NOISE & VIBRATION MANAGEMENT PLAN

Land Adj To Millhouse Garage, Hale Road, Widnes, Cheshire, WA8 0TL

Global Metal Recycling Ltd

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CONTENTS

List of Tables

List of Appendices:

Appendix I - Drawings

Drawing No. MILL/3344/03 –Site Layout & Fire Plan

Drawing No. MILL/3344/04 – Receptor Plan

Appendix II - Complaints Procedure and Recording Form

1 Introduction

1.1 Site history / background

1.1.1 Global Metal Recycling Ltd is the Environmental Permit (EP) holder and currently operates under standard rules permit SR2008No21 (NB3332RD/A001), which was issued on 06/02/2013.

1.1.2 The purpose of this document is to accompanying a variation of the EP to add a Household, Commercial & Industrial Waste Transfer Station with treatment to the permit.

1.1.3 The mitigation measures outlined in this NVMP will be put in place by the management of Global Metal Recycling Ltd 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.

1.2 Site location

1.2.1 The site is located as shown on Drawing No. MILL/3344/03 and the site infrastructure is also clearly detailed on the same drawing.

1.2.2 The nearest receptors are approximately 265m to the south-west on Lovel Terrace and the cluster of dwellings associated with Wellingford Avenue, Norris Grove and Baynard Drive.

1.3 Hours of operation

1.3.1 The site will be permitted to be open during the following hours for the receipt, including depositing, sorting, moving, storing and removing waste:

Monday to Friday	07:00 – 17:00
Saturday	07:00 - 15:00
Sundays, Bank/Public holidays	No operations

1.3.2 The use of any mechanically machinery to treat waste i.e. shredder, trommel, shear will only be in operation during the following hours:

Monday to Friday	09:00 – 17:00
Saturday	No operations
Sundays, Bank/Public holidays	No operations

1.3.3 The only activities on site which will be permitted outside of these hours are maintenance works, general administrative duties and emergency processing due to unavoidable events such as staff shortages, plant breakdowns or poor weather conditions.

1.3.4 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.

2 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. MILL/3344/04. The receptors highlighted are those which are at risk by noise generated from the site.

2.2 List of receptors

2.2.1 The receptors listed from the SRP are also shown in the table below with approximate distances to these properties.

Table 2.1 – Distances to Selected, Representative Sensitive Locations

Receptor	Location	Approximate distance from site boundary (m)
Numerous surrounding industrial and commercial uses	Surrounding	Adjacent – 1,000
Residential dwellings / blocks referenced as **R1** on receptor plan	South & south-west	295 – 1,000
Residential dwellings / blocks referenced as **R2** on receptor plan	North-west	720 – 1,000
Residential dwellings / blocks referenced as **R3** on receptor plan	North-west	760 – 920
Residential dwellings / blocks referenced as **R4** on receptor plan	North-east	400 – 1,000
Residential dwellings / blocks referenced as **R5** on receptor plan	North-west – north-east	580 – 1,000
St Michael's Catholic Primary School	North-east	500
Halebank C of E School	South-west	820
Ferndale Mews and Ferndale Court Care Homes	North-east	580 - 620
Amore Complex and Helping Hands Care Homes	South-east	500 - 560
Surrounding highway networks	Surrounding	0– 1,000
Nearby leisure / retail	Surrounding	200 – 1,000
Ditton Brook	South-west	10
Steward's Brook	South-east	680
Mersey Estuary (Ramsar/SSSI)	South-east	900
Hale Woods Nature Reserve	North-west	60
Clincton Wood Nature Reserve	North-west	720
Habitats and species including Deciduous Woodlands and protected species	West – east	60 – 1,000
Manchester to Mersey Railway Line	South	10

2.2.2 Other receptors not shown in the above table are illustrated on Drawing No. MILL/3344/04.

2.2.3 In terms of the property located 7m to the north-west of the site, this has been disregarded as being a noise sensitive receptor due to the following reasons:

- The property is owned by the operator.
- The property is currently being rented out for commercial use comprising dog kennels, the kennels are clearly shown on Google Maps and Streetview imagery.
- There is no permanent residency taking place inside this property.
- The property will never be used for residential purposes.
- The operator has no intention of selling the property or renting out the property for residential use.
- The site has been an operational scrap yard in excess of 10 years, if someone was living at this property, there would have obviously been a magnitude of noise complaints occurring daily. This evidently confirms the property is not being used for residential purposes.

