Procedure Ref:	**Bryn Posteg – Nuisance Procedures**
Revision Date:	**March 2018**

STANDARD OPERATING PROCEDURE

Site Management System: Bryn Posteg Landfill Site

Title:	Nuisance response procedure
Procedure no:	

Revision	Description of change	Author	Effective Date
0	Initial release	AGS	March 2018

1.0 PURPOSE

The purpose of this procedure is to outline actions to be taken in the event of nuisance is caused or is likely to be caused that could affect people outside the site.

2.0 SCOPE

Nuisance is dust, litter, noise, odour, mud and debris and pests that could affect the local amenity.

3.0 RESPONSIBILITY

Site manager
Site supervisor
Site operatives
Technically competent manager

4.0 PROCEDURE

4.1 Inspection of the site

4.1.1 The site must be inspected at least on a daily basis to assess if site activities are causing or are likely to cause nuisance.

4.1.2 During site operations, site operatives should be aware of any nuisance being caused by the activities they are carrying out and should report any nuisance issues to the site office.

4.1.3 In the event that any nuisances (real or potential) are detected, the relevant actions below should be carried out.

4.2 Complaints

4.2.1 In the event of any complaints being received about the site activities, reference should be made to the company's' complaint handling procedure.

4.3 Nuisance monitoring and control

4.3.1 Wastes should be stored for as minimal time as is practicable before emplacement to minimise the risk of nuisance being caused.

4.3.2 In general it is important that effective site management is employed, involving prompt emplacement, compaction and covering of wastes in well-defined cells, intermediate capping and prompt capping of completed areas.

4.3.3 In addition, monitoring and control of dust, litter, noise, odour, mud and debris and pests shall be done in accordance with the instructions detailed in appendices to this procedure:

Appendix A – Dust

Appendix B – Litter

Appendix C – Noise

Appendix D – Mud and debris

Appendix E – Pests

APPENDIX A – DUST

1 Causes

1.1 Dust can be generated from dried mud and particulates from site surfaces, vehicles, dry waste and dry product.

1.2 Dry wastes may give rise to dust when processed or handled (unloaded or loaded and processed).

2 Monitoring

2.1 Visual monitoring will be carried out continually by the site staff. If dust is generated within the site, methods to prevent its continued generation must be employed.

2.2 Observations of dust leaving the site and actions taken to prevent it will be recorded in the site diary.

3 Control

3.1 Dust must be controlled to prevent it from leaving the site and causing nuisance to sensitive receptors.

3.2 If dust is identified or anticipated then the following methods could be used to suppress or eliminate the incident:

Dust: cause and control		
Cause	**Actions**	**Further considerations**
Dust from site surfaces	Site sweeping. Damp down site surface. Ensure site surface is in good repair. Wheel washers on site, residual debris deposited within the site	Restoration should take place as soon as possible following the end of waste disposal in a cell or phase
Dusty loads	Damp down load during unloading and unloading.	Advise carrier that dusty waste is not acceptable Dust suppression available if necessary

Dust: cause and control		
Cause	**Actions**	**Further considerations**
Dust from landfill operations	Drop heights should be minimised when loading and unloading wastes. A cover may be placed over the landfill to prevent dust blowing towards receptors Prompt emplacement of inherently dusty waste, compaction and covering of wastes in well-defined cells, intermediate capping and prompt capping of completed areas. Daily site inspections will include visual monitoring for dust	If significant dust is generated, the screening should cease until it can proceed without causing dust emissions.

APPENDIX B – LITTER

1 Causes

1.1 Litter may be generated on site from loose waste brought to site. The waste may be dislodged and become airborne.

2 Monitoring

2.1 Litter monitoring will be undertaken at least once a day inside of the site and once a week outside of the site. The frequency may be increased with windy weather conditions.

2.2 Observations of litter leaving the site and actions taken to prevent it will be recorded in the site diary.

3 Control

3.1 The boundary fence is effective in retaining litter under normal circumstances.

3.2 If litter is noted on the inspection, the cause shall be investigated by the site staff and actions to prevent a reoccurrence will be taken where it is possible and appropriate.

3.3 Incoming waste will remain sheeted for as long as possible prior to emplacement

3.4 Waste will be adequately compacted during waste emplacement. Waste will also be adequately covered following emplacement.

3.5 The active tipping area will be minimised to prevent litter spreading.

3.6 In all cases litter will be retrieved 24 hours from the time of inspection or as soon as practicable.

3.7 A summary of the sources and control measures that should be taken are detailed in the following table:

Litter: cause and control		
Cause	**Actions**	**Further considerations**

Litter: cause and control		
Windblown litter	Sheet/contain loose wastes. Sheet/contain full containers. Litter pick from inside and outside site as soon as practicable. Regular inspections and collection of litter around the site boundary and beyond Adequate compaction of waste Adequate coverage of tipped waste	Wastes with loose materials to be compacted and landfilled as soon as practicable In the event of adverse weather conditions e.g. high winds the site may be temporarily closed to incoming vehicles Temporary bunds may be constructed immediately adjacent to the tipping area Additional temporary personnel may be deployed to collect litter

APPENDIX C – NOISE

1 Causes

1.1 Noise will be generated by site operations. The extent of the noise will depend on the operations and the amount of shielding afforded to the noise at the site. Sensitivity of receptors is greater in evenings and weekends and so certain operations are restricted in terms of operational hours. Examples of operations that generate noise at a waste site are:

i. Vehicle movements,

ii. Reversing beepers,

iii. Delivery and removal operations,

iv. Deposit and handling of waste

v. Construction and repair work.

