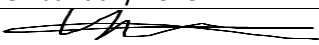




## Noise Management Plan

Report compiled by:	Gareth Danter-Hill	Environmental Focus Ltd
Customer:		S L Recycling Ltd
Requirement:	NMP	Variation application
Date of Submission:	13 <sup>th</sup> January 2023	
Signature:		Gareth Danter-Hill
Version number and date:	V1	4 <sup>th</sup> January 2023
	V2	06 <sup>th</sup> April 2023



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## 1. INTRODUCTION

### 1.1 BACKGROUND AND CONTEXT

- 1.1.1 Environmental Focus Ltd has been commissioned by SL Recycling Ltd. (***the Operator***) to prepare a Noise Management Plan (NMP) to support an application to vary a Standard Rules Permit (Ref: EPR/BB3299FN) to a bespoke permit at Unit 1, Pontyfelin Industrial Estate, New Inn, Pontypool, Torfaen, NP4 0DQ (***the Site***).
- 1.1.2 The requirement for a NMP is due to the Site being located within close proximity to residential properties that have been identified within the submitted Noise Impact assessment (produced by Hunter Acoustics Ltd) as being subject to impacts of noise to varying levels. The measures within this report therefore are aimed to counteract the impacts noted and to reduce noise levels leaving the site. Reference should be made to the Diagram below for location and context.
- 1.1.3 Currently, the facility operates in line with activities specified in SR2008 No 3 (household, commercial and industrial waste transfer station with treatment) and SR2012 No 14 (metal recycling, vehicle storage, depollution and dismantling (authorised treatment) facility. As the Operator intends to accept greater quantities of waste wood for recovery, and, in view that the Site does not comply with the appropriate Standard Rules to allow for this activity (SR2011 No.4 Treatment of Waste Wood for Recovery), it is a prerequisite that a Tier 3 Bespoke Permit is applied for.
- 1.1.4 This NMP has been prepared in accordance with the published guidance 'Noise and vibration management: environmental permits'. The submitted NIA provides an assessment of the production of noise emissions relating to waste handling operations on the Site and aims to identify potential sources, the associated potential impacts along with detailed measures to be implemented at the Site to mitigate against the impacts.

### 1.2 THE SITE

- 1.2.1 Located on the perimeter of an industrial estate within the village of New Inn, the Site lies c.3km directly south-east of the town of Pontypool, Torfaen in South Wales. To the east and west of the Site, the land is largely occupied by residential properties with intervening belts of trees and fields. Beyond these in the wider landscape, the land-use is dominated by rural pastures and agricultural land.
- 1.2.2 Along the southern boundary and orientated parallel to the west of the Site is the A4042. A railway line is further to the west running in a north to south direction. A SINC is adjacent to the eastern perimeter of the Site.
- 1.2.3 The entire surface of the Site comprises of impermeable, intact concrete therefore they are not permeable. Encompassing the entire boundary of the Site are a belt of trees, hedgerows and wire fencing at 2m high. Additionally, there are 2.2m high noise barriers located along the north-eastern and north-western boundary and micro-netting at 2.3m

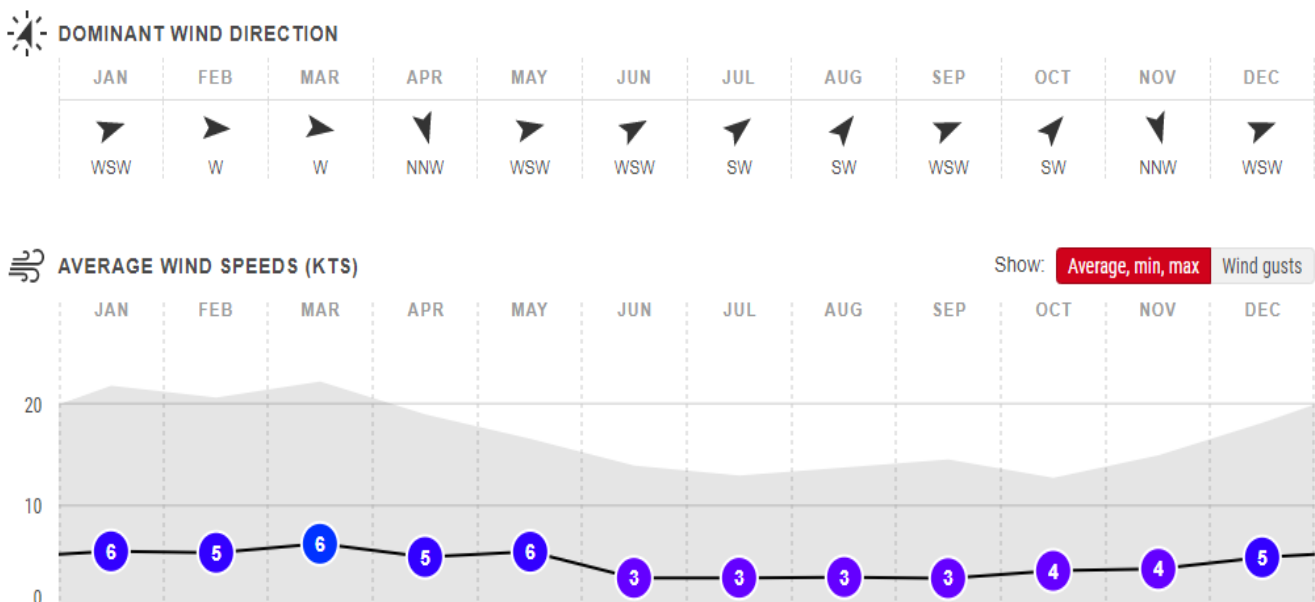
high around the south-eastern boundary. For the site layout see the attached site plan.

### 1.3 METEOROLOGICAL CONDITIONS

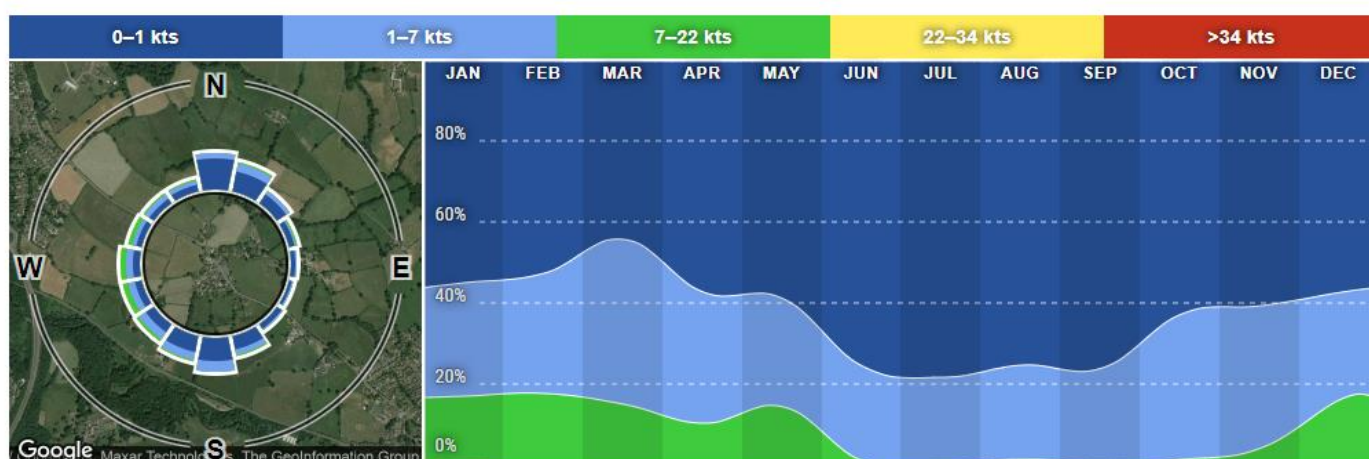
1.3.1 The prevailing wind direction across all of Wales is accepted and widely known as being from the West to South-West with only slight regional variations between them. The closest weather station with available long-term data is based nearby in Llanfrechfa, (c. 5km south-southeast of the Site). The data shows that between April 2012 and September 2020 the prevailing winds are variable, however, they originate predominantly from the west-south-west with an average speed of 4 knots. The rose diagram below conducive of this showing the wind strength distribution and direction being chiefly from the W-S-W. This information is to be used a guide only and gives evidence that the wind direction is the same across the wider area as the nationally accepted prevailing direction.

