

First Milk Haverfordwest Creamery

Noise Management Plan

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1 Purpose

- 1.1 To outline the methods by which First Milk and its effluent treatment partners will manage noise including sources, control measures, monitoring and response.

The noise management plan is a working document with the aim of ensuring that:

- Noise impact is considered as part of routine operations.
- Noise is primarily controlled at source by good operational practices.
- Appropriate measures are taken to prevent or, where that is not reasonably practicable, to reduce noise emissions from the operation to nearby receptors.

2 Scope

- 2.1 This document applies to the Haverfordwest Creamery and Haverfordwest Creamery Effluent Treatment Plant.

3 Definitions

ETP – Effluent Treatment Plant

4 Responsibilities

Part A – The Haverfordwest Creamery

- 4.A.1 The responsibility overall for noise at the Creamery lies with the Site Director

The responsibility for maintaining this procedures and reporting noise issues to NRW lie with the SHE Manager

The responsibility for noise response lies with the Creamery Site Management Team (SMT) and the ETP Manager.

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5 Requirements

5.1 Introduction

5.1.1 Site Details

The First Milk Haverfordwest Creamery is a cheese manufacturing facility located at Pembroke Road in Haverfordwest, Pembrokeshire. The site processes milk into cheese and despatches this product to a third-party storage facility. As part of the process, the site produces several co-products such as cream and concentrated whey which are despatched to customers for ongoing processing within their operations.

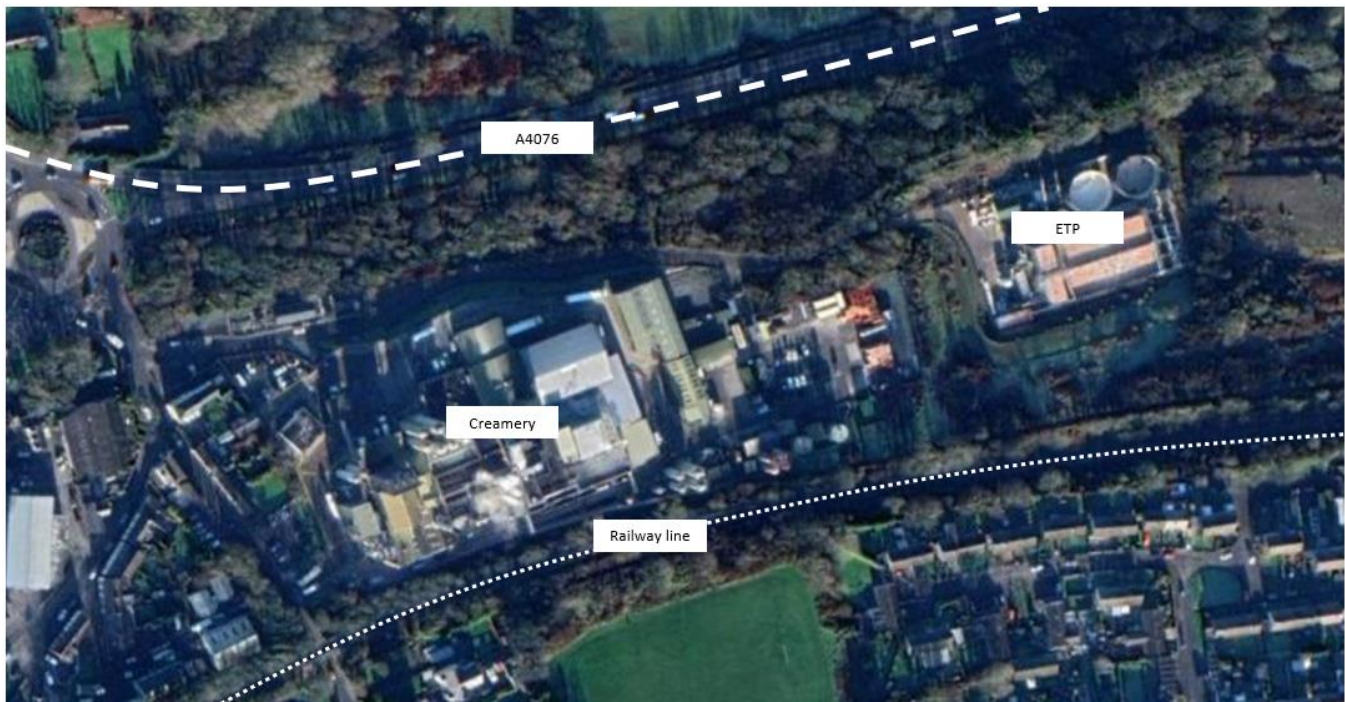
Deliveries of milk are accepted at the site via tanker from farms and the end products are despatched from site via HGV's and tankers.

