



Odour management plan

Wardentree Lane Anaerobic Digestion Facility

Report for ET Biogas Ventures Ltd

Customer:

ET Biogas Ventures Ltd

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Contact:

Dr Nigel Gibson
Ricardo-AEA Ltd
Gemini Building, Harwell, Didcot, OX11 0QR, United Kingdom

t: +44 (0) 1235 75 3609

e: nigel.gibson@ricardo-aea.com

Ricardo-AEA is certificated to ISO9001 and ISO14001

Author:

Nigel Gibson

Approved By:

Brian Donovan

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Executive summary

This odour management plan contains:

- A brief description of the anaerobic digestion process.
- The objective of the odour management planning process as applied to the anaerobic digestion process.
- A summary of the odour emission sources at the installation along with a risk assessment of the contribution to odours and the potential consequences of deviation from normal operating practice.
- Summary of the findings of an odour dispersion modelling study.
- A summary of monitoring carried out on the site, including:
 - The SCADA system;
 - Pollutant emission monitoring;
 - Boundary fence olfactory tests;
 - Daily checks on critical plant; and
 - Fugitive emissions testing;
- A summary of routine inspection and maintenance.
- An overview of site management including:
 - management structure;
 - reviewing of the odour management plan;
 - training; and
 - complaints handling and incident investigation.

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1. Introduction

1.1. Proposed anaerobic digestion facility

ET Biogas Ventures Ltd is seeking to develop an anaerobic digestion (AD) facility on land off Wardentree Lane to the east of Pinchbeck near Spalding. The proposed plant is a gas to grid supply. As opposed to a system that uses organic material to generate electricity, bio methane produced by the plant will be directly fed into the gas grid network. The site has been selected for its proximity to an existing gas grid connection and semi commercial/industrial setting. The site is also approximately geographically central to the proposed feedstock.

The Anaerobic Digestion Plant consists in the main of: four large tanks [three digestion and one digestate], associated plant to input feedstock material housed within a building and clean the gas etc, a combined heat and power containerised unit, and lagoons.

1.2. Description of proposed process

The following description is taken from documentation submitted with the planning application.

The feedstock for the plant consists mainly of energy crops including maize, grass, silage, sugar beet etc., which will be produced from locally farmed land. There is a smaller proportion of feedstock that will be sourced from local businesses also within this area; this will be in respect of waste products from the food preparation industry, mostly vegetable preparation waste. As an approximate guide, the energy crop will amount to in the region of 80%, the waste material 20%.

The site relies on feeder farms to prepare and store silage. The grass silage feedstock is harvested in May to July and maize and beet in September/October. Cultivating and harvesting operations will vary depending on the crop but these activities will be complimentary to the existing farming operations.

The maize and beet material will be ensiled in the agricultural storage clamps on the feeder farms. The silage will be transported from the feeder farms to site as required. Following delivery to site the feedstock is fed into the digestion system.

From the feed hopper the solid feedstocks are conveyed into the pre-mixing vessel (dissolver), additionally liquids are added and subsequently the mixture is stirred and macerated, before being pumped into the digester. Through the pre-mixing vessel all feedstocks can be weighed and registered in order to have a precise and accurate feeding mixture.

The digester is an insulated concrete tank, covered by a double membrane roof which captures the biogas. The biogas is produced through the anaerobic digestion of organic matter, contained in the feedstock. This anaerobic digestion process takes place at a temperature of around 37°C. This temperature is required to maintain the activity of the bacteria inside the digester, which convert organic matter into biogas.

Within each digester, 4-5 agitators are installed to be able to completely stir all the digestate which is required to have an efficient and stable digestion process. After digestion a digestate is left-over which will be stored in the gas-tight digestate storage tank (separate end-storage tank).

Before transferring the digestate into the end storage tank it will be pasteurized, in order to make it free of any pathogens remaining after the digestion process. It is then subsequently separated into a solid and liquid phase. The finalised product will be returned to the feeder farm using the silage delivery vehicle. The digestate will be applied back to the land as an organic fertilizer, saving mineral fertilizer use and reducing CO₂ emissions caused by the production of chemical fertilizer. There is therefore no residual waste within the whole lifecycle of the plant's operation.

