

Odour Emissions Management Plan V2

Stockport Waste Water Treatment Works Bioprocessing

Eco Clarity Wastewater Services Limited

Report No. CRM.597.003.PE.R.004.B

'Experience and expertise working in union'

enzygo.com

Contact Details:

Enzygo Ltd. (Bristol Office)
The Byre
Woodend Lane
Cromhall
Gloucestershire
GL12 8AA

tel: 01454 269237
email: steph.charnaud@enzygo.com
www: enzygo.com

Odour Management Plan

Project:	Supporting Information – Stockport Sewage Treatment Works
For:	Eco Clarity Wastewater Services UK Limited
Status:	FINAL Version 2
Date:	October 2026
Author:	Jane Hall BSc(hons) CEnv FCIWM, Associate Consultant
Reviewer:	Steph Charnaud MSc MCIWM, Director of Permitting

Disclaimer:

This report has been produced by Enzygo Limited within the terms of the contract with the client and taking account of the resources devoted to it by agreement with the client.

We disclaim any responsibility to the client and others in respect of any matters outside the scope of the above.

This report is confidential to the client and we accept no responsibility of whatsoever nature to third parties to whom this report, or any part thereof, is made known. Any such party relies on the report at their own risk.

Enzygo Limited Registered in England No. 6525159
Registered Office: Gresham House, 5-7 St. Pauls Street, Leeds, England, LS1 2JG

Contents

1.0Introduction 4
1.1 Introduction 4
1.2 Site Description 4
1.3 Maintenance and Review of the OMP 5
1.4 Relevant Sector Guidance on which this OMP is Based 5
2.0Receptors 7
2.1 Receptor List 7
2.2 Wind Rose and Source of Weather Data 9
3.0Sources of Odour and Site Processes 11
3.1 Odorous Materials Entering and Leaving Site 11
3.2 Odorous Materials 11
3.3 Overview of Odorous Processes and Emissions 12
3.4 Settlement Tank (Module 2b) 14
3.5 Summary of Odorous Activities 14
4.0Control Measures and Process Monitoring 16
4.1 Introduction 16
4.2 Control Measures 16
4.3 Monitoring 16
4.4 Monitoring and Maintenance 19
5.0Odour Reporting 20
5.1 Complaints Reporting 20
5.2 Community Engagement 20
5.3 Pro-active Odour Monitoring 20
5.4 Reactive Odour Monitoring 21
5.5 Notifying the EA 21

6.0Abnormal Events 22
6.1 Introduction 22
6.2 Abnormal Meteorological Conditions 22
6.3 Staffing Issues 22
6.4 Accidental Releases and Incidents 23

Tables and Figures

Figure 1: Site Location 5
Table 1: Sensitive Receptors 8
Figure 2: Map Showing Location of Site in Relation to Receptors in Table 1 9
Figure 3: Monthly Wind Speed Statistics and Directions for Manchester Airport 10
Table 2: Odorous Materials 12
Figure 4: Simplified Process Flow Diagram 13
Table 3: Summary of Odorous Activities 14
Table 4: Monitoring and Control Procedures 17

Drawings and Appendices

Drawings 24
Appendix A – Odour Complaints Procedure 25
Appendix B – Complaint Form 26
Appendix C – Waste Types 27

Site details

Site name: **FOG Treatment Facility**

Site address: **Swythamley Road, Cheadle Heath, Cheadle, Stockport, SK3 0NE**

Operator name: **Eco Clarity Wastewater Services UK Limited**

Permit number: **EPR/LP3127SM**

Who this plan is for

This plan is for site staff at the FOG Treatment Facility to operate the plant in a way which minimises emissions of odour.

The plan is available to all staff via the internal file server.

Document owner

- **Document author: Jane Hall BSc(hons) CEnv FCIWM, Enzygo Limited**
- **Version number: 2**

List of revisions

Revision number	Revision authorised by	Date submitted to Environment Agency	Revision owner
1	Chris Clemes	8 October 2025	Bogdan Bujor
2	Chris Clemes	29 October 2026	Bogdan Bujor

1.0 Introduction

1.1 Introduction

1.1.1 This Odour Management Plan (OMP) has been prepared to support EcoClarity Wastewater Services UK Limited's technical submission to support the application for a Permit Variation to Environmental Permit EPR/LP3127SM. The proposed changes are to the Stockport Waste Water Treatment Works Bioprocessing Facility.

1.2 Site Description

1.2.1 The Facility is Operated by EcoClarity Wastewater Services UK Limited whose registered office is 36 Scotts Road, Bromley, England, BR1 3QD. The Company Number, as registered on Companies House, is 12842022.

1.2.2 The FOG Treatment Facility is located within the Sewage Treatment Works (STW) at Cheadle Heath, Stockport. The full site address is:

Stockport STW
Swythamley Road
Cheadle Heath
Cheadle
Stockport
Greater Manchester
SK3 0NE

1.2.3 The location is centred at National Grid Reference (NGR) SJ 86624 89723, as illustrated with a star in Figure 1.

1.2.4 The FOG Treatment Facility treats incoming effluent to extract fats, oils and greases ('FOGs') for recovery into biodiesel at an off-site permitted Facility. It comprises:

- Vehicle offloading and connection points;
- Buffer tank with solids screening;
- Liquid waste storage and FOG treatment vessels;
- Solids storage;
- Wastewater discharge to UU STW via tanker;
- A new secondary treatment tank;
- New water treatment chemicals (small quantities only).

1.2.5 The FOG Treatment Facility will operate continuously with waste deliveries made during the following hours:

- 08:00 to 17:00 Monday to Friday
- 8:00 to 13:00 Saturday
- Sunday and bank holidays - Closed.

Figure 1: Site Location



Reproduced from GoogleMaps™

1.3 Maintenance and Review of the OMP

1.3.1 The Plant Manager is responsible for the OMP and ensuring staff are suitability trained in the content of the OMP, in addition to other management plans and procedures.

1.3.2 A copy of this OMP will be held electronically and located at the Control Room; all members of staff will have access to this document.