2 Monitoring

2.1 Sensitive receptors to the site should be identified. Sensitive receptors are areas where noise may cause a nuisance or detriment to the amenity, such as residential houses, offices, and factories.

2.2 **Self recording**: The site staff must record all occurrences of exceptional noise that occurs on the site or from neighbouring sites, in the site diary. This assists in identifying the source, if a noise complaint is received.

2.3 **Day to day monitoring**: A manual survey needs to be carried out daily and in response to a complaint.

2.4 All records of daily inspections are noted in the daily inspection form. Instances of excessive noise will be recorded in the site diary.

3 Control

3.1 Noise can be minimised and controlled by:

- Operating the site in accordance with the permitted operational hours.
- Selection of appropriate site plant.
- Correct maintenance of site plant
- Screening.
- Managing operations to minimise noise generation (which can be caused by, dropping buckets on shovel machines to the ground without control, the lengthy scraping of concrete with a bucket, etc.).

- Selection of appropriate reversing beepers or other technology, but only within Health and Safety guidelines and requirements.

3.2 If noise is detected in neighbouring streets and/or a complaint is received, the source shall be investigated. The noise identified and actions taken to minimise it and further action taken to ensure that this is no longer reaching areas of populations.

APPENDIX D – MUD AND DEBRIS

1 Causes

1.1 Mud may be:

- Brought to site on vehicles. The mud may be dislodged and collected on the site surface
- Generated on site from tracking over wet previously deposited mud and tracked out of the site by vehicles.
- Tracked in and out via the main entrance

2 Monitoring

2.1 Continual visual monitoring will be undertaken throughout the day by site operatives.

2.2 Vehicles drivers are responsible for visually inspecting their vehicles before leaving the site. Drivers will be directed to an area where dirty vehicles can be washed.

2.3 The site road between the wheel wash and public highway will be monitored

3 Control

3.1 All areas of the site used by vehicles will be kept clean and swept so that all vehicles are running on clean concrete surfaces.

3.2 Site staff will undertake periodic visual checks of the site surfaces during the working day.

3.3 A regular sweeping of all areas will be undertaken on a weekly basis to maintain cleanliness.

3.4 When necessary, drivers will be directed to an area where dirty vehicles can be washed.

3.5 In the event of any mud or debris being taken onto the highway, clean up will be put in to effect without delay.

3.6 Effective wheel and body cleaners to remove mud and debris from vehicles prior to them leaving site.

APPENDIX E – PESTS

4 Causes

4.1 The waste considered to attract pests, including birds is from any putrescible waste element within wastes accepted, however, this putrescible element is likely to be more attractive to rodents and flies.

5 Monitoring

5.1 All records of daily inspections are noted in the daily inspection form.

5.2 Weekly inspections of the whole site will be made by the site staff and noted in the site diary. The inspection will look for signs or actual sightings of birds, mammals and insects.

6 Control

6.1 Birds and mammal pests are naturally disturbed by high activity on site; however, this is not the same for insects. Different control measures need to be taken for the type of pest observed.

6.2 Effective site management should be employed involving prompt emplacement, compaction and covering of wastes in well-defined cells, daily cover, intermediate capping and prompt capping of completed areas.

6.3 Previously employed waste should not be disturbed, exposed or moved where practicable.

6.4 If fly activity is considered to be high inside the site, the load that caused that source should be investigated and any action possible such as reducing the time stored before delivery should be taken. Fly/insect suppression sprays can be applied to the waste as a preventative measure.

6.5 The site manager will set up a link or a contract with a local pest control contractor to ensure that assistance is at hand if their advice or attendance is required.

6.6 A summary of the sources and control measures that should be taken are detailed in the following table:

Pests: cause and control		
Pest & likely cause	**Actions**	**Further considerations**
Birds - scavenging for food.	Prompt disposal and compaction working in small active areas Progressive covering of waste	Use of bird scaring techniques where necessary
Mammals - scavenging for food.	Ensure regular inspections to look for signs of infestations. Effective site management involving prompt emplacement, compaction and covering of wastes in well-defined cells, intermediate capping and prompt capping of complete areas	Employing pest eradication control methods. Periodic review of measures
Insects	Prompt burial of waste and active management including the above measures of compaction and waste covering Apply insecticide to insect infected waste. Prompt burial of waste to interrupt reproductive cycle of the fly	In warm weather, inspect wastes for fly infestations immediately upon delivery and arrange fast turn-around if infested. If engineering works require wastes to be excavated the potential for fly infestation should be considered