive receptors are those located off Stockport Road north 50m and east 83m away from the permitted boundary.

1.3 <u>Facility overview</u>

- 1.3.1 The locations of the operational and storage areas are shown on Drawing No. CAMS/461/03. The nature of operations this facility means that certain operational areas may change depending on processing requirements.
- 1.3.2 The waste types handled on site are shown in the table 1.2 (shown overleaf) and consist of dry, inert and non-hazardous (hazardous only comprising asbestos) construction, demolition and excavation waste as defined in the Controlled Waste (England and Wales) Regulations 2012 and Section 75 of the Environmental Protection Act 1990. A detailed breakdown of the waste types allowed for acceptance at the site will be shown in the EP which will appear in Appendix III of this document.
- 1.3.3 The quantity of waste received in any one day is approximately 250 tonnes; this tonnage may vary on a daily basis; the site can store between 750 1,500 tonnes of waste at any one time. The site can store a maximum of 10 tonnes of asbestos at any one time.

1.3.4 It is proposed to reduce the annual quantity of waste received at the site from <75,000 tonnes to <50,000 tonnes this 25,000 tonne reduction in waste accepted per annum will significantly reduce the period mechanical treatment is undertaken and vehicle deliveries.</p>

1.4 Hours of operation

1.4.1 The site is open during the following hours for the receipt, treatment and removal of waste.

Monday to Friday 08:00 - 17:00

Saturday 09:00 - 12:00

Sunday/Bank holidays CLOSED

- 1.4.2 It must be noted that the site will not always be open, and operating hours will vary depending on the amounts of waste needed to be treated.
- 1.4.3 The only activities on site which will be permitted outside of these hours are maintenance works and general office use.
- 1.4.4 During times where the site is closed or not in operation, the site will be locked and secured to prevent unauthorised vehicular or pedestrian access.

Sensitive Receptors

2.1 Receptor Plan

2.1.1 A sensitive receptors plan (SRP) has been produced to accompany this NVMP and is shown in Appendix I referenced as on Drawing No. CAMS/461/04. The receptors highlighted are those which are at risk by noise generated from the site.

2.2 <u>Site receptors</u>

2.2.1 The receptors are detailed in the table below with approximate distances from the site.
Receptors which are over 500m have not been included within the table below as it is considered that they will not be affected by any noise pollution arising from the site.

Table 1 - Distances to Selected, Representative Sensitive Locations

Boundary	Receptor	Approximate distance from centre of site (m)
West	Residential properties on Stockport Road	300
North	Residential properties on Stockport Road	65
East	Residential properties on Stockport Road	90
Southwest	Residential properties on Stockport Road	365

2.3 Other noise sources

2.3.1 Other industrial / commercial land uses which will contribute to the background noise level are tabulated below.

Table 2 - Other Noise Emitting Operators

Company	Address	Type of Business	Approximate distance & location from site (m)
KCH Auto Repairs	Camsley Grange Farm, 51 Camsley Ln, Lymm WA13 9BY	Vehicle Repair Shop	Neighbouring the site to the south east
Central Garage	Camsley Ln, Lymm WA13 9BY	Vehicle Repair Shop	100 south east
Scrap my Car Lym	Camsley Grange Farm, Camsley Ln, Thelwall, Lymm WA13 9BY	Recycling Centre	Bordering the site to the west.
NRP Motor Solutions Lymm	Unit 7, Lower Camsley Farm, Camsley Ln, Lymm WA13 9BY	Vehicle Repair	Bordering the site to the west.
Vernon Auto Repairs Lymm	Camsley Grange Farm, Vernon Auto Repairs, Lower, Lymm WA13 9BY	Vehicle Repair shop	Bordering the site to the west.
Mr Wood Timber Supplies	& D Woodacre Farm, 78 Warrington Rd, Warrington, Lymm WA13 9BT	Building materials supplier	270, north east
Lymm Carsales	Unit1a, Lymm Rd, Lymm WA4 2TH	Car dealer	289, north

2.3.2 Other sources of noise comprise of local residents and further industries between the site and the nearest noise sensitive receptors, additional noise includes the nearby road networks including the M6 motorway located 300m east of the site and road traffic off Stockport Road.

