

**NRS SAREDON AGGREGATES LTD**  
**SAREDON HILL QUARRY**

SAREDON HILL QUARRY  
GREAT SAREDON ROAD  
SAREDON  
STAFFORDSHIRE  
WV10 7LL

**DUST & EMISSION  
MANAGEMENT PLAN  
(DEMP)**

**VERSION NUMBER: 1**

**DATE: 04/10/2024**

# Issue and Revision Record

Revision	Date	Originator	Checker	Company Approver	Description of Changes
1	04/10/2024	A R MORRIS	A R MORRIS	Enviroarm Ltd	0

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## **1. Introduction**

1.0.1 The application is to allow for the new Materials Recycling Facility to be put on Phase 7.1 and Phase 9 of the new part of the site in Permit EPR/FB3009GX.

### **1.1 Proposed Development**

1.1.1 In summary the application at Saredon seeks approval following the Materials Recycling using a wash plant, crushers and screeners in Phase 7.1 and Phase 9 at Saredon and storing materials.

1.1.2 The material recycling facility will stay open as long as there is landfill on site.

### **1.2 Purpose of the Environmental Permit (EP)**

1.2.1 The EP application has been prepared on behalf of NRS Saredon Aggregates Ltd the operators of the quarry, landfill and material recycling facility by Enviroarm Limited in accordance with the Environmental Permitting Regulations 2016.

1.2.2 The purpose of the EP is to ensure that:

- the developments details sufficiently describe the proposed scheme;
- relevant environmental issues are assessed appropriately;
- potential environmental impacts, associated with either the construction, operational and aftercare phases of the proposed scheme, are identified, together with appropriate mitigation measures;
- the significance of any residual effects is evaluated; and interested parties are given the opportunity to address any relevant issues.

1.2.3 The EP application seeks to present the scheme proposals and the results of specialist assessments in a clear and unbiased manner and has been produced to accompany the application.

1.2.4 The site is Staffordshire, and Staffordshire County Council are the local planning authority for the site for planning.

- 1.2.5 The site is not in an Air Quality Management Area.
- 1.2.6 Without abatement controls the site has potential to produce dust when getting sand and gravel out, inert landfill and material recycling. The site has a water bowser and road sweeper for use of the site. The crusher, screens and wash plant have a water supply from the silt lagoon area.
- 1.2.7 The planning permissions for the site do not require any infrastructure for sand and gravel extraction, landfill or material recycling.
- 1.2.8 This document has been produced for the Material Recycling Facility application.
- 1.2.9 The DEMP fits into the Environmental Management System for the site.
- 1.2.10 The site manager(CCC) and the people involved with the Material; Recycling Facility should have access to the DEMP which will be kept in the Manager office on site.

### 1.3 Sensitive Receptors

The nearest places to the site are produced on ESSD B.

Type of Receptor	Receptor Name	Location to site	Elevation m AOD
Domestic Dwelling Receptor	DR1	Group of houses and cottages located 380 metres north to north east of permit boundary known as Great Saredon and M6 and M6 Toll between the landfill and properties.	117m 127m AOD
Domestic Dwelling Receptor	DR2	Saredon Hall Farm, Mews and adjoining properties 325 metres north east of the site, with open space and M6 and M6 Toll between the landfill and properties.	130.5m AOD
Domestic Dwelling Receptor	DR3	Group of cottages off Arbour Lane 85 metres south south east of the site,	149m AOD

		with open space and hedge lines and trees sheltering site.	
<b>Domestic Dwelling Receptor</b>	<b>DR4</b>	Group of houses and cottages located 450 metres south of the permit boundary known as Little Saredon with large open space and hedge line.	130-121m AOD
<b>Domestic Dwelling Receptor</b>	<b>DR5</b>	Saredon Hill Farm off New Lane is located 210 metres south south west of the site and well screened with trees.	127m AOD
<b>Surface Water Receptor</b>	<b>SW1</b>	A small pond at the rear of Copeland House in Great Saredon 467 metres north east of the site, screened with trees.	130m AOD
<b>Surface Water Receptor</b>	<b>SW2</b>	A small pond off the end of Saredon Road at 220 metres north east with M6 between site and pond.	133m AOD
<b>Surface Water Receptor</b>	<b>SW3</b>	A pond located 476 metres south west of the site in the ground of Little Saredon Manor.	125m AOD
<b>Surface Water Receptor</b>	<b>SW4</b>	Pond at rear of Saredon Hill Farm Court 214 metres south west of the site well screened with trees.	128m AOD
<b>Surface Water Receptor</b>	<b>SW5</b>	A small pond to the west Saredon Hill Farm 320 metres south west of the site well screened with trees.	117m AOD
<b>Motorways</b>	<b>H1</b>	M6 and M6 Toll interchange running directly to north of the site in a cutting with the hard shoulder between 45 and	129m AOD

