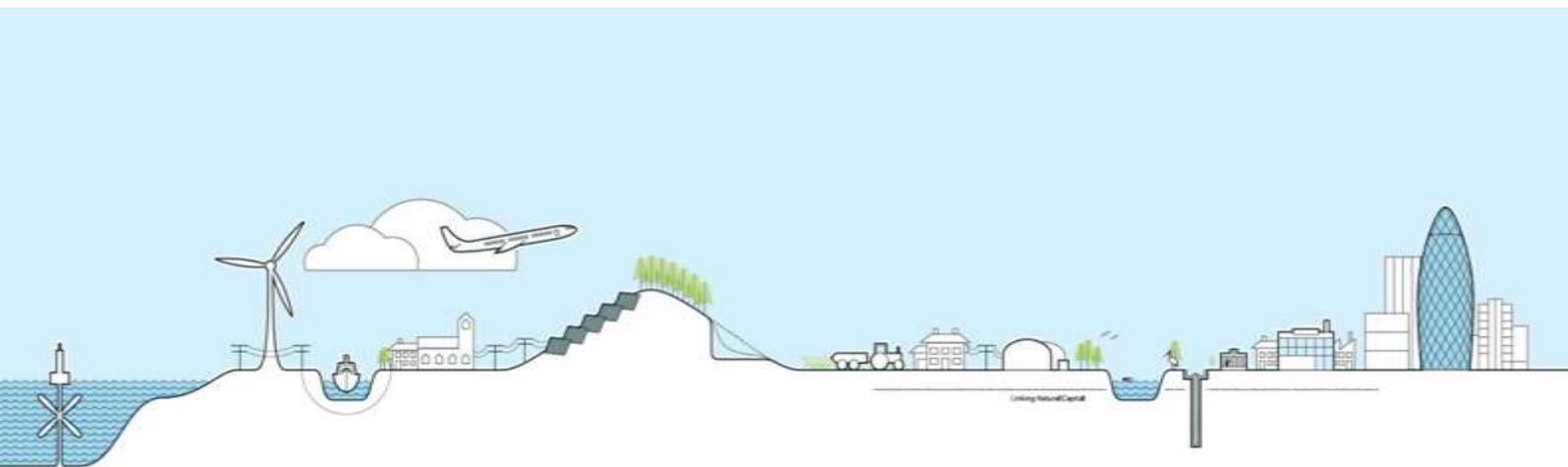


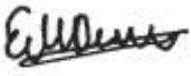
# Pyle Community Recycling Centre Odour Management Plan

January 2024

Prepared By



## Project Quality Control Sheet

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**Report Number:** 2225-R001-04  
**Report Status:** FINAL  
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## 1 Introduction

This Odour Management Plan (OMP) has been prepared in order to support the required permit application for the facility.

### ***1.1 Objectives of this odour management plan (OMP)***

In accordance with the Natural Resources Wales H4 guidance<sup>1</sup>, an OMP should be designed to:

- Employ appropriate methods, including monitoring and contingencies, to control and minimise odour pollution;
- Prevent unacceptable odour pollution at all times; and
- Reduce the risk of odour releasing incidents or accidents by anticipating them and planning accordingly.

An effective OMP should consider the sources of odour associated with the relevant process, how odour may be released as a result of activities taking place and what the related impacts might be. The OMP should demonstrate the competence and commitment of the operator to controlling these potential odour releases, through a range of measures.

It should also be noted that an OMP is a working document which requires continuous review and, where necessary, revision. This document will be updated as required and reviewed every 4 years.

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<sup>1</sup> Natural Resources Wales (2014) How to Comply with your Permit, Additional Guidance for: H4 Odour management.

## 2 Site Details

### 2.1 Site Location

The development site is located within the existing Village Farm industrial estate, towards the eastern end of the estate. The site is approximately 7.5km to the west of Bridgend town centre and located within the town of Pyle. The site is adjacent to the M4 motorway, around 1km south of the site. See figure 1.



Figure 1: Site Location

As the prevailing wind direction recorded at the site is predominantly south-westerly, any impacts can be expected to the north-east of the site. A wind rose diagram is provided in 4.1.4.

## **2.2 Site layout**

The Community Recycling Centre will be accessed by the public via Sturmi Way, to the north of the site, utilising a one way system which allows exit on the eastern side of the site, to Heol Mostyn.

