Construction Traffic and Environment Management Plan

In relation to plant to support the National Grid (a gas fuelled capacity mechanism embedded generation Resubmission of APP/17/00511 as amended by APP/18/01281)

Hermitage Park, Harts Farm Way, Havant, PO9 1HS

On behalf of FPC (Havant) Ltd

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Prepared by

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1 Introduction

1.1 Overview

1. This document has been prepared by Clive Fagg Planning in support of a planning application to Havant Borough Council for the construction and operation of a plant to support the National Grid (a gas fuelled capacity mechanism embedded generation (hereafter referred to as the Proposed Development) at Hermitage Park, Harts Farm Way, Havant, PO9 1HS.

1.2 Purpose and Scope

2. The purpose of this Construction Environmental Management Plan (CEMP) is to avoid, minimise or mitigate any construction effects on the environment and the surrounding community and:

   - Ensure compliance with all applicable legislation & statutory controls this includes planning conditions, Section agreements and landowner/client's environmental requirements.
   - Ensure Conformance with the FPC (Havant) Ltd.'s Environmental Policy Statement– including all associated standards and procedures.
   - Deliver best practicable environmental performance – this means preventing pollution, minimising adverse environmental impacts, and securing the potential benefits associated with higher standards of environmental performance.

2 Role and Responsibilities

3. Descriptions of individual environmental management responsibilities are described as follows:

Project Director

- Review and approve Construction Phase Plans
- Monitor and control the management of the plans to ensure effective implementation
- Set SHE objectives and review performance against them
- Determine strategy for achieving SHE objectives and improvements
- Ensure that works are carried in a safe manner and that adequate resources are provided to carry out all operations with due regard to SHE and welfare
- Assist in any regulatory, external, or internal audit as required
- Report any SHE initiatives that they consider could lead to improvement.

Contracts Manager

- Ensure that workplaces under their control are adequate with respect to health, safety, welfare, and the environment
- Ensure, so far as reasonably practicable that a suitable project specific Construction Phase Plan is prepared and implemented
- Make appointments where necessary, e.g. Site Health & Safety Supervisor, Project Environmental Co-ordinator, Fire Wardens etc
- Ensure, so far as reasonably practicable, employees and contractors are competent
- Recommend training needs to suit individual and workplace requirements
- Ensure that a mechanism is in place for effective consultation with employees and contractors
- Hold regular meetings with the Project team to review SHE issues
- Review project management systems at regular intervals to ensure continued suitability and effectiveness
- Report to the client on SHE matters as required
- Provide regular reports on the effectiveness of the Construction Phase Plan to the Project Director
- Assist in any regulatory, external, or internal audit as required
- Report any SHE initiatives that they consider could lead to improvement.

Construction Manager

- Organise and implement the provision and maintenance of a working environment and systems of work that are, as far as is reasonably practicable, safe and without risk to human health or the environment
- Ensure that adequate monitoring and supervision arrangements are maintained and clearly defined areas of responsibility for contractors are established and implemented
- Approval of method statements and risk assessments
- Ensure SHE notice boards display up-to-date information
- Assist in any regulatory, external, or internal audit as required

- Report any SHE initiatives that they consider could lead to improvement.

SHE Manager/ Environmental advisor

- Maintain effective communications with Head of Safety, Health & Environment to ensure adequate flow of SHE information
- Provide advice to the Project Director to enable them to set appropriate performance objectives and improvements
- Report on the levels of performance to enable Directors to review the effectiveness of current SHE arrangements
- Advise Construction Manager on measures to ensure the effective operation of the Health, Safety and Environment Management System and the promotion of a SHE culture
- Give advice and guidance, to any person who may require it, to promote the understanding and operation of SHE best practice
- Carry out regular inspections and audits, provide reports, and give guidance and advice to Construction Manager, Health and Safety Manager, Environmental Co-ordinators and Project and Contractor teams
- Liaise with the Project Environmental Co-ordinators as required
- To assist in any regulatory, external, or internal audit as required
- Report any SHE initiatives that they consider could lead to improvement.

Project team

- Be familiar with the Construction Phase Plan and co-operate in its implementation
- Identify significant safety, health and environmental risks connected with their work package / activity
- Observe all environmental requirements and be respectful to the environment
- Report any SHE initiatives that they consider could lead to improvement
- Conduct regular SHE inspections
- Report all potential / actual SHE risks to their supervisor as soon as possible
- Assist in any regulatory, external, or internal audit as required
- Report any SHE initiatives that they consider could lead to improvement.

