

NOISE MANAGEMENT PLAN

Units 9, 10 & 11, Vauxhall Industrial Estate, Ruabon, Wrexham LL14 6HA

New Horizon Biofuel and Animal Beddings Co Ltd

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Contents

Document History:	i
Contents	ii
List of Appendices:	iii
1 Introduction	1
1.1 Purpose of this Noise Management Plan	1
1.2 Objectives	1
1.3 Scope	2
1.4 Site Overview	3
1.5 Responsibilities	3
1.6 Relationship with the Noise Impact Assessment	4
2 Site Description and Noise Sources	5
2.1 Site Location	5
2.2 Site Infrastructure	5
2.3 Acoustic Infrastructure	7
2.4 Hours of Operation	8
2.5 Noise Sensitive Receptors	8
2.6 Existing Background Noise Environment	9
2.7 Existing and Proposed Site Activities	9
2.8 Principal Noise Sources	10
3 Noise Management and Best Available Techniques	12
3.1 Noise Management Strategy	12
3.2 Operational Noise Management	13
3.3 Maintenance of Acoustic Infrastructure	17
4 Monitoring, Complaint Investigation and Corrective Actions	18
4.1 Routine Noise Monitoring	18
4.2 Off-Site Monitoring	19
4.3 Complaint Investigation Procedure	20
4.4 Corrective Actions	21
4.5 Escalation Procedure	21
4.6 Abnormal Operations and Emergencies	22
4.7 Record Keeping	22
4.8 Review and Continual Improvement	23
5 Responsibilities, Training and Review	25
5.1 Roles and Responsibilities	25
5.2 Training and Competency	26
5.3 Competence	27
5.4 Review of the Noise Management Plan	27
5.5 Continual Improvement	28
6 Conclusion	29
6.1 Summary	29
6.2 Document Availability	30
6.3 Review Statement	30

List of Tables

Table 2.1 – Proposed Operating Hours	8
Table 2.2 – Nearest Noise Sensitive Receptors	8
Table 2.3 – Noise sources.....	11
Table 3.1 - Operational Noise Management Schedule.....	15
Table 4.1 – Escalation Procedure.....	21
Table 5.1 – Roles and Responsibilities	25

List of Appendices:

Appendix I - Drawings

Drawing No. VIE-2704-03 – Site Layout & Fire Plan

Drawing No. VIE-2704-04 – Receptor Plan

Appendix II - Complaints Procedure and Recording Form

1 Introduction

1.1 Purpose of this Noise Management Plan

1.1.1 This Noise Management Plan (NMP) has been prepared on behalf New Horizon Biofuel and Animal Beddings Co Ltd (The Operator) in support of an application to vary the existing Environmental Permit (EP) for the waste management facility located at Units 9, 10 & 11, Vauxhall Industrial Estate, Ruabon, Wrexham LL14 6HA.

1.1.2 The document has been prepared to demonstrate that all activities undertaken at the facility will be managed using Best Practicable Means (BPM) to minimise noise emissions and to ensure operations do not give rise to pollution or unacceptable disturbance at nearby noise-sensitive receptors.

1.1.3 The NMP has been developed having regard to:

- a) the Sol Acoustics Noise Impact Assessment (NIA);
- b) the Site Layout & Fire Plan (Drawing No. VIE-2704-03);
- c) Environmental Permitting (England and Wales) Regulations 2016;
- d) Natural Resources Wales guidance relating to noise management;
- e) BS4142:2014+A1:2019; and
- f) the Environmental Management System (EMS).

1.1.4 This document forms part of the site's EMS and shall be implemented by all employees, contractors and visitors undertaking activities capable of generating environmental noise.

1.2 Objectives

1.2.1 The objectives of this NMP are to:

- a) prevent pollution arising from noise generated by waste management activities;
- b) ensure compliance with EP conditions;
- c) implement the mitigation measures identified within the Sol Acoustics NIA

- d) identify all significant noise-generating activities undertaken at the site;
- e) establish operational procedures to minimise noise emissions;
- f) provide routine inspection and monitoring procedures;
- g) establish complaint investigation and response procedures;
- h) identify corrective actions where elevated noise levels are identified;
- i) ensure staff understand their responsibilities for noise management; and
- j) provide a mechanism for continual improvement through regular review.

1.3 Scope

1.3.1 This NMP applies to all operational activities undertaken within the permitted boundary including which have the potential to emit noise, but not limited to:

- a) receipt of wastes;
- b) unloading and loading operations;
- c) movement of HGVs and mobile plant;
- d) PET washing;
- e) centrifuge operation;
- f) rigid plastic treatment;
- g) baling;
- h) wood shredding;
- i) wood drying;
- j) wood pellet manufacture;
- k) biomass boiler operation;
- l) storage and transfer activities;
- m) maintenance activities; and
- n) housekeeping operations.

1.3.2 The document also applies to contractors undertaking maintenance, servicing, construction or engineering works where those activities have the potential to generate environmental noise.

1.4 Site Overview

- 1.4.1 The site occupies Units 9, 10 and 11 within Vauxhall Industrial Estate, Ruabon, Wrexham.
- 1.4.2 The site receives source segregated non-hazardous plastic and wood wastes which undergo a range of mechanical treatment processes including sorting, separation, shredding, washing, drying, baling and pellet manufacture prior to recovery.
- 1.4.3 The permit variation proposes several changes to the currently authorised operations including:
- a) relocation of the PET washing process to Unit 10;
 - b) installation of a centrifuge within the PET washing process;
 - c) replacement of the former tyre recycling operation with a mixed rigid plastic treatment line;
 - d) external shredding and baling activities to the south of Unit 11;
 - e) additional wood shredding and pellet manufacturing infrastructure;
 - f) revised internal process layouts;
 - g) revised acoustic barriers; and
 - h) operation of the site between 07:00 and 19:00 Monday to Friday.
- 1.4.4 These changes have been assessed within the accompanying NIA and are reflected throughout this NMP.

1.5 Responsibilities

- 1.5.1 The overall responsibility for implementation of this NMP rests with the Site Manager.
- 1.5.2 The Site Manager shall ensure that:
- a) all staff receive appropriate environmental training;
 - b) operational controls contained within this document are implemented;
 - c) inspections are completed at the required frequency;

- d) maintenance is undertaken promptly;
- e) complaints are investigated immediately;
- f) records are maintained;
- g) corrective actions are implemented; and
- h) this document is reviewed following complaints, operational changes or permit variations.

1.5.3 All employees have a responsibility to:

- a) operate plant in accordance with site procedures;
- b) minimise unnecessary noise generation;
- c) report defective equipment immediately;
- d) report complaints to management;
- e) follow the requirements of this NMP; and
- f) cooperate with inspections undertaken by regulators.

1.5.4 Contractors shall comply with the requirements of this NMP whilst undertaking activities on site and shall use equipment fitted with appropriate silencers and maintained in good working order.

1.6 Relationship with the Noise Impact Assessment

1.6.1 This NMP has been prepared to support the accompanying NIA prepared by Sol Acoustics and shall be implemented in conjunction with the site's EMS.

1.6.2 The operational controls contained within this NMP reflect the assumptions, mitigation measures and site layout assessed within the NIA and are intended to ensure that noise emissions remain consistent with those considered acceptable during the assessment.

1.6.3 Where significant changes are proposed to plant, equipment, site layout, operating practices or acoustic mitigation measures, the Operator shall review this NMP and, where necessary, commission an updated NIA to demonstrate that operations continue to represent BAT and BPM.