Rain falling on site will run along an impermeable surface and enters an underground piped drainage system with all liquid being directed to the liquid feedstock tank. The liquid is then used in the AD process.

The surface water runoff from the site will be collected in a drainage system that will discharge into an attenuation system. The attenuation system will attenuate the flows from the entire site, restricting discharge into the drainage ditch through the use of multi stage pump.

Table 1 lists the key plant and equipment on site.

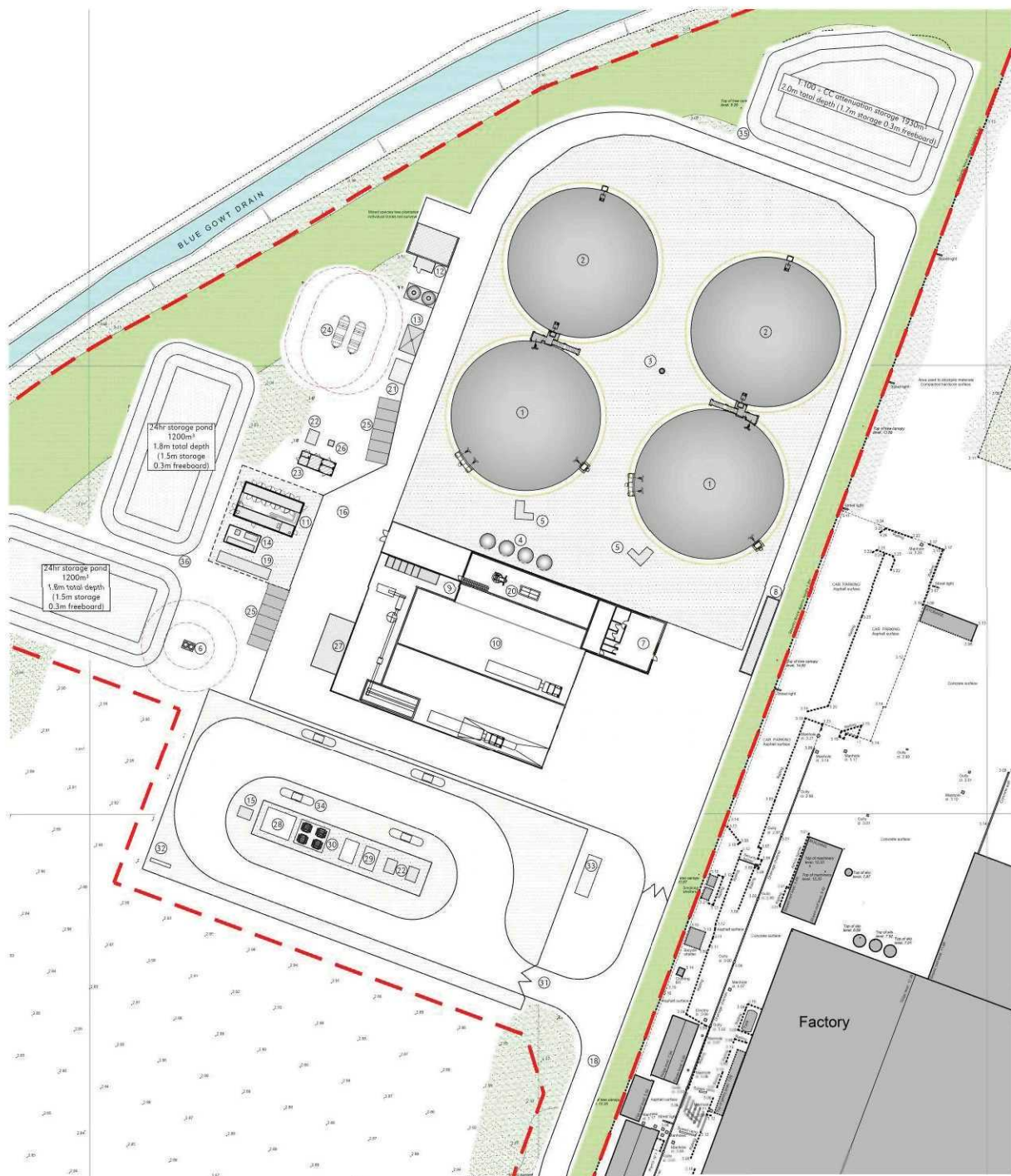
Table 1: Key plant and equipment on site

