

OEE GROUNDWATER TREATMENT SYSTEM ENVIRONMENTAL MANAGEMENT SYSTEM

Environmental Impacts Plan and Controls

The key pieces of environmental legislation affecting this sector are:	<ul style="list-style-type: none"> The Environmental Permitting (England and Wales) Regulations 2016 Control of Pollution (Oil Storage) (Wales) Regulations 2016 Hazardous Waste Regulations (2005) 							
Equipment	A	W	E	D	L	N	R	
Equipment at our site: (H – high impact, M – medium impact, L – low impact - If it can result in an environmental impact under normal or abnormal working conditions). <input type="checkbox"/> Emissions to Air (including dust) - A <input type="checkbox"/> Emissions to Water - W <input type="checkbox"/> Energy Usage (e.g. electricity, gas, oil) - E <input type="checkbox"/> Waste Disposal - D <input type="checkbox"/> Land Contamination - L <input type="checkbox"/> Nuisance (i.e. noise or odour) – N <input type="checkbox"/> Resource Consumption (i.e. water, chemicals) – R	Oil / water separator	L	L	-	-	L	L	-
	Granular activated carbon filter vessels	-	-	-	Note	L	-	-
	Compressor module	-	-	M	-	-	L	-
	Hosing	-	L	-	-	L	-	-
	Hose connections	-	L	-	-	L	-	-
	Product storage tanks	L	L	-	-	L	L	-
	Pumps	-	-	-	-	-	L	-

OEE GROUNDWATER TREATMENT SYSTEM ENVIRONMENTAL MANAGEMENT SYSTEM

Environmental Impacts Plan and Controls

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment?	Is equipment included on maintenance checklist on setup?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Emissions to Air [A]						
Oil / water separator	VOCs emitted to atmosphere from accumulated kerosene in OWS	No	Yes	No	N/A	Under normal operation of the system the lid is always on the OWS limiting VOC production. OWS is located in external air and no significant VOC production is anticipated.
Product storage tanks	VOCs emitted to atmosphere from kerosene in storage tanks	No	Yes	No	N/A	Under normal operation of the system the lids are always on the storage tanks limiting VOC production. The tanks are located in external air and no significant VOC production is anticipated.
Emissions to Water [W]						
Oil / water separator	Possible overflow from the oil/water separator causing impact to surface water	Yes	Yes	No	Yes	There are high level alarms and telemetry on the systems which isolate the system preventing overflow
Hosing and Hose connections	Possible seepage from hosing and hose connections due to poor set up or faulty connections	No	Yes	No	Yes	All system equipment is regularly checked

OEE GROUNDWATER TREATMENT SYSTEM ENVIRONMENTAL MANAGEMENT SYSTEM

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment?	Is equipment included on maintenance checklist on setup?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Granular activated carbon filter vessels	Failure of the filter vessels resulting in discharge of dissolved phase hydrocarbons	Yes	Yes	Yes	Yes	System discharge (GAC) samples are collected at regular intervals to confirm no discharge of dissolved phase hydrocarbons
Product storage tanks	Leak from product storage tanks resulting in impact to surface water	Yes	Yes	Yes	Yes	The product storage tanks are placed on a bunded pallet which will capture any leakage from the tanks
Energy Usage [E]						
Compressor module	The compressor module is powered by a mains electric supply specifically installed for the treatment system	Yes	Yes	Yes	Yes	The run time of the system is continually recorded so the power / energy usage is known.
Waste disposal [D]						
Granular activated carbon filter vessels	No impact	N/A	N/A	N/A	N/A	Granular activated carbon is sent for regeneration so no disposal
Land Contamination [L]						
Oil / water separator	Possible overflow from the oil/water separator causing impact to surface water	Yes	Yes	Yes	Yes	There are high level alarms and telemetry on the systems which isolate the system preventing overflow
Granular activated carbon filter vessels	Failure of the filter vessels resulting in discharge of dissolved phase hydrocarbons to ground	Yes	Yes	Yes	Yes	System discharge (GAC) samples are collected at regular intervals to confirm no discharge of dissolved phase hydrocarbons

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Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment?	Is equipment included on maintenance checklist on setup?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Hosing and Hose connections	Possible seepage from hosing and hose connections due to poor set up or faulty connections	Yes	Yes	Yes	Yes	All system equipment is regularly checked
Product storage tanks	Leak from product storage tanks resulting in impact to surface water	Yes	Yes	Yes	Yes	The product storage tanks are placed on a bunded pallet which will capture any leakage from the tanks
Nuisance [N]						
Oil / water separator	Kerosene odour from accumulated product in OWS	Yes	Yes	No	N/A	Under normal operation of the system the lid is always on the OWS limiting odours. OWS is located in external air and no significant odour build up is anticipated.
Compressor module	Noise from compressor when building pressure	Yes	Yes	No	N/A	The system is located away from the property so the associated noise should not present an issue
Pumps	Noise from pumps when in use	Yes	Yes	No	N/A	The system is located away from the property so the associated noise should not present an issue
Product storage tanks	VOCs emitted to atmosphere from kerosene in storage tanks	Yes	Yes	No	N/A	Under normal operation of the system the lids are always on the storage tanks limiting odours. The tanks are located in external air and no significant odours are anticipated.
Resource Consumption [R]						

