Noise Management Plan

First Milk Haverfordwest Creamery

Doc Ref	Revision No	Revision date	Issued by	Site
SHE-POL-16	2	09/02/2024	Neil Shawcross	Haverfordwest

Contents

1. Introduction

Following issue of the consolidated Environmental Permit (Ref: XP3830UR) by Natural Resources Wales (NRW) and subsequent regulatory inspections, the facility is required to produce a standalone Noise Management Plan (NMP). NRW requires that the NMP is in accordance with Environmental Agency (EA) online guidance "Noise and Vibration Management: Environmental Permits" and addresses the delivery of all relevant Food and Drink Sector Best Available Techniques (BAT) Conclusions.

The purpose of the NMP is to demonstrate that the control of noise has been taken into account in the operation of the permitted installation. This NMP is therefore a working document and is updated and refined as required throughout the operation of the Facility. The NMP forms an integral part of the site Environmental Management System (EMS) and operational staff have easy access to the document. Further to this the NMP sets out operational arrangements to control and mitigate noise from the Facility, made available to all operational staff working at the Facility.

In developing this NMP, First Milk understands its responsibilities for controlling noise generated by the Facility and is committed to ensuring that its operations do not result in unacceptable noise impacts at off-site receptors. First Milk is committed to ensuring that all noise control equipment is designed, operated and maintained appropriately to ensure that noise is effectively controlled at all times.

First Milk will undertake regular and periodic review of the NMP to ensure that it is effective at controlling noise and mitigating the impact of noise generated by the Facility. The NMP will updated to include for the activities arising as a result of the proposed forthcoming EPR permit variation.

1.1 Report structure

This report has the following structure broadly in line with the guidance provided by the, as referred to by NRW:

- Details of the site location including site address are presented in section 2.
- Review of sources, pathways and receptors are presented in section 3.
- A noise risk assessment including measures for noise management at the Facility are outlined in section 4.
- Noise monitoring at the site is described in section 5.
- Further details on the reporting and complaints procedures implemented at the Facility are provided in section 6.
- Actions in the case that unacceptable noise has been monitored or complaints have been received is included within section 7.
- Improvements are included in section 8.

2. Site Location and Description

2.1 The site

First Milk Haverfordwest Creamery is a cheese manufacturing installation located at Pembroke Road, Merlin's Bridge, Haverfordwest, SA61 1JN approximately 800m south of Haverfordwest town centre (National Grid reference 194882, 214503) as shown in Figure 1.