2 Site Description and Noise Sources

2.1 Site Location

- 2.1.1 The facility is located at Units 9, 10 & 11, Vauxhall Industrial Estate, Ruabon, Wrexham LL14 6HA. The site occupies an established industrial location on the eastern edge of the Vauxhall Industrial Estate and is surrounded predominantly by commercial and industrial premises. The surrounding land uses comprise a mixture of industrial units, highways, railway infrastructure and areas of woodland and agricultural land.
- 2.1.2 The facility has operated as a plastics recycling and manufacturing site for a number of years and currently undertakes a range of waste recovery and manufacturing activities. The current permit variation seeks to regularise changes to the site layout and introduce additional waste treatment activities within the existing industrial complex.
- 2.1.3 The site layout has been specifically designed to separate the principal noise-generating activities from nearby sensitive receptors through the use of enclosed processing buildings, acoustic screening and carefully controlled operational practices.
- 2.1.4 The layout referred to throughout this NMP is Drawing No. VIE-2704-03

2.2 Site Infrastructure

- 2.2.1 The site comprises three principal industrial buildings together with external processing, storage and vehicle manoeuvring areas.

Unit 9

- 2.2.2 Unit 9 accommodates the principal wood processing, wood drying, baling, pellet manufacturing, biomass plant and associated ancillary infrastructure. The building currently contains:

- a) PET wash plant;

- b) centrifuge for separation of wash water solids;
- c) wood pellet manufacturing line;
- d) wood baling and drying plant;
- e) pellet bagging facilities;
- f) loading conveyors;
- g) biomass boilers;
- h) dust extraction systems;
- i) associated storage areas;
- j) welfare facilities and offices.

2.2.3 Most mechanical treatment activities undertaken within Unit 9 are enclosed within the building envelope, thereby significantly reducing the potential for off-site noise emissions.

Unit 10

2.2.4 Unit 10 accommodates the relocated PET washing process, including the associated centrifuge, pumps, conveyors and ancillary equipment. The final internal layout will be agreed with Natural Resources Wales (NRW) prior to the commencement of operations.

2.2.5 The building provides additional enclosed processing capacity and will reduce the need for external handling of recyclable materials.

Unit 11

2.2.6 Unit 11 accommodates the principal external waste treatment and storage operations. Activities include:

- a) external wood shredding;
- b) wood drying;
- c) mixed rigid plastic treatment;
- d) baling;
- e) temporary waste storage;
- f) loading and unloading;

- g) HGV manoeuvring;
- h) dispatch areas;
- i) quarantine bays;
- j) associated storage of recovered materials.

2.2.7 These activities have been positioned to maximise the separation distance from nearby residential receptors and make full use of the permanent acoustic screening installed around the site.

2.2.8 The acoustic fencing, Legato block walls, enclosed processing buildings, roller shutter doors and acoustic attenuation measures incorporated within the site layout form part of the engineered mitigation relied upon within the accompanying NIA. These features shall be maintained in an effective condition throughout the lifetime of the EP.

2.3 Acoustic Infrastructure

2.3.1 The site incorporates numerous permanent engineering controls specifically intended to reduce noise emissions. These include:

- a) enclosed processing buildings;
- b) 3m high acoustic timber fencing;
- c) 3m high Legato block walls;
- d) 2.4m high Legato block walls;
- e) close-board acoustic fencing;
- f) enclosed dust extraction systems;
- g) enclosed conveyors;
- h) fast-action roller shutter doors;
- i) acoustic attenuator fitted to the biomass building;
- j) designated loading areas;
- k) permanent processing bays.

2.3.2 These measures form an integral part of the site's BAT for noise control and shall be maintained throughout the life of the permit. These engineering controls shall not be

removed, relocated or materially altered without first considering the potential impact upon the conclusions of the accompanying NIA.

2.4 Hours of Operation

2.4.1 The proposed operational hours are:

Table 2.1 – Proposed Operating Hours

Activity	Hours
Waste acceptance	Monday – Friday 07:00 – 19:00
Waste treatment	Monday – Friday 07:00 – 19:00
Loading and unloading	Monday – Friday 07:00 – 19:00
Housekeeping	Within the above operational hours

2.4.2 Where plant is required to remain energised outside these hours for operational or safety purposes, this shall be limited to equipment that does not give rise to significant environmental noise.

2.4.3 Deliveries shall be managed to avoid unnecessary queuing, excessive reversing alarms or prolonged engine idling.

2.5 Noise Sensitive Receptors

2.5.1 The nearest sensitive receptors identified within the accompanying NIA comprise:

Table 2.2 – Nearest Noise Sensitive Receptors

Receptor	Approximate Distance
Residential properties off Moreton Avenue	190 m
Residential properties off Ruabon Road	220 m
Residential properties off Heol Kenyon	270 m
New Hall Independent Hospital	360 m
Residential properties off New Hall Road	420 m

- 2.5.2 Although the site is located within an established industrial estate, these receptors have been used by Sol Acoustics as the representative assessment locations for the purposes of the BS4142 assessment.

2.6 Existing Background Noise Environment

- 2.6.1 The existing acoustic environment surrounding the facility is influenced by a combination of industrial and transport-related activities. Principal background noise sources include:
- a) neighbouring industrial premises;
 - b) vehicle movements within the industrial estate;
 - c) road traffic;
 - d) railway operations;
 - e) mobile plant operating at surrounding commercial premises;
 - f) general commercial activity associated with the industrial estate;
 - g) natural environmental sounds including wind within surrounding woodland.
- 2.6.2 The accompanying NIA establishes the representative background sound levels against which the proposed operations have been assessed in accordance with BS4142:2014+A1:2019.

2.7 Existing and Proposed Site Activities

- 2.7.1 The site accepts non-hazardous wastes and recyclable materials which undergo a range of recovery operations prior to dispatch to suitably permitted facilities or manufacture into recycled products.
- 2.7.2 The principal activities undertaken at the facility comprise:

EXISTING

- a) receipt and inspection of incoming wastes;
- b) unloading of HGVs;

- c) temporary storage of incoming materials;
- d) mechanical shredding of waste wood;
- e) PET washing;
- f) separation of solids using a centrifuge;
- g) mixed rigid plastic treatment;
- h) wood drying;
- i) wood baling;
- j) pellet manufacture;
- k) bagging of recycled products;
- l) storage of recovered materials;
- m) loading and dispatch.

2.7.3 The current permit variation introduces several changes to the previously permitted operations including:

PROPOSED

- a) relocation of the PET washing process;
- b) installation of a centrifuge;
- c) replacement of the former tyre recycling line with a mixed rigid plastic treatment line;
- d) additional external shredding and baling operations;
- e) revised wood pellet manufacturing infrastructure;
- f) revised acoustic barriers;

2.7.4 These changes have been assessed within the accompanying NIA and are reflected throughout this NMP

2.8 Principal Noise Sources

2.8.1 Noise generated by the facility arises from a combination of fixed plant, mobile plant and operational activities.

2.8.2 The principal sources comprise:

Table 2.3 – Noise sources

Source	Location	Nature of Noise
Wood shredder	Unit 11	Mechanical shredding
Mixed rigid plastics line	Unit 11	Mechanical processing
PET wash plant	Units 9/10	Pumps and processing equipment
Centrifuge	Unit 9	Continuous mechanical rotation
Wood balers	Units 9 & 11	Hydraulic operation
Biomass boilers	Unit 9	Combustion plant and fans
Dust extraction systems	Units 9 & 11	Continuous fan noise
Conveyors	Site-wide	Material transfer
Forklift trucks	Site-wide	Mobile plant
Loading shovel	External	Mobile plant
Excavator	External	Mobile plant
HGVs	Site-wide	Vehicle movements
Loading and unloading	Site-wide	Impact and handling noise

2.8.3 Not all sources operate simultaneously. Operational activities are managed to minimise cumulative noise emissions through engineering controls, operational controls and preventative maintenance procedures detailed in Section 3 of this NMP