OEE GROUNDWATER TREATMENT SYSTEM ENVIRONMENTAL MANAGEMENT SYSTEM

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment?	Is equipment included on maintenance checklist on setup?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
N/A	N/A	N/A	N/A	N/A	N/A	N/A

OEE GROUNDWATER TREATMENT SYSTEM ENVIRONMENTAL MANAGEMENT SYSTEM

List of Procedures					
Procedure Name	What process / activity / equipment does it relate to?	Where is the procedure kept?	Version Number	When was the procedure last reviewed?	Comments
Safe system of work	Groundwater Treatment Systems	Project folder or CPP- Online version on the Google Drive	1	January 2017	
Fire Safety (Site)	Fire Safety on Site	Project folder or CPP- Online version on the Google Drive	1	November 2018	

Accident / Pollution Incident Management Plan

Created by: Aaron Provis

Date: 17.04.20

Review Date: 20.04.20

Version: 1

Accident / Pollution Incident Management Plan Contents

A– Key Site and Emergency Contacts

B – Preventing Accidents / Incidents... and what to do if they happen.

C – Site plans

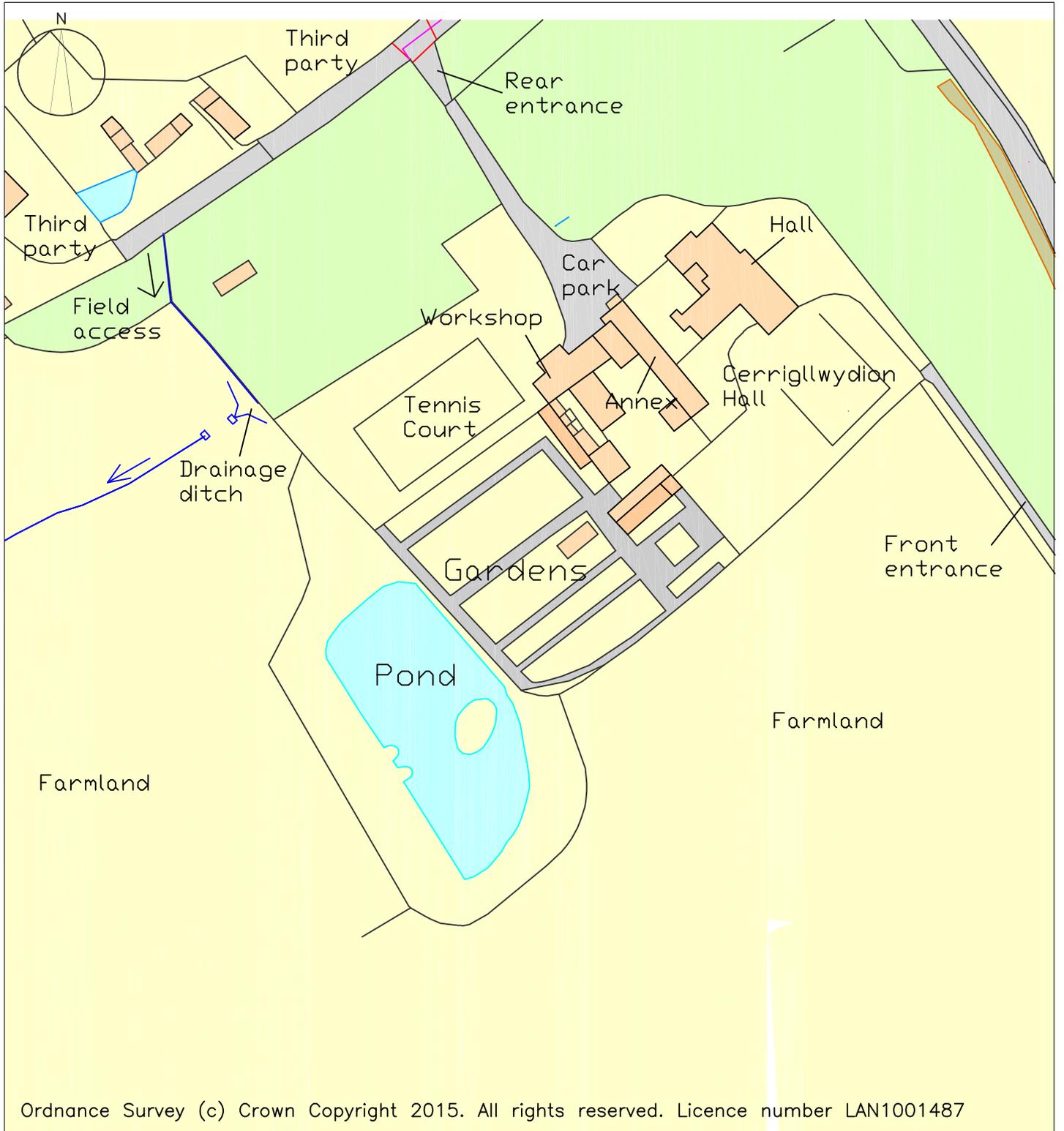
A – Key Site and Emergency Contacts

This table contains information and contacts you may need in an emergency.