1.3.3 The Site Manager will be responsible for dealing with any complaints in relation to odour. The Site Manager will also organise any monitoring or management required to reduce odour emissions, if required.

1.3.4 The OMP will be reviewed on a yearly basis, following a odour incident, or in the event of a change in operation which may impact odour emissions.

1.3.5 All relevant staff to be employed on site will be given training and instruction on implementing the OMP. Following any review of the OMP staff will be re-trained on the content of the OMP. Training will be part of the initial induction process and reviewed annually.

1.3.6 All third-party contractors will be required to be inducted; the induction process will include their responsibility concerning compliance with the OMP.

1.4 Relevant Sector Guidance on which this OMP is Based

1.4.1 This OMP has been prepared with reference to the following key guidance:

- Directive 2010/75/EU of the European Parliament and of the Council of 24 November 2010 on industrial emissions (integrated pollution prevention and control) referred to 'Industrial Emissions Directive or IED' throughout this report.
- Control and monitor emissions from your environmental Permit, Environment Agency (EA), 24 November 2022.

- Biological waste treatment: appropriate measures for permitted facilities, EA, 21 September 2022.
- Additional guidance for H4 Odour Management How to comply with your environmental permit, EA, March 2011.
- Develop a management system: environmental Permits, EA, 3 April 2023.
- Risk assessments for your environmental permit, EA, 3 January 2025.
- Odour Management Plan Template, EA, V2, May 2021

2.0 Receptors

2.1 Receptor List

2.1.1 Sensitive receptors are generally considered to represent places where people are likely to be for prolonged periods such as where members of the public and off–site workers may be exposed to harmful releases arising from the proposed development. The term “sensitive receptor” would therefore apply to dwellings and associated gardens and many types of workplaces.

2.1.2 Sensitive receptors have been identified within the vicinity of the site and a representative list of sites has been provided within a 1000m radius from the site boundary. The list is not exhaustive; as the facility is within an urban area, there are many individual residences and schools beyond those identified.

2.1.3 Table 1 and Figure 2, below present the location of the receptors which have been considered in the context of this OMP. Figure 2 illustrates land uses in the area. The facility, shown by a star in Figure 2, is bordered by the River Mersey 100m to the north, with Mersey Vale Nature Park situated approximately 600 meters to the northwest. The surrounding land use is predominantly industrial and green space, with the Embankment Business Park located about 300 meters to the northwest.

2.1.4 Residential areas are in proximity to the site; the suburb of Cheadle Heath lies roughly 350 meters to the southeast. The Alexandra Hospital, a private healthcare facility, is located approximately 1.6 km to the southwest. There are open fields and a recreational ground 250m to the west and the M60 (Manchester outer ring road) 230m to the south.

2.1.5 Other odour sources comprise the United Utilities Sewage Treatment Works (point A) and agricultural land which lies to the west of the site through activities such as storage of manure and landspreading. Whilst the exact activities are unclear and may change over time, there are industrial units within the Embankment Business Park which may carry out potentially odorous activities. Currently none of the units appear to carry out such activities, however, use of the units may change and this will be maintained under review.

Table 1: Sensitive Receptors

Receptor Reference	Receptor	Land Use	Direction from Site	NGR	Approximate Distance to Site Boundary (m)	Sensitivity to Odour
A	Stockport STW	Commercial	North, East, South and West	SJ 86624 89723	0	Low
B	The Embankment Business Park	Commercial	North	SJ 86505 89999	202	Medium
C	Heathside Park Allotments	Agricultural	South	SJ 86613 89454	240	Medium
D	Residential properties off Selsey Avenue (nearest residential receptor)	Residential	South southeast	SJ 86734 89411	278	High
E	Playing Fields	Leisure	East southeast	SJ 87110 89611	419	Medium
F	Sports Grounds	Leisure	Northwest	SJ 86268 90059	437	Medium
G	Residential Properties off Walnut Tree Road	Residential	East southeast	SJ 87156 89512	499	High
H	Residential Properties off Algreave Road	Residential	East southeast	SJ 87127 89600	500	High
I	Residential Properties off Craig Road	Residential	North northeast	SJ 86785 90312	550	High
J	Didsbury Road Primary School	Educational	North	SJ 86577 90663	721	High
K	Cheadle Heath Primary School	Educational	Southeast	SJ 87336 89285	753	High
L	Mersey Vale Primary School	Educational	Northeast	SJ 87391 90326	949	High
M	Stella Maris School	Educational	North	SJ 86356 90721	988	High

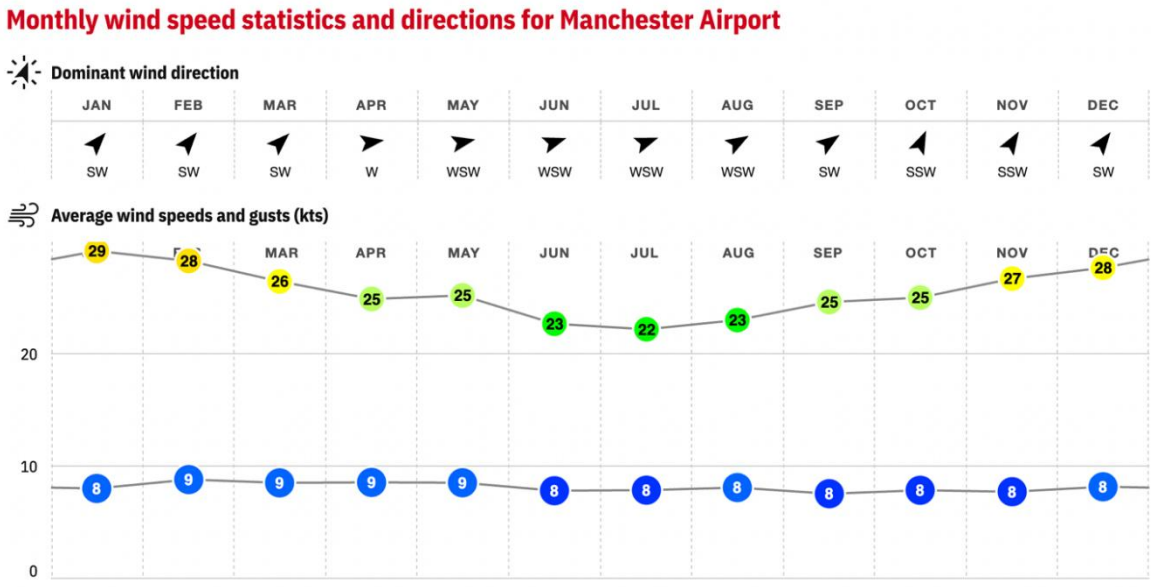
Figure 2: Map Showing Location of Site in Relation to Receptors in Table 1



