



Odour Management Plan

Treforest Transfer Station

Main Road, Treforest Industrial Estate, Treforest, CF37 5YL

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Contents

1. Introduction	4
1.1. Background to site and operations	4
1.2. Operating hours	4
1.3. Storage and transfer activities	4
1.4. Treatment activities	5
1.5. Site setting and location	5
1.6. High level overview	5
1.7. Maintenance and review of the OMP	5
Training, document access and key review intervals	5
1.8. Relevant sector guidance	6
Reference documents	6
How to comply with your environmental permit	6
2. Receptors	7
Map of site location and receptors	7
2.1. Wind rose	8
Figure 2.2. - Wind rose (Treforest)	8
2.2. Sensitive Receptors	8
3. Sources of odour and site processes	10
3.1. Odorous materials entering and leaving site	10
Character of inputs and outputs	10
3.2. Maintaining control of inputs	10
Contractual control	10
Waste Acceptance Procedures	10
Arrival of non conforming waste	11
Excessive Influx of Waste	11
3.3. Odorous materials	12
Odorous materials	12
Odorous Waste Inventory	13
3.4. Overview of odorous processes and emissions	14
Site layout and buildings	14
Loading and unloading areas	14
Storage areas	14
Mobile plant	14
Site storage arrangement (potentially odourous waste storage locations are highlighted)	15
4. Control measures and process monitoring	16
4.1. Appropriate measures	16
Monitoring procedures for appropriate measures	16

5. Odour reporting	20
5.1. Complaints reporting	20
Complaint recording	20
5.2. Investigation of Odour Complaints	21
Complaint screening	21
Further investigation / substantiation	21
5.3. Community engagement	22
Communicating with Natural Resources Wales	22
Communicating with complainants	22
5.4. Pro-active odour monitoring	23
5.5. Reactive odour monitoring	23
5.6. On site and off site monitoring	24
6. Abnormal events	25
Abnormal events	25

1. Introduction

1.1. Background to site and operations

Treforest Transfer Station 'the facility' accepts municipal and commercial waste materials principally for transfer alongside some small scale treatment of paper / card. Material is principally deposited at the site for bulking then onward treatment or recovery / disposal at 3rd party sites. The facility is well established and mature having been operated by the Veolia Group for approximately 20 years.

In 2023 the facility was expanded and now comprises a combination of two units now merged into one on the industrial estate (one being an existing transfer building and the other a former BBC prop store).

The facility comprises the following elements: a building for the bulking, treatment and transfer of waste materials collected from local businesses and householders with a series of internal bays for the storage of imported materials, including residual wastes, recyclates, WEEE and processed waste, and one external storage bay for wood. The site also sorts, segregates and bales recyclable materials such as OCC and SOW for onward sale.

The facility will accept and process or transfer up to 150,000 t per year of waste including the following types: cardboard, glass, general waste, food waste, paper, plastic, recyclate of Local Authority origin and commercial recyclate. There is also allowance for some non-typical wastes including WEEE, metals, insulation (non asbestos), and textiles.

1.2. Operating hours

The site typically operates 05:00 - 16:00 Monday to Friday and 05:00 - 11:00 Saturday (Maintenance). There are no restrictions to the hours of operation in the facility's planning consent and these hours could be subject to change depending on business requirements. Any change would be reviewed prior to implementation.

1.3. Storage and transfer activities

The facility accepts a range of waste types for storage / bulking and onward transfer for recycling, composting (IVC), or energy recovery. Sorted / graded cardboard bales are sent for recycling, glass inputs are bulked and transferred into secondary glass industries, plastics are sent for recycling, food waste is recovered using in vessel composting (off site), general waste is sent for energy recovery while wood and hardcore are also sent for recycling / recovery. All waste, apart from wood, is stored and loaded internally to the transfer station building. Wood waste is stored externally in a covered bay.

1.4. Treatment activities

Small scale treatment activities will include manual sorting and baling of paper and card waste using conveyor picking lines to produce an improved output material quality for onward recycling and recovery. All treatment activities take place internally to the transfer station building.

1.5. Site setting and location

The facility is located off Main Avenue in the Treforest Industrial Estate (Grid Reference ST 11046 86055) accessed from the main A470 North East of Cardiff City Centre. The site is under the Local Authority jurisdiction of Rhondda Cynon Taf County Borough Council.