SITE DETAILS				
Location: Cerrigllwydion Hall, B 5429 Gables Farm Junction To Llandyrnog Roundabout, Llandyrnog, Denbighshire, Clwyd				
Postcode: LL16 4LE				
Site Access Grid Reference: SJ 10836400				
SITE CONTACTS	Name	Office Hours (specify)	Out of hours	
Site Manager:	Paul Griffiths	07709 808302		
EMERGENCY SERVICES		Office Hours	Out of hours	
Medical: Glan Clwyd Hospital Rhuddlan Road, Bodelwyddan, Rhyl, Denbighshire LL18 5UJ		01745 583910	999/112	
Police/Fire/Ambulance		999	999	
SYSTEM CONTACT		Office Hours	Out of hours	
System Contact: Oracle Environmental Experts		01684 252858		
REGULATORS		Office Hours	Out of hours	
Health and Safety Executive (HSE)		0345 300 9923 - ICC		
Local Authority: Denbighshire County Council		01824 706056		
Natural Resources Wales (Local)		0300 065 3000		
EA (24 hour emergency hotline)		0800 80 70 60		
CLIENT / KEY SERVICES		Name	Office Hours	Out of hours
Client: Oil Facilities Ltd		Tim Griffin	01446 775012	
Sewerage undertaker: Dwr Cymru			0800 0853968	
Water supplier: Dwr Cymru			0800 0520130	
Electricity supplier: SP Energy Networks			0800 0015400	

B - Preventing Accidents / Incidents and what to do if they happen

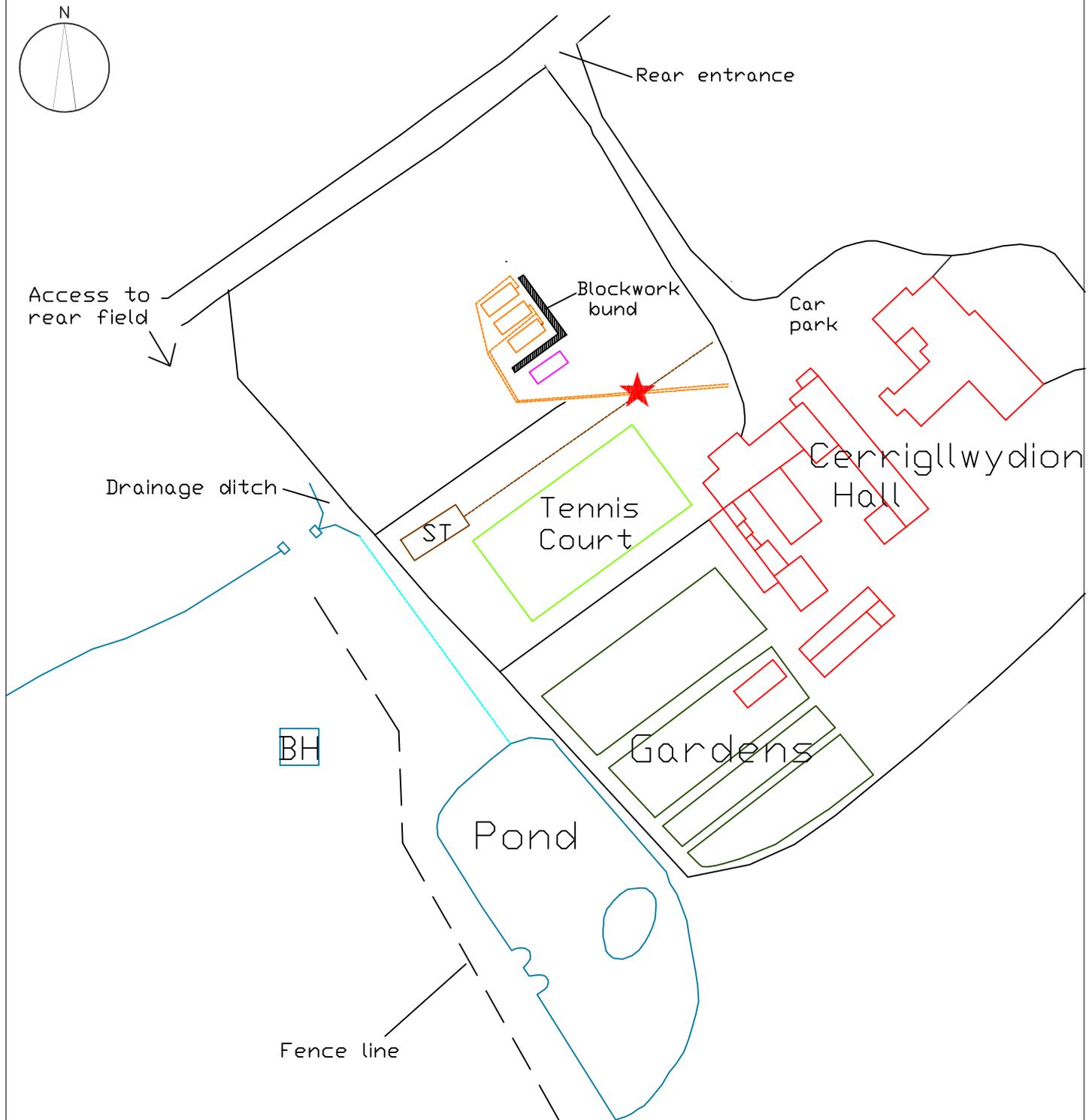
Possible Accident / Incident	What would the harm be?	How do we reduce the chances of it happening?	What to do if it happens
Failure of Plant or Equipment			
Leakages; due to faulty pipe work, valves, overpressure, blockages, corrosion, severe weather, ground movement etc.	Possible further contamination to land, drainage and surface waters.	Weekly visual inspection and completion of weekly inspection checklist record. Insulation and protection of pipework.	Contain any spills using appropriate equipment
Puncture of hose pipes by plant.		Run hosing through ducts below ground and install safety fencing if appropriate.	
Failure of the systems emergency stop	Damage to equipment parts and possible cause of fire or explosion.	Test the emergency stop on regular occurrences.	Completely isolate the system from the consumer unit.
Fire			
Fire	Smoke and pollution, damage to structures and vegetation	Works to be carried out in accordance with HS-P-06 Fire Safety (Site). Ensure potential flammable or combustible materials are not stored near electrical items.	Follow the emergency procedure detailed in the Construction Phase Plan and integrated manual.
Flood			
Flood	Possible further contamination to land, drainage and surface waters.	Ensure all parts of equipment are secure, raised above ground and level if appropriate.	Mobilize to site to assess system damage and relocate system if safe / required.
Failure of containment			
Failure of containment facilities due to land movement, impact, corrosion etc.	Possible further contamination to land, drainage and surface waters.	Regular testing of all the containment facilities including oil/water separator and granular activated carbon vessels.	Mobilize to site with emergency equipment to contain further contamination. Ring emergency services if required.
Vandalism			
Unauthorised entry and tampering or malicious damage to property, plant and equipment.	Possible further contamination to land, drainage and surface waters.	All compressor modules have side combination locks to ensure access is restricted to authorised personnel. Safety fencing	Mobilize to site to assess system damage and relocate system if safe / required. Contact emergency services if required.