2.2 Wind Rose and Source of Weather Data

2.2.1 The prevailing winds at the proposed Facility are from the southwest, west, west southwest and south southwest. Information is based on daily observations data sourced from the Manchester Airport weather station, located approximately 8km southwest of the application site (based on data provided by www.windfinder.com) as shown in Figure 3 below.

Figure 3: Monthly Wind Speed Statistics and Directions for Manchester Airport



©Windfinder.com 2025

3.0 Sources of Odour and Site Processes

3.1 Odorous Materials Entering and Leaving Site

3.1.1 Incoming waste types comprise effluents which may contain fats, oils and greases. A full list of waste types and EWC codes is provided in Appendix C.

3.1.2 Incoming wastewater is offloaded from a delivery tanker into a tank via a 2mm screen which removes organic solid waste. The tank is enclosed and situated within a bunded containerised building which can capture 110% of the contents of the tank. The tanker offloading area is bunded, with any transfer points provisioned with curbed drip collection to contain any minor spills which may occur during coupling. The tanker off-loading point is located on a sealed concrete slab.

3.1.3 Waste pre-acceptance, waste testing and waste acceptance procedures are in place. Any wastes which do not meet these requirements are not accepted onto site and the vehicle is asked to leave site and find alternative waste management arrangements.

3.1.4 No non-conforming waste is accepted and no ad-hoc deliveries are made.

3.1.5 There is minimal potential to generate odour on-site. Incoming wastewater is offloaded via pipe into an enclosed tank and there is minimal use of odorous materials across the treatment process.

3.1.6 Solid wastes arising from the process are minimal and comprise only rejected screened solids from the 2mm screen. These solids flow down an enclosed metal chute into a sealed storage tank for collection. This waste is removed from the site, and it is suitable for treatment by anaerobic digestion (AD).

3.1.7 A further occasional liquid waste stream may be generated from sludge which comprises settled solids within the treatment tanks which is required to be removed occasionally. Settled solids in the tanks are removed using a pipe and vacuum tanker and are also suitable feedstock for AD. Waste is transferred off-site within an enclosed vehicle by authorised waste contractors for recovery.

3.1.8 Liquid waste is tankered from the FOG Treatment Facility by UU's tanker drivers and transferred into the head of the works.

3.1.9 As these processes are enclosed, minimal odours are likely to be generated during the acceptance or dispatch of waste.

3.2 Odorous Materials

3.2.1 Incoming wastewater is offloaded via pipe into an enclosed tank and there is minimal use of odorous materials across the treatment process. Several vessels and tanks employed in the treatment process with potential risk for odour release as described in Table 2.

3.2.2 The FOG treatment facility would collect a maximum of 100m^3 waste input per day with an instantaneous maximum flow rate of 1.2m^3 per minute. Typical maximum storage time in effluent treatment tanks will be 1 day, as described in Table 2.

3.2.3 There are occasions during major outages where this may be extended to 7 days in exceptional circumstances.

3.2.4 Wastes are not "stored" in the tanks during normal operation as they operate as treatment tanks (aside from Module 4). Treated effluent is transferred as soon as possible following treatment into the STW via tanker.

3.2.5 Waste treatment capacity is limited to the size of the vessels and no wastes will be accepted if there is no capacity to treat them.

Table 2: Odorous Materials

Vessel	Material	Odour Potential	Maximum Quantity on Site at Any Given Day	Maximum Time Held	Location of Odorous Materials on Site
Buffer tank (Module 1)	FOG-containing liquor	High	6m3	1 day	Containerised unit
Skimming Tank (Module 2)	FOG-containing liquor	High	27m3	1 day	Containerised unit
Separation container (Module 3)	FOG-containing liquor	High	2No. 0.71m3	1 day	Containerised unit
ISO Storage Tank - Brown Grease (Module 4)	Storage of finished product.	Medium	20m3	90 days	ISO tank
Solid waste storage tank	Organic waste	High	0.5-1.5m3	7 days	Main plant area (externally located
Settlement tank (Module 2b)	Residual liquor	Medium	24m3	1 day	Main plant area (externally located