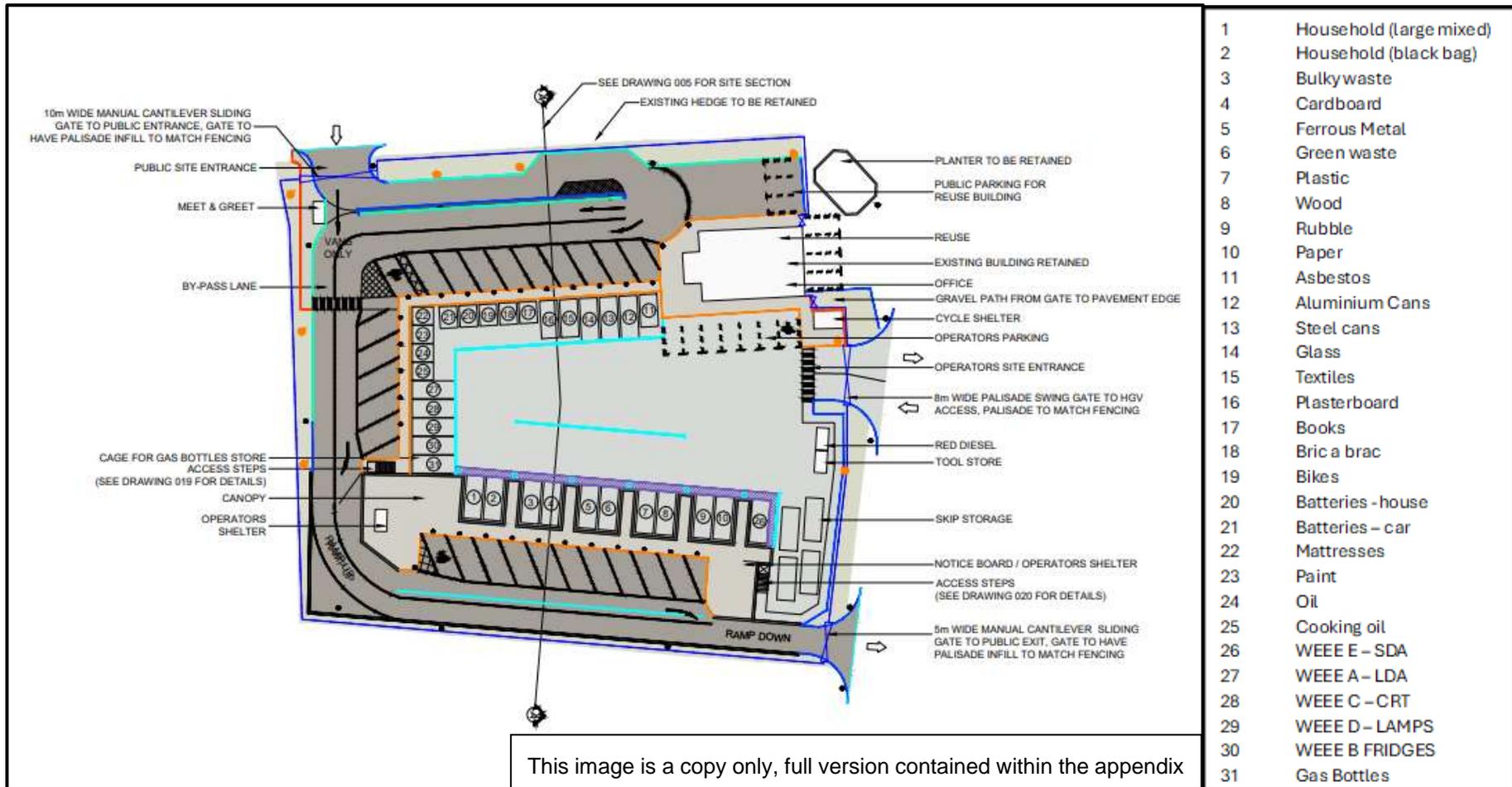
Members of the public will enter via the main gate, waste types will be discussed and vehicles directed to the appropriate waste disposal areas by site operatives. Waste disposal is overseen to ensure only accepted waste types are being processed at the site. Members of the public will be advised to take any rejected waste home, however any rejected waste that must remain at the site will be quarantined/stored in isolation until the waste can be collected.

The one way system enables site visitors to pass each waste disposal area to deposit waste. Site visitors can reverse up to the relevant waste skips to unload waste, the site features a by-pass lane to reduce congestion on site.

Site staff/operators and HGVs enter the site via an entrance from Heol Mostyn. The pre-existing building on site will be retained and utilised as a canteen/mess room, offices, a reception area, toilets and a re-use shop for discarded items which can be re-used (for example furniture). The centre of the site is not accessible to the public.

See Figure 2 for site layout plans.

## Pyle Community Recycling Centre – Odour Management Plan



**Figure 2: Site Layout**

## **2.3 Proposals**

The application proposes a new Community Recycling Centre (CRC) as a direct replacement for the existing facility at Tythegston. The facility is to be relocated to the vacant site on the Village farm Industrial Estate in Pyle and will utilise the existing office building located on site.

The new facility will serve the western part of the Borough and is expected to operate similarly to the Tythegston site also operated by Kier, as part of a waste contract with Bridgend County Borough Council (BCBC).

BCBC refuse arrangements changed in Summer 2017 to facilitate updated Welsh Government targets for household waste recycling. The new targets set a to achieving 70% of household waste being recycled by 2024-25. The new facility has been designed to assist the borough in achieving these targets.

To increase the levels of recycling, the site will accept the following:

- Car and household batteries,
- Electronic items including white goods,
- Green/garden waste,
- Construction materials such as; plasterboard, rubble, soil and hard core,
- Clothing and textiles,
- Gas cylinders,
- Scrap metal,
- Motor oil,
- Cooking oil,
- Bikes,
- Bric-a-brac,
- Paint, and
- Wood.

As well as typical recyclables such as; cardboard, glass bottles and jars, paper, plastics and cans.

Users of the centre will be able to reverse up to the relevant skips, to allow for easy disposal of wastes. Households will be limited to two 17kg bags of construction waste and tipping permits will be required for commercial sized vehicles and trailers.

## **2.4 Site Activities**

### **2.4.1 Operating hours**

The site will be operational 7 days a week, including most bank holidays (except for the 25<sup>th</sup> and 26<sup>th</sup> of December and the 1<sup>st</sup> of January).

Operating hours are as follows:

## Pyle Community Recycling Centre – Odour Management Plan

Opening Period	Opening Hours	Opening Days
1 <sup>st</sup> October - 1 <sup>st</sup> March	9:00 - 16:00	7 days a week
1 <sup>st</sup> April - 30 <sup>th</sup> September	8:30 - 19:00	Mondays to Fridays
1 <sup>st</sup> April - 30 <sup>th</sup> September	8:30 -18:00	Saturdays and Sundays

**Table 1: Operating hours**

### 2.4.2 Accepted Waste Codes

As part of site operations the following wastes are to be permitted at the site for the below duration and up to the below quantities. The site will only accept household produced waste, members of the public can view the sites website to find information on accepted wastes. Waste will be brought onto the site by members of the public, site operatives will direct members of the public to the correct bay and assist in retrieving items from vehicles. The presence of operatives and use of signage will ensure items are placed in the correct containment. Any wastes brought to the site that are not accepted will be rejected following inspection. Rejected wastes will be stored in a sperate isolation container or quarantine cage and disposed of appropriately. If any rejected wastes are considered odorous, they will be placed within a sealed isolation container. If a waste is brought to site that poses a serious threat to the environment or human health the site may be closed. The wastes most associated with odour are highlighted below.