The immediate site setting is predominantly industrial and commercial with an array of adjacent activities. Amongst these there is one permitted waste management site, a HWRC. The nearest residential property is approximately 450m south from the site on Oxford Street off Main road.

The full address for the site is detailed below:

Veolia ES (UK) Limited
Main Avenue
Treforest Industrial Estate
Treforest
Nr Pontypridd
CF37 5YL

1.6. High level overview

The site setting is not sensitive to odour emissions with respect to sensitive human residential receptors being located within an industrial estate. The operation is well established and mature having an excellent compliance history. Wastes (apart from wood) are loaded / unloaded and stored internally which reduces the risk of odour release. Critically the residence time of potentially odorous waste streams is kept to a minimum which reduces the cumulative impacts of more advanced biodegradation and minimises the potential for formation of anaerobic conditions.

1.7. Maintenance and review of the OMP

Training, document access and key review intervals

Training / review aspect	Details
Post holder responsible for OMP related training	Katrina Harper (operations manager)
OMP storage location (physical copy)	Site management system folder (hard copy)

Review interval criteria	Annually (entire document)
	Following an incident which resulted in actual or potential odour pollution (relevant sections)
	Following instruction by Natural Resources Wales under the relevant condition of the environmental permit (as agreed with the regulator)
Training overview	<p>The Veolia Management System 'VMS' includes a procedure that defines the process and responsibilities of personnel involved in the identification and evaluation of learning and development needs as well as the subsequent implementation of essential training to enable all employees to perform effectively and proficiently in their individual jobs</p> <p>Site personnel are aware of the parts of the permit relevant to their role and a copy of the permit is available</p> <p>A training matrix for all site personnel is in place and updated with all personnel trained according to the requirements of their role, including refreshers</p> <p>Monitoring is in place to demonstrate competency</p> <p>All weighbridge personnel have completed weighbridge training including WIMS</p> <p>Veolia operatives will receive hands-on training on managing malodorous wastes from the process supplier and through Veolia's web-based training package, Valobio.</p>
Training interval	Management will maintain a statement of training requirements for each operational post and keep a record of the training received by each person whose actions may have an impact on the environment.

