Thorverton Road Distribution Hub

WEEE Treatment Facility

2.2 Dust Management Plan

June 2026

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General

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No.	Drawing	Reference
1	Site Location Plan	Tho-LOC-0724-01
2	Indicative Site Layout Plan	Tho-LAY-0426-02
3	Receptor Plan	Tho-REC-0924-01a

1 SITE DESCRIPTION AND GENERAL MANAGEMENT

1.1 Introduction

1.1.1 This document details the Dust Management Plan (DMP) control measures and contingency actions employed at Thorverton Road Distribution Hub (the site), located at Matford Business Park, Exeter, EX2 8FS at National Grid Reference (NGR) SX 93076 89848.

1.1.2 This document has been revised to support an application to vary the site's environmental permit to allow operation of a WEEE treatment facility accepting small and large WEEE from household and business sources. The permit will retain conditions for a HCI transfer station, which the site will continue to operate as while it transitions into a WEEE treatment facility. This document details site operations as a WEEE treatment facility only.

1.1.3 The site will be permitted as a WEEE Treatment Facility accepting WEEE for treatment, storage and transfer from Local Authority and private sources. Throughput of WEEE will be limited to 5000 tonnes per year.

1.1.4 The DMP has been designed to:

- Employ appropriate methods, including monitoring and contingencies, to control and minimise emissions of dusts, fibres and particulates.
- Prevent unacceptable dust pollution at all times.
- Reduce the risk of dust releasing incidents or accidents by anticipating them and planning accordingly.

1.1.5 This document is also supported by:

- The Operations and Emissions Management Plan (Document reference 1.2).
- The Environmental Risk Assessment (Document reference 1.3).

1.1.6 All SUEZ operations are controlled by an Integrated Management System (IMS).

1.1.7 This DMP is to be reviewed regularly by the Site Manager and the Environment and Industrial Risk (EIR) Manager to ensure it reflects the latest guidance, legislation and the site operations. As a minimum the DMP will be reviewed after a change of operations or after an environmental issue and following an accident on site or receipt of a complaint.

1.2 Dust Management Plan Overview

1.2.1 This DMP is a working document, intended to be used as a reference document for operational staff on a day-to-day basis. SUEZ will implement the plan to ensure that all reasonable measures are taken to control dust. If an adverse impact is identified, prompt action will be taken to identify the source and apply corrective measures. This document provides a schedule of actions that will be taken to minimise dust impact and details site management procedures for the management and monitoring of dust.

1.2.2 The DMP will adopt a Source → Pathway → Receptor model with an emphasis on implementing effective and robust controls for dust at the earliest stages possible (i.e. at source).

1.2.3 This document provides a summary of the physical and management controls that will be employed to minimise dust at the site. It provides a site-specific assessment of the potential sources of dust, and the receptors it is likely to impact. The document also outlines the control measures including monitoring and contingency actions to be deployed at the site to prevent or minimise dust emissions.

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2 DESCRIPTION OF WASTE ACTIVITIES

2.1 Specified Waste Management Operations

2.1.1 The waste types permitted to be accepted at the site are detailed in Appendix A. WEEE will be accepted for treatment, storage and transfer from Local Authority and private sources, including but not limited to small and large appliances, IT equipment, TVs and monitors, cable and wire, batteries, toners, printed circuit boards and hard drives.

2.1.2 WEEE treatment activities will be limited to: sorting, dismantling, separation, shredding, screening, grading, baling, shearing, compacting, crushing, granulation, repair or refurbishment, or cutting of waste into different components for recovery.

2.1.3 The maximum permitted annual tonnage of waste accepted at the site shall not exceed 75,000 tonnes. Throughput of WEEE will be limited to 5000 tonnes per year. Treatment of hazardous WEEE shall not exceed 10 tonnes per day (not including manual treatment, refurbishment and repair).

2.2 Permitted Wastes

2.2.1 The waste types permitted to be accepted at the site are detailed in Appendix A of the Operations and Emissions Management Plan (Document reference 1.2).

2.2.2 The site is designed to receive and handle the following wastes: -

- Small WEEE
- Large WEEE appliances
- WEEE components
- Batteries
- Plastics
- Metals
- Cable (including WEEE and non-WEEE cable)
- Granulated metal and plastics (treatment outputs)

2.3 Process Description

2.1.1 The following activities and processes are carried out at the WEEE Treatment facility:

- Waste pre-acceptance and acceptance
- Unloading waste, with waste directed to the appropriate storage area of the site
- Treatment and refurbishment of WEEE, including:
    - Manual sorting of WEEE for reuse, recycling and disposal
    - Refurbishment and repair of WEEE items for reuse
    - Dismantling of non-reusable WEEE into recyclable WEEE components, metals and plastics
    - Cable cutting and stripping and granulation
    - Shredding of small WEEE (printed circuit boards)

- Mechanical treatment including shredding and/or crushing, mechanical sorting and screening, and grading of treatment outputs
- Abatement of emissions to air from mechanical treatment
- Storage of WEEE waste, including pre- and post-treatment waste and items for reuse
- RORO container exchange
- Loading waste and treatment outputs to send for further recovery (or reuse, for refurbished WEEE only)

Waste Acceptance and Unloading

2.3.1 All waste acceptance follows SUEZ IMS procedures to ensure compliance and minimise dust risks. Pre-acceptance checks confirm that waste is suitable for the site and help identify WEEE items that may be reused, reducing unnecessary handling. At the weighbridge, documentation and loads are visually checked to prevent acceptance of unsuitable materials, including those that may cause unacceptable dust emissions. After tipping inside the building or storage areas, further inspections identify contamination or hazards. Any non-conforming waste is quarantined or rejected, preventing unplanned activities that could contribute to dust emissions.