Noise Management and Controls

3.1 Noise Sensitive Receptors

- 3.1.1 The site is located in a predominantly industrial location; however, the land surrounding may be considered rural in comparison to adjacent towns such as Lymm and Warrington. The layout of the site is shown on Drawing No. CAMS/461/03, contained within Appendix I of this report. The layout of the site has been planned to contain all of the required operations and activities within the site, thus limiting the impacts at the above noise receptors.
- 3.1.2 In terms of potential noise impact, whilst the development proposed will be operated using the Best Practicable Means at all times, this site-specific NVMP has been prepared in order to ensure the noise levels at the site can be managed appropriately and reduce any impact on the surrounding receptors.

3.2 <u>Noise Sources</u>

- 3.2.1 The main sources of noise which could arise from the site operations are as follows:
 - a) Flip flow screener
 - b) Loading Shovel
 - c) 360⁰ excavators
 - d) Picking line
 - e) Air Separator
 - f) Baling of aluminium
 - g) Telehandler
 - h) HGVs travelling to and from site for the delivery and collection of waste.
 - i) Small vehicles travelling to and from the site (e.g., staff and visitor's cars, courier van deliveries etc.)
 - j) Repairs

3.3 Existing Fixed Mitigation Measures

- 3.3.1 In addition to the management controls within the table below, the site benefits from several fixed mitigation measures these include:
 - a) Concrete block wall (5m in height) surrounding the north of the site surrounding a tipping bay.
 - b) Buildings on site which house the majority of the processing of waste (screening and separating)
 - c) Acoustic enclosures of plant on site.

3.4 Noise Management Table

- 3.4.1 A site-specific NVMP table overleaf details the above noise sources and how the current and proposed infrastructure on site will reduce the impact of noise to surrounding properties.
- 3.4.2 In addition to the existing controls in this NVMP, the complaints procedure further discussed in section 4 will be used if any noise complaints are received. If a noise complaint is received and the applicant has been made aware, immediate action will take place reviewing and identifying whether any changes to existing procedures are required or if new procedures need to be put in place. Any changes which may be required will be implemented immediately.

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
HGVs travelling to and from the site for delivery / collection of vehicle waste.	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	Medium	 Engines will be switched off when the vehicles are not being used. Waste deliveries and collections will only be permitted during the operational hours with no works on Sundays or Bank/Public Holidays. These hours are considered 'normal' working operational hours in an area dominated by industry. The existing access road to the operational area site will be maintained in good state of repair to prevent unnecessary noise being generated. Implementation of speed restriction on site. All drivers are required to enter and exit the site with due consideration for neighbours. Drop heights will be a maximum 1m from the ground to allow for clearance of the relevant vehicle. Management will ensure that all vehicles involved in the tipping of waste operated by Neil Thomson T/A ADS Recycling are functioning suitable i.e., vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated. All mobile plant and other vehicles used will benefit from white noise reverse alarms. A no idling policy will be in place and staff/third party drivers will be told not to rev engines. The operator is proposing to reduce the quantity of waste accepted per annum to <50,000 tonnes which will reduce the quantity of HGVs and skip delivery vehicles delivering / collecting waste from site. 	Low due to background noise levels being high
Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading	See Section 2.2	Noise pollution	Medium	Continuous (Lowe Pitch)	High	 Refer to the above actions shown in A and additional actions/ proposals are shown below. This activity will take place within a bay 5 m in height three-sided concrete walled tipping bay. 	Low

