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Greencore Meals Boston Noise Management Plan

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1 Introduction

In support of the Greencore Boston application to the Environment Agency (EA) for a bespoke A(1) Installation environmental permit, the facility is required to produce a standalone Noise Management Plan (NMP). This NMP has been developed in accordance with the EA online guidance "Noise and Vibration Management: Environmental Permits" and addresses the delivery of all relevant Food and Drink Sector Best Available Techniques (BAT) Conclusions.

The purpose of the NMP is to demonstrate that the control of noise has been taken into account in the operation of the permitted installation. This NMP is therefore a working document and is updated and refined as required throughout the operation of the Facility. The NMP forms an integral part of the site Environmental Management System (EMS) and operational staff have easy access to the document. In addition, the NMP sets out operational arrangements to control and mitigate noise from the Facility and is made available to all operational staff working at the Facility.

In developing this NMP, the Facility understands its responsibilities for controlling noise generated by its activities and is committed to ensuring that its operations do not result in unacceptable noise impacts at off-site receptors. The Facility is committed to ensuring that all noise control equipment is designed, operated and maintained appropriately to ensure that noise is effectively controlled at all times.

The Installation will undertake regular and periodic internal reviews, including scheduled annual reviews of the NMP, to ensure that it is effective at controlling noise and mitigating the impact of noise generated by the Facility. In response to operational changes on site that have noise-related considerations, this NMP will be reviewed and updated if required.

1.1 Report structure

This report has the following structure broadly in line with the guidance provided by the Environment Agency:

- Section 2 - Details of the site location, including site address, are presented in Section 2.
- Section 3 - A review of sources, pathways and receptors is presented in Section 3.
- Section 4 - A noise risk assessment, including measures for noise management at the Facility.
- Section 5 - Noise monitoring at the site.
- Section 6 - Further details on the reporting and complaints procedures implemented at the Facility.
- Section 7 - Actions in the case that unacceptable noise has been monitored or complaints have been received.
- Section 8 – Improvements.

2 Site Location and Description

The Greencore Boston site is located along Chapel Road in Old Leake, Lincolnshire, PE22 9PN. The site is around 10km northeast of the town of Boston; the site is centred on National Grid Reference: TF 39869 51545.

The site is a food manufacturer producing fresh prepared foods, including ready meals, pasta dishes, deli products and salads. The facility operates 24 hours per day, 7 days per week. A typical range of activities expected at a permitted food operator occurs on site, including incoming goods, ambient and refrigerated materials storage, cooking, chilling, packing, the operation of process boilers, effluent treatment and finished goods despatch.

The site is located within an area that is topographically flat and agricultural in character for several kilometres in all directions. The site is neighboured on all sides by agricultural land, with isolated properties located throughout the broader area. There are residences located on Fellands Gate and Chapel Road to the north of the site, a village approximately 500 m north of the site, and the village of Old Leake approximately 1 km south of the site.

3 Review of Noise Sources, Pathways and Receptors

3.1 Noise

Emissions of noise radiating from the operation of the Facility (for example, regular `drone' type noise, impacts from movement of vehicles and materials and tonal noise from reversing alarms) can give rise to annoyance at local resident properties and affect their enjoyment of their homes and gardens. Long-term exposure to high levels of noise pollution can cause nuisance resulting in sleep disturbance, anxiety and stress and can therefore affect health.

3.2 Noise sources

Noise sources were quantified in 2026 through the completion of a BS 4142:2014 +A1:2019 accredited Environmental Noise Survey, conducted by Environmental Essentials (UK) Ltd.

In summary, the environmental noise survey identified the following key noise sources:

- Logistics and HGV Activity: Noise is generated by the movement of HGVs and through the hum from electric generators on chilled trailers.
- Fixed Plant and Infrastructure: Fixed plant, such as chiller units and overhead ducting systems, generates noise through motors, fans and pumps. The effluent treatment plant emits a constant low-frequency noise, specifically from the aeration cones.
- Forklift Operations: Both the movement of FLTs in the yard (and safety associated warning signals) plus the activities undertaken by FLTs (e.g. tipping) can create a range of noises.

