



SITA UK Limited - Doncaster Waste Transfer Station Odour Management Plan vs 2.2



**SITA UK Limited**

Doncaster Waste Transfer Station

Sandall Stones Road  
Kirk Sandall Industrial Estate  
Doncaster  
South Yorkshire  
DN3 1QR

ODOUR MANAGEMENT PLAN

Issue 2.2



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## **1.0 INTRODUCTION**

This Odour Management Plan (OMP) has been produced to support an application for an Environmental Permit and has been produced in accordance with the H4 Odour Management Guidance<sup>1</sup>.

This OMP is aimed at assisting the operator in effectively reducing, preventing and managing potential odour releases associated with the proposed operations at the Doncaster Waste Transfer Station (WTS) facility.

### ***1.1 Structure of Odour Control Plan***

The OMP structure is in accordance with the Environmental Permitting guidance note and considers:

- Process Description;
- Baseline conditions;
- Source, Pathways and Impacts;
- Controls;
- Monitoring;
- Contingencies;
- Review;
- Complaints Procedure; and
- Communication.

The OMP considers fugitive odour emissions from the proposed WTS facility as recommended during pre-application discussions by the Environment Agency officer, who will be responsible for regulation of the site.

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<sup>1</sup> Environment Agency; H4 Odour Management Guidance



## 2.0 PROCESS DESCRIPTION

The proposed facility is located within the Metropolitan Borough of Doncaster. The site is located on the south western edge of Kirk Sandall Industrial Estate in a commercial/industrial setting. The Environment Agency H4 guidance indicates that neighbouring commercial properties are considered to be of a lower sensitivity to odour emissions than would be the case were the adjoining properties of a residential nature.

The main WTS building will comprise a large clear span shed with roller shutter doors and will accept kerbside collected household residual, waste from household waste recycling centres, street cleansing, gully waste and dry recyclate waste streams. This in addition to residual and dry recyclate commercial wastes.

The household waste will be received into the WTS building and placed into specific segregated bays.

Green waste storage is provided within a separate "dutch barn" type storage area which is a covered three sided building that is open on the north west side. The green waste is derived from domestic collections and Household Waste Recycling Centres (HWRCs).

Additional waste streams to be accepted at the site include;

- bulky wastes;
- gas bottles;
- fly tipped material;
- street cleansing and gully waste;
- asbestos; and
- non-hazardous clinical waste.

Materials including gas bottles (approximately 2 tonnes per annum is collected, however on site tonnages are unlikely to exceed 0.5t). Non-hazardous clinical waste will be stored outside the Waste Transfer building in sealed containers.

There may be the potential for a small element of asbestos to be stored on site, however this will only be in emergency situations if the appropriate disposal facility is not available. This waste would remain undisturbed on the vehicle being used for transport



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and would be removed from site at the earliest available opportunity once the disposal site reopened.

The wider site will also host an amenity block with offices and welfare facilities, a weighbridge, a fuelling and vehicle wash down area.

A site layout plan is given at Figure 1.

All putrescible waste has the potential to generate odours as the material breaks down over time; as such controls will be in place to prevent or minimise odours. Waste accepted into the site will have a short retention time, with all putrescible waste being removed within 48 hours of receipt on site. Given the low odour potential, the dry recycle waste fraction may be stored on site for longer.

Operational practices such as a first in and first out policy on putrescible wastes and an odour and dust suppression system are also designed to minimise any potential nuisance from dust or odour.



### **3.0 BASELINE ODOUR CONDITIONS**

The Doncaster WTS waste management facility will accept putrescible waste in the form of black bag municipal residual waste from the Waste Collection Authority (WCA). In addition the site is able to accept trade collection vehicles carrying commercial waste. The putrescible component of the accepted waste has the potential to generate malodours as the material breaks down over time.

#### **3.1 *Baseline Odour Data***

No baseline data is available as the site is a new facility.

An existing WTS is located approximately 200m west of the site on Clay Lane.

#### **3.2 *Public Complaints***

No information.

#### **3.3 *External Authority Complaints***

No information.



## 4.0 SOURCES, RELEASE, PATHWAYS AND IMPACT

### 4.1 *Potential Odour Sources*

This section provides an inventory of all potential odour sources under the full range of non-emergency conditions. The odour generating sources at the facility are identified as follows;

- **Putrescible component of household residual waste** is estimated at 33% of household waste (based on information obtained through the 2014 waste compositional analysis). Given the projected black bag waste collected per annum and the subsequent putrescible value, it would be deemed a relatively low amount over the collection period and would be considered a medium risk of odour generation.
- **Putrescible component of commercial residual waste** will be of a similar composition to household waste in that it will contain packaging and food residues. There is potentially a difference in terms of the condition of this material relative to household waste as the commercial waste is generally collected more frequently (at least weekly with waste from facilities such as fast food outlets collected daily). Therefore this material will be less degraded on arrival at site compared to fortnightly collected residual household waste, subsequently the proposed control measures in place for household waste are considered to be more than sufficient to control potential issues with the commercial waste material.

The commercial waste may also contain higher quantities of construction materials than other quantities received, will be similar to waste from the household DIY components of residual waste and which are likely to contain less putrescible material.

There will be no separate collections for food or hazardous waste.

- **Green Waste** from household collections (residential properties only) by the WCA and from HWRCs from around the Doncaster area is likely to present the second largest incoming waste stream and is considered a medium risk in terms of odour generation. Green waste inputs will vary depending on the time of year, both in terms of composition and quantity. During winter months the inputs are likely to be lower and waste is generally composed of woody type materials from tree pruning/hedge cuttings. During the summer months quantities are likely to increase and the material is likely to be less woody in



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nature and will comprise of a larger proportion of grass cuttings. This material has the potential to break down more rapidly and so the potential for odour generation is greater.

- **Clinical Waste** will be stored separately in rigid, leak proof, sealed containers outside the transfer station facility. The clinical waste presents a low risk of odours due to the sealed containers and very small volumes to be stored on site.
- **Dry recyclates and bulky waste** are expected to be lightly contaminated with residual waste, however given the small amounts it is perceived the potential for an odour source is negligible and as such not discussed further in the OMP.
- **Street sweepings (to include street sweeping residues) and litter bin waste** are expected to be accepted in very limited quantities and given these small amounts the potential for odour will be negligible. Street sweepings and litter bin waste will be stored within the main WTS building.
- Refuse collection vehicles both accessing the site and parking overnight have the potential to cause odour. This will be controlled by parking the vehicles with the plates down to prevent odour escape as well as regular cleaning and deodorising of the collection vehicles. Vehicle management on the site will reduce the likelihood of vehicles queuing on the highway which is in closer proximity to sensitive receptors.

### **4.2 Release Points**

The potential odour sources detailed in section 4.1 have been identified and the potential release points detailed in Table 1 below;



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**Table 1 – Odour Source List**

Source	Release Point	Description	Odorous Process	Likely Age of Waste	Tonnage	Maximum Length of On-Site Storage
1	Residual Household Waste	Putrescible waste component included in the residual waste deposited by WCA RCV's within a dedicated bay in the transfer station building pending its removal from site by bulk transport.	Depositing, storage, loading or transporting of waste type.	<2 Weeks	600t	48hrs
2	Residual Commercial Waste	Putrescible component of residual commercial waste deposited by SITA I&C collections and by trade customers	Depositing, storage, loading or transporting of waste type.	<1 Weeks		48hrs
3	Green Waste	Green Waste deposited by WCA household collections and from nearby HWRC sites.	Depositing, storage, loading or transporting of waste type.	<2 Weeks	125t	48hrs (likely to be less)
4	Non-hazardous Clinical waste	Small quantities of bagged waste to be transferred to dedicated storage containers	Deposition and Storage	<1 Week	4t	48hrs
5	Collection vehicles	Odour from the collection vehicles	Vehicle Parking and queuing to enter the site	< 2 Weeks	n/a	Vehicles accessing the site throughout the day. Vehicles will also be parked adjacent to the WTS in the overnight parking area from 15:30 onwards until 07:00. This area of the site falls outside of the permit boundary



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The deposit and handling of residual, bulky and recyclate waste delivered to the WTS will take place within the WTS building which is subject to in-built odour neutralisation controls and therefore will significantly reduce the potential for odour release.

