CONSTRUCTION ENVIRONMENTMENT MANAGEMENT PLAN

TOTMONSLOW FARM

TEAN

STAFFORDSHIRE

PROJECT

BARN CONVERSION

PLOT 2

Project Submitted by;
Mr & Mrs Martin Bostock

Construction and Environmental Management Plan Revision Sheet
Record of Amendments

Version No	Date	Brief description of amendments
1	19th March 2020	First draft CEMP

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1.0 Introduction

This Construction Environmental Management Plan (CEMP) incorporates the Management Systems. It sets out the policies and environmental controls required to ensure that adverse effects and environmental impacts are minimised. It highlights the key activity specific risks, detail control measures and makes reference to all associated forms and registers where required.

1.1 Introduction and Purpose

Planning conditions associated with the outline planning consent for this development requires the client to submit a Construction Environmental Management Plan. These proposals hereby contained within the document will be managed subject to changes of conditions on the site and would be subject to change unless otherwise agreed in writing with local authority. The purpose of the CEMP is to reduce the risk of adverse impact from construction work on sensitive environmental resources and to minimise disturbance to local residence, businesses and infrastructure. This CEMP describes how Principle Contractor will manage the planning and implementation of construction activities in accordance with environmental commitments identified in our Environmental Policy and any requirements of planning conditions.

- Hours of construction;
- The location of the contractors' compounds, cabins, material storage areas and contractors' parking;
- A scheme for the management and suppression of dust from construction activities including the provision of a vehicle wheel wash.

The Company shall recognise the environmental benefits of a robust CEMP ensuring;

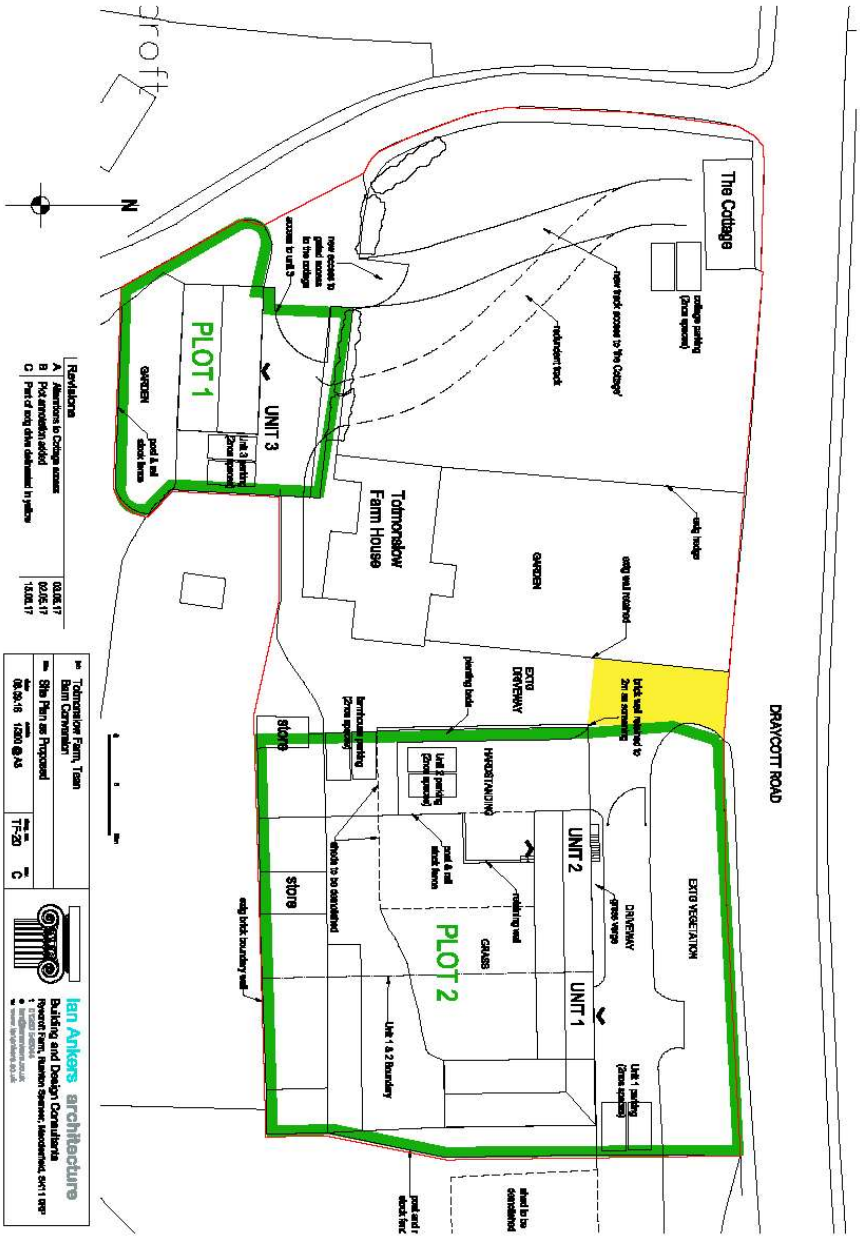
- Reduced damage to our natural environment;
- Reduced demand for natural resources;
- Reduced disturbance to our neighbours.