2.3.2 Waste is unloaded either within the site building or in the WEEE storage area, with vehicle movements coordinated by the weighbridge operator. All traffic areas are impermeable concrete, limiting mud and dust track-out. Access to the tipping hall is controlled to avoid congestion and maintain safe, contained unloading. Drivers check their vehicles before leaving, and daily inspections ensure that any spillages, dust or litter are quickly addressed.

Waste Treatment

2.3.3 All WEEE treatment occurs within an enclosed building. Up to 5,000 tonnes of WEEE is treated annually using manual sorting, refurbishment, dismantling, shredding and cable processing.

2.3.4 WEEE is inspected indoors to identify items suitable for reuse or refurbishment. Reusable items undergo functionality testing, while other waste is manually sorted into treatment or storage streams. These low-impact processes reduce the need for dust-generating mechanical treatment.

2.3.5 Items that have been identified as suitable for refurbishment may be subject to testing and small-scale repairs. Repaired items will be subject to PAT testing and full functionality testing to ensure their suitability for re-use.

2.3.6 WEEE not suitable for re-use is dismantled manually where appropriate to remove intact components such as batteries and circuit boards, limiting breakage and dust formation. Items requiring mechanical treatment are transferred indoors to the dedicated mechanical area.

2.3.7 Cable may be subject to stripping or granulation. The cable granulation plant is fully enclosed and fitted with a bag filter to control dust. The filter air is recirculated back into the process so that there are no point-source emissions from the process. Outputs are kept segregated, with plastics treated as POPs waste. Filter residues are collected and sent off-site, ensuring dust is contained within the system.

2.3.8 Selected WEEE will be subject to mechanical treatment including size reduction and subsequent sorting and segregation into distinct material fractions for recovery and recycling. All mechanical treatment will be undertaken within the WEEE Treatment building.

2.3.9 The WEEE mechanical treatment plant will be served by a dust extraction and abatement system which vents externally via a bag filter designed to ensure less than 5mg/m³ of dust will be emitted at the point of discharge.

WEEE Storage

2.3.10 WEEE waste is stored in clearly defined, segregated areas to prevent cross-contamination and to support safe, efficient handling that minimises dust generation. All waste types are kept in appropriate containers, bays or buildings, with covers used where necessary to prevent escape of dust or litter.

2.3.11 The site building is used for the storage of unsorted WEEE and the outputs of sorting, dismantling and mechanical treatment. Recyclable outputs, such as metals and processed cables, are stored in enclosed containers like skips, dolavs or drums to prevent dust escape.

2.3.12 In the external WEEE Storage Area, materials are kept under a weatherproof canopy. Dedicated containers are provided for large WEEE, fridges, batteries, fluorescent tubes and POPs wastes. Segregated skips are used for different WEEE streams, and covered bays are provided for non-recyclable items within ROROs.

2.3.13 Shredder outputs including ferrous material, non-ferrous material and plastic residue are stored in segregated 40 yard ROROs.

2.3.14 Across both internal and external areas, storage arrangements are designed to keep materials contained, protected from the elements and managed in a way that minimises dust risks.

3 DUST SOURCE INVENTORY

3.1 Local Contributors

3.1.1 The Environment Agency's (EA) public register indicates there are several permitted facilities within 1km of the site that may be considered as local contributors to dust emissions. Details of these facilities are summarised in Table 1 below.

Table 1: Local Contributors

Facility Name	Distance and direction from the Site	Name of Operator	Site Type	Environmental Permit Reference
Peak Gen Exeter	300m South	Peak Gen Power 14 Limited	Tranche B Specified Generator	YP3432QC
Allparts South West	350m Northwest	David John Newbery	Metal Recycling Site (vehicle dismantler)	UP3991HZ
Matford Park	520m South	Johnsons Workwear Limited	Medium Combustion Plant	WE5872AB
Waste Transfer Station (9A Hennock Road)	620m Northwest	Gwella Contracting Services Ltd	Hazardous Waste Transfer Station	EP3221SF
Exeter Site (Unit 2 The Barbican Centre)	640m West	CHL Legacy Limited	Clinical Waste Transfer Station	MP3793NF
Exeter Waste Transfer Station	670m Northwest	Devon County Council	Household, Commercial and Industrial Waste Transfer Station	AB3308TA
Exeter Energy from Waste Facility	730m North	Viridor Exeter Waste Services Limited	Incineration of Non-Hazardous Waste 5.1 A(1) b)	HP3538CR

3.1.2 All facilities are operated under separate environmental permits. As such, it is considered that any potential dust emissions from these facilities will be controlled by the conditions of the relevant environmental permits.

3.1.3 Local farms and agricultural industry operating within the area are considered to present potential dust emissions from the nature of their operations. These fall out of the control of SUEZ's site operations. Any observations of such activities will be noted in the site diary.

3.1.4 The site is not situated in an Air Quality Management Area (AQMA). There is one active AQMA within Exeter City Council's administrative area; the Exeter AQMA, located approximately 1.2km west of the Site. This AQMA was declared due to exceedances of the annual mean nitrogen dioxide (NO_2) AQAL only, and therefore has not been considered further.

3.2 Sources of Dust

3.2.1 The waste accepted at the site includes WEEE only, which has a low risk of generating dust during handling storage. There is a moderate risk from dust emissions from the treatment of WEEE, especially during mechanical treatment and size reduction.