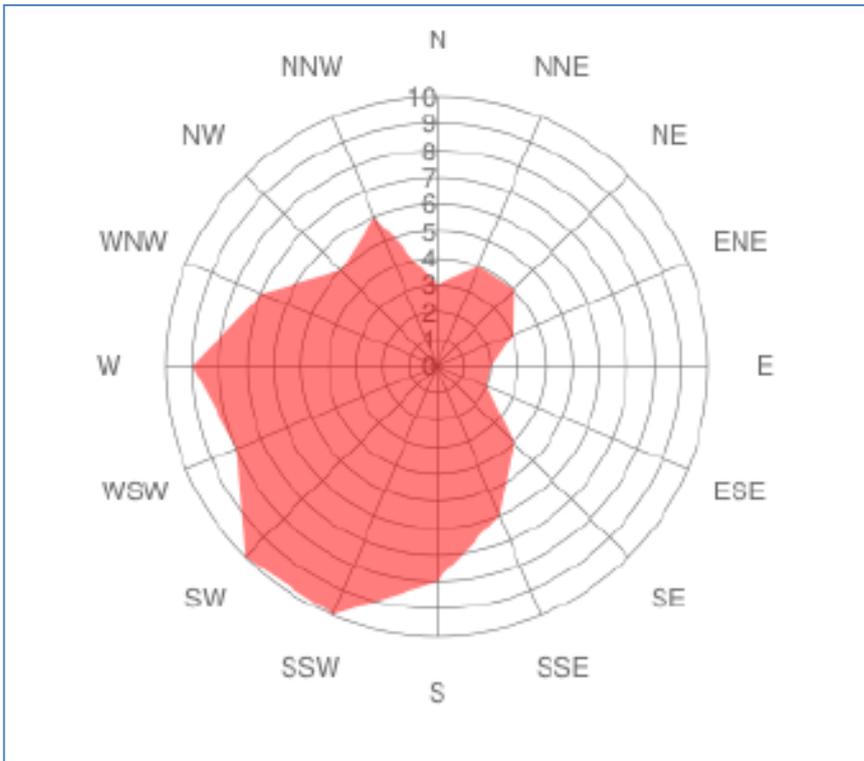
Green waste will be deposited within the storage building located immediately adjacent to the WTS building. The green waste storage building has a roof and is enclosed on three sides (a dutch barn type structure) but is open along the front elevation which will face north west. The design of the facility seeks to ensure, where operationally feasible, that all openings will face away from residential receptors.

A small amount of waste will be stored externally of which the only waste stream identified as potentially presenting an odour risk is the non-hazardous clinical waste. The incoming waste will be contained in yellow clinical waste bags and deposited directly into the storage container which is kept locked at all times, when not in use.

### **4.3 Pathways**

The pathway by which odours may impact upon receptor locations is a result of atmospheric dispersion. In general, high wind speeds aid in the dispersal of emitted odours; conversely at low wind speeds and the resultant lower turbulence odour dispersal is inhibited.

The prevailing metrological conditions in the area support a south-west to south-south-westerly wind direction giving rise to land use in a north easterly direction from the site pertaining the highest risk potential (as shown by the enclosed wind rose from Robin Hood Doncaster Sheffield Airport).



Source: <http://www.windfinder.com/windstats> (14/02/2014)

Data is from September 2009 to January 2014.

A weather station will be in place at the site to record, as a minimum, temperature, wind speed and direction. This will enable site staff to monitor the daily weather data to inform routine odour monitoring checks and target any additional checks downwind of the site as required. The commissioning of the weather station will enable the continual monitoring of onsite conditions and allow mitigation measures to be applied as required, further information on the mitigation strategy is detailed in sections 4.4, 6.0 and 7.5.

#### **4.4 Receptors**

The site is situated within a wider industrial/commercial setting being bordered by public highways and existing industrial/commercial premises.

Residential receptors are located on Doncaster Road and The Boulevard, Sunnyside and Church Balk side roads and are within 350 metres (m) of the site. There are no particularly sensitive receptors, for example schools, hospitals or care homes, within 500m of the site. The nearest residential property is located 191m to the south east of the WTS/green waste storage building (171 Doncaster Road). Residential properties are considered to have the highest sensitivity to odour, according to the Environment Agency H4 guidance, while industrial units are considered to be of lower sensitivity.

Following a review of the surrounding land use and prevailing weather conditions the main receptors have been identified and detailed in Table 2 below and are set out in Figure 2.

**Table 2 - Receptors**

Reference	Land Use	Land Use Type	Direction	Distance (m)	Sensitivity to Odour
A	Industrial Units	Commercial	N and NE	38 (from WTS buildings)	Medium
B	Houses located east and south east of Doncaster Road	Recreational	NE, E and SE	191 (from WTS buildings) (at nearest location)	High/ Medium*
C	Playing Field	Recreational	NE	500+	Medium
D	School off Church Balk	Residential	E	500+	Low
E	Playing Field	Recreational	ESE	445+	Low
F	Industrial Units	Commercial	S and SE	20 – 50	Medium
G	Industrial Units	Commercial	SW	40+	Medium

\* High sensitivity applies to residential properties to the north east, downwind of prevailing wind directions. Medium sensitivity applies to other residential properties located to the east and south east of the site.

#### **4.5 Impacts**

The likelihood and frequency of exposure to odour arising from the facility is determined by a number of factors including: the management of onsite waste, magnitude of release, the prevailing meteorological conditions, the distance and direction of receptors in relation to the facility.

#### **4.6 History of odour pollution in the area**

Consultation with the Local Environmental Health Team has confirmed that they have not received any odour complaints from operations on Doncaster Road, Sandall Stones Road or Sandall Lane, with records held dating back to 1993.



## **5.0 CONTROL MEASURES**

SITA UK Limited has considerable operational experience and know-how in regard to the management of waste facilities. The following section identifies the principles for preventing, controlling and managing odour generation during normal operations at the facility. However, the principal control measure in operation is the efficient and effective management of wastes.

### **5.1 Waste Acceptance**

All waste types will be subject to visual inspection upon arrival and where a waste load is not in line with accepted waste types under the environmental permit or is deemed too odorous will be rejected. A load rejection form will be completed and a copy of this form will be kept on site. A note of the load rejection will be made in the site diary. Recording of such information will allow the operator to identify any sources of waste which persistently do not meet acceptance requirements enabling remedial action to be taken.

SITA will collect the waste from commercial premises and inspections will be made at both the collection point and end point in terms of delivery to the WTS, this responsibility will be given to the collection crews on the RCVs themselves.

A second inspection of material will take place within the tipping hall of the WTS. All putrescible waste will be handled in compliance with the site's Environmental Permit such that any waste discharged within the transfer station which is found to be excessively malodorous by the WTS operatives will be 'quarantined' and arrangements made for it to be immediately removed from site. Information regarding such loads will be recorded within the site diary.

The collection crews will be trained to notice if excessively odorous material has been collected from a property or premises. If such a load is collected arrangements will be made by notifying the site manager and the Manvers MBT Facility that the load needs to be direct delivered this will prevent such loads accessing the Doncaster WTS and thereby reducing the potential for odour generation.

The implementation of these measures, will ensure that where waste from particularly premises are consistently odorous, the addition of more frequent collections can be considered.



## **5.2 Waste Handling**

With the exception of limited secure storage all waste handling operations will take place within the buildings in line with the Environmental Permit. Non-hazardous residual wastes will be deposited by the WCA, other council vehicles or trade vehicles within the WTS building. The waste is subsequently loaded into an articulated bulker lorry for onward transportation. All green waste is handled in the dedicated covered storage area adjacent to the transfer station building.

Waste material will be moved in a regular and consistent manner and the site will operate a first in and first out (FI-FO) policy on all waste streams to ensure that waste is removed from site as quickly as possible to prevent further degradation and minimise potential generation of odour.

## **5.3 Waste Storage**

The containment of odorous air was a fundamental consideration in the design of the facility. The WTS building is a portal framed fully clad weatherproofed building. All putrescible waste streams being stored prior to transfer off site would be stored in line with the Environmental Permit. Dedicated storage bays will be installed within the WTS building for the various waste streams.

There will be no treatment of waste undertaken at this site.

Where possible, it is anticipated that the WTS will be cleared of putrescible waste on a daily basis to allow for cleaning down and disinfecting of the WTS floor. There will however, be occasions when insufficient volume is available to load a bulker and waste will remain on site overnight. The facility has been designed with a 600t capacity for residual waste, which will allow for up to 48 hours storage within the facility. This 48 hour contingency will primarily be utilised during weekends, bank holidays and the Christmas period and where possible waste material will be removed daily in order to provide contingency, particularly over bank holiday periods.

There will be two zones (A and B) at the rear of the residual waste storage area which will be required for the separation of waste delivered (see Figure 4). For example on Day 1, Zone A will be filled with incoming residual waste, where reasons beyond control do not allow for this waste to be cleared out at the end of day, the incoming waste on Day 2, will be deposited into zone B. The two zones will enable the operator to keep waste delivered on the one day separate from incoming waste the following day and ensure that the older waste material is removed first, ensuring that the first in first out policy is adhered too. The aim is to ensure that a 24 hour contingency is applied, however as discussed above this is not always possible due to late



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deliveries to the WTS. Once a bay has been filled and emptied, it will be cleaned out as soon as appropriate (specifically in terms of the safety within the area).

