

Unit D, North Bank Road, Port Talbot, SA13 1RE

Proposed Construction of Industrial Building to Site Class 7
Test Centre for Vans and Cars, and Lease Remaining Units
for B2 and B8 Use

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1. Introduction

- 1.1. This CEMP has been prepared in support of a discharge of conditions application. This is submitted on behalf of PTB Properties Ltd in relation to the following approved development proposal:

'Proposed Construction of Industrial Building to Site Class 7 Test Centre for Vans and Cars, and Lease Remaining Units for B2 and B8 Use'

- 1.2. The overall objective of the CEMP is to ensure that throughout the construction period any disruption is kept to a minimum. This CEMP should be read in conjunction with the Construction Method Statement (CMS) submitted alongside this application.
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2. General Site Management

- 2.1. The Site Manager will be responsible for the implementation of the Environmental Standards and the CEMP and will be overseen by the Construction Manager. They will be communicated to all site personnel including contractors, sub-contractors, and visitors during the Health & Safety induction when first entering the development. The induction will inform them of the requirement to sign in and sign out daily and informs the person(s) of the works which are being carried out on a day-to-day basis on the development. All inductees will be appropriately trained and checked to ensure that all relevant HSE requirements have been complied with. This includes checks on the validity of CSCS cards, driving licenses, plant operator's licenses, training certificates, and the provision of correct PPE equipment.
- 2.2. Periodic toolbox talks will also be undertaken that highlight the need for good working practices to prevent pollution and harm to the environment during construction, and any health and safety issues that may arise on site. This will include toolbox talks given by a suitably qualified Ecological Clerk of Works, who will supervise all necessary works.
- 2.3. All sub-contractors must submit risk assessments and method statements for their individual activities, plus any licenses or permits to work required for daily activities.
- 2.4. All statutory inspections are recorded on the relevant forms, with the standard F10 HSE notification of site start already submitted to the relevant authorities as required under current CDM procedures.
- 2.5. A minimum of one fully trained First Aider will be available at all times and First Aid kits will be available on site. Directions to the nearest A&E Hospital department will be displayed in both the site office and welfare facilities. All trades will be required to supply RAMS which will be checked by our health and safety consultant prior to them commencing work on site.

Emergency Procedures

- 2.6. At the project planning stage, it is essential to think through the possible incidents and emergencies which could arise during construction works and plan accordingly via risk assessments and an emergency response plan.
- 2.7. The emergency response plan will be communicated to all site staff at site induction and will include pollution incidents such as:
- Spillages;
 - Failure of temporary works;
 - Vandalism;
 - Fire(s); and
 - Extreme weather events - heavy rainfall, flooding, severe frost and snow.
- 2.8. Site staff responsible for taking action in emergencies must be aware of their responsibilities and trained to use the necessary equipment such as spill control equipment and shut-off valves.
- 2.9. All sediment, chemical or other pollution incidents will be recorded and notified to the relevant authority (the LPA and Natural Resources Wales), in line with the incident reporting procedures published by Natural Resources Wales.
- 2.10. Incidents can be reported via the Natural Resources Wales website ([Natural Resources Wales / Report an incident](#)) or by calling 0300 065 3000 24 hours a day. To report an incident, the following information will need to be logged:
- Where is/was the accident taking place?
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- What is/was happened?
- Who is/was responsible for the incident?
- When did the incident take place?