		60 metres from perimeter boundary	
<b>Minor roads</b>	<b>H2</b>	Great Saredon Road which is main access and egress road from site directly east of the boundary.	142m AOD
<b>Minor roads</b>	<b>H3</b>	Saredon Road is main road leading off Wolverhampton Road some 285 metres to the junction from the access to the site. Resurfaced road	136m AOD at junction falling away to 123mAOD
<b>Minor roads</b>	<b>H4</b>	Saredon Lane is 285 metres north of the site and passes through Great Saredon	120m AOD
<b>Minor roads</b>	<b>H5</b>	Windy Arbour Lane which runs off the Saredon Road is 385 north east of the site passing through D2	130m AOD
<b>Minor roads</b>	<b>H6</b>	Southern section of Windy Arbour Lane leading back to D3 passing under M6, 100 metres south of boundary	145m AOD
<b>Minor roads</b>	<b>H7</b>	New Lane leads from Little Saredon and is 373 metres south of the boundary	130m AOD at Little Saredon falling away to 112m AOD to the west
<b>Commercial Activity</b>	<b>IR1</b>	Industrial operations north of the boundary of the site at Sandyacres, with a residential property attached 221 metres north of the boundary.	113m AOD

<b>Operational landfill</b>	<b>LF1</b>	Saredon Hill Quarry landfill site Permit EPR/GB3632RR issued for inert waste in 2012. The site is worked for sand and gravel with restoration by inert landfill and also has a sand washing plant and inert recycling on site.	Base at 85m AOD
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The site is outside any source protection zone and is located on a principal aquifer with no superficial aquifer. The site is located within the Coven Groundwater Management Unit. The indicative flood plain map shows the site to not be within the floodplain.

The site has no recorded SSSI, RAMSAR, SAC or SPA designations within 2km of the site. There are six Sites of Biological Importance (SBI's) within 2km of the site. The nearest SBI's are Pennymore Hay Farm and Hatherton Bridge which are within 1km of the site.

A network of Public Rights of Way (PROW) are located within the vicinity of the site. PROW No.5 will be relocated as part of the landfill restoration.

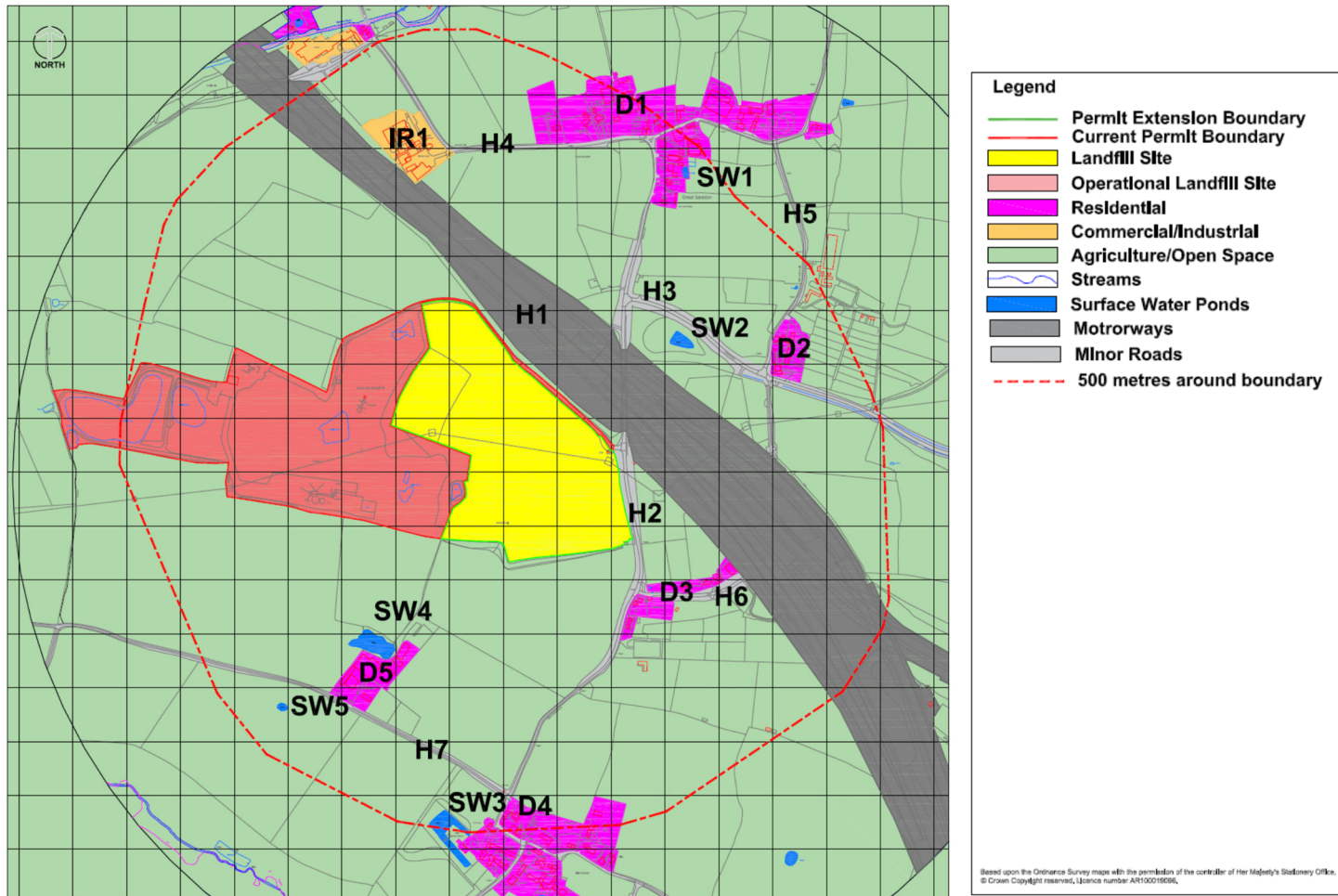
The main receptors that are at risk are the M6 and M6 Toll to the north and east, Sandy Ares and Saredon which are 300 metres from the site but have the wind from the M6 and M6 Toll which will dissipate any dust.

