

WASTE TRANSFER STATION

EP03 - ODOUR MANAGEMENT PLAN

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1. Introduction

This Odour Management Plan outlines the methods by which Powys County Council Waste Transfer Stations (WTS) will systematically assess, reduce and prevent potentially odorous emissions from recording the relevant EWC codes and guidance from H4 Odour Management Plan documentation for:

- Rhayader.
- Vastre.
- Cwrt-y-Plyffin.
- Abermule.

The odour management plan has the specific aim of ensuring that:

- Odour impact is considered as part of routine operations.
- Odour is primarily controlled at source by good operational practices, including physical and management control measures.
- All appropriate measures are taken to prevent or, where that is not reasonably practicable, to reduce odorous emissions to air from the WTS at nearby receptors.

This Odour Management Plan addresses the impact of odour release and the control measures employed to mitigate the risk.

The methodologies presented in this management plan take full account of National Resources Wales (NRW) guidance documentation.

2. Sources, Releases and Impacts

Odour may be released during the following activities:

- Unloading of domestic food waste into sealed skip
- Unloading of mixed municipal waste
- The decomposition or composting of green waste
- Once released into the atmosphere, the pathway for odour will be air transport. Sensitive receptors will be humans living close to the site, in particular residential properties.

3. Waste Acceptance and Storage Criteria

- Food waste acceptance and storage criteria
- Food waste will be stored for a maximum of five days in the sealed waste skip before being transferred to the approved delivery point.
- Mixed municipal waste acceptance and storage criteria
- Under normal operating conditions, mixed municipal waste on-site storage will be limited to 60 tonnes. If unusual operating conditions require us to store more than this limit on-site, then NRW must be informed.
- The door to the mixed municipal waste storage area will be opened only when vehicle unloading or loading is taking place to minimise odour release.

- All unloading of refuse collection vehicles (RCV's) will take place in one operation.
- Green waste acceptance and storage criteria
- Under normal operating conditions, green waste on-site storage will be limited to 40 tonnes. If unusual operating conditions require us to store more than this limit on-site, then NRW must be informed.
- Odour will be monitored at the site boundary as set out in Section 5.
- Physical and management measures have been included to control odour at WTS's.

4. Site Management Responsibility

The Technically Competent Manager (TCM) (*or designated responsible person*) will have responsibility for ensuring that nuisances and hazards arising from the facility due to odour are minimised.

4.1 Physical Control Measures

Physical control measures will be implemented at the site. These control measures are as follows:

- Food waste will be moved from the site at least twice a week to prevent the build-up of odours.
- Food waste pods containing food waste residues will be washed out after each tip.
- The food waste skip will be sealed and kept closed unless being filled.
- The food waste skip will be washed out once a week.
- Areas utilised for handling food waste will be cleaned regularly.
- The doors of the mixed municipal waste storage area will only be opened when loading or unloading is taking place.

4.2 Management Control Measures

- A site checklist, including an odour diary, will be completed daily to record compliance with risk management procedures.
- Under normal operating conditions, odour will be monitored daily following the procedure given in point 5.
- If elevated odour levels are detected at high intensity, the loading/unloading operation will cease and the reason recorded.
- If at any time it is necessary to undertake temporary actions that are likely to cause elevated levels of odour, the TCM (*or designated responsible person*) will contact Natural Resources Wales (N.R.W.) (*and if necessary other interested parties*) before such actions are taken to inform them of the operations being undertaken and that the elevated levels of odour will be of a temporary nature.

5. Monitoring

5.1 General

- Weather conditions (*including wind speed and direction*) shall be visually assessed and recorded at regular intervals. This will enable potential odour issues to be predicted and necessary remedial actions implemented.
- All operational staff will be responsible for reporting any odour problems immediately to the TCM (*or designated responsible person*).

The inspections shall be undertaken as follows ensuring all relevant information is recorded on the EPF 02 Odour Daily Diary:

- The operational member of staff will walk slowly along the site boundary and breathe normally. If an odour cannot be detected in this way, the member of staff will stand still and inhale deeply facing upwind.
- If odour is detected while walking and breathing normally, the intensity will be recorded on EPF 02 Odour Daily diary
- Following the identification of an odour at the site boundary, an on-site inspection will be carried out to trace any odour back to source and enable any corrective action to take place.
- Wherever possible, odour inspectors will be chosen from office-based staff that are unlikely to suffer from adaptation to odour.

6. Odour Contingency Measures

6.1 Introduction

Elevated levels of odour may be identified either by:

- Receipt of an odour complaint from a third party suggesting that there is an odour from the waste transfer station, or;
- Detection of odour at the site boundary as a result of the daily monitoring.
- This section details the contingency measures in place to identify the source of elevated odour levels and bring odour levels back under control and minimise their impact.

6.2 Odour Complaint Investigation

- There will be a site odour diary, plus forms to record complaints EPF 03 Odour Complaint Form, which will be completed by the TCM (*or designated responsible person*) and recorded as part of the Environmental Management System (EMS)
- Corporate procedures will be followed in dealing with complaints. The customer care and complaints procedure applies to all complaints, feedback and requests made by third parties regarding Highways, Transport & Recycling operational activities. The procedure given on page 6768 of the staff intranet should be followed.