Structure	Dimensions	Comments
Feed hopper	2 x 240 m ³	Erected inside the process building , partly sunk into the ground connected via an auger system to the mixing vessels
Liquid storage tank	4x100 m ³ liquid storage tanks. 12-17 metres high, 3.5 metre diameter	Holding liquid organic material, to be mixed with the solid feedstock
Digester tanks (x 3)	6700 m ³ , 35.9 m diameter tank, gas holder to top of tank, total height of 16.3 metres above ground level of site	Each digester fed separately and has double membrane roof under constant pressure with inner layer capturing the gas
Digestate Storage Tank	7100 m ³ , covered with double membrane roof	Holds sufficient capacity for ~70 days. Additional storage capacity provided by lagoons on feeder farms.
CHP Unit	499kW generating unit, to be located in technical building	To provide the required amount of heat for heating the digesters for the pasteurisation process and also provides electricity for plant consumption
Process Building	Process building which will house feedstock loading, handling and preparation prior to digester entry	Building will be designed with a negative pressure system and equipped with air treatment system (biofilter) to control odours. Building also contains, offices, welfare facilities, control panel room, work space (for maintenance) and the pasteurization system
Separator	Located onsite	To produce both liquid and solid bio fertiliser which can be reapplied to land. To ensure correct storage of separated solids and collect any run off water equal to the silage run off water

The proposed layout of the anaerobic digestion facility is shown in

Figure 1 below.

Figure 1: Proposed anaerobic digestion facility



1.3. Objective of this odour management plan

This odour management plan (OMP) is a working document which sets out:

- The means by which the operator intends to operate the anaerobic digestion plant to minimise odour generation.
- The management practices adopted by the operator to manage odour.

- The expected odour impact of the proposed facility, drawing on the findings of a study carried out by Ricardo-AEA.

This document has also been designed to be consistent with fulfilment of odour management obligations under the Environmental Permitting Regulations (EPR).

1.4. Structure of this report

To remain consistent with Environment Agency guidance¹, this OMP covers the following topics:

- Odour sources.
- Odour impact and odour control systems.
- Process monitoring
- Overview of management strategies covering aspects such as actions and contingencies.
- OMP review process.

¹ Environment Agency, "How to comply with your environmental permit: H4 Odour Management," March 2011

2. Odour sources and controls

A review of the proposed anaerobic digestion operation was carried out to identify all potential emission points at which odour can be released.

Our experience of anaerobic digestion facilities is that odour from:

- Raw materials storage and handling can be significant source of emission. The proposed operation will ensure that the pasteurisation stage will take place after the anaerobic digestion phase is completed. This mode of operation ensure principle cause of odour is ameliorated by the digestion process itself. Furthermore the site will operate on a retention time of 70 days, again increasing the amount of odour destruction by the process. Elsewhere AD plants have had problems (i) when pasteurisation takes place before digestion and (ii) .when the retention time is too short to process an inactive digestate.
- On site the majority of these emissions will be contained within main process building. The air from the main process building will be directed first to a scrubber stage and then on to the biofilter for final treatment.

The air extraction system applied to the main building will extract a total of 30,000 m³/hr from the process building. The system will extract air at a rate of 5 air changes per hour (ACPH) from processing areas and 2 ACPH from reception areas. The biofilter will give an empty bed residence time of 45 seconds.

The design and operation of the main process building needs to ensure that the building is maintained under negative pressure and that fugitive emissions are minimised. The operator will ensure that vehicle access doors will be opened no longer than is necessary to permit vehicle ingress/egress. The design of vehicle access may include the use of fast acting door and air curtains to minimised fugitive emissions.

The residual odour from the biofilter will be discharged from the open surface of the biofilter. Experience in Germany of this type of odour control strategy can deliver a residual odour concentration of less 1,000 ouE/m³.

