# M20 Offices 5 Ltd

# Construction Environmental and Management Plan

Craig House, Ballbrook Avenue,Didsbury

# CONTENTS

**PROJECT PARTICULARS**

- Scope of the CEMP
- Introduction and Purpose

**MANAGEMENT OF THE WORKS**

- Principal Management Objectives
- Project Personnel / Site Management
- Work Hours
- Prior Notification of the Works

**ARRANGEMENTS**

- Hording / Security of the site
- Storage of Plant and Materials
- Noise / Vibration
- Dust Control
- Vehicle Movement including loading / unloading
- Waste Control / Recycling
- Proximity to water
- Complaints Procedure

**ENVIRONMENTAL IMPACTS AND CONTROLS**

- Site Documents

# REVISIONS AND UPDATES

| Page No. | Changes Made | Date |
|---|---|---|
| | First Issue | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

# PROJECT PARTICULARS

## Scope of the CEMP

The CEMP addresses issues associated with:

- Responsible persons
- Working Hours
- Prior notification for occupiers of potentially affected properties
- Hoarding/security of the site
- Storage of Plant and materials
- Noise/Vibration
- Dust Emissions/Suppression
- Vehicle Movements including loading/unloading and parking
    - How servicing and site traffic access will be maintained to adjacent buildings
    - Details of Wheel Washing *(Not applicable)*
    - Compound locations where relevant *(not applicable no materials stored outside the confines of the building)*
    - Location, removal and recycling of waste
    - Parking of construction vehicles and staff
    - Sheeting over of construction vehicles
    - Details of the loading and unloading of plant and materials
    - Details of the storage of plant and materials used in constructing the development. *(No plant or materials are to be stored externally)*
    - Routing strategy and swept path analysis, *(path not hindered works internally and from a covered scaffold)*
    -
- Complaints procedures
- Display of an emergency contact number
- Dust suppression measures
- Communication strategy with residents and businesses which shall include details of how there will be engagement, consult and notify residents during the works.
- The design, erection, maintenance and dismantling of scaffolding, having due regard to climbing risk and also the provisions of BS EN 50122-1;
- Details showing the erection and maintenance of security hoarding. *(No security hoarding to be erected, works within a secured building).*

## Introduction and Purpose

M20 OFFICES 5 LTD is developing the property Craig House Ballbrook Avenue into commercial units.

M20 OFFICES 5 LTDSSETS LTD is making adherence to the CEMP a contractual requirement of any construction contract associated with this project. It is to cover the management of a contractor's activities and those of any sub-contractor working under the main contractor's control. The CEMP defines the minimum requirements that have to be met.

# MANAGEMENT OF THE WORKS

## Principal Management Objectives

It is the intention of this Construction Management Plan Statement to provide sufficient information to demonstrate and mitigate the impact of the works on nearby residents and the public alike.

## Project Personnel

Project Manager: B Patmore
Site Manager: C Olver

## Work Hours

Work Hours shall be:

| | |
|---|---|
| Monday to Friday | 07:00 - 18:00 |
| Saturdays | 08:00 - 13:00 |
| Sundays / Bank Holidays | No works |

## Prior Notification of the Works

Prior to commencement of works, M20 OFFICES 5 LTD shall inform the local business units of the intended works.

This shall be achieved by contacting them personally and the in particular, adjoining building to agree vehicular movement. Where possible, we will erect signs to display project contact details. This will give local businesses a point of contact and should allow us to address any nuisance issues that may arise.

Where necessary, other potentially affected properties shall be contacted by post and offered the opportunity to discuss the works.

# ARRANGEMENTS

## Hording / Security of the Site

The works shall be carried out internally with façade works from an external scaffold. No hoarding will be erected, and the building shall always remain locked. The emergency exits will be openable upon escape but not accessible from outside the building. A doorbell will be fitted for visiting contractors etc.

Contact details shall be displayed on a sign fronting the pedestrian entrance of the site in case of an emergency.