1.3.2 Data obtained from <https://www.windfinder.com/windstatistics/llanfrechfa>

#### Average Prevailing Wind Direction and Speed



**Rose Diagram showing Wind Strength Distribution and Direction**

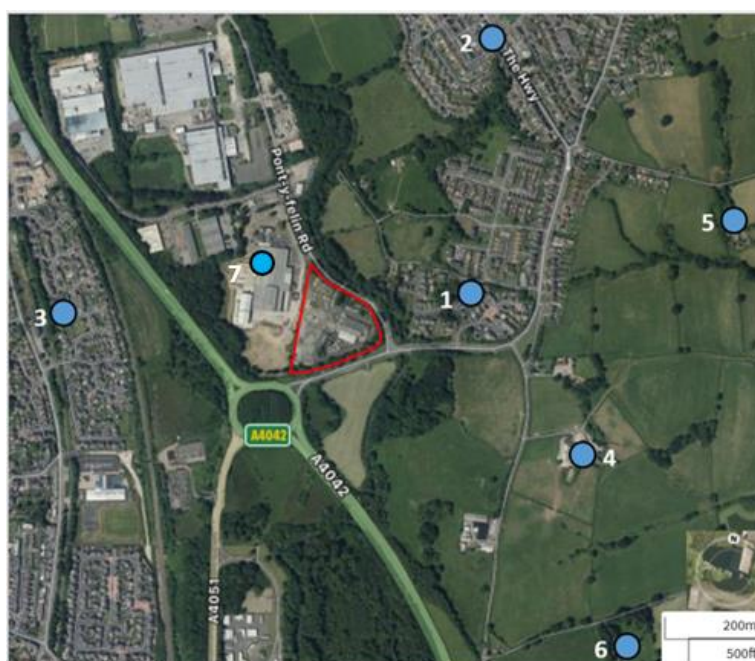


## 1.4 SENSITIVE RECEPTORS

- 1.4.1 A review of potentially sensitive receptors within a 1km radius of the Site has been undertaken. The focus was on residential areas where permanent occupation is likely and therefore any impacts from normal operations would be most prevalent. Residential property areas are shown in the diagram below and also included are businesses on the nearby industrial estate as these are also more likely to be impacted by noise being created by site.
- 1.4.2 In terms of predicted exposure risk, levels have been determined via a measured programme of noise monitoring submitted in the NIA. Beyond the closest receptors, a qualitative assessment which evaluates the likelihood of exposure to noise based on the receptors' proximity to the Site and the location of the receptors regarding the prevailing wind direction, shown in the schematic above.
- 1.4.3 A summary of the identified potentially sensitive receptors along with the overall exposure levels and principal receptor features has been tabulated below. For each receptor within the categories the determination of the overall risk classification has been based on the dominant risk level.
- 1.4.4 Within a 1km radius of the Site, no protected sites such as SSSI's, SAC, SPA or RAMSAR have been identified. There is however a non-statutory site, a SINCR, designated by Torfaen County Borough. This is unlikely to be impacted by site activities and noise created due to the mitigation measures adopted and listed below.

### Approximate distances and direction to receptor locations

Location in relation to the Site	Reference Point	Approx. Min/Max Distance(m) from Site Boundary	Overall Exposure Levels
NW	Residential Housing Estate around Pont-y-felin Lane & Coed-y-felin, Lower New Inn (1)	60-470	High-Medium
NE	Residential Housing Estate around the Highway (2)	405-1000	Medium-Low
W	Residential Housing Estate adjacent to the railway track (3)	320-1000	Medium-Low
SE	Ty-Coch Farm (4)	405	Medium
E-NE	Church Farm (5)	705	Low
SE	Ty-Cadno Farm (6)	720	Low
N-NW	Pontyfelin Industrial Estate (7)	0-575	High-Medium



- 1.4.5 Other sources of aerial emissions that could be noise creating, have been identified in this review and are considered in context within the local area and industrial estates. Contributing factors include any industry or transportation type that may generate noise and to a lesser extent vibration from their operational processes within a 1km radius of the Site.

### Other potential noise emitting operators

Company	Address	Type of Business	Distance from site boundary (m)
Morgans of Usk Ltd	Pontyfelin Industrial Estate	Industrial	Adjacent
Shogan Welding	Pontyfelin Industrial Estate	Industrial	155
Maben	Pontyfelin Industrial Estate	Vehicle Hire	365
Lloyd Fraser	Pontyfelin Industrial Estate	Trucking Company	250
ZF	Pontyfelin Industrial Estate	Car Body Parts Supplier	230

## 2 MANAGEMENT AND STORAGE OF WASTE

### 2.1 WASTE DELIVERIES-GENERIC PROCEDURES

- 2.1.1 All vehicles delivering wastes to the Site stop at the weighbridge and are weighed. Weighbridge staff are suitably trained and follow documented procedures. The weighbridge operator examines waste descriptions at the weighbridge and the information is checked against the six figure European Waste Catalogue Code(s) and other details on the Waste Transfer Note or Season Ticket and against the waste types permitted by the Environmental Permit.
- 2.1.2 A banksman instructs the drivers to reverse into the appropriate bay within the waste transfer station building or to the appropriate scrap metal, vehicle storage, depollution and dismantling area or wood storage area as appropriate, for off-loading according to the type of waste being delivered to ensure materials are stored and processed separately. This helps to ensure the cleanliness of recyclable materials is maintained and materials are correctly stored and handled.
- 2.1.3 A visual inspection of the contents of all waste loads, including those received in enclosed containers, is made during deposit.
- 2.1.4 Any discrepancies found as a result of the checks detailed above results in the vehicle being detained whilst some, or all, of the following supplementary management decisions are taken:
- Referral to a Technically Competent Person (TCP) on site;
  - Referral to the waste producer to confirm the nature of the waste load;
  - Referral to the waste carrier's base;

- Referral to National Resources Wales;
- Redirection of delivery vehicle off Site, to a suitably authorised facility; and
- If the waste has been discharged on the floor of the building or external storage area, removal of the waste to the secure quarantine area, prior to off-Site removal either to the waste producer or suitably authorised facility.

- 2.1.5 Waste will not be accepted if for any reason there is insufficient storage capacity available or if the Site is inadequately manned. This is to ensure that all waste is managed effectively to prevent pollution or loss of amenity.
- 2.1.6 All outgoing wastes for disposal have the relevant Waste Transfer Notes.
- 2.1.7 Records of all incoming waste loads are kept on Site or in a secure off-Site location in accordance with Duty of Care and requirements of the Environmental Permit. Full details are included in the Environmental Management System (EMS).
- 2.1.8 As part of the Waste Acceptance Procedures for the Site, waste producers are required to provide details of any precautions that should be taken at the Site to control emissions. A review has been carried out for each waste type with regards to the risk of generating excessive noise emissions that could leave the site boundary. They are categorised below as either having the potential to create excessive noise, or not.
- 2.1.9 The wastes that are classed as metals are the most likely cause noise through various processes across the site from storage to treatment and loading for incoming and outgoing wastes. The stages of waste treatment and the risk associated with each one is listed and tabulated separately.
- 2.1.10 Permitted wastes are shown below.