- Storage of digestate can be a significant odour release. On site the digestate will be stored in a contained tank with a gas tight dual membrane cover. The tank will collect any residual methane generated which will be burnt in the CHP. There will be no lagoon storage of digestate on site, rather digestate will be exported to feeder farms for storage prior to application.
- Feed stock preparation can be significant source of emission. On site the pasteurisation will take place after digestion. As a consequence the magnitude of odour emissions from the pasteurisation process will be reduced. The residual odour from the pasteurisation process will be contained and directed to the biofilter for treatment;
- Unlike other farm based AD facilities there will be no on-site storage of silage, hence the odour emission associated with the operation of silage clamp will not be present on this site.

Having identified all potentially significant sources of odour, the controls applied to minimise odour impacts were identified and evaluated. The residual risk of odours associated with each potential source was assessed and characterised as: low/medium/high. This evaluation was based on our experience of similar facilities, combined with published information on odour emissions. This evaluation is set out in Table 2 below.

Table 2: Summary of odour sources and risk management measures

Odour source	Receptor	Risk management	Probability of exposure	Consequence of any deviation	What is the overall risk?
Grass, maize and sugar beet delivery	Low impact within site boundary	The odour associated with the ensiling process and the silage clamp is not present on this site.	Low	Low impact within site boundary.	Not significant
Waste food delivery [solids], including the delivery of silage	Impact within process building	The feedstock is transported to site in covered containers. The delivery lorries are unloaded within the waste food delivery area within the process building. The feedstock is transported to the feed intake hopper by auger. There is a limited potential for odour releases from the small surface area of the auger and feeder as it is located within the process building. Good housekeeping required to avoid spills etc.	Low	Potential odour is similar to that arising from vegetables growing in neighbouring fields. Odour contained within process building and extracted to biofilter for treatment. Low impact within site boundary.	Not significant Not significant, biofilter will ensure that the residual odour impact will be below 1.5 ouE/m³ as a 98thile
Waste food delivery [liquids]	Impact within process building	The liquid feedstock is transported to site by tanker. The tanker is parked adjacent to the feedstock tanks during the unloading operation. Displaced air from the feed stock tanks is directed to the inlet of the biofilters. Good housekeeping required to avoid spills etc.	Low	Odour contained within tank and extracted to biofilter for treatment. Low impact within site boundary.	Not significant, biofilter will ensure that the residual odour impact will be below 1.5 ouE/m ³ as a 98 th ile
Feeder	Impact within process building	The feedstock is transported to the feed intake hopper by agricultural telehandler, where it is macerated, treated, heated and mixed with water. There is a limited potential for odour releases from the small surface area of the feeder as it is located within the process building. Good housekeeping required to avoid spills etc.	Low	Odour contained within process building and extracted to biofilter for treatment. Low impact within site boundary. Potential odour is similar to that arising from vegetables growing and farming activities in the vicinity.	Not significant, biofilter will ensure that the residual odour impact will be below 1.5 ouE/m ³ as a 98 th ile.
Digestion plant	Impact within site boundary	All odorous material is kept within the containment envelope of the digesters. Biogas will either be	Low	Extraction system is designed to divert to an emergency flare when CHP plant is	Not significant