## Storage of Plant and Materials

The material order/delivery shall be based on a Just in Time basis (JIT). This information shall be given to material delivery and waste collection companies and managed on site via an agreed timed delivery/collection process.

Materials shall be taken immediately from the vehicle and stored safely inside the building, not at height, not in a location to affect the environment and never to place any loading on structures either adjacent or forming part of the construction/refurbishment.

A storage area will be created within the confines of the building.

## Noise / Vibration

Prior to commencement of works M20 OFFICES 5 LTD shall; identify any site boundaries that may be sensitive to noise or vibration. In method statements, we will include actions that we need to take to reduce noise at sensitive locations.

### Procedures to combat Noise / Vibration

Work equipment inside the building can create high levels of noise and may generate complaints from the public. We will limit our working hours, particularly for surface works, to suitable times agreed with the adjoining neighbour.

- Contact the neighbour to agree suitable times
- Put any noise inducting equipment in isolation booths where possible
- Use tools and equipment that creates less noise and vibration

### Reduce Noise / Vibration from vehicles when delivering by:

- turning off engines when they are not in use
- not revving the engine unnecessarily
- only using the horn in emergencies
- Where necessary, equipment will be silenced, screened and/or enclosed in accordance with the guidance of BS5228 and particularly noisy activities will be shielded by the erection of hoardings or screening

## Dust Emission / Suppression

Dust emissions arising from construction activities can cause nuisance both within the site and outside the site boundary. In the surrounding environment, it can cause annoyance to neighbours by the soiling of property, in particular, windows, cars and also of washed clothes that have been hung out to dry.

The dust emissions may also have a detrimental health effect on the persons working on construction sites and therefore M20 OFFICES 5 LTD aim to reduce and control dusts so far as is reasonably practicable.

Dust and fine particle generation from construction and demolition activities can be substantially reduced through carefully selected mitigation techniques and effective management. Once particles are airborne, it is very difficult to prevent them from dispersing into the surrounding area. The most effective technique is to control dust at source and prevent it from becoming airborne, since suppression is virtually impossible once it has become airborne.

All mixing, cutting and dust generating activities shall have either LEV fitted at source or Water Suppression used.

As well the following additional measures are to be taken:

- Design controls are to be implemented for construction equipment and appropriately designed vehicles are to be used for materials handling
- The site is to be regularly inspected, and site boundaries checked for dust deposits and removed as necessary. In addition, local roads are to be checked and cleaned when necessary
- Lockable skips will be used where necessary.
- Where necessary, on-tool extraction will be utilised to remove dust as it is being produced. An extraction unit to the correct specification (i.e. H (High) M (Medium) or L (Low) Class filter unit). Shall be used
- The number of people will be limited near the work creating dust, those doing the task will also be rotated as necessary
- Work will be carried out (other than facade and roof work) internally and dusts shall be controlled at source with extraction and suppression
- Silica will be present during construction. HSE Construction Sheet No 36 will be followed to minimise dust
- Where possible the right size of building materials will be used so that less cutting or preparation is needed.
- Drop heights of debris will be reduced to avoid dust spillage

## Vehicle Movements including loading / unloading

No Parking is available and material delivery/waste collection shall only be permitted to attend site between the agreed hours with the adjacent property and using Back George St.

### Vehicular Movement

Where necessary:

- Vehicle delivery/waste collection will be planned and all companies servicing the site will only be permitted to attend upon the timed instructions of the Principal Contractor.
- All vehicles shall be directed to Ballbrook Avenue.
- Vehicular movement will be controlled by banks-men and reversing operations will be kept to an absolute minimum.
- Appropriate arrangements will be made for the provision of timed vehicular movement as not to coincide with busy arrival and departure times.
- No reversing will be permitted onto traffic routes or out of Back George St unless absolutely necessary and where this must be undertaken, it will be governed via a site specific assessment and assisted by competent banks-men.
- No construction debris will be transferred onto the public highway as all materials and waste will be appropriately protected ensuring waste, dust or debris does not transfer to the pavement or road. Vehicles will therefore not be required to be cleaned off as they will still be on the public highway
- The PC will arrange for the public high and public footpath to be kept clean and in good order resulting from any work activities.