3 Noise Management and Best Available Techniques

3.1 Noise Management Strategy

- 3.1.1 The Operator is committed to managing all activities at the facility using BAT and Best Practicable Means (BPM) to minimise noise emissions and prevent pollution of the surrounding environment.
- 3.1.2 The accompanying NIA demonstrates that the proposed operations can be undertaken without giving rise to unacceptable impacts at nearby noise-sensitive receptors, provided that the mitigation measures identified within the assessment are fully implemented and maintained. Accordingly, this NMP translates those recommendations into practical operational procedures that shall be implemented by all personnel working at the facility.
- 3.1.3 Noise management forms an integral part of the site's EMS and applies equally to permanent employees, agency staff, contractors and visitors undertaking activities that may generate environmental noise.
- 3.1.4 The Site Manager shall ensure that all fixed and mobile plant is operated and maintained in accordance with this NMP and that all personnel understand their responsibilities for minimising noise emissions.
- 3.1.5 The principal objectives of this section are to:
- a) minimise noise emissions from waste management activities;
 - b) ensure compliance with the EP;
 - c) implement the recommendations of the accompanying NIA;
 - d) provide practical operational controls for all significant noise-generating activities;
 - e) ensure plant and equipment are routinely inspected and maintained;
 - f) provide auditable records demonstrating compliance with BAT; and
 - g) ensure continual improvement through routine inspections and management review.

3.2 Operational Noise Management

- 3.2.1 The operational controls adopted by the Operator are summarised within the Operational Noise Management Schedule (ONMS) shown in Table 3.1 overleaf. The schedule identifies each significant noise source together with the mitigation measures, inspection requirements, records to be maintained and the responsible person. The schedule shall be used by site management during routine inspections and by NRW during compliance assessments.
- 3.2.2 The Site Manager shall ensure that the ONMS is implemented throughout the facility and that all inspections are completed at the frequencies specified within Table 3.1.
- 3.2.3 Where inspections identify damaged equipment, deteriorated acoustic barriers, abnormal plant noise or any other condition likely to increase noise emissions, corrective action shall be implemented as soon as reasonably practicable. Where necessary, the affected equipment shall be removed from service until repairs have been completed.
- 3.2.4 Inspection records, maintenance records and complaint investigations shall be retained as part of the EMS and made available for inspection by NRW upon request.
- 3.2.5 The Operator recognises that different activities present differing levels of environmental risk. Accordingly, noise control measures have been proportionately developed according to the significance of each activity, the proximity of sensitive receptors and the findings of the accompanying NIA.
- 3.2.6 The ONMS overleaf shall be used by site management as the primary operational checklist during routine inspections and by NRW during compliance inspections.
- 3.2.7 The risk ratings assigned within Table 3.1 are based on the nature of the activity, the likelihood of generating environmental noise, the proximity of nearby noise-sensitive receptors and the findings of the accompanying NIA. Activities identified as High risk represent the principal noise-generating operations at the facility and are therefore subject

to the highest level of operational control and management oversight. Medium risk activities require routine monitoring and preventative maintenance to minimise noise emissions, whilst Low risk activities are managed through standard operating procedures and routine site inspections.

- 3.2.8 The following ONMS forms the primary operational control document for noise management at the facility and shall be used by site management during routine inspections to verify that all mitigation measures identified within the accompanying NIA remain effective.

Note: References to "Rev Q" relate to Drawing No. VIE-2704-03 Rev Q – Site Layout & Fire Plan. References to the "Sol NIA" relate to the accompanying Noise Impact Assessment prepared by Sol Acoustics. Any future revisions to either document shall trigger a review of this Operational Noise Management Schedule.

Table 3.1 - Operational Noise Management Schedule

Ref	Activity / Noise Source	Risk Rating	Operational Assumption from NIA	BAT / Operational Controls	Monitoring & Inspection	Corrective Action	Responsibility	Records
A	Waste deliveries and HGV movements	M	Vehicle movements restricted to permitted operating hours using designated access routes.	Drivers instructed to minimise engine idling, harsh braking, excessive revving and unnecessary horn use. Site speed limits observed.	Daily visual inspection of vehicle movements and driver behaviour.	Drivers instructed immediately where poor practices are observed. Persistent issues reported to transport management.	Site Manager	Daily Site Inspection Sheet
B	Loading and unloading operations	M	Loading undertaken within designated operational areas.	Materials handled carefully to minimise impact noise. Drop heights minimised. Loading undertaken efficiently.	Daily inspection during loading activities.	Modify loading practices and provide refresher training where required.	Yard Supervisor	Daily Site Inspection Sheet
C	Forklift trucks and mobile plant	M	Mobile plant operates within designated traffic routes.	Operated by trained personnel only. Engines switched off when not in use. Daily pre-start inspections undertaken.	Daily operator checks and management observations.	Remove defective plant from service until repaired.	Site Manager	Pre-start Inspection Records
D	External wood shredding	H	Operates only within the assessed location behind acoustic barriers.	Material fed evenly. Hopper not overloaded. Acoustic barriers maintained. Shredder switched off when not in use.	Continuous operator supervision during operation. Daily inspection of shredder and barriers.	Suspend shredding until defects are rectified or mitigation reinstated.	Operations Manager	Daily Inspection & Maintenance Log
E	Wood loading operations	M	Loading undertaken within assessed processing area.	Material loaded carefully. Bucket impacts minimised. Engine revving avoided where practicable.	Daily operational inspection.	Review loading practices and provide additional operator training if required.	Plant Operator	Site Diary
F	Wood drying, baling and pellet production	M	Processing undertaken within enclosed building.	Roller shutter doors remain closed where practicable. Plant maintained in accordance with manufacturer's recommendations.	Daily operator inspection and weekly maintenance checks.	Investigate abnormal plant noise and repair defects promptly.	Site Manager	Maintenance Records
G	PET wash plant	M	Internal operation only.	Plant operated within enclosed building. Pumps and motors routinely maintained. Roller shutter doors closed where practicable.	Daily operator inspection and weekly maintenance inspection.	Isolate defective equipment until repaired.	Operations Manager	Maintenance Log
H	PET centrifuge	M	Internal operation as assessed within the NIA.	Bearings, vibration and mountings inspected routinely.	Daily operational inspection. Weekly maintenance inspection.	Equipment removed from service if abnormal vibration or noise develops.	Maintenance Engineer	Maintenance Records
I	Mixed rigid plastic treatment line	H	Operates within the assessed treatment area.	Material fed evenly. Plant not overloaded. Dust extraction maintained.	Daily operational inspection. Weekly maintenance inspection.	Suspend operation until defects are rectified.	Operations Manager	Daily Inspection Sheet
J	Conveyors	L	Conveyor system operates as assessed.	Rollers, bearings and guards inspected routinely. Damaged components replaced promptly.	Weekly inspection.	Replace damaged components immediately.	Maintenance Engineer	Maintenance Log
K	Dust extraction systems	L	Extraction systems maintained throughout operation.	Fans, ductwork and filters inspected and maintained.	Weekly inspection.	Repair defects and investigate abnormal fan noise.	Maintenance Engineer	Maintenance Records
L	Biomass boilers and attenuation	M	Acoustic attenuation maintained.	Boiler serviced in accordance with manufacturer's recommendations. Acoustic attenuation inspected routinely.	Weekly inspection and planned servicing.	Repair attenuation immediately where defects identified.	Maintenance Engineer	Boiler Service Records
M	Roller shutter doors	L	Doors remain closed except during vehicle access.	Doors kept closed whenever practicable. Closing mechanisms maintained.	Weekly inspection.	Repair defects immediately.	Site Manager	Weekly Inspection Sheet
N	Acoustic fencing, Legato walls and acoustic barriers	H	Acoustic infrastructure maintained as assessed within the NIA.	Routine inspection of barriers for damage, gaps or deterioration.	Weekly inspection and after severe weather or impact damage.	Repair or replace damaged sections before affected operations recommence where necessary.	Site Manager	Weekly Inspection Record
O	Housekeeping and storage areas	L	Good housekeeping maintained.	Waste stored within designated areas. Loose materials secured. Empty containers stacked safely.	Daily inspection.	Housekeeping completed immediately.	Yard Supervisor	Daily Site Inspection Sheet