3.2.2 Key aspects of the process which may lead to dust emissions are identified in the dust inventory table below:

Table 2: Dust Inventory

Process	Location	Activity and Materials	Possible Release Point(s)
Transportation (importation into and dispatch from the site)	Roads on approach to the site and site entrance	Emissions from surface of wastes being transported.	Fugitive emissions from bodies of trailers of vehicles, particularly if they are inadequately enclosed or covered. Unlikely as WEEE and components are not likely to generate dust.
Loading and unloading of waste	Designated storage areas (i.e. site building, WEEE storage area, external storage areas)	Unloading and tipping of wastes and treatment outputs into designated areas.	Emissions generated by agitation of waste during tipping. Possible escape from the storage through the air. The loading and unloading WEEE treatment inputs and outputs will take place inside building. Wastes stored externally not likely to generate dust and will primarily be stored undercover, in containers and in skips.
Manual WEEE Treatment	Waste treatment area	Manual treatment of WEEE will include sorting and segregation, dismantling, repair and	There is a low risk of dusty emissions generated by agitation of waste during manual treatments. Treatment will take place within the main building fitted with

Process	Location	Activity and Materials	Possible Release Point(s)
		refurbishing of small WEEE items.	roller shutter doors which are kept closed when not in use.
Mechanical Treatment	WEEE Treatment Building	Mechanical treatment includes shredding, cable granulation and stripping, crushing and subsequent sorting and segregation of treatment outputs.	All mechanical treatment of waste is undertaken in the WEEE Treatment Area, within a building. Roller shutter doors will remain closed when not in use. Cable granulation plant is fitted with a bag filter system to prevent the escape of dusty emissions. The filter air is recirculated back into the process. The WEEE mechanical treatment plant will be served by a dust extraction and abatement system which vents externally via a bag filter. The bag filter system is designed to ensure less than 5mg/m³ of dust will be emitted at the point of discharge.
Storage of treatment outputs	Waste storage area	Some emissions may be generated from shredder outputs stored on site.	Possible escape into the atmosphere. Unlikely as the storage of wastes with the potential to generate dust is all stored within building.

4 RELEASE POINTS AND PATHWAYS

4.1 Release Points

4.1.1 Dusts, fibres and particulates emitted from the sources identified in section 2.4 are emitted directly to air. The main release points for dusts, fibres and particulates will primarily include:

- Vehicles transporting waste
- Loading and unloading of processed and unprocessed wastes
- Mechanical Treatment of WEEE
- Storage of Treatment Outputs

4.1.2 The principal mechanism for the transit of dust emissions from site operations to adjacent sensitive receptors is via ambient air. The distance and direction of these emissions will be determined by the following factors:

- Source related pathways
- Meteorological conditions
- Topography

4.2 Source Related Pathways

4.2.1 The pathway a dust emission takes from a site may depend on the specific source term and/or location it arises from. The nature of the source related pathway could also influence the scale of the resulting impact on a sensitive receptor.

4.3 Meteorological Conditions

Wind Direction

4.3.1 The main controlling factor in determining the pathway of dust is the ambient meteorological conditions. This is fundamental to the transportation of dust to sensitive receptors The prevailing wind direction will determine which receptors will be affected and at what frequency. The prevailing wind direction for the site is from the west, as shown in the wind rose included in Figure 3.

Wind Velocity

4.3.2 Wind velocity will affect the distance a dust emission will travel and will affect the amount of material that is suspended from the site. Conversely, increased wind speed could also beneficially improve dispersal. However, those receptors closest to the site are still at the highest risk of a negative impact.

Adverse Weather Conditions

4.3.3 Unusual weather conditions may influence the dispersion of dust emissions from the site. Site staff will be vigilant to unusual trends in the meteorological data or forecasts which may indicate strong winds or extremes of temperature which may cause a potential problem.

4.4 Receptors

4.4.1 Key potential sensitive receptors are detailed in Table 3 below and are identified in Figure 3.

Table 3: Sensitive Receptors

No.	Receptor	Category	Distance (m)	Direction from site
0	Aquifer Designation Secondary A – Bedrock	Groundwater	0	-
0	Aquifer Designation Secondary A – Superficial drift	Groundwater	0	-
1	Priority Habitat Inventory – Coastal and Floodplain Grazing Marsh	Habitat	0	NE

No.	Receptor	Category	Distance (m)	Direction from site
2	Alphin brook Flood Channel (LWS)	Habitat	50	NE
3	Alpin Brook	Surface water	130	NE
4	Exeter Ship Canal (LWS)	Surface water and habitat	150	NE
5	River Exe	Surface water	350	E-NE
6	Matford Brook	Surface Water	640	S
7	Exe Estuary (SPA, SSSI, Ramsar)	Surface water and habitat	970	SE
8	Matford Business Park	Industrial and Commercial	<50	W-NW
9	Exeter Eagles BMX Club	Recreational	100	N
10	Exeter Aces Cycle Speedway	Recreational	150	N
11	Double Locks Pub	Commercial	250	E-NE
12	Kiddi Caru Nursery	Amenity	300	S
13	Riverside Valley Park	Recreational	400	NE
14	Priority Habitat Inventory – Deciduous Woodland, along southwest and south extent of industrial estate	Habitat	430	SW
15	Matford Centre	Amenity	500	W-SW
16	Priority Habitat Inventory – Deciduous Woodland, opposite bank of River Exe	Habitat	520	NE
17	Matford Park and Ride	Industrial and Transport	540	SW
18	University of Exeter Dukes Meadow	Recreational	600	NE
19	Ancient and Semi-natural Woodland	Habitat	600	SW
20	River Exe Country Park	Recreational	700	E
21	The Devon Hotel	Residential and Commercial	700	S
22	Urban and Rural Plants Garden Centre	Commercial	750	S
23	RSPB Matford Marshes Nature Reserve	Habitat	800	SE

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No.	Receptor	Category	Distance (m)	Direction from site
24	Marsh Barton Trading Estate	Industrial and Commercial	800	NW
25	Marsh Barton Train Station	Industrial and Transport	800	NW
26	Residential Properties	Residential	850	W-SW
27	Residential Properties	Residential	850	S
28	Matford Barton Farm	Residential and Agricultural	900	SW
29	Residential Properties	Residential	910	E-NE
30	ISCA Academy	Educational	1000	N
31	Exeter and Devon Crematorium	Amenity	1000	N
32	Residential Properties	Residential	1000	N

4.4.2 The sensitive receptors will be reviewed annually and following complaints to site or to the Environment Agency.

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5 ROLES AND RESPONSIBILITIES

5.1 Site Management

5.1.1 The implementation and dissemination of this DMP will be the responsibility of the Site Manager, supported by other staff. The Site Manager can delegate certain tasks as required, although ultimate responsibility will remain with them.