### Loading and Unloading

All vehicles be of a pre determined size to ensure they can access Ballbrook Avenue and they will have pre arranged time slots in advance of delivery/loading etc.

Vehicle is to call ahead to inform site. Once the personnel on site are in place, the vehicle is to be informed to proceed to Ballbrook Avenue, facing with the flow of traffic.

Vehicles are to be stationary within Ballbrook Avenue with the handbrake applied, hazard warning lights must be used along with any other standard warning features fitted to vehicle.

Cones/bollards/barriers are to be employed to ensure pedestrians are aware to keep to the left of the parked vehicle. This operation is to be carried out by a competent person in high visibility clothing at a time when traffic is not oncoming.

Operatives operating on the pathway are to be in full personal protective equipment and High visibility clothing. Barrier, marshalling and clear verbal warning systems are to be employed to alert public of a possible hazardous procedure to be carried out.

Operatives are to have a tool box talk on procedures to be carried out to ensure this can be relayed within the verbal warnings to public/pedestrians. Barrier system is to be of a quickly employed and deployed physical type (i.e. a scissor type barrier or retractable hazard band type), thus reducing time erecting and enabling footfall flow when operations are not in process.

Loading/unloading will be of a phased operation, as follows:

- Lorry arrives at pre determined place as directed by Bankmen
- Barriers will be closed to the side adjacent the building to allow access from the building to beside vehicle kerb side.
- Pedestrians to be directed to the left hand side of the vehicle at a suitable distance away.
- Upon completion of loading/unloading, vehicle to move away and barriers removed.

No loading or unloading procedures are to commence until all operatives involved in said task are aware of communication procedures and duties to be performed are clearly understood. There is to be no physical operative to public contact/restraint employed by any operative. In the event a member of the public has entered in to the clearly restricted area all operations are to immediately cease until they are clear of the area.

Loading/unloading is deemed as being once the load is inside the body of the vehicle or removed from the body of the vehicle.

During these operations the use of mobile phones is prohibited.

Upon completion of loading/unloading all methods of traffic management/pedestrian management are to be unemployed by the same competent person who employed them at a time when it is safe to do so.

**Work on and around the building**

No works for utilities or otherwise shall be permitted outside the confines of the building and should this be necessary, appropriate arrangements shall be made with and approved by Highways Network Management and Highways Licensing teams via highwaylicences@manchester.gov.uk/ highwaynetworkmanagement@manchester.gov.uk Evidence of this agreement will be issued to the relevant parties prior to any works taking place.

**Signage to assist Traffic Management**

Signs shall not be erected for Construction Site traffic as nowhere is suitable to erect such. Traffic movement shall be planned by prior arrangement ensuring all companies servicing the site are aware of the arrangements.

**Parking for personnel and visitors shall be**

No parking is available and personnel working on site shall be advised of such and where possible use public transport or public car parks.

**Scaffold erection and work outside of the confines of the building**

All scaffold erection must be subject to a scaffold design and done so in accordance with NASC guidelines.

The scaffold must be so erected that it does not impede traffic routes noting that the road fronting the building is a bus route and the scaffold must be protected to prevent anything falling onto persons below.

**Waste Control / Recycling**

- All waste to be removed from site will be undertaken by a licensed carrier to a licensed tip and transfer notes offered waste removed from site.
- All waste will be segregated into separate containers/bags and recycled where practicable and waste always kept to an absolute minimum.
- Lorries and waste shall be covered before entering the highway.

**Environmental Procedure**

All environmental emergencies will be actioned. This is summarised as follows:

In the event of a spillage of liquid pollution to land:

- If safe to do so, immediately prevent further spillage of substances
- Prevent escape of substance to drains, watercourses etc.
- Soak up spillage using absorbent materials, or contain by bunding or catchments pit
- Block off nearby drains and discharges to watercourse
- Inform management
- Inform Environment Agency if pollutant has entered watercourse
- Call emergency services if appropriate
- Collect and dispose of contaminated material through licensed specialist waste disposal contractor

All environmental non-conformance and complaints will be recorded and investigated in accordance with the requirements of the environmental procedures.