Saredon Hill Farm is to the east of the site. Little Saredon and Saredon Hill Farm are to the south and are well below the material recycling facility.

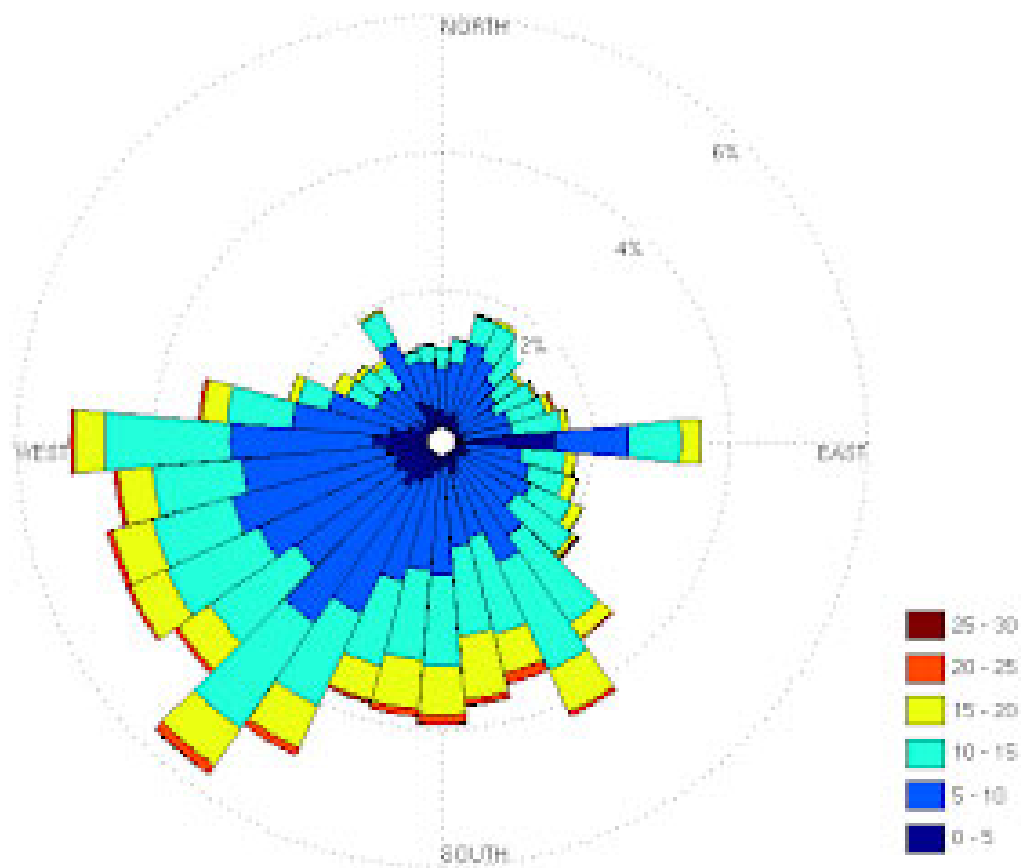
The site has never received any dust complaints from any of the sensitive receptors either to do with the material recycling facility, sand and gravel extraction of landfill.

The site has trees to the north and east that provide a wind break.





**Figure 1.1: Nearby Sensitive Receptors**



**Figure 1.2: Wind rose showing the average wind direction and strength at COSFORD**

**Table 1.1 Distances to Selected, Representative Sensitive Locations**

<b>Boundary</b>	<b>Closest property</b>	<b>Approximate distance to Saredon Hill Quarry site boundary (m)</b>
North	IR1 Industrial premises north of the site	221
North	D1 Residential Homes	338
North East	D2 Residential Homes	325
North	H1 M6	45-60

**Table 1.2 Sources of Dust and/or other Emissions**

<b>Company</b>	<b>Address</b>	<b>Type of Business</b>	<b>Distance from Saredon Hill Quarry site boundary (m)</b>
None	None	None	None

## **2. Operations at Saredon Hill Quarry**

### **2.1 Waste Deliveries to Saredon Hill Quarry**

Waste is delivered to site in lorries, mostly 15 tonne grab and 18-19 tonne tipper lorries. Most of the vehicles arriving on site are Euro5 and Euro 6. The loads are covered when coming on site.

All waste coming on site is inert. Inert waste that goes to landfill is clay and sub soils and brick and soil containing bricks are sent to the Material Recycling Facility.

All waste deliveries have either a Waste Transfer Note or are on a Season Ticket.