2.3 Other noise sources

Table 2.2 – Other Dust/Particulate Emitting Operators

Company	Address	Type of Business	Approximate distance & location from site boundary (m)
Grundy & Co Excavations Ltd	The Liver Yard, Ditton Road, Widnes, Cheshire, WA8 OTH	A11: HCI Waste T Stn	450 / east
GSH Waste Recycling Ltd	Pickerings Road, Halebank Ind Est, Widnes, Cheshire, WA8 8XW	As above	675 / south
Veolia ES (UK) Ltd	1 Widnes Waste Resource and Recovery Facility, Pickerings Road, Halebank, Widnes, Cheshire, WA8 8XW	As above	305 / north-east
Phillip Bannon Haulage Ltd	33, Ditton Road, Widnes, Cheshire, WA8 0PP	S0811 No 11: Inert & excavation Waste TS + treatment	750 / east
WSR Recycling Ltd	Ditton Road, Widnes, Cheshire, WA8 0PA	A11: HCI Waste T Stn	1,250 / east

2.3.1 In addition to the above sites, the site is situated in a prime industrial location meaning there are various industrial uses taking place between the site and NSRs. This is likely to include HGV movements, plant manoeuvring and use of mechanical machinery.

3 Site Operations

3.1 Waste deliveries

3.1.1 Waste will be delivered to the site via the existing access to the site off Hale Road which is surfaced with concrete. Upon arrival, an operative will direct the driver to the relevant area on site.

3.1.2 Deliveries/removals from the site primarily consisting o fGlobal Metal Recycling Ltd's own vehicles/contracts but there will be third parties who send articulated vehicles for removal of waste vehicle parts and tankers for emptying interceptors. These vehicle types are shown below:

- HGV skip vehicles
- fixed body bulk loaders with a number of smaller deliveries (transit vans) of scrap metal
- 8-wheeled tipper vehicles which can carry loads of up to 18-20 tonnes
- Articulated Lorries

3.2 Waste acceptance

3.2.1 Waste delivered to the site via an existing access to the north and upon arrival all waste will undergo a visual inspection on arrival at site prior to progressing through to the weighbridge. Once the vehicle has passed the initial inspection, the vehicle will be directed to the weighbridge where the waste consignment notes (including hazardous) and transfer documentation will be fully checked to ensure the waste matches the pre-acceptance information received.

3.2.2 Any wastes identified during the incoming waste inspections which do not conform to site acceptance criteria will not be accepted and/or removed and quarantined immediately to await safe removal from site and the Council will be contacted (where necessary) if the non-conforming waste discovered is likely to lead to a breach of permit conditions or a potential risk of combustion.

3.3 Site infrastructure

3.3.1 The site infrastructure proposed at the site is clearly detailed on Drawing Nos. MILL/3344/03A and MILL/3344/03B which is shown in Appendix I of this NVMP. The drawing illustrates the location of plant, machinery and stored wastes across the site.

3.4 Overview of site operations

3.4.1 On average, the site will accept approximately 20 – 50 tonnes per week, 1,000 tonnes per year of articulated trailers (ELVs). The number of trailers accepted can vary significantly on a weekly basis. It is proposed the operator will accept 40 – 50 skips of mixed waste per day which would equate to approximately 100 – 150 tonnes per day, 750 – 850 tonnes per week and 50,000 tonnes per annum.

3.4.2 It is proposed approximately 50% of mixed HCI waste will arise from householders and 50% from builders on behalf of householders, the site will very rarely receive any waste from any Industrial or Commercial sites which would be subject to more detailed site investigation reports prior to accepting the material.

3.5 Waste storage and treatment procedure HCI waste

3.5.1 In summary the site will accept waste in mixed loads from HCI sourced and tip them in the main reception area inside the open-fronted transfer building (**AREA 7**) and the waste is then subject to the following:

i) All waste tipped is spread on the floor so any non-conforming material i.e. pressurised vessels, hot loads, batteries (if any discovered) can be picked out and immediately quarantined either in the quarantine area or a skip (location may vary).

ii) Once the waste has passed inspection, the bulkier items i.e. mattresses, sofas etc.. will be removed by a grab and stored in **AREA 18** in an open topped container, any plasterboard identified in **AREA 7** will be handpicked and stored at **AREA 17**. Other larger items such as wood, hard plastics and

PVC window frames will also be removed from this area and stored in **AREAS 19 – 21**.

iii) . The waste in **AREA 8** will comprise mainly inert material and it is considered the risk of combustion would be very low.

iv) The waste from the tipping area will mainly comprise inert C&D waste and the mixed C&D material will then be loaded into the first process of the mechanical treatment plant comprising the hopper by a 360^0 excavator

v) The hopper then feeds a trommel screen by conveyor which will discharge the <10mm fines off a conveyor (**AREA 16**).

vi) Larger items of the mixed C&D waste then continue along the conveyor into a 3-bay picking station where recyclables are hand-picked by staff and deposited in the bays below (**AREAS 19 – 21**).

vii) After the picking line, the waste remaining should be heavier items consisting of scrap metal and inert material. Scrap metal is removed by an overband magnet and deposited into the container below (**AREA 22**) and the inert material, which fall off the end of the plant through a chute, is discharge in the bay below (**AREA 23**).

viii) The above wastes which are recycled during the treatment process drop into the bays below which are monitored continuously by staff and then any bays/containers which are full will be emptied and transferred to the larger storage areas on site.