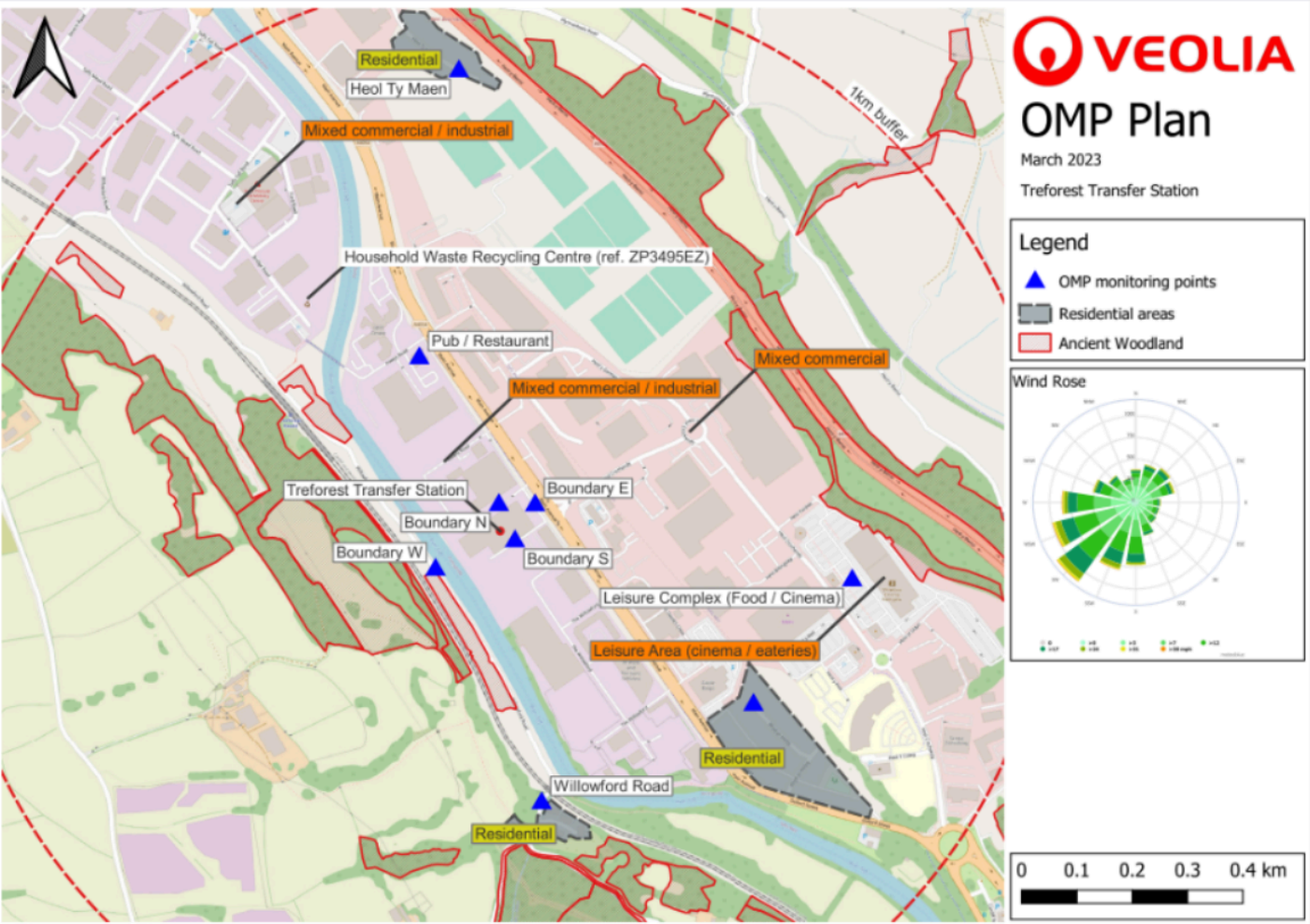
1.8. Relevant sector guidance

Reference documents

Guidance title	Source	Publication date / date accessed
H4 Odour Management	https://www.gov.uk/government/publications/environmental-permitting-h4-odour-management	March 2011
How to comply with your environmental permit	https://cdn.cyfoethnaturiol.cymru/media/2110/how-to-comply-with-your-environmental-permit.pdf?mode=pad&rnd=131467604540000000	October 2014 [accessed June 2023]

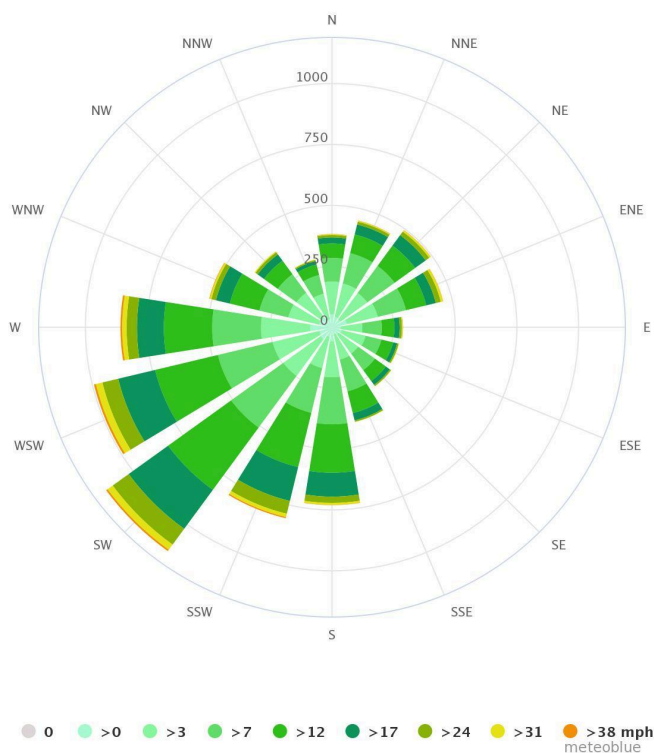
2. Receptors

Map of site location and receptors



2.1. Wind rose

Figure 2.2. - Wind rose (Treforest)



https://www.meteoblue.com/en/weather/historyclimate/climatemodelled/treforest_united-kingdom_2635533

2.2. Sensitive Receptors

Location of potentially sensitive receptors and exposure

Land use e.g. house, school, hospital, commercial	Direction from site (North, South, East, West)	Direction descriptor	Approximate distance to site boundary (m)
Commercial/Retail	North east	Downwind	70
Retail/Leisure (indoor)	East	Downwind	800
Commercial	East	Downwind	200
Residential	East	Upwind	400
Commercial	South	Upwind	50
Commercial	North	Downwind	20
Commercial	North	Downwind	80

Odour Management Plan - Treforest Transfer Station

Commercial	East	Downwind	5
Protected woodland (SINC)	West	Upwind	100
River Taff	West	Upwind	50

3. Sources of odour and site processes

3.1. Odorous materials entering and leaving site

Character of inputs and outputs

Waste collected from householders, businesses and from household recycling centres will be delivered by collection vehicles of various types including Roadside Collection Vehicles 'RCVs' and articulated bulk vehicles.

