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CONSULTING ENGINEERS
BUILT ON KNOWLEDGE

Glenveagh Homes Ltd.

Residential Development, Ennis, Co. Clare

Preliminary Construction Environmental Management Plan

PROPOSED RESIDENTIAL DEVELOPMENT, ENNIS, CO. CLARE

PRELIMINARY CONSTRUCTION ENVIRONMENTAL MANAGEMENT PLAN

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1.0 INTRODUCTION

TOBIN Consulting Engineers (TOBIN) have been requested by Glenveagh Homes Ltd. to prepare a Preliminary Construction Environmental Management Plan (CEMP) for the proposed residential development located c. 2km southwest of the town centre, off Circular Road, in Ennis, Co. Clare.

The development will consist of:

1. The construction of 289 no. residential units comprising a mixture of 12 no. 1 bed apartments, 78 no. 2 bed townhouse/duplex units, 165 no. 3 bed dwelling houses, and 34 no. dwelling houses which will have an option of a 3 or 4 bedroom house-type;
2. A 400.7m2 creche/childcare facility;
3. The provision of landscaping, open space and amenity areas, including play/exercise equipment, a linear amenity walkway, informal play areas and local play areas;
4. The provision 2 no. pedestrian connections to the existing public footpath along the N85, 2 no. pedestrian connections into Ballymacaula View Estate, improvements/upgrades to the pedestrian footpaths along Circular Road including an uncontrolled pedestrian crossing and pedestrian footpath provision along part of the Drumbiggle and Cahercalla Roads;
5. All associated infrastructure and services including 1 no. vehicular access point onto Circular Road, car parking and bin storage, lighting, 2 no. ESB substations, drainage and 1 pumping station, boundary treatments at Ballymacaula, Drumbiggle, Circular Road, Ennis, Co. Clare.

An Environmental Impact Assessment Report and a Natura Impact Statement has been prepared in respect of the proposed development.

The proposed development is located in the administrative area of Clare County Council.

1.1 PURPOSE

This CEMP will be provided to the main contractor for implementation during the site clearance and construction stages. It will be considered as a 'Live Document' and will be updated accordingly throughout the project as required.

The purpose of this CEMP is to:

- Identify stakeholder requirements.
- Ensure compliance with the grant of planning.
- Effectively avoid any potential significant adverse environmental effects during site clearance and construction; and
- Translate mitigation measures set out in the planning documentation into committed site procedures.

On appointment, the main contractor is required to implement the mitigation and protective measures set out in this document and maintain environmental monitoring records for the duration of the project which shall be made available to representatives from Clare County Council for inspection on request.

2.0 SITE LOCATION AND LAYOUT

The proposed development is located off the R474 on the south-western outskirts of Ennis Town, alongside Ennis Golf Club. The site is illustrated on Figure 2.1 and is located c 2.5km south-west of Ennis General Hospital and 2km west of St. Flannans College secondary school. Claureen River borders the northernmost boundary of the site (Site Code 2165), and the river Fergus (Site Code 004077) is located c 1.5 km north of the site entrance. The total developable site area for this application is approx. 8.9Ha and currently comprises of greenfield agricultural lands.