3.6 Waste storage and treatment procedure MRS

3.6.1 Prior to accepting any metal into the site, the same procedures will apply as detailed in Section 3.1.1. Once a load of metal has been accepted, the contents will be reviewed and the following procedures will apply:

i) Items of source segregated non-ferrous metal will be diverted to the non-ferrous metal building, these will be sorted and stored in the relevant external storage bays or if high value, stored in separate containers/tonne bags inside the building.

ii) Bulky items of ferrous metal will be tipped in **AREA 11**, items of non-ferrous which may be present will be removed and stored in the relevant bays on site. The waste tipped will also undergo an inspection for any contrary items such as batteries. These will be removed and placed into the relevant containers on site.

iii) The ferrous metal will then be loaded into the shear where the size of scrap will be reduced allowing for easier transportation off site. The scrap will continuously be loaded into containers attached to HGV for quick removal off site.

iv) Any swarf produced by the shear will be stored in **AREAS 24 – 27**.

v) Items of source segregated non-ferrous metal will be diverted to the non-ferrous metal building, these will be sorted and stored in the relevant external storage bays or if high value, stored in separate containers/tonne bags inside the building.

3.7 Waste storage and treatment procedure articulated trailers

3.7.1 Trailers will be accepted into the site already depolluted and will not contain any hazardous components. The containers will be stored and then dismantled/compacted in **AREA 14** using a mechanical grab. The predominant source of waste comprising the trailer is wood which will be shredded and then directly removed from site. Other items of the trailers

3.8 Processed waste types/product

3.8.1 All processed wastes arising from the mechanical treatment plant are stored as shown on Drawing No. MILL/3344/03 and in Table 3.2.

3.9 Mobile plant and equipment

3.9.1 All mobile plant on site is subject to annual manufacturer maintenance to ensure proper working order in the form of service contracts.

3.9.2 Site management will undertake or delegate additional preventative maintenance checks on a more frequent basis i.e. daily, before, during and 1 hour at the end of each working day using a checklist similar to that in Appendix II to ensure the following:

- Mobile plant is mechanically sound for use and no presence of black fumes or trailing liquids visible prior to use or following shutoff of plant/equipment.
- Mobile plant is stored in the out-of-hours plant storage area as shown on Drawing Nos. MILL/3344/03A and MILL/3344/03B following cessation of activities and external separation distances of 6m are observed between plant and any combustible or flammable material.
- In the building, all plant will be powered down and completely shut off prior to cessation of operations on any given day.
- Plant which is not in use for any extended period is stored at least 6 metres from combustible or flammable material.
- All mobile plant will contain firefighting equipment inside.
- Dust from processing/treatment operations on site can settle throughout the working day onto processing plant, plant exhausts and engine parts so a fire-watch will be implemented after cessation of works and equipment powered down for 1 hour each day to remove any dust/fluff using brushes, hoses etc... Any build of dust/fluff will be removed from the equipment and deposited into an adjacent refuse bin which will be emptied when full.

3.9.3 In addition to the above, fleet lorries are brake checked every 6 weeks along with routine serving as per compliance with the Traffic Commissioner. The proposed variation also includes construction of a HGV servicing building which will reduce the number of vehicle movements associated with the site. The servicing of the vehicle will not create any noise other than starting up the engine of the HGV, the servicing is essential maintenance by staff to ensure it is suitable for use.

4 Noise Management and Controls

4.1 Noise Sensitive Receptors

4.1.1 The proposed operation and layout of the site has been planned in order to contain all the required operations and activities within the site, thus limiting the impacts from noise on the above receptors.

4.1.2 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.

4.2 Noise Sources

4.2.1 The main sources of noise which could arise from the site operations are as follows:

a) Skip lorries/HGVs travelling to and from the site for delivery / collection of all types of waste material
b) Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading
c) Cutting of ferrous/non-ferrous metals using power saw
d) Use of mechanical treatment equipment i.e. shear, baler, trommel, shredder
e) Compacting of articulated trailers using a 360^0 excavator
f) Unloading/loading of waste from/to trailers/HGVs using a 360^0 excavator
g) Manoeuvring of mobile plant around external areas of the site
h) Repairs/servicing of vehicles and plant

4.3 Noise Management Table

4.3.1 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.