**Proximity to water**

No water courses in the immediate vicinity.

**Complaints Procedure**

On the perimeter of the site shall be erected a sign with the names and telephone numbers of who to contact in the event of any complaints.

**Publicised Contact Details for Complaints:**

Written complaints may be sent directly to the company head office whose address shall be displayed on site.
Verbal complaints may be made by phone or in person to any of staff on site.

**Receiving Complaints**

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to the company for example: client, neighbours etc.
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see Appendix 1

**Resolving Complaints**

**Stage One**

- In many cases, a complaint is best resolved by the person responsible for the issue being complained about.
- If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
- Whether or not the complaint has been resolved, the complaint information should be passed to the Managing Director within 48 hours.
- On receiving the complaint, this is recorded into the complaints log.
- If it has not already been resolved, the Managing Director should delegate an appropriate person to investigate the complaint and take appropriate action.

- If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
- Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of the complaints procedure should be attached.
- Ideally complainants should receive a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

**Stage Two**

- If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Director level. At this stage, the complaint will be passed to the Managing Director.
- The request for Directors level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
- The person who receives Stage Two complaints may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
- The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
- Ideally complainants should receive a definitive reply within two weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Directors decide it is appropriate to seek external assistance with resolution.

**Variation of the Complaints Procedure**

The Directors may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Managing Director should not also have the Managing Director as the person leading a Stage Two review.

**Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

## Appendix 1

### Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words.
- Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation, e.g. "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise.
- Ask the person what they would like done to resolve the issue.
- Be clear about what you can do, how long it will take and what it will involve.
- Don’t promise things you can’t deliver.
- Give clear and valid reasons why requests cannot be met.
- Make sure that the person understands what they have been told.
- Wherever appropriate, inform the person about the available avenues of review or appeal

# COMPLAINTS RECORD

| |
|---|
| **Who made the complaint?**<br>Name:<br>Address:<br><br>Telephone No. |
| Date and time complaint received: |
| What happened, what was it about? |
| Was anyone else aware of this – other neighbours or your staff? If so who? |
| Did the complaint relate to your site? If so, what happened? What went wrong? |
| What have you done to make sure that it does not happen again? |
| Was there any significant pollution – for example: dust, odour or noise outside the site or spillage of polluting liquids onto the ground, into a drain or a watercourse? |
| **If there was then you must notify the Environment Agency.**<br>Have you done so? YES / NO<br>At what time did you phone? |
| You must also write or send an email to confirm this to the local office (see your Accident Management Plan for the address)<br>Have you done so? YES / NO<br>What date did you contact? |
| Please print your name and sign: |

Continue overleaf or on a separate sheet if you do not have enough room.
Keep the completed form in the file to discuss with the enforcing authority when they visit.

# Environmental Impacts Plan and Controls

**Table 1. SITE ACTIVITY :**

**Processes / Activities / Equipment at your site:**

(insert H or M or L where applies)

List all the processes / activities / equipment at your site in these columns.

Then put: (H) high impact
(M) medium impact
or (L) low impact

in the box next to the process / activity / equipment if it can result in an environmental impact listed below under normal or abnormal operation.

- Emissions to Air (including dust) - **A**
- Emissions to Water - **W**
- Energy Usage (e.g. electricity, gas, oil) - **E**
- Waste Disposal - **D**
- Land Contamination - **L**
- Nuisance (i.e. noise or vibration) **- N**
- Resource Consumption (e.g. water, chemicals, not energy) – **R**

| Process / Activity / Equipment | A | W | E | D | L | N | R | Process / Activity / Equipment | A | W | E | D | L | N | R |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Vehicle deliveries | M | - | M | - | M | H | - | Roof works | M | L | L | L | L | M | L |
| Site set up | L | L | M | L | L | L | L | Drainage | M | L | L | L | L | L | L |
| Ground preparations | | | | | | | | Wheel wash with pressure | | | | | | | |
| Vehicular Movement on site | | | | | | | | | | | | | | | |
| Demolition | H | L | L | L | L | H | L | Control with water cannon mist | | | | | | | |
| | | | | | | | | | | | | | | | |