LEGEND

— Brook leading to the River Clwyd

PROJECT Howard, Denbig		PROJECT REF. P19866		AP Drawn by	JMB Checked by	0 Rev
TITLE Figure 1 – Estate Plan						
CLIENT Oil Facilities Ltd	CLIENT REF. REMHOWLL16	SCALE 1:1250	DATE 25/02/20	 www.oracle-environmental.com Unit 14 Cygnet Business Centre, Worcester Road, Hanley Swan Worcestershire WR8 0EA Tel: +44 (0)1684 252858 Company registered in England and Wales Company No: 09161078		



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LEGEND

- Spill origin
- Oil storage tank
- LPG tank
- ST Septic tank
- BH Borehole
- Foul pipe
- Kerosene feedline
- Brook
- Overflow pipe
- Building footprint

PROJECT: Howard, Denbigh
 PROJECT REF.: P19866

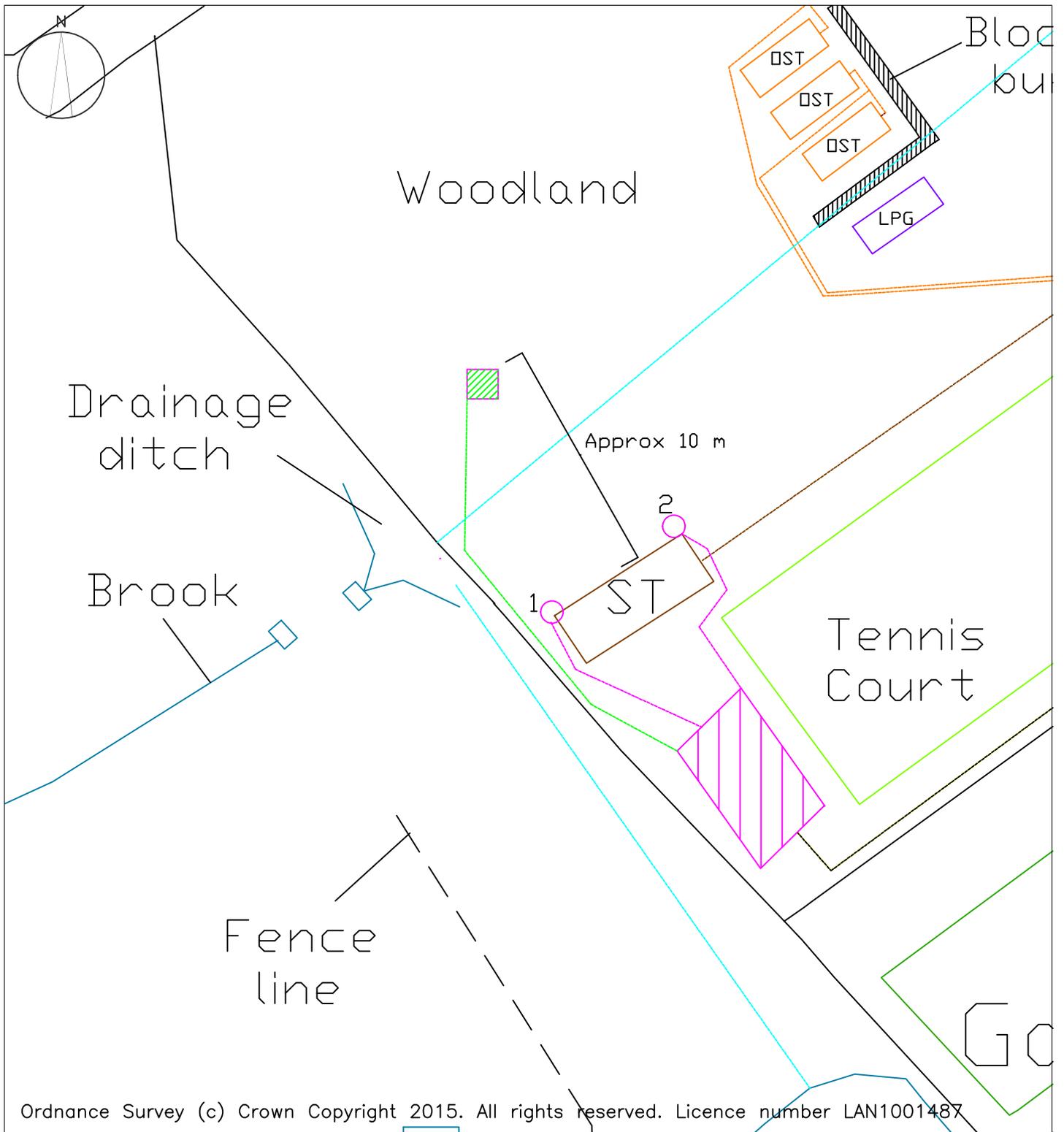
AP	JMB	0
Drawn by	Checked by	Rev

TITLE: Figure 2 - Site Plan



www.oracle-environmental.com
 Unit 14 Cygnet Business Centre, Worcester
 Road, Hanley Swan
 Worcestershire WR8 0EA
 Tel: +44 (0)1684 252858
 Company registered in England and Wales
 Company No: 09161078

CLIENT: Oil Facilities Ltd	CLIENT REF.: REMHOWLL16	SCALE: 1:1000	DATE: 24/02/20
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LEGEND

- System location
- Discharge point - soakaway
- Oil storage tank
- LPG tank
- Dewatering sump
- System intake line
- System discharge line
- Septic tank
- Underground storm drain
- Power cable
- Kerosene feedline
- Foul pipe

PROJECT: Howard, Denbigh
 PROJECT REF.: P19866

AP	JMB	0
Drawn by	Checked by	Rev

TITLE: Figure 1 - Groundwater Treatment System Plan



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 Unit 14 Cygnet Business Centre, Worcester
 Road, Hanley Swan,
 Worcestershire WR8 0EA
 Tel: +44 (0)1684 252858
 Company registered in England and Wales
 Company No: 09161078

CLIENT: NRW
 CLIENT REF.: PAN-009783
 SCALE: As shown
 DATE: 07/04/20

Procedure	Safe System of Work
Reference	SSOW-14
Equipment	Groundwater Treatment Systems
Location	Site

SECTION A - PROCESS

1. Authorisation

Only competent and authorised staff to use this equipment as identified in Section C.

All authorised staff must have read and understood the OEE System Guide – Groundwater Treatment, risk assessment and this safe system of work.

2. Pre-Use Checks

Equipment safety

Check the overall condition and that any accessories are free from defect.

Check that any fixings are secure. Tighten if necessary.

During transport all components and accessories must be secured and checked before and after as vibration during transport may cause fasteners to become loose.

All components and accessories must be installed following the correct procedure and in accordance with the OEE System Guide – Ground Water Treatment