3.3 Overview of Odorous Processes and Emissions

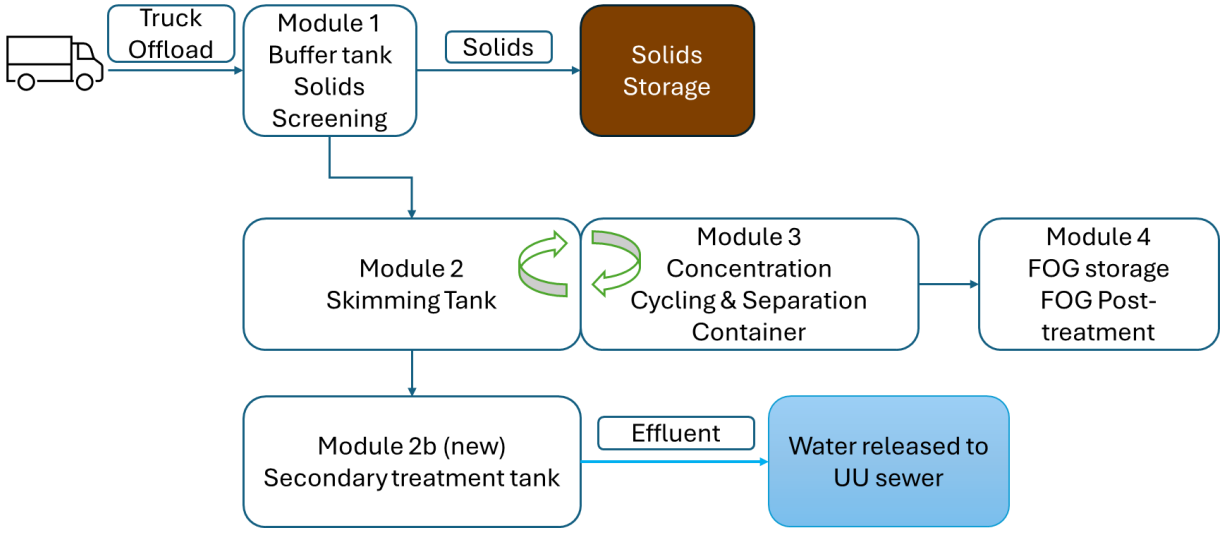
3.3.1 There is minimal potential for the release of fugitive emissions into the air as vessels and tanks are enclosed and the treatment processes are within containers. There are no emissions points to release fumes, odours or pollutants from the processes, therefore releases are likely to be minimal.

3.3.2 There is a small potential for odour release during tanker deliveries, however as the delivery tanker is enclosed and the treatment processes are enclosed, the potential for releases into the air are minimised. Delivery trucks enable back-venting during filling.

3.3.3 The FOG Treatment Facility is a mechanical effluent treatment process which removes FOG from incoming wastewater to prevent problems in downstream sewage treatment plants such as blockages and 'fatbergs'.

3.3.4 The process is illustrated in Figure 4 and described in the sections below.

Figure 4: Simplified Process Flow Diagram



Tanker Offloading into Module 1

3.3.5 Incoming wastewater is offloaded from a delivery tanker into a 6m^3 tank (see Module 1, which is the 'buffer tank' in Figure 2 above) via a 2mm screen which removes organic solid waste. Incoming waste types are limited to those listed in Appendix B. The tank is enclosed and situated within a bunded containerised building which can capture 110% of the contents of the tank. The tanker offloading area is bunded, with any transfer points provisioned with curbed drip collection to contain any minor spills which may occur during coupling. The tanker off-loading point is located on a sealed concrete slab.

3.3.6 Screened solids from the 2mm screen flow down an enclosed metal chute into a sealed storage tank for collection. This waste is removed from the site, and it is suitable for treatment by anaerobic digestion (AD). Settled solids in the tank are removed using a pipe and vacuum tanker and are also suitable feedstock for AD. Waste is transferred off-site within an enclosed vehicle by authorised waste contractors for recovery.

FOG Removal Process (Modules 2 and 3)

3.3.7 Following offloading, the screened effluent in the tank is passed over a weir with the FOG retained within the tank. This mechanical separation process (1st patent pending) does not require any chemicals.

3.3.8 The 'cleaned' resultant effluent generated following the removal of FOG is transferred to the UU STW for further downstream treatment at a maximum rate of up to 95m^3/day. Typically, this water discharge has less than 0.001% FOG present and the COD concentration is approximately 7-10,000mg/l (a reduction of 20% compared to the incoming effluent before treatment). See Module 2, which is the 'skimming tank', in Figure 2 above.

3.3.9 The operator may need to dose flocculants and coagulants into the skimming tank (Module 2) to promote solids removal by gravity settlement and COD reduction which will be determined by the ongoing trial. Material Safety Data Sheets (MSDSs) for the proposed coagulants and flocculants are provided in Appendix C.

3.3.10 The FOG-containing liquor within the tank (see Module 3, which is the 'separation container', in Figure 2 above) is subject to further mechanical treatment processing (2nd patent pending) to concentrate the FOG content. Again, a weir system is used which is in an adjacent fully bunded container. The concentration of the FOG is increased from 5% to over 70% during this 2nd treatment stage. This material, termed "brown grease" is non-hazardous. See MSDS in Appendix C. There is no discharge from this cycling process.

3.3.11 During the cycling process, the FOG-containing liquor is heated to 60°C and slowly passes through a weir system that separates the FOG from the effluent. When the FOG content has reached over 70% concentration, it is pumped into a bunded container (see Module 4 'Fog Storage' in Figure 2 above). The FOG is heated and allowed to settle.

3.3.12 The heated residual liquor, following FOG separation, is returned to the previous separation stage into Module 2 to extract further FOG, retaining its heat content to conserve energy. This cycle continues until all FOG is removed from the system. There is no discharge from this cycling process. The brown grease FOG is collected and used to produce Bio-Diesel in an external biodiesel processing plant.

3.4 Settlement Tank (Module 2b)

3.4.1 The settlement tank dimensions and containment arrangement are described in Table 3 below. This tank (Module 2b) has been added to allow additional settlement of any residual solids, and to provide a more suitable off-loading point to reduce the suspended solids in the effluent and consequently reduce the COD. Discharge to the STW will then flow from this additional tank, and where we expect to see a significant drop in COD and SS

3.4.2 The addition of flocculants and coagulants in the skimming tank (Module 2) is projected to result in the removal of approximately 90% of solids from the incoming waste in the existing skimming tank. Residual suspended solids will settle in the base of the settlement tank (Module 2b) where they will be removed by suction directly into a waste tanker. Therefore, no storage vessels to store settled solids will be required.

3.5 Summary of Odorous Activities

3.5.1

3.5.2 Table 3 below summarises the activities above providing a risk rating for each activity before and after mitigation. The site plan in the Drawings section of this OMP illustrates the location of odorous process.