Ref	Activity / Noise Source	Risk Rating	Operational Assumption from NIA	BAT / Operational Controls	Monitoring & Inspection	Corrective Action	Responsibility	Records
P	Plant servicing and maintenance	M	Plant maintained to prevent unnecessary noise emissions.	Preventative maintenance completed in accordance with maintenance schedule.	Planned preventative maintenance programme.	Remove defective plant from service until repaired.	Maintenance Engineer	Maintenance Register
Q	Complaints or abnormal noise	H	Operations remain consistent with the assumptions within the NIA.	Complaints investigated immediately. Weather, wind direction, operating plant and site conditions recorded.	As required following complaints or abnormal observations.	Implement corrective actions, review operations and update NMP where required.	Site Manager	Complaint Register & Investigation Form

3.3 Maintenance of Acoustic Infrastructure

- 3.3.1 The acoustic fencing, Legato block walls, enclosed buildings, roller shutter doors and other engineered mitigation measures identified within the accompanying NIA form an integral component of the site's BAT for noise management.
- 3.3.2 Routine inspections shall ensure these measures remain effective at all times. Damage, deterioration or defects shall be repaired as soon as reasonably practicable.
- 3.3.3 Where damage has the potential to materially increase environmental noise emissions, the affected activity shall cease until repairs have been completed or suitable temporary mitigation has been implemented.
- 3.3.4 Inspection records shall be retained within the EMS.

4 Monitoring, Complaint Investigation and Corrective Actions

4.1 Routine Noise Monitoring

4.1.1 Routine monitoring forms an essential component of the site's environmental management system and enables the Operator to identify potential sources of excessive noise before they give rise to complaints or pollution.

4.1.2 Formal sound level monitoring is not considered necessary during routine operations provided the facility continues to operate in accordance with the assumptions contained within the accompanying NIA and the operational controls detailed within Section 3 of this NMP.

4.1.3 Instead, the Operator shall undertake routine qualitative inspections throughout each working day to verify that plant, equipment and working practices remain consistent with the approved operating procedures. Routine inspections shall include, where applicable:

- a) operation of fixed and mobile plant;
- b) condition of acoustic fencing, Legato walls and other permanent noise barriers;
- c) condition of roller shutter doors and other building openings;
- d) abnormal tonal, impulsive or intermittent noise;
- e) excessive vibration from fixed plant;
- f) unnecessary engine idling;
- g) loading and unloading practices;
- h) vehicle movements;
- i) general housekeeping;
- j) operation of dust extraction systems;
- k) operation of biomass boilers and associated attenuation equipment.
- l) loose cladding;
- m) damaged doors;
- n) defective silencers

- 4.1.4 Inspections shall be undertaken by the Site Manager or another suitably trained member of staff and recorded within the site's EMS.
- 4.1.5 Where inspections identify conditions likely to increase noise emissions, corrective action shall be implemented immediately where reasonably practicable.
- 4.1.6 Routine inspections shall include observations at locations both within the site and, where appropriate, at the site boundary to verify that the operational controls detailed within Table 3.1 remain effective. Any abnormal observations shall be recorded and investigated in accordance with Sections 4.3 and 4.4.

4.2 Off-Site Monitoring

- 4.2.1 The Site Manager shall undertake periodic observations beyond the site boundary to verify that operations are not giving rise to unacceptable noise impacts at nearby sensitive receptors.
- 4.2.2 Off-site observations should be undertaken:
 - a) following significant operational changes;
 - b) following installation of new plant;
 - c) following maintenance of major equipment;
 - d) following justified complaints;
 - e) where abnormal noise is identified during routine inspections;
 - f) where requested by NRW.
- 4.2.3 Where necessary, observations should be undertaken from representative receptor locations identified within the accompanying NIA.
- 4.2.4 Should observations indicate that operational noise differs significantly from that assessed within the accompanying NIA, the Site Manager shall investigate the cause and implement appropriate corrective measures.

- 4.2.5 Where routine observations identify abnormal noise, or where justified complaints are received, the Site Manager shall undertake observations from representative receptor locations identified within the accompanying NIA to verify that operational noise remains consistent with that assessed by Sol Acoustics. Where necessary, further advice shall be sought from a suitably qualified acoustic consultant.

4.3 Complaint Investigation Procedure

- 4.3.1 All complaints relating to noise shall be treated seriously and investigated promptly.
- 4.3.2 Complaints may be received directly from neighbouring occupiers, NRW or other regulatory bodies.
- 4.3.3 Upon receipt of a complaint the Site Manager shall:
- a) Record the date and time of the complaint.
 - b) Record the complainant's details where provided.
 - c) Identify the location from which the noise was allegedly heard.
 - d) Record prevailing weather conditions, including wind speed and direction.
 - e) Identify whether operations at the time of the complaint were consistent with the assumptions contained within the accompanying NIA.
 - f) Identify all plant operating at the time.
 - g) Inspect the relevant operational area immediately.
 - h) Identify any abnormal operating conditions.
 - i) Implement immediate corrective action where necessary.
 - j) Record the findings of the investigation.
 - k) Respond to the complainant where appropriate.
- 4.3.4 All complaint investigations shall be retained within the site's EMS.

4.4 Corrective Actions

4.4.1 Where routine inspections, complaint investigations or site observations identify elevated noise emissions, the Site Manager shall implement corrective actions proportionate to the nature of the issue. Corrective actions may include:

- a) stopping the affected plant;
- b) reducing processing rates;
- c) relocating activities within approved operating areas;
- d) repairing defective equipment;
- e) replacing worn bearings or rollers;
- f) repairing damaged acoustic barriers;
- g) closing roller shutter doors;
- h) modifying loading practices;
- i) additional staff supervision;
- j) refresher environmental training;
- k) reviewing maintenance schedules.

4.4.2 Where the cause of elevated noise cannot be identified immediately, the affected operation shall cease until the issue has been investigated.

4.5 Escalation Procedure

4.5.1 Where corrective actions fail to resolve the issue or repeated justified complaints are received, the following escalation procedure shall apply.

Table 4.1 – Escalation Procedure

Trigger	Action
Abnormal plant noise identified	Immediate inspection by Site Manager
Mechanical defect identified	Remove equipment from service until repaired
Failure of acoustic barrier	Repair as soon as reasonably practicable
Single justified complaint	Investigate and record findings
Repeated justified complaints	Management review and additional monitoring

Trigger	Action
Significant operational change	Review this Noise Management Plan
Request from NRW	Commission additional acoustic assessment if required

- 4.5.2 The Site Manager shall maintain records demonstrating that all corrective actions have been completed.

4.6 Abnormal Operations and Emergencies

- 4.6.1 Abnormal operating conditions may include:

- a) plant breakdown;
- b) damaged acoustic barriers;
- c) failure of extraction systems;
- d) failure of biomass attenuation equipment;
- e) power failure;
- f) fire or emergency response;
- g) accidental damage to buildings or roller shutter doors.

- 4.6.2 Where abnormal operations have the potential to increase environmental noise, the Operator shall minimise the duration of the activity and restore normal operating conditions as soon as reasonably practicable.

- 4.6.3 Where necessary, the affected equipment shall be removed from service until repairs have been completed.

- 4.6.4 Where abnormal operations have the potential to result in significant environmental impact, NRW shall be notified in accordance with the EP.