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
C = Loading of waste into mechanical treatment plants i.e. screener, air separator D = Use of screener, air separator	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	 Refer to the above actions shown in A and additional actions/proposals are shown below. The loading of waste into the treatment plants r is done using a 360° grab/crane as opposed to a loading shovel meaning the material can be inserted into the plant with minimal drop height to prevent any crashing, banging or vibration. It is proposed to operate this machinery between the hours of 10:00 – 16:00 Monday – Friday only which are not considered unsociable hours. Management will ensure that all loading plant operated by Neil Thomson T/A ADS Recycling is functioning suitably i.e. moving parts to be regularly lubricated. Operatives will be informed to turn off engines of the mobile plant when it is not in use and no revving of engines will be permitted at the site. Any malfunctions in plant i.e. missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced. 	Low
Manoeuvring of mobile plant around external areas of the site	See Section 2.2	Noise pollution	Low	Intermittent (Low Pitch)	Med	 Refer to the above actions and additional actions/proposals are shown below. Management will ensure that all site vehicles operated by Neil Thomson T/A ADS Recycling are functioning suitable i.e., vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated. All manoeuvring areas using mobile plant are surfaced with impermeable concrete which is generally flat and well maintained to prevent unnecessary banging of vehicles on uneven ground leading to excessive vibration. 	Low
Small vehicles travelling to and from the site (e.g., staff and visitor's cars, courier van deliveries etc.)	See Section 2.2	Noise pollution	Low – Very Low	Intermittent (Low Pitch)	Low	 All those working on and visiting the site to be made aware of need for considerate driving and keeping vehicles well maintained. Small vehicles are not considered to be an issue in relation to excessive noise which could cause a complaint. Implementation of speed restriction on site. All drivers are required to enter and exit the site with due consideration for neighbours. 	Very Low / Negligible
Repairs	See Section 2.2	Noise pollution	Very Low	Occur at a specific time (Low Pitch)	Low	 If repairs to the site are required, the work is to be undertaken with due regard for the possible noise nuisance and during working day hours. In the event of major repair work being undertaken which is likely to cause significant noise and disruption, neighbouring residents and the Environment Agency will be notified in advance and would not commence without agreement unless in extenuating circumstances i.e., to minimise a fire occurring. 	Very Low / Negligible

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
Site-specific noise measures	See Section 2.2	Noise pollution	Very Low	Variable (Low pitch and/or High pitch)	Medium	 The site will implement the following mitigation measures: The majority of operations are contained within buildings. The open fronted buildings are designed so that they're facing inwards towards the site and not towards any NSR's. The external baler used for aluminium baling is manual and therefore on only when in use. Upon speaking with site management baling is an infrequent activity. 	Low / Very Low

3.5 **Equipment Maintenance**

- 3.5.1 Any failed/broken plant and equipment will be replaced with equivalents that produce equal or lower levels of noise. This will be verified with the manufacturer technical data sheets or onsite noise measurements.
- 3.5.2 All plant and machinery will be regularly maintained in accordance with preventative maintenance schedule.

3.6 **Operating Monitoring Plan**

- 3.6.1 Monitoring of noise emissions from the site will be undertaken subjectively.
- 3.6.2 Continuous Subjective Noise Monitoring includes the following:
 - All operational staff will, as part of their induction, be made aware of their roles and responsibility.
 - It is the responsibility of all staff to be aware of noise on site and to report any potential noise issues to the sites Operations Manager at the earliest opportunity.
 - All staff will have refresher training on noise issues, prevention and management at six-monthly intervals.
 - If members of staff report any instances of elevated noise, this should be investigated immediately. In the event that increased noise levels are verified; the source of the noise should be taken out of commission and must be fixed/corrected prior to the equipment being put back into commission.
 - A visual inspection of all equipment should be made before use to ensure that there are no obvious faults or malfunctions that could lead to elevated noise levels.
 - It will be ensured that all noise mitigation measures (e.g. enclosures) are installed as per manufacturers guidance and maintained throughout their lifetime.
- 3.6.3 It is proposed that any offsite monitoring would primarily comprise the subjective on-site observations by site management. Given that the operations on site are not changing nor the operational hours/throughput it is difficult to justify the requirement to undertake routine proactive offsite monitoring.

3.6.4 It would seem reasonable to propose that noise levels are subjectively monitored by site management. Site management will be able to monitor noise levels throughout the day whilst onsite and would notice a rise in noise levels because of plant failure, staff negligence, incompatible loads, or other extenuating circumstances. If site management identify these issues, the operator they can then take steps to remedy the situation (i.e., cease the activity if needed). Should a noise a complaint be received, site management would review the nature of the complaint, and should it be deemed necessary (i.e., numerous complaints relating to a particular item of plant) then an investigation may be commenced, and advice sought from a professional acoustician.

3.7 <u>Emergencies</u>

3.7.1 In the event of any unforeseen circumstances i.e., faulty equipment, the site manager will make an assessment of whether to cease activities/all operations with the main emphasis on site will be to reduce any noise impacts.