Contractor teams

- Be familiar with this Construction Phase Plan and co-operate in its implementation
- Report any SHE initiatives that they consider could lead to improvement
- Manage all SHE risks associated with their work activity / package in accordance with procedures
- Provide completed environmental reports to the Project Environmental Co-ordinator as required
- Provide environmental toolbox talks to site staff (see section 4.14 for project specific requirement)
- Report all potential / actual SHE risks to their supervisor and Project Environmental Co-ordinator as soon as possible
- Assist in any regulatory, external, or internal audit as required
- Report any SHE initiatives that they consider could lead to improvement.

3 Construction Activities

3.1 Overview

4. The development comprises the construction and operation of a stand-by electricity generation plant gas-fired generators sited with associated development (hereafter referred to as the Proposed Development) at Hermitage Park, Harts Farm Way, Havant, PO9 1HS.

5. The following is to be read in conjunction with the site establishment principals plan drawing:

   - Appendix A Location Plan and
   - Appendix B Site Layout Plan and
   - Appendix C Elevation Plan.

6. Refer to 4.2 for principles of site access and egress.

7. Refer to 4.3 for principles of site parking.

8. The Stage 1 site compound consists of a temporary welfare unit, storage containers and car parking. This will be located within the site where the ancillary buildings will be located. The site will be bounded by a 4.0m close boarded wooden fence.

9. It is likely that a generator will be in use to serve the temporary construction compound at the start of the development until a mains electrical connection is made.

10. The works are inclusive of:

    - Site clearance and tree felling and pruning
    - Tree protection activity
    - Construction of:
      - New private access roads and parking
      - New private and adoptable drainage
      - New utility services inc. security lighting and CCTV columns
      - Habitat enhancement
    - All construction activities shall be carried out in compliance with this Construction Environmental Plan a copy of which shall be kept within the site office along with the Construction Health and Safety plan for the lifetime of the development.

11. Typical construction activities include:

Site establishment

- Installation of site security fencing and tree protection barriers
- Permitted felling/ pruning of existing trees and hedges
- Site strip and removal of arising from site
- Installation of temporary site accommodation, welfare, and contractor onsite parking

Ground works

- Excavations for new drainage
- Construction of new roads, paths, and parking
- Excavations for and casting of concrete foundations

- Excavations for installation and connection of new utility services

Super structure works

- Installation of cabling
- Installation of gas supply
- Delivery and installation of generator containers, radiators, and exhaust stacks
- Delivery and installation of transformer and compound
- Delivery and installation of ancillary infrastructure
- Delivery and installation of final welfare and storage buildings

External works

- Boundary fencing
- Landscaping

Typical construction traffic:

- Cars, vans, trucks, lorries, excavators, dumpers, piling rig, tele handlers, mobile cranes, road sweepers.

12. The construction workforce peak is anticipated to be 30 personnel; however average numbers would be of the order of 10 to 15.

3.2 Register of environmental impacts

13. A register of environmental impacts shall be produced and maintained for the life of the project. This Register will be used to inform the environmental procedures and provide a tool for Contractor teams when preparing construction method statements or field briefings.

14. Risks will be identified under the following general headings:

- Air Quality & Emissions
- Noise & Vibration
- Use of hazardous materials
- Waste management
- Wildlife/ biodiversity
- Ground conditions/ contamination
- Disposal/discharge of water
- Archaeology / Cultural Heritage and
- Protection of the public.

3.3 Risk assessment and method statements

15. All known SHE hazards, and risks will be reviewed at each pre-order subcontractor meeting. Risk assessments, method statements and safe working practices are to be prepared 7 days in advance of commencement of the operation on site. All risk assessments are to include reference to known environmental issues.

16. Risk assessments and method statements will be recorded and retained on site. Where information is insufficient the contractor shall be contacted, and a joint review carried out to establish a suitable safe system of work.

3.4 Environmental aspects and impacts

17. Work activity / package Aspects & Impacts Registers will be developed and provided to all subcontractors. The subcontractor must manage all risks associated with their work activity / package in accordance with this document.

18. The Chichester & Langstone Harbours SPA is located approximately 500m south of the Proposed Development. The surrounding habitat has the potential to support species protected under the Conservation of Habitats and Species Regulations 2010 and/or the Wildlife and Countryside Act 1981(as amended). Contractors shall be advised through toolbox talks of this fact and to be vigilant when carrying out works. If any protected species are encountered during works, the activity shall be halted, and a licenced ecologist and Natural England (0300 060 6000) contacted for advice.