Waste description	Max. quantity on site	Max. storage duration	EWC code
General household waste	30 tonnes	48 hours	20 03 01 15 01 05 15 01 06
Green waste	20 tonnes	48 hours	20 02 01
Scrap metal	40 tonnes	2 weeks	20 01 40 15 01 04
Inert material	30 tonnes	2 weeks	17 01 07
Fridges/Freezers	50 tonnes	1 month	20 01 35
Gas bottles	100 units	1 month	16 05 05
Asbestos	2 tonnes	3 months	17 06 05
Wood	20 tonnes	2 weeks	20 01 38 15 01 03
LDA/SDA	1 tonne	1 month	20 01 36
TV's & monitors	1 tonne	1 month	20 01 35
Fluorescent tubes	1 tonne	1 month	20 01 21
Household chemicals & paints	200 litres	1 month	20 01 28
Waste oil	2 tonnes	1 month	20 01 26
Plasterboard	20 tonnes	2 weeks	17 08 02
Mattresses	5 tonnes	2 weeks	20 03 07
Tyres	6 tonnes	8 weeks	16 01 03
Paper or cardboard	20 tonnes	2 weeks	20 01 01

## Pyle Community Recycling Centre – Odour Management Plan

Waste description	Max. quantity on site	Max. storage duration	EWC code
			15 01 01
Textiles	5 tonnes	4 weeks	15 01 09
Clothes			20 01 11
			20 01 10
Plastics	20 tonnes	4 weeks	20 01 39
			15 01 02
Glass	30 tonnes	8 weeks	20 01 02
			15 01 07
Steel, aluminium cans	10 tonnes	6 weeks	20 01 40
			15 01 04
Batteries – household	50 units	1 month	20 01 33*
			20 01 34
Batteries - Car	5 tonnes	8 weeks	16 06 01
Discarded equipment containing chlorofluorocarbons	30 tonnes	4 weeks	20 01 23*
Edible oil and fats	4 tonnes	6 months	20 01 25
Paints, inks, adhesives, and resins containing hazardous substances	2 tonnes	12 weeks	20 01 27*
Soil and stones	25 tonnes	4 weeks	20 02 02
Other non bio degradable wastes	30 tonnes	8 weeks	20 02 03
Wastes from markets	10 tonnes	6 weeks	20 03 02
Street cleansing residues	15 tonnes	4 weeks	20 03 03
Municipal wastes not otherwise specified consisting of absorbent hygiene products	45 tonnes	2 weeks	20 01 99

**Table 2: Accepted waste codes**

The following table provides the daily and annual throughput for the wastes most likely to be odorous arriving at the site.

Throughput	Annual (tonnes)	Daily (tonnes)
Total	3055	8.40
General Household waste and municipal wastes not otherwise specified (including AHP waste)	1241	3.40
Green waste	1800	4.93
Edible oils and fats	15	0.04

**Table 3: Daily and annual throughputs of odorous wastes**

### 2.4.3 Waste Containment

Waste brought to the site will be stored in the appropriate bays or containers.

- All waste will be stored on an impermeable surface and have sealed drainage,
- Waste containment areas will be monitored regularly to prevent any overspill,
- When a waste container or bay is almost full a site operative will contact the appropriate contractor to arrange a collection,
- Waste storage containers and bays will be inspected regularly to ensure they are fit for purpose (no cracking in the impermeable surface, drainage functioning correctly etc),
- Waste will be weighed at its final destination and records sent to kier to keep track of waste quantities and allow recordings to be forwarded to Natural Resources Wales (Quarterly waste returns) and to Bridgend County Borough Council (waste flow data).

Waste type	Containment
General Household Waste	35/40 yd container
Green Waste	35/40 yd container
Scrap Metal	35/40 yd container
Inert Material	15/20 yd container
Fridges/Freezers	Loose. Doors to be securely taped shut
Gas bottles	Loose in cage
Asbestos	40 yd lockable container (same dimensions as other 40yd containers)
Batteries	1m3 battery boxes
Wood	35/40 yd container
LDA/SDA	35/40 yd container
TV's & Monitors	35/40 yd container
Fluorescent tubes	Specialist container
Household chemicals & paints	Specialist container – 1000l capacity (items placed into container as opposed to poured)
Waste oil	Specialist container - 1200l capacity (bunded oil tank)
Plasterboard	35/40 yd container
Mattresses	35/40 yd container

**Pyle Community Recycling Centre – Odour Management Plan**

<b>Waste type</b>	<b>Containment</b>
Tyres	Loose
Paper or cardboard	35/40 yd container
Textiles	Specialist container
Plastics	35/40 yd container
Glass	30/35/40 yd container/bottle bank
Steel, aluminium cans	35/40 yd container

**Table 4: Waste containment**

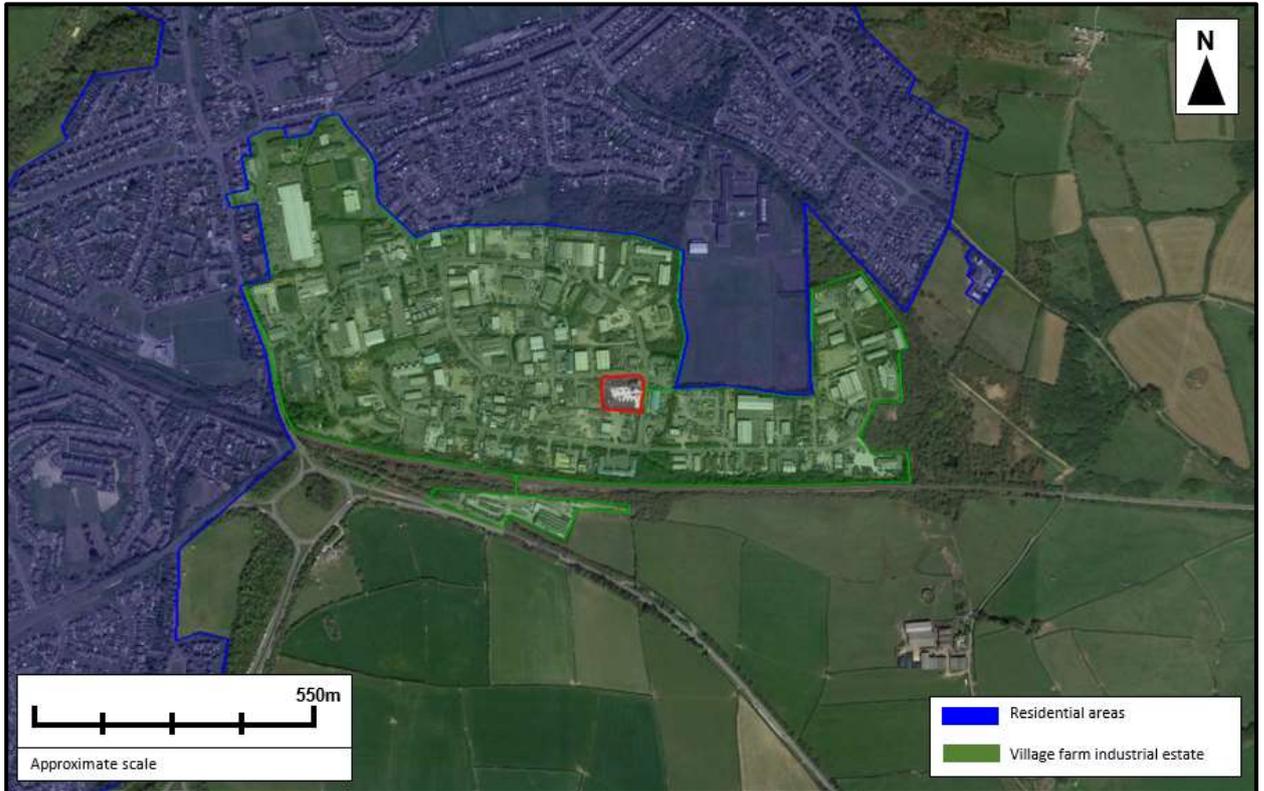
The entire usable area of site will be impermeable. The following plan shows the various permeable surfaces; tarmacked areas for cars (labelled in purple), kerbed pedestrian walkways (labelled in blue) and concreted areas for site operatives (labelled in green). The sites impermeable surfaces will ensure no waste residues will leave the site boundary or travel between areas of the site.