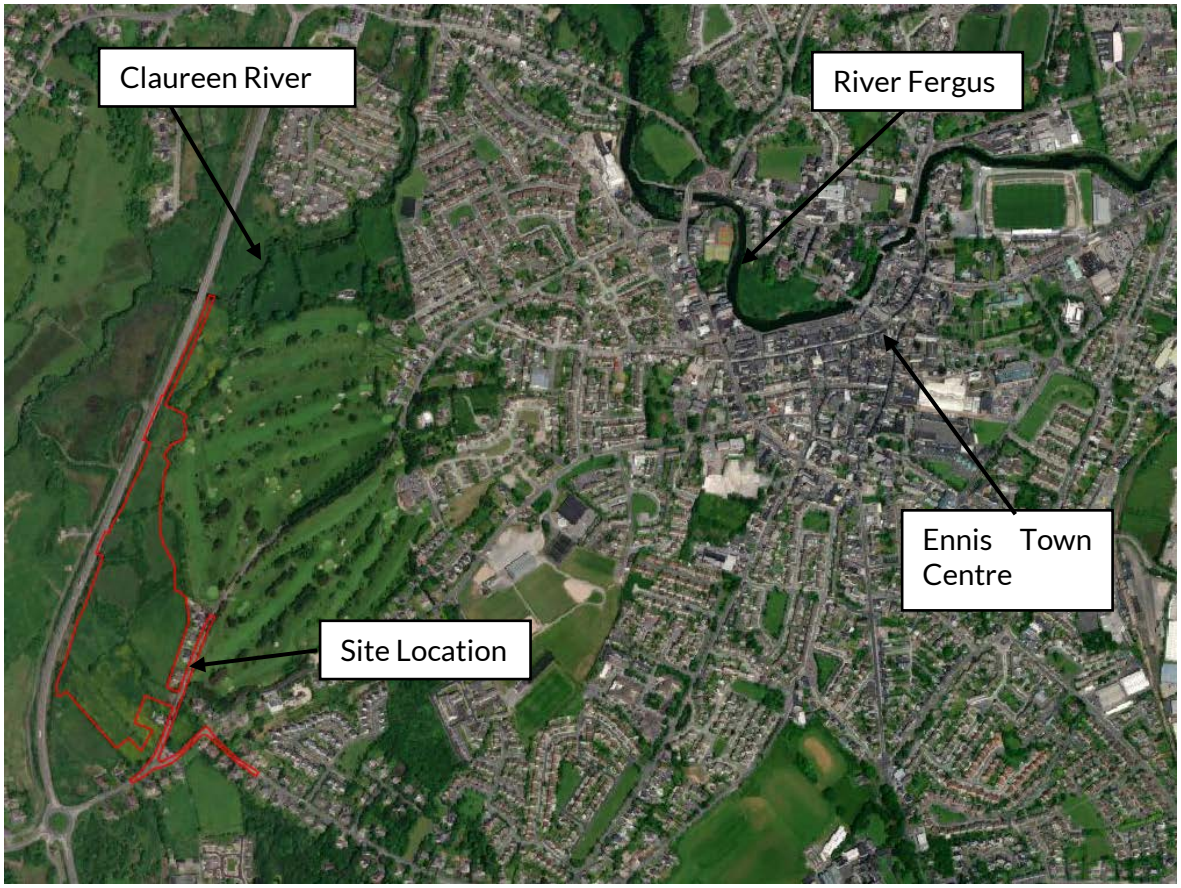

Figure 2.1 - Site Location Map (Source: Google Maps)

3.0 CONSTRUCTION LOGISTICS

3.1 SITE CONTACT DETAILS

The Construction Site Contact details will be updated on the event that Planning permission is granted and the Client progresses to the construction stage of the project:

Site Manager – TBC

Phone No. – TBC

Email – TBC

Out of Hours Contact: TBC

The above contact details will be posted at the site entrance gate and will be clearly displayed for public information. Any changes to the above details during the proposed works will be notified to Clare County Council and amended on-site.

3.2 CUT AND FILL

The development has been designed to minimize cut and fill throughout the site, in keeping the proposed finish floor levels of the units and the proposed road levels as close to the existing ground levels as possible.

In areas where existing gradients are very steep or very gradual, a combination of cut and fill is required to maintain a maximum and minimum road gradient of 1/21 and 1/200 respectively, and to ensure that units are level. For example, on the west side of the site, on the roads opposing unit numbers 77-86, there is fill of up to 1 m. This is due to the existing gradients between ground levels in this area being flat, thus, a 1/200 rising road creates fill requirements. However, the opposite is the case on the road opposing units 87-93 in that the existing ground levels are very steep, thus, to provide a road that is below the maximum gradient of 1/21, fill of up to 1m is required in some areas.

In areas where there is a local high point around existing ground levels, cut will be required to remove the local high point and maintain a constant slope. Around units 215-223, where there is an existing local high point, cut will be required to make this area level, so that these units are level. Similarly, fill is required in some areas where there are local low points in the existing ground to provide suitable road gradients and level areas for units.

As is outlined above the finished floor levels and road levels have been designed to minimize the need for cut and fill. The proposed design achieves a balance of cut and fill within the site, thus, reducing the need to import or export bulk filling during the construction stage.