A copy is kept on site for all deliveries.

### **2.2 Overview of Waste Processing, Dust, and Other Emission Controls**

The inert physical treatment and transfer facility is to be operated in the area shown on ESSD C. The proposed operational area covers an area that has had a geological barrier put in and approved by the EA.

The pre-treatment of inert imported waste such as soils, excavations and construction and demolition wastes will be by crushing and screening, thus identifying inert waste as a resource and allowing for landfill diversion of some materials that would be better suited to other uses in the local environment and encourages recovery reuse and recycling and clearly is designed to move waste up the “waste hierarchy”. The site layout is presented on Drawing ESSD C.

#### Crushing

This is the process where material, when delivered to site, undergoes primary bulk reduction from a large mass to a usable size. This is done by means of a crusher (mobile plant) and a wash plant which gets its water from the the settlement lagoon at the side of the material recycling facility.

#### Screening

The basic principle of screening materials on site is to separate materials of pre-defined size groups, each group comprising particles which will pass through an aperture of a given size but will not pass through a small aperture. The results are normally expressed as “passing” and “retained on” and the purpose for which the material screened is utilised determines the performance criteria.

## Storage

Imported materials and excavated materials will be stored prior to processing in a reception pile and after treatment within the recycling areas as detailed on Drawing ESDD C.

The site area that is used for the material recycling is concreted. The site has a weighbridge, wheel wash and its own road sweeper that damp down the material recycling facility and the road of site and Great Saredon Road every day when it is not raining.



**Figure 2.1 Inert materials in the material recycling facility.**

All the plant is mobile but the agg wash plant is now in a position where it want move until the site is full.