3.3 Pathways

Airborne noise (i.e. the spreading of sound energy) radiated from plant, vehicles and plant buildings on site has the potential to be transferred to nearby receptors through the air. The extent to which the noise is perceptible or where it becomes a nuisance at sensitive receptors is dependent upon the pathway. This is influenced by the separation distance, wind direction, wind speed, frequency of sound, obstructions along the pathway, type of ground cover, meteorological conditions, height of noise source and receptor above ground level, and the size and characteristics of the noise source.

3.4 Receptors

A human sensitive receptor is any location where a person may experience perceptible site noise that causes adverse impacts, annoyance or nuisance in accordance with relevant noise guidance and standards.

Site Personnel and visitors

Personnel and operatives working on site are the closest receptors to any noise and vibration produced on site; however, due to consistent working conditions, it may be unlikely that operatives would be particularly sensitive to noise and vibration. Personal Protective Equipment (PPE) is made available where appropriate.

It is unlikely that noise and vibration from the installation will cause nuisance or distress to visitors to the site. However, all visitors shall be made aware of the nature of the site operations. PPE shall be made available where appropriate in line with the site rules.

Neighbours

Neighbouring sites and businesses are likely to be the most sensitive receptors to noise and vibration nuisance, especially those not operating industrial or commercial facilities where noise-generating plant or equipment is used. Good relationships with neighbouring landowners and businesses are essential to anticipate potential problems and avoid them where possible, to prevent any cause for complaint.

Sensitive human receptors can include:

- Residential dwellings;
- Schools;
- Hospitals;
- Care homes;
- Childcare facilities;
- Hotels;
- Gardens, where relevant public exposure is likely, excluding extremities of gardens or front gardens; and
- Sensitive commercial premises, which may include, for example, an office environment.

Given the nature of the activities undertaken at the Facility, a representative relevant noise receptor distance is set at 600 m. There are limited receptors located within the vicinity of the installation. Below is a list of potential noise receptors beyond the installation and a diagram showing the locations of receptors.

Table 1 – Potential noise receptors

Ref	Receptor	Location (direction from site)	Approx. distance to the site boundary	Category
R1	Fellands Gate Residences	Adjacent to the north of site in Fellands Gate	50m	Residential
R2	Chapel Road Residences	Adjacent to the north of site in Chapel Road	75m	Residential
R3	Church Road Residences	South of site, isolated houses on Church Road	330m	Residential
E1	Millers Wood children's outdoor play area	Located off Chapel Road, north of site	400m	Childcare
R4	Southern edge of the village	North of site	600m	Residential
01 / 03	Chapel Road Residences	Adjacent to the north of site in Chapel Road	30m	Residential

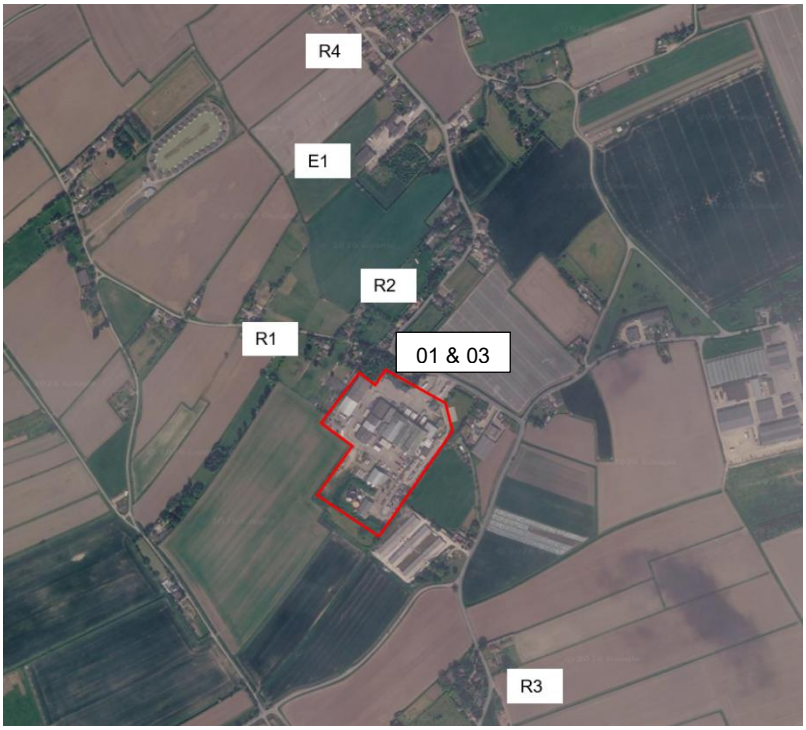
The receptors used within this NMP provide a good cross-section of receptor locations which are either in proximity to the site and at greater distance where noise may be perceptible. It is recognised that they are not an exhaustive list and that consideration of noise levels in other residential areas around the Facility may also need to be considered, as required.