19. The habitat features are of ecological importance, all existing trees and hedgerows to be retained shall be protected from damage for the duration of the works on site, by the erection of protective fencing in accordance with British Standards 5837:2005.

20. It is likely that works to the trees will take place during the bird nesting season. An ecologist shall be appointed to check vegetation for signs of breeding bird activity before clearance.

21. It is against the law to damage or destroy a nest that is in use or being built. This applies to all wild birds. Bird breeding season is usually considered to be March to August inclusive, but on occasion birds may nest outside of this season. Should construction take place during the bird nesting season an ecologist shall be appointed to check vegetation for signs of breeding bird activity before any works commence.

22. If nesting birds are found that could be disturbed by site activities, the area should be cordoned off and advice sought from the SHE Manager/ Environmental advisor.

23. It may be that the nest needs to be protected until the eggs have hatched and chicks have left the nest.

24. In the event of any unexpected discoveries of protected or invasive species that could be impacted by construction activities, works must cease, and the discovery must be reported to the SHE Manager/ Environmental advisor. Specialist advice from a suitably qualified ecologist may be required.

25. If contamination is found at any time when carrying out the development that has not previously been identified, it shall be reported immediately in writing to the local planning authority. An investigation and risk assessment shall be undertaken. Where remediation is necessary it shall be agreed with the local authority and a verification report submitted to the LPA upon completion.

26. Where no heritage assets are known or suspected, they may still be present on site.

27. Any find should be immediately reported to developer staff who should:

    - Ensure no further works are carried out within the location of the asset discovery until authorised to do so by the relevant authorities
    - Report the find to the HCA and local planning authority
    - Segregate the area of the site from other activities
    - Ensure that work restrictions in the area are communicated to all relevant site staff and, if necessary that the area is highlighted with clear signage

28. Developer staff should report finds to the SHE Manager/ Environmental advisor.

29. A competent archaeologist would then be engaged to provide recommendations on significance and future working practices.

30. If archaeological finds are discovered the landowner (HCA) and the local planning authority shall be notified immediately.

4 Project Environmental Requirements

4.1 Site working hours

31. The Control of Pollution Act 1974 contains specific provisions for dealing with noise from construction sites. To help minimise disturbance from construction sites Havant Borough Council has the power to restrict the times at which noisy works take place.

32. The locally adopted hours in Havant Borough Council that normally apply to construction works are:

    - Monday to Friday: 07:00 – 18:00
    - Saturdays: 07:00 – 13:00
    - Sundays and Public Holidays: no working unless there are exceptional circumstances.

33. These hours relate to noisy works which are audible beyond the site boundary.

34. No plant, machinery or equipment associated with such works shall be started up or operational on the development site outside of these permitted hours.

35. Bank and Public holidays for this purpose shall be Christmas Day; Boxing Day; New Year's Day; Good Friday; Easter Monday; May Day; Spring Bank Holiday Monday and August Bank Holiday Monday.

36. All sub-contractors including suppliers shall be made aware of the permitted working hours as the restrictions also apply to deliveries.

4.2 Site access and egress / site traffic and pedestrian routes

37. All vehicles would enter and egress the Site using the A27/Harts Farm Way junction. Travelling east after 900m vehicles would enter Hermitage Park and then enter the Site. These roads are suitable for use by HGVs and other construction vehicles.

38. The access route would not impact upon any Public Rights of Way.

39. Prior to the commencement of construction activity, the site will be secured by Heras fencing and a temporary access gate around the boundary of the site (as shown on the site layout plan (Appendix B). The Heras fencing will have netting fixed as a dust control/debris restrictor.

40. A temporary access road comprising of well compacted stone will be installed on the site. This will follow the line of the proposed permanent road for the site and an HGV can turn around to enable vehicles to enter and leave the site in forward gears.

41. A temporary construction compound including temporary welfare facilities, car parking and delivery reception will be located where the permanent ancillary infrastructure is to be located.

42. Segregated pedestrian routes shall be created on site. Where pedestrians must cross traffic routes, the crossing point shall be chosen to ensure maximum visibility for both pedestrians and drivers and shall be clearly marked.