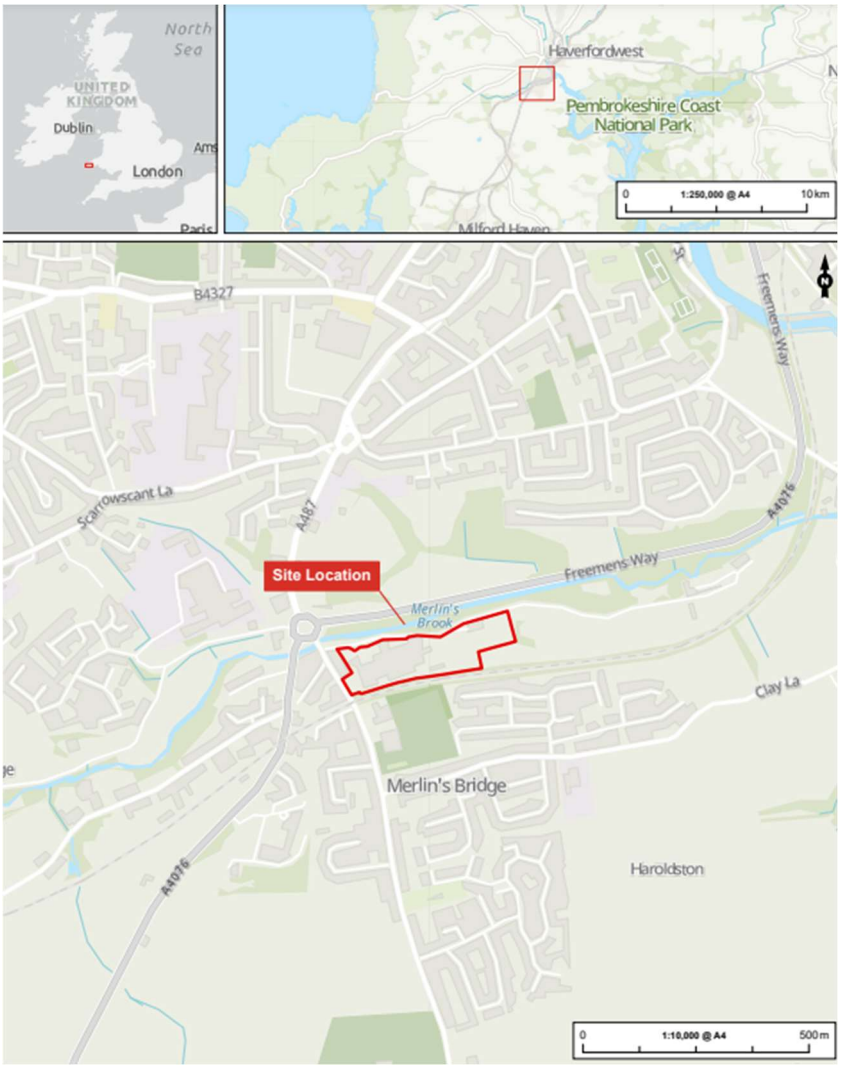


Figure 1 Site Location

The installation comprises an irregular plot of land occupying an area of approximately 6 hectares within area of generally mixed use development on the edge of the centre of Haverfordwest. The site is understood to have been developed as a factory in the 1960s/1970s, which was expanded throughout the 2000s and 2010s. The site's Environmental Permit was applied for and determined in 2005, with notable additions to permitted processes in 2013 for an effluent treatment plant; and in 2019 for medium combustion plant.

In summary, the installation is a cheese manufacturing facility processing raw milk into cheese which is despatched product to an off installation 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 (ETP) 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 installation is operated in accordance with the extant varied and consolidated permit EPR ref XP3830UR. The site is manned and operational on a 24-hour-a-day basis. A full summary of operations is detailed within the permit and documentation submitted to NRW.

Site Setting

The site is bounded by Merlins Brook which forms the northern perimeter of the site with the A4076 immediately beyond this. The eastern perimeter is open ground with Dwr Cymru wastewater treatment plan beyond. To the immediate south of the Site across the adjacent Milford Haven-Carmarthen railway line are residential properties at Jenkins Close and a residential care home with commercial and residential properties centred around Pembroke Road and Magdalen Street to the west which boarder the site.

The topography of the site and surrounding area slopes towards the north of the site.

The Installation location in the context of the wider area is shown in Figure 2.