General

Ensure that appropriate pathways and handling methods have been implemented before mobilisation.

Sections A-C of system commissioning report (HS-F-24 EPT/HS-F-25 PPT) must be completed for the pre-site and equipment design sections before mobilisation.

Support surfaces must be stable and as level as possible.

Adequate space must be provided when siting so that access can be obtained for maintenance.

Any site-specific hazards and control measures are to be recorded on the dynamic risk assessment form (HS-F-02).

3. Operational Requirements

PPE must be worn during installation, as per section B.

Identify suitable siting and installation conditions.

Installation should be carried out in accordance with the OEE System Guide – Groundwater Treatment, risk assessment and this safe system of work.

Sections D-F of system commissioning report (HS-F-24 EPT/HS-F-25 PPT) must be completed upon installation.

Positioning of power isolation switch – It must not be obstructed and within the system parameters for safe isolation if required.

Power source exceeding 13A to be installed by an approved electrician.

Ensure that good installation condition is been maintained to the fixtures and fittings.

Surfactant used near groundwater treatment must be abstracted and collected to avoid entering treatment system, stripping any VOC from filters such as granular activated carbon.

Monitoring must be in line with and completed using the Treatment System Monitoring and Maintenance Record (TO-F-09)

Keep work area clean and tidy during operation.

Only use recommended accessories and meet current regulations.

Without licensing do not exceed a total abstraction of 20 m³per day or 1000 m³ total

Report any defect immediately to the asset manager.

SECTION B – PERSONAL PROTECTIVE EQUIPMENT					
	<input checked="" type="checkbox"/>	Gloves Specify: Nitrile		<input checked="" type="checkbox"/>	Respirator Specify: GAC vessel fill
	<input checked="" type="checkbox"/>	Overalls Specify: Lightweight		<input checked="" type="checkbox"/>	Footwear Specify: Safety boots
	<input checked="" type="checkbox"/>	Eye Protection Specify: Safety glasses		<input type="checkbox"/>	Visor Specify:
	<input type="checkbox"/>	Dust mask Specify:		<input type="checkbox"/>	Other Specify:

This PP&T commissioning report is to be completed before any system is put into use. Under no circumstances should a PP&T system be put into operation without first completing this report and addressing any issues that arise from carrying out the following checks.