4.7 Record Keeping

- 4.7.1 Accurate environmental records are essential in demonstrating compliance with this NMP and the EP. The following records shall be maintained in the site office, where applicable:

- a) daily site inspection sheets;
- b) weekly site inspection sheets;
- c) maintenance records;
- d) preventative maintenance schedules;
- e) complaint investigation forms;
- f) corrective action records;
- g) off-site monitoring observations;
- h) acoustic consultant reports;
- i) staff training records;
- j) management review records.

4.7.2 Records shall be retained electronically and/or in hard copy for a minimum period of six years and made available to NRW upon request.

4.7.3 Complaint records, inspection findings and maintenance records shall be reviewed quarterly to identify recurring trends, repeated equipment failures or recurring operational issues. Where recurring issues are identified, the Site Manager shall review the effectiveness of the existing mitigation measures and implement further controls where reasonably practicable.

4.8 Review and Continual Improvement

4.8.1 The effectiveness of this NMP shall be reviewed by the Site Manager to ensure that it continues to reflect the operations undertaken at the facility and the findings of the accompanying NIA. A formal review shall be undertaken:

- a) at least annually;
- b) following justified complaints;
- c) following installation of significant new plant;
- d) following replacement or relocation of fixed plant;
- e) following modification of acoustic barriers;
- f) following changes to operating practices;
- g) following revisions to the EP;

- h) following revisions to the accompanying NIA;
- i) where requested by NRW.

4.8.2 Where improvements are identified, this NMP shall be updated and all relevant staff informed of the revised requirements.

5 Responsibilities, Training and Review

5.1 Roles and Responsibilities

- 5.1.1 Effective noise management relies upon all employees understanding their individual responsibilities and ensuring that activities are undertaken in accordance with this NMP.
- 5.1.2 Overall responsibility for the implementation of this document rests with the Site Manager, who shall ensure that appropriate resources, training and supervision are provided to prevent noise pollution arising from the operation of the facility.
- 5.1.3 The responsibilities of personnel involved in noise management are summarised within Table 5.1 below.

Table 5.1 – Roles and Responsibilities

Role	Responsibilities
Director	Provide sufficient resources to implement this NMP. Ensure compliance with the EP and approve any significant operational changes that may influence environmental noise.
Site Manager / Technically Competent Manager (TCM)	Overall responsibility for implementation of the NMP. Undertake routine inspections, investigate complaints, implement corrective actions, maintain environmental records and ensure compliance with permit conditions. Review this document when required.
Operations Manager / Yard Supervisor	Supervise day-to-day site activities. Ensure operational controls detailed within Section 3 are followed. Monitor housekeeping, loading operations, mobile plant movements and general site activities. Report any abnormal noise immediately.
Maintenance Engineer / Contractors	Undertake planned preventative maintenance of fixed and mobile plant. Repair defective equipment promptly. Notify the Site Manager of any defects likely to increase environmental noise. Maintain maintenance records.
Plant Operators	Operate equipment in accordance with manufacturer recommendations and site procedures. Minimise unnecessary noise, report defects immediately and cooperate with inspections undertaken by management or regulators.
All Employees and Contractors	Comply with this NMP, attend environmental training, report defects and complaints, and assist in maintaining a high standard of environmental performance.

- 5.1.4 Environmental responsibilities shall be communicated to all personnel during induction and reinforced through routine toolbox talks, refresher training and management meetings.

5.2 Training and Competency

- 5.2.1 All personnel working at the facility shall receive appropriate environmental training to ensure they understand the requirements of this NMP and their responsibilities for minimising environmental noise.
- 5.2.2 Training shall be proportionate to each employee's role and shall be provided during induction, following significant operational changes and at regular intervals thereafter.
- 5.2.3 Training shall include, where appropriate:
- a) EP requirements relating to noise.
 - b) The principles of BAT and BPM.
 - c) Site-specific noise-sensitive receptors.
 - d) Correct operation of fixed and mobile plant.
 - e) Loading and unloading techniques to minimise impact noise.
 - f) Housekeeping standards.
 - g) Routine inspection procedures.
 - h) Identification and reporting of abnormal noise.
 - i) Complaint handling procedures.
 - j) Emergency procedures.
 - k) Individual responsibilities under this Noise Management Plan.
- 5.2.4 Where new equipment or operational processes are introduced, additional task-specific training shall be provided before the equipment is brought into routine operation.
- 5.2.5 The Site Manager shall ensure all training is recorded and retained within the Environmental Management System.

5.3 Competence

- 5.3.1 Only suitably trained and authorised personnel shall operate plant and equipment capable of generating significant environmental noise.
- 5.3.2 Operators shall be familiar with:
- a) manufacturer operating instructions;
 - b) routine inspection requirements;
 - c) safe operating procedures;
 - d) environmental controls incorporated into the site design;
 - e) actions required in the event of equipment failure or abnormal noise.
- 5.3.3 Contractors undertaking maintenance or engineering works shall be made aware of the requirements of this Noise Management Plan before commencing work.

5.4 Review of the Noise Management Plan

- 5.4.1 This Noise Management Plan is intended to be a live management document and shall be reviewed periodically to ensure that it continues to reflect the activities undertaken at the facility and remains consistent with the accompanying NIA, EMS and EP.
- 5.4.2 A formal review shall be undertaken:
- a) at least annually;
 - b) following significant operational changes;
 - c) following installation or replacement of plant or equipment;
 - d) following revisions to the EP;
 - e) following revisions to the NIA;
 - f) following substantiated complaints or recurring noise issues;
 - g) following requests from NRW.

- 5.4.3 Where a review identifies opportunities for improvement, the NMP shall be updated accordingly and all relevant personnel informed of the revised procedures.

5.5 Continual Improvement

- 5.5.1 The Operator is committed to the continual improvement of environmental performance through proactive management, routine inspections and regular review of operational practices.
- 5.5.2 Information obtained from routine monitoring, maintenance records, complaints, staff feedback and regulatory inspections shall be reviewed periodically to identify opportunities to further reduce noise emissions and improve operational efficiency.
- 5.5.3 Where reasonably practicable, the Operator shall seek to:
- a) replace or upgrade plant with quieter equipment;
 - b) improve acoustic screening and engineering controls;
 - c) optimise operational practices to reduce cumulative noise emissions;
 - d) enhance staff awareness through ongoing environmental training;
 - e) review technological developments and industry best practice relating to noise management.
- 5.5.4 Continual improvement forms an integral part of the site's EMS and will ensure that environmental performance continues to improve throughout the lifetime of the EP.

6 Conclusion

6.1 Summary

- 6.1.1 This NMP has been prepared on behalf of New Horizon Biofuel and Animal Beddings Co Ltd in support of the EP variation for Units 9, 10 and 11, Vauxhall Industrial Estate, Ruabon.
- 6.1.2 The NMP has been developed in conjunction with the accompanying NIA prepared by Sol Acoustics and the Site Layout & Fire Plan (Drawing No. VIE-2704-03 Rev Q). It identifies the permanent engineering controls, operational procedures, inspection regimes and management arrangements that will be implemented to ensure noise emissions from the facility are effectively controlled.
- 6.1.3 The Operator recognises that effective noise management is dependent upon both suitable site design and robust day-to-day operational management. Accordingly, the measures detailed within this Noise Management Plan form part of the site's Environmental Management System and shall be implemented by all employees, contractors and visitors undertaking activities capable of generating environmental noise.
- 6.1.4 Routine inspections, preventative maintenance, complaint investigations and periodic management reviews will ensure that the effectiveness of the identified control measures is maintained throughout the lifetime of the EP. Where inspections identify opportunities for improvement or changes to site operations occur, the Operator will review this document and implement any additional measures considered necessary to minimise environmental noise.
- 6.1.5 The Operator is committed to operating the facility using BAT and BPM to minimise environmental noise and protect the amenity of nearby NSRs. The operational controls detailed within this NMP reflect the assumptions adopted within the accompanying NIA and shall be implemented throughout the operation of the facility. This NMP shall remain under regular review to ensure it continues to reflect site operations, the EP, the accompanying NIA and current industry best practice.