The Company shall also recognise the economic benefits of improved environmental performance and recognises that, "Pollution prevention is always better than remediation."

1.2 Project Outline and Location

The site is located off Draycott Road Tean and consist of two re-constructed dwellings from the refurbished barn.

Note;
Plot number one is not included in this project



1.3 Site Description

This site is located in Team and is known locally has Totmonslow Farm, access to the farm is off Draycott Road via a sharp turning into the farm drive just after the brow of a hill coming from the direction of Tean.

A portion of the building has already been reduced to give access to the foundation of the remainder of the structure to assist the structural engineer with their assessments. At this point no material has left site and it is envisage going forward that any adjustments being made to the existing structure that generate material will be used further in the site.

2.0 Traffic & Transportation
2.2 Construction Hours of Work and Vehicle Delivery Times

General site hours particularly in the summer months will be 08.00 till 16.30 on weekdays and 08:00 to 13:00 on Saturdays.

In order to avoid aggravating peak hour traffic congestion on the local road infrastructure contractors will be expected to have most of their staff on site by 07:30hrs, with all persons intended have left site by 17:00 hours.

The start of the working day will recognise the constraints of the condition on noise.

It is envisaged that in general, construction traffic associated with the delivery of materials and plant and removal of surplus and/or waste materials (i.e. other than staff vehicles) will typically arrive and depart between 10:00 to 15:00 on Monday to Friday and between 09:00 and 12:00 on Saturdays. The site manager will be responsible for the proactive management of site logistics. All deliveries will be pre-booked with 48 hours' notice and be held on a Delivery Schedule. This schedule will be used to prevent congestion on the road network or construction site.

All construction vehicles will physically turn on to the site in order to ensure that the public highway is kept free for general traffic

- On site, the following would be implemented:
- Switching off vehicle engines when not required;
- Preparation of access routes; and
- Site speed limits

Works will avoid tracking mud; soil etc. by construction vehicles onto public roads. Where this does occur, a wheel wash and use of a mechanical road sweeper will be utilised to clear up excessive amounts of detritus (refer to Section 2.4 below for further details). Signage must be in place, warning drivers of the construction site entrance

2.3 Local Community Concerns

Mr & Mrs Bostock through the appointed Principle Contractor shall recognise the key concern for the local community of Team and the surrounding areas will be any disturbances caused by traffic. Therefore, we have developed our construction design and methodology to:

Minimise the generation of traffic; Use agreed routes avoiding built up areas and having the least impact on road infrastructure in the area; Safely manage pedestrians & maintain access for pedestrians; Endeavour to ensure that materials delivered by road travel as short a distance as possible; Liaise with the local community to ensure that our proposed access to the site has a limited impact and we will programme our works accordingly. Fuel consumption will be minimised by using local materials and sub-contractors. The Principle

Contractor shall have strategy in place to reduce both noise and dust emissions during the construction processes

2.4 Road / Wheel Cleaning

It is proposed to, wherever possible, prevent any mud or debris from being brought on to the public highway, the primary step to ensure the access road remains clear and clean from any mud build up during the early stages of the phase development.