Considerate Constructors Scheme

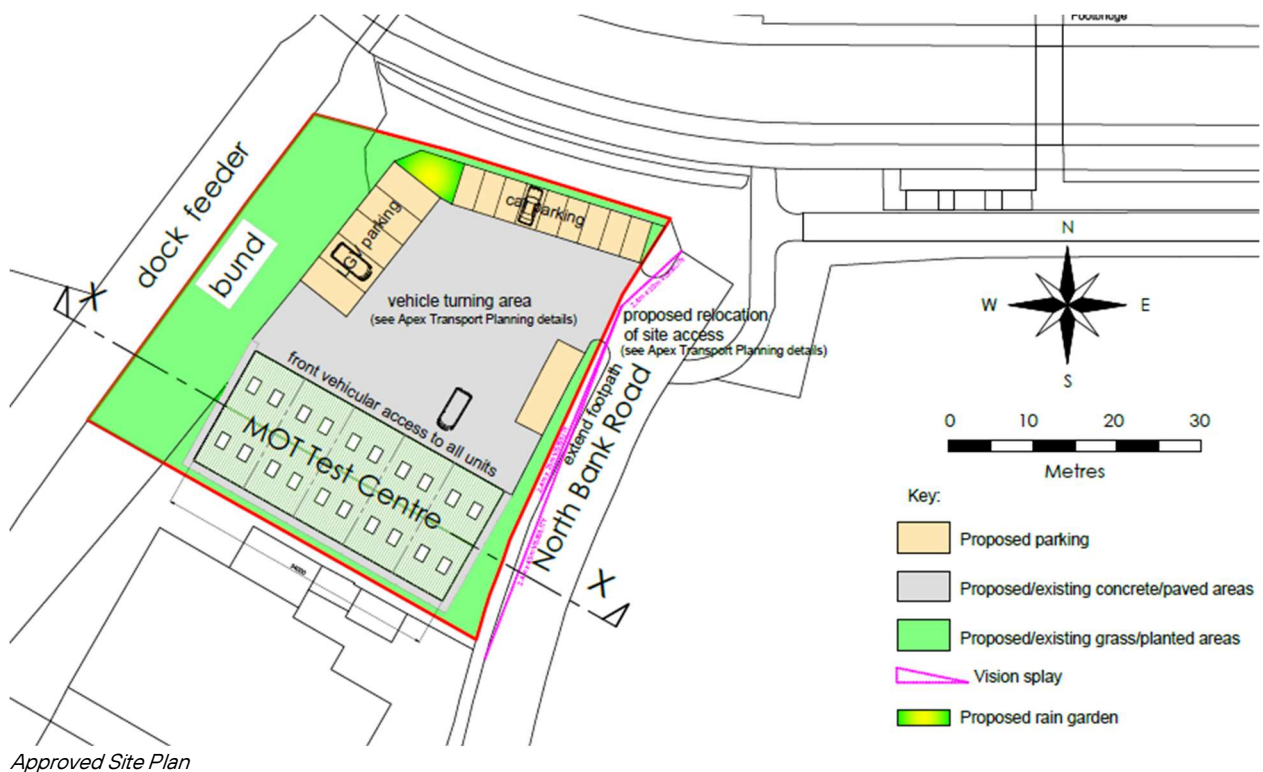
- 2.11. The site will be registered with the Considerate Constructors Scheme (CCS). Contact information will be placed on display boards at the site entrance along with CCS banners. The site will adhere to conform to the CCS compliance scoring scheme.
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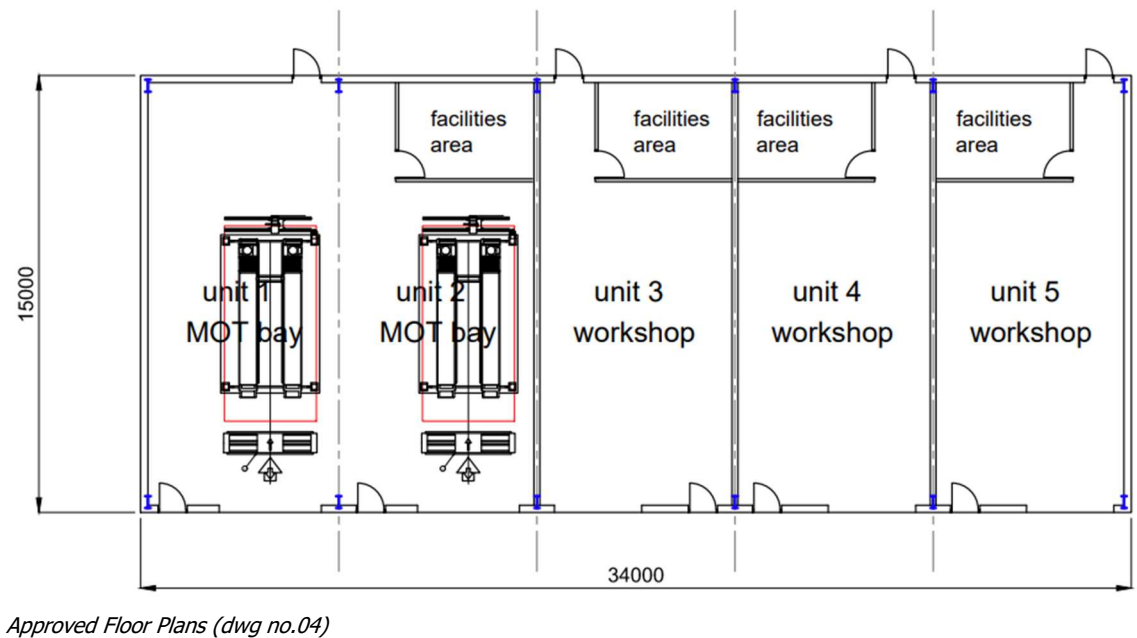
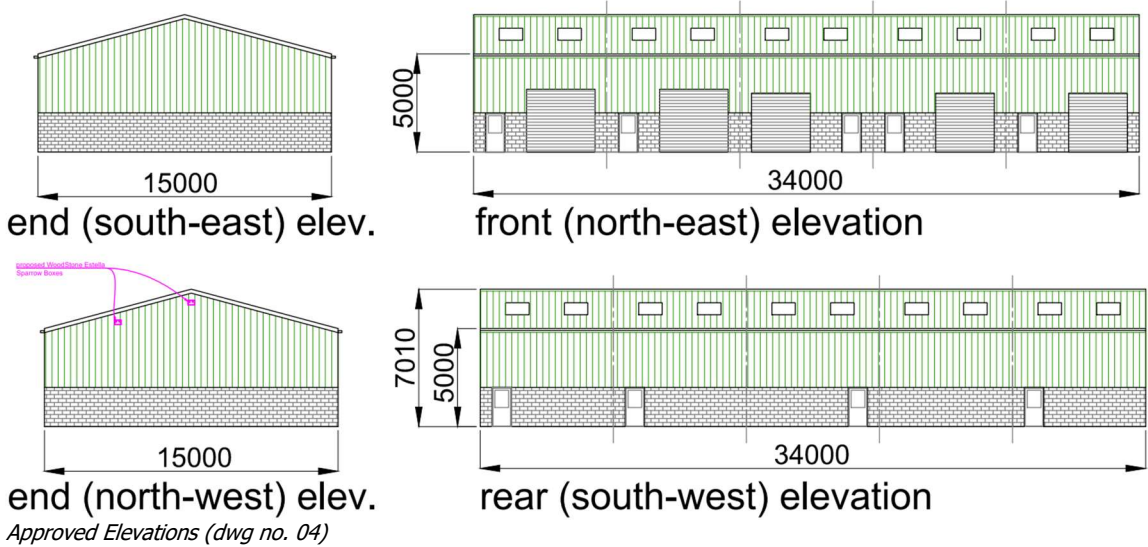
3. Approved Development Proposals