5.1.2 A nominated deputy will be appointed for all times when the Site Manager is not on site. In such circumstances, it will be the nominated deputy's responsibility to ensure that the requirements of the DMP are adhered to.

5.2 Staff Training

5.2.1 Staff training will be a key aspect of ensuring that dust can be controlled through effective management during daily operations. All site operatives will therefore be trained via toolbox talks to deal with dust management issues. Annual refresher toolbox talks will ensure that the requirements of the DMP are reinforced.

5.3 Maintenance

5.3.1 SUEZ's Emergency Preparedness and Response procedures provide a clear structure of responsibility which allows operational staff to call in specialist contractors to deal with emergencies and unplanned events which may lead to a dust impact. For occasions when the Site Manager is off site, then the nominated deputy will be authorised to take appropriate action.

5.3.2 A list of approved repair contractors will be maintained on the company's intranet and all staff with delegated responsibility should be aware of this list.

5.3.3 In line with SUEZ's Policies and Procedures, if a part of the site infrastructure fails and cannot be fixed within 24 hours then a Corrective Action Request (CAR) will be raised on SUEZ's EcoOnline compliance and auditing system.

5.3.4 If maintenance is required on the key dust control measures, repairs will be initiated and completed as soon as possible. SUEZ's IMS checklist or Vision App include checks on site infrastructure, which will allow preventative maintenance to be carried out.

5.4 Sub-Contractors

5.4.1 All sub-contractors working at, or delivering waste to the site, will be subject to the requirements of the DMP. It is the Site Manager's responsibility to inform sub-contractors of their responsibilities on site. Failure to comply with dust control measures will result in a Notice of Infringement being issued to the operative and their employer. Further failures to comply may result in that person being banned indefinitely from all SUEZ sites.

6 DUST MANAGEMENT CONTROLS

6.1.1 This section describes the various dust management controls in place at the site. However, the level of actions required at the site will be determined by procedures outlined in section 5 and 7.

6.2 Waste Enquiries

6.2.1 Prior to setting up a new contract the agreed procedures will determine the acceptability of the waste based on the information supplied by the customer. The customer should complete a Waste Enquiry Form and return it to the Site Administrator.

6.2.2 Before the waste arrives at site, a copy of the completed Waste Enquiry Form should be made available to the site so that the Site Manager is aware and can make provision for any special handling requirements (including dust) as detailed in the form.

6.2.3 A contract request form will be completed by the Sales Co-ordinator and forwarded to the relevant Site Administrator so that a contract can be set up before the waste arrives on site. This ensures the waste acceptance will be very quick to reduce the period of time incoming vehicles spend on site before depositing of waste.

6.3 Transportation

6.3.1 A 5mph speed limit is in place on site to reduce surface dust emissions.

6.3.2 All vehicles delivering or removing waste from the site shall transport the waste in enclosed, sheeted or netted vehicles if deemed necessary. This will prevent fugitive emissions of dust during transport.

6.4 Waste Acceptance

6.4.1 The site operators will ensure that capacity is available on-site before accepting waste. If the waste storage area is full, all inbound loads of waste must be diverted until the quantity of waste on site has been reduced. If loads are turned away, then this will be recorded in the site diary.

6.4.2 Only waste types detailed within the environmental permit will be accepted at the site.

6.4.3 Upon arrival, all documentation accompanying the load shall be checked during waste acceptance checks and shall include, but not limited to the Carriers Certificate of Registration and Duty of Care Waste Transfer Note.

6.4.4 Where possible, loads will be visually inspected on site as the waste is discharged from the delivery vehicles.

6.4.5 Wastes accepted at the site are unlikely to generate dust. Should dust emissions be identified from a waste load accepted on site, remedial action will be implemented. Any such events will be recorded, and this will allow the site to identify any sources of waste which persistently do not meet the acceptance requirements.

6.5 Waste Storage

Site Building

6.5.1 All wastes with the potential to cause dusty emissions, will be stored within the transfer station building. The building is equipped with roller shutter doors which will minimise the risk of dust emissions from escaping into the atmosphere. Roller shutter doors will remain closed when not in use.

6.5.2 Unsorted WEEE is tipped and stored in the WEEE tipping and inspection bay within the site building.

6.5.3 Recyclable materials are moved for storage and treatment in the WEEE sorting area for manual dismantling and sorting. Recyclable WEEE is stored in a tip skip awaiting further treatment. Outputs including aluminium, copper and brass are stored in dolav containers.

6.5.4 Cables awaiting treatment are stored in a skip tip in the eastern bay of the site building. A dolav container is used for the storage of plugs. Cable treatment outputs are stored in FIBCs within the site building.

WEEE Storage Area

6.5.5 In the WEEE Storage Area in the northern area of the site, most WEEE is stored under a robust weatherproof canopy, while some appropriate wastes are stored in external areas.

6.5.6 The canopied area is used to store WEEE components, including items such as printed circuit boards, hard drives and toner cartridges, are stored within suitable containment to prevent loss of material and minimise the risk of dust generation.