### Waste Streams Accepted at the Site

#### **1 Waste Acceptance for Household, Commercial and Industrial Waste Transfer Station with Treatment.**

Waste Code	Description	Noise Risk?
<b>02</b>	<b>Wastes from agriculture, horticulture, aquaculture, forestry, hunting and fishing, food preparation and processing</b>	
<b>02 01</b>	<b>Wastes from agriculture, horticulture, aquaculture, forestry, hunting and fishing</b>	
02 01 10	waste metal	Yes
<b>10</b>	<b>Wastes from thermal processes</b>	
<b>10 12</b>	<b>Wastes from manufacture of ceramic goods, bricks, tiles and construction products</b>	
10 12 08	Waste ceramics, bricks, tiles and construction products (after thermal processing)	No
<b>10 13</b>	<b>Wastes from manufacture of cement, lime and plaster and articles and products made from them</b>	



Waste Code	Description	Noise Risk?
10 13 14	Waste concrete only	No
<b>12</b>	<b>Wastes from shaping and physical and mechanical surface treatment of metals and plastics</b>	
<b>12 01</b>	<b>wastes from shaping and physical and mechanical surface treatment of metals and plastics</b>	
12 01 01	ferrous metal filings and turnings	No
12 01 03	non-ferrous metal filings and turnings	No
12 01 17	waste blasting material other than those mentioned in 12 01 16	No
<b>15</b>	<b>Waste packaging</b>	
<b>15 01</b>	<b>Packaging (including separately collected municipal packaging waste)</b>	
15 01 01	paper and cardboard packaging	No
15 01 02	Plastic packaging	No
15 01 03	Wooden packaging	No
15 01 04	Metallic packaging	Yes
15 01 05	Composite packaging	No
15 01 06	Mixed packaging	No
15 01 07	Glass packaging - Clean glass only	Yes
<b>16</b>	<b>Wastes not otherwise specified in the list</b>	
16 01	end-of-life vehicles from different means of transport [including off-road machinery] and wastes from dismantling of end-of-life vehicles and vehicle maintenance (except 13,14, 16 06 and 16 08)	
16 01 03	end-of-life tyres	No
<b>16 02</b>	<b>wastes from electrical and electronic equipment</b>	
16 02 14	discarded equipment other than those mentioned in 16 02 09 to 16 02 13	No
<b>16 03</b>	<b>off-specification batches and unused products</b>	
16 03 04	inorganic wastes other than those mentioned in 16 03 03	No
16 03 06	organic wastes other than those mentioned in 16 03 05	No
<b>16 06</b>	<b>batteries and accumulators</b>	
16 06 05	other batteries and accumulators	No
<b>17</b>	<b>Construction and demolition wastes (including excavated soil from contaminated sites)</b>	
<b>17 01</b>	<b>Concrete, bricks, tiles and ceramics</b>	
17 01 01	concrete	No
17 01 02	Bricks	No
17 01 03	Tiles and ceramics	No
17 01 07	Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06	No
<b>17 02</b>	<b>Wood, glass and plastic</b>	
17 02 01	Wood	No
17 02 02	Clean glass only	No

Waste Code	Description	Noise Risk?
17 02 03	Plastic	No
<b>17 04</b>	<b>metals (including their alloys)</b>	
17 04 01	Copper, bronze, brass	Yes
17 04 02	Aluminium	Yes
17 04 03	Lead	No
17 04 04	Zinc	No
17 04 05	Iron and steel	Yes
17 04 06	Tin	Yes
17 04 07	Mixed metals	Yes
17 04 11	Cables other than those mentioned in 17 04 10	No
<b>17 08</b>	<b>Gypsum based construction material</b>	
17 08 02	Gypsum only other than that mentioned in 17 08 01	No
<b>17 09</b>	<b>other construction and demolition wastes</b>	
17 09 04	mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03	No
<b>19</b>	<b>Wastes from waste management facilities, off-site waste water treatment plants and preparation of water intended for human consumption/industrial use</b>	
<b>19 01</b>	<b>wastes from incineration or pyrolysis of waste</b>	
19 01 02	ferrous materials removed from bottom ash	No
<b>19 12</b>	<b>Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified</b>	
19 12 01	Paper and cardboard	No
19 12 02	Ferrous metal	Yes
19 12 03	Non-ferrous metal	Yes
19 12 04	Plastic and rubber	No
19 12 05	Glass	Yes
19 12 07	Wood other than that mentioned in 19 12 06	No
<b>20</b>	<b>Municipal wastes (household waste and similar commercial, industrial</b>	
<b>20 01</b>	<b>Separately collected fractions</b>	
20 01 01	Paper and cardboard	No
20 01 02	Clean glass only	Yes
20 01 36	discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35	No
20 01 38	wood other than that mentioned in 20 01 37	No
20 01 39	Plastics	No
20 01 40	Metals	Yes
<b>20 03</b>	<b>Other municipal wastes</b>	
20 03 01	Mixed municipal waste	No
20 03 07	Bulky waste	No

**2 Waste Acceptance for Metal Recycling, Vehicle Storage, Depollution and Dismantling (authorised treatment) Facility.**

Waste Code	Description	Noise Risk?
<b>01</b>	<b>Waste resulting from exploration, mining, quarrying and physical and chemical treatment of minerals</b>	
<b>01 01</b>	<i>Wastes from mineral excavation</i>	
01 01 01	<i>wastes from mineral metalliferous excavation</i>	No
01 01 02	<i>wastes from mineral non-metalliferous excavation</i>	No
<b>01 03</b>	<i>wastes from physical and chemical processing of metalliferous minerals</i>	
01 03 06	<i>tailings other than those mentioned in 01 03 04 and 01 03 05</i>	No
<b>02</b>	<b>Wastes from agriculture, horticulture, aquaculture, forestry, hunting and fishing, food preparation and processing</b>	
<b>02 01</b>	<i>wastes from agriculture, horticulture, aquaculture, forestry, hunting and fishing</i>	
02 01 10	<i>waste metal</i>	Yes
<b>10</b>	<b>Wastes from thermal processes</b>	
<b>10 02</b>	<i>Wastes from the iron and steel industry</i>	
10 02 01	<i>Wastes from the processing of slag</i>	No
10 02 02	<i>Unprocessed slag</i>	No
10 02 08	<i>Solid wastes from gas treatment other than those mentioned in 10 02 07</i>	No
10 02 10	<i>Mill scales</i>	No
<b>10 03</b>	<i>Wastes from aluminium thermal metallurgy</i>	
10 03 02	<i>Anode scraps</i>	No
10 03 05	<i>Waste alumina</i>	No
10 03 16	<i>Skimmings other than those mentioned in 10 03 15</i>	No
10 03 18	<i>Carbon-containing wastes from anode manufacture other than those mentioned in 10 03 17</i>	No
<b>10 10</b>	<i>wastes from casting of non-ferrous pieces</i>	
10 10 06	<i>casting cores and moulds which have not undergone pouring other than those mentioned in 10 10 05</i>	No
10 10 08	<i>casting cores and moulds which have undergone pouring other than those mentioned in 10 10 07</i>	No
<b>11</b>	<b>Wastes from chemical surface treatment and coating of metals and other materials; non-ferrous hydro metallurgy</b>	
<b>11 02</b>	<i>wastes from non-ferrous hydrometallurgical processes</i>	
11 02 03	<i>wastes from the production of anodes for aqueous electrolytical processes</i>	No
11 02 06	<i>wastes from copper hydrometallurgical processes other than those mentioned in 11 02 05</i>	No
<b>11 05</b>	<i>wastes from hot galvanising processes</i>	
11 05 01	<i>hard zinc</i>	Yes