4 <u>Best Available Techniques (BAT)</u>

4.1 <u>Summary & Recommendations</u>

- 4.1.1 The following will be considered when operating the site:
 - Prevent generation of noise by good design and maintenance
 - Daily maintenance checks operational and maintenance staff
 - Preventative maintenance schedule based on manufactures guidance and historical data, experience. Pro-active and pre-emptive
 - Noise monitoring and audits noise monitoring as part of the daily site inspection
 any abnormal findings are recorded in the site log and reported to the site
 supervisor. Rattles, hums, squeaks, relief valves, irregular sounds etc
 - Prioritising maintenance activities short and long-term action plans, monitor reliability.
 - Critical spares or supplier identified spares available on demand.
 - Daily operational checks external doors are closed when not in use, hatchways or access doors left open, acoustic hoods not attached/fixed correctly, engines idling when not in use, suitable PPE being used as required.
 - Daily operational checks perimeter checks to assess noise levels, changes in level tone, intermittent noise, nuisance noise. This noise assessment is subjective, dependent on experience, familiarisation.
 - Records site logs record operational and maintenance issues/findings.
 - Communication open 2-way communication, listen to concerns raised,
 investigate as required and feedback to group or individual.
 - Procurement equipment selection, noise rating, inclusive attenuation,
 replacement policy, life cycle of product
 - Signage Appropriate signage denoting noise control areas and quite zones.
- 4.1.2 Site specific noise control techniques, includes the following:
 - Pre existing bay walls which are surrounding the tipping area approximately 5m in height.

- On site building where the majority of the processing of waste including the granulating/screening is held. Building consists of 45mm trapezoidal steel sheeting which offers a good noise insulator.
- Baling externally located opposite the main on-site building is a manual baler and therefore only operated when in use this enables no idling when not in use.
- Roller shutter doors and open fronted buildings are all facing internally and are located towards the south of the site making the distance from source to receptor greater.
- Brick building located on site (Non waste building) which provides screening of noise from the internal waste processing to those receptors located east of the site.

5 Actions when complaints are received.

5.1 <u>Complaints procedure</u>

- 5.1.1 If any noise complaints are received, site management will complete a 'complaints and events log', detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the LA, EA or third parties. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum).
- 5.1.2 A phone number for the head office can be obtained online in order to allow for any member of the public to lodge a complaint without entering the operational site. The operations manager will be specifically assigned to deal with complaints.
- 5.1.3 All complaints received from third parties including statutory authorities, statutory consultees, members of the general public and representative of the company will be forwarded to the operations manager to action as below within 2 hours (where feasible). The complaint will be logged in the incident database within 72 hours.
 - The operations manager will ensure that
 - The complaint is investigated to identify the cause, if necessary, this may involve direct communication with the complainant.
 - The noise source will be measured using a class 2 sound level meter and compared with monthly objective monitoring records.
 - In the event of elevated noise being detected, the presence of 'abnormal' onsite
 activity is assessed and if necessary, action is taken immediately to prevent a
 reoccurrence of the same problem. These actions must be documented.
 - The complainant will be contacted and given information on the investigations conducted and actions take as appropriate.
 - All complaints are reported to regional directors and discussed at site meetings.
 - Details of other complaints are sent to the other company personnel as appropriate.

5.1.4 If the Investigation indicates that the complaint has not been justified this will be clearly recorded on the incident report. All complaints will be logged.

5.1.5 If the source cannot be ascertained with 100% confidence, site management will either suspend or reduce the likely noise generating activities, i.e. mechanical treatment plant comprising, screener.

5.2 Reporting Measures

5.2.1 In the event of elevated levels of noise being identified, the event will be reported into an issue management system (IMS) or noise complaint form by a member of operational staff. Upon notification of an environmental incident, the site manager will complete and an incident reporting form. The completed form is then distributed throughout the company for review at the operational, management and health and safety meetings.

5.2.2 All performance failures will be categorised for input into the IMS as follows:

• Minor Event: quick fix possible, locally resolved

Medium Event: brief disruption to service, management intervention required.