6.5.7 Large WEEE arriving on site is moved directly to the designated large WEEE storage area located undercover. A dedicated containment area is provided for the storage of fridges.

6.5.8 Small WEEE, cables, and other wastes awaiting processing, recovery or disposal are stored in clearly segregated containers within designated storage areas. POPs-containing wastes are stored separately from other waste streams in appropriately designated containment.

6.5.9 The outputs from mechanical treatment (ferrous metals, non-ferrous metals and plastics) are stored externally in suitable containers in a designated storage area. The output streams are predominantly coarse materials, which have a limited potential to generate airborne dust under normal handling and storage conditions

6.5.10 Batteries are stored within suitable containers designed to prevent damage, loss of containment and exposure to the weather

6.5.11 A specialised container is provided for the storage of fluorescent tubes in the external area of the WEEE storage area.

6.5.12 Non-recyclable WEEE is stored within designated containers located in covered storage areas pending removal from site.

6.6 Waste Treatment

General

6.6.1 The site carries out manual and mechanical treatment of WEEE and cables. All treatment is carried out within a building and roller shutter doors will remain closed when not in use. The treatment process relies on manual control and inputs to the process; it is therefore constantly monitored by site operatives.

6.6.2 Treatment of WEEE will consist of manual sorting, refurbishment, repair, dismantling, shredding, cable stripping and cable granulation. Treatment of WEEE will not exceed 5.000 tonnes per annum.

Manual Treatment

6.6.3 Manual treatment of waste is unlikely to generate dusty emissions as they involve low-energy handling of materials. Items of WEEE are handled individually or if dismantled, components are removed intact.

6.6.4 Good housekeeping practices will be maintained to ensure the treatment area is kept tidy, minimising the potential for dusty emissions

Mechanical Treatment

6.6.5 Cable may be treated via stripping using relatively low-speed stripping equipment, which is unlikely to generate dusty emissions. The output of this process includes solid offcuts of plastic or rubber and the intact metal wire, which do not present a risk of dust.

6.6.6 Cable may also be treated through a cable granulation plant. Cable is inputted directly into a hopper, which feeds an enclosed pre-shredder reducing the cable to the appropriate size for granulation. The shredder output is then fed via an enclosed belt conveyor to the granulator which further reduces the particle size to segregate the metal wire from the plastic casing. The enclosed nature of the plant minimises the risk of dusty emissions during treatment. The system is fitted with a bag filter to prevent the escape of dusty emissions. The filter air is recirculated back into the process. There are no point-source emissions from the process. Bag filter residues will be assumed hazardous and sent to an appropriately permitted facility for recovery/ disposal.

6.6.7 A small enclosed shredder will be used shredding small WEEE and WEEE components. The devices are manually fed directly into the small shredder, with the output collected in a bulk bag. The shredder is designed to treat WEEE individually or in small batches at relatively low speed resulting in relatively course fragments. Risk of dust generation of dust from the unit is considered low.

6.6.8 The WEEE mechanical treatment plant will be served by a dust extraction and abatement system which vents externally via a bag filter. The system is enclosed to prevent the escape of fugitive emissions of dust, and local extraction is provided to capture dust at appropriate points of the process. Conveyors and other material transfer equipment will be enclosed. The bag filter system is designed to ensure less than 5mg/m^3 of dust will be emitted at the point of discharge.

6.6.9 Daily inspections and services as per maintenance manufacturer guidance will also be undertaken to all plant and equipment.

6.6.10 If unusual emissions of dust are detected during mechanical treatment, the operation will be ceased immediately and the cause investigated. Operations will not recommence until the issue had been resolved. The incident will be recorded and resolved in SUEZ's EcoOnline system.

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6.7 Loading and Unloading

6.7.1 Wastes deemed to have the potential to create dust accepted on site will be handled within the main building which is equipped with roller shutter doors. Drop heights will be minimised as far as possible.

6.7.2 If dust is identified to be leaving the site boundary during loading and unloading operations, then loading operations shall be suspended.

6.8 Housekeeping

6.8.1 Routine high standards of housekeeping will be maintained. This will include:

- Prompt clearance of all spillages
- Maintenance of impermeable surfaces within the site and roadways. The site surface is assessed as part of the site daily checks.
- The ongoing maintenance and sweeping of any site surfaced area to ensure they remain free from dust generating materials, in addition to the water spraying of site hardstanding during dry conditions.
- Routine maintenance of all plant and equipment

6.8.2 The Site Manager must ensure that any infrastructure or equipment issues that cannot be resolved within 24 hours of detection are logged on SUEZ's EcoOnline application as a manual Corrective Action Request (CAR).

7 DUST MONITORING

7.1 Dust Checks

7.1.1 Dust levels are continually assessed by all staff present on site throughout the day and any dust emissions identified are reported to the site management for investigation.

7.1.2 Dust monitoring at the site comprises daily onsite dust checks which are recorded on the Integrated Management System (IMS) daily/weekly checklist or the Vision App. These checks are completed by the Site Manager or a designated, trained person.

7.1.3 Airborne dust emissions likely to cause an impact beyond the permit boundary must be clearly marked on the daily/weekly checklist or the Vision App. If dust is detected, an assessment of the extent and intensity of any dust generated will be made using the following scale.

Intensity	
None	No dust
Low	Small amounts of dust generated from activities (only just visible)
Medium	Moderate amounts of dust generated from activities (easily visible but no plume forming)
High	Dust plumes visible
Extent	
None	No dust
Low	Dust visible from activities but not travelling far (<5m) or binding to people/property
Medium	Dust visible from activities and reaching but not leaving site boundary or binding to people/property
High	Dust visible from activities and escaping site boundary and binding to people/property

7.1.4 The intensity and extent of any dust generated is then recorded on the back of the daily/weekly IMS checklist or the Vision App and actions are undertaken as outlined in Section 4.