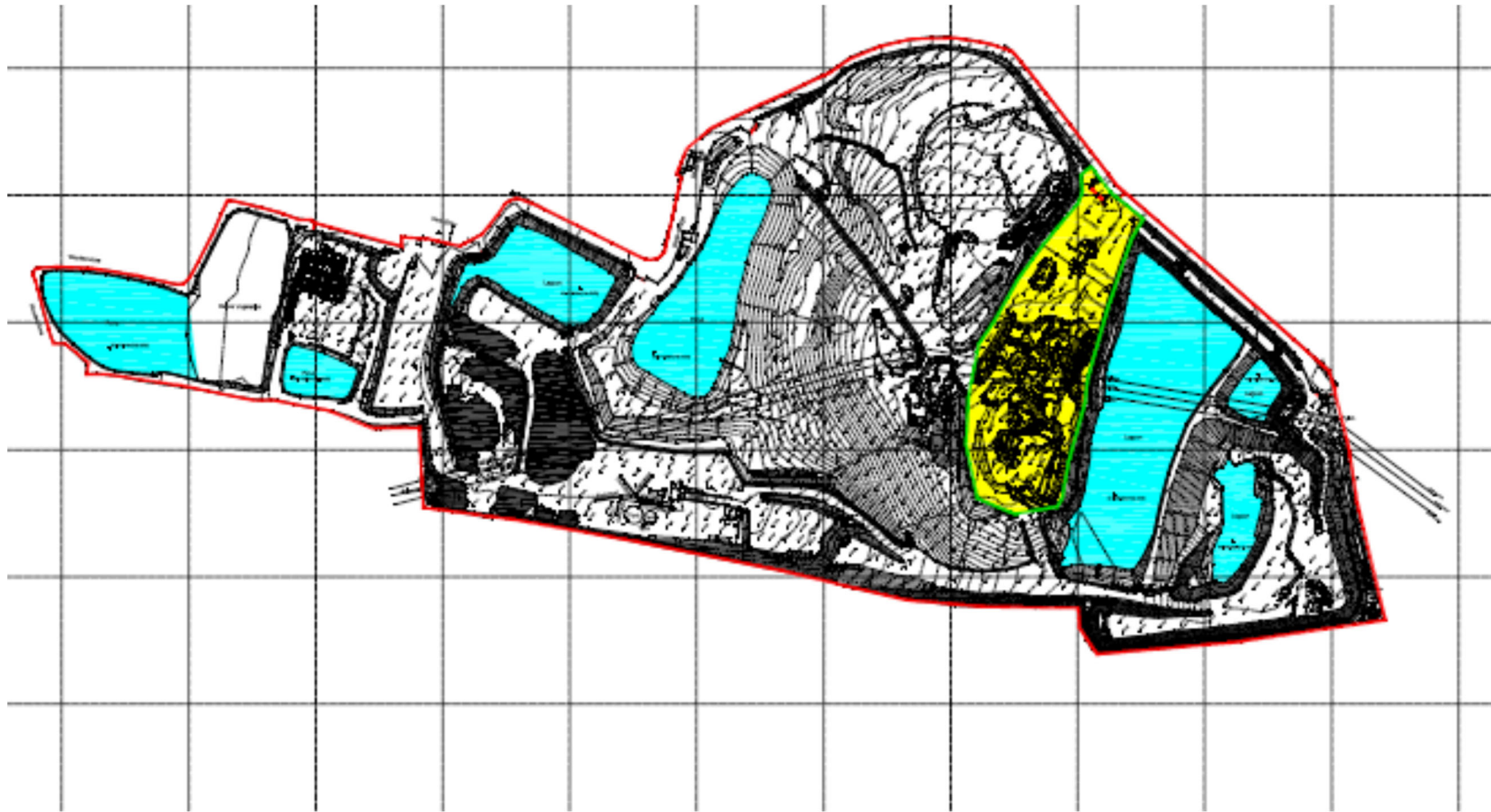
**Figure 2.2. Agg Wash Plant**



**Figure 2.3 Screener and Power for Agg Wash Plant**

**Table 2.1 Typical waste types brought to Saredon Hill Quarry**

European Waste Code(EWC)	Product Description	Tonnes/month	Process	
			Wash, Crushing and Screening	Storage
			Area	
LANDFILL				
17 05 04	SUB SOIL	50,000		
20 02 02	SUB SOIL	10,000		
RECYCLING				
17 05 04		25000	Wash,Crush	24000
17 01 01		5000	Wash,Crush	4000
17 01 02		5000	Wash,Crush	4000
17 01 07		5000	Wash,Crush	4000
19 12 12		5000	Wash,Crush	3500
20 02 02		5000	Wash,Crush	4000
<b>Total</b>		<b>110,000</b>		<b>43,500</b>



FCrusher figure 2.4: Site Layout Plan



Crushing and screening are done next to the stockpiles and soils and aggregates are put through the wash plant next to the site office for the material recycling facility.

Stocks of material once screened and washed are left in the stock mounds. When a material is to go off site once a HGV has had its load of material it goes down to the weighbridge and gets a Waste Transfer Note or season ticket before leaving site.

The area used for material recycling will be used until the landfill closes. The area is the first area on site and is where bricks, tiles, soils with stone etc are sent. This area allows for no double handling

The rest of the site is used for sand and gravel extraction followed by landfill of inert waste.

The material recycling area is at the top of hill and therefore dust is not considered an issue at any of the sites near to the site.

The crusher, screener and wash plant use water from the settlement lagoon next to the material recycling facility for use against dust. The wash plant uses the water in the crushing process.

### 2.3 Mobile Plant and Equipment.

Nitrogen Dioxide gas is a by-product of internal combustion engines and the site uses several items of plant with internal combustion engines. The following table lists the type, mobile and emission ratings for the mobile plant and equipment used on site:

Description	Make	Model	Emission Rating
Loading Shovel	Caterpillar	996G	Tier 3a
Generator for trommel	Cummins	C90D5	Tier 3b
Excavator	Caterpillar	930	Tier 3a
Screener	Cummins	C90D5	Tier 3b
Wash Plant	Cummins	2x C90D5	Tier 3b

The plant is owned by NRS Saredon Aggregates Ltd.

All plant is serviced every 250 hours on site and all replacements use Terrex parts.

### **3. Dust and Particulate (PM<sub>10</sub>) Management**

#### **3.1 Responsibility for Implementation of the DEMP**

The Site Manger is responsible for the DEMP and making sure it works. The Technical and Compliance Manager also knows the workings of the DEMP.

It is reviewed every two years or if there is a complaint about dust.

Staff on the material recycling facility have been given a talk on the DEMP by the site manager.

#### **3.2 Sources and Control of Fugitive Dust/Particulate Emissions**

##### Sources

- Vehicles entering and/or leaving the site with mud on wheels, and tracking dust on to or off the site can cause dust.
- Debris falling off lorries which arrive uncovered can cause dust.
- Vehicles and plant moving around the site kicking up dust
- Road vehicles tipping waste can cause dust
- Excavators/360s sorting waste can cause dust
- Plant sorting waste – wash plant, trommel, screeners can cause dust
- Plant treating waste –crushers, wash plant
- Waste dropping from conveyors on to surface can cause dust
- Waste stored on site can cause dust
- Site surfaces are concreted
- Loading waste materials back on to vehicles can cause dust.
- Particulate emissions from the exhaust of vehicles/plant/machinery on site can cause dust.
- Generators, plant and other non-road going mobile machinery.

Vehicles entering and leaving site use the wheel wash when there is no rain and a road sweeper covers the material recycling facility, site road and Great Saredon Road.

All vehicles coming on site have curtains that mean that no waste can get on the floor of the site road.

Vehicles and plant on site have to comply with the 10mph speed limit.

Excavators, dozers and ADT,s can cause localised dust.

Waste dropping from conveyors does not cause much dust on site and the aera is concreted.

Loading material into HGV.s can cause localised dust but this is no site.

Vehicle emissions from exhausts can cause dust but this is localised on site.

The wind rose for the area shows most of the wind goes to the north or east and the site has trees to the east and fields to the north before the M6 and M6 Toll which means that dust is never a problem.