All material received at the site will be for bulking and transfer off site for further processing at suitably permitted facilities.

The majority of material brought to site is black bag municipal and similar commercial wastes. Suitable storage residence times have been selected to ensure material leaving the site is not categorised as having a higher odour potential or more adverse hedonic tone than the input material. The storage activities do not change the emission profile of the waste material leaving the Facility i.e. no chemical changes or thermal processes / cooking.

Vehicles bringing waste into the Facility will be enclosed or covered which will reduce fugitive emissions during transport. Vehicles removing waste from the Facility will be enclosed or covered.

3.2. Maintaining control of inputs

Contractual control

A major factor affecting the potential for odour emissions at the waste delivery and reception stage is the content and nature of the material. VES policy with its waste suppliers - specifying the inputs that are unacceptable and the frequency of deliveries - is the main control measure. VES will exercise rigorous control of delivered waste. In any contractual agreement there will be a clause which covers the delivery of malodorous content material. It will be within the site supervisor's power to reject any material (e.g. contaminated or odorous wastes that have been stored too long) that will jeopardise the ability to manage the site and prevent the emission of unacceptable odours.

Waste Acceptance Procedures

On-site operatives will be trained as to the acceptability criteria for incoming loads. Waste will only be accepted if:

- It conforms to the type and maximum quantity that is specified in the Environmental Permit; and
- It conforms to the description in the documentation supplied by the producer and holder.

A waste acceptance procedure is followed to ensure that only suitable waste is accepted into the facility in accordance with the Environmental Permit.

Arrival of non conforming waste

Procedures are in place so that incoming waste considered to be malodorous will either be processed immediately or rejected from the site. If it is deemed necessary, inputs can be refused or diverted to alternative treatment facilities if odour pollution is considered likely.

Vehicles will be directed to tip within a specific waste bay, as directed by the site staff. Once tipped, if the load is found to be malodorous and / or not conforming to pre acceptance criteria the site supervisor will make the decision to either process the load immediately or reject the waste from site.

For waste acceptance in general all business contracts establish collection schedules and storage arrangements that are suitable for the waste types and business size i.e. sealed bins that are emptied on an agreed frequency.

Any rejected inputs will be re-loaded on the delivery vehicle immediately and the manager will contact the site of origin / council to inform them of the rejection from the site and to remind them of the quality of input material deemed acceptable.

Excessive Influx of Waste

If there is an excessive influx of waste into the facility, further loads will be diverted to one of our other waste facilities. Veolia has a network of waste facilities across the country including transfer stations, MRFs, RDF facilities and ERF all capable of accepting diverted material. Records will be maintained of all waste accepted onto the site.

3.3. Odorous materials

Odorous materials

Odorous and potentially odorous material (any solid, liquid or gas)	Odour potential High Risk / Medium Risk / Low Risk	Maximum quantity on site at any given day (m3 unless otherwise stated)	Residence time in days (typical - max)	Location of odorous materials on site	Additional comments
INPUTS FOR TRANSFER / BULKING					
Residual 'Black bag' - Municipal and commercial	Medium/high	225	1 - 3	Transfer Hall	All stored within the transfer building. Odour suppression system in place if required, Quick turnaround of material - normally held for 24 hours but 72 covers the weekend (Friday in and Monday out).
Food waste	Medium/high	95	1 - 2	Transfer Hall	All stored within the transfer building. Odour suppression system, Quick turnaround of material - normally held for 24 hours but 48 covers the weekend (Saturday in and Monday out) Any liquid generated drains to a dedicated sealed tank. Food area is cleaned and disinfected daily, all wash waters also directed to the sealed tank.
DMR Municipal	Low	230	1 - 3	Transfer hall	Mixed recycling can lead to non recyclable putrescible items placed in bins. Potential to cause odour. All stored within the transfer building. Odour suppression system in place if required.
Glass packaging	Low	100	7 - 14	Transfer Hall	Glass packaging may contain some organic residue. All glass packaging is stored within the transfer building, odour suppression system in place if required. The material has a low residence time typically being around a week.