There are no ecological receptors considered to be sensitive to noise within 1 km of the installation boundary.

In consideration of its potential to impact on-site and off-site receptors, the Facility shall ensure:

- That the site is generally open to contact from both site personnel and neighbours with contact details shown on signage at the site entrance.
- That any complaints are recorded and that problems, where possible, are dealt with promptly as set out in the relevant section in this document.

Figure 1 – Noise Receptors Map



The Noise Impact Risk Assessment identifies Noise Sensitive Receptor locations 01 (NSR at Chapel Road) and 03 (outside NSR opposite front end of boundary). These are sensitive areas that, if noise complaints are received, will be dealt with promptly. Corrective actions referenced in section 4.2 relating to acoustic controls.

4 Noise Management

4.1 Responsibility for implementation of this plan

This NMP is a working document. Initially, it is intended to demonstrate that the control of noise has been considered as part of the day-to-day operation of the Facility. The Installation has responsibility for the implementation, review and updating of the NMP.

The Installation aims to ensure that any persons performing tasks for it, or on its behalf, which have the potential to cause significant environmental impact, are competent on the basis of appropriate education, training or experience. Key management roles at the Facility include the Safety, Health and Environment (SHE) Department, the Departmental Managers and the General Manager. The SHE Department Management are responsible for ensuring that procedures are in place for noise management on site and for responding to and investigating off-site environmental noise complaints. The Departmental Managers are responsible for ensuring that noise control measures are in place in their department, and for investigating any justified environmental complaints that have been caused by noise originating in their department and putting in place mitigation measures as appropriate. The managers are responsible for ensuring that all employees are fully trained on noise control, with all employees at the Facility responsible for following the company procedures.

Systems to provide training for relevant staff are provided. Training requirements and records for staff are documented and recorded as part of the site training matrices at the Facility. Relevant documents include:

- Site Induction within which is included a section on Environmental Noise
- ENV027: Neighbours or Public Complaints Procedure
- Site Contractor induction within which is included a section on Environmental Noise

Where noise is generated by contractors working at the Facility, the Installation acknowledges responsibility for ensuring that noise impacts are minimised. This includes providing contractors with details of the health and safety risks on site and the procedures that need to be complied with. Contractors are required to confirm that they will adhere to the site rules and pass the site induction before working on site. Where a contractor has been found not to comply with the site rules, escalation procedures are in place and repeat offenders are refused access to the site.

4.2 Control of noise

The key sources of noise emissions have been referred to in Section 3. Control of the impact of noise involves the treatment of noise at source, for example through enclosure, method of operation, replacement, maintenance, monitoring and review.

The overall approach taken to managing noise includes the following steps:

- Identify all noise sources within the site by conducting a noise survey. *The most recent survey has been undertaken in 2026 and has informed the current NMP.*
- Assess noise levels by measurement of the identified noise sources. *This has been undertaken in 2026 and has informed the current NMP.*
- Determine the regulatory requirements for the site. *This has been completed and is included in the most recent Noise Impact Assessment report from 2026 and has informed the current NMP.*
- Determine the most significant noise sources on-site and at sensitive receptors off-site. *These have been determined and are presented in the most recent Noise Impact Assessment report from 2026 and have been used to inform the current NMP. Any further significant sources if arising will be determined during annual review and monitoring and / or in response to complaints or site observations as applicable.*
- Apply a noise reduction programme which includes the use of noise mapping and propagation, evaluation of most cost-effective measures and their implementation. *This is ongoing with the most recent elements having been included as recommendations in the most recent Noise Impact Assessment report from 2026 and has informed the current NMP.*
- Consider techniques for the reduction of noise at source and the site level (e.g. enclosing noisy plant, soundproofing buildings, use of silencers, keeping doors closed, regular maintenance, screening methods, limiting outdoor night-time activities where practicable and limiting speed). *This is ongoing with the most recent recommendations included in the most recent Noise Impact Assessment report from 2026 and has informed the current NMP.*
- Monitoring of noise levels to ensure they are within reasonable limits that would not be expected to cause nuisance for sensitive receptors. *The monitoring of noise is inherent in routine SHE internal inspections. A structured and recorded noise monitoring exercise will be undertaken in response to an environmental noise complaint (internal or external) or as a result of internally identified abnormal environmental noise levels. A pro forma for recording observations is included in Appendix 1.*
- Review and update the noise management plan to ensure it remains effective and up to date with current regulations and Best Available Techniques relevant to the Food and Drink sector.