Use table 3.2 below to list what control methods you will use at your site

**Table 3.1: Source-Pathway-Receptor Routes**

Source	Pathway	Receptor	Type of impact	Where relationship can be interrupted
Mud	tracking dust on wheels and vehicles, then mud dropping off wheels/vehicles when dry	Choose from table 1.1 above	Visual soiling, also consequent resuspension as airborne particulates	Remove mud before vehicles leave site. Long haul road ensures residual mud drops off before vehicle reaches public highway but there then is a need for a road sweeper to be on site every day
Debris	falling off lorries	Choose from table 1.1 above	Visual soiling, also consequent resuspension as airborne particulates	Cover lorries before leaving site. Long haul road ensures residual mud drops off before vehicle reaches public highway but there then is a need for a road sweeper to be on site every day
Tipping, storage and sorting of wastes in the open	Atmospheric dispersion	Choose from table 1.1 above	Visual soiling and airborne particulates	Minimise source strength by means of low drop heights, profiling and shielding of piles from wind whipping, positioning sources away from receptors. Also wetting of certain materials (not plasterboard)
Tipping, storage and sorting of waste inside buildings	Escape from buildings and subsequent atmospheric dispersion	Choose from table 1.1 above	Visual soiling and airborne particulates	Maximise containment, open doors only for entry of vehicles. Direct doors away from most sensitive receptors. Minimise source strength by misting/water/barrier techniques.
Vehicle exhaust emissions	Atmospheric dispersion	Choose from table 1.1 above	Airborne particulates	Regulatory controls and best-practice measures to minimise source strength
Non road going machinery exhaust emissions	Atmospheric dispersion	Choose from table 1.1 above	Airborne particulates	Regulatory controls and best-practice measures to minimise source strength

**Table 3.2: Measures that will be used on site to control dust/particulates (PM<sub>10</sub>) and other emissions**

Abatement Measure	Description / Effect	Overall consideration and implementation	Trigger for implementation
<b>Preventative Measures</b>			
Site / process layout in relation to receptors	Locating particulate emitting activities at a greater distance and downwind from receptors may reduce receptor exposure, provided that emissions from the source are not dispersed over significant distances.	Material Recycling Facility is off the road leading into site and next to the Silt Pond which is used for all plant used in the Material Recycling area	The material recycling will use this area until the landfill finishes. This area has the silt pond next to it that is used for water in the material recycling area.
Site speed limit, 'no idling' policy and minimisation of vehicle movements on site	Reducing vehicle movements and idling should reduce emissions from vehicles. Procurement policy to only purchase clean burn road vehicles and non-road going mobile machinery. Enforcement of a speed limit may reduce re-suspension of particulates by vehicle wheels.	Easy to implement as part of good practice. Should be identified clearly in the site management system and implemented as appropriate measures.	Speed limits on site are 10mph
Minimising drop heights for waste. / storage vessels.	Minimising the height at which waste is handled should reduce the distance over which debris, dust and particulates could be blown and dispersed by winds.	Relatively easy to implement at many sites. These steps should be identified clearly in the site management system and implemented as appropriate measures.	This is done by the plant on site with drop heights at or lower than 3 metres
Good house-keeping	Having a consistent, regular housekeeping regime that is supported by management, will ensure site is regularly checked and issues remedied to prevent and remove dust and particulate build up.	Easy to implement and requires minimal equipment. Encourages a sense of pride and satisfaction amongst the staff which promotes vigilance and a positive culture.	This is done all time on site Are there any limitations to this abatement measure?

Abatement Measure	Description / Effect	Overall consideration and implementation	Trigger for implementation
		Staff should target the areas not caught by the road sweeper and other cleaning apparatus.	
Sheeting of vehicles	Prevents the escape of debris, dust and particulates from vehicles as they travel.	Relatively easy to implement at many sites. Should be identified clearly in the site management system and implemented as appropriate measures.	All vehicles entering and leaving site have sheeting
Ceasing operation during high winds and/or prevailing wind direction	Mobilisation of dust and particulates is likely to be greater during periods of strong winds and hence ceasing operation at these times may reduce peak pollution events.	Likely to reduce dust and particulate emissions, however, not a long-term solution. Procedures should be in place to identify when operations will cease.	This happens when there is strong winds
Installed wheel wash	Provides a high pressure wash of vehicle wheels and lower parts (including under body) using a series of jet sprays. More effective if vehicles drive through the wheel wash slowly in order that there is sufficient time for dirt to be removed.	Proven results where wheel wash is well designed and vehicles drive through slowly on entry and exit. document too along with contingency plans for downtime or breakdown.	The wheel wash has been in since the site started as a landfill
Easy to clean concrete impermeable surfaces	Creating an easy to clean impermeable surface, using materials such as concrete as opposed to unmade (rocky or muddy) ground within the site and on site haul roads.	Considered good overall based on dust and particulate reduction but potentially costly and disruptive to retrofit. For sites that have concrete surfaces ensure there are maintenance and cleaning procedures in the	The material recycling area is concreted