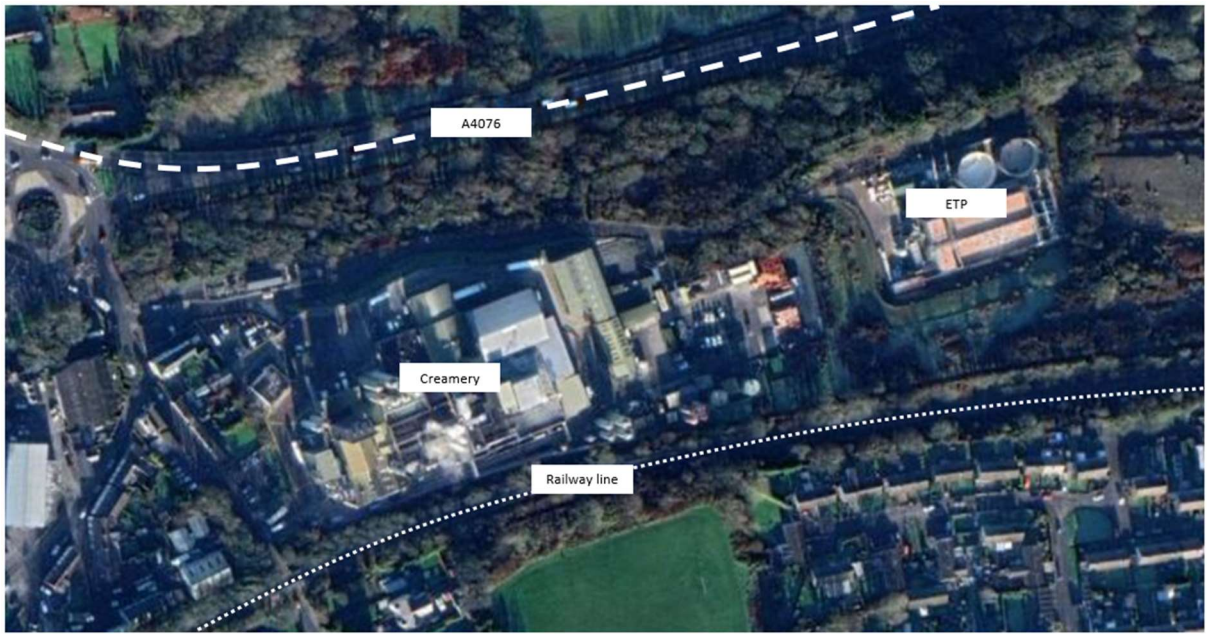


Figure 2 Installation location in the context of the wider area

3. Review of Noise Sources, Pathways and Receptors

3.1 Noise

Emissions of noise radiating from the operation of the Facility (for example, regular `drone' type noise, impacts from movement of vehicles and materials and tonal noise from reversing alarms) can give rise to annoyance at local resident properties and affect their enjoyment of their homes and gardens. Long-term exposure to high levels of noise pollution can cause nuisance resulting in sleep disturbance, anxiety and stress and can therefore affect health.

3.2 Potential noise sources

In summary, 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/CHP, creamery plant and machinery in addition to the ETP that serves the site. Food safety requires that all processing machinery is housed within buildings at the site.

The management of the Facility is split into area/departments. A register of noise sources within the Facility is contained in Appendix 1. This includes details of the noise source and has been used to inform the qualitative Noise Impact Risk Assessment. This includes potential noise associated with raw materials, the production process, maintenance, abnormal activities and waste management for each area. This noise register is linked to the site's aspect register (which forms part of the EMS). In addition, all noise producing assets are further controlled through a defined maintenance frequency for each relevant piece of equipment in the Planned Preventative Maintenance (PPM) schedule.

3.3 Noise Impact Assessment

A quantitative Noise Impact Assessment is being developed for the Facility. This will be provided to NRW in due course. This will quantify the impact of noise emissions from the Facility at offsite receptors and be used to identify the main sources of noise from the Facility. This will be used to identify and inform the site noise improvement programme to minimise noise impacts on the local environment going forward.

3.4 Pathways

Airborne noise (i.e. the spreading of sound energy) radiated from plant, vehicles and plant buildings on site has the potential to be transferred to nearby receptors through the air. The extent to which the noise is perceptible or where it becomes a nuisance at sensitive receptors is dependent upon the pathway. This is influenced by the separation distance, wind direction, wind speed, frequency of sound, obstructions along the pathway, type of ground cover, meteorological conditions, height of noise source and receptor above ground level, and the size and characteristics of the noise source.

3.5 Receptors

A human sensitive receptor is any location where a person may experience perceptible site noise which causes adverse impacts or annoyance or nuisance in accordance with relevant noise guidance and standards.

Site 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. Personal Protective Equipment (PPE) is made available where appropriate.

It is unlikely that noise and vibration from the installation 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.

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 neighbouring landowners and businesses are essential to anticipate potential problems and avoid them, where possible, to avoid any cause of complaint.

Sensitive human receptors can include:

- Residential dwellings;
- Schools;
- Hospitals;
- Care homes;
- Childcare facilities;
- Hotels;
- Gardens (where relevant public exposure is likely i.e. excluding extremities of gardens or front
- gardens); and
- Sensitive commercial premises which may include for example, an office environment.

For the Facility, there are several receptors located within the vicinity of the installation. Below is a list of potential noise receptors beyond the installation and a diagram showing locations of receptors.