Waste Code	Description	Noise Risk?
<b>12</b>	<b>Wastes from shaping and physical and mechanical surface treatment of metals and plastics</b>	
<b>12 01</b>	wastes from shaping and physical and mechanical surface treatment of metals and plastics	
12 01 01	ferrous metal filings and turnings	No
12 01 03	non-ferrous metal filings and turnings	No
<b>15</b>	<b>Waste packaging, absorbents, filter materials, wiping cloths and protective clothing not otherwise specified</b>	
<b>15 01</b>	Packaging (including separately collected municipal packaging waste)	
15 01 04	metallic packaging	Yes
<b>16</b>	<b>Wastes not otherwise specified in the list</b>	
<b>16 01</b>	end-of-life vehicles from different means of transport [including off-road machinery] and wastes from dismantling of end-of-life vehicles and vehicle maintenance (except 13,14, 16 06 and 16 08)	
16 01 17	ferrous metal	Yes
16 01 18	non-ferrous metal	Yes
16 01 22	discarded components not otherwise specified	No
<b>16 06</b>	<b>batteries and accumulators</b>	
16 06 01*	lead batteries	No
<b>17</b>	<b>Construction and demolition wastes (including excavated soil from contaminated sites)</b>	
<b>17 04</b>	metals (including their alloys)	
17 04 01	copper, bronze, brass	Yes
17 04 02	Aluminium	Yes
17 04 03	Lead	No
17 04 04	Zinc	No
17 04 05	iron and steel	Yes
17 04 06	Tin	Yes
17 04 07	mixed metals	Yes
17 04 11	cables other than those mentioned in 17 04 10	No
<b>19</b>	<b>Wastes from waste management facilities, off-site waste water treatment plants and the preparation of water intended for human consumption and water for industrial use</b>	
<b>19 01</b>	wastes from incineration or pyrolysis of waste	
19 01 02	ferrous metals removed from bottom ash	No
<b>19 10</b>	<b>wastes from shredding of metal-containing wastes</b>	
19 10 01	iron and steel waste	Yes
19 10 02	non-ferrous waste	Yes
<b>19 12</b>	wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified	
19 12 02	ferrous metal	Yes
19 12 03	non-ferrous metal	Yes

Waste Code	Description	Noise Risk?
<b>20</b>	<b>Municipal wastes (household waste and similar commercial, industrial and institutional wastes) including separately collected fractions</b>	
<b>20 01</b>	separately collected fractions (except 15 01)	
20 01 33*	lead batteries	No
20 01 40	Metals	Yes

### **3 Waste Acceptance for Treatment of Wood Waste for Recovery.**

Waste Code	Description	Noise Risk?
<b>15</b>	<b>Waste packaging</b>	
<b>15 01</b>	<b>Packaging (including separately collected municipal packaging waste)</b>	
15 01 03	Wooden packaging	No
<b>17</b>	<b>Construction and demolition wastes (including excavated soil from contaminated sites)</b>	
<b>17 02</b>	<b>Wood, glass and plastic</b>	
17 02 01	Wood	No
<b>17 09</b>	<b>other construction and demolition wastes</b>	
17 09 04	mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03	No
<b>19</b>	<b>Wastes from waste management facilities, off-site waste water treatment plants and preparation of water intended for human consumption/industrial use</b>	
<b>19 12</b>	<b>Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified</b>	
19 12 07	Wood other than that mentioned in 19 12 06	No
<b>20</b>	<b>Municipal wastes (household waste and similar commercial, industrial</b>	
<b>20 01</b>	<b>Separately collected fractions</b>	
20 01 38	wood other than that mentioned in 20 01 37	No

[3.1.12.1.11](#) The table below identifies all the treatment processes that are to be undertaken at the site. Each stage of the process has been identified and a subsequent risk rating has been applied for each stage. An overall rating has been given for the waste treatment sector of the site (without mitigation). For all medium and high rated processes, the mitigation measures detailed in this plan will be initiated to lessen the risk of noise emissions leaving site or being created in the first instance. There will be different levels of mitigation required depending on the level of potential (or actual) noise creation.

[3.1.22.1.12](#) Waste reception/export factor in the loading and unloading of transport vehicles, the treatment processes take account the internal movements of waste, to get to the area of plant required for treatment if required (for example, the movement of waste from the depollution bay to the plant for baling).

**Table showing the individual treatment processes and risk rating for dust creation**

Treatment	Treatment stage	Risk for each stage	Overall Noise risk
General waste	Reception, separation, storage, export	Low, Low, Low, Low	Low
ELV	Reception, depollution, baling	Low, Low, Med	Low
Wood	Reception, storage, export	Low, Low, Low	Low
Metal	Reception, treatment, storage, export	Med, High, Med, Med-High	Medium-High
Inert	Reception, storage, export	Low, Low, Med	Low

## **43 OVERVIEW OF WASTE PROCESSING AND CONTROL MEASURES**

### **4.13.1 WASTE TRANSFER STATION ENCLOSURE**

**4.1.13.1.1** The current proposal is that the mixed waste transfer station accepts up to 50,000 tonnes of non-hazardous household commercial and industrial waste per annum (including wood and inert) and the metal recycling and vehicle storage, depollution and dismantling facility a further 60,000 tonnes of waste metal (less than 10,000 tonnes of this per year will be waste motor vehicles). Waste arises predominantly from the local area and are delivered by HGVs and vans.

**4.1.23.1.2** The mixed waste transfer station building comprises of a reception area for material processing and a storage pile for material awaiting export from site. The waste is tipped within the building at the front, where an operative manually picks selected waste materials from the individual loads (wood, metal and cardboard only). Once picked, the materials are taken to the relevant storage piles across the site for the individual material types (shown on the site plan). The remaining waste is pushed by front loading shovel to the rear of the enclosure and added to mixed waste storage pile (shown on the site plan).

**4.1.33.1.3** Externally there are separate locations for wood and metals, where the cardboard has its own sealed skip. The maximum likely storage is two days of waste. For mixed material brought to the Site there is the capability for up to 60 tonnes/day to be processed with up to 40 tonnes/day to be disposed as waste at an appropriate authorised site.

**4.1.43.1.4** The waste reception area is constructed by using fireproof, floor to ceiling walls and

maintains the separation gaps outlined within the submitted FPMP to waste facing piles.

[4.1.53.1.5](#) Waste delivery vehicles are directed to reverse into the appropriate area at the front of the enclosure to allow for most effective sorting.

[4.1.63.1.6](#) Waste loads are tipped onto the floor where it is manually sorted. The material that is remaining after the sorting is bulked up within the confines of the enclosure bay (towards the rear) using a loading shovel or similar by a suitably trained Site operative. Wastes are stored in the bay prior to removal to an appropriately authorised site. All waste deposit, separation, bulking up, storage and loading for off-Site removal takes place within the enclosure.

[4.1.73.1.7](#) This area of the site and its activities have been deemed as being low risk for the creation of noise due to the waste types involved. The sorting is manual only and the loading of vehicles is not thought to be an activity that will give rise to noise as the waste is not typically a waste type deemed as being noisy. However, where possible, drop heights will be minimised and vehicles will not be permitted to idle when parked in the loading bays.