Odorous Waste Inventory

Waste Type	EWC Code	Maximum quantity on site at any given day (m3 unless otherwise stated)	Maximum time held on site (hours or days)	Annual throughput (tonnes)
Residual 'Black bag' - Municipal and commercial	200301	225	48 hours	30,000
Food waste	200108	95	48 hours	5,000
DMR Municipal	200301	230	3 months	10,000
Glass packaging	170202, 150107, 170202, 191205, 200102	100	3 months	5,000

3.4. Overview of odorous processes and emissions

Site layout and buildings

The site's general arrangement is detailed in the plan below. Briefly the site comprises a main transfer building containing a number of bays and process equipment consisting of a picking line and baler for paper and cardboard. The site surface is constructed of impermeable concrete throughout.

Loading and unloading areas

Waste collected from householders, businesses and from household recycling centres is delivered by collection vehicles of various types throughout the working day. Following acceptance checks and weighing waste arriving at the site is tipped and bulked in the input bays as instructed by the site operatives. The newly deposited waste is visually inspected by the shovel driver once the waste is tipped on the floor. Any contaminants are removed and disposed of to landfill or another facility. Vehicles will reverse into the dedicated marked bay within the facility or externally depending on the waste type. Transfer of bulked waste will take place using mobile plant (including a 360 grab and loading shovel). Bulker vehicles will be loaded within the confines of the building.

If a whole load is deemed to be unacceptable due to contamination, the operator will inform the site supervisor. If the site supervisor agrees with the operative's assessment then the load may be manually picked to reduce the contamination. If this is not possible, then the contaminated load will be quarantined and removed from the site.

Storage areas

The General Arrangement drawing shows the location of all storage areas for waste material. The incoming loads of wastes are weighed at the weighbridge situated at the entrance of the site. All waste material is stored within the transfer station building. The buildings are fitted with fast acting doors that will only be opened to allow vehicle entrance and egress, under normal circumstances the doors will remain closed. The residence time for waste on site has been selected on a risk basis to minimise increase in source odour potential between input and output material. MistAir odour suppression units are in place in the transfer building.

Mobile plant

Mobile plant associated with the activity will include haulage vehicles associated with waste inputs and outputs and loading equipment. The working areas within the transfer station will be kept clean to ensure that vehicles and waste leaving the site do not transfer odorous material offsite.

4. Control measures and process monitoring

4.1. Appropriate measures

Monitoring procedures for appropriate measures

Odorous and potentially odorous process / material	Control measures	Monitoring frequency	Monitoring procedure and optimum process parameters	Trigger level	Action taken if outside optimum process parameters
INCOMING WASTE					
Waste delivery and reception	<p>Pre-acceptance criteria / contractual control of quality</p> <p>Visual inspection of incoming waste is completed with clear and communicated acceptance criteria</p>	Every load of incoming waste	<p>A copy of the European Waste Catalogue (EWC) codes as specified by the permit along with a simplified description of acceptable waste is available. Only waste on this list can be accepted and a procedure for dealing with non-conforming waste is in place.</p> <p>Pictorial standards are used and displayed with respect to identification of contamination.</p> <p>Sampling and analysis is completed according to customer requirements.</p>	Identification of a non-conforming load	<p>Load assessed on a case by case basis and either prioritised for processing or rejected. A quarantine area is available, demarcated and with signage where loads require decanting for assessment. Feedback provided to waste producer / haulier, discontinuation of contract if necessary.</p>

Odour Management Plan - Treforest Transfer Station

			Optimal - pre-acceptance criteria ensures only suitable waste is brought to the facility.		
Tipping in the reception hall bays	Acceptance criteria / contractual control of quality.	Tipping of each load	<p>Every load tipped has visual inspection with clearly defined acceptance criteria. Loader drivers are trained in waste acceptance. Processes are in place to safely manage contamination and non-conforming waste.</p> <p>Optimal - acceptance criteria ensures only suitable waste is accepted at the facility</p>	Identification of a non-conforming load	As above.
Waste storage in transfer station	FIFO system	Constant – ongoing through shift	<p>Visual inspection to ensure the bay with the oldest material is emptied first and additional bays are not allowed to fill completely</p> <p>Optimal - FIFO achieved</p>	Last available storage bay more than half full	If reception storage is reaching capacity, waste deliveries will be reduced or ceased until the process is back under control
	Max. waste residence time linked to odour potential	Daily	Computerised waste monitoring and tracking system. Optimal - waste residence time below stated maximum.	Waste residence approaching or just exceeding stated maximum	Waste qualitatively assessed for odour emission / potential. Waste dispatch arranged and expedited if required