6.2 Document Availability

6.2.1 A current copy of this NMP shall be:

- a) retained electronically within the site's EMS;
- b) kept in the site office for reference by operational staff;
- c) made available to all employees and contractors undertaking activities on the site;
- d) reviewed during staff induction and environmental training where relevant; and
- e) made available to Natural Resources Wales upon request.

6.2.2 Where this document is revised, superseded copies shall be removed from circulation to ensure only the current approved version is used.

6.3 Review Statement

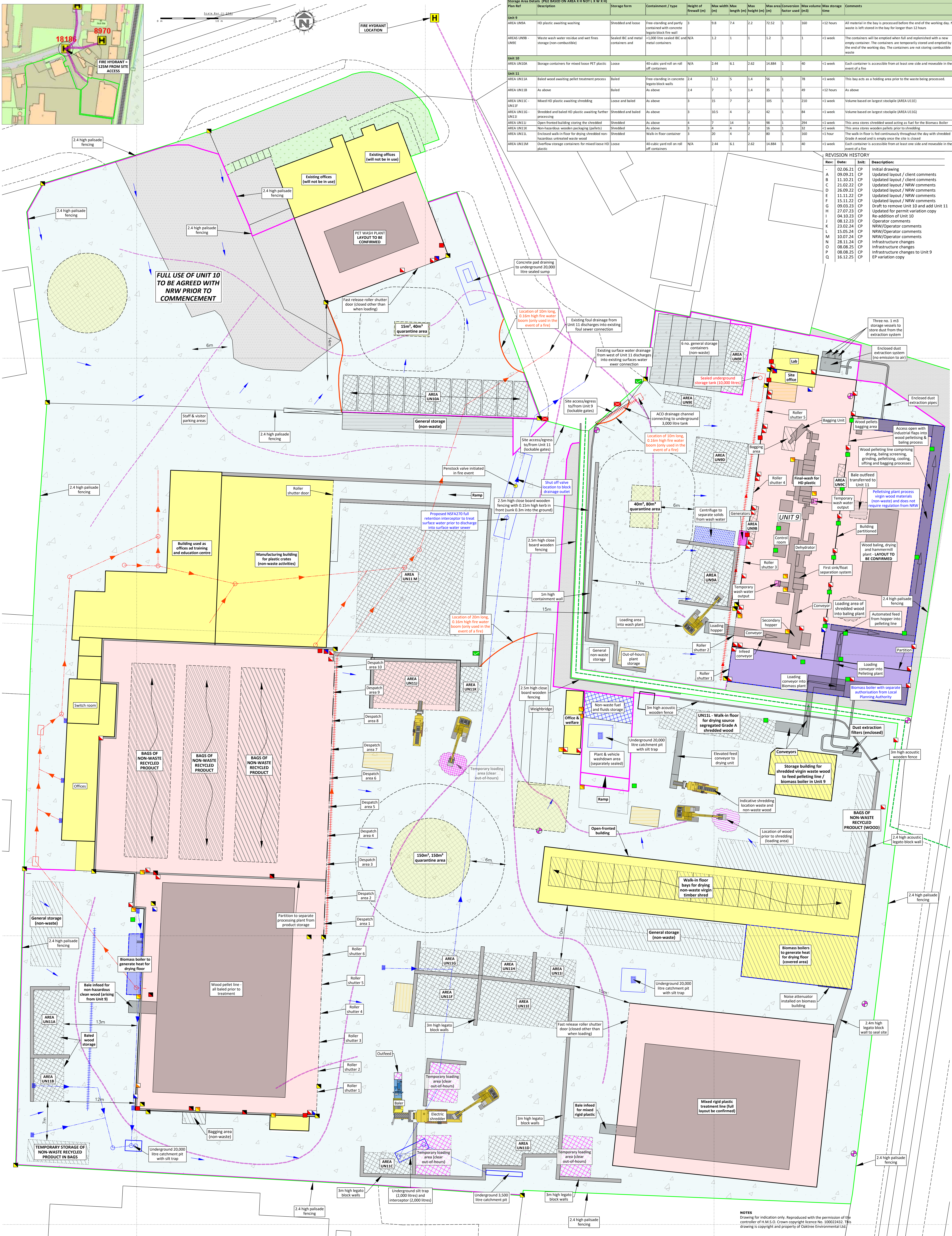
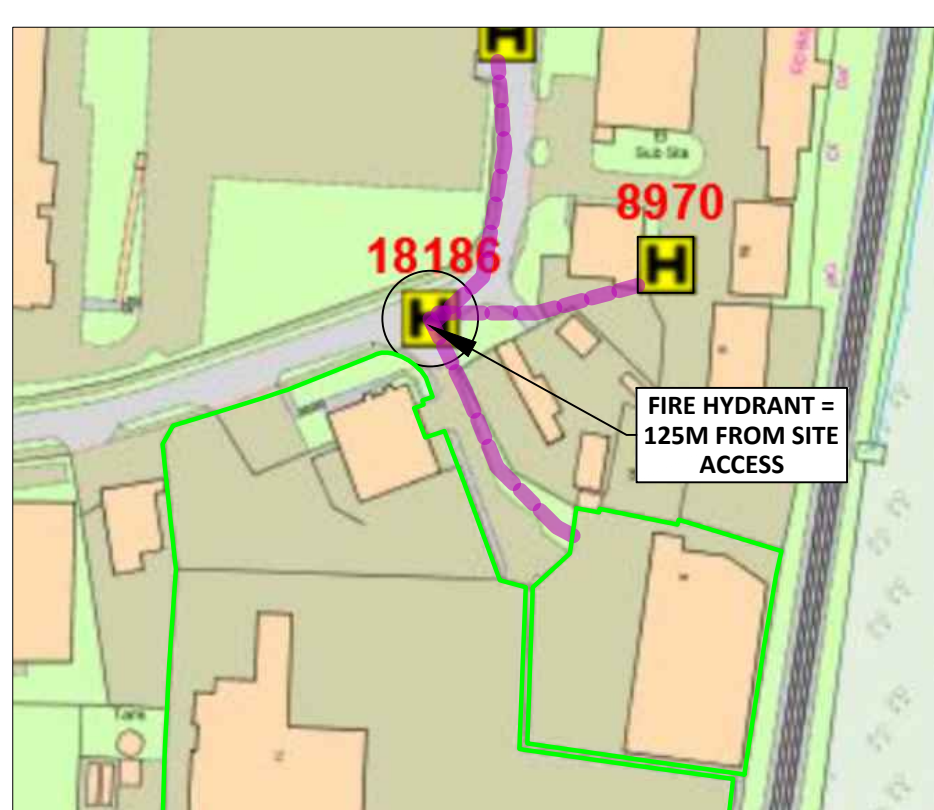
6.3.1 This NMP shall remain under continuous review and shall be formally updated where necessary to reflect:

- a) changes to site operations or infrastructure;
- b) revisions to the EP;
- c) revisions to the accompanying NIA;
- d) installation or replacement of significant plant or equipment;
- e) findings arising from routine inspections, maintenance or environmental monitoring;
- f) substantiated complaints or enforcement action; or
- g) requests made by NRW.

6.3.2 The Operator is committed to operating the facility using BAT and BPM to ensure that operations do not give rise to unacceptable impacts on nearby noise-sensitive receptors. This NMP shall be reviewed regularly to ensure it remains consistent with the EP, the Sol Acoustics NIA and operational activities undertaken at the site.