## **[4.23.2](#) WASTE WOOD FOR RECOVERY**

[4.2.13.2.1](#) Due to the increase in demand for the storage of wood waste on the Site, the Operator has expanded the current capacity of the external wood waste bay to allow for the tipping, sorting and storage of wood material in accordance with the types and activities listed above and are accepted at the Site.

[4.2.23.2.2](#) Wood materials brought to the waste transfer station are stored for no longer than one week and treated within seven working days with up to 30 tonnes per day of material brought to Site. Continuous separation of and where necessary removal off Site of wood waste within seven working days will ensure a regular turnover of material in the bay.

[4.2.33.2.3](#) All wastes are stored, processed and dispatched from the Site in accordance with the requirements of the existing Standard Rules Permit (i.e. the waste transfer station operates in full compliance with SR2008 No 3 'household, commercial and industrial waste transfer station with treatment and the metal recycling and vehicle storage, depollution and dismantling facility in full compliance with SR2012 No14) in addition to those specified in Standard Rules Permit SR2011 No 4 'the treatment of wood waste for recovery'.

[4.2.43.2.4](#) This area of the site and its activities have been deemed as being low risk for the creation of noise due to the waste types involved. The sorting is minimal and manual only, the loading of vehicles is not thought to be an activity that will give rise to noise as the waste is not typically a waste type deemed as being noisy. However, where possible, drop heights will be minimised and vehicles will not be permitted to idle when parked in the loading bays.

### **4.3.3.3 SCRAP METAL, VEHICLE STORAGE, DEPOLLUTION AND DISMANTLING AREA**

[4.3.13.3.1](#) External bays are used for scrap metal storage, vehicle dismantling and depollution, depolluted car storage and scrap post-treatment storage. Bay walls comprise of fireproof blocks.

[4.3.23.3.2](#) Metal wastes and the activities associated with such materials on-site typically produce varying levels of noise emissions. The shredding of wastes is the highest risk activity. However, due to the nature of the site and the processes and infrastructure adopted, the risk is deemed as medium. Without any mitigation the risk, as detailed above, would be high.

[4.3.33.3.3](#) The shredding plant is loaded with a mechanical, long reach grab. This allows the operator to minimise the drop heights of the metal wastes as much as possible, reducing the noise of the loading.

[4.3.43.3.4](#) The shredding plant itself (indicated as being the source of adverse noise), is sited as far away from the closest residential receptor as possible. S L Recycling Ltd have already purchased a concrete acoustic wall to construct in and around key sections of the shredding plant to reduce the impacts of noise on the nearby receptors as indicated in the attached NIA. The acoustic wall will be constructed as soon as the shredding plant is fully permitted in locations agreed by both NRW and the specialist acoustic consultancy, to a height of at least 6m with acoustic absorbent face material that surrounds the East, North and Western sides of the plant.

[4.3.53.3.5](#) Acoustic sound barriers measuring over 8ft tall are already in place along the permitted boundary line facing the residential areas to the North and Northwest.

[4.3.63.3.6](#) The shear will not be operational at the same time as the shredding plant to allow for greater noise control/reduction at any one time.

[4.3.73.3.7](#) All externally stored wastes, including the un-depolluted cars, depollution and dismantling area, wood storage area and scrap metal storage area comprise impermeable pavement with sealed drainage system which is maintained and cleared of debris on a daily basis.

[4.3.83.3.8](#) Wherever possible, all bay openings are facing away from the receptor location to lower the noise created when materials are being placed/taken from the piles.

[4.3.93.3.9](#) Lead acid batteries, e.g. removed from cars during depollution, are stored in containers with an acid resistant base and cover to prevent ingress of rainwater.

[4.3.103.3.10](#) Metal filings and turnings are stored in separate containers with impermeable base and cover to prevent ingress of rainwater.

[4.3.113.3.11](#) Vehicle dismantling and depollution activities involve:

- The End of Life Vehicles are received via the weighbridge, where they are inspected for quality, contamination and potentially hidden (gas canisters etc)



material prior to transferal to designated depollution bays within the Site.

- These bays are fitted with interceptor drainage systems to eliminate the possibility of ground contamination. The motor vehicles are manually depolluted ensuring noise levels are to a minimum.

4.3.123.3.12 Metal recycling involves the sorting, separation, grading, shearing, shredding, baling, compacting, granulating of cables and cutting (using only hand-held equipment) of ferrous metals or alloys and non-ferrous metals for recovery. Storage and recovery of waste motor vehicles also takes place on Site in a designated bay with treatment comprising of dismantling and depollution only.

4.3.133.3.13 The Site is managed by people who have appropriate WAMITAB qualifications and experience, and who are technically competent and familiar with the design and operation of the Site. A site-specific risk assessment and Environmental Management System (EMS) is adhered to in order to minimise the risk of the dissipation of fugitive emissions which could cause pollution to the environment or any harm to human health.

4.3.143.3.14 Throughout the life of the Site, the operations will be subject to inspections by management and may have recorded visits from officers of National Resources Wales (NRW). The Site operations and documented procedures will be reviewed and improved as necessary in accordance with SL Recycling Ltd's EMS.

4.3.153.3.15 The impermeable surface and containment bays are also inspected regularly to check for any defects or damage to their integrity. Any necessary maintenance will be recorded in accordance with this EMS.

#### **4.4.3.4 MATERIAL EXPORTED OFF-SITE**

4.4.13.4.1 All wastes are dispatched from the Site in suitably enclosed or sheeted vehicles to authorised facilities in accordance with the Duty of Care and Waste Transfer Note procedure to ensure materials are not discarded beyond the boundary of the Site.

4.4.23.4.2 Drop heights are minimised for all loading of vehicles. This is an easy step that S L Recycling Ltd have trained all operational staff on to help with the reduction of noise creation. The minimising of drop heights is to become a normal working practice across all areas of the site and not just focussed on metal wastes.

4.4.33.4.3 The loading of the shredded material specifically is done through a container loading system. The container is loaded into a manifold system that tips the container to a vertical position, from here the long reach grab is used to fill the container with the frag/zorba material in readiness for export from site. This has the potential to be noisy as metal will be landing on metal from an extended height. However, the grab has been able to load shredded metal right into the shipping container and place the metal gently on the base, this all but eliminates the noise from this section of the site.

4.4.43.4.4 Due to the angle of the container no lateral noise is created.

## **54 EMISSIONS MANAGEMENT & MONITORING**

### **5.14.1 RESPONSIBILITY FOR IMPLEMENTATION OF THE NMP**

5.1.14.1.1 The Site Manager and Technically Competent Manager (TCM) will oversee the implementation of the NMP and ensure that the methods detailed within this NMP provide effective mitigation.

5.1.24.1.2 Where the responsible individual is unavailable to supervise in the implementation of mitigation measures, a suitably experienced Site operative will be allocated responsibility.

5.1.34.1.3 If noise emissions continue to be observed following the use of the measures outlined above, the NMP will be reviewed and additional measures such as additional barriers, exhaust muffling systems will be considered.

5.1.44.1.4 Amendments of the NMP to reflect any potential improvements will be made during the review process.

5.1.54.1.5 The TCM who will administer the implementation of the NMP has been assessed in the implementation of Site control measures as part of the Certificate of Technical Competence and therefore is deemed proficient to execute and review this NMP.

5.1.64.1.6 During the induction process, all staff members will be trained in the noise mitigation measures outlined in this NMP. Refresher training will be provided in the scenario where additional measures have been introduced to ensure staff remain competent.

5.1.74.1.7 The NMP will be reviewed at least annually or following any adjustments in operations which have the potential to increase the level of exposure to surrounding sensitive receptors. The review will also consider the surrounding land uses and any changes that may occur, for example, an extension of the residential areas and what the impact of the site operations could be in the new area.