3.3 PHASING PLAN

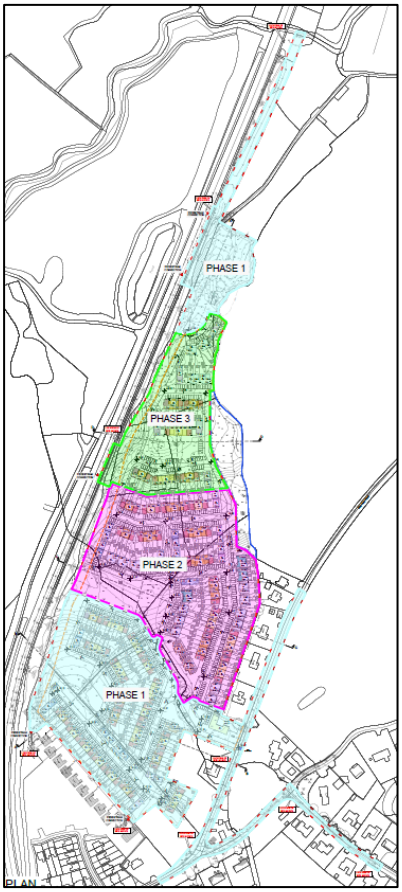

Figure 3.3 - Phasing Plan

Construction of the residential development will take place over 3 phases. Phase 1 of construction will take place in the southernmost and the northernmost areas of the site as is

indicated on the phasing plan above. Phase 1 will consist of the construction of 110 residential units, the creche, and the roads, watermain and drainage facilities associated with these areas. Phase 2 of construction will take place in the central area of the site as is indicated on the phasing plan above. Phase 2 will consist of the construction of 133 residential units, and the roads, watermain and drainage facilities associated with these areas. Phase 3 of construction will take place in the northern area of the site as is indicated on the phasing plan above. Phase 3 will consist of the construction of 46 residential units, and the roads, watermain and drainage facilities associated with these areas.

3.4 CONSTRUCTION COMPOUND AND STORAGE AREAS

The construction compound for the development will be located within the area of phase 3 of the development, so that it will not need to be moved from phase to phase. The compound will include a site office and welfare facilities for construction workers. Portaloo's will be provided in the compound initially with a dedicated toilet block installed at a later date. Due to site levels a connection to the existing public foul sewer is not feasible without a pumping arrangement therefore the toilet facilities will be emptied on regular basis by licenced contractor. Electrical and potable water supply will be provided from the existing connections. Car parking will be located adjacent to the construction compound as shown.

Figure 3.4 - Locations of Construction Compound and Waste Skips

Waste skips will be located adjacent to the site office. Containers and skips used for construction waste handling will be moved close to the work face, as required.

Incoming construction materials will be offloaded and stored in the materials compound.

3.5 SITE ACCESS AND SECURITY

Access to and egress from the construction site will be via the site entrance along the R474. There will be sufficient space for construction vehicles to enter onto the site for delivery of materials and collection of waste without causing an obstruction on the public road network. There will also be sufficient space for HGVs to turn within the site.

Signage will be erected on the R474 and N85 (in both directions) to notify motorists of the construction works ahead. Vehicles entering and exiting the site will use the dedicated entrance off the R474. Signage at the site entrance off the roundabout will be provided to ensure members of the public do not enter the site road mistakenly.

The site will be secured using temporary fencing or hoarding at all times to ensure that the ongoing works are separated from the public. Netting will be erected on any fencing used to prevent debris and dust release from the site and provide screening of the construction and works. A secure lockable gate will be erected at the site entrance and visitors to the site will be directed to the adjacent site office. The Site management team will carry out regular inspections and maintenance of the security fencing/ hoarding while also ensuring areas are kept clean.

3.6 CONSTRUCTION PROGRAMME

It is anticipated that the construction works will last for 36 months. This will be confirmed upon appointment of a main contractor.

Insofar as is possible, ground excavation works will be scheduled during periods of dry weather to minimise potential for silt laden run-off from the works or requirements for wheel wash facilities.

3.7 WORKING HOURS

It is proposed that Construction works will be carried out between the hours of 08:00 and 18:00 from Monday to Friday and 08:00 and 14:00 on Saturdays.

No construction works will be carried out on Sundays or Bank Holidays, without the specific agreement of Clare County Council.

Workings hours will be confirmed by Clare County Council.

3.8 PRE-CONSTRUCTION SURVEYS

Topographical and utility surveys have been carried out for the site and are available to Contractor.

The Contractor will be required to carry out pre-condition photo survey of the site which will include all perimeter boundaries, footways, existing carriageway on approach to the site. Any damage caused to existing boundaries or elements to be retained will be rectified by the Contractor in accordance with relevant standards.