Table 1: Receptors

Ref	Receptor	Location	Approx. distance to the site boundary
R1	Pembroke Road commercial, Residential Properties and the Lynnefield rest home	West and South 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

The receptors used within this NMP provide a good cross-section of receptor locations which are either in proximity to the site and at greater distance where noise may be perceptible. It is recognised that they are not an exhaustive list and that consideration of noise levels in other residential areas around the Facility may also need to be considered, as required.

There are no ecological receptors considered to be sensitive to noise within 1 km of the installation boundary.

In consideration of its potential to impact on and off site receptors First Milk shall ensure:

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

Figure 3: Receptor locations:

4. Noise Management

4.1 Responsibility for implementation of this plan

This NMP is working document. Initially, it is intended to demonstrate that the control of noise has been considered as part of the day-to-day operation of the Facility. This NMP links to procedures which are contained within the EMS. It is not intended to replace these procedures but sufficient information has been provided to describe the principles.

First Milk has responsibility for the implementation, reviewing and updating of the NMP. Reviews are undertaken on an annual basis, whenever new equipment or mitigation measures are implemented at the Facility, or following the receipt of complaints.

First Milk aims to ensure that any persons performing tasks for it, or on its behalf, which have the potential to cause significant environmental impact, are competent on the basis of appropriate education and training or experience. Key management roles at the Facility include the Environment Health and Safety (EHS) Department, the Departmental Managers and the Site Director. The EHS Department Management are responsible for ensuring that procedures are in place for noise management on site and responsible for responding to and investigating off-site environmental noise complaints. The Departmental Managers are responsible for ensuring that noise control measures are in place in their department, and for investigating any justified environmental complaints that have been caused by noise originating in their department and putting in place mitigation measures as appropriate. The managers are responsible for ensuring that all employees are fully trained on noise control, with all employees at the Facility responsible for following the company procedures.

Systems to assess competence and provide training for relevant staff is provided. Skills, competencies and training requirements for staff (such as understanding and implementation of the NMP) are documented and recorded as part of the internal EMS at the Facility. The EMS contains an archiving procedure to ensure all training (including refresher training) is recorded and all associated records are retained.

Where noise is generated by contractors working at the Facility, First Milk acknowledges responsibility for ensuring that noise impacts are minimised. The EMS includes procedures for the control of contracts. This includes providing contractors details of the health and safety risks on site and the procedures which need to be complied with. This includes procedures to minimise noise impacts. Contractors are required to confirm that they will adhere to the site rules and pass the site induction prior to working on site. Where a contractor has been found not to comply with the site rules, escalation procedures are in place and repeat offenders refused access to the site.

4.2 Control of noise

The key sources of noise emissions have been listed in section 3 Control of the impact of noise involves the treatment of the noise at source (e.g. via enclosing, or method of operation, replacement & maintenance).

The overall approach taken to managing noise includes the following steps:

- Identify all noise sources within the site by conducting a noise survey – this is currently ongoing, and the results will be fed back into this NMP.
- Assess noise levels by measurement of the identified noise sources – this is currently ongoing, and the results will be fed back into this management plan.
- Determine the regulatory requirements for the site.
- Determine the most significant noise sources on-site and at sensitive receptors off-site – this is currently ongoing, and the results will be fed back into this management plan.
- Apply a noise reduction programme which includes the use of noise mapping and propagation, evaluation of most cost-effective measures and their implementation– this is currently ongoing, and the results will be fed back into this management plan.

- Consider techniques for the reduction of noise at source and the site level (e.g. enclosing noisy plant, soundproofing buildings, use of silencers, keeping doors closed, regular maintenance, screening methods, limiting outdoor night-time activities where practicable and limiting speed.
- Monitoring of noise levels to ensure they are within regulatory limits at sensitive receptors where if these are applicable.
- Review and update the noise management plan to ensure it remains effective and up-to-date with current regulations and Best Available Techniques relevant to the Food and Drink generally and Milk sector specifically.