Odour source	Receptor	Risk management	Probability of exposure	Consequence of any deviation	What is the overall risk?
		exported to the gas grid or extracted to the CHP for destruction.		unavailable.	
CHP plant	Impact within site boundary	All digester gas is desulphurised before combustion in CHP. Gas is contained within the gas storage, supply and combustion system. The CHP plant is operated so as to ensure effective combustion of biogas.	Low	Extraction system is designed to divert to an emergency flare when CHP plant is unavailable.	Not significant
Emergency flare	Impact within site boundary	Provides combustion during periods when CHP engine is unavailable.	Low	System is the emergency back-up for the CHP plant.	Not significant
Dewatering plant	Residential in the vicinity of the site	The liquid digestate will be put through either a centrifuge or a screw-press to separate the fibrous material suspended in the liquid. The small scale of this release plant and rapid transfer to dewatering plant will minimise odour impacts.	Low	In the event that the dewatering plant fails then there should be sufficient capacity in the digestate tank to until the plant is fixed.	Not significant, but included in odour modelling study
Solid digestate storage	Impact within site boundary	Solid digestate will be taken away by the silage delivery vehicle and put back on the land as a fertilizer and soil improver.	Low	In the event that digestate needs to be stored on site, there may potentially be a rise in odour emissions. This will be mitigated by covering to limit odour emissions..	Not significant
Liquid digestate storage	Residential in the vicinity of the site	Digestate will be stored in the digestate storage tank. Any odour produced will be directed to the CHP plant for oxidation.	Low	The CHP plant is operated so as to ensure effective combustion of biogas.	Not significant,
Site water storage in three lagoons	Impact within site boundary	Waste water will be stored in the lagoon prior to reuse within the process, however the majority of digestate will be exported to feeder farms for storage prior to land spreading. The site beased lagoons will be uncovered. The quality of the waste water will depend on the quality of housekeeping on site.	Low	In the event that the lagoons become contaminated (e.g. after a spillage) the liquid will dispatch for land spreading (subject to weather conditions).	Not significant, but included in odour modelling study
Site housekeeping (spills, drains, debris)	Impact within site boundary	Good housekeeping is maintained on site at all times.	Low	Slightly elevated odour emissions may arise.	Not significant

Odour source	Receptor	Risk management	Probability of exposure	Consequence of any deviation	What is the overall risk?
		Spills are cleaned up as soon as possible. Drains/pipe work are checked regularly and cleared when necessary. Debris which may fall from raw material hoppers etc. is cleaned on a daily basis.			

3. Odour impact of proposed facility

As part of the overall operation and for the design of an effective odour control strategy it is useful to establish how much odour could be emitted and the level of odour which might be expected beyond the site boundary. Comparison with an appropriate exposure benchmark provides a means of demonstrating whether odour is likely to not cause harm to the amenity or offence.

ET Biogas Ventures Ltd has commissioned an odour impact assessment for the application site in support of the planning process, which has been submitted along with this Odour Management Plan. The key features of the assessment were as follows:

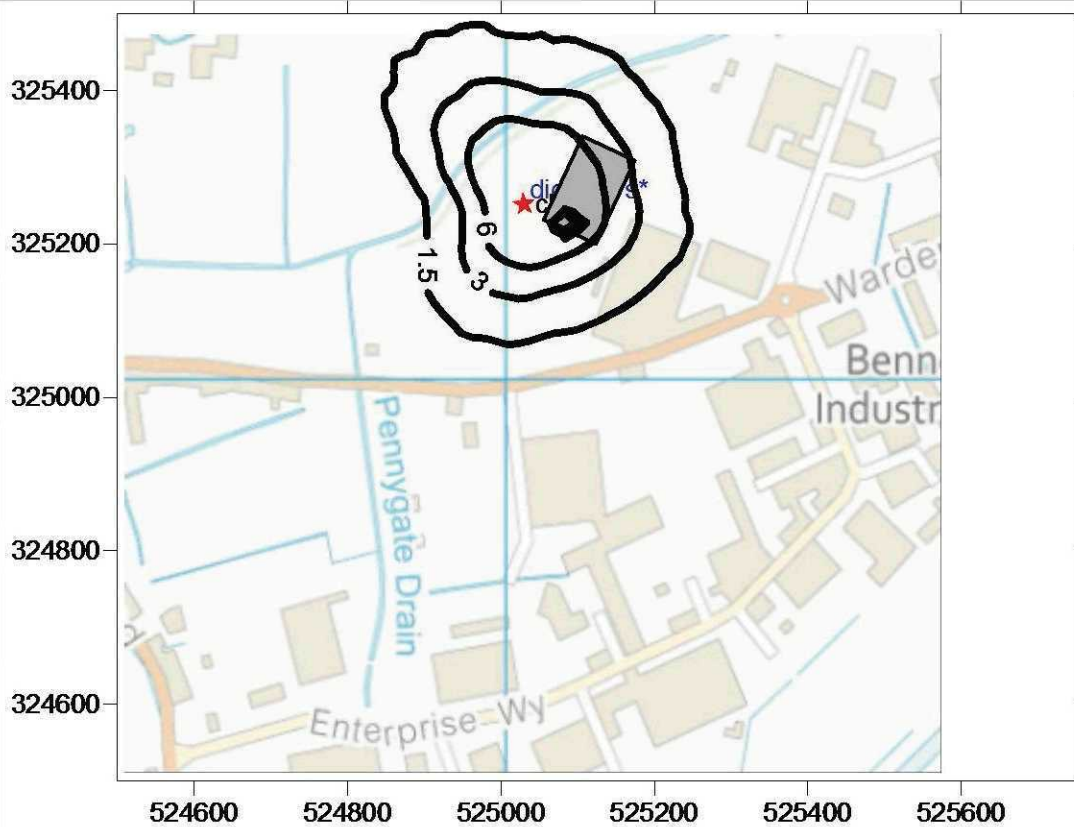
- The assessment was carried out for the site as shown in Figure 1.
- The residual odour from the biofilter has been limited to 1,000 ouE/m³ which is considered a reasonable/realistic target for a biofilter. The biofilter will have a residence time of at least 45 seconds. The total odour emission will be 8,333 ouE/s.
- The assessment of other sources were based on the most relevant available emission factors available from published sources. Based on the nature and scale of the process activities the emission rates were apportioned as shown in
- Table 3