7.1.5 Any outcome of the reviews and actions taken are recorded on the IMS checklist or Vision App.

7.2 Weather Conditions

7.2.1 Local and regional weather forecasts will be used to assist with any dust assessments and investigations. Observations will be detailed in the Site Diary. The Site Manager will be responsible for monitoring weather conditions, in particular forecast wind speed, wind direction and temperature. Site activities will be planned with respect to weather conditions.

7.3 Trigger Levels

7.3.1 The potential for dust risk will be influenced by operations carried out on site, and associated dust mitigation measures but also through external factors such as weather conditions.

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7.3.2 Distinction is drawn between those measures which should be adopted all the time, termed ‘base measures’ such as speed limit on site and those that should be adopted when dust will start to have a detrimental impact. These are termed ‘enhanced measures’.

7.3.3 Quantitative trigger levels (relating to temperature, wind speed and wind direction) for the implementation of enhanced measures have not been specified as this is unlikely to be a significant influence as the operation is undertaken within enclosed areas and is a combination of all the factors described below. Instead, the weather conditions will likely increase the risk of a dust impact. It will be the responsibility of the Site Manager or the senior member of staff on site to decide when this level has been reached. The following factors will be taken into account:

- Wind speed
- Wind direction
- Temperature
- Waste on site (material condition, quantity, and type)
- Site observations

8 COMPLAINTS

8.1 Investigations and Records

8.1.1 All complaints and queries will be logged in accordance with the with IMS – Amenity Complaints, as soon as in practicably possible. All complaints logged will be subject to investigation and complainants responded to as necessary following completion of the investigation. All responses will be by trained and experienced staff.

8.1.2 Upon being advised of a complaint from the Environment Agency, immediate action will be taken to determine if the site is the likely cause. Where the site is determined to be the likely cause, a further, more detailed investigation will be undertaken in line with IMS - Amenity Complaints. Any complaints not subject to a further investigation are recorded with an appropriate justification provided.

8.1.3 Complaint investigations shall be undertaken by Site Management and recorded on the Amenity Complaints Investigation Form.

8.1.4 Should the complaint be received out of operational hours then site management shall try to attend site as soon as possible to carry out an investigation dependent upon availability.

8.1.5 The Environment Agency shall be informed of all findings from the investigations so they can relay this back to the complainants where necessary.

8.1.6 Should a complaint be made direct to the site, then Site Management shall carry out a detailed dust assessment as detailed above.

8.1.7 Complaints are reported to the EIR Department via the EIR Manager and where applicable communicated to relevant parties within SUEZ as part of the EIR Department's monthly review.

8.1.8 Following a complaint, daily dust assessments are to be undertaken at sensitive receptors identified from the investigations external to the site for a minimum of 1 week or as agreed with the EIR Manager. All external dust assessments are to be recorded and will clearly indicate whether or not dust was detected.

8.2 Non-Conformances and Complaints

8.2.1 Corrective action procedures are documented in the IMS – Non-conformance, Corrective and Preventive Actions. A list of all policies and procedures is included in the Operations and Emissions plan (Document reference 1.2).

8.2.2 Each complaint will be reviewed and assessed. If the site is identified as the source of the potential dust nuisance, then an assessment shall be carried out to determine the source of the complaint and then the cause of the dust.

8.2.3 If dust emissions can be directly related to the site, corrective actions will be identified and programmed for remediation. Actions taken in response to any dust complaint will be recorded on the detailed dust assessment.

General

8.2.4 If remediation cannot be completed within 24 hours, then the non-conformance and remedial actions shall be raised on EcoOnline.

8.3 Dust Complaints and Management Review

8.3.1 All complaints will be investigated immediately by the Site Management including but not limited to a review of the number of complaints, weather conditions, investigations and remediation works. If required, the Operations and Emissions management plan (document reference 1.2) and DMP shall be updated to reflect any changes made to the management procedures in site following the review.

8.3.2 Site Management and the EIR Manager will review all procedures for the facility against other SUEZ operations and management procedures as well as industry practice, guidance, and legislation to ensure continued best practice is carried out at the facility. Any amendments to practices on site will be reflected in updates of the Site Management and DMP.

8.4 Means of Contact

8.4.1 The site will be readily contactable to outside organisations and to members of the public. The site signage board (placed in a readily visible location) contains the necessary contact details for both the site operations and Environment Agency.

General

9 CONTINGENCY ACTIONS

9.1 Dust Matrix

9.1.1 Should any dusts, fibres or particulates be identified during the routine daily dust monitoring then the intensity and extent should be recorded as outlined in Section 5.

9.1.2 The results of the assessment should be reviewed against the dust contingency matrix detailed below to aid in identifying the appropriate level of remedial actions to be undertaken.

Dust Contingency Matrix

		Extent		
		Low	**Medium**	**High**
Intensity	**Low**	No action	Review suppression	Review Operations & suppression
	Medium	Review suppression	Review Operations and Suppression	Cease processing, review operations and suppression
	High	Review operations and suppression	Cease processing, review operations and suppression	Cease processing and take immediate measure to stop emissions

9.1.3 The level of remedial actions will be dependent upon site conditions at the time such as weather conditions and the operations being undertaken.