Table 3: Summary of Odorous Activities

Ref	Activity	Odour Source	Risk Rating (with mitigation)
1.	Screen incoming FOG-containing liquor within enclosed tank within containerised building and transfer solids to enclosed storage unit (see 5 below) via enclosed chute	Buffer tank (Module 1)	Low - small scale enclosed process
2.	Mechanical treatment of FOG liquor to increase FOG content to 70% within enclosed tank within containerised building.	Skimming Tank (Module 2)	Low - small scale enclosed process
3.	Heat treatment of FOG liquor to produce finished product within enclosed tanks in containerised building	Separation container (Module 3)	Low - small scale enclosed process

Ref	Activity	Odour Source	Risk Rating (with mitigation)
4.	Storage of finished product within enclosed tank	ISO Storage Tank - Brown Grease (Module 4)	Low - small scale enclosed process
5.	Storage of organic waste within enclosed vessel	Solid waste storage vessel	Low - small scale enclosed process
6.	Further settling of solids within enclosed tank	Settlement tank (Module 2b)	Low - small scale enclosed process
7.	Spill from pipeline or tank generating odour	Tanks and pipelines	Low - small scale enclosed process

4.0 Control Measures and Process Monitoring

4.1 Introduction

4.1.1 This section describes the control measures in place to prevent odour. The facility is of small scale and applies enclosure of odour as the primary method of preventing its escape and causing nuisance.

4.1.2 The Biowaste Appropriate Measures is for permitted waste management facilities that handle organic waste and is therefore the most applicable guidance document for the acceptance, storage and treatment of liquid waste, which is received by and stored at the Facility prior to the biological treatment of waste at the STW.

4.2 Control Measures

4.2.1 The Facility has been designed in such a way as to control any potential odorous emissions that may be generated by enclosing pipelines and vessels. The Operator has considered both source materials and process related activities, such as emission releases, as part of its mitigation strategy for odour management.

4.2.2 There is minimal potential for the release of fugitive emissions into the air as vessels and tanks are enclosed and the treatment processes are within containers. There are no emissions points to release fumes, odours or pollutants from the processes, therefore releases are likely to be minimal.

4.2.3 There is a small potential for odour during tanker deliveries, however as the delivery tanker is enclosed and the treatment processes are enclosed, the potential for releases into the air are minimised.

4.3 Monitoring

4.3.1 There are no emissions to air from the facility as all tanks and vessels are enclosed with no emission points. The containerised buildings which house the treatment tanks do not require ventilation as they are not workplaces where staff are required to be. Whilst checks and inspections are carried out; staff are not routinely present within the containers and monitoring is carried out remotely via the site office.

4.3.2 Process monitoring and control of the operation is carried out via SCADA which logs key datapoints and process controls.

4.3.3 Table 4 below summarises monitoring and controls in place to prevent the release of odour.

Table 4: Monitoring and Control Procedures

Ref	Odorous and Potentially Odorous Process/Material	Control Measures (Appropriate Measures)	Monitoring Frequency	Monitoring Procedure and Optimum Process Parameters	Trigger Level	Action taken if Outside Optimum Process Parameters
1.	Screen incoming FOG-containing liquor within enclosed tank within containerised building and transfer solids to enclosed storage unit (see 5 below) via enclosed chute	Enclosed process. Inspections. PPM. Pre-acceptance, acceptance and testing. Doors closed unless in use.	Daily inspections	SOPs Daily Inspection Work Instruction and Checksheets	Fault identified Spill detected during walkovers	Investigate reasons for odour. In the unlikely event of odour which results in off-site complaints, if necessary, cease operation until source of odour has been determined and rectified. Remove odorous waste from site.
2.	Mechanical treatment of FOG liquor to increase FOG content to 70% within enclosed tank within containerised building.	Enclosed process. Inspections. PPM. Process monitoring. Doors closed unless in use.	Daily inspections Continuous online process monitoring	SOPs Daily Inspection Work Instruction and Checksheets SCADA	Fault identified Spill detected during walkovers	Investigate reasons for odour. In the unlikely event of odour which results in off-site complaints, if necessary, cease operation until source of odour has been determined and rectified. Remove odorous waste from site.
3.	Heat treatment of FOG liquor to produce finished product within enclosed tanks in containerised building	Enclosed process. Inspections. PPM. Process monitoring. Doors closed unless in use.	Daily inspections Continuous online process monitoring	SOPs Daily Inspection Work Instruction and Checksheets SCADA	Fault identified Spill detected during walkovers	Investigate reasons for odour. In the unlikely event of odour which results in off-site complaints, if necessary, cease operation until source of odour has been determined and rectified. Remove odorous waste from site.
4.	Storage of finished product within enclosed tank	Enclosed vessel. Inspections. PPM.	Daily inspections	Daily Inspection Work Instruction and Checksheets SCADA	Fault identified Spill detected during walkovers	Investigate reasons for odour. In the unlikely event of odour which results in off-site complaints, if necessary, cease operation until source

Ref	Odorous and Potentially Odorous Process/Material	Control Measures (Appropriate Measures)	Monitoring Frequency	Monitoring Procedure and Optimum Process Parameters	Trigger Level	Action taken if Outside Optimum Process Parameters
						of odour has been determined and rectified. Remove odorous waste from site.
5.	Storage of organic waste within enclosed vessel	Enclosed vessel. Inspections. PPM.	Daily inspections	Daily Inspection Work Instruction and Checksheets	Fault identified Spill detected during walkovers	Investigate reasons for odour. In the unlikely event of odour which results in off-site complaints, if necessary, cease operation until source of odour has been determined and rectified. Remove odorous waste from site.
6.	Further settling of solids within enclosed tank	Enclosed process. Inspections. PPM. Process monitoring.	Daily inspections Continuous online process monitoring	SOPs Daily Inspection Work Instruction and Checksheets SCADA	Fault identified Spill detected during walkovers	Investigate reasons for odour. In the unlikely event of odour which results in off-site complaints, if necessary, cease operation until source of odour has been determined and rectified. Remove odorous waste from site.
7.	Spill from pipeline or tank generating odour	Enclosed processes. Spill procedure Bunding Inspections. PPM. Process monitoring.	Daily inspections	Daily Inspection Work Instruction and Checksheets SCADA	Fault identified Spill detected during walkovers	Clear spill. Remove odorous waste from site.