5.1.84.1.8 A housekeeping/checklist is used as part of the EMS and below.

### **5.24.2 SOURCES AND CONTROL OF NOISE EMISSIONS**

5.2.14.2.1 Detailed below are examples of potential sources of fugitive noise emissions associated with all the operations and activities at the Site:

- Vehicles entering and/or leaving the Site, general noise of engines;
- Debris falling off lorries which arrive uncovered;
- Vehicles and plant moving around the Site, revving unnecessarily;
- Road vehicles tipping waste, including tailgate slamming;
- Plant breakdown or malfunction;

- Loading any wastes (particularly metals) on to vehicles for removal off-Site to authorised facilities.
- The working operation of plant/machinery on site.

[5.2.24.2.2](#) The table below details the measures to be applied to the Site for each of the sources outlined above to break the source-pathway-receptor routes.

[5.2.34.2.3](#) Any plant maintenance or inspection that is likely to see an increase in noise being created by the site for the time that works are being undertaken will only be done during normal operational hours i.e., between 9-5 Monday to Friday. This work will not be undertaken in the evenings or during Saturday opening times.

[5.2.44.2.4](#) Preventative and remedial measures to integrate on the Site to alleviate potential noise emissions are tabulated below. These are grouped in terms of low to high cost and can be used individually or in conjunction with other measures.

### Source-Pathway-Receptor Route

Source	Pathway	Receptor	Type of impact	Where relationship can be interrupted
<b>Vehicles entering and/or leaving site</b>	Engine noise when the vehicles arrive and leave the site	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate	Noise	<ul style="list-style-type: none"> <li>The external yard comprises engineered concrete surface.</li> <li>Vehicles will be preventing from excessively revving whilst on site. This will be communicated to drivers at the weighbridge upon entering the site.</li> <li>A strict 10mph speed limit is in force at the site.</li> </ul>
<b>Waste falling from vehicles</b>	Waste hitting the floor	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate	Noise	<ul style="list-style-type: none"> <li>Waste loads will be delivered to the Site in contained waste vehicles or sheeted vehicles. This is also the case for waste export.</li> <li>Efficient and prompt unloading of vehicles into the designated bays.</li> <li>Re-sheet/seal the reception vehicles after inspection at the weighbridge for internal movements.</li> </ul>
<b>Vehicles and plant moving internally</b>	Engine noise and reversing systems	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate	Noise	<ul style="list-style-type: none"> <li>All vehicles are maintained in accordance with the manufacturing guidelines and is usually done at regular 'hours used' intervals.</li> <li>Staff are trained not to allow the plant/vehicles to idle when not in use.</li> <li>10mph speed limits are in force.</li> <li>Wheeled plant is used and not tracked.</li> <li>White noise reversing alarms are used and not the beeping type.</li> </ul>
<b>Tipping of waste (mainly metal wastes)</b>	Loud banging of tipped material	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate	Noise	<ul style="list-style-type: none"> <li>Site bounded by fencing and vegetation, which aids as a barrier.</li> <li>Minimise source strength by means of low drop heights. For larger trucks the onsite plant is used to unload and physically reduce the height/speed at which deposit would take place.</li> <li>Drivers instructed not to allow tailgate to swing and bang if appropriate to the type of vehicle.</li> <li>Vehicles are directed to reception bays that point away from the receptors nearest to the site.</li> </ul>
<b>Plant breakdown and/or malfunction</b>	Increased noise for a variety of reasons	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate	Noise	<ul style="list-style-type: none"> <li>Regulatory controls and best-practice measures to minimise noise impacts. Plant will be switched off immediately when an issue is noted.</li> <li>All plant is maintained at the required intervals to reduce likelihood of failure.</li> <li>Mufflers and shock absorbers routinely checked in accordance with manufacturer's instructions.</li> </ul>

Source	Pathway	Receptor	Type of impact	Where relationship can be interrupted
<b>Accidents on site</b>	Noise being created by something happening that was not planned	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate	Noise	<ul style="list-style-type: none"> <li>The nature of the issue results in it being unpredictable.</li> <li>The documented site procedures across the management systems must be complied with to reduce the likelihood of accidents occurring.</li> <li>Initiate a full investigation following the accident and a review of internal procedures will be required and updated where possible.</li> <li>Continuous learning and improvement must be common practise to reduce the repetition of accidents on site.</li> </ul>
<b>Loading of waste for export</b>	Noise created by dropping into trucks	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate	Noise	<ul style="list-style-type: none"> <li>When in operation a trained member of staff will be maintaining observations surrounding any noise creation.</li> <li>Drop heights will be minimised as part of normal site operations</li> <li>Containers will be sealed shut before vehicles leave site and skips will be covered with sheets.</li> <li>Delivery and collection vehicles will be required to switch engines off while unloading and loading where possible.</li> </ul>
<b>Plant operation and treatments deemed as being 'medium or higher' in table above</b>	General engine noise and treatment operations	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate	Noise	<ul style="list-style-type: none"> <li>Fixed plant is to be operated only in the areas identified within the site plan.</li> <li>Where required, acoustic fencing/wall to be erected around the noisier treatment plant (shredder).</li> <li>Feeding plant will maintain the low drop heights and feed directly into the hopper.</li> <li>All plant is maintained in accordance with the manufacturer instructions.</li> <li>All output stacks are held in bays that face away from the closest receptors where possible.</li> <li>If any item of plant/machinery fails, it will immediately be shut down.</li> </ul>
<b>Wastes deemed as having a noise risk in table above</b>	General handling and storage of waste that have potential to create noise issues	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate	Noise	<ul style="list-style-type: none"> <li>Waste piles have been laid out to try and reduce the way the wind could take noise from the pile. Walls are constructed to block Westerly and South westerly winds where possible. Those wastes identified as not being likely to create noise are located within the bays where this is not possible.</li> <li>There is always 1m minimum gap from the top of the stockpile to the top of the bay.</li> </ul>

Source	Pathway	Receptor	Type of impact	Where relationship can be interrupted
				<ul style="list-style-type: none"> <li>Screening will only be considered around/on top of the bays if noise emissions are an issue that can be attributed to the storage bays. Due to the constant movement and access required to the stockpiles this may not be feasible on all 4 sides.</li> <li>Drop heights are always to be minimised.</li> <li>The 'pushing up' of stockpiles with loading shovels is to be avoided, grabs will be used where drop heights can be controlled.</li> </ul>
<b>Adverse and extreme weather conditions (worst case)</b>	Increased atmospheric carry of noise.	Neighbouring residential properties and adjacent units within the Pontyfelin Industrial Estate.	Noise	<ul style="list-style-type: none"> <li>When extreme weather is forecast, the site can limit what operations will be undertaken on site as well as limiting the waste inputs.</li> <li>Exclude treatments such as shredding and shearing from taking place when extreme weather (especially wind) are being experienced.</li> <li>Ensure that all plant have full coolant tanks etc when extreme temperatures are being seen to avoid overheating and potential breakdown.</li> <li>In very extreme conditions, the site will close if the director deems the weather to be putting his staff at risk and therefore eliminating noise emissions from site.</li> </ul>

### Measures used to control Noise Levels

Abatement Measure	Description / Effect	Overall consideration and implementation
<b>Preventative Measures</b>		
<b>Routine measures used daily</b>		
Site layout in relation to receptors	<p>The entire Site is covered with an impermeable concrete surface.</p> <p>The entire boundary of the Site is bounded by hedgerows, trees, wire fencing and in part, noise barriers and micro-netting.</p>	<p>The off-loading, bulking up, storage and loading of wastes within designated engineered bays and the enclosure will help to minimise any fugitive noise emissions from leaving the site boundary.</p> <p>The operations deemed to be more likely to produce noise are located the furthest point away from the most sensitive receptors and are orientated to face away from the prevailing winds in an attempt to prevent the wind taking the noise towards receptors.</p>
Site speed limit, 'no idling' policy and minimisation of vehicle movements on site	Reducing vehicle movements and idling should reduce emissions from vehicles.	A site speed limit of 10mph will be enforced. Vehicle engines will be switched off when not in use, to minimise any idling. This should also ensure that revving is kept to a minimum.