Odour Management Plan - Treforest Transfer Station

			Optimal - maximum residence time not exceeded, no unacceptable off site odour		Residence time reviewed if required
Fugitive emission from vehicle access / egress	Fast acting doors, default to closed apart from delivery and dispatch	Set PPM interval	<p>Inspection checks are completed on roller shutter doors</p> <p>Operational checks are in place and included in the PPM schedule Doors operate within full range, closing to ground level</p> <p>Optimal - doors only open for vehicle entry</p>	Door failure (see section 6)	See section 6
	Traffic light system for vehicle entry on site ensuring ensuring multiple arrivals do not result in extended door opening time	Constant – ongoing through shift	<p>Ongoing monitoring by weighbridge operatives</p> <p>Optimal - vehicles enter site in an orderly manner</p>	Multiple vehicles arrive on site with waste to deposit	<p>Multiple possible causes related to logistics. Review logistics and take appropriate action to minimise recurrence</p> <p>Diversion of waste inputs to the site</p>
	Agreed delivery schedules	Constant – ongoing through shift	Weighbridge operative monitors vehicles waiting to enter the Facility	Multiple vehicles arrive on site with waste to deposit	As above
Loading of waste for dispatch	<p>Loading carried out internally to the building</p> <p>Visual checks on all exiting vehicles are</p>	During loading activity	Visual observations by trained staff and supervisors. Minimum requirement that site		

	completed to ensure no trailing debris Area is kept clean and tidy		manager carries out a monthly site walk around Optimal - no accumulations identified		
NON ODOROUS WASTE INPUT AND STORAGE					
Tipping in bays	Acceptance criteria / contractual control of quality.	Tipping of each load	As above	Identification of a non-conforming load	Load assessed on a case by case basis and either prioritised for processing or rejected. A quarantine area is available, demarcated and with signage where loads require decanting for assessment. Feedback provided to waste producer / haulier, discontinuation of contract if necessary.
Waste storage in bays	Non odorous material stored in line with bay dimensions and throughput of the site	Constant – ongoing through shift Implemented as part of site design	Waste acceptance and storage procedures Optimal - waste stored externally does not cause odour off site	Identification of non conforming load / unexpected odour	Investigate source and prioritise for processing or disposal / recovery to a suitably licensed facility

5. Odour reporting

5.1. Complaints reporting

All feedback including complaints and non-conformances are recorded and reviewed with corrective and preventive actions put in place in accordance with Complaints and Non-Conformance Reporting procedures.

The management of complaints is controlled by the Veolia Management System 'VMS'. Managers shall ensure that all complaints have been investigated, adequately handled and that any measures necessary to prevent a recurrence have been put in place.

Complaint recording

The recommended minimum level of detail that needs to be collected when an odour potentially linked to on site activities is reported is as follows:

- the time and date when the offensive odour was observed;
- the location (within approx. 100 m) where the offensive odour was observed, e.g. postal address, grid reference)
- the sensitivity of the location;
- a description of odour including a subjective all factors necessary to make an assessment of the impact, including intensity, character (preferably on the basis of a choice from standardised descriptors given in Environment Agency (England) Technical Guidance Note H4), offensiveness, frequency and duration;
- the identity and address of the reporter, if provided / consented, in order to understand the spread of complaints and the number of individuals impacted;
- any other information the reporter can offer on activities at the alleged odour source

It is also necessary to collect (by observation or further investigation) the following additional information to allow subsequent analysis and collation of complaints:

- wind direction and speed, and atmospheric stability class at the time of complaint; and
- any process incidents at the time of complaint.

Complaints are recorded on the standard AVA complaint form. This should then be recorded on AVA as an attachment to the AVA complaint entry.

5.2. Investigation of Odour Complaints

The aim of the investigative actions will be to establish:

- the source of the odour complaint; and
- the impact of the odour
- appropriate measures / actions required to prevent pollution if required

Complaint screening

The object of the initial screening is to quickly identify those odour complaints that are unlikely to be due to the facility.