The waste will be brought to the WTS in appropriate vehicles and tipped onto the floor of the reception hall and then subsequently moved into the appropriate bay immediately, zones A or B depending on which bay is being used to store waste on that particular day. The monitoring of incoming waste will be recorded as vehicles weigh on and off at the weighbridge, this data will be stored for up to 5 years. The maximum tonnage of residual waste to be accepted will be 600 tonnes, with the data from the weighbridge tracking all inputs and outputs and a visual inspection of the tipping hall by the site manager to ensure that this tonnage is not exceeded.

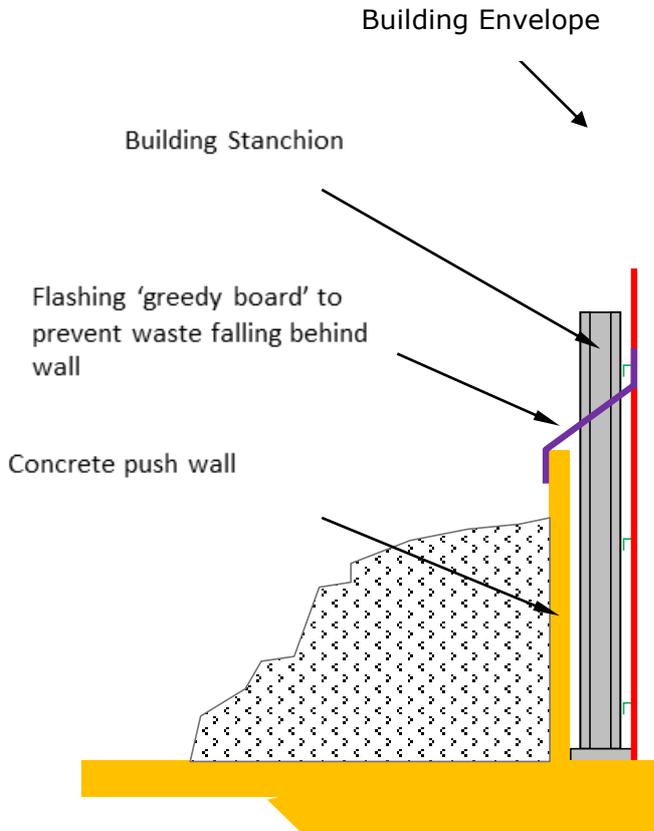
There will be no treatment or composting of the green waste undertaken at this site. The green waste storage area will have a capacity of approximately 125t of storage waste and will be removed within 48 hours of receipt (considerably less at peak times). The size of the covered storage area will promote the rapid turnaround of waste. The Green Waste Store will be fitted with an industrial type curtain wall, which will be open during the daytime operational hours and drawn closed after the last vehicle accessed the green waste store.

The retention time of waste will be kept to a minimum in order to prevent the generation of odour associated with the degradation of putrescible wastes.

The main storage contingency will be provided by the Manvers Treatment facility which has 3 days contingency. The residual treatment contractor is also required, under the conditions of the contract; to make provision for alternative disposal means should the Treatment Facility not be available. This reduces the likely need for waste to be stored for any period over and above normal operational requirements thereby minimising the potential for odour generation.

The design of the facility has taken into account the need to minimise odours and reduce the opportunity for vermin and as such all voids into the WTS will be sealed. The internal areas have also been designed so as to reduce the amount of inaccessible areas for cleaning, the push walls will be sealed to prevent waste accumulation behind them. Greedy boards/ flashing is to be installed at top of push wall to prevent waste overtopping into void between push wall and building envelope (see insert 1 below).

**Insert 1**



The Waste Transfer Station has also been designed to be air tight and will have a maximum leakage rate at 50Pa of  $10\text{m}^3/(\text{hr.m})$ . This will be subjected to an airtightness pressure test prior to Practical Completion, as required by Part L of the current Building Regulations.

The roadways and hardstanding within the planning application boundary will also utilise a high quality finish, to withstand the workings of the site and enable easier cleaning.

Good housekeeping will be maintained, to include the cleaning down and disinfecting of all areas within the building including floors and bay walls to ensure the removal of any residues or debris and reduce the potential for odour.

Leachate (liquor from the green waste), will be collected in the onsite drainage system which runs in front of the green waste building. All drainage systems on site will be regularly maintained to ensure they are free of detritus.

A small amount of waste will be stored externally of which the only waste stream identified as potentially presenting an odour risk is the non-hazardous clinical waste. The storage containers



will be compliant with Environment Agency guidance EPR 5.07 How to comply with your Environmental permit, additional guidance for Clinical waste.

#### **5.4 Odour Prevention/Neutralisation**

As a general principle, action is taken to prevent odour generation, before consideration is given to mitigation of its impact. Minimisation of the formation of odorous chemicals on site or avoidance of their release through good working practices including in building handling of waste and good housekeeping will be the main prevention mechanisms. However the facility has been designed such that a secondary level of control will be in place for those designated for waste types with the potential to generate odour emissions via an in built odour neutralisation control systems. The odour control system will be installed above the waste bays and the vehicle access/egress points to the transfer station building.

The Mist-Air Odour Neutralizer system is employed in a number of other facilities operated by SITA UK Ltd and has proven effective as an odour control process. Details of the system are included within Appendix 1.

#### **5.5 Door protocols – waste transfer station building**

The main waste transfer station building is split into two main sections of a recycle storage hall and residual reception hall. All doors will be fast acting roller shutters doors, apart from the two main doors, which will enable the articulated lorries access into the WTS building.

The door controls are to be situated in the weighbridge office to be controlled by the Weighbridge operator. There will be a key controlled switch with a button for each door on the transfer station and all doors/switches will be numbered.

All personnel and fire doors will be kept shut except in case of fire.

Consideration has been given to the likely arrival times of vehicles and the facility has been deemed to operate under two conditions;

- Peak Hours
- Quiet Hours

The peak hours are currently assumed to be between 10am-11.30am and 1.00pm-3.30pm, an exercise to update collection rounds is to be carried out to reflect the revised drop off point. Once modelling has been completed, any variation to the proposed peak hours will be reflected into the latest version of the OMP.



A separate door management procedure is outline for both these periods.

### **Operation during Peak Hours**

The roller shutter doors for the residual reception hall and recycle storage hall will remain open with the key control switch set to "OPEN" to reduce the risk of accidents.

There will be a "fast acting" roller shutter doors allowing vehicles to exit the recycle hall that will open/close for each vehicle this will be movement activated by a detection device typically a remote sensor or light beam. This will enable door to be kept closed during loading.

The peak hours are when refuse collection vehicles are likely to access the site, and this is mainly during the late morning and early afternoon period. Given the number of vehicles likely to arrive during these times it is considered operationally inefficient to continually open and close the doors. The odour control systems proposed therefore consider this operating state and the management procedures proposed will seek to minimise odour impacts even with the doors open.

Once the facility is in operation, the exact time of these peak hours may vary but the principal of the operations will remain the same

### **Operation during Quiet Periods**

Outside of the busy periods, the fast acting roller shutter doors will remain closed unless access is required.

As a vehicle arrives on the weighbridge, the weigh clerk will carry out usual duties. Once the vehicle is ready to leave the weighbridge deck, the weigh clerk will remotely open the relevant roller shutter door via the push button for the vehicle to enter. The vehicle will deposit the waste within the building and then exit the building.

After a defined period of time (approximately 15 seconds) a light beacon will begin to flash following which the door will close.

In order to minimise the risk of failure a programme of regular inspection (every quarter or as agreed with the door manufacturer) and maintenance is in place for the roller shutter doors and their opening/closing mechanism. This will ensure that any maintenance/repairs required on doors will be undertaken as quickly as possible by a local provider or the door manufacturers.



### **5.5 Yard and vehicle protocols**

Vehicles will be visually inspected prior to leaving the WTS building, to ensure that any debris is not transferred out of the WTS building onto the public highway.

Procedural measures will be put in place to prevent heavy traffic from queuing opposite the neighbouring industrial premises on Sandall Stones Road in order to reduce potential odour issues emanating from the waste vehicles.

The yard area, weighbridge areas and waste reception areas will be swept, washed down or both as required. Roadways and hard standing will be inspected regularly and cleaned as required. All vehicles will arrive and depart with covers in place.

Overnight parking for the RCVs will be in a separate area to the WTS building itself and is outside of the permit boundary. Nevertheless, once vehicles have been emptied and prepared for park up, there will be a visual inspection by the site manager to ensure that any debris is removed, this will cover any presence of waste both in and on the outside of the RCVs themselves, which may have the potential to cause odour.

### **5.6 Cleaning and hygiene**

A comprehensive cleaning schedule will be adhered to for all areas of the plant. Waste feed areas and plant walkways will be cleaned daily. Sweeping and collection of waste arising will be undertaken with particular focus on high use areas such as the weighbridges and waste reception areas.