Further to this, the below identifies the methodology of how we intend to manage road cleanliness:

Site deliveries will, in the main, only be accepted to the site material storage compound (stone & concrete deliveries will need to access the site);

The plan is to undertake the bulk works such as roads & drainage where by waste materials will be deposited and reused wherever possible on site;

Main site roads will be closely monitored and any sign of deterioration of the surface will be rectified with immediate effect.

The site manager will assess the adjacent public roads and footways along with the site road conditions, taking into account site activities and weather conditions. This will determine any required further measures such as the use of approved mechanical road sweepers, or the use of a wheel wash to control the transference of mud/debris*.

The provision of easily cleaned and properly drained hardstanding for vehicles entering, parking on and leaving the site.

Secure sheeting of lorries carrying spoil or other particulate materials

The Principle Contractor shall also take all reasonable measures to minimise sedimentation of highway drainage systems. This will include the use of sediment traps and/or barriers to prevent mud and/or contaminated materials entering the system.

3.0 Site Specific Controls
3.1 Site Management and Controls

Management responsibilities for company personnel are set out in the Company's responsibilities section of will be set out by Mr & Mrs Bostock and actioned by the appointed Principle Contractor.

The Site Manager will have ultimate responsibility for the management of environmental issues throughout the project. The Site Manager will also ensure that all environmental responsibilities have been defined and that

site personnel understand that environmental issues must be taken seriously. Personnel will be made aware their responsibilities and liabilities to all environmental standards and obligations**.**

The Site Manager will delegate certain responsibilities for the day-to-day management to members of his site team and as such the Site Manager will ensure that these team members understand the environmental obligations and the practical measures needed to comply with them. These responsibilities will include auditing environmental practice on site, liaising with regulatory authorities and monitoring contractors. Mr & Mrs Bostock shall appoint a safety, health & environmental advisor to make regular unannounced visits to site to check health and safety performance and will include environmental issues within their inspection regime and reporting.

3.2 Management of Contractors

The Site Manager will ensure that all contractors employed by the Principle Contractor shall understand their obligations towards the environment and how to meet them. To achieve this, the Site Manager will ensure the following:

- Contractors are made aware of our approach to environmental management before starting work on site through our work package plan, this is issued to all contractors to inform them of what is expected on this project in all areas of risk management and quality control;
- Contractors are made aware of their environmental obligations on the project during initial site induction;
- The past record on environmental performance is checked prior to appointment and proper controls are included in their sub-contracts to ensure conformance with all reasonable requirements with regard to the environment, and encouragement to achieve good environmental performance

Mr & Mrs Bostock through the appointed Principle Contractor and the Site Manager will also insist on contractors signing up to an environmental code of practice which will be distributed as part of the work package plan, this environmental code of practice will commit the contractor to;

- Minimise any disturbance or negative impact (in terms of noise, dust and inconvenience) caused by the construction site to the immediate neighbourhood;
- Manage their work activities with due regard to the environment;
- Ensure necessary care is taken to prevent damage, accidental or otherwise, to natural features, especially hedgerows, wetlands, grass verges…etc.;
- Eradicate offensive behaviour and language from construction sites

3.3 Site Compound and Parking

The site compound, comprising offices, welfare facilities and parking, will be strategically placed to ensure not only safety and security but to also prohibit waste from being accumulated within the compound.

The site compound will be laid out to ensure the following:

- Suitable and sufficient parking facilities (for staff, visitors, contractors and site operatives);
- Material storage area – this will be the dedicated zone to off load and distribute, including plant deliveries. It will also encompass the waste storage zone where segregation of materials will be managed;
- Site materials will be stored in the material storage area which will then be distributed through the internal site roads to minimize any risk of publicly used roads becoming soiled.
- The site welfare will be situated within the site boundaries, protected by the boundary hoarding

3.3.1 Managing Materials

The following will be adopted when ordering and receiving deliveries:

Order the right quantity and quality of materials to arrive at the time when they are needed. This reduces the length of time materials have to be stored on site and therefore reduces the potential for damage or theft to occur;

When ordering, find out in what form the materials will be delivered, so that the appropriate unloading plant can be arranged;

After placing an order, check the arrangements for handling and storing materials as soon as they arrive on site;

Arrange for deliveries to be received by a member of site personnel who is able to supervise the delivery, carry out a quality inspection and ensure that the materials are unloaded to the appropriate place.