This will be undertaken at annual review considering interim observations and records from the previous year.

The 2026 Noise Assessment recommended several noise control measures to help minimise noise impact

- Switch to electric trailer power: Ensure all refrigerated trailers use electric hook-ups on arrival to eliminate diesel generator noise. *Seven bays are used to house trailers awaiting loading at the site. All these use electric hook ups with priority placed on repairs if one of these is inoperable. Diesel generators are available but used only in situations where electric hook up repairs are not viable in time to spoil food.*

- Upgrade and maintain equipment: Replace older chiller units with quieter models and install vibration isolation to reduce mechanical noise. *The process of chiller replacement has commenced with the introduction of the Ammonia Energy Plant. This removed previous chiller units and located the Energy Centre further away from receptors. Greencore Boston Meals are proposing a site improvement plan to upgrade site capability. This will, if approved, remove a number of chiller units and replace them with permanent structures which utilise the Ammonia Energy Plant thus reducing vibration and noise.*

- Install acoustic controls on plant: Use duct attenuators, silencers, or enclosures to reduce dominant noise from fans, ducting, and refrigeration units. *As above, Greencore Boston Meals are working towards a solution to remove fans and ducting from refrigeration units.*

- Introduce effective noise barriers: Where needed, install acoustic screens or barriers at the site boundary to limit direct noise to receptors. *Fencing and vegetation are already positioned to reduce noise impact. Additional consideration into potential options is being sought in line with monitoring.*

- Strengthen night-time controls: Continue to enforce the 22:00–06:00 no-activity policy and improve scheduling to prevent late-night disturbances. *Nighttime controls are in place and work effectively. Concerns locally have not been raised for process noise concerns.*

- Improve yard operations: Repair uneven surfaces and ensure engines/chillers are turned off when not in use to reduce impact and idling noise. *Concrete repairs to the main entrance of the site and the front yard have been completed in 2026. Uneven surfaces are repaired when required and vehicle movements are mainly completed to the rear of the site, which is the furthest from noise receptors.*

- Reduce operational impact noise: Train staff and drivers to minimise dropping materials, use quieter handling methods, and adopt broadband reverse alarms instead of tonal beepers. *Materials being dropped is completed to the rear of the site away from receptors. Drivers are experienced and sensitive to neighbour concerns and reversing blue lights have been introduced to the trucks to reduce reliance on tonal beepers.*

4.3 Appropriate measures and best available techniques (BAT)

In respect of the EU BAT Reference Document for the Food and Drink Sector and the associated BAT Conclusions for the site, the site's response is provided below.

In order to prevent or, where that is not practicable, to reduce noise emissions, BAT 14 is to use one or a combination of the techniques given below (prevention / point source reduction / site level reduction):

(a) Appropriate location of equipment and buildings

Due to the layout and location of the installation, there is limited opportunity to maximise the distance between noise emitters and receptors. Plant or equipment with the greatest potential to create excessive noise is internal or enclosed, for example compressors, boilers and all main processing equipment. The site exercises a range of noise management measures in line with its NMP.

When installing new plant, noise is taken into consideration and plant is designed in order to minimise noise off-site. Noise surveys are carried out as part of planning applications prior to installation to assess the impact of any new plant to the surrounding areas.