SECTION A – PROJECT INFORMATION	
Project Reference	
Project Manager	

SECTION B – PRE-SITE DESIGN CHECKS			
Check	Yes	No	Action/Comments
There is suitable access to offload equipment and transit to the installation location with manual handling aids (GAC diameter 600mm OD)	<input type="checkbox"/>	<input type="checkbox"/>	
There is a suitable power supply (230v)	<input type="checkbox"/>	<input type="checkbox"/>	
There is a suitable discharge point for after GAC agreed with PM (including consents etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
There are means of suitable isolation of the treatment system within the perimeter	<input type="checkbox"/>	<input type="checkbox"/>	
There is stable ground for the proposed treatment system location (load bearing estimated 2000kg)	<input type="checkbox"/>	<input type="checkbox"/>	
Completed By Engineer/Technician:			
Date:			

SECTION C – EQUIPMENT DESIGN CHECKS			
Check	Yes	No	Action/Comments
RCD	<input type="checkbox"/>	<input type="checkbox"/>	
Emergency stop and safe isolation	<input type="checkbox"/>	<input type="checkbox"/>	
230v power cable core size calculated	<input type="checkbox"/>	<input type="checkbox"/>	
Ohm's law / The Resistor Power Triangle, total amperes doesn't exceed fuse rating	<input type="checkbox"/>	<input type="checkbox"/>	

Check	Yes	No	Action/Comments
Components are PAT tested and comply with the Electricity at Work Regulations 1989	<input type="checkbox"/>	<input type="checkbox"/>	
Visual pressure indicators and sampling point	<input type="checkbox"/>	<input type="checkbox"/>	
Isolation valves and high level cut off	<input type="checkbox"/>	<input type="checkbox"/>	
Flow indicator and regulators	<input type="checkbox"/>	<input type="checkbox"/>	
Pipe and cable protection	<input type="checkbox"/>	<input type="checkbox"/>	
Access ramps	<input type="checkbox"/>	<input type="checkbox"/>	
IP67 rated connections for ingress potential	<input type="checkbox"/>	<input type="checkbox"/>	
Flow capacity and target restrictions	<input type="checkbox"/>	<input type="checkbox"/>	
Maximum pump head and lift	<input type="checkbox"/>	<input type="checkbox"/>	
Pump identified and specification limitations	<input type="checkbox"/>	<input type="checkbox"/>	
Pneumatic airline requirements	<input type="checkbox"/>	<input type="checkbox"/>	
Estimated operating hours of pneumatic compressor	<input type="checkbox"/>	<input type="checkbox"/>	
Completed By Engineer/Technician:			
Date:			

SECTION D – INSTALLATION CHECKS			
Check	Yes	No	Action/Comments
OWS is level and positioned on solid ground	<input type="checkbox"/>	<input type="checkbox"/>	
RCD adaptor if applicable has been tested and conforms to BS7071, BS51363	<input type="checkbox"/>	<input type="checkbox"/>	
No trip hazards present or created	<input type="checkbox"/>	<input type="checkbox"/>	
Power source wiring is correct using a plug tester	<input type="checkbox"/>	<input type="checkbox"/>	

Check	Yes	No	Action/Comments
High level cut off is checked manually	<input type="checkbox"/>	<input type="checkbox"/>	
No leaks or over pressurised vessels	<input type="checkbox"/>	<input type="checkbox"/>	
Site signage if applicable has been applied in appropriate locations	<input type="checkbox"/>	<input type="checkbox"/>	
Assets, meter readings and operational performance are recorded in site log	<input type="checkbox"/>	<input type="checkbox"/>	
Home owner has been informed of formalities and concepts of treatment system.	<input type="checkbox"/>	<input type="checkbox"/>	
Electric components are labelled and positioned correctly	<input type="checkbox"/>	<input type="checkbox"/>	
Completed By Engineer/Technician: Date:			

SECTION E – SYSTEM COMMISSIONING		
Check	Yes	No
All equipment checked to be serviceable, connected correctly and ready to use/start operating	<input type="checkbox"/>	<input type="checkbox"/>
Completed By Engineer/Technician: Date:		

SECTION F – ASSETS INSTALLED		
Asset/Serial Number	Description	No.