3.3.2 Storage

There will be a central storage on site. The balance in this will depend on the works in progress. It is important to manage storage areas well because they set an example for the site.

The subsequent points will be followed:

- Ensure that the material supplier's instructions on storage are being followed; Store materials that are valuable or attractive to thieves in a secure area;
- Store materials away from waste storage containers and from vehicle movements that could cause accidental damage;
- Secure lightweight materials to protect them from wind damage or loss; Take special care over the storage of materials that are potentially polluting – Store as per manufacturers recommendations.

3.3.3 Handling

- There are many methods of moving materials around site. Options include cranes, trucks, forklifts and even manual handling.
- The Site Manager will ensure that the supplier's instructions on handling their materials are followed to minimise damage to materials and injury to site personnel.
- The Principle Contractor shall have a dedicated site telehandler or similar and trained operative to assist with the movement of all material around the site.

Note: The position of the material storage and welfare area may change before the project commences or during the project, in which instance this plan will be updated.

3.4 Noise

In regard to controlling both construction noise arising from the works and reducing ambient noise for the residents the following mitigation measures will be implemented:

- Switching off plant, equipment and vehicles when they are not in use;
- Selection of quietest plant when available;
- Ensuring that all staff and operatives are briefed on the requirement to minimise noise nuisance from site activities; and
- Ensuring that the plant to be used has been regularly maintained.

A contact phone number will be made available to residential properties in the area which they will be able to ring during the works if there are particular problems/concerns.

4.0 Environmental Concerns & Controls
4.1 Considerate Constructors

Mr & Mrs Bostock through their appointed Principle Contractor and the Site Manager shall apply to the Considerate Constructors Scheme in relation to this project, and will work to the eight principles of the scheme laid out below:

4.1.1 Considerate:
All work will be carried out with positive consideration to the needs of traders and businesses, site personnel and visitors, and the general public. Special attention is to be given to the needs of those with sight, hearing and mobility difficulties.

4.1.2 Environment:
Noise from construction operations and all other sources will be kept to a minimum at all times. Efforts will be made to select and use local resources wherever possible. Attention will be paid to waste management and the avoidance of pollution. Recycling and the use of recycled materials are encouraged.

4.1.3 Cleanliness:
The working site will be kept clean and in good order at all times. Safety barriers, lights and warning signs will be maintained in a clean and safe condition. Surplus materials and rubbish will not be allowed to accumulate on the site or spill over into the surroundings. Dirt and dust from construction operations will be kept to a minimum.

4.1.4 Good Neighbours:
General information regarding the Scheme will be provided for all neighbours affected by the work. Full and regular communication with neighbours, including adjacent traders and businesses, regarding programming and site activities will be maintained from pre-start to completion.

4.1.5 Respectful:
Respectable and safe standards of dress will be maintained at all times. Lewd or derogatory behaviour and language will not be tolerated under threat of severe disciplinary action. Pride in the management and appearance of the site and the surrounding environment will be shown at all times. Operatives will be instructed in dealing with the general public.

4.1.6 Safe:
Construction operations and site vehicle movements will be carried out with care and consideration for the safety of site personnel, visitors and the general public. No building activity will be a security risk to others.

4.1.7 Responsible:
Ensure that everyone associated with the site understands implements and complies with this code.

4.1.8 Accountable:

The Considerate Constructors poster is to be displayed where clearly visible to the general public. A site's contact details will be obvious to anyone affected by its activities.

4.2 Good Housekeeping

Good housekeeping is an important part of good environmental practices and it helps everyone to maintain a safe and efficient site. The site will be tidy, secure and have clear access routes that are well signposted.

The measures below will be adopted to manage housekeeping on a daily basis:

- Segregate waste as it is produced;
- Remove waste frequently from site;
- Keep the site tidy and clean, all operatives to pursue a "clean as you go" culture;
- Ensure that material and plant storage areas are properly managed;
- Keep hoardings tidy – repair them and repaint them when necessary, remove any fly posting.