(b) Operational measures

Plant and equipment is subject to routine PPM and condition-based inspection that would detect abnormalities in operation that could lead to excessive noise. There is no specific noise abatement equipment. A combination of management techniques, housekeeping, monitoring, maintenance and inspection is used to minimise noise. Various primarily operational measures are in place to control noise emitted from the site, particularly during the night; personnel are inducted and reminded of the sensitivity of neighbouring residents and the need to follow appropriate procedures. External activity is reduced during the night. Noise is a consideration of the activities of contractors and projects and is routinely assessed as part of the evaluation of RAMS during planned and reactive construction and maintenance activities. All areas of the site are subject to inspection and process confirmation audits that would identify abnormal operations or activities that may give rise to noise nuisance potential.

Consideration of noise is part of equipment specification, which would identify opportunities to include the requirement for low-noise equipment such as fans, pumps and compressors, where this is applicable for temporary and/or new equipment.

Consideration of noise is part of the part of equipment specification which would identify opportunities to include the requirement for low noise equipment such as fans, pumps and compressors where this is applicable for both temporary and / or new equipment.

(d) Noise control equipment and (e) Noise abatement

Consideration of noise is part of the change management process and the design brief for new installations, including specification of building fabric in addition to the location and layout of process and ancillary equipment. Environmental noise would be driven by the need to meet both planning and permitting requirements which, if the need for a technical assessment is demonstrated, would identify noise control and mitigation methods to address noise nuisance potential.

In addition to the general sector BAT points the following good practice techniques are considered relevant:

(i) Enclosing noisy equipment in housing or by encapsulation and by soundproofing buildings;

For plant and equipment outside buildings, the aim is to reduce noise levels as far as reasonably practicable. This is carried out for new plant by careful selection of plant and equipment.

(ii) Keeping gates and doors closed at all times when not in use.

The installation operates a closed door policy in line with food safety standards. Most factory doors are self-closing which will reduce noise nuisance potential.

(iii) Reducing noise from traffic by limiting the speed of internal traffic and for trucks entering the site;

The on-site speed limit is enforced. All vehicles entering the site must obey local signage, and near-miss reporting is used to identify any vehicles that may be exceeding the speed limits. Any issues with external hauliers would be dealt with by Despatch contacting the specific haulier with complaints.

(iv) Limiting outdoor activities during the night;

Outdoor activities that may have an impact off-site are reduced.

4.4 Noise Risk Assessment and mitigation

Section 3.2 provides detail of each of the noise sources within each department and the potential impact they could have on local receptors.

4.5 Noise Risk Assessment Summary

The risk assessment and management measures indicate that the perceived risk of noise from the Facility is not significant. Should the monitoring (see section 5) or complaints procedure (see section 6) prove otherwise, appropriate action will be taken to identify and stop the source of the noise. Following this, the risk assessment and NMP will be reviewed and updated accordingly to ensure its effectiveness.

4.6 Abnormal operations

The above sections consider normal operations. It is possible that abnormal operations, including equipment failure, weather and emergencies, could increase the risk of noise impacts. Management for the following abnormal situations is as follows.

Table 2 Abnormal Operations

Event	Location	Likely Effect	Response Measures	Timescale for Response
Loss of electrical supply	Site-wide	Site shut down	Work with local providers to reinstate electric	Immediate, for the length of the outage.
Prolonged power outage	Site-wide	Emergency generators brought onto site	Suitable location selected for generators on a case-by-case basis. Off-site monitoring to ensure generators do not increase noise levels. Contact sensitive receptors to give indication of length of outage.	Immediate, for the length of the outage. Reliance on diesel generation for long periods is not economically viable.
Fire / emergency	Site-wide	Prolonged sounding of the site fire alarms	Alarms are sounded until the Incident Commander is satisfied that the situation is safe	Immediate. 24 /7 production so engineering on site
Emergency venting of process emissions	Site-wide	Reverberation through the stacks may change the noise profile	Certain instances may require the use of stacks for a short duration to enable safe shutdown of processes however the air flow expected is no greater than under normal operations.	Immediate

Event	Location	Likely Effect	Response Measures	Timescale for Response
			Short term, so no requirement for receiver contact.	
Emergency venting of pressure through PRVs	Pressure vessels and associated systems	Venting through PRV for short duration – as above	As above	As above
Equipment failure	Site-wide	Potential for short duration impulse noise to be generated	Process stopped for safety reasons Short term, so no requirement for receiver contact.	Immediate

4.7 Management of change

When equipment is to be replaced, a decision is made as to whether to replace like-for-like or whether different equipment is more appropriate. As part of this decision-making process, consideration is given to the noise impacts of the equipment and whether an alternative option could be used to reduce off-site noise impacts.