Appendix I

Site Plans



Storage Area Details (FIRE BASED ON AREA X H NOT L X W X H)												
Plan Ref	Description	Storage form	Containment / type	Height of fire wall (m)	Max width (m)	Max length (m)	Max height (m)	Max area (m²)	Conversion factor used	Max volume (m³)	Max storage time	Comments
Unit 9												
AREA UN9A	HD plastic awaiting washing	Shredded and loose	Free-standing and partly contained with concrete legato block fire wall	3	9.8	7.4	2.2	72.52	1	160	<12 hours	All material in the bay is processed before the end of the working day. No waste is left stored in the bay for longer than 12 hours
AREA UN9B - UN9E	Waste wash water residue and wet fines storage (non-combustible)	Sealed IBC and metal containers and	<1,000 litre sealed IBC and metal containers	N/A	1.2	1	1	1.2	1	1	<1 week	The containers will be emptied when full and replenished with a new empty container. The containers are temporarily stored and emptied by the end of the working day. The containers are not storing combustible waste
Unit 10												
AREA UN10A	Storage containers for mixed loose PET plastic	Loose	40-cubic yard roll on roll off containers	N/A	2.44	6.1	2.62	16.884	1	40	<1 week	Each container is accessible from at least one side and moveable in the event of a fire
Unit 11												
AREA UN11A	Baled wood awaiting pellet treatment process	Baled	Free-standing in concrete legato block walls	2.4	11.2	5	1.4	56	1	78	<1 week	This bay acts as a holding area prior to the waste being processed.
AREA UN11B	As above	Baled	As above	2.4	7	5	1.4	35	1	49	<12 hours	As above
AREA UN11C - UN11F	Mixed HD plastic awaiting shredding	Loose and baled	As above	3	15	7	2	105	1	210	<1 week	Volume based on largest stockpile (AREA U11E)
AREA UN11G - UN11J	Shredded and baled HD plastic awaiting further processing	Shredded and baled	As above	3	10.5	4	2	42	1	84	<1 week	Volume based on largest stockpile (AREA U11G)
AREA UN11K	Open fronted building storing the shredded	Shredded	As above	4	7	14	3	98	1	294	<1 week	This area stores shredded wood acting as fuel for the Biomass Boiler
AREA UN11L	Non-hazardous wooden packaging (pallets)	Shredded	As above	3	4	4	2	16	1	32	<1 week	The walk-in floor is fed continuously throughout the day with shredded Grade A wood and is empty once the site is closed
AREA UN11M	Enclosed walk-in floor for drying shredded non-hazardous untreated waste wood	Shredded	Walk-in floor container	3	20	4	2	80	1	160	<1 hour	
AREA UN11N	Overflow storage containers for mixed loose HD plastic	Loose	40-cubic yard roll on roll off containers	N/A	2.44	6.1	2.62	16.884	1	40	<1 week	Each container is accessible from at least one side and moveable in the event of a fire

REVISION HISTORY		
Rev	Date	Description
-	02.06.21	CP Initial drawing
A	09.09.21	CP Updated layout / client comments
B	11.10.21	CP Updated layout / client comments
C	21.02.22	CP Updated layout / NRW comments
D	26.09.22	CP Updated layout / NRW comments
E	11.11.22	CP Updated layout / NRW comments
F	15.11.22	CP Updated layout / NRW comments
G	09.03.23	CP Draft to remove Unit 10 and add Unit 11
H	27.07.23	CP Updated for permit variation copy
I	04.10.23	CP Re-addition of Unit 10
J	08.12.23	CP Operator comments
K	23.02.24	CP NRW/Operator comments
L	15.05.24	CP NRW/Operator comments
M	10.07.24	CP NRW/Operator comments
N	28.11.24	CP Infrastructure changes
O	08.08.25	CP Infrastructure changes
P	08.08.25	CP Infrastructure changes to Unit 9
Q	16.12.25	CP EP variation copy

Oaktree Environmental Ltd

Waste, Planning and Environmental Consultants

PROJECT/SITE

Units 9, 10 & 11, Vauxhall Industrial Estate, Ruabon, Wrexham LL14 6HA

SCALE @ A0

1:200

DRAWING NUMBER

VIE/2704/03

CHECKED

NHB

DATE

16.12.25

CLIENT

New Horizon Biofuel and Animal Beddings Co Ltd

CLIENT NO

2704

JOB NO

017

DRAWN BY

CP

STATUS

Issued

DRAWING TITLE

SITE LAYOUT & FIRE PLAN

SCALE

1:200

CLIENT NO

2704

JOB NO

017

DRAWN BY

CP

STATUS

Issued

Key:

Permit boundary

Area covered by Part 8 Authorisation with UP and area not part of permitted operations

Combustible waste storage areas

Combustible waste storage areas (potentially hazardous)

Temporary storage areas (cleared one hour before site closes)

Product storage non-waste & general storage (non-waste)

Out-of-hours mobile plant storage

Waste recycling buildings

Concrete areas

Other buildings (offices, etc.)

Stone surface / free draining

Landscaped/grass areas

Location of fixed & mobile plant (indicative)

Interlocking concrete fire walls (minimum 0.6m thick)

0.10 - 0.15m high concrete kerbing/seal

Mains water point

Spill kit

Fire fighting equipment (extinguishers, etc.)

Fire water containment / pollution control equipment i.e. booms, drain mats, drain plugs etc.

Protective clothing location

Access routes for emergency vehicles and site plant manoeuvring areas

Fire alarm

Surface water fall direction

Surface water drainage

Foul water drainage

Redundant, collapsed drainage

ACO drain (foul)

ACO drain (surface)

Foul, surface water and redundant manholes

Gully's

Plant shut-off

Fire assembly point

CCTV cameras (indicative)