| Table 2A. Emissions to Air [A] | | | | | | |
|---|---|---|---|---|---|---|
| **Process / Activity / Equipment on Site** | **Potential Impact** | **Is impact controlled by equipment?** | **Is equipment included on maintenance checklist?** | **Is impact controlled by a procedure?** | **Person using the procedure received training?** | **Comments** |
| Dust from site activity Movement of vehicles | Potential for local air quality issues from dust when loading vehicles. Also, a cause for complaints | YES | N/A | YES | YES | Vehicles to stay on highway, waste to be bagged before loading |
| Dust from demolition activities | Dusts to leave the building into outside atmosphere | YES | YES | YES | YES | Dusts controlled internally with water mist or vacuum |

| Table 2B. Energy Usage [E] | | | | | | |
|---|---|---|---|---|---|---|
| **Process / Activity / Equipment on Site** | **Potential Impact** | **Is impact controlled by equipment?** | **Is equipment included on maintenance checklist?** | **Is impact controlled by a procedure?** | **Person using the procedure received training?** | **Comments** |
| Site use of electricity | Minimal | NO | NO | NO | YES | Power to be isolated when not in use thus reducing power consumption |

| Table 2C. Emissions to Water [W] | | | | | | |
|---|---|---|---|---|---|---|
| **Process / Activity / Equipment on Site** | **Potential Impact** | **Is impact controlled by equipment?** | **Is equipment included on maintenance checklist?** | **Is impact controlled by a procedure?** | **Person using the procedure received training?** | **Comments** |
| Sur | | | | | | |
| | | | | | | |

| Table 2D. Waste Disposal [D] | | | | | | |
|---|---|---|---|---|---|---|
| **Process / Activity / Equipment on Site** | **Potential Impact** | **Is impact controlled by equipment?** | **Is equipment included on maintenance checklist?** | **Is impact controlled by a procedure?** | **Person using the procedure received training?** | **Comments** |
| Removal of waste from site | Most general unsorted waste is landfilled and this has associated impacts e.g. eco toxicity, global warming and nuisance e.g. odour. General waste volumes can be reduced if sorting systems are used. Need to meet legal Duty of Care requirements. | YES | NO | YES | YES | Waste is segregated for recycling where possible and final waste is then taken to a transfer station for recycling. Minimal land fill permitted. |

| Table 2E. Nuisance (e.g. Noise or Vibration) [N] | | | | | | |
|---|---|---|---|---|---|---|
| **Process / Activity / Equipment on Site** | **Potential Impact** | **Is impact controlled by equipment?** | **Is equipment included on maintenance checklist?** | **Is impact controlled by a procedure?** | **Person using the procedure received training?** | **Comments** |
| Noise from site activities | Noise induced health issues.<br>Potential upset of neighbours | YES | YES | YES | YES | Works to be undertaken at agreed times. Use walls for acoustic barriers and fill openings with hoarding. Neighbour liaison. Trained competent persons |
| Noise from transport movement on site | Noise induced health issues.<br>Potential upset of neighbours | YES | YES | YES | YES | Works to be undertaken at agreed times. Neighbour liaison. Trained competent persons |
| Vibration from vehicle / plant movement | Vibration induced health issues.<br>Potential upset of neighbours | YES | YES | YES | YES | As Above |

| Table 2F. Resource Consumption (not energy) [R] | | | | | | |
|---|---|---|---|---|---|---|
| **Process / Activity / Equipment on Site** | **Potential Impact** | **Is impact controlled by equipment?** | **Is equipment included on maintenance checklist?** | **Is impact controlled by a procedure?** | **Person using the procedure received training?** | **Comments** |
| e.g. use of chemicals for activity A *(state specific activity)* | Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and Special Waste Regulations | YES | YES | YES | YES | Planned works by trained competent persons and under strict RAMS. |
| Use of hydraulic oil for machine. | Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and Special Waste Regulations | YES | YES | YES | YES | |
| Use of water | Inefficient use results in natural resource depletion | YES | YES | YES | YES | |
| *Add any other that apply* | | | | | | |