Appendix 1 includes a summary description and consideration of the general mitigation/control measures that are in place at the Facility to prevent, reduce and/or mitigate against noise emissions. Appendix 1 1 is reviewed by management as part of periodic reviews of the NMP. This ensures that sources and receptors of noise are regularly examined, so that there are no 'gaps' in abating the noise at the Facility, and as part of First Milk's aim of continual improvement.

4.2.1 Permit Requirements

The Facility has an EPR to operate. Section 3.4 of the EP includes conditions regarding the 3.4 Noise and vibration with 3.4.1 stating that '*Emissions from the activities shall be free from noise and vibration at levels likely to cause pollution outside the site, as perceived by an authorised officer of Natural Resources Wales, unless the operator has used appropriate measures, including, but not limited to, those specified in any approved noise and vibration management plan to prevent or where that is not practicable to minimise the noise and vibration*'.

Therefore, the EPR controls emissions from all activities on-site as such, to comply with the requirements of the EP permit, there are a number of noise emissions control measures in place at the Facility, including both physical measures and management techniques. These are detailed below.

4.2.3 Appropriate measures and best available techniques (BAT)

In respect of the EU BAT `Reference Document for the Food and Drink Sector the associated BAT Conclusions for the site, the site's response below is provided.

In order to prevent or, where that is not practicable, to reduce noise emissions, BAT 14 is to use one or a combination of the techniques given below (prevention / point source reduction / site level reduction):

(a) Appropriate location of equipment and buildings
Due to the layout and location of the installation there is not much opportunity to maximise distance between noise emitters and receptors. Plant or equipment with the greatest potential to create excessive noise is internal or enclosed (e.g. compressors, boilers, CHP, all main processing equipment). The site exercises a range of noise management measures in line with its NMP.

When installing new plant, noise is taken into consideration and plant is designed in order to minimise noise off-site. Noise surveys are carried out as part of planning applications prior to installation to assess the impact of any new plant to the surrounding areas.

(b) Operational measures
Plant and equipment is subject to PPM and condition-based inspection that would detect abnormalities in operation that could lead to excessive noise. There is no specific noise abatement equipment. A combination of management techniques, housekeeping, monitoring, maintenance and inspection are used in combination to minimise noise. Various primarily operational measures are in place to control noise emitted from the site, particularly during the night; personnel are inducted and reminded of the sensitivity of neighbouring residents and the need to follow appropriate procedures; deliveries and vehicle movements are prevented where appropriate during the night; external activity is restricted during the night. Noise is a consideration of the activities of contractors and projects and is routinely assessed as part of the evaluation of RAMS during

planned and reactive construction and maintenance activities. All areas of the site are subject to inspection and process confirmation audits that would identify abnormal operations/activities that may give rise to noise nuisance potential.

(c) Low-noise equipment
Consideration of noise is part of the part of equipment specification which would identify opportunities to include the requirement for low noise equipment such as fans, pumps and compressors where this is applicable for both temporary or new equipment.

(d) Noise control equipment and (e) Noise abatement
Consideration of noise is part of the part of the change management process and in the design brief for new installations (including specification of building fabric in addition to the location and layout of process and ancillary equipment). Environmental noise would be driven by the need to meet both planning and permitting requirements which, if the need for a technical assessment is demonstrated, would identify noise control and mitigation methods to address noise nuisance potential.

In addition to the general sector BAT points the following good practice techniques are considered relevant:

(i) Performing regular noise surveys with monitoring of noise levels outside the site boundaries;
Qualitative noise monitoring is carried out as detailed in Section 5.2 at various locations within the local area. These points take into account sensitive receptors as, being located where noise from the plant has the potential to cause a nuisance (e.g. residential population, or sensitive receptors).

(ii) Enclosing noisy equipment in housing or by encapsulation and by soundproofing buildings;
For plant and equipment outside of buildings, the aim is to reduce noise levels to as reasonably practicable. This is carried out by careful selection of plant and equipment.

(iii) Decoupling individual equipment to pre-empt and limit propagation of vibrations and resonance noise;
Regular condition monitoring is carried out on large plant assets to inform planned preventative maintenance work and minimise noise emitted from motors, fans etc. Large plant assets are also fitted with continuous vibration monitoring that causes plant shutdown should vibrational set points be exceeded. Details of the plant fitted with continuous vibration monitoring is documented within the PPM.