4.4 Monitoring and Maintenance

4.4.1 The Operator maintains critical plant and equipment and there are service contracts or other similar provisions in place where tasks cannot be carried out by site staff.

4.4.2 The new plant and equipment will employ computerised controls. If fault is detected an automated email is sent to the site operator and the Eco Clarity management team. The system can be monitored remotely and if necessary, can be shut down remotely.

4.4.3 Plant and equipment will be subject to regular inspections to check integrity. All new plant and equipment will be maintained as per equipment manufacturer's instructions. Provision of spare parts is maintained on-site for known perishable items.

4.4.4 Odour monitoring at the Site will be the responsibility of the Site Manager or their appointed representative. Odour monitoring will only be carried out by a suitably trained personnel. Odour monitoring would be undertaken during the normal working day.

4.4.5 It is not anticipated that odour will cause annoyance for the site's neighbours as the process is enclosed in place to prevent release of odour to atmosphere. However, should odour become a concern for neighbouring properties or businesses, off-site odour monitoring will be carried out.

4.4.6 If an odour incident occurs because of on-site operations and results in substantiated complaints, an investigation will be conducted by a suitably trained and competent odour consultant to determine the root cause of the problem and an action plan will be initiated to address and mitigate any issues identified.

5.0 Odour Reporting

5.1 Complaints Reporting

5.1.1 Odour complaints received at the facility investigated by the Operator without delay to identify the root cause in accordance with the Complaints Procedure in Appendix A. Complaints are responded to as soon as possible, typically during the same day that the complaint was recorded. Verified odour problems will be reported to the local authority within 24 hours.

5.1.2 The Operator will undertake a formal review of on-site processes following any major incident and will routinely review any complaints received as and when they occur.

5.1.3 All records of events and actions taken are retained as required by the Permit for a period of six years.

5.2 Community Engagement

5.2.1 It is vital to record and act upon complaints received and communicate the outcome of the investigation to the complainant. It is equally vital to undertake a review following complaints or incidents if warranted to implement further control measures or change behavioural practices on-site to prevent the event from occurring again.

5.2.2 Members of the public can contact Eco-Clarity Wastewater Services with any odour complaints in relation to the plant by the following means:

- Email
- Phone
- Website
- Contact details are displayed on approach to site.

5.2.3 The Complaints Procedure is included in Appendix A. All records of events and actions taken will be retained as required by the Permit.

5.3 Pro-active Odour Monitoring

5.3.1 Daily site inspections will be carried out by trained staff. Prior to the commencement of operations, site management will develop inspection programmes which will identify any potential odour sources, noting that processes are designed to be enclosed to minimise odour. The time and location of these inspections will be recorded in the Site Diary (or alternative similar record).

5.3.2 Additional monitoring will be undertaken if the following events occur:

- The site manager has identified an odour source
- Complaints are received for odour emissions
- Change in operations which may generate potential odour emissions.
- Change in nearby receptors.

5.3.3 Odour monitoring at the Site will be the responsibility of the Site Manager or their appointed representative. Odour monitoring will only be carried out by a suitably trained personnel. Odour monitoring would be undertaken during the normal working day.

5.3.4 Monitoring odour impacts will be achieved by monitoring and recording complaints in accordance with the Complaints Procedure in Appendix A and recorded on the form in Appendix B. Complaints may be reported directly to the Facility or to EA.

5.3.5 Complaints records will include:

- Date
- Time
- Nature of complaint
- Locality of the complaint (postcode, grid reference, street)
- Description of the odour observed including frequency and duration
- Name of complainant
- Potential source of the odour
- A summary of investigations undertaken
- Actions taken
- An outcome

5.3.6 The information described above will be collected on the Odour Complaint Form in Appendix B.

5.4 Reactive Odour Monitoring

5.4.1 It is not anticipated that odour will cause annoyance for the site's neighbours as the waste treatment process is enclosed to prevent release of odour to atmosphere. However, should odour become a concern for neighbouring properties or businesses, off-site odour monitoring will be carried out at representative locations.

5.4.2 If an odour incident occurs because of on-site operations and results in substantiated complaints, an investigation will be conducted by a suitably trained and competent odour consultant to determine the root cause of the problem and an action plan will be initiated to address and mitigate any issues identified.

5.5 Notifying the EA

5.5.1 If an accident or incident occurs the Operator will notify the EA as soon as practically possible. The Site Manager, TCM or duty Shift Manager for the facility will also notify the Regulatory Officer should any complaints be received directly to site and advise what remedial measures or actions have been taken to address the problem. Copies of any substantive complaints received will be made available to the EA for review.

5.5.2 The EA will also be notified in accordance with Environmental Permit conditions using the Notification form provided in the Permit Schedules.

6.0 Abnormal Events

6.1 Introduction

6.1.1 The following occurrences related to external factors may result in abnormal operation or exacerbate normal operating conditions potentially resulting in odorous releases from the site.

6.1.2 The sections below describe how each external factor is managed on site and how it can potentially impact odour emissions.

6.2 Abnormal Meteorological Conditions

6.2.1 Abnormal meteorological conditions can cause disruption to operation in the following ways, for example:

- Localised flooding can cause damage to plant and equipment and prevent access to the site.
- Hot weather can damage plant and equipment and exacerbate odours.
- Cold weather can freeze the contents of pipework and cause damage to plant and equipment.
- Heavy snow fall can cause damage to plant and equipment (such as through snow loading on buildings) and prevent access to the site.

6.2.2 In extreme circumstances, damage may result in odorous releases, for example if the damage was caused to tanks and pipework.

6.2.3 The Site Manager and staff operatives undertake weather checks to ensure that any abnormal weather conditions can be foreseen as much as possible and contingency arrangements can be put in place prior to any problem occurring on site. If the site must be closed due to severe weather conditions deliveries are diverted to an alternative suitably authorised site for either recovery or disposal. The process can be safely shut down, if necessary, from a remote location.

Breakdown of Process Equipment and Plant

6.2.4 If there is a breakdown of equipment or plant during out-of-hours operations the standby and duty staff are alerted to the problem.