As part of the site's operation there is an effluent treatment plant located to the east of the site which accepts effluent from the sites drainage system for treatment before it is ultimately discharged to the river Cleddau.

The site address is: Pembroke Road, Merlin's Bridge, Haverfordwest, SA61 1JN.

The site is manned and operational on a 24-hour-a-day basis.

5.1.2 Site Map



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5.2 Sources, releases, and impacts

5.2.1 Sources

The main noise contribution from the site occurs during operation of the plant due to; vehicle traffic, loading/unloading of HGVs and the operation of boilers, plant and machinery. All processing machinery is housed within buildings at the site.

5.2.2 Receptors

Below is a list of potential noise receptors and a diagram showing locations of receptors.

Table 1:

Ref	Receptor	Location	Approx. distance to the site boundary
R1	Pembroke Road	West of the site	50m
R2	Pembrokeshire College	Northwest of the site Across the Merlin's Bridge roundabout	300m
R3	Dwellings on Merlin's Hill	Northwest of the site Across the A4076 and Merlin's Bridge roundabout	320m
R4	Dwellings in "Poet's Corner e.g. Shakespeare Close	Northeast of the site Across the A4076	390m
R5	Dwellings on Jenkins Close	Southeast of the site Across the adjacent railway line (Milford Haven-Carmarthen)	100m

Receptor locations:



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5.2.3 Personnel and visitors

Personnel / operatives working on site are the closest receptors to any noise and vibration produced on site, however due to consistent working conditions it may be unlikely that operatives would be particularly sensitive to noise and vibration. Below is a list of potential noise receptors and a diagram showing locations of receptors.

Personal Protective Equipment (PPE) shall be made available where appropriate.

It is unlikely that noise and vibration from the facility will cause nuisance or distress to visitors to the site. However, all visitors shall be made aware of the nature of the site operations. PPE shall be made available where appropriate in line with the site rules.

5.2.4 Neighbours

Neighbouring sites and businesses are likely to be the most sensitive receptors to noise and vibration nuisances especially those not operating industrial or commercial facilities where noise generating plant/equipment is used. Good relationships with neighboring landowners and businesses are essential to anticipate potential problems and avoid them, where possible, to avoid any cause of complaint.

First Milk shall ensure:

- That the site is open to contact from neighbours
- That any complaints are recorded and that problems, where possible, are dealt with promptly.

5.3 Noise mitigation (control measures)

As part of the plant design the following general noise control measures have been identified to mitigate the site causing nuisance and to manage the potential for noise impact in a proactive manner.

Table 2 Noise Mitigation Measures:

Equipment / Process	Mitigation
Process equipment	All plant and equipment will be regularly maintained to ensure that the likelihood of items producing excessive noise is minimised. Large scale project work or construction projects are typically to be undertaken during the day. Pumps/fans/compressors will be housed within buildings where it is possible to do so. Building doors to be kept closed.
Vehicles	Number of HGVs and tankers limited to the amount needed to service the creamery. Speed limit at site limits engine noise. Stereos / radios off or at low level. Minimize use of horns Engines to be switched off when stationary and practical to do so. One way traffic system
CHP Engine	Plant will be regularly maintained to ensure that the likelihood of items producing excessive noise is minimised. Large scale project work or construction projects are typically to be undertaken during the day. Engine housed within an acoustic enclosure.

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Refrigeration plant	All plant and equipment will be regularly maintained to ensure that the likelihood of items producing excessive noise is minimised. Pumps/fans/compressors will be housed within buildings where it is possible to do so. Building doors to be kept closed.
ETP air compressors	All plant and equipment will be regularly maintained to ensure that the likelihood of items producing excessive noise is minimised. Housed within acoustic enclosures with the building doors to be kept closed.

5.4 Noise Monitoring

It is considered that there is a low likelihood of any adverse impact from noise to nearby sensitive receptors.