Regular checks will be carried out to ensure that litter has not blown around the site or perimeter fencing and we will adopt a policy that any litter within 10m of our site is ours and will be cleaned up by our personnel

4.3 Waste Management

Prior to construction works commencing, the project will nominate a suitably qualified project team member to hold the delegated duty of Waste Manager. They will ensure that waste registers are kept up to date and ensure that any changes to methods of handling wastes and amendments to the destination of recycling or landfill sites are legal and audited. Copies of waste transfer notes shall be collated for the duration of the works and shall be stored at a suitable location, for the statutory required period.

All waste will be handled and disposed of in line with current "Duty of Care" Regulations. It is the responsibility of all persons on site to dispose of waste in the correct receptacles and to report any waste being stored incorrectly or escaping from the site area.

During the construction phase monitoring and recording the data on transport resulting from delivery of construction materials to the site and construction waste from site will be kept.

Where possible construction material will be diverted from landfill through one or more of the following: reuse of material on site; reuse of material on other sites; salvaging/ reclaiming for reuse; returning to supplier via 'take back' scheme; recovery by approved waste management contractor and recycled/processed as required i.e. energy recovery. Waste skips will not be situated:

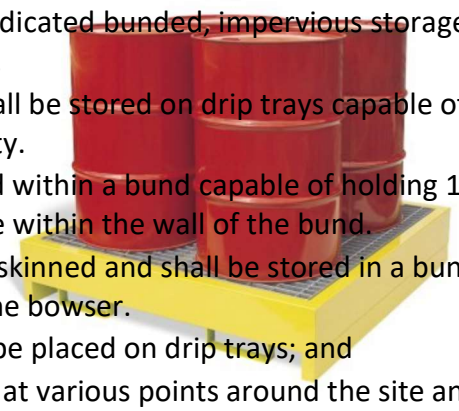
- Near the site boundary where arson can be a consequence;
- Close to structures/buildings which can result in the spread of fire, more than 8 meters away;
- Near to drains, sewers or water courses to prevent contamination.

All loads leaving site will be sheeted as required to eliminate airborne dust during transit. Waste material will not be allowed to accumulate within the compound. This means controlling build-up of waste at local points around the site, particularly where they impede access and egress, as well as any major accumulation points.

4.4 Liquid storage

Best practicable means will be employed to prevent polluting materials from entering the water courses. This will include specific measures to prevent silt from escaping from excavations.

- All oils and fuels will be stored in compliance with the Environmental Management Guidance Oil Storage Regulations for Businesses (2015) which states that;
- Fuel shall be stored in dedicated bunded, impervious storage areas, away from drains and watercourses.
- Drums over 200 litres shall be stored on drip trays capable of holding 25% of the drum's maximum capacity.
- Fuel tanks shall be stored within a bund capable of holding 110% of their capacity. All pipes and gauges shall be within the wall of the bund.
- Bowsers shall be double skinned and shall be stored in a bund capable of holding 110% of the volume of the bowser.
- Small mobile plant shall be placed on drip trays; and
- Spill kits will be available at various points around the site and located next to bowsers and drums.



Consideration will be given to any required surface coatings which contain bitumen or related materials, as being delivered in a hot and ready to lay format. This will avoid the bitumous materials being heated on site.

4.5 Solids

Spillages of dry and dusty materials will be avoided by good housekeeping methods including storing under cover and on suitable surfaces. Skips will be covered where there is a risk of material becoming airborne.
As noted in section 2.4 above for preventing mud being trafficked onto the public highway, the following measures will be considered:

- Provision of wheel wash for vehicles;
- Ensure drivers adhere to site speed limits – to help retain mud on the vehicle; and
- Routine monitoring of the main highway, road sweepers will be employed on the main highways where problems arise to keep it free of mud.

4.6 Dealing with spills

Spill kits will be available at various points around the site and located next to bowsers and drums. Should a spill occur the following will be implemented:
Work will be stopped immediately;

- All possible ignitions will be extinguished if the spilt material is flammable;

- The spill will be contained using spill kits on land and booms on the stream;
- The source will be identified and sealed as practical;
- Granules/ pads will be used to mop up as much spill as possible;
- The construction site manager will be informed of the spill;
- If the spill enters any adjacent waterbody or drainage system the environment manager must be contacted immediately, who will contact the relevant regulators;
- The granular material and pads and any containment items will be treated as hazardous waste and disposed of accordingly.