Table 3: Odour emission rates

Emission source	Exposed area (m ²)	Worst case odour emission factor (ouE/m ² /s)	Odour emission rate (ouE/s)
Waste liquid - lagoon	1,400	0.31	434
Digestate separator	10	3.1	31
Total			465

- In view of the discussion in Section 2 above, the digester and related gas treatment and combustion activities were assumed not to have any significant odour emissions.
- The odour levels were predicted using the dispersion model ADMS 5 with meteorological data from RAF Wittering (2010-2014).
- The assessment was carried out on the basis of an odour benchmark of 1.5 ouE/m³ as a 98th percentile at sensitive receptors (residential properties, pub gardens etc) and 3 ouE/m³ as a 98th percentile at less sensitive receptors (factories and offices etc), derived from Environment Agency guidelines.¹ This criterion was selected on the basis that any odour could be characteristic of a waste process rather than of an agricultural process by virtue of the fact that some food waste will be processed.

Error! Reference source not found. shows the predicted odour level around the installation taken from the odour modelling study.

Figure 2: Predicted odour concentration for the open biofilter (ouE/m³ as 98th%ile 1 hour)

Contours shown: 1.5 & 3 ouE/m³

4. Monitoring

An appropriate set of monitoring methods will be adopted by ET Biogas Ventures Ltd to assess and maintain control of:

- critical performance parameters on the process; and
- odour outside the process boundary.

4.1. Process monitoring

The anaerobic digestion plant is controlled and monitored by a computer based process management system. This manages all aspects of the process from feedstock preparation, through the digestion process to the combustion of the digester gas and the discharge of solid and liquid digestate.

Under steady state operation, operator intervention is kept to a minimum, to ensure that the process remains close to design parameters.

The process management system provides on-going monitoring and data recording for all key parameters on the site.

In terms of managing the plant relevant to odour control, the system will manage the following aspects of plant operation:

- the conditions within the desulphurisation unit serving the digestion gas handling system;
- the operation of the gas engine used to combust the digester gas; and
- the operation of the emergency gas flare.

The process management system maintains relevant parameters within design limits. In the event that parameters drift outside the target range, the system activates alarms. During the normal working day these alarms would be dealt with by operational staff. Outside the normal working day the alarms notifies the 'on call' staff member who will return to site to deal with the alarm condition.

4.2. Performance testing

4.2.1. Gas engine operation

The gas engine is designed to convert methane generated by the digestion process to electrical and heat energy. Raw digester gas has the potential to be the most significant source of odour on site. The economics of plant operation require the operator to maximise the combustion efficiency of the CHP plant. Ensuring efficient operation of the gas engine also provides an essential component of odour abatement for the plant.

The environmental permit can be expected to include emission limits which must be adhered to, in order to comply with the principles of Best Available Techniques (BAT). Complying with these limits will contribute to the achievement of effective combustion and hence elimination of odour potential associated with the biogas. Typical emission limits are set out in Table 4.