**Figure 3: Site surfacing plan**

## 2.5 Nearby Receptors

The site is located within the Village Farm industrial estate, highlighted in green, in Figure 3. There are a number of commercial units within the vicinity of the site including; recycling and waste management sites, equipment and plant hire, a number of automotive business etc, uses that are in general sensitive receptors with regard to the risk of odour.



**Figure 4: Map Showing Nearby Receptors**

The nearest residential areas are located approximately 350m to the north of the site. On Figure 4, residential and community services are indicated in blue. The site will utilise an active complaints line allowing members of the public to report any above average levels of odour emanating from the site.

The predominant wind direction is south-westerly, and as there are limited sensitive receptors to the immediate north-east direction, odour complaints would be expected to be limited.

## 3 Odour Management and Risk Assessment

### 3.1 Introduction

This section sets out the control measures/operational procedures that will be put in place at the site in order to reduce the potential for odour releases and associated nuisance for local residents. In addition, a risk assessment has been undertaken to consider the effectiveness of these measures and procedures. Table 5, drawn from the relevant NRW guidance<sup>1</sup>, sets out the measures and procedures to be put in place, as well as the residual risk of odour nuisance, during normal operational practices.

The risk assessment indicates that the residual risk of odour nuisance should not be significant, provided that the management procedures are correctly implemented.

**3.2 Odour Risk Assessment and Management Plan**

Hazard	Receptor	Pathway	Risk Management	Probability of exposure	Consequence	What is the overall risk?
Running cars/site vehicles	Residential and commercial properties in the vicinity	Air	<p>Physical Control Procedures:</p> <ul style="list-style-type: none"> <li>Encourage vehicles to switch off engines when not in use (signs in place on site for the public, part of protocol for site staff),</li> <li>Regularly inspect all on-site vehicles to ensure they are all in good working order.</li> </ul> <p>Procedural/Managerial Control Measures:</p> <ul style="list-style-type: none"> <li>Ensure site inspections are completed regularly,</li> <li>Log any maintenance undertaken on site vehicles and undertake all scheduled maintenance.</li> </ul>	Unlikely	Odour annoyance	Not significant if management is effective
Absorbent Healthcare Products (AHP) products	Residential and commercial properties in the vicinity	Air	<p>Physical Control Procedures:</p> <ul style="list-style-type: none"> <li>Frequent monitoring of waste type,</li> <li>Maximum capacity will be 4 tonnes per day,</li> <li>Storage within lidded containers,</li> <li>Waste type is transferred to its disposal point within 2 days.</li> </ul> <p>Procedural/Managerial Control Measures:</p> <ul style="list-style-type: none"> <li>Ensure waste is transferred within 2 day timeframe,</li> <li>Ensure inspections are completed to assess odour levels.</li> </ul>	Unlikely	Odour annoyance	Not significant if management is effective

**Pyle Community Recycling Centre – Odour Management Plan**

Edible fats and oils	Residential and commercial properties in the vicinity	Air	<p>Physical Control Procedures:</p> <ul style="list-style-type: none"> <li>● Frequent monitoring of waste type,</li> <li>● Waste type is transferred to its disposal point on a regular basis,</li> <li>● Stored within lidded, sealed containers.</li> </ul> <p>Procedural/Managerial Control Measures:</p> <ul style="list-style-type: none"> <li>● Ensure waste is transferred within a regular timeframe,</li> <li>● Records made of any odour incidents and mitigation put in place,</li> <li>● Ensure inspections are completed to assess odour levels.</li> </ul>	Unlikely	Odour annoyance	Not significant if management effective
Biodegradable kitchen and canteen waste	Residential and commercial properties in the vicinity	Air	<p>Physical Control Procedures:</p> <ul style="list-style-type: none"> <li>● Frequent monitoring of waste type,</li> <li>● Waste type is transferred to its disposal point within 2 days,</li> <li>● Stored within lidded containers.</li> </ul> <p>Procedural/Managerial Control Measures:</p> <ul style="list-style-type: none"> <li>● Ensure waste is transferred within 2 day timeframe,</li> <li>● Records made of any odour incidents and mitigation put in place,</li> <li>● Ensure inspections are completed to assess odour levels.</li> </ul>	Unlikely	Odour annoyance	Not significant if management is effective

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Green/biodegradable waste	Residential and commercial properties in the vicinity	Air	<p>Physical Control Procedures:</p> <ul style="list-style-type: none"> <li>● Frequent monitoring of waste type,</li> <li>● Maximum capacity will be 20 tonnes per day,</li> <li>● Waste type is transferred to its disposal point within 2 days.</li> </ul> <p>Procedural/Managerial Control Measures:</p> <ul style="list-style-type: none"> <li>● Ensure waste is transferred within 2 day timeframe,</li> <li>● Records made of any odour incidents and mitigation put in place,</li> <li>● Ensure inspections are completed to assess odour levels.</li> </ul>	Unlikely	Odour Annoyance	Not significant if management is effective
Rejected site waste, temporarily stored on site	Residential and commercial properties in the vicinity	Air	<p>Physical Control Procedures:</p> <ul style="list-style-type: none"> <li>● Public will be requested to take rejected waste away with them,</li> <li>● Stored in a separate quarantine cage, away from other waste,</li> <li>● Arrangements made for disposal of items,</li> <li>● If it poses a risk to humans or the environment, the sites emergency procedures will be enacted and the site may be closed as appropriate.</li> </ul> <p>Procedural/Managerial Control Measures:</p> <ul style="list-style-type: none"> <li>● Full records kept of all incidents,</li> <li>● Fire service and NRW will be contacted as appropriate.</li> </ul>	Unlikely	Odour Annoyance	Not significant if management is effective