5 Monitoring

5.1 Environmental Management System

This NMP forms part of the EMS and is reviewed and updated accordingly. The EMS includes procedures for managing external complaints, such as the Site Complaints Log. Further detail on the complaints procedures at the Facility is presented in Section 6.

5.2 Noise monitoring

This NMP forms part of the EMS and is reviewed and updated accordingly. Noise monitoring is conducted by the SHE Team.

As a result of the considered low likelihood or impact and the lack of a significant history of noise complaints at the site, an extensive noise monitoring regime is not considered appropriate or proportionate. It is considered that generally there is a low likelihood of any adverse impact from noise to nearby sensitive receptors.

The monitoring of noise is inherent in routine SHE internal inspections. A structured and recorded noise monitoring exercise will be undertaken in response to an environmental noise complaint (internal or external) or as a result of internally identified abnormal environmental noise levels. A plan of the sampling points is detailed in the map below.

Figure 2 – noise monitoring locations:

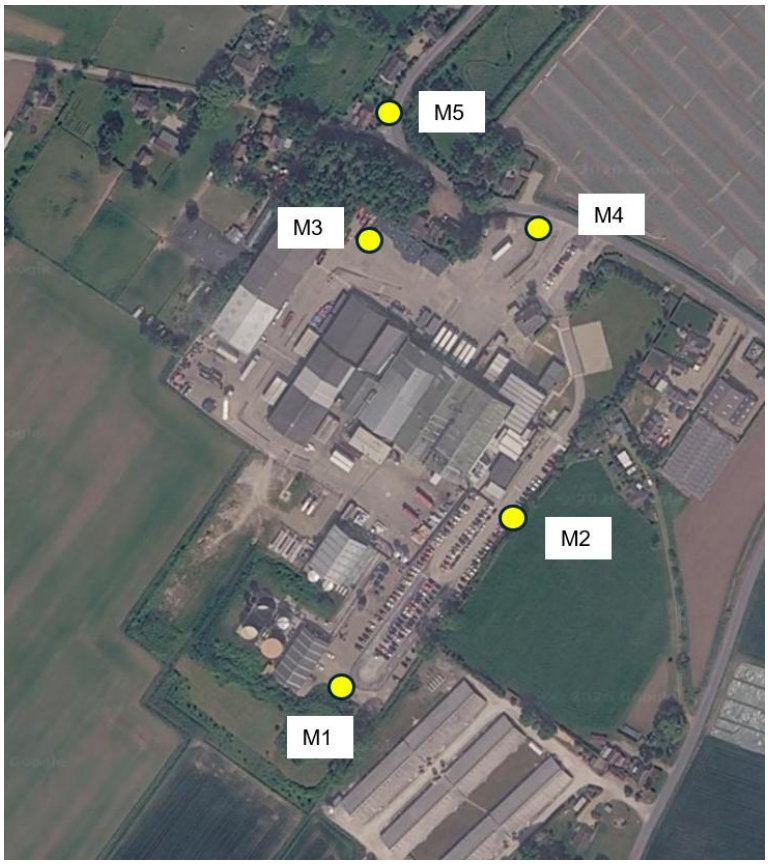


Table 3 Monitoring Positions

Position	Location
M1	Rear of the site, adjacent to the effluent plant. Likely the noisiest area of the site, however, is remote from receptors.
M2	At the eastern edge of the site in the car park.
M3	North west corner of the site boundary.
M4	At the site entrance.
M5	Outside of the Chapel Road residential receptors.

A pro forma to be used for noise monitoring is presented in Appendix 1.

Where noise levels are in excess of '**3**' (as described in Appendix 1), the cause shall be investigated and recorded on the noise monitoring form for review and action if required.

Where noise levels are in excess of '**4**', the cause shall be investigated and recorded on the noise monitoring form for review and action if required. If a means of resolution is not immediately evident and able to be actioned, temporary mitigation measures will need to be put in place and residents at the most affected receiver, as identified in the form, will need to be informed of the situation and of actions being undertaken (see Section 7 below).