Details of cleaning and maintenance schedules are contained within our Integrated Management System (IMS) Section 3.35.

In addition to operating a first in and first out policy the covered green waste bay will be regularly emptied to allow it to be cleaned thoroughly. Cleaning and disinfection procedures for the clinical waste storage area will be implemented as required by Environment Agency Guidance EPR 5.07.

There will be regular olfactory test around the site boundary every day, in particular down wind. This odour testing will be completed in line with FIDOR as per the H4 guidance and will be undertaken by a member of staff whose normal place of work is not in the waste buildings, such as an administrative or managerial staff member, to make sure that they are not desensitised to the potential odour. The FIDOR requirements are as following:

- Frequency of detection;



- Intensity as perceived;
- Duration of exposure;
- Offensiveness; and
- Receptor sensitivity.

To ensure that all information regarding the onsite procedures are kept up to date and can easily be accessed by onsite personnel, these details and associated guidance will be available in the site office.

In addition to a daily subjective olfactory test, all employees will be required report any undue odour around the plant, yard or vehicles immediately to the site manager. Any identified possible causes will be recorded in the site Odour Log or incident diary and remedial action instigated as quickly as possible.

### **5.7 Staff training**

In addition to general environmental awareness training, specific training will be provided to relevant staff, which will include:

- the regulatory requirements associated with the operating permit as they affect work activities and responsibilities;
- likely potential environmental impacts which may be caused by plant under their control during normal and abnormal circumstances;
- reporting procedures to inform supervisors or managers of deviations from permit conditions; procedures to be used by supervisors or managers for the reporting of deviations from permit conditions to the regulator; and
- prevention of accidental emissions and action to be taken when accidental emissions occur.

## 6.0 ODOUR MONITORING, INVESTIGATION AND COMMUNICATION

Odour monitoring at the Doncaster WTS facility will be the responsibility of the Site Supervisor. Routine monitoring will comprise of a continuous odour assessments at intervals throughout the day. These will be carried out by a suitably trained person who has been on the odour acuity training and assessment. These will typically be personnel not normally exposed to the interior of the waste facility, such as administration staff to eliminate the chance of odour fatigue.

The odour checks will primarily involve a subjective assessment at 15 locations around the site identified on Figure 4. The areas to be monitored will be determined by the Site Manager based on the wind direction monitored at the onsite weather station. Table 3 identifies the schedule for monitoring based on anticipated prevailing wind direction.

**Table 3 Odour Monitoring Points**

Odour monitoring point	Prevailing wind from SW	Prevailing wind from W/NW	Prevailing wind from N/NE	Prevailing wind from SE
1	✓	x	✓	x
2	x	x	x	✓
3	x	✓	✓	✓
4	x	✓	✓	✓
5	x	✓	✓	✓
6	✓	✓	✓	x
7	✓	✓	✓	x
8	x	✓	x	x
9	x	✓	x	x
10	x	✓	x	x
11	x	✓	x	x
12	x	✓	x	x
13	x	✓	x	x
14	x	✓	x	x
15	x	x	x	x



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If the Site Manager deems it appropriate, additional monitoring will be undertaken.

Where odorous emissions are deemed to be of a level that may impact on the surrounding land use, action will be undertaken. A full methodology which considers the approach set out in the H4 guidance is detailed in Appendix 2 along with an 'Odour Report Form'.

Any potential odorous releases will be recorded in the site diary along with the remedial actions undertaken. In addition to recording any specific incidents in the site diary a general daily check of odour will be completed as part of the site Quality Environmental Management Systems (IMS) check and recorded on the daily inspection sheet.

Where an odorous emission is discovered through the daily IMS checks, the offending waste mass will be removed from site as soon as is practicable.

In addition to site monitoring, any complaints received through the SITA UK Limited customer service team or through the regulatory authority, will be logged and reviewed in line with SITA UK Limited's procedures detailed in Appendix 3.

Where a complaint is substantiated and a failing in the operational procedures is causing the release of odorous emissions, a detailed review and further implementation of procedures will be undertaken where appropriate.

All records will be maintained on site for a period of 2 years, after which time all records of complaints will be transferred to SITA's electronic national IMS archive

The results of all such monitoring will be recorded and submitted to the Environment Agency at agreed intervals.

### **6.1 Investigation of impact**

In the event that a distinct odour is detected at or beyond the site boundary, which, based on its characteristics and the prevailing meteorological conditions, may originate from the facility, immediate investigation will take place. Such an investigation would also be undertaken in response to any complaints that may be received.

Immediately upon detection of any abnormal odours, or receipt of any complaints, the following checks should be made:

- Physical check in the yard for dirty vehicles, spillage etc.;
- Check building integrity;
- Check odour neutraliser system.



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If any anomalies to normal site settings are observed, immediate remedial action will be taken and anomalies and corrective action recorded in the site diary.

A weather station will be provided on the site to assist with complaint investigation.



## 7.0 CONTINGENCIES

In accordance with the Agency Guidance on Odour Management Plans (Permit guidance note Appendix 8), contingency plans have been prepared to manage situations where *'monitoring indicates that a potential odour source is not completely under control, meteorological conditions are unfavourable or that adverse impact has occurred'*.

Examples of potential non-conforming events during operations and their contingencies are detailed below;

### **7.1 Excessive Odorous Waste Delivery**

The initial assessment of loads will be carried out by the weighbridge operative who will be odour trained and the decision to reject the waste will be taken by the Site Manager or Site Supervisor.

Where a waste load is delivered to site and deemed excessively malodorous it will be removed from site immediately preventing any potential emissions emanating from Doncaster WTS waste management facility.

### **7.2 Odorous Green Waste**

All green waste will be stored in the dedicated green waste facility and removed from site within 48 hours. Should deposited green waste present a potential odour concern it will be immediately loaded for removal. In addition the green waste area will be cleaned and deodorised. All green waste will be handled and processed in the minimal amount of time.

### **7.3 Mechanical/Structural Failure**

In the event that a waste handling process is affected by mechanical failure e.g. loading shovel failure, then the contractual service agreement will be implemented which provides for same day replacement equipment.

Should there be any failure in the in-built odour suppression controls (odour control spray fan) then a new fan can be ordered and replaced within 24 hours. The Site Supervisor is responsible for maintaining an adequate supply of de-odouriser liquids at site.



Maintenance of the fast acting roller shutting doors will be carried out on a quarterly basis and will be carried out by a fully trained equipped fitter from a specialist company. The maintenance process will involve a general inspection of the door and security for damage and then an assessment of the following: curtain, guides and hardware, barrel balance assembly, seals, electrical operation and the safety features. In the event that the roller shutter doors fail, the provider will be called immediately, however the doors will be useable manually until fixed.

#### **7.4 Storage/Transport Container Failure**

In order to ensure a continuous service of waste acceptance and removal at the site, for containerised wastes, additional containers would be sourced. Where a container becomes damaged or unusable, the damaged container will be repaired and made good or, if not possible, a new container will be sourced. The containers will be maintained and stored at one of SITA's nearby sites.

#### **7.5 Adverse weather conditions**

Extreme weather conditions (high winds etc) may affect potential odour pathways from wastes stored outside the enclosed transfer station. Wastes stored outside the transfer station building that could give rise to odorous emissions during adverse weather conditions would either be moved into the transfer station building temporarily, or removed immediately from site where possible. In the event of adverse weather conditions specifically high winds the odour suppression system will be engaged.

The open elevation of the covered green waste storage area is orientated so it is sheltered by the larger main transfer station building from the prevailing wind to minimise the impact of adverse weather conditions on potential odour pathways from this source.



## 8.0 SITE MANAGEMENT

In order to effectively implement the control measures discussed within this document the site has a management structure in place designed to deal with any potential odour emission.

Where a site operative becomes aware of a potential odour release from the site it must be reported to the Site Supervisor as soon as possible. It is the responsibility of the Site Supervisor in conjunction with the Site Manager to organise the removal of the offending waste load.

All Site Staff must remain observant for other potential odour sources and report them immediately to the Site Manager. Typical examples may include waiting vehicles, un-emptied logistics bins or adjacent businesses.

All site staff are subject to IMS awareness training that includes their individual requirements to conduct daily odour assessments through the day and their responsibility to record any non-conformances.

The Site Manager has overall responsibility for all activities on site and is responsible for implementing and maintaining the Odour Management Plan.

Any complaints or issues relating to the surrounding land use will be directed to the Site Supervisor for dialogue and a suitable conclusion. Where required the Site Manager can be called upon to resolve any significant concerns from the surrounding land uses.

In line with the IMS;

- When odour complaints have been received (one or more), the Site Manager or Supervisor must carry out twice daily odour checks on site and record this on the IMS daily checklist. Whether odour is detected or not must be clearly indicated on the diary page on the reverse of the form.
- When one or more odour complaints have been received, the Site Manager must also carry out a daily odour check at key external locations in the vicinity. These points must be shown on a map for reference.
- The additional checks required when complaints have been received must be continued until one month after the last complaint and as agreed with the Regional Environment Support Manager.
- The Site Manager must also complete the 'detailed odour assessment form' in the event of a public / regulator complaint, or in the event that odour is detected off site.