| Table 2G. Land Contamination (e.g. storage of hazardous substances) [L] | | | | | | |
|---|---|---|---|---|---|---|
| **Process / Activity / Equipment on Site** | **Potential Impact** | **Is impact controlled by equipment?** | **Is equipment included on maintenance checklist?** | **Is impact controlled by a procedure?** | **Person using the procedure received training?** | **Comments** |
| Storage of substance (Fuels) | Fuel not stored on site | | | | | |

| Table 3. General Waste Management (To be completed on site) | | | | | |
|---|---|---|---|---|---|
| **Waste Produced at Site** | **Where does the waste go?** | **Can it go to recovery / recycling?** | **Is it being stored correctly on site?** | **Are Duty of Care requirements being met?** | **Comments** |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

# ACCIDENT / POLLUTION INCIDENT MANAGEMENT PLAN

**Created by:** _____ **Date:** _____

**Review Date:** _____ **Version:** _____

Accident / Pollution Incident Management Plan Contents

**A – Site Plan**
**B – Key Site and Emergency Contacts**
**C – List of Substances and Storage Facilities**
**D – Preventing Accidents / Incidents… and what to do if they happen.**

## A – SITE PLAN

TO BE DISPLAYED ON SITE

- **Site entrances and exits** available to the emergency services
- **Buildings**; the buildings and other main constructions
- **Drainage**; including
  - foul drainage (marked in red),
  - surface water drainage (marked in blue)
  - the direction of flow and
  - the discharge points to the sewer, watercourse or soakaway.
  - The location of manhole covers and drains,
  - The location of stop and diverter valves and interceptors
- **Service mains**; the routes of
  - water supply, gas, electricity)
  - mains water stop tap, and gas and electrical supply isolating valves / switch.
- **Storage of hazardous materials**; e.g. oil and fuel tanks, chemical stores, raw materials, waste materials etc.
- **Process lines**; location and direction of main process lines/pipes.
- **Accident and emergency response items**; such as fire extinguishers, fire hydrants, fire water tanks / ponds, spill kits, sand bags, alarms, first aid kit etc.
- **Vulnerable receptors;** on site or adjacent receptors that could be affected by the site operations, such as porous / unmade ground, watercourses, springs, boreholes, ecologically sensitive sites, residential properties, schools, offices, hospitals etc.
- **Pollution control points**; such as inspection or monitoring points, bunds,.
- **Treatment**; location of any on site trade effluent or sewage effluent treatment plant.

## B – KEY SITE AND EMERGENCY CONTACTS

This table contains information and contacts you may need in an emergency
***(to be completed on site)***

| **SITE DETAILS** | | |
|---|---|---|
| Location: | | |
| Postcode: | | |
| **SITE CONTACTS** | Office Hours (specify) | Out of hours |
| Site Manager: | | |
| Site Supervisor: | | |
| Security Contact: | | |
| Landowner / Agent: | | |
| **EMERGENCY SERVICES** | Office Hours | Out of hours |
| Emergency | 999 | 999 |
| Medical: | | |
| Police: | | |
| Fire: | | |
| **REGULATORS** | Office Hours | Out of hours |
| Health and Safety Executive (HSE) | | |
| Local Authority: | | |
| **UTILITY AND KEY SERVICES** | Office Hours | Out of hours |
| Water provider | | |
| Sewerage provider | | |
| Gas supplier: | | |
| Electricity supplier: | | |
| Oil supplier: | | |
| Fuel supplier: | | |
| Chemical supplier: | | |
| Oil spill contractor: | | |
| Maintenance Contractor: | | |
| Electrician: | | |
| Plumber: | | |
| Locksmith: | | |
| Joiner: | | |
| **OTHER KEY CONTACTS** | Office Hours | Out of hours |
| Head Office: | | |
| Adjacent landowners: | | |
| Neighbours: | | |
| Specialist Advisors: | | |

## C - List of Substances and Storage Facilities

The following is a list of liquids, powders etc that are stored on site and could be harmful to the environment if they escape.