- 3.1. This chapter describes the elements which constitute the development as approved. It should be read in conjunction with the approved application plans, drawings and other information. As indicated above, the proposal as approved was granted full planning permission for the following development proposal:

'Proposed Construction of Industrial Building to Site Class 7 Test Centre for Vans and Cars, and Lease Remaining Units for B2 and B8 Use'

- 3.2. The proposal was granted permission for the construction of an industrial building comprising 5 self-contained units. Units 1 and 2 will operate as a Class 7 Test Centre for Vans and Cars, whilst the remaining units (3, 4 and 5) were approved for B2 and B8 uses.
- 3.3. Extracts of the approved Site Plan can be seen below for ease of reference:

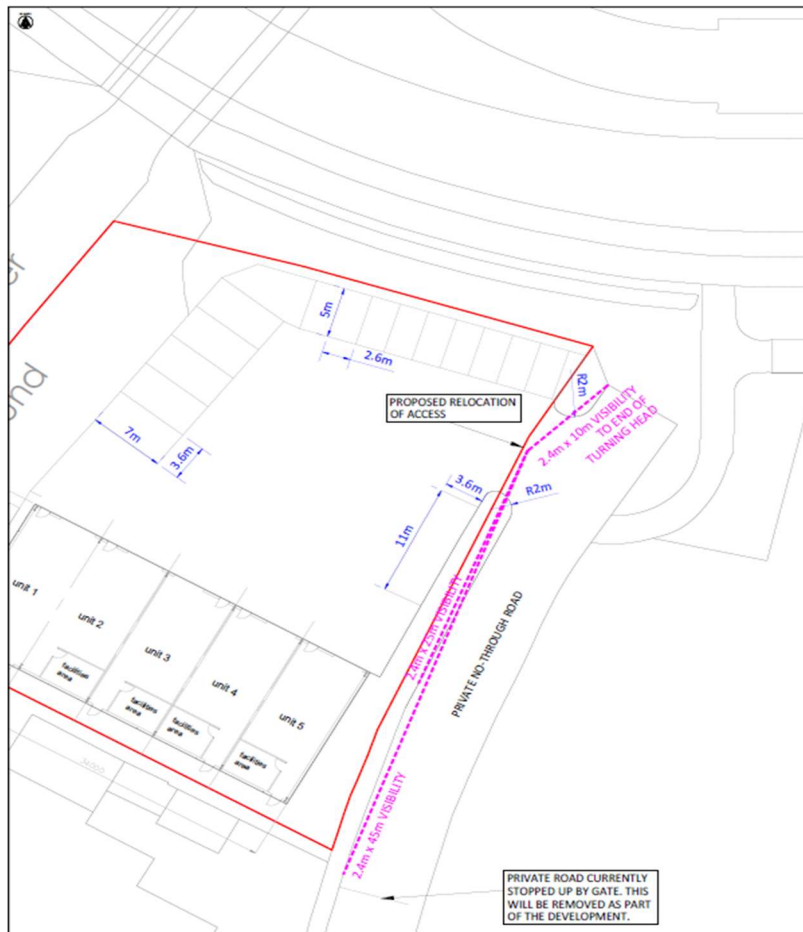




4. Construction Traffic Management Plan

Site Access

- 4.1. The site is accessed via an existing access point that adjoins North Bank Road to the east. North Bank Road further adjoins the A4241 of which provides access to the wider surroundings of Port Talbot.