(iv) Point source insulation using silencer, damping, attenuators on noise sources, e.g. fans, acoustic vents, mufflers, and acoustic enclosures of filters;
Equipment that produces a high level of noise is generally fitted with noise reduction devices to lessen any off-site impact (e.g. CHP acoustic enclosure). Careful consideration is taken in selecting the correct device for the plant.

(v) Keeping gates and doors closed at all times when not in use.
The installation operates a closed door policy in line with food safety standards. Most factory doors are self-closing which will reduce noise nuisance potential.

(vi) Reducing noise from traffic by limiting the speed of internal traffic and for trucks entering the site;
The on-site speed limit is enforced. All vehicles entering the site must obey local signage and near miss reporting is used to identify any vehicles that may be exceeding the speed limits. Any issues with external hauliers would be dealt with by the Despatch contacting the specific haulier with complaints.

(i) Limiting outdoor activities during the night;
Outdoor activities that may have an impact off-site are restricted.

4.3 Noise Risk Assessment and mitigation

Appendix 1 provide detail of each of the noise sources within each department and the potential impact they could have on local receptors. The table include measures used to manage the risk and the overall perceived risk. The perceived overall risk is 'insignificant', 'not significant' or 'significant' in line with the EA's H1 guidance.

4.3.3 Specific noise prevention equipment

Other than the acoustic enclosure around the CHP engine there is no specific noise prevention equipment employed on site.

4.3.4 Noise Risk Assessment Summary

The risk assessment and management measures (Appendix 1) have shown that the perceived risk of noise from the Facility is 'not significant' or 'insignificant'. Should the monitoring (see section 5) or complaints procedure (see section 6) prove otherwise, appropriate action will be taken to identify and stop the source of the noise. Following this, the risk assessment and NMP will be reviewed and updated accordingly to ensure its effectiveness.

4.4 Abnormal operations

The above sections consider normal operations. It is possible that abnormal operations (equipment failure, weather, emergencies), could increase the risk of noise impacts. Management for the following abnormal situations is as follows.

Table 3 Abnormal Operations

Event	Location	Likely Effect	Response Measures	Timescale for Response
Prolonged power outage	Site-wide	Emergency generators brought onto site	Suitable location selected for generators on a case-by-case basis. Off-site monitoring to ensure generators do not increase noise levels	Immediate, for length of outage. Reliance on diesel generation for long periods is not economically viable
Fire / emergency	Site-wide	Prolonged sounding of the site fire/Ammonia alarms	Alarms are sounded until the Incident Commander is satisfied that the situation is safe	Immediate
Emergency venting of process emissions	Site-wide	Reverberation through the stacks may change the noise profile	Certain instances may require the use of stacks for a short duration to enable safe shutdown of processes however the air flow expected is no greater than under normal operations	Immediate
Emergency venting of pressure through PRVs	Pressure vessels and asscoaited systems	Venting through PRV for short duration – as above	As above	As above
Equipment failure	Site-wide	Potential for short duration impulse noise to be generated	Process stopped for safety reasons	Immediate

4.5 Management of change

When equipment is to be replaced a decision is made as to whether to replace like-for-like or whether different equipment is more appropriate. As part of this decision-making process consideration is made of noise impacts of the equipment and whether an alternative option could be used which would reduce off-site noise impacts.

5. Monitoring

5.1 Environmental Management System

An EMS is in operation which includes a range of monitoring and recording procedures. This NMP forms part of the EMS and is reviewed and updated accordingly. The EMS includes procedures for managing external complaints. Further detail on the complaints procedures at the Facility are presented within section 6.