4.3.2 In addition to the existing controls in this NVMP, the complaints procedure further discussed in section 5 will be used in the event that 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
A = Skip lorries/HGVs travelling to and from the site for delivery / collection of all types of waste material	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	Medium	Waste deliveries and collections will only be permitted during the hours of 07:00 – 17:00 Monday – Friday and 07:00 – 17:00 on Saturdays, with no workings on Sundays or Bank Holidays. These hours are considered 'normal' working operational hours in an area dominated by industry which has adjacent uses operating business on a 24/7 basis. The existing access road to the operational area site will be maintained in good state of repair to prevent unnecessary noise being generated. All skip lorries operated by Global Metal Recycling Ltd be fitted with chain socks in order to reduce the noise produced by the loose chains banging on the side of the skip. Implementation of a 5mph speed limit onsite. All drivers are required to enter and exit the site with due consideration for neighbours. Drivers will be warned not to shout or play loud music during access / egress from the site; and, whilst on site. 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 Global Metal Recycling Ltd are functioning suitable i.e. vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated. The proposed use of the HGV servicing building will ensure this policy is followed strictly. 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.	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
B = Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading F = Unloading/loading of waste from/to trailers/HGVs using a 360^0 excavator	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. All loading and unloading will be done to ensure the activity is safe and reduces the risk of excessive noise including supervision by site management when loading and keeping drop heights to a minimum. The unloading of waste will take place using the trucks mechanical means so waste will not be dropped from height. The loading of waste will be done by 360^0 excavator to ensure the waste can be placed into the removal vehicle with minimal drop height. Existing skips at the site will be examined prior to being used and where a protrusion exists that could give rise to false engagement with the tipping hooks will be removed from site and repaired to avoid any noise pollution. New skips purchased by Global Metal Recycling Ltd will be manufactured without a protrusion that could give rise to false engagement with the tipping hooks (in line with the CHEM association standard TS14). Global Metal Recycling Ltd will train staff and it will be mandatory for driver-operators to perform a visual check to ensure the proper engagement of the hooks on the catch bar during tipping-out. Global Metal Recycling Ltd will train staff and it will be mandatory for driver-operators to routinely check skips and skip loader vehicles and to report any defects. Before tipping the skip, it will have been visually inspected on the weighbridge and after tipping to ensure there are no rogue loads within the skip which could lead to excessive noise or vibration.	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 = Cutting of ferrous/non-ferrous metals using power saw	As detailed on Sensitive Receptors Plan	Noise pollution	Medium	Infrequent (Med Pitch)	Med	Refer to the above actions shown in A and additional actions/proposals are shown below. All cutting of scrap metal will take place inside the non-ferrous metal building. The saw used on site is electrically powered rather than petrol which are approximately 20dB lower in sound. Damp the saw blade, especially on saws that exhibit 'resonance' when idling. Damping discs or plates and laminated blades can help. On a pendulum cross-cut saw, for example foam can be added inside the existing top guard to absorb sound and at the same time produce a damping effect on the saw blade. Select the correct saw blades for the operation and replace blunt blades (or regrind the cutting edge if applicable). Clamp work pieces and fit dampers (eg pads) to clamps Use noise / vibration absorbing material on the surface of the feed table. Turn the saw off when not in use Daily preventative checks on the cutting equipment to ensure that they continue to work effectively. Ensure bearings etc do not wear out and the saw blade is properly balanced.	Low
D = Use of mechanical treatment equipment i.e. shear, baler, trommel, shredder	As detailed on Sensitive Receptors Plan	Noise pollution	Medium	Continuous (Low Pitch)	High	Refer to the above actions shown in A and additional actions/proposals are shown below. It is proposed to operate mechanical recycling plant/machinery between the hours of 09:00 – 17:00 Monday – Friday, with no workings on Saturdays, Sundays and Bank Holidays, these are not considered unsociable hours given the industrial location of the site. Management will ensure that all loading plant operated by Global Metal Recycling Ltd 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

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
E = Compacting of articulated trailers using a 360^0 excavator	As detailed on Sensitive Receptors Plan	Noise pollution	Medium	Infrequent (Med Pitch)	Med	Refer to the above actions shown in A and additional actions/proposals are shown below. This activity involves dismantling/compaction of an articulated trailer using a 360^0 excavator, the trailer comprises mainly wood so it is considered the noise would be similar to the use of a shredder. This activity will only take place between the hours of 09:00 – 17:00 Monday – Friday, with no workings on Saturdays, Sundays and Bank Holidays, these are not considered unsociable hours given the industrial location of the site. This operation only takes place approximately 1-2 times per week and for 3-4 hours each time. This operation will be supervised by site management to ensure noise is reduced to an absolute minimum.	Low
I = Manoeuvring of mobile plant around external areas of the site	As detailed on Sensitive Receptors Plan	Noise pollution	Low	Intermittent (Low Pitch)	Med	Refer to the above actions shown in A and additional actions/proposals are shown below. Management will ensure that all site vehicles operated by Global Metal Recycling Ltd 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
K = Repairs	As detailed on Sensitive Receptors Plan	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. The proposed servicing building will be the main place where repairs are carried out and will provide attenuation from the walls. The building has roller shutters which can be closed in the event of any repairs considered ‘noisy’ are required. 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

4.4 Monitoring

4.4.1 It is proposed that any offsite monitoring would primarily comprise the subjective onsite observations by site management. Given that the noise assessment has determined that proposed noise levels associated with the proposed operations are unlikely to significantly exceed the background level it is difficult to justify the requirement to undertake routine pro-active offsite monitoring.

4.4.2 There is a property to the north of the site which carries out noisier activities but as the activities vary on a day-by-day basis, it would make it difficult to assess any measurements made at the NSR during the site's operation i.e. what amount of the noise level may be apportioned to the site. To have any certainty in evaluating the true noise level as a result of the operations at the receptor measurements would have to be made during time of inactivity at neighbouring sites. This would introduce a great level of difficulty and eradicates the opportunity to arrange for a routine, weekly time for noise monitoring.