Table 4: Typical emission limits associated with BAT

Parameter	Emission limit value (mg/Nm ³ at 6% oxygen and 0% moisture)
Sulphur dioxide	350
Total VOCs (as carbon)	1000
Oxides of nitrogen (as NO ₂)	500
Carbon monoxide	1400

Of particular importance to the management of odour is the potential level of level of hydrogen sulphide in the discharge. Experience at other agricultural Anaerobic Digestion facilities shows that the hydrogen sulphide concentration in emissions is typically compliant with the BAT emission limit value.

In the event that elevated emission values are measured then the system performance will be evaluated by the equipment supplier.

4.2.2. Olfactory Testing

A routine daily boundary fence olfactory (sniff) test will be carried out to identify whether:

- Odours are detected at the site boundary fence. Observations are made using a 1-5 scoring, with a score of 1 being 'no odour' observed and 5 being a 'severe' odour.
- In the event that a score of 2 or more is detected, the observation is repeated at a distance of between 50 and 100m away from the site boundary.

The olfactory tests will be carried out by operational staff at the start of their shift. Staff carrying out this test will be screened for their sensitivity to odour, and trained accordingly.

The findings of the daily olfactory test will be recorded in a written log. Daily records include the following information:

- date and time of test;
- who carried out the test;
- wind speed and strength;
- score at the site boundary;
- if necessary score at 50-100 m from boundary; and
- key operations at the site.

4.2.3. Fugitive emission testing

During the commissioning phase for the installation, an audit will be carried out to assess the level of fugitive emissions from the process plant.

The audit will be carried out by a specialist familiar with the assessment of loss from pipe work. The audit will be carried out using appropriate techniques. The leakage tests will be carried out on all relevant equipment, including pipes, valves, CHP unit, fermenter and membranes. In the event that emission hot spots are identified remedial action will be taken to seal the leak.

5. Management of critical plant

5.1. Inspections

Some components within the proposed AD facility may be viewed as “critical plant” for the protection of the local environment, including control of odours. In order to be a good neighbour, the successful operation of critical plant is key to maintaining appropriate performance standards and ensuring environmental protection.

Critical Plant may be used in normal day-to-day operations (i.e. drainage systems) or it may be equipment which is installed to protect the environment from damage or harm, should abnormal situations arise (i.e. high level alarms etc).

In order to maintain Critical Plant ET Biogas Ventures Ltd will require that it is inspected frequently. Inspections can be informal (e.g. visual) or formal (e.g. service in accordance with manufacturer specifications). The frequency of inspection is determined by the following:

- Good Practice recommendations by regulatory authorities;
- Risk Assessments;
- Good Engineering Practice standards; and
- Manufacturer's advice.

This is expected to result in regular inspection requirements for Critical Plant such as the following:

- Weekly visual inspection of storage tanks, equipment and bunds.
- Monthly checks of monitoring equipment.

Regular inspections of Critical Plant which are required on an annual or less frequent basis are implemented via the routine planned preventative maintenance schedule.

Usually visual checks are undertaken on a more frequent basis and may be undertaken by staff who are not necessarily experts in the equipment involved. Visual checks are usually supported by less frequent formal inspections.

Formal inspections are performed by trained professionals and may include:-

- Service of equipment.
- Function check / logic check of the circumstances for their operation.
- Calibration.

5.2. Maintenance

ET Biogas Ventures Ltd will ensure that maintenance capacity is available to carry out any routine maintenance identified by routine inspections of the installation. The company will hold necessary spares to cover most routine maintenance requirements: where an item is not available it can typically be obtained within 24 hours.

The maintenance of certain plant is covered by a service contract with the manufacturer. When required the manufacturer can be on site within 48 hours to identify and rectify plant and equipment.

6. Site Management

6.1. Management structure

The management structure within the anaerobic digestion installation is summarised here. The primary roles and responsibilities are:

- Commercial director –responsible for liaising with the regulator and any other stakeholders with regards to complaints.
- AD Plant manager –responsible for the overall day to day management of the anaerobic digestion plant, and for ensuring that shift operatives fulfil their duties. The AD plant manager is responsible for ensuring maintenance is carried out. Following receipt of a complaint the manager will be responsible for investigating the cause of such an event and identifying actions to prevent reoccurrence.
- Shift operatives – are responsible for carrying out their duties in line with all operating procedures, including this OMP.