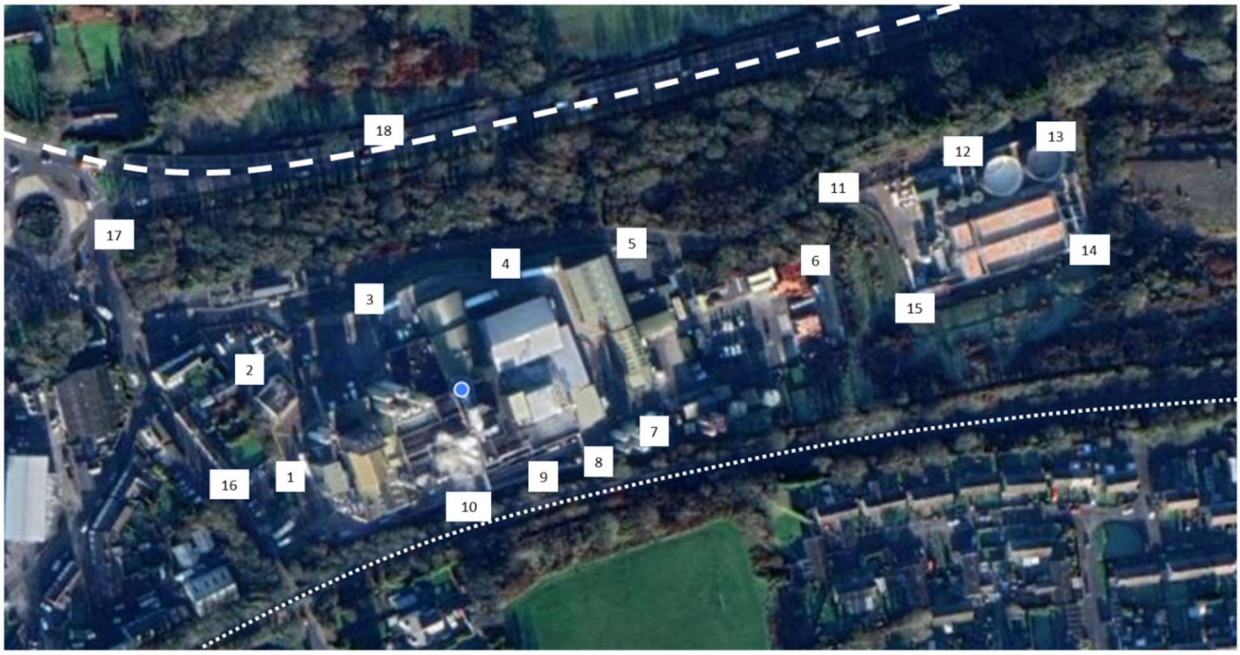
5.2 Noise monitoring

An EMS is in operation which includes a range of monitoring and recording procedures. This NMP forms part of the EMS and is reviewed and updated accordingly. Noise monitoring is conducted by the EHS Team.

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

Figure 4 - Noise monitoring locations:



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.

5.3 Noise monitoring record keeping

Records of noise monitoring are kept in within the site EMS. Monitoring records are regularly reviewed with the aim of improving noise management measures at the site and reducing any significant noise levels.

5.4 Reporting of data

Reporting of data to NRW is undertaken as required in accordance with the conditions of the EPR permit for the Facility. Any complaints received are reported to NRW in accordance with the reporting and complaints procedure for the site – refer to section 6 for further details.

6. Reporting and Complaints Response

The measures outlined in this NMP are aimed at preventing emissions of noise to the extent where complaints may be made by nearby sensitive receptors. Nevertheless, it is considered that having an established complaints procedure is an essential part of implementing a successful NMP.

As such, the EMS includes procedures for managing external complaints. This includes for complaints in relation to noise emissions from the Facility. The procedures include those for the recording of the initial complaint, the approach to investigation of the possible cause, and determination of actions to prevent recurrence. This aligns with the requirements of the EPR permit.

The EHS Department Management are responsible for ensuring that procedures are in place for noise management on site and responsible for responding to and investigating off-site environmental noise complaints. The Departmental Managers are responsible for logging any complaints received in the site's incident reporting system, with NRW informed as soon as possible following receipt of a complaint. They are also responsible for submitting a short report to NRW detailing the complaint and whether any remedial actions have been implemented.

Receipt of complaints:

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.

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. Callers to the main First Milk number (published online 0141 887 6111) would be directed to site via the call handler.
- By letter.
- In person, by attending the reception at the site.