4.4.3 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.

4.5 Recording

4.5.1 Site management will record complaints in the site diary or complaints report from in Appendix II and contact the Council within 24 hours if a complaint is received.

4.5.2 Site management will be required to make a note of any unavoidable events such as plant failure, in the site diary, rather than just actual complaints received and notify

the Council within 24 hours. This will ensure that if complaints are received retrospectively from either the Council or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed (or, at least, in part) to the cause of the complaint. Where all appropriate measures fail to prevent an activity causing unacceptable levels of noise pollution, the activity will be stopped.

4.6 Emergencies

4.6.1 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.

5 Actions when complaints are received

5.1 Complaints procedure

5.1.1 If any noise complaints are received, site management will complete a 'complaints and events log' and 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 Noise complaints will be prioritised and investigated without delay or by end of working day only in extenuating circumstances. This will also apply to complaints received both directly and via other sources (e.g. EA or local authority). Where investigation substantiates the complaint, fully or partially, then remedial action will be taken immediately and if measures taken fail to stop the pollution then the activity must be stopped and not restarted unless and until additional measures have been implemented to prevent the emission causing pollution. The Council will be contacted in the event the complaint cannot be escalated. Following a complaint and if it is deemed correct following investigation, the appropriate action will be taken to prevent the issue from reoccurring i.e. evaluation of current abatement measures, site operations, additional abatement measures and re-training of staff via toolbox talks.

5.1.3 The operator will make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or third parties, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed to the cause of the complaint.

5.1.4 It must be noted that the site lies adjacent to a noisy property to the north, so in the event of a complaint, the operator will substantiate the complaint by carrying out noise monitoring to identify whether the complaint is valid. If the complaint is valid, the site

will implement the complaint procedures check and if required, amend site operations and provide additional attenuation around the site. This would involve using a level 2 sound meter and comparing this information from the background levels recorded from the recent Noise Impact Assessment.

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. cutting, shearing/baling.

5.1.6 If the source is within the site's control, site management will take appropriate action to ensure the issue has been rectified. This may take the form of the following:

a) Investigating the source to prevent a re-occurrence.
b) Suspending operations which are giving rise to excessive noise due to potential plant malfunction
c) Investigate noise mitigation measures
d) Logging findings of a – c in the site diary / complaints form and also in the reporting template within the EP.
e) Report actions to the complainant and/or EA within 24 hours.
f) If following the above complaints are still received, the site will cease operations until the issues have been rectified.

5.1.7 The Council will be notified by email of any third-party noise complaints received within 24 hours including the complainant and the outcome of the investigation. Where complaints are substantiated as causing or likely to cause significant noise pollution, then the Council will be notified.

5.2 Complaints recording

5.2.1 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.

5.2.2 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 Training regime

6.1.1 All employees and sub-contractors of Global Metal Recycling Ltd 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 Vehicle / plant preventative maintenance training

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 Liaison with Neighbours

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.

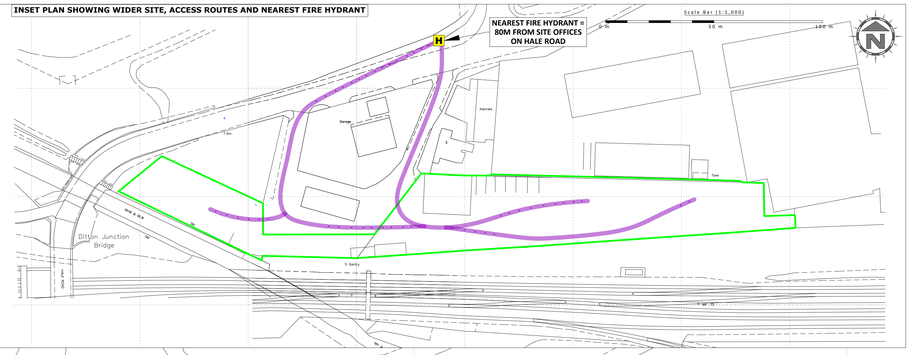
Appendix I

Drawings

Storage Area Details (Pile volume based on Area x Height)