6.2.5 Critical spares are kept on site so that any failed parts are quickly replaced and unnecessary delays in ordering parts can be avoided. When a spare part is used, the Site Manager is made aware and another replacement part ordered to ensure the stock of spare parts is replenished.

6.3 Staffing Issues

6.3.1 If there is insufficient staff, for example through illness, it could result in an increased potential for an incident to occur. The operation of the facility could be impacted from inappropriate staffing (e.g. individual staff members have not received training or instruction), or inadequate staffing.

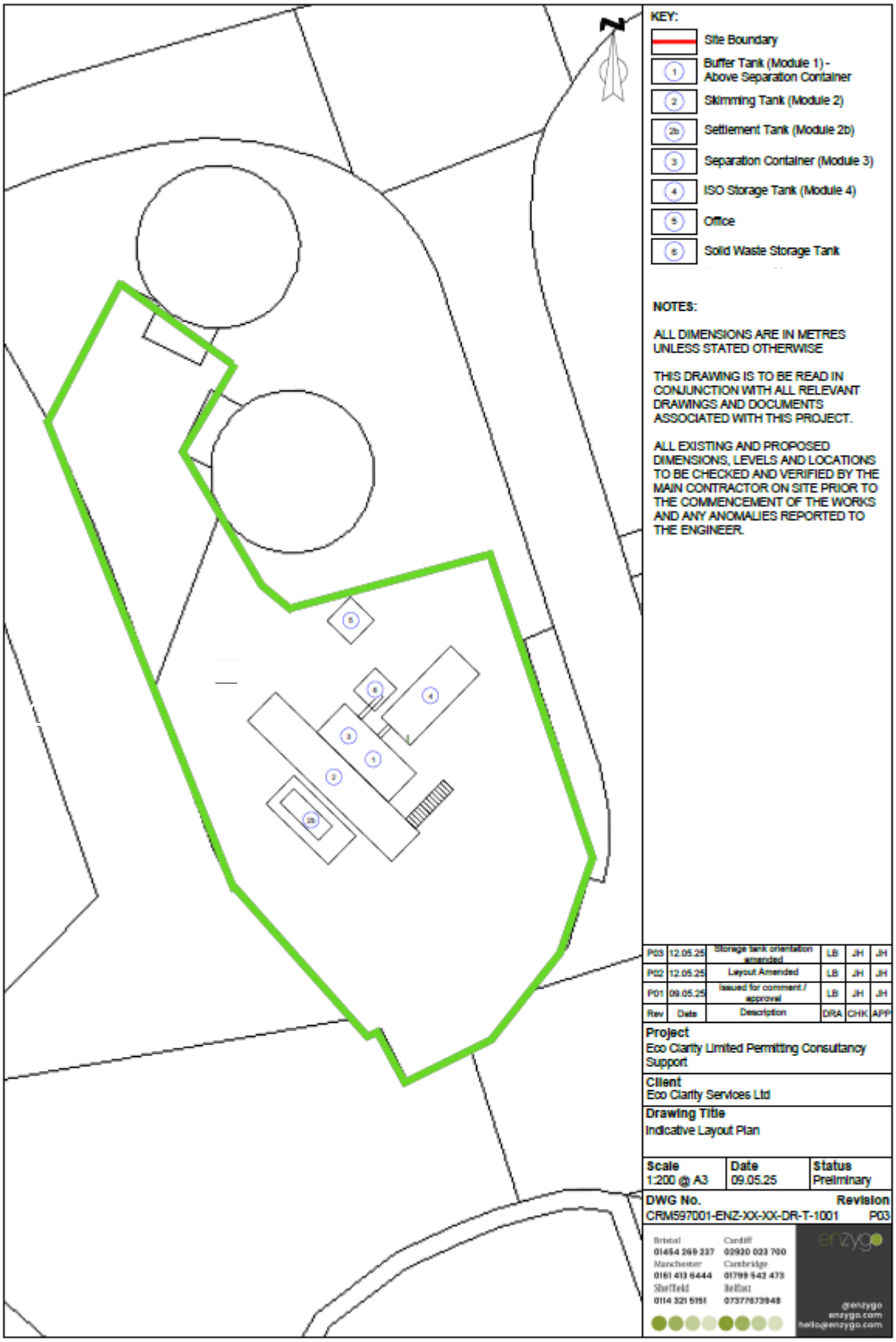
6.3.2 The facility has in place a standby staff rota which is actively managed, and in the event of staff illness, additional staff are available to attend site. Equally, during staff holidays the standby rota is updated to ensure there is adequate cover at all times.

6.3.3 All staff listed on the standby rota are provided with a list of emergency contact names and numbers. Staff will be provided with training relevant to their role, whether they are full time or standby members of the operational team.

6.4 Accidental Releases and Incidents

6.4.1 Under normal conditions the site has been designed to fully contain odour releases as described throughout this OMP. The key potential hazards which may result in odorous releases reside from abnormal events; primarily from potential spills. For each scenario identified which has the potential to cause odour, systems are in place to prevent occurrence and minimise risks.

Site Plan


KEY:
Site Boundary
1 Buffer Tank (Module 1) - Above Separation Container
2 Skimming Tank (Module 2)
2b Settlement Tank (Module 2b)
3 Separation Container (Module 3)
4 ISO Storage Tank (Module 4)
5 Office
6 Solid Waste Storage Tank
NOTES:
ALL DIMENSIONS ARE IN METRES UNLESS STATED OTHERWISE
THIS DRAWING IS TO BE READ IN CONJUNCTION WITH ALL RELEVANT DRAWINGS AND DOCUMENTS ASSOCIATED WITH THIS PROJECT.
ALL EXISTING AND PROPOSED DIMENSIONS, LEVELS AND LOCATIONS TO BE CHECKED AND VERIFIED BY THE MAIN CONTRACTOR ON SITE PRIOR TO THE COMMENCEMENT OF THE WORKS AND ANY ANOMALIES REPORTED TO THE ENGINEER.
P03 12.05.25 Storage tank orientation amended LB JH JH
P02 12.05.25 Layout Amended LB JH JH
P01 09.05.25 Issued for comment / approval LB JH JH
Rev Date Description DRA CHK APP
Project
Eco Clarity Limited Permitting Consultancy Support
Client
Eco Clarity Services Ltd
Drawing Title
Indicative Layout Plan
Scale
1:200 @ A3
Date
09.05.25
Status
Preliminary
DWG No.
CRM597001-ENZ-XX-XX-DR-T-1001
Revision
P03
Bristol 01454 269 237
Cardiff 02920 023 700
Manchester 0161 413 6444
Cambridge 01799 542 473
Sheffield 0114 321 5151
Belfast 07377673948
enzygo
@enzygo
enzygo.com
hello@enzygo.com