43. Reversing by any vehicle is to be reduced to the minimum possible on this site, where reversing must be carried out then this will be under the control of a trained banks man where the vehicle has not been fitted with 360-degree vision aids. Apart from delivery type vehicles, all site construction plant shall be provided with 360-degree vision.

44. Site-specific requirements for access and egress including delivery times shall be notified to all delivery drivers prior to their arrival on site as well as all site operatives during induction.

4.3 Site parking

45. Contractors' parking will be provided within the temporary construction compound, additional parking may be available on site but in controlled areas once plots are completed, otherwise parking will need to be off-site.

46. There will be no parking elsewhere on site unless with express permission of the Construction Manager. If vehicles are parked in construction areas, for unloading materials and the like the vehicle must be returned to the designated parking area as soon as possible.

47. All Contractor and visitor vehicles are to be parked on site in the designated area adjacent to the site compound.

48. The parking of construction vehicles and private vehicles on highways outside of the construction area is not permitted.

4.4 Speed limit

49. A speed limit of 5 mph will apply to this site; appropriate unambiguous signage will be displayed at the site entrance and at appropriate intervals on roads within the site.

4.5 Construction vehicles / vehicle movements

50. The construction process is anticipated to take up to 9 months, throughout the process it is estimated there will be 5 to 10 HGV deliveries per day and up to 25 construction staff.

51. There will be allowance on the site for > 20 construction staff parking.

52. The installation of the engines and the transformer will require a large mobile crane and 2 areas of the ground will be stoned up and prepared to Structural Engineers detail to receive the crane loads during the lifting process

53. Only trained / qualified personnel are to drive and operate construction vehicles, evidence of accredited certificates of competency will be required.

54. All vehicles are to be inspected and serviced at regular intervals. Onsite inspections will be reported to the SHE Manager and recorded in the relevant book, held within the SHE system on site.

55. All plant to be fitted with roll over protection and warning beacons.

56. Cabbed vehicles to be fitted with 360-degree mirrors / cameras / audible reversing warning.

57. When a vehicle is left unattended, for whatever reason, both during and outside normal working hours, it must be switched off and keys removed to prevent unauthorised use. When not in use machinery is to be returned to designated parking area(s).

58. Vehicle operators must be familiar with and use the designated on-site traffic system. Changes to the traffic system must be clearly communicated, evidenced to all site personnel.

59. If site vehicles have to pass through occupied areas i.e., between phases of the project, they are to be accompanied by a trained banks man. If this involves being on a public road, the vehicle must be suitably equipped with lights etc.

60. Where specific hazards may produce additional risks to vehicular and pedestrian movement, they must be protected whenever possible by a physical barrier and high visibility plastic netting and warning signs, i.e., excavations close to vehicle and pedestrian routes, scaffolding close to roadways which could cause restricted sight lines.

61. No materials carried around site are to be loaded in such a way as to cause restricted vision of the driver of the vehicle. All materials to be transported around site are to be suitably loaded and fully secure.

4.6 Material delivery and storage

62. Loading and unloading of plant and materials shall take place only within the boundaries of the construction site. In most cases, because the components are pre-assembled off-site before delivery, they will be unloaded directly into their place of installation.

63. For all other deliveries, loading and storage areas will be created on site allowing sufficient area for the requirements of the project.

64. Lorry movements will be fully considered, ensuring safe reversing / manoeuvring, access and egress.

65. When materials are delivered to the work area they shall be positioned so as not to obstruct vehicular or pedestrian routes or reduce visibility of site traffic and pedestrians. Materials shall be positioned outside of the root protection area of existing trees.

4.7 Highway cleanliness

66. The existing highways leading to the site shall be kept free from mud, dirt, debris, and other deleterious matter.

67. Road sweeping shall be implemented as required to prevent build-up of mud / dust on site roads and to ensure it is not deposited on adjoining public roads.

68. A high-pressure hose shall be available at the site gate for the cleansing of vehicles should this be necessary to avoid the deposit of mud on the public highway.

4.8 Site security and tree protection

69. Prior to commencement on site all site boundaries shall be made secure, and tree root protective fencing installed if required. The site would be enclosed by Heras fencing, which shall be maintained in position and good repair throughout the development. Lockable gated access points at site entrance off Hermitage Park will be installed at which pedestrian and vehicular access to the site can be controlled.

70. As the project progresses, security will be monitored and if deemed necessary an appropriate security system shall be implemented.

71. At an appropriate time, and prior to operation, the Heras fencing will be replaced with permanent Palisade security fencing.