Members of the public are also able to contact 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.

Public comments, complaints and concerns could be received by email, telephone or letter, either directly to the site or via the relevant authorities (such as the Local Planning Authority or NRW). First Milk aims to respond to complaints within 2 working days of receipt, with a maximum time of 7 days implemented to respond to a complaint.

Management of complaints:

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 all new complaints escalated for the immediate attention of the SMT with actions to investigate and progress with close out reviewed as part of the Daily Review Meeting schedules as appropriate.

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.

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 9if known)
- distance and location of the complainant in relation to the site.

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.

7. Actions

During correct operation of the equipment noise adverse impacts are not expected. An increase or change in noise is typically associated with a failure of equipment and highlights a process issue.

Should there be any unacceptable emissions of noise identified by monitoring, a complaint, or departmental managers, the source and reason for the noise will be stopped and investigated and any relevant mitigation or further control measures arranged. The HSE team will identify the relevant departmental manager and action will be taken. Under certain abnormal operations direction will be sought from the Site lead. This may involve the shut-down of operations causing the noise until a suitable mitigation measure can be put into place. However, a judgement will need to be made to ensure that any equipment can be safely shut-down.

The source and mitigation measures will be monitored by the departmental managers for as long as necessary to ensure that the mitigation measures have been successful, and the unacceptable noise has been halted. This may also warrant additional noise monitoring at off-site receptors for a period of time that provides reassurance that the measures implemented are sufficient.

8. Improvements

Improvements will be identified following the Noise Impact Assessment.

9. Summary

This NMP has been prepared to set out operational procedures to control and mitigate noise from the Facility. It is to be refined and updated on an annual basis as part of periodic reviews of the documented management systems at the Facility. Reviews will serve to confirm the identification of any new sensitive receptors, sources of noise, monitoring equipment or changes to relevant procedures (such as complaints handling and reporting).

Appendix 1 Qualitative Noise Impact Assessment

Noise Source	Pattern of Release	Contribution to overall impact	Likelihood	Control Measures in Place	Residual Overall Risk insignificant', 'not significant' or 'significant'	Noise Action Plan	Responsible Person
Raw Milk Delivery	Restricted times of delivery	Medium	High	Driver Induction Restricted delivery / tipping times. Diesel engines turned off where possible during delivery	Not Significant	*None Required*	Operations Manager
Vehicle movements in Staff Car Park	Continuously during hours of operation. Mainly at shift changeover times	Low	Low	Site Induction, site speed limits, instruction issued requesting staff to consider residents when arriving/departing/moving around the site	Insignificant	*None Required*	SHE manager
HGV movements in Yard, including Trailer Parking & Pickup	Continuously during hours of operation	Medium	High	Driver Induction . Site rules, 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	Not Significant	*None Required*	Operations Manager
Dairy Operations	Continuously during hours of operation	Medium	Low	All external doors / windows / roller doors kept shut to prevent escape of noise.	Not Significant	*None Required*	Operations Manager
CHP Plant Operation	Continuously during hours of operation	Medium	Medium	Equipment design specification Plant regularly maintained to ensure that the likelihood of items producing excessive noise is minismised.	Not Significant	*None Required*	Engineering Manager

				Engine housed within an acoustic enclosure.			
Chillers/cooling equipmet	Continuously during hours of operation	Medium	Medium	Some local attenuation afforded by plant room/location	Not Significant	*None Required*	Engineering Manager
Ammonia Plant	Continuously during hours of operation	High	Medium	Combination of management techniques, monitoring, maintenance and inspection All plant and equipment regularly maintained to ensure that the likelihood of items producing excessive noise is minismised. Pumps/fans/compressors will be housed within buildings where it is possible to do so. Building doors to be kept closed.	Not Significant	*None Required*	Engineering Manager
Effluent Plant (Air Compressors etc)	Continuously during hours of operation	Medium	Medium	Some local attenuation in place All plant and equipment will be regularly maintained to ensure that the likelihood of items producing excessive noise is minismised. Housed within acoustic enclosures with the building doors to be kept closed.	Not Significant	*None Required*	Aqua Operations (ETP Site Manager)