Abatement Measure	Description / Effect	Overall consideration and implementation
	Enforcement of a speed limit may reduce noise from vehicles.	
Minimising drop heights for waste.	Minimising the height at which waste is handled should reduce the creation of noise when handling the waste materials on site.	As stated above, drops heights will be minimised to reduce the noise created where possible.
On-site picking (housekeeping)	Regular housekeeping will ensure that any items of metal that have fallen off trucks or stockpiles onto the site surfaces will not get kicked/knocked around on the floor. The items will be manually picked up and added to the relevant stockpiles.	Manual picking will form part of the general, daily routine of the Site to minimise the build-up of material and litter, thus the generation of potential noise and to maintain clear surfaces across the Site.
Minimisation of waste storage heights and volumes on site	Minimising the height at which waste is handled should reduce the distance over which any noise generated by its handling will travel.	Waste material will not be stockpiled over long periods of time prior to transfer to relevant recycling or waste facilities. Material is stored for a minimum of 2 weeks to a maximum of 1 month dependant on waste type. Heights are limited by the parameters identified in the attached FPMP.
Used sealed and fully sheeted vehicles for waste movement	Prevents/limits the debris falling across the site	Waste loads will be either be fully enclosed or delivered in sheeted vehicles to avoid dispersion of any emissions.
Active Monitoring	Routine inspections (detailed below) are made to identify if noise emissions extend beyond the Site boundary at locations shown on the site plan.	As a remedial measure to trigger the implementation of further preventative measures if required.
<b>Preventative Measures</b>		
<b>Measures used after issues noted in monitoring</b>		
Limiting the treatment operations being undertaken at site	May reduce or eliminate the level of noise being noted outside the site boundary.	As a preventative measure to reduce the level of noise off site. By turning off certain items of treatment plant, may eliminate noise levels in a particular area off site. This will be done

Abatement Measure	Description / Effect	Overall consideration and implementation
		through management discussion as it may have implications for services planned later that week or day (could make the issue worse later).
Ceasing operations across all treatment areas	Escalation of previous point if measures do not work.	During periods of elevated noise levels (internally recognised through monitoring) or when there has been a series of external complaints (levels identified below), the Site Manager or Technically Competent Person will assess the situation and if deemed serious enough (noise likely to cause significant (CICS definition) issue outside of the boundary), stop external treatment operations to focus on identifying the issue and ultimately reducing emissions. Operations will begin once again only when the issue has been rectified and complainants spoken to (if known).



### 5.3.4.3 NOISE MONITORING

**5.3.14.3.1** Noise monitoring at the locations detailed below will be carried out as part of the routine daily Site inspections with any relevant observations recorded on the sheets below and retained on-Site. Should noise be deemed (by TCM or site manager) to have the potential to cause significant (CICS definition) impacts outside of the site boundary, external treatment operations will cease until emissions are controlled. The handheld noise monitoring device will be used for all monitoring as it contains a decibel reading screen to identify the exact level recorded at each point.

Week commencing ??/??/??		Noise Monitoring Checks								
	Assessor	Time	Weather	Activities being undertaken on site (loading/unloading, shredding etc)	Monitoring Location 1 (Y/N)	Monitoring Location 2 (Y/N)	Monitoring Location 3 (Y/N)	Monitoring Location 4 (Y/N)	Monitoring Location 5 (Y/N)	Monitoring Location 6 (Y/N)
Sunday										
Monday										
Tuesday										
Wednesday										
Thursday										
Friday										
Saturday										

Monitoring Location	Day Noted	Comments (Severity etc)	Mitigated measures required	Implemented and actioned	Emissions controlled?
1					
2					
3					
4					
5					
6					
Management sign-off:				Date:	

**5.3.24.3.2** Meteorological data regarding wind speed and direction is checked at the beginning of the working day. Should the forecast indicate that wind speed would be greater than the levels identified above, site management will discuss their daily operations and decide if changes need to be made. However, this will usually be complaint driven or because of active monitoring.

**5.3.34.3.3** All plant is inspected before and after use. This ensures that if any defects have occurred or formed throughout the day then they can be addressed promptly.

**5.3.44.3.4** Informal noise monitoring comprising of operational staff remaining vigilant for audible off site noise will be carried out during the operational processes. This will be mainly done through staff who leave and return to site for meetings, lunch etc. Where noise emissions are identified, operations will temporarily cease, and the Site boundary will be examined to ensure emissions are not dissipating towards sensitive receptors.

[~~5.3.5~~4.3.5](#) If abatement measures are unable to control noise and have not succeeded in reducing them, the Site will stop all site activities to focus on its reduction, before informing NRW and neighbouring businesses, residents and sensitive receptors identified within this plan.

[~~5.3.6~~4.3.6](#) In the unlikely event that noise emissions are identified as an issue, the operator will review the mitigation measures and monitoring techniques detailed in this NMP in order to reduce exposure levels and inhibit emissions leaving Site. In this scenario, quantitative techniques will be considered as an ongoing monitoring process.

[~~5.3.7~~4.3.7](#) Once mitigation measures have been initiated, audible monitoring will be undertaken once more by the TCM/site manager immediately after treatment processes restart. The monitoring will be carried out for 10 minutes at each monitoring point to ensure that no noise can be heard and therefore migrating off site.

[~~5.3.8~~4.3.8](#) Records (to include imagery of the noise level monitor/videos) will be maintained by the site management post-recording as evidence that the mitigation measures have worked to allow operations to re-commence.

[~~5.3.9~~4.3.9](#) Senior management will accompany the operative undertaking the monitoring once per month. This will ensure that the procedure is being undertaken consistently by all assessors and that they are all using the same process. If complaints are received when monitoring is identifying no noise issues, then the entire system will be reviewed with staff being retrained and potential new monitoring points and frequencies being adopted. This will be agreed with the NRW regulatory officer for the site.

## **[65](#) REPORTING AND COMPLAINTS**

[~~6.1.15~~5.1.1](#) SL Recycling Ltd operate and maintain an Environmental Management System (EMS). Any complaints received at the Site will be dealt with in accordance with the company's EMS complaints procedure.

[~~6.1.25~~5.1.2](#) Site contact details are available on the main gate of the facility. They are also advertised on all social media and web-based outlets. If people need to complain to the site, details of how to do so are readily available.

[~~6.1.35~~5.1.3](#) If any unavoidable noisy work is to be undertaken, such as plant maintenance, neighbours will be informed by updating the company social media accounts. This will be done at least 48 hours ahead of the event to keep people as informed and updated as possible.

[~~6.1.45~~5.1.4](#) Any complaints received at the Site, e.g. about noise or dust, will be reported to the Site Manager or Technically Competent Person (with appropriate WAMITAB Certificate) who is responsible for the Site management, e.g. in the absence of the Site Manager due to illness or annual leave etc.