6.2. Review of this odour management plan

The odour management procedure presented in this document will be reviewed on an annual basis. The first review will be carried out once the commissioning of the plant has been completed.

The odour management procedure will also be reviewed in the event of changes to working practices to ensure that odour control is given the necessary consideration.

6.3. Training provided by operator

ET Biogas Ventures Ltd will implement a training system via formal and informal means to cover operating procedures and environmental management within the anaerobic digestion plant. The training system will include documentary evidence of the training that has taken place. This includes:

- Awareness of the operational implications of the planning permission and permit.
- Awareness of all potential environmental impacts under normal and abnormal circumstances.
- Awareness of the procedures for dealing with a breach of the permit conditions.
- Prevention of accidental emissions and action to be taken when accidental emissions occur.
- Awareness of all operating procedures.

6.4. Incident investigation and complaints handling

Procedures for dealing with complaints and incidents will be developed. These procedures will cover health, safety and environmental issues affecting employees, neighbours and customers, as well as the natural environment if appropriate.

In respect of incidents at the site, these procedures will require that the authorities are notified:

- Following any malfunction, breakdown or failure of equipment or techniques which may cause significant pollution - Without delay, within 24hours of the event.
- Following any accident which may cause significant pollution - Without delay, within 24hours of the event.
- Following any fugitive emission release which may cause significant pollution - Without delay, within 24hours of the event.

The Incident report form used for this exercise is presented at Appendix 1.

On receipt of a complaint from the regulatory authority or member of the public relating to odour or any other aspect of plant operation, details of the complaint are recorded. The complaints handling form used for this exercise is presented at Appendix 2. The procedure will require that the cause(s) of any such complaints are investigated. The procedure requires:

- Investigation of incidents, (including any malfunction, breakdown or failure of plant, equipment or techniques, down time, any short term and long term remedial measures and near misses) and prompt implementation of appropriate actions.
- Prompt remedial action, investigating and reporting actual or potential non-compliance with operating procedures or emission limits.
- Completion of detailed records of all such actions and investigations.
- Informing the complainant of the outcome of the investigation.

The issues that may need to be addressed during the investigation of odour incidents include:

- Is the process under control? (E.g. have exceptionally odorous materials been received? Have raw materials become anaerobic? Have materials been left for too long before processing?)
- Have odour containment measures failed? (E.g. is there a leakage of biogas? Have adverse conditions, such as weather, upset odour containment?)
- Have dispersion methods failed? (E.g. have stable atmospheric conditions resulted in minimal dispersion of odours?)

Appendices

Appendix 1: Incident Record Sheet

Appendix 2: Complaints Record Sheet

Appendix 1 - Incident Record Sheet

Incident type	Exact location of incident	Name of person(s) reporting incident
Plant/equipment damage		
Spillage		
Alarm activation		
Permit consent failure	Time of incident	Date of incident
Air emission		
Other		
Provide brief description of the accident/incident		
What immediate remedial action has been taken to address immediate risks and so make the situation safe (e.g. clearing up spillage etc).		
Name	Signature	Date

Appendix 2 - Complaints Record Sheet

1. Contact Details

(Please complete the following details of the person making contact; complete sections marked * only if relevant)

Name*

Address*

Tel/Fax No.*

Email:

Position of Contact*

Date of Contact:

Time of Contact:

2. Details of comment/complaint

Give full details, including (for odour complaints) the location of the odour complaint, description of odour, intensity of the odour, weather conditions at the time of the complaint

What type of complaint?

(e.g. noise, spill, air emission, odour, waste, physical matter, other)

3. Action Taken

Please state what immediate action has been taken to deal with the enquiry

Communication with regulatory authorities:

Person contacted:

Department of person contacted:

Date and Time contact made:

Communication with complainant:

Person contacted:

Date and Time contact made:

Name	Signature	Date
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RICARDO-AEA

The Gemini Building
Fermi Avenue
Harwell
Didcot
Oxfordshire
OX11 0QR
United Kingdom

t: +44 (0)1235 753000

e: enquiry@ricardo-aea.com

www.ricardo-aea.com