Site Access

Site Operation

- 4.2. All construction traffic entering and leaving the site will be restricted to normal working hours which will be 0800 to 1800 on weekdays and 0800 to 1300 on Saturdays (there will be no working on Sundays or Bank Holidays except for internal trades). There will be no public access to the construction area.
- 4.3. In order to maximise productivity within the core working hours, start-up and close-down periods of up to an hour before and after core working hours may be used for activities such as arrival of workforce and staff; deliveries and unloading; movement to place of work; maintenance and checking of plant and machinery; general refuelling; site inspections and safety checks prior to commencing work; site meetings; and general site clean-up and departure.
- 4.4. It will not include operation of plant or machinery likely to cause a disturbance. These periods will not be considered an extension of core working hours.
- 4.5. Speed limit signs and warning signs will be erected on site restricting the site speed limit as per site rules due to the large amount of activity and heavy machinery likely to be present on site at any one time.

Deliveries

- 4.6. Vehicles making deliveries to the site will be carefully planned by the site manager to avoid peak traffic periods and the 'backing up' of vehicles through the effective co-ordination and storage of materials to minimise unnecessary deliveries. At no point will offloading take place in an area blocking the existing highway network.
- 4.7. Upon arrival at site, the site manager will arrange for 'Caution Construction Vehicles' signs to be erected on the approach roads to the site entrance. The loading area will be clear of vehicles and materials before the next delivery arrives, engines will not be kept idling and drivers will stay with their vehicles at all times.
- 4.8. As indicated above, delivery vehicles entering the site will utilise the existing access arrangements. Vehicles collecting waste material skips from site will also be carefully planned and will be covered with sheeting or netting prior to leaving the site.

Construction Vehicles

- 4.9. Where practical, construction traffic will be separated from resident and visitor traffic and site construction vehicles will only be operated by those people who have received the relevant training, have produced a copy of their certificates of competency, and are authorised to use the vehicle/plant. They will also be inspected, tested and serviced to ensure that they comply with relevant regulations and a regular maintenance schedule will be followed to ensure that they are running correctly.
- 4.10. Where construction vehicles are operating or being used on roads or other areas where the public have access, roof beacons and headlights must be used. A telehandler will be used to transport superstructure materials around the site and a speed limit will be strictly enforced.
- 4.11. Where specific hazards may produce additional risks to traffic movements, a physical barrier will be put in place.

Parking

- 4.12. On site there is a large hardstanding drive area for parking/turning (see the proposed site plan below). During construction, site operative parking will be located within designated areas, as well as on-site parking.



Proposed Site Plan

Sustainable Transport

- 4.13. In addition, to promote more sustainable modes of transport, car/van sharing will be encouraged to and from site.

Pedestrians

- 4.14. Pedestrian traffic will be separated from plant and vehicles at the site entrance and dedicated segregated pedestrian walkways with appropriate signage will be provided across the part of the site that is currently under construction for all site operatives and visitors.

Wheel Washing and Road Cleaning

- 4.15. A jet wash will be positioned at the site entrance (if necessary) and a road sweeper will also be used weekly (where necessary) to clear off any debris, dirt and nuisance material inadvertently tracked out of the site area onto local roads. These vehicles can rapidly attend site and commence cleaning very quickly and so will be available to increase frequency if conditions require.
- 4.16. In addition, a road brush will be permanently on-site during periods of muck-shifting and will be specifically tasked with maintaining the cleanliness of both the local public highway and estate roads.
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5. Storage & Compound Details

Compound

- 5.1. The construction site will be fully secured and managed from the site office within the site compound.

Materials Storage

- 5.2. General materials will be stored safely and securely in designated areas of the compound after careful consideration of the position of existing properties with material set-down points as required and forklifts utilised for material delivery, handling etc. where necessary.
- 5.3. Materials such as concrete rings, steels, timber and any similar materials that require stacking must be stacked on a good firm level base to prevent any unwanted movement of the materials.
- 5.4. Only good sound pallets that are the correct size for the packs must be used. Space must be allowed for machines to move between the packs to prevent the machine displacing any part of the loads or packs. A stacking area must be provided away from public access and, if possible, be fenced off.
- 5.5. Timbers must be de-nailed and stacked in a manner so that they cannot be easily displaced. Packing should be used underneath the stack so that forks or slings can be used to reposition them at a later date.
- 5.6. Steel/reinforcement bars must be stacked in an area adjacent to the works to reduce the amount of handling and carrying. Timber packing must be used underneath steel; this will allow for forks and slings to be positioned for the next movement and help to prevent accidental slips of the materials.