3.9 OIL AND FUEL STORAGE

Where possible, refuelling of vehicles and equipment will not be carried out on site to minimise the potential for spills or leaks to occur. However, some fuel, lubricants and hydraulic fluids will need to be stored on site during construction works for equipment such as excavators and generators.

Fuelling and lubrication of equipment will only be carried out in a designated area of the site away from any existing manholes or gullies. At present, it is proposed that fuel and lubricants will be stored adjacent to the office compound. Fuels and oils will be contained within a bunded structure with capacity for 110% of the storage capacity of the largest container/tank. This bunded area will be roofed appropriately to exclude rainwater.

The fuel storage area will be properly secured to prevent unauthorised access or vandalism and all triggers will be locked when not in use. Spill kits and drip trays will be used during refuelling to collect any potential spills or overfills. No vehicles or containers will be left unattended during refuelling.

Mobile fuel bowsers may be used for refuelling heavy equipment. Bowsers used will be double skinned and spill kit/drip tray equipment will be used during refuelling which will take place away from any nearby drains or watercourses and from any surface water drainage gulley's.

3.10 ENVRIONMENTAL RESPONSE PROCEDURES

Spill kits will be made available on site and identified with signage for use in the event of an environmental spill or leak. A spill kit will be kept in close proximity to the fuel storage area for use in the event of any incident during refuelling or maintenance works. Heavy machinery used on the site will also be equipped with its own spill kit.

In the event of an environmental incident, the appointed Project Environmental Manager will be notified immediately, and absorbent materials used to prevent the spread of the spill/leak. The contaminated materials will be transferred to leak-proof storage containers and any contaminated soils or gravels excavated and removed off-site. A record of the incident will be kept and Clare County Council will be notified.

3.11 TRAINING AND AWARENESS

All site staff will be required to complete an induction prior to commencement of works on the site. The details of the site induction will be provided by the main contractor in the *Construction Health & Safety Plan*.

As part of the site induction, all site staff will be made aware of the presence of the sensitive ecological areas in the vicinity of the site. Employees will also be informed about the risks associated with stormwater runoff to soakaways on site and to the Claureen River north of the site and will be required to ensure no runoff or chemicals will enter the river or soakaways once installed.

During the project works, the Site Manager or Project Environmental Manager will deliver strategic toolbox talks focused on potential environmental and safety risks associated with the works being carried out at that stage of the project.

4.0 HEALTH AND SAFETY

The main contractor is required to provide a best practice working environment for all employees involved in the construction of the proposed development. This includes a responsibility to take into account all relevant statutory laws and guidelines.

All construction activity will be carried out in accordance with the requirements of the *Safety, Health and Welfare at Work (Construction) Regulations 2013*. The main contractor will be required to prepare a *Construction Health & Safety Plan* prior to commencement of construction activities.

At the time of preparation of this report, the construction industry is currently working under strict H&S protocols as a result of the COVID-19 virus pandemic. The site will be required to

operate in accordance with any government directives as a result of this pandemic still being an issue during the proposed construction stage.

In the case of an emergency at the site, the following procedures shall be followed:

- Emergency services will be contacted immediately by dialling 112 or 999.
- Exact details of the emergency/incident will be given by the caller to the emergency line operator to allow them to assess the situation and respond in an adequate manner.
- The emergency will then be reported to the Site Manager.
- Where available, trained site first aiders will attend the incident; and
- The Site Manager will maintain contact with the emergency services to ensure they have directions to the site.

In the case of an incident where the emergency services are not required, any persons injured will be taken to the nearest hospital by the Site Manager or other appointed person. The nearest hospital to the site is:

> *Ennis General Hospital – located c. 2.5km to the north-east of the site via R474 and the R458 roads*
>
> *Phone No. – (00353) 65 682 4464*
>
> *Driving Time – c. 6 minutes*

Minimum PPE required during the construction works will include protective footwear, high visibility vests, gloves, safety glasses and hard hats. Ear defenders will be used during noise works, as required.

Further details will be set out on the *Construction Health & Safety Plan* to be prepared by the appointed contractor.

Signage will be erected at the site entrance to warn the public of the ongoing construction works. The signage used will be similar to that shown in Figure 4.1.

Figure 4.1 – Example of Site Safety Signage

5.0 CONSTRUCTION TRAFFIC MANAGEMENT

The majority of construction traffic coming to and leaving the site will use the R474. There are a number of quarries located to the southwest (Glenmore Quarry), southeast (Quin Limestone Quarries) and east (McGrath Quarries) of the proposed site. Transport of construction material will comprise the majority of HGV traffic movements during the construction works. Similarly, the Contractor will be required to use licenced and permitted waste management facilities within the Southern Waste Management Region which can accept C&D waste which will be generated from the site.