Eco Clarity Waste Water Services UK Limited	Complaint Procedure	Page	Page **1** of **1**
		Revision	1
		Effective Date	

1. Purpose

The purpose of this procedure is to provide details and define actions that employees are required to follow to ensure that best practice is employed on site, and that any complaints are appropriately managed.

2. Scope

This procedure applies to complaints arising from activities at the FOG Treatment Facility.

3. General

All complaints received at the site must be notified to the Plant Manager / designated TCM for the site who is responsible for notifying the Local Authority.

4. Procedure

1. Any complaint received will be reported to the Plant Manager.
2. If a complaint is received, the complaint report form will be completed, a copy will be kept in the site office and will be made available for inspection by the Local Authority.
3. If details have been provided, the Plant Manager will contact the complainant by telephone to discuss the nature of their complaint.
4. After details of the complaint have been compiled, the cause(s) will be investigated, with reference to:
    - The activities taking place on site at the time;
    - The timing of the complaint (whether weekday, weekend, daytime, evening) etc;
    - The weather conditions at the time (if relevant to the source of the complaint).
5. The likely reasons for the complaint will be added to the form and the complainant will be contacted as appropriate.
6. The EMS and any relevant management plans will be reviewed and updated if required.
7. Details of actions taken.
8. Complete forms are kept on site in the document management system.

Complaint Form		
Installation to which Complaint relates	**Date recorded**	**Reference number**
Name and address of caller (complainant)		
Telephone Numbers		
Date, time and duration of emission		
Incident description		
Any other comments from complainant		
Weather conditions (if relevant if relevant to complaint)		
Wind Direction and Strength (if relevant to complaint)		
Any other previous complaints relating to this complaint	**Yes / No**	
Any other relevant information		
Potential odour sources or plant operations that could give rise to the complaint		
Operating conditions at the time event occurred		
Follow-Up		
Date and time caller contacted		
Action taken		
Amendment required to the EMS or management plans?	**Yes / No**	
Form completed by:	**Signed:**	

EWC	Permitted Waste	Currently included in Permit?
02	Wastes from agriculture, horticulture, aquaculture, forestry, hunting and fishing, food preparation and processing	
02 02	Wastes from the preparation and processing of meat, fish and other foods of animal origin.	
02 02 01	Sludges from washing and cleaning, peeling, centrifuging and separation including wash waters and sludges from secondary food processing or the cook chill sector	Yes
02 03	Wastes from fruit, vegetables, cereals, edible oils, cocoa, coffee, tea and tobacco preparation and processing; conserve production; yeast and yeast extract production, molasses preparation and fermentation	
02 03 01	Sludges from washing, cleaning, peeling, centrifuging and separation including sludge from production of edible fats and oils, seasoning residues, molasses residues, residues from production of potato, corn or rice starch only)	Yes
02 03 04	Materials unsuitable for consumption and processing (including waste from production of edible fats and oils, seasoning residues, molasses residues, residues from production of potato, corn or rice starch only)	Yes
02 03 05	Sludges from on-site effluent treatment (including sludge from production of edible fats and oils, seasoning residues, molasses residues, residues from production of potato, corn or rich starch only)	Yes
02 05	Wastes from the dairy products industry	
02 05 01	Materials unsuitable for consumption or processing – biodegradable wastes derived from the processing of dairy products only	Yes
02 05 02	Sludges from on-site effluent treatment	Yes
02 06	Wastes from the baking and confectionary industry	
02 06 01	Materials unsuitable for consumption or processing – biodegradable wastes from the processing of materials used in bakery and confectionery	Yes
02 06 03	Sludges from on-site effluent treatment – sludges from the processing of materials used in baking and confectionery	Yes
16	Other wastes from industrial processes	
16 10	Aqueous liquid wastes destined for off-site treatment	
16 10 02	Aqueous liquid wastes other than those mentioned in 16 10 01 including cesspit sludge	Yes
19 08	Wastes from waste water treatment plants not otherwise specified	
19 08 09	Grease and oil mixture from oil/water separation containing only edible oil and fats	Yes
20	Municipal wastes (household waste and similar commercial, industrial and institutional wastes) including separately collected fractions.	
20 01	Separately collected fractions (except 15 01)	
20 01 25	Edible oil and fat	No, however it is similar in nature to other waste types.

Enzygo specialise in a wide range of technical services:

Property and Sites
Waste and Mineral Planning
Flooding, Drainage and Hydrology
Landscape Architecture
Arboriculture
Permitting and Regulation
Waste Technologies and Renewables
Waste Contract Procurement
Noise and Vibration
Ecology Services
Contaminated Land and Geotechnical
Traffic and Transportation
Planning Services

BRISTOL
The Byre
Woodend Lane
Cromhall
Gloucestershire
GL12 8AA
Tel: 01454 269 237

SHEFFIELD
Samuel House
5 Fox Valley Way
Stocksbridge
Sheffield S36 2AA
Tel: 0114 321 5151

MANCHESTER
Ducie House
Ducie Street
Manchester
M1 2JW
Tel: 0161 413 6444

CARDIFF
Regus House
Malthouse Avenue
Cardiff Gate Buisness Park
CF23 8RU
Tel: 02920 023 700

Please visit our website for more information.

enzygo.com