Major Event: significant disruption to service

5.2.3 Each non-conformance category must be given a deadline for rectification. The deadline for each category is:

Minor Event: within 24 hours

Medium Event: within 6 hours

Major Event: within 1 hour

5.2.4 The IMS will record any actions taken to rectify the issue, ensure that any necessary actions or review are recorded onto the IMS and ensure that the person reporting the incident is notified. Ther site manager will investigate the performance failure within a reasonable timeframe (ideally 2 hours). Once the issue has been resolved, the corrective action will be entered onto the system and the issue will be closed.

- 5.2.5 Any complaints received in relation to noise and vibration will be recorded on the form shown in Appendix II. This form will normally be completed, signed and dated by site management, if they are not available, another suitably trained staff member.
- 5.2.6 The following details as a minimum will be completed on the form:
 - a) The name, address and telephone number of the caller will be requested.
 - b) Each complaint will be given a reference number.
 - c) The caller will be asked to give details of:
 - the nature of the complaint;
 - the time;
 - how long it lasted;
 - how often it occurs;
 - is this the first time the problem has been noticed; and,
 - what prompted them to complain.
 - d) The person completing the form will then, if possible, make a note of:
 - the weather conditions at the time of the problem (rain snow fog etc.)
 - strength and direction of the wind; and,
 - the activity on the installation at the time the noise, dust or odour was detected,
 particularly anything unusual.
 - e) The reason for the complaint will be investigated and a note of the findings added to the report.
 - f) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
 - g) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the appropriate department of the EA or Local Council.
 - h) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

6 Training

6.1 <u>Training regime</u>

- 6.1.1 All employees and sub-contractors of Neil Thomson T/A ADS Recycling involved with potentially noisy operations will receive training in noise and vibration monitoring and complaint reporting.
- 6.1.2 Training will be given to all relevant persons to make sure they are competent in completing noise and vibration survey forms, noise and vibration complaint report forms and the site diary to ensure sufficient monitoring of noise and vibration can be carried out and any problems addressed correctly.
- 6.1.3 When selecting new plant and equipment, consideration shall be given to the need to meet all legislation and statutory guidance on noise levels and to minimise levels of noise from selected equipment.

6.2 <u>Vehicle / plant preventative maintenance training</u>

- 6.2.1 This training is provided specifically for the vehicle and plant operators in order to ensure that all plant and machinery is checked regularly to prevent any occurrences which may lead to any adverse impacts on the environment or human health.
- 6.2.2 Training will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.
- 6.2.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