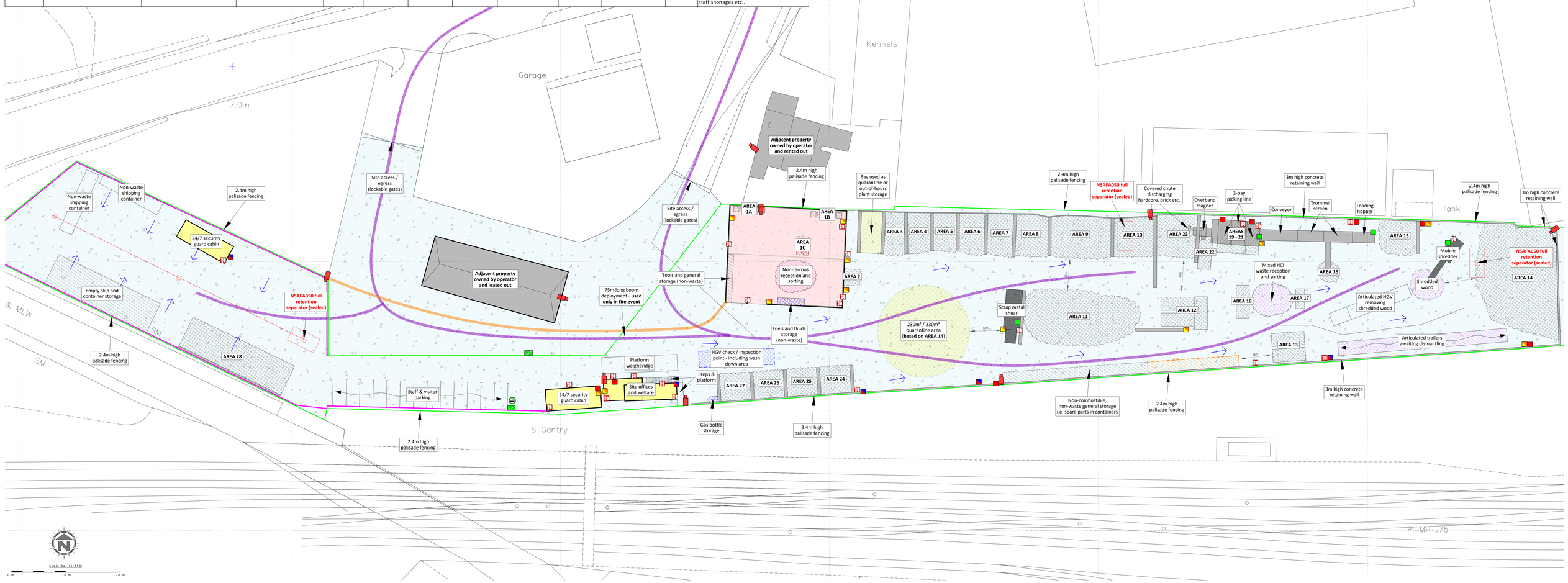
Plan Ref	Description	Storage type	Containment / type	Height / width of firewall (m)	Max Width (m)	Max Length (m)	Max storage height (m)	Approx. Area (m2)	Conversion factor used	Approx. volume (m3)	Max storage time	Comments
AREA 1A - 1C	Containers of loose non-ferrous metal and batteries / catalytic convertors (locations may vary)	Manually sorted, contained in a mixture of pallet boxes, tonne bags and metal containers (**processed by hand sorting)**	Sealed containers / concrete panel wall of building	3 / 0.3	1 (per container)	1 (per container)	1 (per container)	1 (per container) - whole area size may vary	1	1 (per container) - whole volume size may vary	<1 week	Each container is moveable and accessible from at least one side. Container removed sooner if full and replenished with new container.
AREA 2	Containers of sorted loose ferrous and non-ferrous	Contained in mixture of pallet boxes and metal containers (**processed by hand sorting**)	As above	3 / 0.3	As above	As above	As above	As above	1	As above	<1 week	As above
AREAS 3 - 10	Sorted loose ferrous scrap metal storage bays (row based on maximum bay size)	Free-standing piles (**processed by hand sorting**)	Bolt down concrete retaining wall to the rear and interlocking concrete blocks to the sides	3 / 0.15 & 0.6	11	7.5	2	82.5	0.75	124	<12 weeks	Pile usually removed weekly, 12 weeks only in extenuating circumstances i.e. breakdowns, transport failures etc..
AREA 11	Loose scrap metal reception and storage area, also pre-shear pile	Free-standing (**unprocessed**)	Freestanding pile / none	N/A	20	10	4	200	0.5	400	12 weeks	As above
AREA 12	Sorted loose ferrous scrap metal (pile based on each container volume)	40-cubic yard roll on, roll off containers (**processed by hand sorting and excavator**)	Partly / interlocking concrete blocks	3 / 0.6	6.1	2.44	2.62	14.884	1	39	4 weeks	Each container is moveable and accessible from at least one side. Container removed sooner if full and replenished with new container.
AREA 13	Tyres from articulated trailers (pile based on each container volume)	As above	As above	3 / 0.6	6.1	2.44	2.62	14.884	1	39	4 weeks	As above
AREA 14	Articulated trailer (ELV) dismantling, crushing, compacting, sorting and separation area - mixture of wood and scrap metal	Free-standing (**processed by hand sorting and excavator**)	Partly within bolt down concrete retaining wall to the north and interlocking block wall to the east	3 / 0.15 & 0.6	15	20	2	300	0.75	450	<12 weeks	Pile usually removed weekly, 12 weeks only in extenuating circumstances i.e. breakdowns, transport failures etc..
AREA 15	Mixed HCI waste holding area	Free-standing (**processed by hand sorting and excavator**)	Freestanding / concrete panel wall	3	7	6	2	42	0.75	63	<1 week	Pile usually cleared daily or 1 week only in extenuating circumstances i.e. breakdowns, transport failures etc..
AREA 16	Trommel fines	Free-standing (**processed by Terex Ecotec Trommel Screen**)	N/A	N/A	4	4	2	16	0.5	16	<12 hours	Cleared every few hours to adjacent sites on Ditton Road
AREA 17	Plasterboard	8-cubic yard skip	N/A	N/A	1.67	3.66	1.22	6.1122	1	7	<1 week	Each container is moveable and accessible from at least one side. Container removed sooner if full and replenished with new container. This container is also covered out-of-hours
AREAS 18 - 21	Sorted wastes via picking line and hand sort - wood, plastic, paper & cardboard and non-recyclable	40-cubic yard roll on, roll off containers (**processed by hand sorting and excavator**)	N/A	N/A	6.1	2.44	2.62	14.884	1	39	<1 week	As above
AREA 22	Scrap metal	40-cubic yard roll on, roll off container (**sorted overband magnet**)	N/A	N/A	6.1	2.44	2.62	14.884	1	39	<1 week	As above
AREAS 23	Bulky hardcore, brick, stone etc..	Free-standing (**end of treatment process**)	Bolt down concrete retaining wall to the rear and interlocking concrete blocks to the sides	3 / 0.15 & 0.6	8	8	2	64	0.75	96	<12 weeks	Pile usually removed weekly, 12 weeks only in extenuating circumstances i.e. breakdowns, transport failures etc..
AREAS 24 - 27	Processed ferrous scrap metal <30mm - 150mm)	Processed by shearing	As above	3 / 0.15 & 0.6	5.5	5	2	27.5	1	55	<12 weeks	As above
AREA 28	Skips of waste awaiting tipping	Unprocessed / loose in 4 - 8 cubic yard skips	Bolt down concrete retaining wall to the rear	3 / 0.15	6.1	2.44	2.62	14.884	1	39	<48 hours	Containers usually tipped before end of the working day but may be stored Sat - Mon in extenuating circumstances i.e breakdowns, staff shortages etc..