An incident report form will be produced and sent to the HS&E department within 24 hours of the incident occurring. If the incident is significant a full investigation will be carried out by the HS&E Advisor and the Regional Environmental Advisor.

4.7 Treatment of Effluents

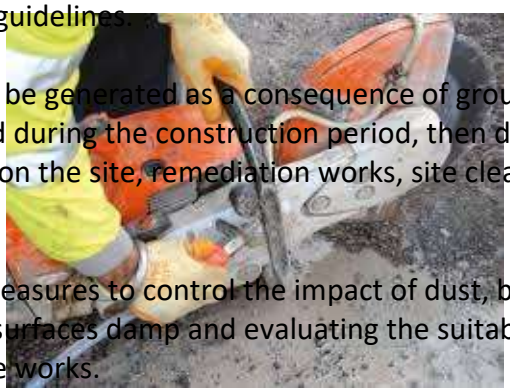
Any connections or discharges to drains and/or controlled waters will not be undertaken without approval and where required, the necessary consent being issued.

In order to protect drainage systems, they will be drawn up on the Site Plan showing the nature and course of the drainage on site. Surface water drainage will be marked **BLUE** and foul water drainage will be marked **RED**. Measures will also be taken to prevent silting of such waters and pollution spill kits made available on site in case of emergency or accidental spillage.

Discharges will only be made to drains and sewers where appropriate consents are in place.

4.8 Dust, Odours and Air Pollution

The site will be registered with the Considerate Constructor Scheme and managed in accordance with their guidelines.



Construction dust may be generated as a consequence of ground excavation works. If dry weather is experienced during the construction period, then dust may be generated by the movement of vehicles on the site, remediation works, site clearance, cut and fill operations and grading works.

The project will take measures to control the impact of dust, by applying best practice measures for keeping surfaces damp and evaluating the suitability of weather conditions for performing specific site works.
The principles of industry good practice will be applied to ensure that the potential for fugitive dust emissions is minimised and is not a cause for nuisance complaints from neighbouring properties.

To prevent unacceptable impact from dust re-suspended by construction vehicles, the following mitigation measures will be employed as necessary: damping down dusty surfaces; controlling the speed of mobile plant crossing un-surfaced areas; the use of a

mechanical road sweeper on public roads; use of a wheel wash prior to vehicle egress from site, the use of solid perimeter site hoardings and covering of HGVs carrying dusty materials.

Should any activity associated with the construction phase cause, or appear likely to cause, visible dust to be carried towards any sensitive boundary, particularly at nearby properties, the activity giving rise to the emissions will be modified or suspended until the conditions giving rise to the emissions have been resolved.

Storage locations for potentially dusty materials will be located away from the site boundary in so far as practicable.

All dust and air quality complaints will be recorded with work carried out to identify cause(s), take appropriate measures to reduce emissions in a timely manner, and record the measures taken;
Air pollution, arising from odour, fumes and smoke, may arise from the following activities:

- Use of heavy plant and machinery; and
- Road vehicles, particularly HGVs

Pollution to air will be managed in order to reduce impacts to a minimum and to eliminate where practicable, through construction industry good practice, to manage and monitor dust emissions. Management will be achieved through:
No fires permitted on site;

- All fuels, oils and other Volatile Organic Compounds (VOC's) will be stored in secure, sealed, labelled containers;
- Consideration will be made to using prefabricated materials where possible so that localised air pollution is minimised;
- Vehicles and plant will be switched off when not in use;
- Ensure vehicles and plant are not over loaded to prevent labouring;
- Modern, well-maintained plant and equipment is used; and
- Mains electricity supply will be used in preference to generators where practicable.

All work will be carried out in such a manner as to cause as little inconvenience as possible to adjoining residents and the general public. The Principle Contractor shall notify all residents in the immediate vicinity of the site of the proposed works and will update them throughout the project should it be deemed necessary, e.g. if there are particularly noisy works such as piling to take place.

4.9 Screening

The Principle Contractor and Site Managers will manage the compound boundary and ensure that the integrity of the perimeter fencing remains intact throughout the project.