The appointed contractor will determine which facilities will provide construction materials and collect waste from the site. Suitably permitted waste contractors will be appointed to transport any waste off-site.

Construction traffic, delivering to or collecting from the site, will be able to drive into the site from the R474, (in either direction), and turn within the site such that there will be no queuing of traffic on the adjacent road network. Drivers coming to site will be informed of the site working hours and suppliers will not be permitted to park at the site entrance awaiting the gates to open.

The N85 national route provides a link between the site and areas to the west and south of Clare, and to the M18 motorway, which is linked to Limerick, Shannon and Galway. As a result, HGV's will be able to avoid entering the town centre for the most part. HGV's will be required to access the R474 from the N85 at the Claureen Roundabout north of the site or the Beechpark Roundabout south of the site, where road widths are suitable for HGV vehicular movement.

There will be a noticeable increase in HGV traffic on the road network during the construction stage works as waste materials are removed from site and deliveries brought to site, however this activity will be of short duration and generally staggered.

Parking will be provided within the site boundary for construction staff and no car parking will be permitted outside of the site boundary.

Visual surveys of the road network approaching the site will be carried out on a regular basis. The main contractor will carry out road sweeping operations, employing a suction sweeper or similar appropriate method, to remove any project related dirt and/or material deposited on the road network by construction/delivery vehicles. The contractor will be required to provide suitable hard standing directly within the site boundary off the main access to minimize spoil being transferred onto the public road. Nonetheless, a wheel wash system will be set up in the event there is a risk of debris deposit on the road.

Waste collection vehicles leaving the site will be required to cover their loads with a canvas to prevent waste or dust emissions from the vehicle on the road network.

6.0 ENVIRONMENTAL OBJECTIVES AND TARGETS

The key environmental objectives of the construction phase of the proposed development are:

- To ensure there is no deterioration in soil or water quality at the site as a result of construction activities; and
- To ensure there is minimal impact on local residents and road users as a result of construction activities.

In terms of waste management, a target of 80% recycling and recovery of C&D waste has been set and waste contractors will be evaluated on the basis of being able to achieve this target and be able to provide evidence of same.

7.0 ENVIRONMENTAL MANAGEMENT

7.1 AIR QUALITY

Dust will be generated mainly from earthworks activities at the early stage of the project and to a lesser extent from new construction and traffic movements. The closest human receptors are located in properties along the southern (Ballymacaula View residential development) and eastern (R474) boundaries at a distance of approximately 15m from the site boundary.

Measures will be put in place to minimise the impact of dust generated from the works with reference to best practice guidance such as the *Control of Dust from Construction and Demolition Activities* document [1]. These measures will include:

- During periods of dry weather, the site access routes will be kept damp to minimise dust generation from construction traffic.
- Street sweepers will be employed to ensure the adjacent R474 is maintained free of dust.
- Establishing a 10 km/hr speed limit for vehicles on site.
- Minimisation of extent of working areas at any one time.
- Netting and/or hard surface hoarding around the perimeter of the site will minimise dust migration from the site at low levels.
- Stockpiling of imported materials will be limited to the volumes required to practically meet the construction schedule.
- Excavated materials will be removed from site as soon as possible to minimise potential for stockpiles to create windblown dust; and
- Daily inspections by the main contractor will be carried out to identify potential sources of dust generation along with implementation measures to remove causes where found.

It is not proposed to carry out dust deposition monitoring as it is considered that the above measures will be sufficient to ensure that there is no dust impact on local human or ecological receptors.

Contact details for the site manager as outlined in Section 3.1 will be provided at the entrance to the site and local residents/public will be encouraged to report any off-site dust deposition issues. Any air quality complaints made during the works will be logged, investigated and followed up with measures to limit emissions, where appropriate.