***To be completed on site***

| Material | Maximum Quantity | Type and size of storage | Type and size of Secondary Containment |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| Possible Accident / Incident | What would the harm be? | How do we reduce the chances of it happening? | What to do if it happens |
|---|---|---|---|
| **Spillages** | | | |
| Spillage during transfer, sorting, crushing and compaction of wastes. | Contamination of land, drains, groundwater and watercourses. | Inspect and validate all in-coming wastes.<br>Remove hazardous liquids from wastes prior to processing.<br>Train the staff | Follow the spill response procedure.<br>It describes what to do in the event of a spill and where the kit is kept. |
| Spillage during delivery of oil or fuel. | | Supervise fuel deliveries.<br>Use drip trays and spill materials. | |
| Spillages during refuelling of plant and equipment. | | Plant and equipment will be refuelled in designated areas with impervious surface and will use drip trays and spill materials. | |
| Slow seepage of liquids from imported contaminated materials.<br>Slow seepage can be less noticeable than ‘spills’. | | Incoming materials that are contaminated e.g cutting oil or tramp fluid on swarf, will only be stored on impervious surfaces that are drained to an oil interceptor | |
| **Overfilling** | | | |
| Overfilling of oil / fuel tanks during delivery. | Contamination of land, drains, groundwater and watercourses. | Stock level control checks, supervised delivery and high level alarms. | Spill response procedure as described above. |
| **Failure of Plant or Equipment** | | | |
| Leakages; due to faulty pipe work, valves, over-pressure, blockages, corrosion, severe weather, ground movement etc. | Contamination of land, drains, groundwater and watercourses. | Daily visual inspection and completion of weekly inspection checklist record.<br>Preventative maintenance regime.<br>Any underground pipes and tanks will be tested for integrity.<br>Insulation and protection of pipe work. | Spill response procedure as described above. |

| Possible Accident / Incident | What would the harm be? | How do we reduce the chances of it happening? | What to do if it happens |
|---|---|---|---|
| Puncture; of vessels and tanks etc due to impact – such as fork lift trucks. | | Tanks and vessels generally located within / on secondary containment facilities.<br>Storage locations of drums and non-permanent vessels protected by use of barriers or fencing.<br>Movement of drums and containers using safe techniques. | |
| **Fire** | | | |
| Fire | Smoke and pollution,<br>Firewater causes contamination of land, groundwater and watercourses. | Separation of incompatible materials and of combustible materials and ignition sources.<br>Incorporation of fire breaks into site layout and containment of fire water.<br>No smoking policy.<br>Maintain tidy site and minimize stockpile of combustible materials.<br>Fire training and emergency drills. | Fire procedure describing what to do in the event of a fire, including details about fire alarms, exit routes and muster points, responsible personnel such as a fire warden and the location and use of emergency fire equipment such as extinguishers, hoses, sand bags and drain covers. |
| **Cross contamination** | | | |
| Due to transfer and mixing of incompatible materials, drainage cross connections etc. | Explosion, smoke and pollution of air,<br>Contamination of land, drains, groundwater and watercourses. | Maintenance of up to date drainage plan.<br>Maintenance of inventory of substances with material property details.<br>Procedure for contractors to work on site including induction training and permit to work.<br>Fail-safe filling systems. | Fire procedure as described above. |
| **Flood** | | | |
| Due to ingress of watercourse floodwater, blocked drains, burst water main, use of fire water. | Contamination of raw materials, buildings, land, drainage system, groundwater and watercourses with fire and flood water. | Maintenance of drains.<br>Fitting of flap / non return valves on drains.<br>Safe location for storage of hazardous materials. | Flood procedure describing what to do in the event of a flood warning such as installation of barge boards, use of sand bags, movement or protection of sensitive materials. |
| **Failure of Services** | | | |