**Pyle Community Recycling Centre – Odour Management Plan**

Overflow of containers causing build up of waste	Residential and commercial properties in the vicinity	Air	<p>Physical Control Procedures:</p> <ul style="list-style-type: none"> <li>Waste will be regularly removed from site, in line with processes outlined in the site working plan,</li> <li>Fill lines on containers will be regularly monitored to avoid overflow of waste,</li> <li>Any build up of waste around containers will be cleared up swiftly.</li> </ul> <p>Procedural/Managerial Control Measures:</p> <ul style="list-style-type: none"> <li>Ensure regular inspections are completed.</li> </ul>	Unlikely	Odour Annoyance	Not significant if management is effective
Drainage system	Residential and commercial properties in the vicinity	Air	<p>Physical Control Procedures</p> <ul style="list-style-type: none"> <li>Drainage system will be checked regularly to ensure there are no blockages,</li> <li>Drainage system will be flushed with water during dry periods.</li> </ul> <p>Procedural/Managerial Control measures</p> <ul style="list-style-type: none"> <li>Ensure regular inspections are completed</li> </ul>	Unlikely	Odour Annoyance	Not significant if management effective
High temperatures in skips/containers	Residential and commercial properties in the vicinity	Air	<p>Physical Control Procedures</p> <ul style="list-style-type: none"> <li>Canopy placed over open skips/containers to reduce impact of hot weather on contents,</li> <li>Regular temperature checks are completed..</li> </ul> <p>Procedural/Managerial Control Measures</p> <ul style="list-style-type: none"> <li>Ensure regular inspections are completed. .</li> </ul>	Unlikely	Odour annoyance	Not significant if management effective

**Table 5: Odour Risk Assessment and Management Plan**

## 4 Maintenance and Monitoring

### 4.1 Monitoring

There are no expected regular odour emissions points located at the site, however the following precautions have been taken to ensure odour does not become an issue.

The site will be supervised by an approved supervisor (holding the appropriate certificates of technical competence). Waste management operatives will be on site during operational hours, with 2 operatives actively working on site during this time. The waste management operatives will be trained on the requirements of Environmental permits/waste management licenses, including odour management mitigation and monitoring to be undertaken on site.

This includes:

- Site operatives regularly completing sniff testing around the general site area and site boundaries for any out of the ordinary levels of odour,
- Any incidents of raised odour will be recorded in the site diary, including information surrounding; the source of the odour, mitigation to diminish future occurrence of odour and monitoring of the odours source to ensure problem does not persist,
- If an odour issue persists, additional action as required will be taken to ensure the issue is tackled. This could include third party monitoring, installation of enclosed containers for any offensive waste repeatedly entering the site,
- There will be a monitored complaints line for members of the public and local businesses (all complaints made to the line will be investigated and recorded),
- Waste types brought to site will be monitored by site operatives, any waste types not included in the accepted waste list will be rejected from the site, rejected wastes may be temporarily stored on site if necessary. If they become odorous they will be stored in an enclosed container to limit the likelihood of odour (and disposed of within 48 hours)
- Thermal heats guns will be used to check the temperatures of waste piles throughout the day,
- During periods of hot weather, waste piles will be checked at a higher frequency and a shorter turnaround time can be arranged to reduce waste sitting on site. Note that canopies are provided over waste containers for which this may become an issue.

#### 4.1.1 Daily Housekeeping schedule

During each working day the site manager or an appropriately trained member of staff will undertake a brief walkover survey(s) to ensure that the site is being maintained and works carried out in accordance with the standards described within this document. This will ensure site procedure is followed throughout the day and that staff are able to record and address any odour issues within the same working day that they occur.

The site housekeeping schedule format is provided below:

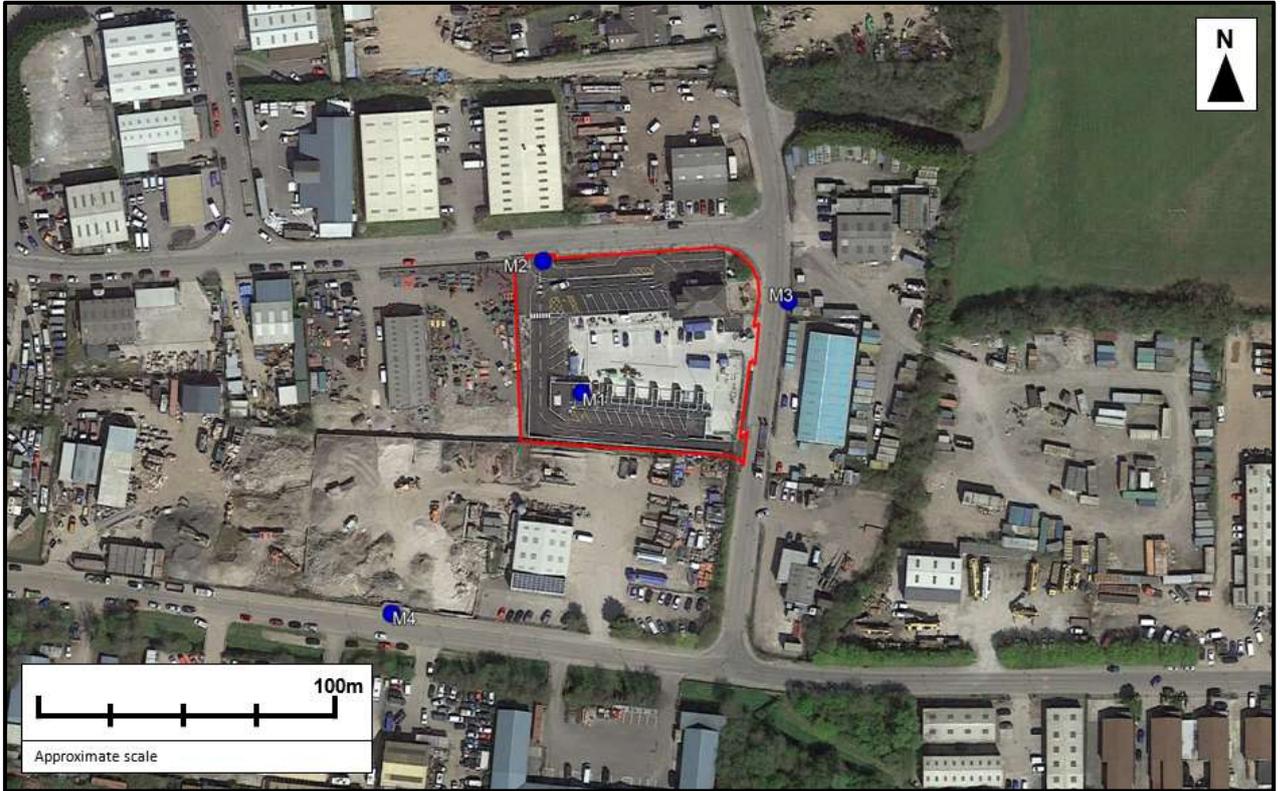
Pyle Community Recycling Centre – Odour Management Plan