## SITA UK Limited - Doncaster Waste Transfer Station Odour Management Plan vs 2.2

The Site Manager and Supervisor will review all control measures in place in the event that an odorous emission is substantiated off site. Any control measures seen to be failing following a review, will have new controls agreed and implemented.

The Site Manager will receive support from SITA's in-house compliance team in recommending updates and new procedures for the Odour Management Plan as necessary and on an annual basis as described in Section 9.

Management Responsibilities in relation to the Odour Monitoring Plan and actions contained within the Plan are listed within Appendix 4.

## 9.0 RECORD KEEPING

Records will be kept in accordance with the procedures in the IMS. These records will contain information on:

- Sensitive receptors – in particular the type of receptor, its location relative to the odour sources and an assessment of the impact of odorous emissions on the receptors;
- An overview of any complaints received, what they relate to (source/operation) and any remedial action taken;
- The types and source of odorous substances used or generated, (intentional or unintentional), release points and monitoring undertaken;
- Identification of any circumstances or conditions, which compromise the ability to prevent or minimise odour annoyance, and a description of the actions that will be taken to minimise the impact.

### 9.1 *Odour Report Form*

A general report form will be maintained by the Site Manager. This will include the results of the olfactory checks and any occasional unusual odours observed by personnel. In case of abnormal odour, the report will also include a record of how the issue has been investigated and resolved.

The information recorded will include:

- Date and time of day;
- Duration of the event;
- Continuity of the odour during the event;
- Character and strength of odour;
- Likely source of odour; and
- Wind direction and strength.
- If appropriate, any reporting or dialogue with the complainant and the Agency.

### 9.2 *Complaints log*

A complaints log will be maintained which will be available to the Environment Agency to be able to inspect these records on a regular basis.

Any complaints received through the SITA UK Limited customer service team, on site or through the regulatory authority, will be logged and reviewed in line with SITA UK Limited's procedures detailed in Appendix 2.

As can be seen, there will be a robust complaint investigation procedure in place. A change in the frequency of complaints will be used as an indicator of the off-site odour level and the effectiveness (or otherwise) of odour control measures.



## SITA UK Limited - Doncaster Waste Transfer Station Odour Management Plan vs 2.2

Information regarding the nature of the complaint will be used to assess the offensiveness of the odour. Subsequent investigation of the complaints will either 'confirm', 'fail to confirm' or 'further characterise' the odour incident.

Relevant staff (i.e. Site Manager and Site Supervisor) will receive the necessary training in order to ensure the necessary detail for the complaints log is being received and recorded where possible. In the first instance, the complaint will be "screened" taking into account the following information:

- The "quality" of the complaint (is it from an organised campaign group, local resident, etc.);
- The number of complaints against the alleged nuisance;
- The frequency of complaints, e.g. a single event or a regular occurrence;
- Knowledge of potential sources within the installation (cross referenced with details of any plant problems, the wind direction of the installation and where the complaint was received, distance of the complaint to the site); and
- Knowledge of potential sources other than the installation (cross referenced with the wind direction of installation and where the complaint was received, distance of the complaint to the site).

The last two factors are necessary to confirm whether the WTS is indeed the source of the odour, rather than other potential sources in the area. For example if a complaint relating to odour were to be received, the operator should check the site conditions in the first instance.

If appropriate, a field odour assessment (sniff test) may be undertaken by trained personnel at the location of the sensitive receptor in order to elicit further information regarding the complaint and the odour. Such an assessment is only of use if it is carried out during the time of the odour incident and therefore, the assessments will only be undertaken where longer-term and/or intermittent odour is reported. Regular odour checks will nonetheless be made as part of routine inspections at the site boundary, as described above.

Further detailed assessment may be necessary, either due to the level of complaints or the nature of the odour problem. Further detailed assessment would also be carried out in the event that numerous or repeated complaints are made, which are substantiated and do appear to indicate that there is a systematic fault with the odour management system.



## 10.0 COMMUNICATION

To make this an auditable process, a log of the subjective odour assessments undertaken through each working day and the results of investigations of any complaints will be recorded and will include commentary regarding any unusual odours observed. Any action taken and the results of communication back to the complainant will also be recorded.

We will engage and communicate with the sites neighbours in order to improve understanding of possible odour issues. The level of nuisance associated to odour can often be reduced if the affected individuals are provided with credible information about the odour, in particular:

- The process that generates the odour;
- Factors affecting dispersion;
- The health impacts (if any) associated with the odour;
- The efforts being undertaken to control odours; and importantly
- The actions being taken in response to their complaint.

The Council will establish a Community Liaison Group (CLG), during the construction phase of the project. This Group will also continue through the operational phase and will allow local residents to regularly meet with the site operator to discuss any potential issues arising, thereby allowing issues to be dealt with in an expedient manner. (Further information on the CLG is provided in Appendix 5).

Offering credible reassurance and taking complaints seriously are two potentially effective means of mitigating odour issues.

Where appropriate, we will involve the Local Authority Environmental Health Officer and the Environment Agency in complaint investigations.



## **11.0 ANNUAL REVIEW**

The Odour Management plan will be reviewed on an annual basis by the Site Manager and Regional Environment Support Manager, with any changes required to be approved in writing by Doncaster Metropolitan Borough Council planning authority and the Environment Agency under the Environmental Permit.

Issues that will be assessed during each review shall include the following;

- Effectiveness of mitigation measures employed;
- Additional mitigation measures implemented within the previous 12 months;
- Complaints received in relation to odour impacts on off-site receptors, and whether they have been substantiated as resulting from the WTS;
- Review of any odour events recorded within the previous 12 months;
- Maintenance of the daily log book;
- Updating the table of responsibilities;
- Review of the effectiveness of the odour monitoring scheme;
- Review of the effectiveness of personnel training on odour awareness.

Any updates to the document will be recorded within the Document Approval History on Page 1 of this document.

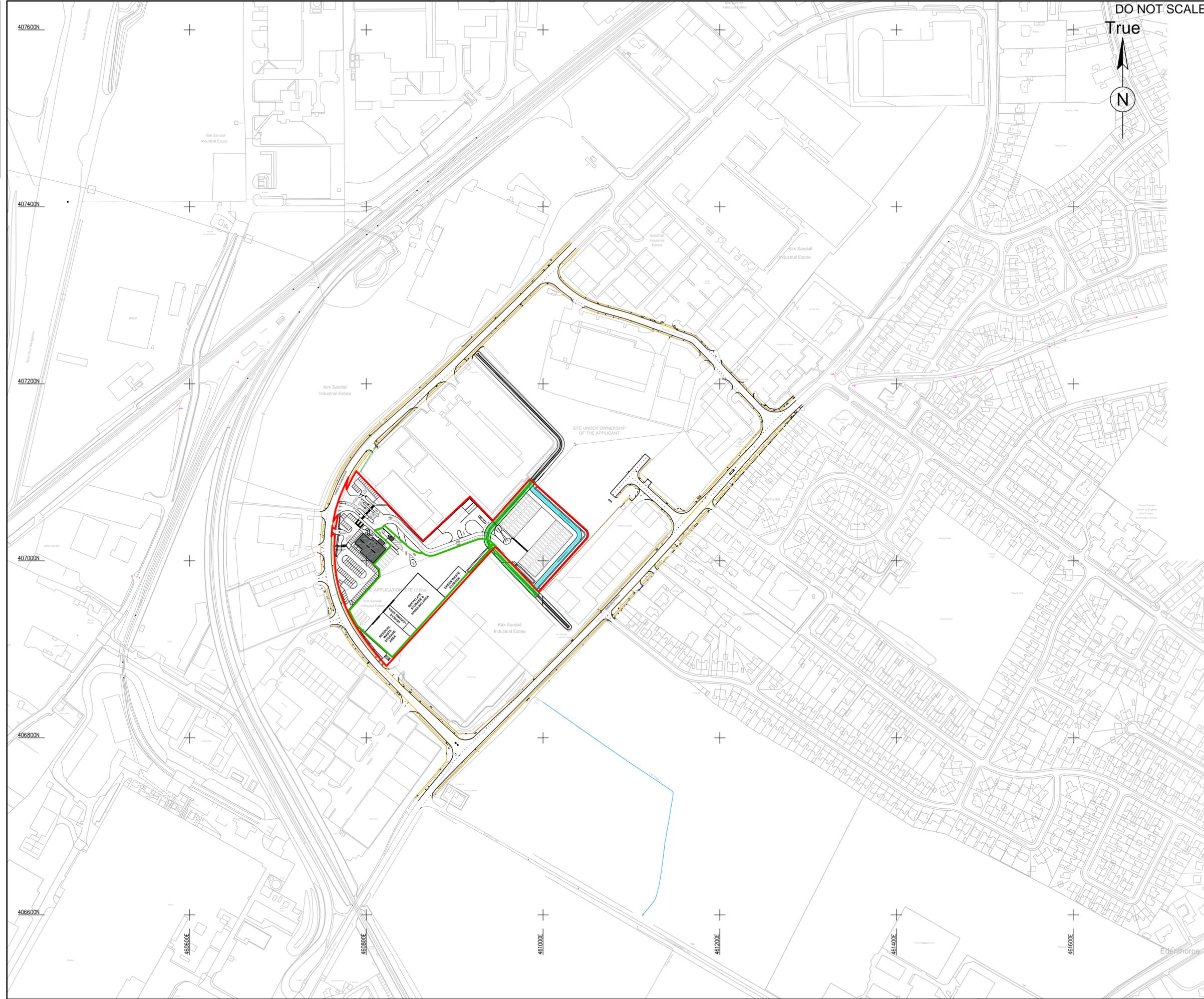
Any issues, complaints, the undertaking of additional measures, or any abnormal events, shall be reported to the Community Liaison Group.