Material or debris will not be stored immediately adjacent to the perimeter fencing that would allow easy access. Suitable and sufficient signage indicating personal risk will be placed around the perimeter and at the entrance.

All fencing will be installed as part of the first construction phase and will remain in place for the duration of that phase of the build programme**.**

4.10 Water Resources

The site is not within 500m of a groundwater or surface water Source Protection Zone (SPZ), however prior to work being carried out onsite (construction phase) a number of mitigation measures are proposed which include:

- Bunding of potential contaminant sources which may include tanks and excavated soils;
- The use of spill kits;
- Obtain appropriate permits for discharge to surface water;
- Capture of site runoff and attenuation of contaminants using sedimentation tanks prior to discharge to sewer; and
- Avoid disturbance or rupture of underground services (i.e. sewers, waste water pipes or fuel lines).

All reasonable practicable measures during the operational phase of the development will be implemented, this may include bunding of potential contaminant sources such as fuel/ chemical tanks; obtaining appropriate permits for discharge to surface water; and using spill kits.

4.11 Lighting

During the winter, there may be periods during the construction phase where the site is in operation outside of daylight hours but still within the 07.00 to 17.00 working time. In this case, it may be necessary to provide flood lighting. In order to minimise impacts on local residents and businesses, the floodlights will be directed into the site.

The lighting scheme will be designed to ensure that minimum standards such as the HSE guidance HSG 38 Lighting at Works regarding the minimum measured illuminance for getting to and from the worksites are met.

To mitigate impact on adjacent properties the lighting will be kept to the areas necessary to enable safe working and for security purposes only.

4.12 Fire Control

The project will ensure that operations are carried out in compliance with the Regulatory Reform (Fire Safety) Order 2005 “Joint Code of Practice on the Protection from Fire on Construction Sites and Buildings Undergoing Renovation.”

A full fire management plan will be produced in conjunction with the nominated Responsible Person and relevant parties as appropriate. This will be based on the requirements set out in the “Code of Practice on Fire Prevention on Construction Sites.” This

document will identify duty holders, defines responsibilities and establishes procedures on fire prevention.

A Site Fire Safety Coordinator will be appointed to ensure adherence to the Site Fire Safety Plan. In addition, they will coordinate the issues below:
General Housekeeping;

- Fire extinguishers, fire detection and alarms;
- Hot Work Permit regime;
- Fire escapes and communications (evacuation plans and procedures for calling the fire brigade);
- Fire brigade access, facilities and coordination;
- Fire drills and training;
- Effective security measures to minimise the risk of arson; and
- Materials storage and waste control regime.

An initial fire risk assessment will be undertaken and updated as the risks change. In addition, weekly inspections of all areas will be carried out and the findings recorded on a weekly inspection report.

All areas will be kept clean and tidy and stored materials will be properly coordinated and controlled.

Tool box talks will be issued to contractors so that personnel are aware of the evacuation procedure and muster points.

Fire Station Points will be located at the site office or similar suitable location. Each Fire Station Point will consist of:

- Water extinguisher;
- Powder extinguisher;
- Alarm sounder / Rotary bell.

The Fire Station Points will be checked daily by appointed persons and weekly by the site fire safety coordinator. Designated evacuation and muster points will be established on commencement of the works.

4.13 Risk of fire water run off

In the case of a fire being attended by the Fire service, significant volumes of water, foam and burnt matter may be washed onto the ground. There is a risk that this may run off into the drainage system and the watercourse.
In this case and in so far as it is safe to do so the site management will monitor fire water runoff and ensure that contaminants are prevented from entering water systems by use of booms and bunds.

5.0 Communication, Consultation & Liaison
5.1Public Engagement

Mr & Mrs Bostock shall ensure their appointed Principle Contractor is committed to ensuring that the proposed development will have minimal impact onresidents, landowners, and local businesses.

We recognise that a significant duty as Principal Contractor is to minimise the risk of disturbance to neighbours and that good public relations are imperative. Communication measures will be employed to ensure that local residents and businesses as well as third party consultees are kept up to date on planned works. Where disturbance to local residents or businesses is likely, the Project Manager will inform occupiers in advance of the works.