4.9 Welfare facilities

72. This site will have the following welfare facilities.

- Adequate toilets for the anticipated numbers on site
- Canteen for preparation and consumption of food and beverages
- Changing room
- Construction Manager's office and meeting room

73. The principal point of access/ egress to this area will be from within the site.

74. The following will be provided and maintained throughout the project:

- Segregated and delineated pedestrian / visitor entrance
- Visitors Book
- Heated, lit, and ventilated accommodation for shelter and the taking of food and drink
- Facility for the changing, storing and/or drying of soiled or wet clothing
- Wholesome drinking water and suitable cups
- Means of boiling water
- Means of heating food (microwave cooker)
- Lit toilets
- Toilet paper and paper towels or equipment for drying
- Skincare dispenser, (DEB board).

75. Smoking is prohibited in ALL offices / rooms and similar enclosed spaces and will only be permitted in the designated (appropriately signed) non enclosed area.

4.10 Protective equipment

76. Contractors and visitors wishing to access the site work environment must wear the following PPE: - Safety helmets, hi visibility clothing, gloves, safety footwear & Glasses.

77. Contractor's task specific risk assessment shall be carried out and protective equipment identified in that assessment shall be worn.

4.11 Storage of fuels, oils, and chemicals

78. Containers must be stored within a Spill Nappy (or similar), bund or any other suitable secondary containment system (SCS). All containers shall be located outside of/

away from the root protection areas of existing trees and in a safe place to minimise the risk of damage and locked-off when not in use.

79. For oil tanks, intermediate bulk containers and mobile bowsers the SCS must be able to hold:

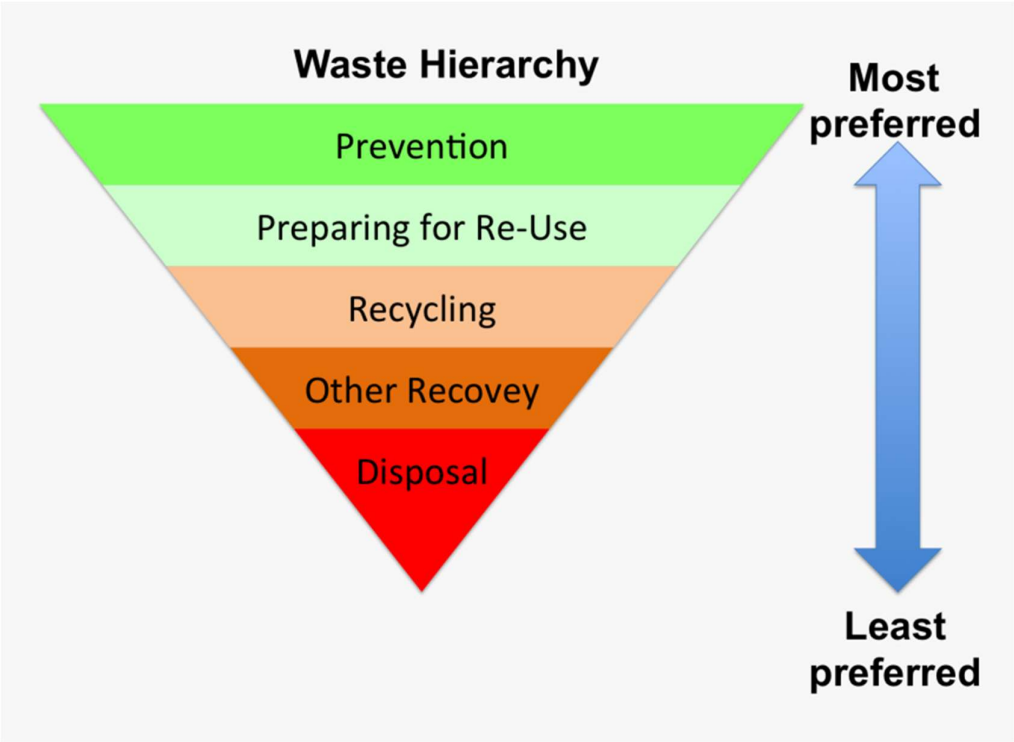
- Where one container is being stored - a minimum of 110% of the total volume
- Where more than one container is being stored - a minimum of 110% of the largest container's storage volume, or at least 25% of their total volume (whichever is greater)
- For drum storage, the interceptor tray must be able to hold at least 25% of the total storage capacity of the drums.