The site is in an area influenced by road noise from the A4076 and the adjacent railway line. Each of these transport routes separates the site from most of its receptors.

As a result of the considered low likelihood of impact and the lack of a significant history of noise complaints the site and extensive noise monitoring regime is not considered appropriate or proportionate.

However, in order to ensure that the noise levels emitted by the site continue to be of a relatively low level a monitoring program of periodic noise assessments around the site boundary shall be conducted. A plan of the sampling points is detailed in the map below.

As part of this program noise shall be assessed adjacent to the roadways near to the site such as the A4076 to give context to any noise emitted from the creamery site. i.e. that noise is at a higher level at the roadway near to the site than from the site itself and that in most instances the site itself suffers from traffic noise impacts rather than in reverse.

Such noise monitoring is scheduled in at 6 monthly intervals given the current low risk associated with noise at the site.

Noise monitoring, when carried out, shall not be done during adverse weather conditions so as not to affect the results.

The noise monitoring shall be carried out using a simple noise meter or noise meter app to give indicative noise values for the site. These shall be recorded as "SHE – Inspections".

The site shall remain open to the potential that should conditions or operations at the site alter significantly there may be a need to review the current noise monitoring regime and amend accordingly.

In the event that the site receives a verified noise complaint a noise assessment shall be undertaken.

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Noise monitoring locations:



5.5 Receipt of complaints

5.5.1 Response to identification of elevated noise levels

Elevated levels of noise may be identified either by site operational staff or by the receipt of a noise complaint from a third party suggesting there may be excessive noise from the operations at the First Milk creamery.

This section details the contingency measures in place to identify the source of elevated noise levels, bring the noise levels back under control and minimize their impact.

5.5.2 Receipt of complaints

Members of the public can contact the First Milk creamery with any noise or vibration complaints by the following means:

- By telephone, calling the main switchboard number.
- By letter.
- In person, by attending the reception at the site.

Members of the public are also able to contact Natural Resources Wales (NRW) or the Local Authority with any noise or vibration complaints about the site.

Once a complaint has been received and the details collected, the complaint will be processed in the manner outlined in the section below.

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5.6 Management of complaints

5.6.1 Complaint registration

The site will maintain a record of all complaints received. Such complaints will be recorded on the “Hav Noise & ETP Odour Tracker”.

Complaints will be collated by the site SHE Manager and the SMT notified of any new complaints in the next appropriate management meeting.

5.6.2 Collecting complaint details.

Wherever possible, the following information will be attempted to be collected for each complaint:

- The time and date when the offensive noise was observed;
- The location where the offensive noise was observed, (e.g. postal address, grid reference);
- The complainant’s description of noise. This should include a subjective description of all the factors necessary to assess the impact of the noise, including intensity, character, relative unpleasantness (pleasant, unpleasant, or neutral), frequency and duration;
- The identity of the complainant, if possible, to assess the repeated nature of complaints;
- The residential address of the complainant; and
- Any other information the complainant can offer on activities at the alleged noise source

5.6.3 Investigating noise complaints.

This response procedure sets out what investigative actions will be taken in response to a complaint. The aim of the investigative actions will be to establish:

- The source of the noise complaint; and
- The impact of the noise

The investigation will start with an initial screening of the complaint. If the screening process fails to confirm the noise incident, then the investigation will stop at that point. If the screening process confirms the noise incident, then a more detailed investigation is carried out.

The object of the initial screening is to quickly screen out those noise complaints that are unlikely to be due to operations at the First Milk site, perhaps because they result from some other activities in the area.

The initial screening exercise will consider the following:

- knowledge of potential sources at the First Milk site (including work activities in progress, any technical problems, etc.)
- knowledge of potential sources in the locality other than First Milk
- wind direction at the time of the alleged noise episode (if known)
- distance and location of the complainant in relation to the site.

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If the initial screening concludes that First Milk could be the source of the noise complaint, then further investigation will be carried out, which will either 'confirm' and 'further characterise' the noise incident as being due to activities at First Milk, or it will 'fail to confirm' the incident.

In the event that there is an identified noise source from the Creamery causing complaints, this shall be discussed in the next appropriate management meeting and any potential actions to minimise the noise discussed and agreed.

Version control

Ver.No.	Page(s)	Section(s)	Amendment detail	Amended by	Date
1	n/a	n/a	Original document	n/a	22/05/2023

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