There will also be some exhaust emissions generated from use of excavators, HGVs and vibrating rollers during the demolition and construction phase. These impacts will be temporary in duration and are not considered likely to give rise to significant air quality impacts following the implementation of the following measures:

- All machinery will be suitably maintained to ensure that emissions of engine-generated pollutants shall be kept to a minimum in accordance with Measures Against the Emission of Gaseous and Particulate Pollutants from Internal Combustion Engines to be Installed in Non-Road Mobile Machinery (2002/88/EC) and Emissions of Pollutants from Diesel Engines (2005/21/EC);

[1] BRE/DTI, *Control of Dust from Construction and Demolition Activities* (2003)

- Vehicles will not be left unnecessarily idling on the site and trucks removing demolition waste from the site will turn off engines during loading.
- Pre-start checks on all machinery will be conducted on a daily basis prior to commencement of activities.
- Low emission fuels will be used insofar as possible; and
- Mains power will be used for small plant and equipment, where possible, in preference to generators.

7.2 NOISE & VIBRATION

All works will be carried out being mindful of potential noise impacts from construction activities. Plant and machinery operating on the site will be the main source of noise during the works most notably during any earthworks, rock breaking etc. The works will be carried out in accordance with the requirements of *BS5228-1:2009+A1:2014 Code of Practice for Noise and Vibration Control on Construction and Open Sites*.

The primary measure to limit the potential impact of noise from the works will be to limit working hours to the suitable daytime hours outlined in Section 3.5. This will reduce the potential noise impact on the local human receptors by avoiding early morning noise generating activities.

Other measures to control noise emissions from the works will include:

- Ensuring that HGV drivers turn off engines when parked for prolonged periods on the site and turning off engines during loading of demolition waste materials.
- Using minimal impact reversing alerts and avoiding the use of horns, where possible. These alerts, however, are essential safety measures for bust construction sites and cannot be avoided.
- Choosing equipment with reduced noise output and silencers/dampeners.
- Using radio contact across the site to avoid workers shouting or whistling.
- Maintaining plant and equipment in good condition to ensure noise emissions are as per plant specifications and that all noise attenuation features are in good working order; and
- Use of mains power supply instead of generators insofar as is possible.

Contact details for the site manager as outlined in Section 3.1 will be provided at the entrance to the site and local residents/public will be encouraged to report any noise issues. Any noise complaints made during the works will be logged, investigated and followed up with measures to limit noise emissions, where appropriate.

It is not anticipated that there will be any significant vibration impacts from the proposed works. Some minor vibrations will be generated from heavy plant and machinery but it is anticipated that there will be no piling or significant percussion plant required which could have the potential to cause vibration effects or damage.

7.3 SOIL & GROUNDWATER

The proposed development works will require significant stripping of surface covering for the new development in addition to an element of cut and fill to obtain the necessary site formation levels. The design of the development has endeavoured to maintain proposed ground level to match the existing levels where possible to minimise cut and fill across the site however there will inevitably be a degree of cut & fill required. Excavations to suitable formations for building and roads will be required. It is intended that any excavated soil and stones materials will be reused within the site boundary insofar as possible to minimise the quantity of materials to be removed from site.

Any material that is intended for retention on site for re-use within the site boundary in landscaping will be relocated to this area as soon as possible. The main contractor will minimise the extent of areas of exposed soil at any one time to reduce potential for generation of dust during dry periods or creation of sediment laden run-off during wet periods. Where possible, works will be carried out during dry weather periods.

7.4 SURFACE WATER

The Claureen River is located on the northern boundaries of the proposed site. The river connects to the River Fergus further north of the site.

Pollution prevention measures will be put in place to avoid release of potential pollutants into the watercourses adjacent to the site. The management of surface water run-off during the construction phase will also be carried out in accordance with the CIRIA C698F publication *Site Handbook for the Construction of SUDS* [2].

Material stockpiles will be kept at least 10m from any watercourses or manholes and silt fences will be erected at the toe of stockpiles to prevent run-off into watercourses. The silt fences will be monitored on a daily basis by the main contractor and silt removed where required. Damaged fences will be repaired immediately.

Tarpaulins or polythene sheets will be used to cover stockpiles of material during heavy rainfall to avoid sediment release.

Washout from concrete delivery vehicles will be required on site and will only occur at designated concrete washout areas. This will be allocated by the site manager at the start of the works and relayed to all concrete delivery drivers upon arrival on site. The washout area will not be permitted within areas close to sewers or ground.

No liquids will be permitted to be discharged direct to ground and absorbent socks will be installed around surface water drains to prevent silt entering the drainage network.

Surface water monitoring comprising visual inspections and in-situ testing will be carried out on a regular basis throughout the project to monitor for any changes in water quality of these open water streams. The results of surface water monitoring will be retained on site for inspection.