Week Commencing:							
Housekeeping schedule daily tasks	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Inspected Items (to be initialled by person completing the checks):-							
A record of any instances of high levels of odour and any odour suppression measures utilised are to be recorded in the site dairy.							
Visual inspection of site cleanliness has been completed, including; <ul style="list-style-type: none"> <li>No litter and waste collecting around the base of skips/containers,</li> <li>No litter and waste collecting in areas of the site (windblown into the fencing to the south of the site),</li> <li>All empty bays are washed down before introducing a new skip/container,</li> <li>All empty skips are checked residual waste and odour before replacing.</li> </ul>							
Spot checks of waste types entering the site have been completed, to ensure only accepted waste codes are being brought in.							
Visual inspection and records of waste containment has been completed, including; <ul style="list-style-type: none"> <li>Length of time the skip has been at the site,</li> <li>Approximate amount of waste contained within each skip/container,</li> <li>No visible evidence can be seen of waste entering the incorrect container/skip.</li> </ul>							
Record of any abnormal weather conditions, current and predicted, (i.e. high wind, heavy rainfall, or prolonged period of drought which could give rise to odour emissions) to be made in the site dairy.							
The heat gun has been used to check the temperature of waste piles, ensuring they are below 80°C. Checks have been conducted in the morning, midday and before the site closes for the day.							
The site is in good physical condition, including; <ul style="list-style-type: none"> <li>All areas of hardstanding are in a good condition with no cracks or damage,</li> <li>All skips and containers are in good condition and suitable for containment of waste.</li> <li>The drainage system has been checked to make sure water is flowing freely through the system (no blockages).</li> </ul>							

Figure 5: Odour Specific Site Housekeeping Schedule

### 4.1.2 Daily Odour Check

As part of the daily site checks odour monitoring will be undertaken by site operatives. The operative will take note of any odours at a minimum of 4 locations on and around the site; a location near to waste bays and containers, the site entrance, a location outside the site boundary.



**Figure 6: Suggested odour monitoring points**

The above map shows recommended locations of odour monitoring:

- M1: located near to the general waste and gas bottle storage,
- M2: located near to the site entrance,
- M3: Located across the road from the site,
- M4: located downwind of the site (to the south-west).

### 4.1.3 Odour Investigation

Once an odour incident has been reported or discovered on site, the site manager or team leader will conduct a site investigation. Site investigation conclusions will be summarised in the site diary for future reference. The following points should be noted:

- The source of the odour,
- Odour prevention strategies already in place,
- Additional strategies which could be employed,

- Weather conditions when odour was reported or discovered.

Once an investigation has taken place and a strategy to address the odour implemented, frequent monitoring of the location of odour should be undertaken to ensure any odour reducing strategies have been effective. If there is no change, another strategy can be trialled until the level of odour is reduced.

#### 4.1.4 Weather Conditions

Weather forecasts will be used to aid decision making on site, for example when warm conditions are predicted, site activities can be tailored to minimise the likelihood of odour generation.

The site operatives will check current and predicted weather conditions on a daily basis utilising a weather forecasting website. This allows operatives to action odour minimising techniques and plan for future weather conditions. Daily site conditions will be noted in the site diary, future predictions will also be noted and monitored if these conditions are likely to become an issue.

The team leader or site manager will assess the weather conditions and amend site activities to minimise the arising of odour. Should conditions on site become severe enough that odour cannot be mitigated, site activities will be suspended until these conditions subside.

Wind conditions will be monitored using internet forecasts to aid decision making with regard to the risk of dust impacts and appropriate mitigation. The predominant wind direction is south-westerly.