6.1.55.1.5 The following actions will be taken on receipt of an external complaint:

- The responsible person receiving the complaint at the Site will immediately record the key details, initiating the investigation process. Details will be entered on the Complaint Report Form (see below). The form sets out the key information that should be recorded at this time to facilitate further suitable investigation.
- The Site Manager or Technically Competent Person will be informed of the complaint as soon as possible, including the location, time and date of the complaint being lodged.

#### COMPLAINT RECORD FORM

<b>Who made the complaint?</b>	
<b>Name:</b>	
<b>Address:</b>	
<b>Phone No:</b>	
<b>Date and time they made the complaint</b>	
<b>What caused it?</b>	
<b>Was anyone else aware of this? If so who?</b>	
<b>What was the source of the problem, what went wrong? If source is unknown contact a suitably qualified person to investigate.</b>	
<b>What have you done to make sure it won't happen again?</b>	

<b>Was there any significant pollution – for example oil entering a surface water drain?</b>	
<b>If there was then you must notify Natural Resources Wales (open 24hours/day)</b>  <b>Have you done so?</b>  <b>You must also notify NRW via email or letter.</b>	<b>Yes/No/not applicable</b>  <b>Time:</b>  <b>Date:</b>  <b>Incident number:</b>
<b>Please print name and sign:</b>	

[6.1.65.1.6](#) In recognising that some noise complaints can be transient and short-lived, timely notification of complaints directly from the complainant or NRW is imperative to allow for appropriate investigation. If the complaint occurs more than 12 hours before notification is provided to the Operator, it may not be possible to substantiate the complaint or pinpoint the cause. The Operator will, however, contact the complainant where possible, review any operations at the time which had the potential to cause the complaint and complete and record a comprehensive complaint investigation. For complaints received within 12 hours of the incident the following actions will be undertaken:

- The Site Manager or Technically Competent Person will visit the complaint location as soon as possible, with the aim of undertaking monitoring within 2 hours if this is possible within the working day. The Site Manager or Technically Competent Person will subjectively determine the presence or absence of the cause of the complaint, e.g. visible dust presence or audible noise. Opportunities to meet the complainant to discuss the matter directly will be pursued, wherever possible.
- If the cause of complaint is present, the key 'FIDOR' criteria will be assessed at the complaint location, as follows:
- Frequency – is the cause of the complaint, intermittent or persistent; is there a history of complaints at this location?
- Intensity – is the cause of complaint faint, moderate, strong, or very strong?
- Duration – how long is the cause of complaint present at this location?
- Offensiveness – provide a description of the cause of complaint; is it high, moderate, or low offensiveness?
- Receptor sensitivity - is the cause of complaint present at a remote or highly

sensitive location; is it localised or widespread?

**6.1.75.1.7** The Site Manager or Technically Competent Person will subsequently undertake the following further assessment process:

- Review of the operations at the Site prior to and at the time of the complaint;
- Review of the environmental control systems prior to and at the time of the complaint;
- Review of the meteorological conditions (wind speed, wind direction, rainfall, atmospheric pressure) prior to and at the time of the complaint – to establish whether a pathway can be established between the Site and the complainant;
- Review of the previous complaint history at the location identified.

**6.1.85.1.8** Where a significant complaint is substantiated by the Site Manager or Technically Competent Person, the Operator will contact NRW to discuss the incident as soon as possible following receipt of the complaint details, allowing sufficient time for the above investigation to be completed, and within a maximum target response period of 24 hours from complaint receipt. If the necessary contact details are available and direct feedback has been requested the Operator will also contact the complainant directly to discuss the issue, the findings of the subsequent investigation, and any actions arising.

**6.1.95.1.9** Once actions have been completed the Site Manager or Technically Competent Person will visit the complaint location to ensure that the cause of complaint has subsided.

**6.1.105.1.10** If multiple complaints are received (6 within an hour or 4 within ½ hour) and when all mitigation measures undertaken have not been successful (either through site monitoring or complaints still being received), the site will cease all treatment operations on site until the source of the issue can be identified, isolated and rectified. As this would have significant impacts to the company, this decision can only be made by the company director. The complaint escalation process is outlined in the following table:

Complaints received (including duration)	Action to be taken
<b>Singular complaint</b>	Inform the monitoring staff and initiate monitoring across the point closest to the complainant location. Log results on complaint form.
<b>Several (2-4) complaints across a working day</b>	Initiate immediate monitoring across all monitoring points and record findings on record sheet. Inform management team of the findings and if appropriate, initiate measures identified in this plan to reduce emission impact.
<b>Multiple (5+) complaints</b>	Initiate immediate monitoring across all monitoring points and

<b>across a working day</b>	record findings on record sheet. Inform management team of the findings as if substantiated, the above measures have not been effective. Management to determine whether certain treatment activities must stop to eliminate emission impacts off site.
<b>6 in an hour or 4 within ½ an hour</b>	Initiate immediate monitoring across all monitoring points and record findings on record sheet. Inform management team of the findings and if appropriate, initiate measures identified in this plan to reduce emission impact including the ceasing of treatment operations until an appropriate investigation into the cause of complaints has been carried out. Only when the cause of complaints has been identified and rectified will treatment begin once more.

## **76 SUMMARY**

[7.1.16.1.1](#) This Noise Management Plan (NMP) supports an application for a bespoke Environmental Permit for Unit 1, Pontyfelin Industrial Estate, New Inn, Pontypool, Torfaen, NP4 0DQ

[7.1.26.1.2](#) The NMP has identified the potential sources of noise emissions on Site, the potential impacts and exposure levels along with measures to be implemented at the Site to mitigate against such discharges.

[7.1.36.1.3](#) Sensitive receptors and residential properties/areas were identified within a 1km radius of the Site.

[7.1.46.1.4](#) Other contributing sources of emissions were considered in terms of noise arising from operational processes within a 1km radius of the Site.

[7.1.56.1.5](#) Wastes delivered mainly comprise of HCl wastes, metal and scrap vehicles and wood waste. Records of all incoming loads are stored on Site or in a secure off-Site location in accordance with the Duty of Care requirements and the Environmental Permit held.

[7.1.66.1.6](#) Preventative and remedial measures to be implemented on Site include the off-loading, bulking up, storage and loading of wastes within engineered bays and the waste transfer building as appropriate. The use of a 10mph speed limit on Site will help to minimise any noise emissions. Drop heights from the vehicles will be minimised as best practicable.

[7.1.76.1.7](#) Plant and machinery are subjected to vehicle checks at the beginning and end of the working day.

[7.1.86.1.8](#) Wastes that are stockpiled within the bays will be not exceed 4m in height to alleviate the potential of emissions.

[7.1.96.1.9](#) The Site Manager and Technically Competent Person will be responsible for the

implementation of the NMP and the application of appropriate, recommended noise reduction measures.

~~7.1.10~~ 6.1.10 Any complaints received concerning noise at the Site will be dealt with in accordance with the company's EMS complaints procedure.

~~7.1.11~~ 6.1.11 The investigation will be instigated by the Site Manager or the Technical Competent Person following the completion of the Complaints Report Form.

## Appendix List

### Daily Site Inspection Record-integrity and compliance checks

Site Inspection Record				
Date	Item	Inspected? (yes/no)	Action completed for day? (yes/no)	Follow up comments/actions
	Site road and Operational Area			
	Storage pile sizes			
	Drainage system running freely			
	Litter cleared			
	Mud/dirt on site road and public road			
	Vermin and insects			
	Fire (fire-fighting equipment)			
	Security CCTV			
	Site road and Operational Area for integrity			
	Storage area integrity			
	Drainage system-integrity			
	Water storage volumes			
	Security fencing			
	Dust accumulation around site (inclusive of plant areas)			
	Noise levels			