Project Name		Project Ref	
Date		Flow meter reading (m³)	
OEE Staff		Run meter reading (hr)	

SECTION A – INSPECTION RECORD	Yes	No	N/A
Are there any obvious issues with the treatment system (i.e. No flow, over flow, unscheduled shut down, unscheduled signals, vandalism etc.)? If yes, provide details and actions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the power supply to the treatment system operating on arrival? If no, follow checklist and provide details and actions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Check 1 - Is the power supply connected and safety devices are in correct position?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Check 2 - Is the timer activated and within set operating parameters?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Check 3 - Has the system been isolated? If yes, contact an engineer before proceeding</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the treatment system operating effectively (e.g. scheduled start up and signals, discharges, recovery etc.)? If no, provide details and actions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the pumps / blowers operating effectively (i.e. water level is depressed, efficient flow rates)? If no, provide details and actions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there any evidence of free product, sheen or emulsion within the plant? If yes, provide details and actions and confirm approximate volume of oil recovered:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A – INSPECTION RECORD	Yes	No	N/A
Is the discharge point free of debris, un-obstructed and in generally good condition? If no, provide details and actions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the system discharge show any evidence of visual and/or olfactory evidence of contamination? If yes, provide details and actions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If the system is operated by a programme, are all timers set correctly and working effectively? If no, provide details and actions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B – MONITORING RECORD				
BH/ Sump ID	Depth to product (m)	Depth to water (m)	Depth to base (m)	Notes/Comments

SECTION C - SVE MONITORING RECORD

Run meter hours:

Lance	Valve 1 (%)	M-Bar	Flow 1 (m/s)	PPM	Valve 2 (%)	Flow 2 (m/s)	Comments
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							

GAC	Flow 1 (m/s)	Flow 2 (m/s)
Pre-GAC		
Post-GAC		
Total M-Bar	M-Bar @ V1	M-Bar @ V2
Manifold 1 (1-6)		
Manifold 2 (7-12)		
Manifold 3 (13-18)		
GAC	PPM @ V1	PPM @ V2
Pre-Carbon (1-12)		
GAC Out		
Pre-Carbon (≥13)		
GAC Out		

SECTION D – FINAL CHECKLIST	Yes	No	N/A
Has a discharge sample been collected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has a flow / run hr meter reading been recorded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the estimated recovery rate been made?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have all access points been replaced and secured?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the treatment system been checked and secured?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the site been left clean and free of any trip or other hazards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has all OEE equipment been commissioned correctly and serviced in accordance with the treatment system O&M manual?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Project Reference		Prepared By	
Existing PWRA Ref		Date	
Description			

PPE Requirements (additional to those specified in existing PWRA if applicable)

DYNAMIC RISK ASSESSMENT									
Hazard	Affecting	Existing Control Measures	L	S	RR	Additional Control Measures	L	S	RR

		LIKELIHOOD				
		1	2	3	4	5
SEVERITY		Highly Unlikely	Unlikely	Possible	Likely	Probable
1	No injury or health effect Delay	1	2	3	4	5
2	Minor injury requiring first aid Minor damage to equipment	2	4	6	8	10
3	Injury or illness requiring absence from work Damage to equipment	3	6	9	12	15
4	Major injury or disabling illness Significant damage to equipment	4	8	12	16	20
5	Fatality Major damage to equipment	5	10	15	20	25

RISK RATINGS

- 1-4 Low Risk – Acceptable**
- 5-9 Moderate Risk – Tolerable but requires strict monitoring**
- 10-25 High Risk - Unacceptable**

Section A. Complaint Record

Complaint received by:			
Method:	Written		Verbal
Date:			
Project number:			
Project name:			
Complaint owner:			

Section B. Complainant Details

Name:	
Address:	
Email:	
Contact number(s):	

Section C. Complaint

Details of complaint (attach correspondence if received)

Section D. Frontline Resolution

Details of frontline resolution (usually by the end of the following working day)

--	--

To be actioned by:	
Follow up contact:	
Complaint resolved:	
Date resolved:	

Section E. Stage 1 Escalation (Internal)

Escalate to:

Revised Resolution:

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To be actioned by:	
Follow up contact:	
Complaint resolved:	
Date resolved:	

Section F. Stage 2 Escalation (External)

Escalate to:

Follow up contact:

Complaint resolved:

Date resolved:

Section G. Root Cause Analysis	
Summary of root cause of complaint:	
Recommended actions to avoid future complaints:	

REFERENCE NUMBER	
-------------------------	--

PART 1 – INITIAL REPORT
To be completed by the project manager, office manager or another responsible person

PART 1A – EVENT DETAILS			
Nature of Event	Accident Incident – Near Miss Incident – Dangerous Occurrence Incident – Undesired Circumstance Occupational Ill Health		
Event Date		Time	
Event Address			
Event Location			
Brief Details of Event (e.g. what, where, when, who and emergency measures taken)			

PART 1B – INJURED PERSON DETAILS (IF APPLICABLE)	
Full Name	
Gender	
Address	
Contact Telephone Number	
Contact Email	

Status	OEE Employee Contractor Site Occupant Member of Public Other (please specify below)	
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PART 1C – INJURED PERSON STATEMENT (IF APPLICABLE)

Statement Completed By	
Statement Date	

PART 1D – COMPLETION

Reported By			
Position		Date	
Forwarded To			
Position		Date	

PART 2 – INITIAL ASSESSMENT

To be completed by the person responsible for health and safety

PART 2A – EVENT DETAILS

Confirm Event Type		Actual/Potential for Harm	
Accident		Fatal	
Incident – Near Miss		Major Injury/III Health	
Incident – Dangerous Occurrence		Serious Injury/III Health	
Occupational Ill Health		Minor Injury	
Undesired Circumstance		Damage Only	

PART 2B – REPORTING

RIDDOR Reportable	Yes		Date/Time Reported
	No		
Accident Book Entry	Yes		Date Entered/Reference
	No		

PART 2C – LEVEL OF INVESTIGATION

High level		Low level	
Medium level		Basic	

PART 2D – COMPLETION

Completed By	
Position	
Date	

PART 3 – INVESTIGATION

To be completed by the investigation team including the person responsible for health and safety

PART 3A – INVESTIGATION TEAM

Name	Position

PART 3B – INFORMATION GATHERING

Where did the adverse event happen?	
When did the adverse event happen?	
Who was injured/suffered ill health or was otherwise involved in the adverse event?	
What injuries or ill health effects, if any, were caused?	
What activities were being carried out at the time?	
How did the adverse event happen?	
Was any equipment/machinery involved? If yes, specify type	
Were there any witnesses? Provide names of witnesses	
Did the organisation and arrangement of work influence the adverse event?	