INSET PLAN SHOWING WIDER SITE, ACCESS ROUTES AND NEAREST FIRE HYDRANT



Key:

- Proposed permit boundary
- Waste storage areas
- Non-waste storage areas
- Hazardous waste storage areas
- Non-wasre fuels, oils and other liquids storage
- Temporary waste storage areas (clear prior to shutdown)
- Waste recycling / storage buildings (impermeable concrete floor)
- Other buildings i.e. workshops/offices
- Impermeable concrete surfaces with sealed drainage
- Contaminated surface water drainage
- Surface water drainage fall direction
- Gully's
- Manholes
- Quarantine area (with 6m buffer zone) based on **AREA 18**
- Hose reels (indicative location)
- Fire fighting equipment / extinguishers (indicative locations)
- Plant shutoff (indicative location)
- Manual fire alarms (break glass / horns) - indicative location
- Spill kits (indicative location)
- Designated smoking area
- Access route for emergency services
- Fire hydrants
- Fire assembly points
- Out-of-hours plant storage
- Pan, tilt and zone cameras with 50m coverage
- 0.25m high fire water boom deployment (used only in fire event)



Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants

Lime House, Road Two, Winsford, Cheshire, CW7 3QZ
t: 01606 558833 | e: sales@oaktree-environmental.co.uk

DRAWING TITLE
SITE LAYOUT & FIRE PLAN

CLIENT
Global Metal Recycling Ltd

PROJECT/SITE
Land Adjacent to Millhouse Garage, Hale Road, Widnes WA8 0TL

SCALE @ A0	CLIENT NO	JOB NO
1:250	3344	003
DRAWING NUMBER	**REV**	**STATUS**
MILL/3344/03	--	Issued
DRAWN BY	**CHECKED**	**DATE**
CP	--	27.12.23