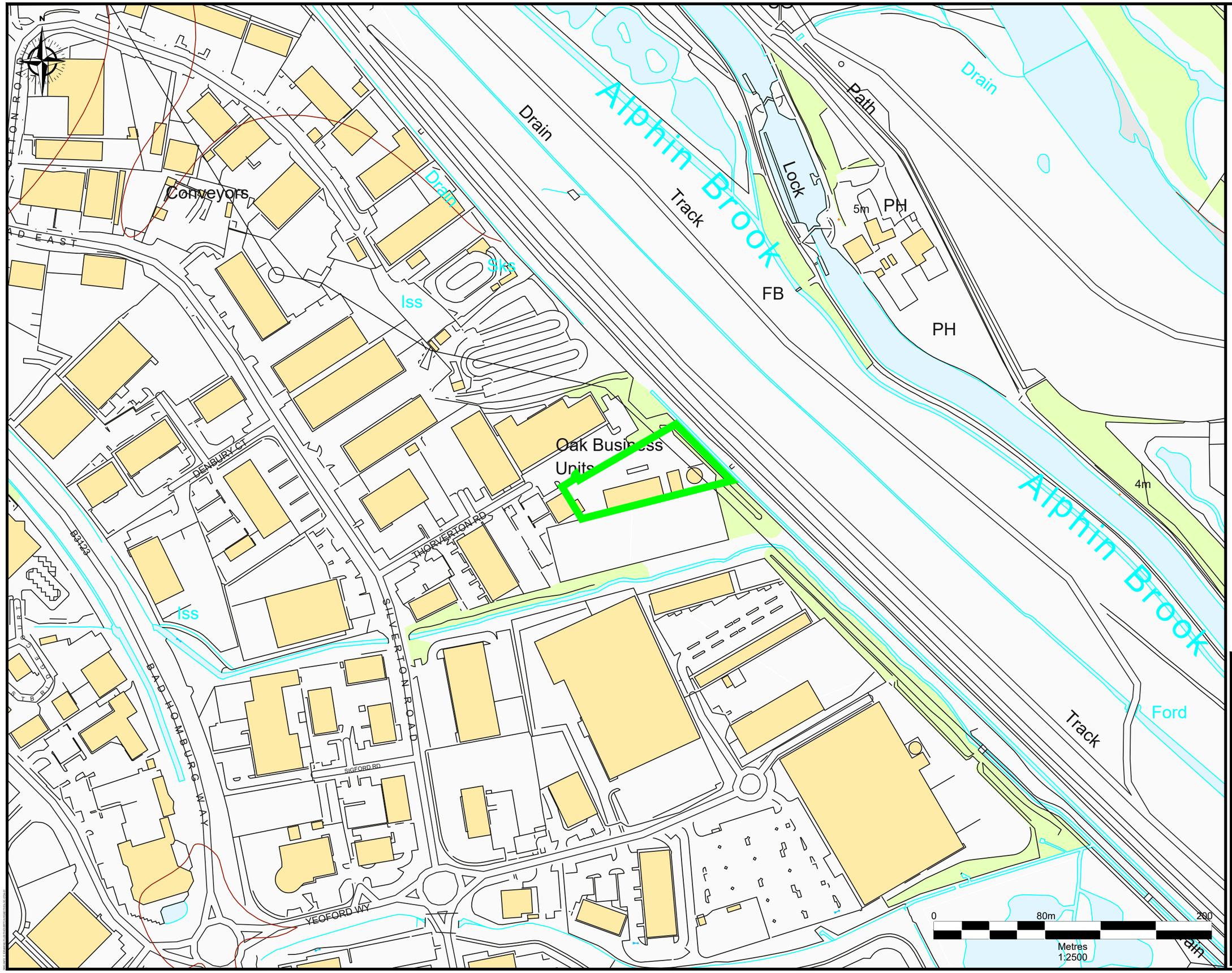
9.1.4 Remedial action may include but not be limited to:

- The ongoing maintenance and sweeping of any surfaced roads to ensure they remain free from dust generating materials, in addition to the water spraying of site roads/hardstanding during dry conditions
- Site area being watered down though use of hosepipe
- Water suppression techniques
- Suspension of processing

9.1.5 Once dust suppression measures have been implemented, dust levels will be re-assessed to confirm that the controls measures in place are effective. If dust is still visible, enhanced suppression will take place until the Site Manager is confident that the control measures in place are effective.

Figures

Figure 1 – Site Location Plan



Notes

1. Reproduced from the Ordnance Survey Map with the permission of the Controller of His Majesty's Stationary Office, Crown Copyright and Database Rights 2024 Ordnance Survey 0100031673/100004910.

Site Location

Rev	subject	date

suez

Darwen Resource Recovey Park, Lower Eccleshill Road, Darwen, BB3 0RP
Tel:(01254)819700, Fax:(01254)819749, Email: richard.bisset@suez.com