Waste

- 5.7. Waste is to be removed from storage as it is produced. Incoming deliveries will be controlled to match production & available space. Any surplus materials will be returned to storage area(s) and not left around site. Restock surplus materials to be returned from site in good order.

Liquids & Fuels Storage

- 5.8. Liquids and fuels including diesel fuel will be stored in a double bunded tank in an impermeable bund with petrol stored in suitable containers. Locks and valves will be used to prevent spills, there will be a designated re-fuelling area with sanded drip catchment, and in the unlikely event of a spill the relevant incident response procedure will be followed. Spillage kits and sand will also be available on site and additional grips and bunds will be formed as required.
- 5.9. There will be a weekly check of all containers, secondary containment systems, pipework and other ancillary equipment as well as annual inspections and services carried out by a qualified technician.

Plant

- 5.10. At the end of the day, mobile plant will be parked and made secure, the ignition key removed, the cab locked and any windows and covers closed.
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6. Fencing, Security & Site Hoarding Details

Fencing

- 6.1. Secure fencing will be erected around the site boundary and the part of the site currently under construction, with access to the construction site restricted to normal working hours.
- 6.2. Protective fencing will also be erected where necessary, in order to restrict any potential for any detrimental impacted by the development.

Security

- 6.3. The fencing around the part of the site currently under construction will prevent any access from members of the public to the construction site, and ensure that the occupied areas of the development are separated from the areas under construction – with signs clearly defining the boundary of where the construction site begins.
- 6.4. The fencing will be checked regularly to ensure it is in sound condition and records kept.

Site Hoarding Details

- 6.5. If the site is registered with the Considerate Constructors Scheme (CCS), display boards and banners will be displayed at the site entrance.
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7. Noise & Vibration Management Plan

Noise

- 7.1. The processes anticipated for the construction of the site do not present a significant continuous noise nuisance.
- 7.2. Nevertheless, the applicant will, (as far as reasonably practicable) control and limit noise and vibration levels generated during construction so that any potential affected properties, and other sensitive receptors, are protected from excessive noise and vibration levels associated with construction activities as summarised in the table below.

Activity	Noise Potential	Mitigation Measures
Plant & Machinery	Low /Medium	Working hours to be observed. All plant used on site will be maintained in good and efficient working order and electrically powered plant will be preferred, where practicable, to mechanically powered alternatives. It will be operated so that noise including reversing alarms and exhaust emissions are minimised, as far as reasonably practicable, through the use of acoustic enclosures & silencers; Any plant with defective noise control equipment will not be operated until repaired. Machines in intermittent use should be shut down or throttled down to a minimum during periods between work. Bolts to removable covers to be kept tight to prevent rattling. Hinged access panels to be closed in operation and rubber inserts fitted to prevent rattling. Silos to be used instead of diesel mixers wherever possible.
Deliveries	Low	Deliveries will only be made during site operating hours, unless otherwise agreed with the Local Planning Authority.

Noise Mitigation Measures

- 7.3. The Site Manager will plan activities with noise control in mind. Should inspection and / or noise measurements by Local Authority Environmental Health Officers be needed to be taken, the Site Manager will facilitate access to the site at all reasonable times for this.
- 7.4. The noise emitted from fixed plant and equipment on the site will be in accordance with the manufacturer's instructions and meet the relevant British Standard as a minimum if necessary.
- 7.5. Generators will be used within the site compound for welfare and silo supply during working hours but will be silenced and operated on timed hours through the use of hybrid battery systems to minimise any impact on surrounding neighbours. Small portable generators, which are quiet, will also be used in plots by labourers during working hours.
- 7.6. Nuisance can be caused by construction and piling works. The construction hours on site will be limited to the hours of 08:00 – 18:00 and 08:00 – 13:00 on a Saturday. Suitable methods will be undertaken to ensure the reduction of disturbance.

- 7.7. Vibration rollers will also only be used for short periods where possible and will be turned off when not in use.
 - 7.8. Furthermore, given the ground conditions on site, it is unlikely that vibration will resonate outside the immediate work areas and will therefore not affect neighbouring properties.
 - 7.9. Where complaints of excessive vibration are received, consultation with the affected property owners and other neighbours will be undertaken to identify if additional mitigation can be achieved.
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8. Dust, Emissions & Odours Management Plan

Dust

- 8.1. The processes anticipated for the construction of the site do not pose a long-term threat to air quality but there is likely to be some localised impacts during certain construction activities.
- 8.2. Complaints can be avoided by adopting good working practices:
- Identify sensitive receptors and inform the authorities of any likely nuisance that may occur;
 - Instigate control measures to mitigate any negative impacts; and
 - Develop a monitoring regime to record dust conditions while noting weather conditions, construction activities, their location and duration on site.

