



NORWOOD UK

Good Neighbour
Policy

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The very nature of Norwood UK's activities, means that a certain amount of noise generation is unavoidable, whether this is associated with buildings and plant or with the scope of works of the site operation. The company's health and safety department can offer guidance on acceptable noise levels and intervene where these are exceeded. In addition to this, the company can provide appropriate contacts through which the public can report a problem.

At many locations there is the potential for the noise generated by our activities to create a nuisance to neighbouring communities and businesses.

Where noise is predictable and persistent (such as that caused by plant and machinery), the company will managing the problem proactively in order to minimize any disturbance that may be caused. Activities that cause noise which cannot be reduced to a reasonable level will be constrained to daytime hours only where practicable.

In some cases the potential for noise has been recognised by local authorities and duty holders prior to operational start up by way of a restriction contained in planning permissions.

If a site perceives there to be an issue with noise generated by our operations, or there is potential for noise to become an issue then the sites should monitor the noise at sites boundaries and compare that with background noise levels. All sites should establish procedures for dealing with noise complaints from the local community and businesses. Any complaints should be dealt with courteously and efficiently, a log should be kept of any noise complaints and any correspondence should be documented and preserved.

Should a significant noise issue be found at a sites then the sites management should take the best practicable measure to remove or reduce the noise problem. On-going monitoring should be undertaken to ensure that the noise problem does not continue.

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Where areas of work may have particular disturbing effect on neighbours we will apply for a section 61 consent under the Control of Pollution Act 1974 in order to agree working hours and noise emission control measures.

Signed for and on behalf of the company

A handwritten signature in blue ink, appearing to read 'Jo Shuttlewood'.

Jo Shuttlewood – HR Director