Initial screening should consider the following:

- knowledge of potential sources on the facility (timing of the report cross referenced with work activities in progress, any plant problems, etc);
- knowledge of other potential sources in the locality other than the facility;
- wind direction at the time of the alleged odour episode relative to the location of the facility and the reporter;
- distance of the reporter from site; and
- concurrent odour monitoring data where available

VES will liaise with local stakeholders (including the complainant) and inform them on the outcome of the screening assessment of the complaint and whether or not any action is to be taken.

Further investigation / substantiation

If the initial screening does not discount the facility as a potential source of the odour reported further investigation will be carried out using:

- on and off-site odour monitoring techniques (sniff testing), using the 'Odour report form' included with this document.
- a review of activities being carried out on site using the inventory of odorous emissions to ensure a systematic, risk based review of potential emission sources
- records about process conditions, observations or inspections at the time of report

Note that on and off site odour monitoring is not appropriate where reports are made retrospectively but records can still be reviewed.

Where the odour is substantiated, VES will carry out a root cause analysis to identify the conditions which are leading to unacceptable odour emissions from the Facility and review containment and control measures as appropriate.

Multiple Complaints

Where multiple complaints are received during the same time period i.e. during a single working day. The site manager will instigate investigation on site including a review of all current operations taking place with particular note to the storage or movement of material within the odorous inventory, sniff testing at the key monitoring points and direct engagement with the complainants and NRW. If the source of odour can be located the operation will adapt i.e. use of odour units, damping, removal of waste for onward disposal.

Reporting systems for the business are laid out in the following two documents -

- SYS/2/007 - Complaints and Non Conformance Reporting
- SYS/2/037 - Event Reporting and Notification

5.3. Community engagement

Communicating with Natural Resources Wales

In the event a report of odour is received from a member of the public the local Natural Resources Wales officer / team will be informed by telephone or email and a 'Notification of Abnormal Emissions' form will be submitted if the report is substantiated.

Communicating with complainants

In the case of answerphone messages a return call will be made as soon as possible and within 48 hours. In the case of complaints submitted by email or by letter, a written response will be made within 15 working days of submission of the complaint for complaints made by members of the public, or 5 working days for complaints made by an MP or Councillor.

In the case of further investigations, VES will communicate to the complainant the course of actions likely to be taken so as to ensure that there is transparency and also to establish at the outset clear targets and goals for determining the success of any control measures.

The level of annoyance associated with odours can often be reduced if affected individuals are provided with information about what they are smelling, the process that generates the odours, any factors affecting dispersion, what health impacts might be associated with the odour, what efforts are being undertaken to control odours and what is being done in response to their complaint. These actions can help affected individuals to moderate their own emotions of powerlessness and fear which may be exacerbated by odour. Liaison

with the local community, offering credible reassurance and taking complaints seriously are often effective means of mitigating odour nuisance. To put this into practice, VES will aim to communicate the following message:

- The reason for the odour;
- The likely duration of the odour
- What plan is in place to end the odour episode
- What preventative plan will be implemented to prevent a re-occurrence
- What grievance procedure the aggrieved party can take
- Who is the responsible person on site to contact

Members of the public are able to contact VES directly with any odour complaints about the Facility. Methods of contacting VES will be displayed at the site, shown on the company website and communicated through meetings, press releases, bulletins and other forms of advertisement in connection with the operation of the Facility.

Monthly site reviews are in place reviewing all aspects of site performance including performance against objectives, site improvement plan, customer feedback (Customer Feedback Procedure) and site actions.

Quarterly reviews with General Managers are in place. Reviews include objectives, customer feedback, site improvement plan, review of actions and performance (Management Review).

5.4. Pro-active odour monitoring

VES will dynamically monitor emissions at their source (i.e. on site) to minimise the likelihood of odour nuisance at sensitive receptors. This monitoring will consist of inspection of feedstock, process, buildings and equipment to check that emissions are being contained and controlled in accordance with the measures identified in this document.

Routine pro-active off site odour monitoring will be carried out as part of the site daily checks.