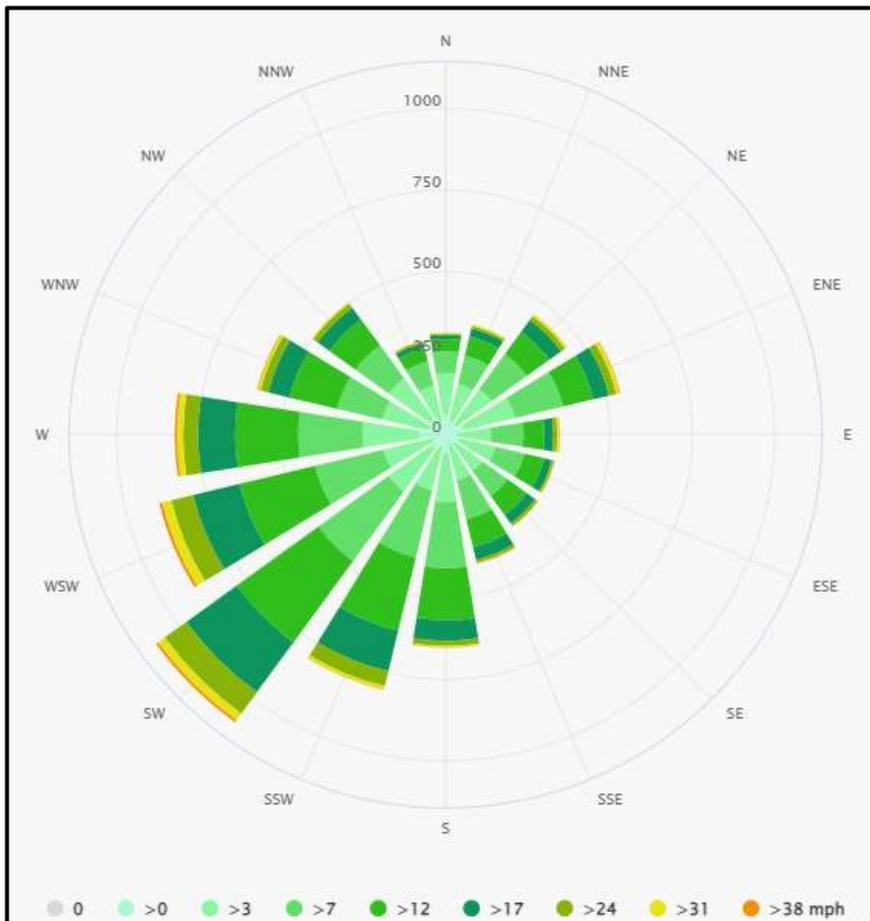


Figure 7: Pyle Wind Rose

## 5 Odour Mitigation Methods

If odour is becoming an issue on site, the following methods may be utilised to reduce the level and spread of odour.

- Odorous waste will be taken off site within 48 hours of being identified to be causing a nuisance beyond the site,
- The maximum time waste will stay at the site can be reduced,
- Accepted wastes on site can be adapted to reduce the amount of odorous materials,
- Closed containers can be utilised over open containers,
- Waste within containers can be mixed utilising the sites material handler,
- Surface treatments can be utilised,
- Misting systems could be installed.

## 6 Complaints

### 6.1 Complaint(s) Received During an Odour Event

The following actions will be undertaken if a complaint is registered by a member of the public whilst the problem is still occurring.

1	Complaint registered by a member of the public.
2	Identify source of odour emissions on site and mitigate as soon as practicable.
3	If mitigation ineffective, cease operations until activity can be undertaken without significant odour emissions.
4	Complete odour event reporting in log book, including record of meteorological conditions (including wind speed, wind direction and recent rainfall patterns).
5	If odour complaints continue – investigate further mitigation methods that can be applied to the operation or activity.
6	Maintain correspondence with complainant and inform of actions taken. A response will be issued within 5 working days of receipt.
7	Senior management will review all complaints and their responses as part of a monthly review of the site log book.
8	If a number of complaints are received during an odour event they will be marked as urgent, everything will be done to minimise the effects of the odour event and the matter will be escalated with senior management.

**Table 6: Odour Event Action Plan**

## 6.2 Complaint(s) Received Post Odour Event

The following actions will be undertaken in response to a complaint by a member of public after an odour event has occurred.

1	Complaint received by a member of the public via Odour Event Complaints Form.
2	Investigate operations and weather conditions at the time of the event to identify source of odour emissions.
3	Complete odour event reporting in log book.
4	Ensure complaint is reviewed by senior management.
5	Implement odour mitigation measures reduce potential for repeat episode.
6	If odour complaints continue – investigate further mitigation methods that can be applied to the operation or activity.
7	Maintain correspondence with complainants and inform of actions taken. A response will be issued within 5 working days of receipt.
8	Senior management will review all complaints and their responses as part of a monthly review of the site log book.
9	If a number are received they will be marked as urgent, a thorough investigation into the cause of the odour event will be undertaken and the matter will be escalated with senior management.

**Table 7: Post Odour Event Action Plan**

### 6.3 Odour Event Complaints Form

Members of the public can file complaints via an emergency contact number which will be visibly displayed near to the site entrance.

When a complaint is received, the following form will be filled out by site operatives to ensure detailed records are noted for each complaint received. These records will then be investigated to ensure that the complaint can be accurately addressed and steps taken to further reduce the impact of odour on local sensitive receptors.

Odour Event Complaints Form	
Name	
Address	
Contact Number	
Location of compliant source, if not at above address	
Date of odour event (dd/mm/yyyy)	
Weather conditions	
Temperature	
Wind strength	
Wind direction	
Complainant's description of odour event	
Duration of odour event	
Any further comments relating to the odour	
Signed	
Current date (dd/mm/yyyy)	

**Table 8: Odour event complaints form**

## 7 Neighbourhood Engagement

The site is located within the Village Farm Industrial estate, therefore the immediate vicinity of the site would not be considered particularly sensitive to odour.

The surrounding businesses include:

- Recycling and waste management sites,
- Equipment and plant hire,
- A number of automotive business,
- Consultancies etc.

To the north-west of the industrial estate is the area of Pyle, made up of residential areas and community services. Due to the close proximity of the site to the local community, it is important to engage with anyone who may be effected by rise of odour from the site.

Local residents are likely to perceive odours from the site differently to site operatives, it is therefore important to communicate with members of the local community.

This could involve:

- Questionnaires frequently sent out to local businesses to ensure odour level is under control,
- A monitored complaints line to address any concerns from the local community,
- Site operations staff are to report any verbal complaints to site manager and make a note in the site diary.

The Pyle site wants to ensure open communication is achieved between site management, operatives and the local community. Becoming an active member of the local community is likely to increase tolerance to odours as well as allowing locals to feel heard and involved with the sites activities.

## 8 Staff Competency and Training

The site will be supervised by an approved site manager who holds the relevant certificates of technical competence (CoTC). WAMITAB certificates will be held surrounding the management of Hazardous and non-hazardous waste sites. The site manager will be contactable during the operational hours of the site to ensure that any issues can be resolved quickly and the potential impacts mitigated.

During site operational hours at least two site operatives will be working at all times. This is made possible through a staggered lunch system. Waste management operatives will carry out daily inspections to ensure the site is in good working order and unnecessary odour is avoided.

Site staff will receive regular training to ensure they know how to deal with any incidents of odour on site. When first working at the site they will undertake a toolbox talk to ensure they are aware of any issues related to odour. The odour management plan will be available in the sites main office at all times.