7.5 ECOLOGY

The following measures will be put in place to prevent disturbance of fauna during the construction works:

- Noise control measures such as limited working hours and minimising noise emissions will assist in reducing the disturbance of animals; dusk and dawn is high faunal activity time.
- Plant machinery will be turned off when not in use to reduce noise emissions.
- Illumination of the site will be kept to the minimum required for health and safety purposes and established on a task specific basis to prevent disturbance to local fauna that may occur in the wider area.
- Light spill will be minimised where possible; and
- Operating equipment and machinery will be restricted to the site boundary.

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[2] CIRIA, *Site Handbook for the Construction of SUDS (2007)*

The following mitigation measures will be put in place to avoid significant negative impacts to protected fauna and to accord with The Wildlife Act 1976 (as amended) and the European Communities (Birds and Natural Habitats) Regulations, 2011-2015.

7.5.1 MITIGATION MEASURES FOR BREEDING BIRDS

Site clearance should take place outside the bird breeding season which occurs from March 1st to August 31st inclusive. Where this schedule cannot be accommodated an ecologist will be required to check the vegetation (trees, hedgerows, scrub and grassland) for the presence of nesting birds prior to vegetation clearance. If nesting birds are found to be present, NPWS should be consulted and appropriate mitigation measures should be put in place to avoid disturbance to nesting birds until the young have fledged.

7.6 WASTE MANAGEMENT

On-site segregation of materials will be carried out where possible to maximise off-site reuse potential. Skips and haulage trucks will be temporarily stored close to the work areas to facilitate storage prior to moving off-site.

Suitably sized skips will be provided adjacent to the construction compound for general construction wastes and wood/metal/plastic as appropriate. Smaller wheelie bins will be provided for recyclable cardboard and paper waste generated in the site offices and food waste from the canteen. A leak proof container will be made available for storage of contaminated spill kit absorbents.

All non-hazardous and hazardous waste materials will be collected from the site by appropriately permitted waste contractors in accordance with the requirements of the *Waste Management (Collection Permit) Regulations 2007* as amended. Waste will be taken to suitably permitted or licensed waste facilities for recovery or disposal as appropriate.

Hard copies of waste collection permits and waste facility licenses/permits for all the appointed waste hauliers and facilities will be held by the main contractor on site and records of each waste movement off-site will be maintained. Authorised persons in Clare County Council will be provided access to inspect and review all waste records at any time.

The Project Environmental Manager will have responsibility for waste management and will ensure maximum segregation of waste materials on-site. The Project Environmental Manager will ensure signage is erected on skips to show what waste types can be placed within and will maintain waste records.

8.0 RECORD KEEPING

The Site Manager will appoint a competent person(s) to act as Project Environmental Manager and carry out environmental monitoring and maintain records for the duration of the works. The appointed person(s) will be familiar with the environmental mitigation and monitoring measures outlined in this CEMP and will carry out the relevant inspections and assessments on a regular basis. The Project Environmental Manager will report to the Site Manager.

Daily inspections of the silt fences and watercourses will be logged and recorded in a site folder. Any water sampling results from field testing and laboratory testing will also be maintained in the site folder.

A record of all waste movements from the site will also be maintained and copies of the waste transfer dockets will be held on site. The Project Environmental Manager will ensure that all waste haulage vehicles are identified on the waste collection permit and that the waste

description and associated List of Waste code stated on the waste transfer docket are correct.

Any incidents resulting in a potential negative impact on soils or groundwater will be notified immediately to the Project Environmental Manager and the Site Manager. Spill kits will be used where possible to clean up any release and measures taken to ensure that any release does not reach a watercourse or surface water drain. Clare County Council will be notified of any such incident which has the potential to cause a negative impact.

A record of any complaints received in relation to construction works will also be maintained and categorised (e.g., noise, property damage, traffic, dust etc.) within a central Site Complaints Log. The log will include the following key details:

- Name, address and contact details of the complainant (with the complainant's permission).
- Brief outline of the complaint.
- Date of complaint.
- Name of person receiving complaint details; and
- Agreed timeline for response to the complaint.

Any complaints made will be notified to the Site Manager and the Project Environmental Manager immediately and a plan put in place to investigate and seek to resolve the complaint. The Site Manager will also notify the Developer of complaints received. The complainant, Developer and other stakeholders will be kept informed of the progress in resolving the issue.

Hard copy folders will be maintained on site for inspection by the planning authority at any time.

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