Noise monitoring, when carried out, shall not be undertaken during adverse weather conditions, so as not to affect the results.

The noise monitoring shall be carried out by an appropriately competent and trained individual.

The site shall remain open to the potential that, should conditions or operations at the site alter significantly, there may be a need to review the current noise monitoring regime and amend it accordingly. This will be reviewed during the annual NMP review.

5.3 Noise monitoring record keeping

Records of noise monitoring are kept within the site EMS. Monitoring records (see Appendix 1) will be reviewed within the annual review of the NMP with the aim of improving noise management measures at the site and reducing any significant noise levels.

5.4 Reporting of data

Reporting of data to the EA is undertaken as required in accordance with the conditions of the EPR permit for the Facility. Any complaints received are reported to the EA in accordance with the reporting and complaints procedure for the site – refer to section 6 for further details.

6 Reporting and Complaints Response

The measures outlined in this NMP are aimed at preventing emissions of noise to the extent where complaints may be made by nearby sensitive receptors. Nevertheless, it is considered that having an established complaints procedure is an essential part of implementing a successful NMP.

As such, the EMS includes procedures for managing external complaints, including complaints in relation to noise emissions from the Facility. The procedures include recording the initial complaint, investigating the possible cause, and determining actions to prevent recurrence. This aligns with the requirements of the EPR permit.

The SHE Department Management are responsible for ensuring that procedures are in place for noise management on site and for responding to and investigating off-site environmental noise complaints. The Departmental Managers are responsible for logging any complaints received in the site's incident reporting system, with the EA informed within 24 hours following receipt of a complaint. They are also responsible for submitting a short report to the EA detailing the complaint and whether any remedial actions have been implemented.

Receipt of complaints:

Response to identification of elevated noise levels

Elevated levels of noise may be identified either by site operational staff or by the receipt of a noise complaint from a third party suggesting there may be excessive noise from the operations at the Greencore Boston site.

This section details the contingency measures in place to identify the source of elevated noise levels, bring the noise levels back under control and minimise their impact.

Receipt of complaints

Members of the public can contact the Greencore Boston site with any noise or vibration complaints by the following means:

- By telephone, calling the main switchboard number. Callers to the main Greencore Boston number would be directed to site via the call handler.
- By letter.
- In person, by attending the reception at the site.

Members of the public are also able to contact the EA or the Local Authority with any noise or vibration complaints about the site.

Once a complaint has been received and the details collected, the complaint will be processed in the manner outlined in ENV027.

Public comments, complaints and concerns could be received by email, telephone or letter, either directly to the site or via the relevant authorities, such as the Local Planning Authority or EA. The Installation aims to respond to complaints within 2 working days of receipt, with a maximum time of 7 days implemented to respond to a complaint.

Management of complaints:

The site will maintain a record of all complaints received. Such complaints will be recorded on the "Site Complaints Log".

Complaints will be collated by the site SHE Manager, and all new complaints escalated for the immediate attention of the SLT, with actions to investigate and progress close-out reviewed as part of the Daily Review Meeting schedules, as appropriate.

Collecting complaint details.

Wherever possible, the following information will be collected for each complaint:

- The time and date when the offensive noise was observed;
- The location where the offensive noise was observed, (e.g. postal address, grid reference);
- The complainant's description of the noise. This should include a subjective description of all the factors necessary to assess the impact of the noise, including intensity, character, relative unpleasantness (pleasant, unpleasant, or neutral), frequency and duration;
- The identity of the complainant, if possible, to assess the repeated nature of complaints;
- The residential address of the complainant; and
- Any other information the complainant can offer on activities at the alleged noise source.

The noise complaint report form is presented in Appendix 2.

Investigating noise complaints.

This response procedure sets out what investigative actions will be taken in response to a complaint. The aim of the investigative actions will be to establish:

- The source of the noise complaint; and
- The impact of the noise

The investigation will start with an initial screening of the complaint. If the screening process fails to confirm the noise incident, then the investigation will stop at that point. If the screening process confirms the noise incident, then a more detailed investigation is carried out.