Abatement Measure	Description / Effect	Overall consideration and implementation	Trigger for implementation
	This should reduce the amount of dust and particulate generated at ground level by vehicles and site activities.	management system and they are implemented.	
<b>Remedial Measures</b>			
On-site sweeping	<p>Sweeping could be effective in managing larger debris, dust and particulates but may also cause the mobilisation of smaller particles.</p> <p>Road sweeping vehicles damp down dust and particulates whilst brushing and collecting dust and particulates from the road surface, particularly at the kerbside.</p> <p>This may generate dust and particulate movement that may become a Health and Safety issue if the filters and spray bars on the sweepers are not maintained.</p>	<p>Easy to apply but less effective than other measures.</p> <p>Should be covered in the management system and procedures and implemented thoroughly.</p>	Road sweeper is used on site in the material recycling area, site roads and Greatv Saredon Road
Water suppression with mist sprays	Installation of mist sprays on crusher and wash plant	Very effective at controlling point source emissions of dust and particulates. Can be installed to conveyors and areas where waste is dropped. 'Halo' rings can be fitted to conveyor drops on concrete crushers and screeners to minimise dispersion.	On site

Abatement Measure	Description / Effect	Overall consideration and implementation	Trigger for implementation
		<p>Uses less water than water bowser</p> <p>Maintenance should be covered in the management system and procedures.</p>	
Water suppression with bowser	Using bowsers is a quick method of damping down large areas of the site with large water jets. This method could also be used on easy-to-clean, impermeable concrete surfaces.	<p>Very effective at dampening down haul roads and large surface areas. Can also come with hose attachments and other attachments to increase its versatility.</p> <p>Maintenance should be covered in the management system and procedures.</p>	Site water bowser



The table above is an exercise to make the connection between the pathway and receptor and source.

### **3.3 Other considerations**

#### Water usage/ availability:

The site gets water for the road sweeper, water bowser, wash plant, crusher and screener from the Silt Pond

#### In the event of a drought:

You are still required to abate fugitive emissions and not cause pollution, and those sites that rely heavily on water will be required to stop operating in those circumstances unless other means can be used, so as to not cause pollution.

In the event of a drought the site has the ability to get water from the lake next to the offices and from a borehole.

### **3.4 Enclosure of Waste Processing & Storage Areas**

The material going for crushing and the wash plant is outside and so are the waste products produced.

### **3.5 Visual Dust Monitoring**

On the basis of past experience at similar types of site, the nature of wastes anticipated to be delivered and the disposition of the site itself with respect to sensitive receptors, no particular measures are to be deployed for the routine monitoring of particulate matter emissions to atmosphere.

Nevertheless, the Company expects and requires its management, staff and site operatives to be vigilant in visually monitoring for and assessing the potential of off-site nuisance of particulate emissions and to take appropriate remedial and corrective action without unjustifiable delay. Such visual assessment for dust/particulates is to be undertaken at least on a working daily basis.

All such assessments and instances of remedial and corrective action are to be recorded in writing in the site diary.

Small particles like PM10 and PM2.5 affect human health but they are not visible by the naked eye so if you see dust this will include an element of PM2.5 and PM10. It also means that if you don't see dust, there still might be high levels of PM10.

Dust assessments will be carried out by the Site Manager if required.

## **4. Particulate Matter Monitoring**

The site is not in an Air Quality Management Area.

### **4.1 Monitoring Location**

None

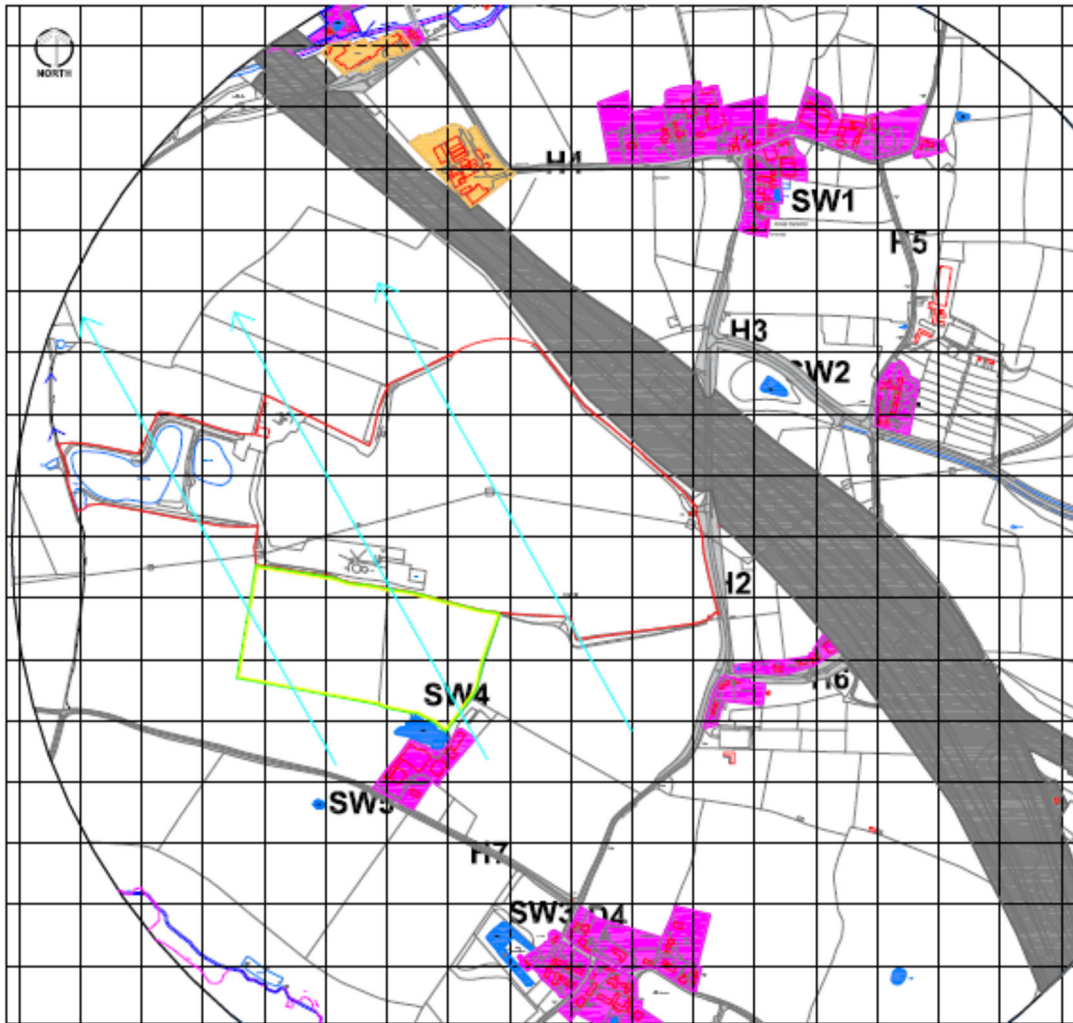
### **4.2 Quality Assurance/Quality Control and Record Keeping**