80. Bunded areas must be made impermeable to water and oil. The base and walls must not be penetrated by any valve; pipe or opening that is used for draining the system. For further guidance on bund construction and other requirements, please refer to CIRIA publication Construction of bunds for oil storage tanks (R163) and Environment Agency Pollution Prevention Guidelines 2 and 6.

4.12 Waste management

81. The Construction Manager will manage waste generated by the development which shall be monitored by a bespoke version of the Building Research Establishment (BRE) SMARTWaste Plan. The Project team will use this plan to identify waste streams, forecast waste volumes and identify suitable methods to eliminate, or where this is not practicable, reduce waste generated by the project.

82. When considering management options for identified waste streams, the developer and supply chain members will adhere to the principles outlined in the waste hierarchy.



83. The developer and supply chain members will ensure waste is stored away from drains, boreholes, wells, controlled waters, and root protection areas of existing trees.

Containers shall be in good condition and, where required, covered to prevent dust and litter being blown out. If there is any likelihood of stored waste contaminating the surrounding environs, all necessary steps will be taken to ensure no contamination occurs. This may include the use of containment bunds with rain shelters and the use of sealed containers, i.e., clip-top drums and fluorescent tube coffins.

84. Before waste is treated and / or removed from the development all subcontractors / waste contractors must provide the Project team with legible copies of the following documentation:

- Environmental permits (mobile plant licences) and exemption certificates authorising on-site crushing and screening activities
- Waste Carriers Registration Certificates
- Environmental Permits, (Waste Management Licences and PPC Permits)
- Notification certificate of exemption from environmental permitting.

85. The Project team and, where applicable, subcontractors will ensure that the removal of all inert / non-hazardous waste is recorded on Waste Transfer Notes. These documents must be kept for a minimum of two years. These documents will be stored on site and made available on request.

86. The Project team and, where applicable, subcontractors will ensure the removal of all hazardous waste is recorded on Hazardous Waste Consignment Notes. These documents must be kept for a minimum of three years. These documents will be stored on site and made available on request.

87. Legible copies of all Waste Transfer and Consignments Notes, recording the removal of waste from the development must be issued to the developer. This includes waste generated on site by subcontractors).

88. When removing hazardous waste from the development the following Environment Agency Premises Code must be used on all Hazardous Waste Consignment Notes: (Code awaited from EA).

89. The burning of materials or waste on site shall not be permitted.

4.13 Particulate matter (dust), noise and vibration

90. It is proposed that the equipment shown in Appendix B: Site Layout Plan will be placed on concrete plinths approximately 300mm in thickness. No piling is proposed and therefore construction would not result in construction vibration. The Proposed Development Site is located within an industrial context with Broadmarsh Civic Amenity Site, a sand and gravel processing unit, an electricity substation and a sewage treatment works. Given this context, additional dust, noise and vibration impact to sensitive receptors is unlikely.

91. Regarding nuisance, the methodology in which work activities are undertaken must apply Best Practicable Means (BPM) to minimise negative impact on local, sensitive receptors (existing domestic dwellings). However, if measures to reduce excessive dust and noise are unsuccessful, work must stop, and an alternative method devised before work can resume.

92. The following measures shall be used where necessary to prevent noise and dust:

- Prior to the commencement of construction, the Site will be enclosed by Heras fencing. This fencing will have netting fixed as a dust control/debris restrictor.
- Use sheeted lorries and sealed / covered skips

- Use dust extraction equipment when drilling and cutting
- Damp down access roads and stockpiled materials in dry or windy weather
- Sweep access roads regularly
- Grass over topsoil which is being stockpiled for landscaping or off-site re-use
- Locate plant and equipment away from sensitive receptors
- Use screens, including earth bunds to act as acoustic barriers
- Isolate plant and equipment when not in use
- Fit white noise systems on vehicles to reduce noise nuisance when reversing
- Keep engine compartment doors closed
- Limit vehicle movements on-site, i.e., use of one-way system.

4.14 Visual amenity

93. The Proposed Site is located within an existing business park. To the west of the is Broadmarsh Civic Amenity Site and to the south is a recycling plant. Along the western boundary is a strip of existing mature woodland. To the north and south are existing overhead powerlines. It is also noted that the land between the Proposed Development Site and the Chichester & Langstone Harbours SPA comprises of a sand and gravel processing unit, an electricity substation and a sewage treatment works. Given this context, additional visual impact to sensitive receptors is unlikely.