Site: Thoverton Road

Title: Site Location Plan

Scale: 1:2500@A3

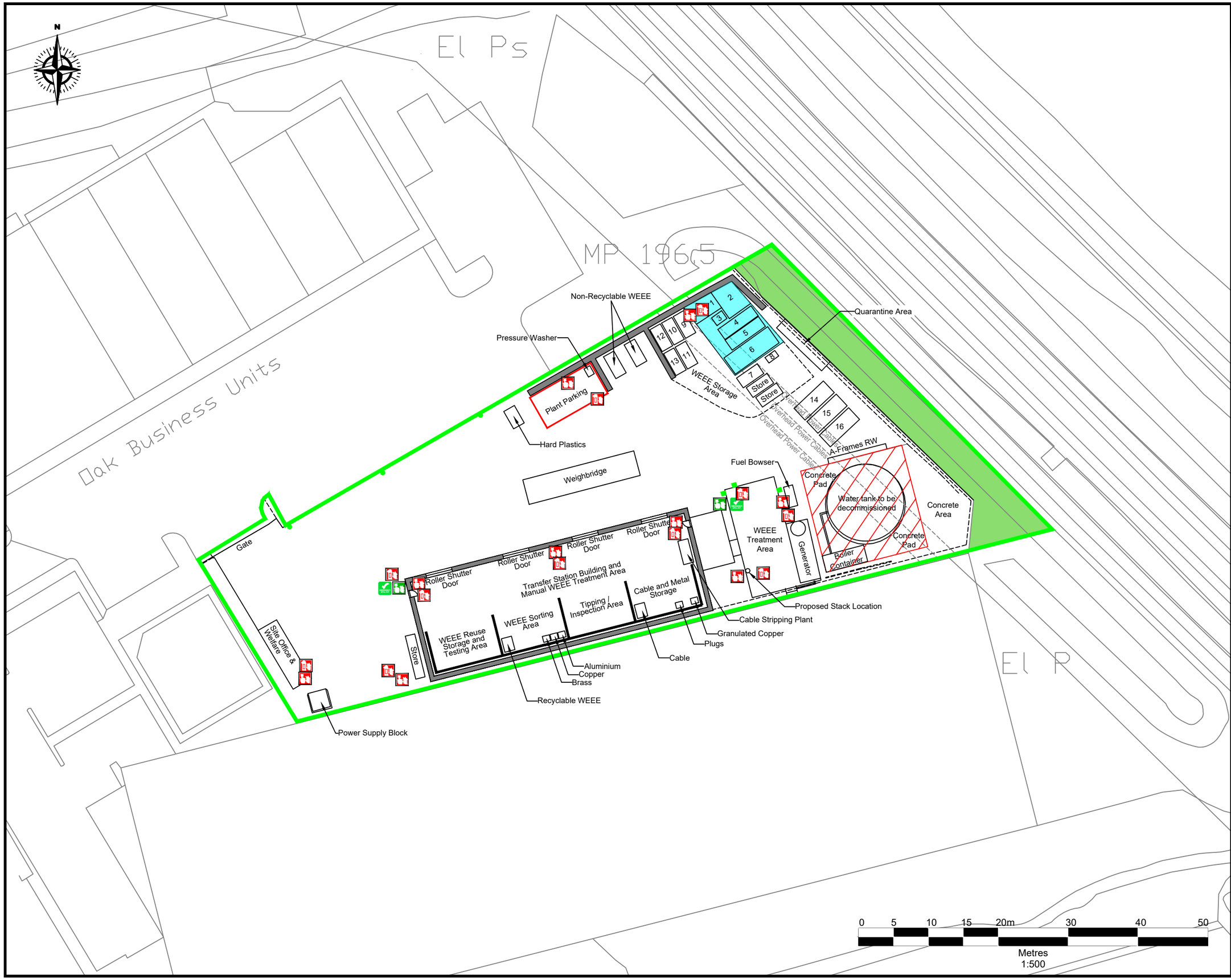
Date: July 2024

Drawing Ref: Tho-LOC-0724-01

Drawn by: JA

Checked by: LB

Figure 2 – Site Layout Plan



Notes

1. Reproduced from the Ordnance Survey Map with the permission of the Controller of Her Majesty's Stationary Office, Crown Copyright, Licence Number 100004910.

- Permit Boundary
- Lamp Post
- Wall Lamp
- Emergency Spill Kit
- Fire Point
- Mobile Fire Point
- Fire Extinguisher
- Canopy

WEEE Storage Area Number

1. Wire Stripping and Cable Granulation Treatment Area
2. Batteries
3. Copper Wire
4. TVs
5. a) PCBs
   b) Toners,
   c) Hard drives
   d) Sorted Small WEEE
6. Large WEEE
7. Fridges
8. Fluorescent Tubes
9. POPs
10. Wire (to be sorted)
11. Wire (for disposal)
12. Small WEEE (to be sorted)
13. Small WEEE (for disposal)
14. Shredder Outputs
15. Shredder Outputs
16. Shredder Outputs

Rev	subject	date

suez

Darwen Resource Recovery Park, Lower Eccleshill Road, Darwen, BB3 0RP
Tel:(01254)819700, Fax:(01254)819749, Email: richard.bisset@silta.co.uk

Site: Thoverton Road

Title: Indicative Site Layout

Scale: 1:500@A3

Date: July 2026

Drawing Ref: Tho-LAY-0726-01

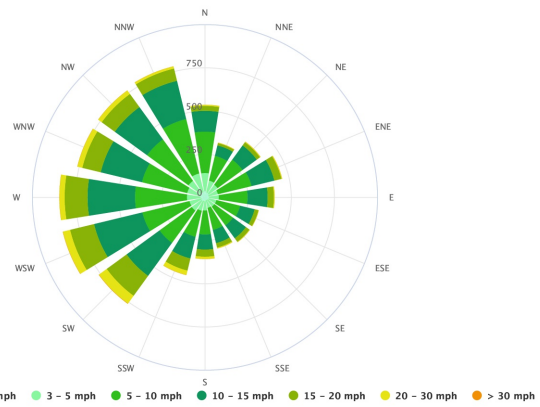
Drawn by: JA

Checked by: KH

Figure 3 – Receptor Plan

Exeter
50.72°N, 3.53°W (46 m asl).
Model: ERA5T.

Thoverton Road Wind Rose Data
Graph showing Wind Speed by Direction



Notes

1. Reproduced from the Ordnance Survey Map with the permission of the Controller of Her Majesty's Stationary Office, Crown Copyright, Licence Number 100004910.

Permit Boundary
1km Offset
① Receptors

Darwen Resource Recovey Park, Lower Eccleshill Road, Darwen, BB3 0RP
Tel:(01254)819700, Fax:(01254)819749, Email: richard.bisset@silta.co.uk

Site	Thoverton Road
Title	Receptor Plan
Scale	1:7,500 @ A3
Date	September 2024
Drawing Ref	Tho-REC-0924-01a
Drawn by	JA
Checked by	LB

Rev	subject	date
A	Receptor Locations Updated	Dec 2025