Details of any dust monitoring will be kept on site.

### **4.3 Reporting of Data**

Provide information to the Environment Agency when there is a dust complaint.

Figure 4.1 Location of PM monitoring equipment at Saredon Quarry



## 5. Actions when public states that their house is affected by dust from site.

The following actions are taken:

1. The Site Foreman assesses yard activities and the nature of the waste handling and deliveries immediately prior to the house saying dust from site is at house, to work out what has caused the alarm to be activated.
2. If the source cannot be ascertained with 100% confidence, the Site Foreman on duty suspends the **likely** dust/particulate generating activities, i.e. wash plant or crusher or both stopped.
3. If the source is within the site's control, the Site Foreman on duty takes appropriate action in terms of dust/particulate abatement, to ensure that the alarm is not re-activated. This may take the form of the following;
  - (a) Investigating the source of the dust/particulates to prevent a re-occurrence.
  - (b) Suspending operations which are not being conducted using best-practice controls as set out in Table 3.1.
  - (c) Additional use of the dust abatement measures.
  - (d) Logging findings of a – c in the site diary, and also in the reporting template within the relevant appendix of the Environmental Permit.

In all cases, any new "lessons learnt" from the Site Foreman's investigations are considered by the company directors and implemented into dust & particulate emission management plan (if not already included), to prevent a re-occurrence of the alarm.

## **6. Reporting and Complaints Response**

The site will respond to dust complaints using Appendix A.

Include a deadline of when you will complete an investigation into a complaint.  
2 working days to respond to complaint.

### **6.1 Engagement with the Community**

The site has periodic reviews of the planning permission and permit with the community at Site Liaison Meetings

### **6.2 Reporting of Complaints**

The site will use Appendix 1 form for any dust complaint and this will be sent to the Environment Agency.

### **6.3 Management Responsibilities**

Any complaints received about dust will be acted on by the Site Manager or Technical and Compliance Manager.

The site location and contact numbers have been sent to local residents so that any dust complaints can be dealt with quickly.

### **6.4 Summary**

The DEMP is to be used for the Material Recycling Facility for the ingress and exit of lorries, wash plant, crusher and screen and the waste brought to the site and the waste going out and material that is inert and has to go to landfill.

In the event of failures that seen by anybody in the Material Recycling Facility or the site manager the site will exercise its powers to get any works done as soon as possible.

If a complaint is received from one of the neighbours Appendix A will be used.

The site will have a new DEMP every two years or after a complaint about dust or if the site management think that a new DEMP should be produced.

## APPENDICES

## Appendix A - Dust Complaint Form

Customer Details	
<b>Customer Name -</b>	
<b>Address -</b>	
<b>Postcode -</b>	
<b>Customer Contact Details -</b>	
<b>Tel -</b>	
<b>Email -</b>	
<b>Date -</b>	
<b>Complaint Ref Number -</b>	
<b>Complaint Details -</b>	
Investigation Details	
<b>Investigation carried out by -</b>	
<b>Position -</b>	
<b>Date &amp; time investigation carried out -</b>	
<b>Weather conditions -</b>	
<b>Wind direction and speed -</b>	
<b>Investigation findings -</b>	
<b>Feedback given to Environment Agency and/or local authority -</b>	
<b>Date feedback given -</b>	
<b>Feedback given to public -</b>	
<b>Date feedback given -</b>	
Review and Improve	
<b>Improvements needed to prevent a reoccurrence -</b>	
<b>Proposed date for completion of the improvements -</b>	
<b>Actual date for completion -</b>	
<b>If different insert reason for delay -</b>	
<b>Does the dust management plan need to be updated -</b>	
<b>Date that the dust management plan was updated -</b>	
Closure	
<b>Site manager review date</b>	
<b>Site manage signature to confirm no further action required</b>	