NOTES
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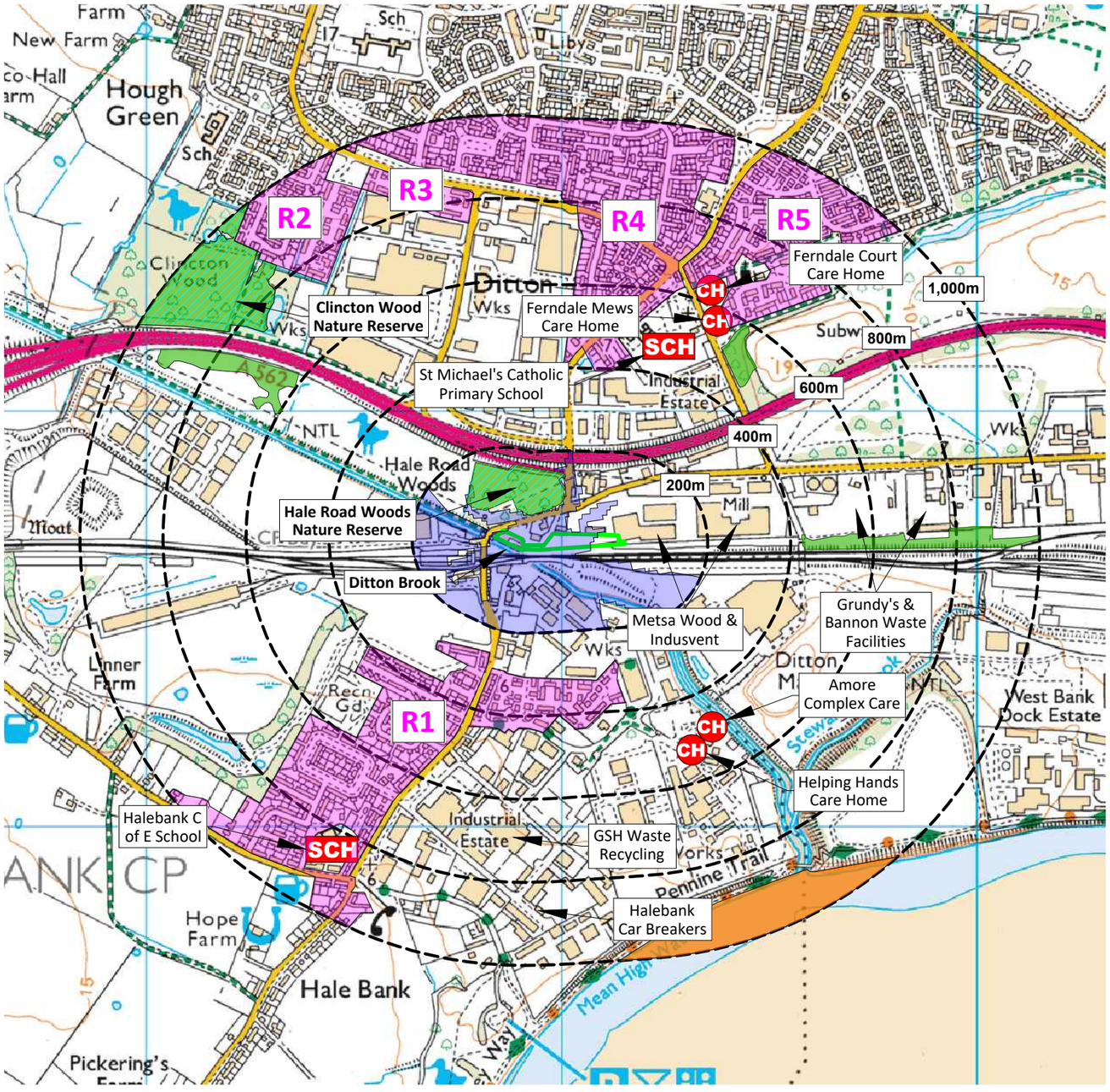
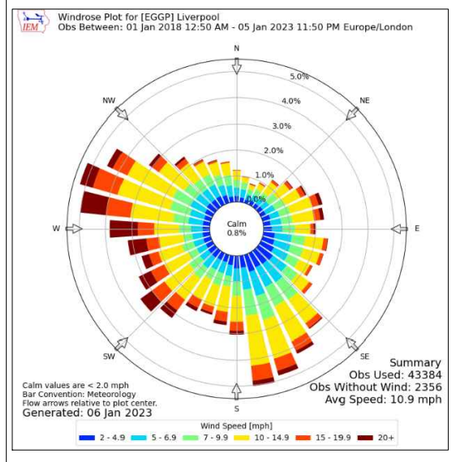
REVISION HISTORY

Rev:	Date:	Init:	Description:
-	27.12.23	CP	Initial drawing

KEY:

- Permit boundary
- Surface water body (river / stream / pond / pool / lake)
- Residential receptor blocks (may include small retail/leisure also)
- Workplaces (includes waste, agriculture industry, commerce and retail)
- Class A roads
- Class B roads
- Class C roads
- Railway line
- SCH — School
- CH — Care homes
- Woodland areas (not protected)
- Priority Habitat (deciduous woodland)
- Flood zone 3 boundary (within 200m of permit boundary only)
- Local nature reserves
- Mersey Estuary Ramsar & SSSI





Compass Wind Rose for Liverpool (EGGP)
Period 2018-2023- *source: Iowa State University*

Scale Bar (1:12,500)

0 km 500 m 1 km

NOTES

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

REVISION HISTORY

Rev:	Date:	Init:	Description:
-	27.12.23	CP	Initial drawing

Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants

DRAWING TITLE
RECEPTOR PLAN

CLIENT
Global Metal Recycling Ltd

PROJECT/SITE
Land Adjacent to Millhouse Garage, Hale Road, Widnes WA8 0TL

SCALE @ A3	CLIENT NO	JOB NO
1:12,500	3344	003

DRAWING NUMBER	REV	STATUS
MILL/3344/04	-	Issued

DRAWN BY	CHECKED	DATE
CP	--	27.12.23

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Appendix II

Complaints Report Form

COMPLAINTS PROCEDURE

1) 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 Council.

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	