Dust Suppression

- 8.3. All vehicles likely to cause dust will be suitably covered and a maximum speed limit as per site rules will be imposed and signposted on all highways and work areas. They will also have their wheels cleaned before leaving site (if necessary).
- 8.4. Heavily used areas will be paved and swept regularly, while vehicles movements will be minimised, and they will stick to the site speed limit as slower speeds generate less dust.
- 8.5. The location of the site compound is such that machinery and dust causing activities are located away from receptors as far as possible; waste skips will be enclosed or covered; the use of cutting, grinding or sawing equipment will be used as a last resort and in conjunction with suitable dust suppression techniques; and bulk cement and other fine powder material deliveries will be in enclosed tankers and stored in silos with suitable emission control systems to prevent escape of material and overfilling during delivery.
- 8.6. Stockpiles will be sealed to prevent wind whipping.

Damping Down

- 8.7. Dust will be controlled by damping down with hoses or bowzers as required in unpaved work areas and areas subject to traffic or wind, and from on-site crushers for recycling inert material as fine spraying of water is the most effective way to suppress dust with regular repeat spraying - especially during windy and sunny weather when water will evaporate quickly, whilst minimising run-off into drains and the adjacent bay.

Monitoring Regime

- 8.8. A monitoring regime will be in place which will note weather conditions, construction activities and their location and duration on site.

Emissions & Odours

- 8.9. Plant and machinery are to be correctly maintained to reduce exhaust emissions; unnecessary running is to be avoided; low sulphur/unleaded fuel to be used; and where possible, fixed plant is to be positioned away from site boundaries and occupied areas.
- 8.10. No burning of waste materials is to occur on site.
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- 8.11. Consideration will be taken when planning activities likely to emit aerosols, fumes, odours or smoke, such as painting and adhesive operations, as to where venting will be located so as to minimise the disruption for neighbours.
- 8.12. No other processes are anticipated that will emit noxious odours or airborne pollutants and, in the unlikely event complaints are received of this nature, the applicant will work with the Environmental Health Officer at the Local Authority to mitigate/minimise any emissions.

Cementitious Materials Controls

- 8.13. Cement bags will be sealed after use to prevent leaks and dust. Large areas of concrete will be swept down to reduce the dust present. Concrete, cement and mortar materials will be stored away from any watercourses or drains. The COSHH procedures will be followed by those working with cementitious materials to reduce the risks to health.
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9. Lighting Management Plan

The Construction Lighting

- 9.1. By adhering to the working hours mentioned above, there will be no night working. The need for site wide lighting will therefore be avoided, and any external artificial lighting - which will be restricted to the site entrance, compound, welfare facilities, parking areas and fuel and plant storage areas, during low light periods at the start and end of the working day - will be angled down to prevent unnecessary light pollution and nuisance.
- 9.2. Lights will be visible on all construction vehicles in order to provide awareness and visibility to people when moving around the site.
- 9.3. Certain operations will require task lighting, but this will not cause a nuisance and, on the rare occasions artificial lighting (over and above proprietary lighting fixed to mechanical plant) is required to illuminate site operations, the local Environmental Health Officer will be consulted prior to its use.
- 9.4. As such, there will be negligible impact upon the surrounding area in terms of light pollution and, it is noted that, should a nuisance occur in future, this can be monitored and dealt with under the relevant legislation by the Environmental Health Officer.

Ecological Lighting

- 9.5. Notwithstanding the above, and in-line with general best practice in respect of ecology, all temporary site lighting must be directed away from boundaries, tree and hedgerows to ensure no adverse impact on ecological features in, on, or around the site or on sensitive species.
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10. Contaminated Material Plan

Existing

10.1. Contaminated material can include excavated waste as well as demolition waste. Conditions 5, 6, & 7 all seek to adequately address any and all contamination prior to the commencement of works:

- Condition 5 – Japanese Knotweed;
- Condition 6 – Contamination Assessment; and
- Condition 7 – Remediation Scheme

10.2. Accordingly, given the above conditions, any contaminated land / material found during construction will be adequately and suitably be addressed (i.e. tested, treated and/or removed) by appropriate licences contractors, documented in various assessments, with a remediation scheme to bring the site to a suitable condition.

Imported Materials

10.3. Any topsoil (natural or manufactured), or subsoil, to be imported shall be assessed for chemical or other potential contaminants where necessary.

10.4. Any aggregate (other than virgin quarry stone) or recycled aggregate material to be imported shall be assessed for chemical or other potential contaminants where necessary.