The arrangements that will be considered are outlined below:

- Visit occupants of particularly sensitive buildings and keep them informed of progress;
- Prepare a leaflet and distribute it to nearby residents or occupiers. Provide regular updates;
- Identify key local community representatives, such as parish councillors and keep them informed; Write articles about the progress on site in the local press;
- Display a contact board at the site perimeter so that the public know who to contact if they have a complaint or a comment to make.
- Use this board to display information on the phasing and other relevant matters; Establish a complaint line and check that it works by calling it;
- When complaints arise deal with them quickly and in accordance with a defined complaints procedure. Create a log of complaints;
- Consider providing a position so that passers-by can observe activities on site; Be able to identify your neighbours and understand their views.

5.2 Liaising with Neighbours

At the start of the contract, the interests of the site ‘neighbours’ will be carefully considered. Mr & Mrs Bostock, their appointed Principle Contractor shall hold meetings to ensure that the construction work programme and Environmental Policy are explained.

Any likely nuisances to ‘neighbours’ will be clearly stated together with the measures taken to minimise disturbance and impacts. Dependent upon local needs, these meetings will be repeated to continue monitoring of the effectiveness of mitigation measures and to advise of any changes to the programme. All work will be carried out in such a manner as to cause as little inconvenience as possible to adjoining owners/residents and the general public.

Mr & Mrs Bostock, their appointed Principle Contractor shall notify all residents in the immediate vicinity of the site of the proposed works and will update them throughout the project should it be deemed necessary, e.g. if there are particularly noisy works such as piling to take place.

Mr & Mrs Bostock, their appointed Principle Contractor shall liaise with the local school and where necessary provide information to educate the children on the dangers of construction sites.

Mr & Mrs Bostock, their appointed Principle Contractor shall liaise with local commercial residents to ensure that our activities do not impinge on external activities and that hazards relating to unauthorised site access are communicated to those parties who may be affected**.**

5.3 Liaising with the Client & Designers

All complaints will be managed through the site management team in the first instance. Once resolved, outcomes and lessons learnt will be recorded.
Any complaints received through the contractor or through the regulatory authority, will be logged and reviewed in line with the contractor's procedures and brought to the client's attention.

The Environmental Risk Assessment will highlight the potential environment impacts and how they will be effectively mitigated.

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

6.0 Regulatory Agencies and Interested Parties

Local Authority: Stoke-on-Trent City Council, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1RN
Tel: 01782 234 234 Text: 07786 200 700
Email: enquiries@stoke.gov.uk

Environmental Agency: Central Area Office, Sentinel House, Wellington Crescent, Fradley Park, Fradley, Staffordshire, WS13 8RR
Tel: 03708 506 506
Environment incident hotline: 0800 80 70 60 (24 hour service)
National Customer Contact Centre, PO Box 544, Rotherham, S60 1BY;
Tel: 03708 506 506;
Email: enquiries@environment-agency.gov.uk

Water: Severn Trent Plc, Severn Trent Centre, 2 St Johns Street, Coventry, CV21 2LZ
Main Switchboard: 024 7771 5000
Emergency: 0800 783 4444

The below table sets out the Regulators involved in the project and their responsibility:

Environmental Issue	Regulator / Interested Party
Water discharge / Pollution & Waste Management	EA
Protection of flora and fauna	EA / English Heritage / Stoke-on-Trent City Council
Ecological Interests	EA / Stoke-on-Trent City Council
Air Quality, Noise, Traffic,	Staffordshire County/Stoke-on-Trent City Council
Disposal via sewage system	Severn Trent Water

All Construction operatives will follow the guidelines listed here to help ensure efficient and effective management of environmental issues.
Plan ahead, try to avoid problems and give regulators advance warning of potential problems;

- Give regulators the time needed to process any enquiries;
- Display the relevant emergency number for the regulatory agencies. Included in the Construction Safety, Health and Environmental Management Plans and displayed on the site notice board;
- Ensure that all site personnel know the correct procedures for reporting incidents – they should let the site manager know before contacting the regulatory agencies;
- Notify through the Site manager the Environment Agency and the Local Authority of any significant uncontrolled contaminating spillages and/or issues

Details of communications with regulatory bodies are to be kept in the relevant Safety, Health and Environment Files