94. Measures to minimise and avoid creating visual impacts during construction.

- unnecessary vegetation removal will be avoided
- materials and machinery will be stored tidily during the works to minimise impacts on views
- lighting of compounds and working areas will be restricted to agreed working hours and those which are necessary for security
- public roads providing access to the construction site will be maintained free of dust and mud
- keep clear and clean all working areas and accesses as work proceeds and when no longer required for the works
- on completion of the project, remove all structures, equipment, surplus soil and materials, waste, notice boards and temporary fences used during the construction with minimum damage to the surrounding area.

4.15 Previously unidentified matters

95. If one or more of the following is discovered, work in that location must stop immediately and the Project Environmental Co-ordinator (PEC) informed:

- Contaminated soils
- Archaeological remains or features
- Suspicious objects
- Underground storage tanks
- Invasive species, i.e., Japanese Knotweed
- Protected species, i.e., badgers, bats, amphibians, reptiles, and plant life.

4.16 Subcontractor environmental reporting

96. All subcontractors will complete relevant sections of the Monthly Environmental Report (MER). The report consists of the following information:

- Subcontractor Details

- Waste Metric
- Utilities / Resource Metric
- Commercial Transport Metric
- Timber Source Metric
- Explanatory Notes.

97. The MER template will be provided electronically as a Microsoft Excel document. When returning completed MERs, subcontractors will ensure the report is in its original format, i.e., compatible version of Excel.

4.17 Emergency and incident preparedness

98. Given the nature of the works and the environmental sensitivity of the site it is possible, although unlikely, that environmental incidents could occur. Such incidents could include:

    - Hydrocarbon spillages into surface or groundwater
    - Silty contaminated runoff into surface or groundwater
    - Fires, and / or
    - Extreme dust events.

99. To minimise the risk of a pollution incident, subcontractors must ensure all operatives understand the environmental risks associated with their work activity and what control measures are in place to eliminate or reduce negative environmental impact.

100. Should an environmental incident occur, follow the SHE Accident / Incident Management & Investigation Process Flowchart and Management of Accidents and Incidents Procedure contained within the Construction Health and Safety file.

4.18 Communication with the public

101. A pre commencement letter drop shall be carried out notifying all direct neighbouring properties of the site start date.

102. Suitable out-of-hours contact arrangements shall be in place if an incident occurs outside of normal working hours (e.g., an alarm sounds, or a break-in is reported).

103. Contact details shall be displayed outside the site. Contacts shall be reviewed and updated in relation to annual leave or other absence of site staff.

104. The Project Team will communicate proactively with any local residents / businesses and other members of the public that may be affected by construction activities.

105. Where activities could cause nuisance to the local community, the Construction Manager shall contact local residents and any affected businesses, schools, or hospitals etc. prior to the activity taking place.

106. The developer shall then ensure that these parties are kept up to date with the progress of the works and the measures that will be put in place to minimise any potential nuisance that may arise as a result of these.

107. The developer shall provide the potentially affected parties with contact details of the Construction Manager, should they have any issues or complaints they wish to discuss.

108. Staff is encouraged to build and maintain a positive relationship with the local community to avoid the need for nuisance related complaints.

109. All subcontractors are expected to minimise the impact of their works on the local community. The Construction Manager will identify potential nuisance issues at the pre-start meeting and ensure that they are included in site inductions, but these should also be covered in the subcontractor's conditions.

4.19 Complaint procedure

110. The site noticeboard will be located at the site entrance and clearly visible externally. It will contain a contact telephone number for the Construction Manager and the Contracts Manager.

111. On receipt of a complaint the contractor will take full details including:

- - Date and time of the complaint
- - Type of complaint
- - Details of complaint
- - Contact telephone number.

112. The complaint will be elevated to a senior company representative who will investigate and where appropriate implement mitigation measures.

113. A record of how the complaint has been addressed will be kept in writing on site.

4.20 Monitoring and control

114. It shall be the responsibility of the Construction and visiting Managers to monitor and control the Construction Environmental Management plan and ensure its implementation.

115. Updating of both this written Plan, together with the graphical site Traffic Management Plan displayed in the site office, will be the responsibility of the Site Manger.

5 Appendices

116. The following appendices have been included with this report:

- Appendix A: Location Plan
- Appendix B: Site Layout Plan
- Appendix C: Site Elevation Plan