The TCM (or designated responsible person) will ensure that:

- The complaint is investigated to identify the cause, if necessary this may involve direct communication with the complainant.
- In the event of elevated levels of odour being detected, the presence of “abnormal” on-site activity is assessed and if necessary preventive action is taken that will prevent a reoccurrence of the same problem. These actions must be documented.
- The complainant will be contacted and given information on the investigations conducted and actions taken as appropriate.
- Where a complaint or query is likely to involve a statutory authority, the emergency services, an insurance company, or media, the Head of Operations will be informed.
- All complaints are to be reported to the Waste & Recycling Operational Manager and discussed at Supervisors meetings.
- If the investigation indicates that the complaint has not been justified this will be dealt with in accordance to the corporate complaint procedure.

6.3 *Elevated odour levels*

Any elevated odour levels identified in section 6.1 will be mitigated as follows:

- The TCM (*or designated responsible person*) will check that the physical control operations have been correctly carried out.
- That spillages have been promptly cleaned up, using the spill-kits provided.
- To further mitigate the elevated odour levels the site may temporarily restrict the acceptance of the waste to see if the odour issues continue.
- If elevated odour levels are detected during the unloading or loading of mixed municipal waste, then the Management Control Measures will be followed.
- The waste will be removed as soon as practicable and the building storage area cleaned.
- If necessary the TCM (*or designated responsible person*) will temporarily divert waste on arrival to other delivery points, as given in relevant waste diversion procedure, documented in EP01 Environmental Working Plan Appendix B.
- The TCM (*or designated responsible person*) will ensure a close liaison with N.R.W. throughout all stages of the process following the emissions limit being exceeded.
- Once the improvements identified by the TCM (*or designated responsible person*) have been completed, the manager will commission a further odour assessment to ensure that the improvements have addressed the source of the elevated levels.
- If operational failings are identified, the retraining of employees will take place to ensure that all employees operate to the required standard.

6.4 Reporting measures.

- In the event of elevated levels of odour being identified, the event will be recorded in the [EPF 02 - Odour Diary](#) (or in the case of a third party complaint, the EPF 03- Odour Complaint Report form).
- The depot supervisor, Manager shall escalate relevant information, along with the Quality Team, who will record in [EPF05 Pollution Incident Register](#). If necessary the emergency planning officer will be notified.
- Once the issue has been resolved, the action taken will be reported to the Quality Team so that the issue can be closed off in the [EPF05 Pollution Incident Register](#)

7. Emergency Plans

7.1 General

- This section considers the potential for incidents or accidents which would result in the loss of control of odorous substances and could have an unacceptable short term impact on the local community.
- The duty out of hour's officer will contact their operatives and TCM, as appropriate, via mobile telephone. The duty out of hours officer will identify whether the emergency services are required to attend and will contact them directly if necessary.

7.2 Abnormal Meteorological Conditions

- Abnormal meteorological conditions, such as high or low wind strength, low pressure or high temperatures may promote elevated levels of odour either on site or at nearby receptors.
- The mitigation measures to be undertaken in the event of abnormal meteorological conditions are the same as the contingency mitigation measures detailed above.

7.3 Breakdown of Equipment and Plant

- The failure of the sealed skip may cause elevated levels of odour to be created.
- The failure of the doors to the mixed municipal waste storage area may cause elevated levels of odour. There is a manual override to the door mechanism, which can be used to close the doors.
- The waste storage area should be emptied as soon as practicable before the door mechanism is repaired.
- The mitigation measures to be undertaken in the event of equipment breakdown are the same as the contingency mitigation measures above in section 6.

7.4 Waste Acceptance Criteria

- If a batch of food waste or mixed municipal waste or green waste is found to be highly odorous on delivery to the waste transfer station, it will be diverted to another delivery point, as given in relevant waste diversion procedure, documented in EP01 Environmental Working Plan [Appendix B](#).

7.5 Staffing Issues

- Human error and accidents may cause elevated levels of odour to be created.
- The mitigation measures to be undertaken in the event of staffing issues are the same as the contingency mitigation measures detailed in section 6 above. In the event of accident/injury, the Corporate Health and Safety Policies/Procedure apply.

8. Management Responsibilities and Review.

8.1 Responsibilities

- The control of odour will be managed according to this Odour Management Plan, which includes environmental management at the site accredited to the [ISO 14001:2015 Environmental Standard](#).
- It will be the responsibility of the TCM to ensure that the Odour Management Plan is adhered to at the site.
- The TCM (*or designated responsible person*) will be supported by the depot supervisor and Waste & Recycling Operational Manager. The Waste & Recycling Operational Manager is responsible for monitoring and evaluation of site performance, (*which will include ensuring continued compliance with the Environmental Standard*) and the closing out of any non-conformances identified during the internal or external audit process.

8.2 Review of Odour Control Measures.

- The Waste & Recycling Operational Manager will review the Odour Management Plan at least annually with the TCM, designated responsible person and Quality Team to ensure that adequate odour control measures are in place.
- Odour control measures will be reviewed through the internal audit process as part of the monitoring and reporting of the ISO14001:2015 Environmental Standard.

With reference to odour the internal audits will include but will not be limited to the following:

- Spot check inspections of the paper trail forms and Pollution Incident Register to ensure that all data is entered correctly.
- Checks to ensure that any issues or complaints have been resolved correctly.
- Visual inspections to ensure that no non-compliant waste is getting to the site and that waste spillages are promptly cleaned up.
- External audits of the environmental management system will be carried out in order to achieve and maintain the ISO 14001:2015 EMS Environmental Standard.