The Environment Agency and Borough Council Environmental Health Department will be invited to attend the Community Liaison Group.



## **Figures**

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**SAFETY, HEALTH AND ENVIRONMENTAL INFORMATION**

In addition to the hazards/risks normally associated with the types of work detailed on this drawing, note the following:

- CONSTRUCTION
- MAINTENANCE/CLEANING
- DECOMMISSIONING/DEMOLITION

It is assumed that all works will be carried out by a competent contractor working, where appropriate, to an approved method statement

- KEY:
- SITE BOUNDARY
  - PERMIT BOUNDARY

Rev.	Date	Description	By	Chkd	App'd

FOR INFORMATION SO

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Project Title **DONCASTER**

Drawing Title **GENERAL ARRANGEMENT**

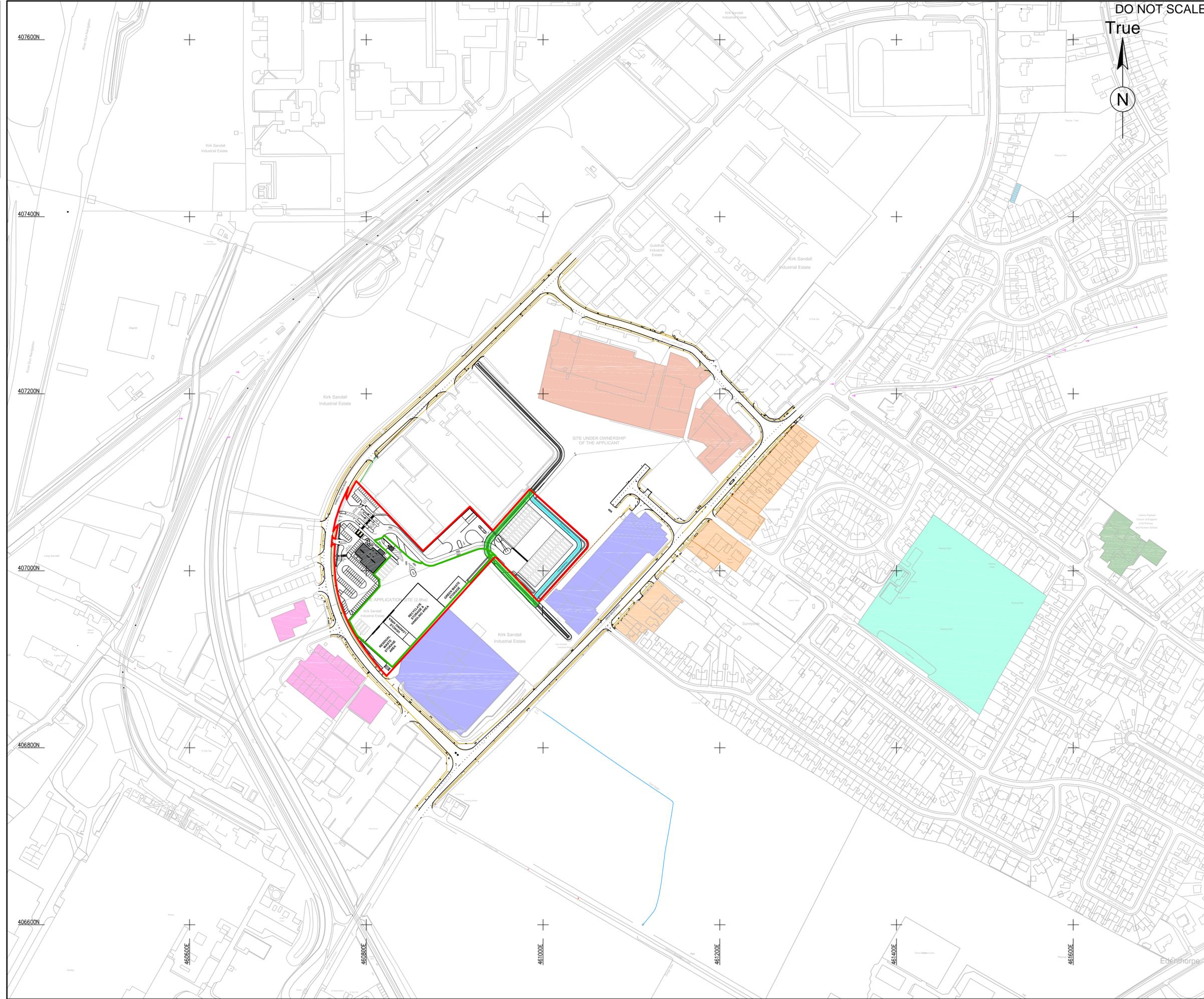
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1:2000	AA	JSD	PB	--
Original Size	Date	Date	Date	Date
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Drawing Number **FIGURE 1** Revision **P01**

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**SAFETY, HEALTH AND ENVIRONMENTAL INFORMATION**

In addition to the hazards/risks normally associated with the types of work detailed on this drawing, note the following:

- CONSTRUCTION
- MAINTENANCE/CLEANING
- DECOMMISSIONING/DEMOLITION

It is assumed that all works will be carried out by a competent contractor working, where appropriate, to an approved method statement

- KEY:
- SITE BOUNDARY
  - PERMIT BOUNDARY

RECEPTORS	
REFERENCE	LAND USE
A	INDUSTRIAL UNITS
B	HOUSES LOCATED EAST AND SOUTH EAST OF DONCASTER ROAD
C	PLAYING FIELD
D	SCHOOL OFF CHURCH BALK
E	PLAYING FIELD
F	INDUSTRIAL UNITS
G	INDUSTRIAL UNITS

Rev.	Date	Description	By	Chkd	App'd

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Project Title  
**DONCASTER**

Drawing Title  
**RECEPTOR LOCATIONS**

Scale	Designed	Drawn	Checked	Authorised
1:2000	AA	JSD	PB	--
Original Size	Date	Date	Date	Date
A1	30/07/14	30/07/14	30/07/14	-

Drawing Number **FIGURE 2** Revision **P01**

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## **Appendices**



SITA UK Limited - Doncaster Waste Transfer Station Odour Management Plan vs 2.2

## **Appendix 1 – Indicative Odour Suppression System Details**

## MIST-AIR ODOUR NEUTRALIZER

Manufactured by Mist-Air and used extensively throughout Europe for curing odour issues in waste recycling sites, storage bunkers, landfill sites, etc.

Aqueous fog on its own, absorbs many odorous gases and alcohols.

The water particles absorb airborne gas into a solute, which then sinks to the ground to naturally biodegrade. Once the gas is in a solute it is no longer available to be detected by the olfactory nerves in the nose.

The addition of a 0.25% solution of Mist-Air Odour Neutraliser to the fog reduces the surface tension of each water particle, and increases the natural absorbency by approx 400,000 times.

So adding Mist-Air Odour Neutraliser to the water before it is turned into fine fog, is all that is required to solve 90% of all odour problems .

**Completely** miscible in water, and guaranteed not to separate and block jets, circulation pipes or filters, preventing sludge in pipelines, water tanks and fittings, a problem which is associated with many essential oil based products.

Because there is such a diverse mixture of odorous gases present in the air it is inevitable that a few gases do not readily mix with water, so a masking agent is added to nullify the effects of these gases to the olfactory nerves.

Unfortunately many products on the market use such powerful masking agents that they cause more complaints than the odours they are trying to mask.

Mist-Air Odour Neutraliser is available with many trace scents including Eucalyptus, Apple, Cherry, Cut Grass, etc.