## 9 Summary and Conclusion

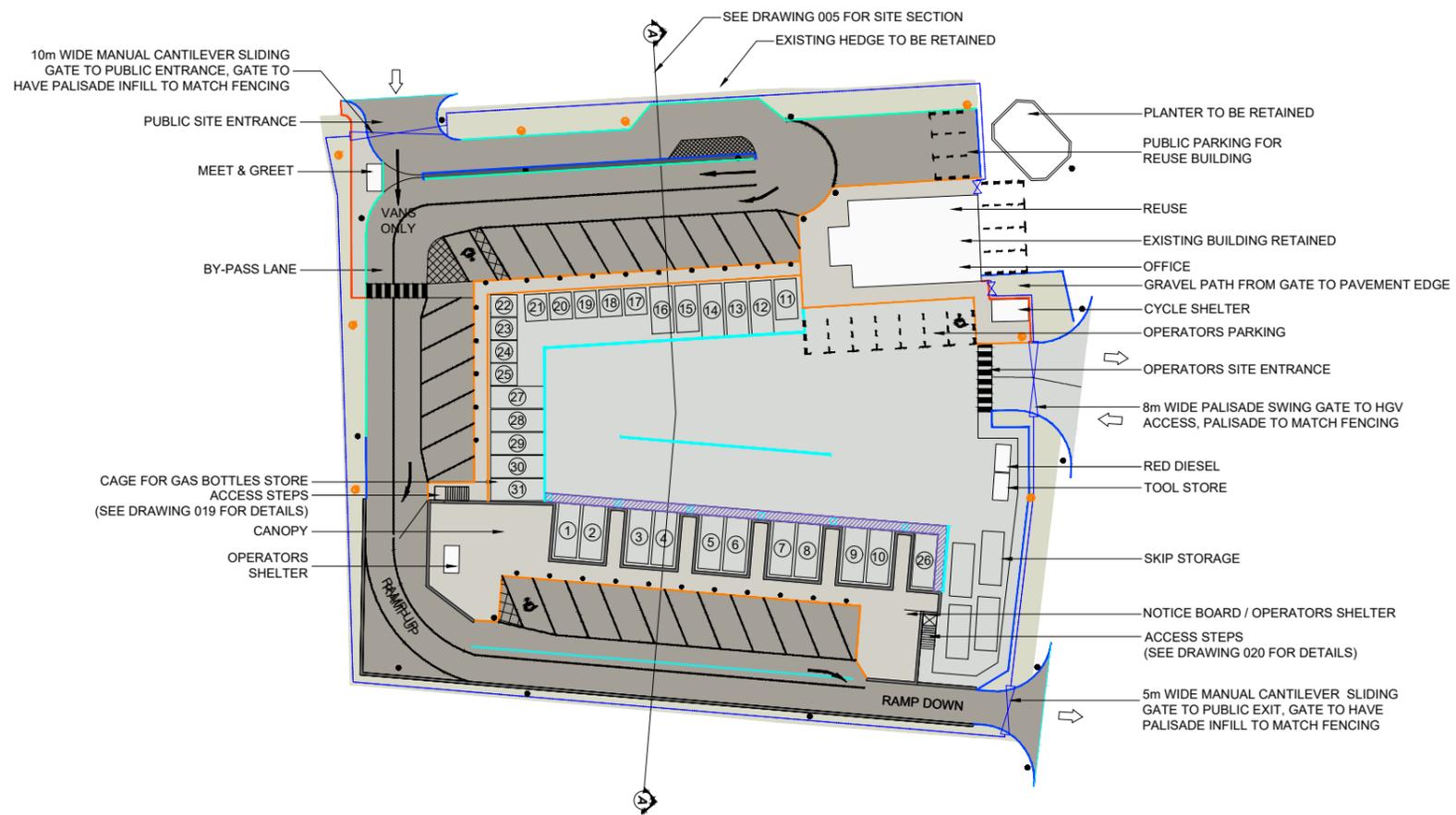
The Pyle Community Recycling Centre is located within the Village Farm Industrial estate, approximately 7.5km west of Bridgend town centre. Located within an existing industrial and commercial estate containing sensitive receptors.

The main source of odour will be related to car fumes on site, generated by use of vehicles from the public and site operatives. Notices are located around the site to reduce the amount of vehicles left running unnecessarily.

Any biodegradable waste being held at the facility such as canteen/food and garden waste, in addition to AHP waste will be subject to strict odour management procedures. This includes ensuring possibly odorous waste is not contained on site for longer than 2 days, waste is stored in enclosed containers and checked regularly for increased levels of odour.

The odour management plan presented in this report, comprising physical control measures combined with management procedures, is considered to reduce the risk of odour emissions so that odour nuisance is considered to be not significant.

## Appendix 1 – Site Layout Plan



- 1 Household (large mixed)
- 2 Household (black bag)
- 3 Bulky waste
- 4 Cardboard
- 5 Ferrous Metal
- 6 Green waste
- 7 Plastic
- 8 Wood
- 9 Rubble
- 10 Paper
- 11 Asbestos
- 12 Aluminium Cans
- 13 Steel cans
- 14 Glass
- 15 Textiles
- 16 Plasterboard
- 17 Books
- 18 Bric a brac
- 19 Bikes
- 20 Batteries -house
- 21 Batteries - car
- 22 Mattresses
- 23 Paint
- 24 Oil
- 25 Cooking oil
- 26 WEEE E - SDA
- 27 WEEE A - LDA
- 28 WEEE C - CRT
- 29 WEEE D - LAMPS
- 30 WEEE B FRIDGES
- 31 Gas Bottles

NOTES

LEGEND

- BACK EDGE OF PAVEMENT KERB
- BULL NOSE KERB
- HB2 KERB
- HB2 KERB DRAIN
- ACO S150 CHANNEL DRAIN
- PALISADE FENCING
- PEDESTRIAN FENCING
- 900mm WIDE CHANNEL IN CONCRETE HARD STANDING
- TARMAC ROAD
- CONCRETE HARDSTANDING
- PEDESTRIAN PAVEMENT
- LANDSCAPING

C0	TW	DP	23.08.18	CONSTRUCTION ISSUE
T0	IMR		MAR 14	
Revision	By	Chk'd By	Date	Comments



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Site  
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Project  
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Drawing Title  
**PROPOSED SITE LAYOUT**

Scale  
1:500 @ A2

Date  
MARCH 14

Drawing Number  
**004**

Revision  
**C0**

CONSTRUCTION