Infrared/heat detection cameras

Emergency services box

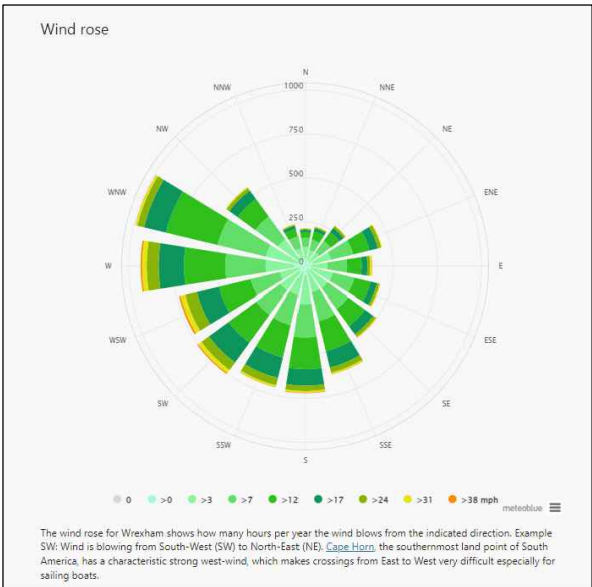
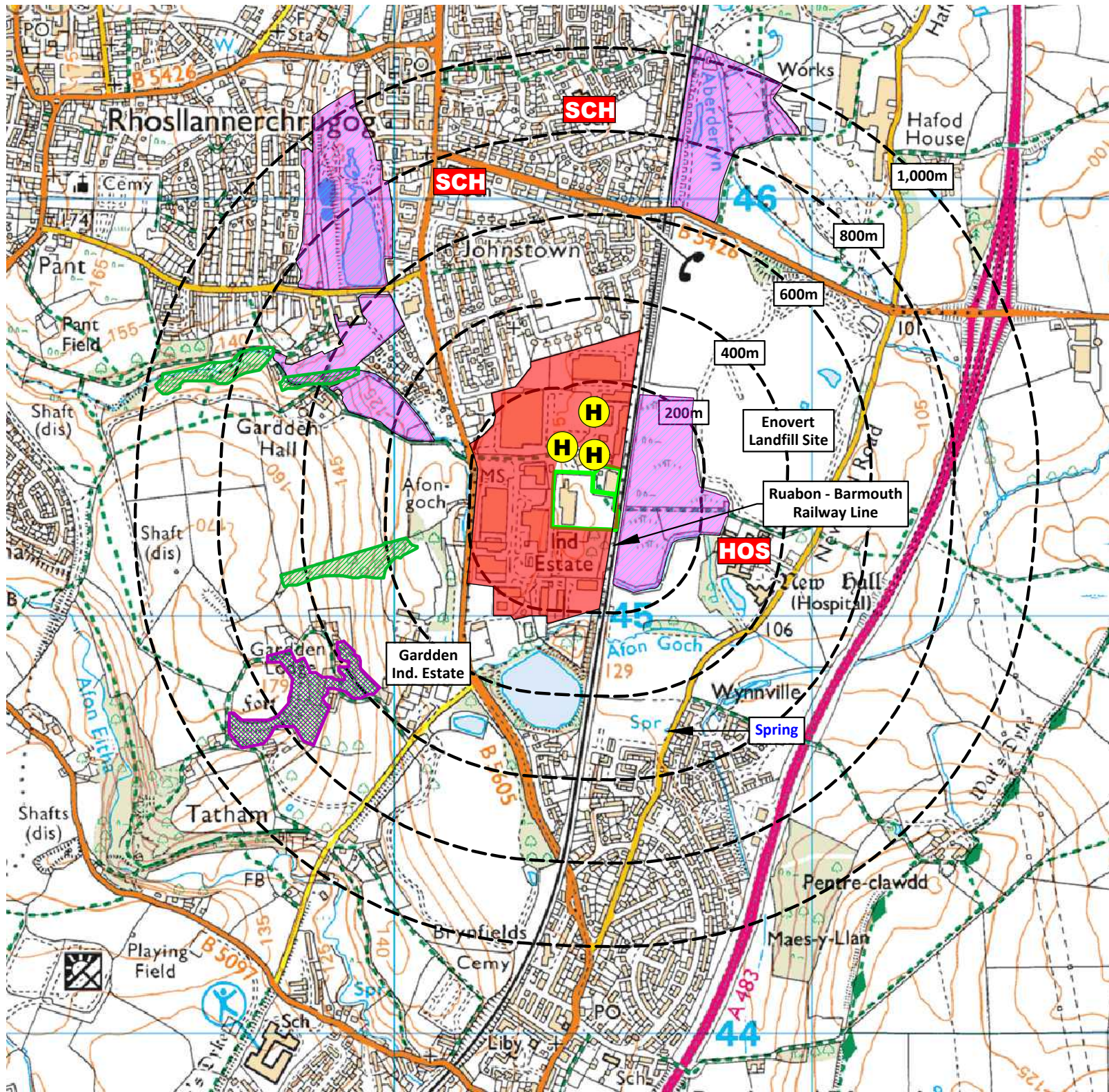
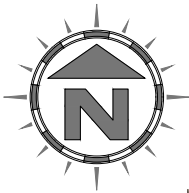
Public Right of Way (PRoW)

Dust monitoring points

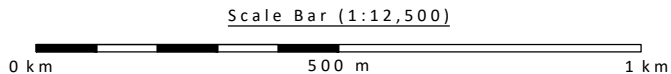
NOTES
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KEY:

- Permit boundary
- Surface water (river / stream / beck)
- Surface water (estuary / pond / pool / lake / sea)
- Vauxhall Industrial Estate
- Workplaces (includes agriculture industry, commerce and retail)
- Residential blocks
- Class A roads
- Class B roads
- Class C roads
- Nearest fire hydrant
- Railway line
- SCH Schools/nurseries
- HOS Hospitals/medical centres
- Woodland areas
- Protected sites - Johnstown Newt Sites SAC & Stryd Las a'r Hafod SSSI
- Gardden Fort Wood (LWS)
- Priority Habitats - Areas of Ancient Semi Natural Woodland and Restored Ancient Woodland sites



Compass Wind Rose for Wrexham
Period 1982 - 2022
source: Meteoblue



NOTES

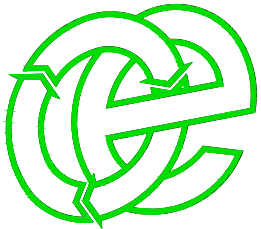
- Boundaries are shown indicatively.
- Wind rose data shows the prevailing wind direction from the west/north-west.

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REVISION HISTORY

Rev:	Date:	Init:	Description:
-	09.09.21	CP	Initial drawing
A	11.10.21	CP	Updated boundary
B	21.09.22	CP	NRW comments
C	11.11.22	CP	NRW comments
D	15.11.22	CP	NRW comments
E	27.07.23	CP	Variation application copy
F	04.10.23	CP	Update due to re-addition of Unit 10

Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants



DRAWING TITLE
RECEPTOR PLAN

CLIENT
New Horizon Biofuel and Animal Beddings Co Ltd

PROJECT/SITE
Units 9 & 10, Vauxhall Industrial Estate, Ruabon, Wrexham LL14 6HA

SCALE @ A3 1:12,500
JOB NO 012
CLIENT NO 2704

DRAWING NUMBER VIE/2704/04
REV F
STATUS Issued

DRAWN CP
CHECKED --
DATE 04.10.23

Lime House, Road Two, Winsford, Cheshire, CW7 3QZ
t: 01606 558833 | e: sales@oaktree-environmental.co.uk

Appendix II

Complaints Report Form

NEW HORIZON BIOFUEL AND ANIMAL BEDDINGS CO LTD
COMPLAINTS REPORT FORM (VIE/RF/7)

Date Recorded:		Reference Number:	
Name and address of caller			
Telephone number of caller			
Time and Date of call			
Nature of complaint (noise, odour, dust, other) (date, time, duration)			
Weather at the time of complaint (rain, snow, fog, etc.)			
Wind (strength, direction)			
Any other complaints relating to this report			
Any other relevant information			
Potential reasons for complaint			
The operations being carried out on site at the time of the complaint			
Follow Up			
Actions taken			
Date of call back to complainant			
Summary of call back conversation			
Recommendations			
Change in procedures			
Changes to Environmental Management System (EMS)			
Date changes implemented			
Form completed by (Print)		Signed	
Date Completed			

COMPLAINT RECORDING PROCEDURE:

Any complaints received will be recorded on form VIE/RF/7. This form will normally be completed, signed and dated by the Site Manager; if they are not available the Office Manager will complete the form.

- 1) The name, address and telephone number of the caller will be requested.
- 2) Each complaint will be given a reference number.
- 3) The caller will be asked to give details of:
 - a) the nature of the complaint;
 - b) the time;
 - c) how long it lasted;
 - d) how often it occurs;
 - e) Is this the first time the problem has been noticed; and
 - f) what prompted them to complain.
- 4) The person completing the form will then, if possible, make a note of:
 - a) the weather conditions at the time of the problem (rain, snow, fog etc.);
 - b) strength and direction of the wind;
 - c) Photographs shall be taken where appropriate to record site conditions at the time of the investigation; and,
 - d) the activity or activities taken place on the site at the time the noise was detected, particularly anything unusual.
- 5) The reason for the complaint will be investigated and a note of the findings added to the report.
- 6) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
- 7) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be invited to contact the Environment Agency and/or the Local Authority.

Note: Following any complaint the relevant management plan(s) will be reviewed to ensure appropriate actions are in place to counter any problems.