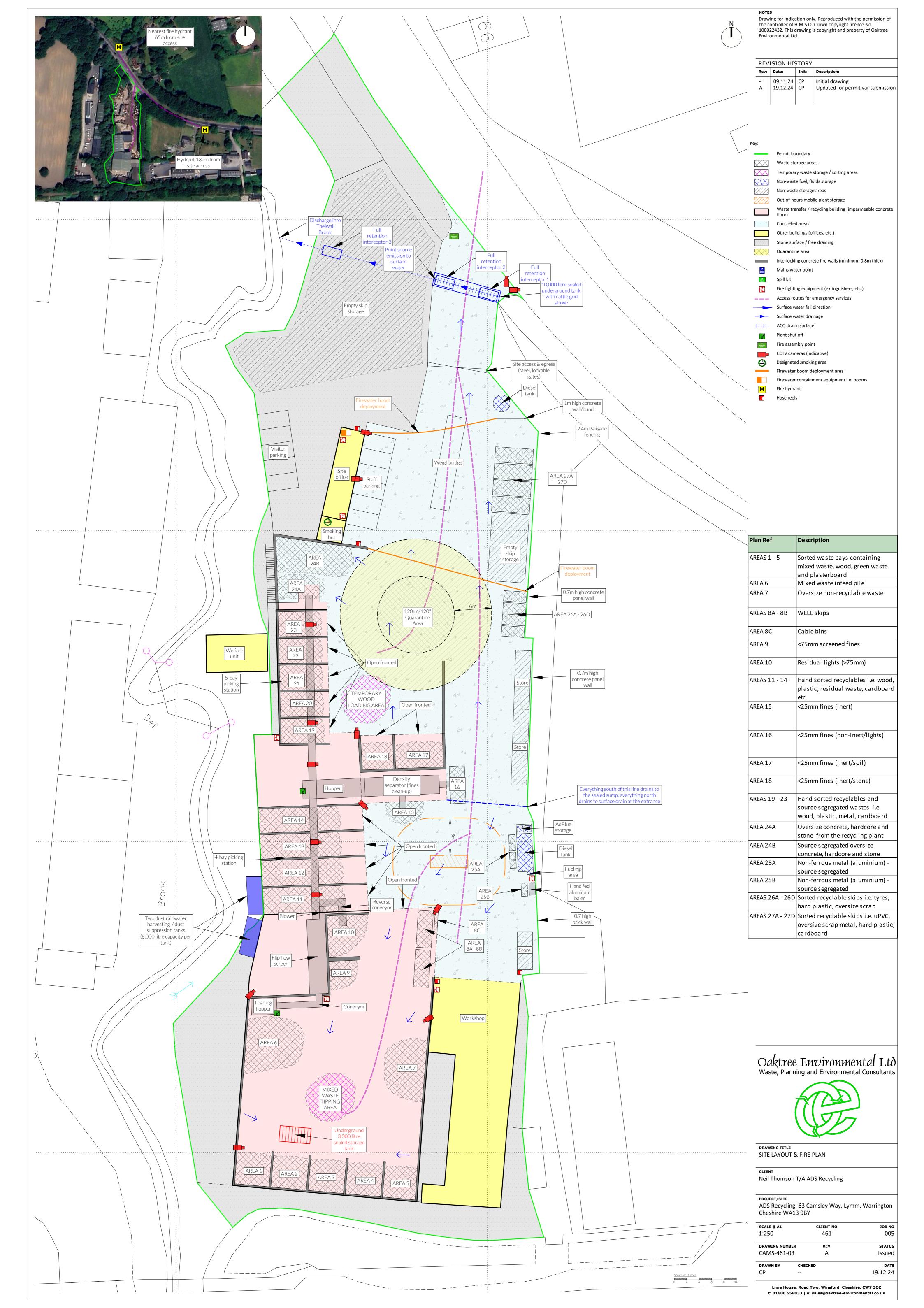
6.3 <u>Liaison with Neighbours</u>

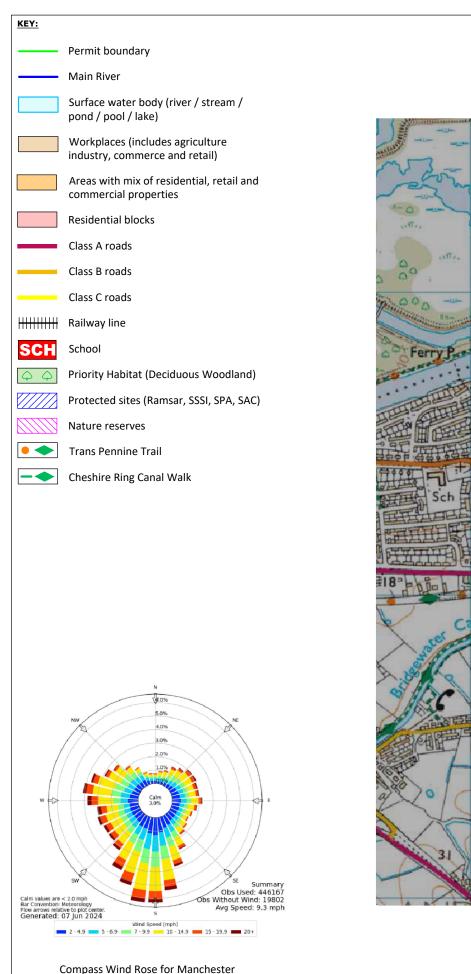
6.3.1 In the extreme event of a significant, but temporary, increase in noise and vibration from the site, neighbours will be contacted to advise them of the occurrence and action being taken to remediate the issue on site.

6.3.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.