These are not overpowering, but a delicate blend of trace elements that cause no offence and simply distract the olfactory nerves

There are no COSHH implications with Mist-Air Odour Neutraliser, and it is harmless to animals, insects, humans, plant life, and aquatic life.

Neither does it cause sore eyes and burning throats associated with many deodorants and essential oil based products.

Supplied in 25 , or 1000 litre containers. Shelf life approx. 24 months.

## GASES ABSORBED BY MIST-AIR ODOUR NEUTRALISER

1,4,-Diaminobutane	$NH_2(CH_2)_4NH_2$	Crotyl Mercaptan	$CH_3CHCHCH_2SH$	Methane	$CH_4$
1-Propanethiol	$CH_3CH_2CH_2SH$	Dibutylamine	$(C_4H_9)_2NH$	Methylmine	$CH_3NH_2$
2-Methyl-2-Butanethiol	$(CH_3)_3CSH$	Diisopropylamine	$(C_3H_7)_2HN$	Nitrogen	$N_2$
Acetaldehyde	$CH_3CHO$	Dimethylamine	$(CH_3)_2NH$	Nitrogen Dioxide	$NO_2$ NOX
Allyl Thiol	$CH_2CHCH_2SH$	Dimethyl Sulphide	$(CH_3)_2S$	Pentanethiol	$CH_3(CH_2)_3CH_2SH$
Ammonia	$NH_3$	Diphenyl Sulphide	$(C_6H_5)_2S$	Pyridine	$C_5H_5N$
Ammonium Hydroxide	$NH_3$	Ethane	$C_2H_6$	Skatole	$C_9H_9N$
Argon	Ar	Ethanethiol	$C_2H_5SH$	Sodium Hydroxide	NaOH
Benzyl Thiol	$C_6H_5CH_2SH$	Ethylamine	$C_2H_5NH_2$	Sulphur Dioxide	$SO_2$
Butyl amine	$C_4H_9CHNH_2CH_3$	Ethylene	$C_2H_4$	Thiocresol	$CH_3C_6H_4SH$
Cadaverine	$H_2N(CH_2)_5NH_2$	Helium	He	Thiocresol	$CH_3C_6H_4SH$
Carbon Dioxide	$CO_2$	Hydrogen	$H_2$	Thiophenol	$C_6H_5SH$
Carbon monoxide	CO	Hydrogen Chloride	HCL	Toluene	$C_6H_5CH_3$
Chlorine	$Cl_2$	Hydrogen Fluoride	HF	Triethylamine	$(C_2H_5)_3N$
Chloro Phenol	$C_6H_4OHCL$	Hydrogen Sulphide	$H_2S$		
Chlorophenol	$C_6H_5O$	Indole	$C_8H_7NH$		



## Safety Data Sheet

To requirements of directive 91/155/EEC

<b>Product Name</b>	Mist-Air Odour Neutraliser	<b>Exposure controls &amp; personal protection</b>	
<b>Supply Company</b>	Mist-Air Environmental. PO Box 10, Oswestry, Shropshire SY10 9JF Tel : 01691 828 991/828487 Fax: 01691 828 499 Email: Info@Mist-Air.Co.Uk	Respiratory protection	Not necessary
<b>Emergency</b>	01691 828 487	Eye protection	Wear goggles
<b>Composition</b>	Sophisticated blend of surfactants CAS. No./N/A UN. No N/A	Hand protection	Wear gloves when handling concentrate
<b>Hazards</b>	Adverse health effects: Category H Innocuous	Industrial hygiene	No special precautions
<b>Risk phrases</b>	R22 Harmful if swallowed	<b>Physical &amp; Chemical properties</b>	
<b>Safety phrases</b>	S37/39 Wear suitable gloves and eye/face protection for handling the concentrate	Form	Liquid
<b>First Aid Measures for Concentrates</b>		Colour	Light straw
Inhalation	None	Change in physical state	None
Eye contact	Irrigate eyes with copious amounts of clean water. Seek medical advise is symptoms persist	Odour	Neutral or apple as requested.
Ingestion	Drink plenty of fresh water. Seek medical advise if symptoms persist.	Density/ bulk density	1.04 (H O=1)
Further information	Mist Air odour neutraliser is classed as innocuous, see attached Ref 1: Toxicology	Viscosity	N/A <sup>2</sup>
Fire fighting measures	Non flammable	Solubility	Complete in water
Accidental spillage	Hose down with copious amounts of water. No further action necessary.	pH value	6-8
Handling	Normal industrial standards	Flash point	None
Storage	Ambient temperatures	Ignition temperature	N/A
		Explosion limits	N/A
		Stability & reactivity	
		Thermal decomposition	N/A
		Hazardous thermal	N/A
		Decomposition products	N/A
		Hazardous reactions	N/A
		Toxicology information	See Ref 1 Toxicology. Non carcinogenic
		Ecological effects	
		Fish toxicity	N/A
		Invertebrate toxicity	N/A
		Biodegradation	Fully biodegradable
		Bioaccumulation potential	N/A
		Transport	Not listed as hazardous
		Disposal considerations	Do not put concentrate direct into water courses
		Regulatory information	Classification and labeling based on Directive 91/155/ECC
		Air contamination limits	None specified by UK Health & Safety Executive
		Other information	This product is intended for use in atmospheric odour removal.

## Toxicology Information

The product has full E.P.A. U.S.D.A. and U.S. Federal Hazardous Substances Act clearance to be used as an atmospherically dispersed Odour Control Agent. The product is currently being used in the following States: Miami, California, Washington State, Boston Penn., Texas, Tennessee, New York State, Oregon, Michigan, New Jersey. Widely used throughout Europe and UK, specifically for control of airborne odours from landfill, composting, and waste recycling activities.

**This product is NOT acutely toxic in all of the areas examined, and no hazard labeling is required.**

More specifically we have the following information for you:

In the area of primary **skin irritation** when tested as specified and at the concentrate supplied, this product induced a primary irritation score of 0.25 out of a possible score of 8. Operationally we define this product as having a potential to be slightly skin irritant but would rarely be irritating to people. No labeling is thus required.

In the area of **eye irritation** when tested specified and at the concentrate supplied, this product induced slight eye irritation in two of the six test animals with complete recovery within 48 hours. The irritations were not considered significant (positive) to require labeling.

In the area of **ingestion hazard**, when administered at 15g / kg which is 3 times the dose level as required by the US Federal Hazardous Substances Act, the submitted concentrate did not induce any acute toxicity in the test animals, your product therefore is considered essentially non toxic and no labeling is required.

In the area of **acute inhalation hazard**, the product diluted 1:32 with de ionised water did not induce any acute inhalation toxicity in the exposed test animals after 1 hour dynamic exposure at the maximum achievable concentration of **14.2 mg/l**.

This product was not acutely toxic in the area of acute inhalation hazard at the dilution tested. **No labeling is required for your product at that dilution.**

Based on the ingredients in this composition and their concentrations, this product is according to the conventional method of EEC directive 1999/45/EC classified as: Safe when used as directed.

*Ecological Information:*

**General: This material is unlikely to accumulate in the environment and environmental problems under normal use conditions are unexpected.**

This information is to the best of our current knowledge correct and is intended to describe the product only in terms of health & safety and environmental requirements. Since the conditions of use are outside our control, any recommendations or suggestions are made without guarantee and Mist-Air disclaims any liability for loss or damage suffered from use of this information. Customers must satisfy themselves that the product is suitable for a particular purpose. Furthermore, nothing contained herein shall be construed as a recommendation to use any product in conflict with existing patents.





## **Appendix 2 – Olfactory Monitoring Methodology**

## OLFACTORY MONITORING METHODOLOGY

### Purpose

- The purpose of this procedure is to define the process of monitoring potential odours leaving the site boundary.

### Scope

- This procedure shall apply to all staff at the Doncaster WTS facility, however the recorded inspection will be completed by one of the following;
  - Site Chargehand
  - Site Supervisor, or
  - Site Manager

### Methodology

- A subjective assessment of any odour leaving the site boundary will be undertaken at regular intervals throughout the day.
- As a minimum one odour assessment will be undertaken in the morning and a second odour assessment will be undertaken in the afternoon.
- The odour assessments will be undertaken by the Site Manager or the Site Supervisor both of which are primarily office based, preventing adaptation to any malodours
- If the Site Manager or Site Supervisor is not available or suffering from a cold, sinusitis or a sore throat the duty Chargehand will complete the odour assessment.
- Where practicable the odour assessor will be accompanied by a site operative to improve and validate data quality.
- The route of the odour assessment comprises of a circuit of the inside perimeter of the site boundary and a circuit of the food waste storage area.
- Where an odour is perceived to be leaving the site boundary an 'Odour Report Form' must be completed and detailed in the site diary.
- Where appropriate surrounding receptors may be odour assessed should a perceived odour be recorded leaving site in a certain direction or as a result of weather conditions.
- Remedial steps other than those detailed within the Doncaster WTS Site Management Plan section 5.2 will be discussed and implemented by the site manager. Following remediation of any potential odour sources a record will be kept in the site diary.