11. Pollution Prevention

Existing

- 11.1. Appropriate pollution control measures will be employed in accordance with the relevant Pollution Prevention Guidelines (PPGs) published by the Environment Agency – namely PPG1, '*General guide to the prevention of pollution*', PPG5 '*Works and maintenance in or near water*', PPG6 '*Pollution prevention guidance for working at construction and demolition sites*' and PPG21 '*Pollution incident response planning*', to ensure that detrimental impacts to the watercourse as a result of surface run-off, spillage and pollution arising throughout the construction phase are avoided. Furthermore, the Technical Guidance Notes (TGNs) published by Natural Resources Wales – namely TGN M18 Monitoring of discharges to water and sewer – which describe the standards and measures to control risks of pollution to the watercourse arising throughout the construction phase will be followed.
- 11.2. Notwithstanding this, to allay concerns further about any potential impact at this location (regarding discharge straight into the watercourse), the following is set out:

Surface Water Management

The perceived risk to surface water in the form of silt and run-off will be managed throughout the project.

- The site is generally isolated from the neighboring highway given the distances and topography – which limits the potential for surface water from the site.
 - Topsoil strip and imported fill will be undertaken progressively to ensure the site is capped as soon as practicable to minimise any soil erosion.
 - Wheel wash jetting facilities will be provided (if needed) for the vehicles moving from the site at the exit point. Silty water from wheel wash facilities will be filtered to ground on site through a gravel medium to prevent unacceptable levels of suspended solids entering nearby surface water bodies.
- 11.3. Any fuel spills will be reported to the Site Manager and acted on immediately to ensure these do not reach habitats. A procedure for checking and corrective action, including regular inspections and monitoring will be put in place for the duration of proposed works.
- 11.4. All refuelling, greasing and application of lubricants will be undertaken no closer than 10m to a watercourse or water body.
- 11.5. There will be no discharge of sediment rich water (e.g. washings) into the waterbody.

Silt Management

- 11.6. Excavation works and soil movement will be avoided during heavy rainfall events and temporary silt barriers will be erected to control surface water around specific working areas (as per the below). This will be made up of a geotextile membrane, allowing water to pass and filter out the silt and will be regularly checked to ensure that they remain effective throughout the construction process.

Emergency Procedure

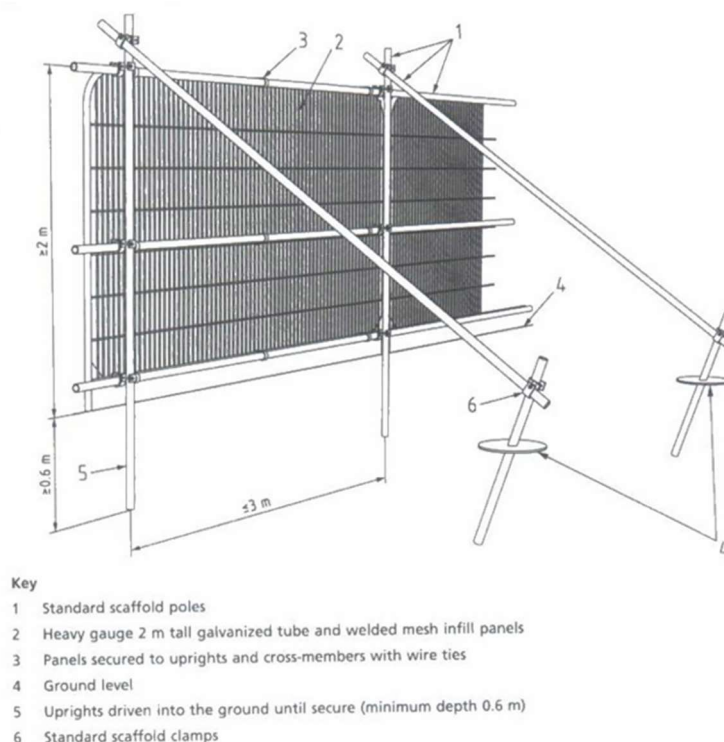
- 11.7. All site staff and contractors (especially ground workers and plant operators) will be briefed on the agreed control measures and actions to take in the event of an emergency. The briefing will include advice on how individuals can assist in controlling construction drainage during their work activities.
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- 11.8. All sediment, chemical or other pollution incidents will be recorded and notified to the relevant authority (the LPA and Natural Resources Wales), in line with the incident reporting procedures published by Natural Resources Wales.
- 11.9. Incidents can be reported by the Natural Resources Wales website ([Natural Resources Wales / Report an incident](#)) or by calling 0300 065 3000 24 hours a day. To report an incident, the following information will need to be logged:
- Where is/was the accident taking place?
 - What has happened?
 - Who is/was responsible for the incident?
 - When did the incident take place?
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12. Ecological Protection