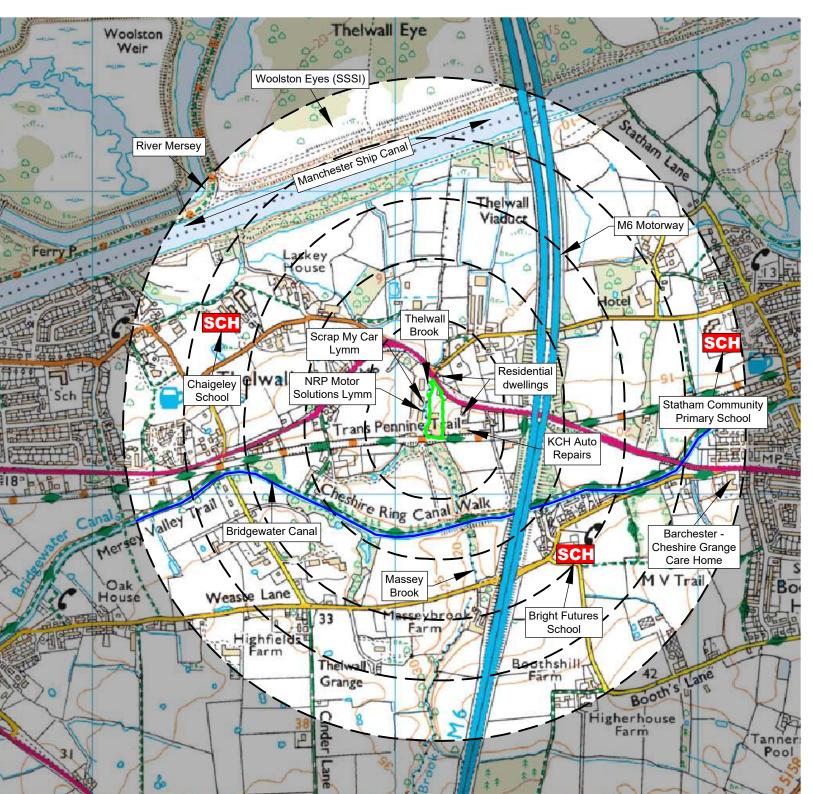
Appendix I

Drawings





International Airport (EGCC) Period 1973-2024
- source: Iowa State University



NOTES

- 1. Boundaries are shown indicatively.
- Wind rose data shows the prevailing wind direction to be Southerly

Drawing for indication only. Reproduced with the permission of the controller of H.M.S.O. Crown copyright licence No. 100022432. This drawing is copyright and property of Oaktree Environmental Ltd.

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Rev:	Date:	Init:	Description:
-	19.12.24	EG	Initial drawing

TITLE:

RECEPTOR PLAN

CLIENT:

Neil Thomson T/A ADS Recycling

ROJECT/SITE

ADS Recycling, 63 Camsley Way, Lymm, Warrington, Cheshire, WA13 9BY

SCALE @ A3:	CLIENT NO:	JOB NO:
1:12,500	461	005
,		
DRAWING NO:	REV:	STATUS:
CAMS-461-04	-	Issued
DATE:	DRAWN:	CHECKED:
19.12.24	EG	CP



Appendix II

Complaints Report Form

COMPLAINTS PROCEDURE

- Any complaints received in relation to noise and vibration will be recorded on the form below. This
 form will normally be completed, signed and dated by the site operator, if they are not available, the
 Office Manager will complete the form.
- 2) The name, address and telephone number of the caller will be requested.
- 3) Each complaint will be given a reference number.
- 4) The caller will be asked to give details of:
 - the nature of the complaint.
 - the time.
 - how long it lasted.
 - how often it occurs.
 - is this the first time the problem has been noticed; and,
 - what prompted them to complain.
- 5) The person completing the form will then, if possible, make a note of:
 - the weather conditions at the time of the problem (rain snow fog etc.)
 - strength and direction of the wind; and,
 - the activity on the site at the time the noise was detected, particularly anything unusual.
- 6) The reason for the complaint will be investigated and a note of the findings added to the report.
- 7) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
- 8) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the EA.
- 9) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

Complaints Report Form	
Date Recorded	Reference Number
Name and address of caller	
Telephone number of caller	
Time and Date of call	
Nature of complaint (Noise, vibration) (Date, time, duration)	
Weather at the time of complaint (Rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Potential reasons for complaint	
The operations being carried out on site at the time of the complaint.	
Follow Up	
Actions taken.	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures.	
Changes to Noise & Vibration Management Plan	
Date changes implemented	
Form completed by	
Signed	
Date completed	