## Odour Assessment Report Form

Assessment Date		Time of Perceived Odour	
-----------------	--	-------------------------	--

Location of Perceived Odour	
Weather Conditions (dry, rain, fog, snow etc)	
Temperature (very warm, warm, mild, cold, or degrees if known)	
Wind Strength (none, light, steady, strong, gusting)	
Wind Direction (e.g. from NE)	
Any Potential Receptors in Prevailing Wind (If Yes name receptors)	
Intensity (see below)	
Duration of Assessment at Odour Location	
Is the Odour Constant or Intermittent?	
Describe the Odour?	
Location Sensitivity (see below)	
Is the Source of the Odour Evident?	
Are there any External Contributors to the Perceived Odour?	
Any Comments or Observations	

<p><b>Intensity (Detectability)</b></p> <ol style="list-style-type: none"> <li>1) No detectable odour</li> <li>2) Very faint odour</li> <li>3) Faint odour (barely detectable, need to stand still and inhale facing into the wind)</li> <li>4) Distinct odour (odour easily detected while walking &amp; breathing normally)</li> <li>5) Strong Odour</li> <li>6) Very strong odour (possibly causing nausea depending on the type of odour)</li> </ol>	<p><b>Location sensitivity where odour detected</b></p> <ol style="list-style-type: none"> <li>7) Undetectable</li> <li>8) Remote (no housing, commercial/industrial premises or public area within 500m)</li> <li>9) Low sensitivity (no housing, etc. within 100m of area affected by odour)</li> <li>10) Moderate sensitivity (housing, etc. within 100m of area affected by odour)</li> <li>11) High sensitivity (housing, etc. within area affected by odour)</li> <li>12) Extra sensitive (complaints arising from residents within area affected by odour)</li> </ol>
--	--



SITA UK Limited - Doncaster Waste Transfer Station Odour Management Plan vs 2.2

### **Appendix 3: - SITA UK Ltd Complaints Procedure**



Created by: Chris GIBSON on 10/11/2009  
Status: Live

Safety, Health, Environment & Quality/IMS  
(All Staff: Complaints/IMS System Procedure)

## Section 2: IMS System Procedure Sub-Section 6: Complaints

### Purpose:

To ensure that non-conformances in the form of customer complaints and complaints from the general public are recorded, investigated and that appropriate preventive/corrective actions are carried out, reviewed and recorded.

### Scope:

This procedure applies to complaints that are received from customers regarding service non-conformances. The general public regarding SITA activities i.e. environmental complaints regarding SITA sites.

### Definitions & Abbreviations:

Site - any site, depot or location where SITA has control of, or responsibility for, the site or any part of it.  
Activity - any undertaking, process or contract that SITA has legal, contractual or operational responsibility for.

### Procedures & Responsibilities:

## 1. 'SITA Way' CUSTOMER COMPLAINT FORM

- 1.1 With the exception of paragraphs (1.7) and (2.1), the SITA Way Customer Complaint/at Risk Form (available from Systematic) is used for recording complaints that are received from customers regarding service non-conformances and those from the general public concerning non-conformances relating to SITA sites or activities.
- 1.2 The person receiving the complaint enters the information relating to the Complainant and nature of the complaint on the SITA Way Customer Complaint/at Risk Form and forwards the form to the Location Manager.
- 1.3 The Location Manager is responsible for reviewing complaints and proposing corrective/preventive actions to be taken. The causes of complaints and the need for action to ensure complaints do not recur shall be taken into consideration by the Location Manager when proposing corrective/preventive actions. The Location Manager must implement, or delegate a member of staff to implement, the proposed corrective/preventive actions.
- 1.4 The corrective/preventive actions taken are recorded on the SITA Way Customer Complaint/at Risk Form with action completion date.
- 1.5 All corrective/preventive actions taken are reviewed by the Location Manager. Upon satisfactory completion of the corrective/preventive actions, the Location Manager is responsible for ensuring a record of all completed SITA Way Customer Complaint/at Risk Forms is maintained.
- 1.6 Complainants are informed of progress and/or corrective/preventive actions taken when requested and where appropriate.
- 1.7 Where appropriate, complaints can be recorded via means other than the SITA Way form, but only if the minimum standards are met or exceeded and with the approval of the QEMS & Compliance Team.

## 2. LOCAL AUTHORITY CONTRACTS

- 2.1 Where the Local Authority specifies the means (electronic database e.g. Mayrise / Fax / Paperwork issued by the Local Authority) for receiving queries and complaints and for the recording of related corrective/preventive actions, these means will be used in place of the SITA Way Customer Complaint Form. A record is kept either electronically or in paper-based format.
- 2.2 Where Rectification or Default Notices are received from the Local Authority, the Notices are dealt with using the SITA Way Customer Complaint Form or as required by the Local Authority. A record of Rectification/Default Notices should be kept.
- 2.3 Any other complaints that are not received through the Local Authority specified means are dealt with using the SITA Way Customer Complaint Form.

## 3. COMPLAINTS RELATED TO HEALTH, SAFETY & ENVIRONMENTAL MATTERS

- 3.1 Any complaints that are received related to health, safety or environmental issues should be forwarded to the QEMS & Compliance Manager / Senior Operational Health & Safety Managers (Processing & Logistics). These will then be dealt with as per IMS 2.9 Communication & Consultation and IMS 2.13 Managing Non-conformances.

## 4. REVIEW

- 4.1 Complaints and external communication are subject to periodic review in accordance with IMS 2.16 Management Review

### Associated Records:

Related Policies & Procedures	Related Documents	Related Databases
IMS 2.16 Management Review 	Forms & Guidance 	
IMS 2.9 Communication & Consultation 	SHEQ Homepage 	
IMS 2.13 Managing Non-conformances 		

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**Document Ends**



## **Appendix 4: - Table of Responsible Persons**

Table of responsible persons

<b>Activity</b>	<b>Position</b>
Co-ordinating odour suppressions measures	Site Manager (Mark Williams) / Site Supervisor
Daily Olfactory Monitoring	Site Manager (Mark Williams) / Site Supervisor
Completing odour event forms	Site Manager (Mark Williams) / Site Supervisor
Co-ordinating machinery / vehicle servicing	Site Manager (Mark Williams) / Site Supervisor
Liaison with public and Regulator	Site Manager (Mark Williams) / Environment Support Manager (Leigh Broadhurst)
Staff training	Site Manager (Mark Williams)
Maintenance of essential odour critical spares for equipment	Site Supervisor
Record Keeping	Site Manager (Mark Williams)/ Site Supervisor
Annual Review and Update of Odour Management Plan	Site Manager (Mark Williams) / Environment Support Manager (Leigh Broadhurst)
Note; Names and responsibilities of persons should be updated as required and the Odour Management Plan re-issued on a minimum of an annual basis	



SITA UK Limited - Doncaster Waste Transfer Station Odour Management Plan vs 2.2

## **Appendix 5: - Community Liaison Group**

## **Community Engagement**

A community engagement plan has been developed. The following sections summarise the principles of the plan.

### ***Best Practice***

Wherever possible and appropriate, the communication plan will take into consideration all existing advice which has been made available to local authorities, follow all relevant guidelines, adhere to the same terminology and key messages and take heed of lessons learned.

### ***Key Stakeholder Identification***

Identifying the target audience through key stakeholder identification will assist the success of the communication plan and the communication tools to be utilised. To be successful, a wide range of stakeholders will be identified and engaged. It will not be assumed that all stakeholders will be reached through the same communication channels with appropriate channels developed for all stakeholders.

### ***Communication tools***

Communication tools are important to the success of the communications plan and a variety of communication tools will be utilised to ensure that coherent communication is achieved with the targeted audience. The following are some of the communication tools which may be utilised to involve and inform the community: communication meetings and liaison panels, hosting school and other community group visits; production and promotion of information leaflets; providing community support and funding; and working in partnership to promote ideas like waste minimisation.

### ***Communication Plan***

The communication plan will cover the three stages of the proposal, preconstruction, construction and operation the objective of each phase are summarised below.

#### **Pre-Construction**

- Ensure the communities affected by the construction have a proper and appropriate forum to express their views and keep the community informed on construction progress.
- To ensure smooth handover between the planning and construction phases.
- To provide an on going mechanism for two-way communication.
- Create awareness involving community and schools.
- To cultivate positive open relationships with key stakeholder groups.
- To promote the work of the sites and role within the local community.

#### **Construction**

- Ensure the communities affected by the construction have a proper and appropriate forum to express their views
- Keep the community informed on construction progress

#### **Operation**

- Maintain Commitments and Standards

- Maintain Inclusion and Access
- Provision of Information
- Dealing with enquiries and complaints
- Dealing with information arising from any occasions that may have an element of publicity