| Possible Accident / Incident | What would the harm be? | How do we reduce the chances of it happening? | What to do if it happens |
|---|---|---|---|
| Due to failure of supply; water, electricity, gas supply and of sewerage system.<br>Due to utility supply being struck and broken / cut. | Flooding,<br>explosion with subsequent contamination of land, drains, groundwater and watercourses. | Provision of standby facilities.<br>Maintenance of up to date plans showing location of utility services.<br>Procedure for contractors to work on site including induction training and permit to work. | Utility supply failure procedure describing what to in the event of services supply failure such as manual shut down of process valves, start-up of emergency generator, use of standby materials etc.<br>Flood and fire procedure as described above. |
| **Failure of Containment** | | | |
| Failure of containment facilities due to land movement, impact, corrosion etc. | Contamination of land, drains, groundwater and watercourses. | Provision of secondary containment for hazardous liquids.<br>Inspection of primary and secondary containment facilities.<br>Integrity testing of tanks and bunds & pressure loss alarms. | Spill response procedure as described above. |
| **Vandalism** | | | |
| Unauthorised entry and tampering or malicious damage to property, plant and equipment. | Contamination of land, drains, groundwater and watercourses. | Secure gate and perimeter fence.<br>Site locked when un-manned, tanks and valves locked when not in use out of hours.<br>Plant and equipment locked in secure storage out of hours.<br>Security system installed including camera and recording facilities. | Spill response procedure as described above. |

# MAINTENANCE CHECKLIST

**(To be completed on site as applicable)**

| Item requiring maintenance | How often? (tick the appropriate box) | | | | | | Where are maintenance instructions? | Who is responsible? |
|---|---|---|---|---|---|---|---|---|
| | Day | Week | Month | Year | 2 years | 5 years | | |
| Check drains and drainage channels for blockages. | | ✔ | | | | | | |
| Clean scaffold and security at end of shift | ✔ | | | | | | | |
| Check state of gates – (to avoid vandals or children getting in and, for example, letting liquids out of a tank). | ✔ | | | | | | | |
| Visually check the un-surfaced areas to ensure that there are no spills. Clean up if necessary. | | ✔ | | | | | | |
| Check scaffold and record weekly | ✔ | ✔ | | | | | | |
| Check footpath around site | ✔ | | | | | | | |
| Check area around pedestrian / works access | ✔ | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

## MAINTENANCE RECORD

| **Item:** | | **Due: Weekly** |
|---|---|---|
| ***Completed on*** | ***Completed by*** | ***Comments*** |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

# ACCIDENT (AND INCIDENT) RECORD

**Record of Accidents, Other Incidents or Near Misses**

This form could apply equally to health and safety; we are particularly interested in things that could impact on the environment, for example: dust, odour or noise outside the site or spillage of polluting liquids onto the ground, into a drain or a watercourse.

"Other incidents" covers impacts on the environment that are not accidents, such as failing to empty the oil interceptor causing oil to get into the drains, or vandals causing an oil spill.

It is good practice to record near misses in order to avoid future incidents – e.g. the vandals opened the valve on the tank but the bund caught everything and no harm was done. You do not have to inform us of this sort of thing.

| |
|---|
| Date and time of the incident |
| What happened, what was it about? |
| Was anyone else aware of this – other witnesses? If so who? |
| What caused it? |
| What have you done to make sure that it does not happen again? |
| Was there any significant pollution – for example: dust, odour or noise outside the site or spillage of polluting liquids onto the ground, into a drain or a watercourse? If so what? |
| If there was then you must notify the Environment Agency.<br>Have you done so? YES / NO<br>At what time did you phone? |
| You must also write or send an email to confirm this to the local office (see your accident management plan for the address).<br>Have you done so? YES / NO<br>What date did you contact? |
| Please print your name and sign |

Continue overleaf or on a separate sheet if you do not have enough room.

Keep the completed form in the file to discuss with the Environment Agency when they visit.