PART 3C – DOCUMENTATION			
Available Documentation	Yes	No	N/A
Witness Statements (HS-F-06)			
Scope of Works			
Generic Risk Assessment			
Planned Works Risk Assessment (HS-F-03)			
Dynamic Risk Assessment (HS-F-02)			
Photographic Record			
Pre Start Daily Checklist (HS-F-05)			
Other Documents (specify below)			

PART 3D – DOCUMENT REVIEW			
Risk Assessment	Yes	No	N/A
Does a suitable and sufficient risk assessment exist for the activity?			
If yes, has the risk assessment been reviewed?			
If yes, were the relevant control measures in place?			
If yes, were the control measures sufficient?			
If no, is a risk assessment required for the activity?			
Method Statement			
Does a method statement exist for the activity?			
If yes, has the risk assessment been reviewed?			
If yes, were the relevant control measures in place?			
If yes, was the method statement being followed?			
If no, is a method statement required for the activity?			
Tools and Equipment			
Does a suitable and sufficient risk assessment exist for the use of tools and equipment?			
Were the correct tools and equipment used in the correct manner?			
Is there a suitable maintenance programme in place?			
Is the maintenance programme up to date?			
Is the operator trained and competent to use the tools and equipment?			

COSHH			
Have all substances used been approved via a COSHH assessment?			
Were all control measures recommended in the COSHH assessment in place?			
PPE/RPE			
Was PPE/RPE available and in good condition?			
Was PPE/RPE being used correctly?			

PART 3E – ANALYSIS AND FURTHER ACTION	
What were the immediate causes?	
What were the underlying/root causes?	
Risk control measures recommended?	
Do similar risks exist elsewhere?	
Have similar adverse events happened before?	

PART 3F – RISK CONTROL ACTION PLAN

Risk control measures to be implemented following investigation

Control Measure	Due By	Responsible Person	Date Completed

Risk assessments/working processes to be reviewed and updated following investigation

Risk Assessment/Process	Due By	Responsible Person	Date Completed

Communication of findings to employees following investigation

Method	Due By	Responsible Person	Date Completed

INFORMATION LEAFLET—GROUNDWATER TREATMENT



Following the installation of the groundwater treatment system, our engineer will have provided a demonstration of the system including the procedure to safely switch it off. This leaflet provides further information and FAQs.

FREQUENTLY ASKED QUESTIONS

Why has the groundwater treatment system been installed and what does it do?

The groundwater treatment system has been installed to pump oil contaminated water from abstraction boreholes and treat it to remove contaminants before discharging uncontaminated water.

Contaminated groundwater is pumped from the ground and into an oil water separator which removes the neat oil from the water.

The water is then passed through two carbon filters to remove any oil which is dissolved in the water.

The system uses compressed air or electricity to operate the pumps.



Is the discharge water clean and how can I be sure?

The system is designed to remove oil from the water to a level below laboratory detection limits. We regularly collect samples of the water treated by the system to check it is performing correctly.

Where does the water go once it is treated?

The water is either discharged into a soakaway or into the mains sewer if available. When water is discharged to the sewer we will have gained permission from the water company first.

Will it be running all day and night?

The system operates on a timer system the schedule of which will have been agreed with you when it was installed to avoid causing disturbance.

INFORMATION LEAFLET—GROUNDWATER TREATMENT



What happens in a power cut?

The system will shut down if power is lost and will not automatically restart when power is restored. This is a safety feature of the system. The system is fitted with a telemetry system which sends us a message to let us know if power is lost so we can arrange to come and restart it.

How long will it be installed for?

This will depend upon many factors including the nature of the ground, and how much oil is in the ground. Your OEE project manager will be able to advise further.

All of our equipment is fully inspected and tested in accordance with the Electricity at Work Regulations (1989) before installation to ensure it is safe. The maximum noise level of the system is 64dB which does not exceed the 80dB level set by the Control of Noise at Work Regulations (2006).

SAFE OPERATION CHECKLIST

- ✓ Please ensure that the equipment is not disturbed, especially by children or animals. Safety fencing may be installed around the system for additional protection if required.
- ✓ Do not attempt to move any hosing, ducting or safety fencing. All electric and pneumatic lines are within a nylon duct for extra protection
- ✓ Report any problems, no matter how small, to us immediately. These may include excessive noise, vibrations, leaks or damage to hoses and cables
- ✓ Please report any power cuts to your OEE project manager



EMERGENCY PROCEDURE

- 1 Switch off the system by pressing the emergency stop button if safe to do so (pictured)
- 2 Do not attempt to undertake any repairs
- 3 Contact us on 01684 252858 (24 hours)