General Best Practice

- 12.1. Toolbox talks by a suitably qualified Ecological Clerk of Works will be given to site contractors prior to the commencement of works, making them aware of any potential ecological features and their legal protection, in addition to sensitive working practices required to avoid harm to any potential ecological networks. The Ecological Clerk of Works will supervise all works which take place on site.
- 12.2. The contractor(s) will be advised to carry out all work with care and vigilance of ecological features, and to adhere to the following procedures in the unlikely event bats are found during works:
- Toolbox talk to contractors (by an ecologist) prior to any substantial works, to advise on the best practices;
 - If habitats, or evidence of habitats (e.g. droppings) are encountered during the works, all works will be stopped immediately and a licenced ecologist or Natural Resources Wales (NRW) contacted for advice on how to proceed. No disturbing works shall re-commence until a licence is in place; and
 - Where possible, works to be undertaken in autumn/winter (Sept – February) to further reduce the risk that species would be present and also to minimise the risk of encountering nesting birds.
- 12.3. Due to the high risk to established trees we would recommend the installation of protective fencing prior to commencement of any works on site in accordance with BS 5837:2012 "Trees in relation to Construction". Trees should be protected using scaffold frame supporting weld mesh panel fencing sited on the edge of the Root Protection Area as defined in BS5837:2012. These fenced areas should not be used for the storage of any plant machinery or materials and personnel should be excluded at all times; these fences should remain in situ until after final landscaping has been carried out, removed by hand with great care to prevent compaction or root damage to established trees. The services of a suitably qualified arborist should be sought prior to the commencement of each stage.



Specification for protective barrier

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- 12.4. All tree protection measures are required to be in place prior to any site occupation for construction and utilization of heavy plant equipment. Do not carry out any clearance work on site without written permission from NPT.
- 12.5. Undertake a marking out exercise once tree protection fencing is in place on site to assess for safe working room and areas requiring and arboricultural watching brief work (AWB). Agree any AWB work in advance with NPT and ensure all protection to trees is maintained throughout the development phases.
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13. Site Waste Management Plan

Reduce, Reuse, Recycle

- 13.1. The applicant will operate a procedure to reduce all waste on site.
- 13.2. The first step is to prevent any waste being generated through educating the sub-contractors. This is also done by using factory produced materials to reduce the off-cuts generated.
- 13.3. The second step is to reuse any materials or items as many times as reasonably possible before disposal. Materials will be reused on site wherever possible, such as hardcore, which will be crushed and used as aggregate.
- 13.4. The third step is to recycle materials. This involves separating materials into hazardous waste, timber, metals etc, via a specific area laid out to facilitate the process. The recycling bins will be clearly marked in order to avoid any contamination of materials and will also be emptied regularly to avoid any overflowing. Skips will also be provided for materials arising in large quantities, which will be covered.
- 13.5. The final step is to dispose of any leftover material as waste to the respective landfill using a licensed contractor able to provide waste transfer notes along with any other relevant documentation. As noted previously, no burning of waste is to take place on site. The disposal of waste is a last resort and will continually be monitored throughout construction.
- 13.6. After following the reduce, reuse, recycle model, the waste from site to landfill is reduced by around 90%.

Contaminated Materials

- 13.7. Further details on the management of any existing and imported contaminated materials is provided in Section 10 of this report.

Compliance

- 13.8. This Site Waste Management Plan (WMP) will be kept on-site during construction within the site office, so that it can be easily referred to.
 - 13.9. The site management team will be responsible for ensuring compliance with the Waste Duty of Care Regulations which includes ensuring the instruction of workers and over-seeing the implementation of the WMP, as well as monitoring its effectiveness.
 - 13.10. A copy of the WMP will be distributed to the contractors where applicable. An on-site briefing will be provided during ever induction regarding the appropriate separation, handling, recycling, re-use and return methods to be used. Regular Toolbox talks will also be carried out in relation to waste matters.
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14. Contacts and Complaints

Project Team

- 14.1. The management team on site consists of a 'Site Manager' and a 'Project Manager' for support and assistance. The details and phone number of the site manager will be displayed on a board on the boundary of the site.
- 14.2. The number of the shared regulatory service will also be displayed on a board on the boundary of the site prior to the commencement of construction.
- 14.3. In an emergency, Natural Resources Wales can also be contacted on 0800 80 70 60.

Complaints Procedures

- 14.4. Any complaint issued to site shall be dealt with promptly and appropriately.
 - 14.5. Any complaints received by the Site Manager shall be recorded and, if appropriate, raised to the required level necessary to resolve.
 - 14.6. An answerphone service will be available outside working hours.
 - 14.7. Complaints can also be reported to the site office where they will be recorded and passed to the site manager for his attention.
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GJP.

**Planning &
Development
Consultancy**