5.5. Reactive odour monitoring

Given the pre-acceptance controls in place and the short residence time the potential for unacceptable odour emissions off site is considered to be low. VES will therefore undertake sniff testing dynamically based on the following criteria:

- Observation by trained staff that odour pollution is or may be occurring

- Receipt of waste which is deemed to be borderline malodorous and has triggered a decision to reject the vehicle / load
- Receipt of waste which is deemed to be malodorous but a decision is made that offsite impact could be avoided or minimised by prioritising this material for processing
- Any abnormal operation where there is considered to be a risk of odour pollution
- If notified a complaint is received externally
- If instructed to undertake an off site check by NRW

Ensuring staff are trained to undertake sniff testing in this manner ensures that the reasons for making a decision to carry out monitoring are well understood.

5.6. On site and off site monitoring

The sensory field odour (“sniff test”) assessments will be carried out based on Natural Resources Wales Sniff Test protocol in H4 guidance using the ‘Odour report form’ included in this document. The person carrying out the sniff test will be rotated on a regular basis to ensure reliability; where possible staff members who have been working within the RDF facility for an extended period will not conduct odour monitoring to avoid the desensitising effect caused by prolonged exposure (note this may not always be logistically possible). Where possible testing will be undertaken by non-operational staff and management.

6. Abnormal events

Abnormal events

Abnormal event	Recovery steps
Equipment Breakdown	<p>A list of spares required and the procedure for re-ordering will be developed as part of Veolia's Management System and will be based on the manufacturers recommendations together with standby equipment for some critical items. There is a stock of critical parts held on site. We also have a contract in place for breakdown diagnostics and repair.</p> <p>If required waste will be diverted in accordance with the alternative outlets identified in the business continuity plan. Veolia has a network of waste facilities across the country including transfer stations, MRFS RDF facilities and ERF's all capable of accepting this material.</p> <p>Reason for failure will be investigated (in association with supplier/contractor) and maintenance plan revised if necessary.</p> <p>Depending on how quickly the equipment can be repaired, the Competent Person will decide if it is necessary to redirect delivery vehicles already on the facility (not having discharged their loads) and incoming vehicles to other licensed facilities.</p> <p>If required waste suppliers will be contacted at the earliest opportunity and the situation explained – temporary redirection of delivery vehicles to other facilities might be required.</p>
Door failure	<ul style="list-style-type: none"> Instigate call off contractual arrangement for extraction system diagnostics and repair. Establish lead time and plan actions below accordingly. <p>Then several options are considered:</p> <ul style="list-style-type: none"> As above (extraction system failure) Increase extraction system air flow as a short term solution.
Fire	<p>In the event of a fire impacting site infrastructure associated with odour control including the fabric of the building and / or abatement systems residual waste would be removed and waste acceptance would be suspended until appropriate controls are in place to resume operations.</p>
Spillage	<p>Competent Person to initiate accident response plan – delivery vehicle made safe. If drivable, remaining material discharged into reception hall or vehicle removed off site. Spilt materials and debris immediately collected and transferred into reception area. Spill area then cleaned and hosed down.</p>
Flood	<p>The site is located in Flood Zone 1 of the River Brent and therefore not considered at risk of flooding.</p>

Staffing shortage	Contingency measures for staff availability are included within the BCP. Veolia has sufficient resources to redeploy staff from other facilities should this be needed.
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Odour report form		Date:		
Person carrying out test:		Role:		
IMPORTANT: START ALL ODOUR ASSESSMENTS UPWIND OF THE SOURCE (WHERE ACCESS IS POSSIBLE). RECORD ALL ODOURS INCLUDING OFF SITE SOURCES.				
Reason for test (see section on proactive and reactive monitoring)				
Time of test				
Location of test Use ref in tab 6.1				
Weather conditions (dry, rain, fog, snow, etc)				
Temperature (very warm, warm, mild, cold, or degrees if known)				
Wind strength (none, light, steady, strong, gusting)				
Wind direction (e.g. from NE)				
Intensity (see below)				
Duration (of test)				
Constant or intermittent in this period or persistence				
What does it smell like?				
Receptor sensitivity (see below)				
Is the source evident?				
Any other comments or observations				
Intensity: 0 No odour 1 Very faint odour 2 Faint odour 3 Distinct odour		Receptor sensitivity Low (e.g footpath, road) Medium (e.g. industrial or commercial workplaces) High (e.g. housing, pub/hotel etc)		
4 Strong odour 5 Very strong odour 6 Extremely strong odour <i>Ref: German Standard VDI 3882, Part 14</i>				