The objective of the initial screening is to quickly screen out those noise complaints that are unlikely to be due to operations at the Greencore Boston site, perhaps because they result from other activities in the area.

The initial screening exercise will consider the following:

- Knowledge of potential sources at the Greencore Boston site, including work activities in progress, any technical problems, etc.
- Knowledge of potential sources in the locality other than Greencore Boston.

- Wind direction at the time of the alleged noise episode (if known)
- Distance and location of the complainant in relation to the site.

If the initial screening concludes that Greencore Boston could be the source of the noise complaint, then further investigation will be carried out, which will either “confirm” and “further characterise” the noise incident as being due to activities at Greencore Boston, or it will “fail to confirm” the incident.

In the event that there is an identified noise source from the Greencore Boston site causing complaints, this shall be discussed at the next appropriate management meeting and any potential actions to minimise the noise discussed and agreed.

7 Actions

During correct operation of the equipment, adverse noise impacts are not expected. An increase or change in noise is typically associated with a failure of equipment and highlights a process issue.

Should any unacceptable emissions of noise be identified by monitoring, a complaint, or departmental managers, the source and reason for the noise will be stopped and investigated and any relevant mitigation or further control measures arranged. Unacceptable noise emissions would be considered to be found to be a ‘**4**’ (see Appendix 1) or more. The SHE team will identify the relevant departmental manager and action will be taken. Under certain abnormal operations, direction will be sought from the Site Lead. This may involve the shutdown of operations causing the noise until a suitable mitigation measure can be put into place. However, a judgement will need to be made to ensure that any equipment can be safely shut down. The EA may also request the cessation of a noise source due to their investigation or response to complaints.

The source and mitigation measures will be monitored by the departmental managers for as long as necessary to ensure that the mitigation measures have been successful and the unacceptable noise has been halted. This may also warrant additional noise monitoring at off-site receptors for a period of time that provides reassurance that the measures implemented are sufficient.

8 Improvements

Improvements will be identified following each annual review of the NMP.

9 Summary

This NMP has been prepared to set out operational procedures to control and mitigate noise from the Facility. It is to be refined and updated annually as part of periodic reviews of the documented management systems at the Facility. Reviews will serve to confirm the identification of any new sensitive receptors, sources of noise, monitoring equipment or changes to relevant procedures, such as complaints handling and reporting.

Appendix 1 – Noise Monitoring Record

Noise Monitoring Record	
Name and role of assessor	
Noise Monitoring Position (MX)	
Date of Observation:	

Time of Observation:	
Weather conditions (i.e. dry, rain, fog, snow):	
Wind strength (none, light, steady, strong, gusting):	
Wind direction (e.g. from NE)	
Noise Sources (e.g. FLTs moving, ETP Aeration Cones, Compressor Operating, Road Noise)	
Noise Level: 1. At or below normal / expected noise level 2. Slightly above expected level, but not significantly. 3. Noticeably above expected level, but deemed unlikely to be a nuisance. 4. Loud enough that a nuisance risk is likely posed to receptors. 5. So loud that it is uncomfortable to be in this location.	
If 3 or above, is there a character (e.g. tonal, impulsive, other)? If so which dominates?	
If 3 or above, is there a clear source of the abnormal noise exceedance? Can it be easily resolved?	
If not easily resolved, instigate SHE escalatory process.	

Appendix 2 – Noise Complaint Form

Noise Complaint Form	
Time and date of complaint:	Name and Address of Complainant:

Telephone Number of Complainant:		
Date of Noise:		
Time of Noise:		
Weather conditions (i.e. dry, rain, fog, snow):		
Location of noise, if not at above address:		
Temperature:		
Wind direction (e.g. from NE)		
Complainant's description of noise:		
- What does it sound like?		
- Intensity (see below):		
- Duration (time):		
- Constant or intermittent?		
- Does the complainant have any other comments about the noise?		
Are there any other complaints relating to the installation, or to that location? (either previously or relating to the same exposure).		
Any other relevant information:		
Do you accept that the noise is likely to be from your activities?		
Operating conditions at time the noise occurred (e.g. flow rate, pressure at inlet and pressure at outlet, vehicular operations, chiller duty etc.):		
Actions taken:		
Form completed by	Date:	Signed: