

XLINKS' MOROCCO-UK POWER PROJECT

Appendix C – Outline Dust Management Plan

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XLINKS' MOROCCO – UK POWER PROJECT

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Glossary

Term	Meaning
Applicant	Xlinks 1 Limited.
Construction	Any activity involved with the provision of a new structure (or structures), its modification or refurbishment.
Construction Environmental Management Plan	A document detailing the overarching management principles for construction, which includes construction-related environmental management measures, pollution prevention measures, the selection of appropriate construction techniques and monitoring processes.
Converter Site	The Converter Site is proposed to be located to the immediate west of the existing Alverdiscott Substation site in north Devon. The Converter Site would contain two converter stations (known as Bipole 1 and Bipole 2) and associated infrastructure, buildings and landscaping.
Development Consent Order	An order made under the Planning Act 2008, as amended, granting development consent.
Dust	Solid particles suspended in air or settled out onto a surface after having been suspended in air, as defined by the Institute of Air Quality Management.
Earthworks	Covers the processes of soil-stripping, ground-levelling, excavation, and landscaping, as defined by the Institute of Air Quality Management.
Effect	The term used to express the consequence of an impact. The significance of effect is determined by correlating magnitude of the impact with the importance, or sensitivity, of the receptor or resource in accordance with defined significance criteria.
HVAC Cable Corridors	The proposed corridors (for each Bipole) within which the onshore High Voltage Alternating Current cables would be routed between the Converter Site and the Alverdiscott Substation Site.
Landfall	The proposed area in which the offshore cables make landfall in the United Kingdom (come on shore) and the transitional area between the offshore cabling and the onshore cabling. This term applies to the entire landfall area at Cornborough Range, Devon, between Mean Low Water Springs and the transition joint bays inclusive of all construction works, including the offshore and onshore cable routes, and landfall compound(s).
Order Limits	The area within which all offshore and onshore components of the Proposed Development are proposed to be located, including areas required on a temporary basis during construction (such as construction compounds).
Proposed Development	The element of Xlinks' Morocco-UK Power Project within the UK. The Proposed Development covers all works required to construct and operate the offshore cables (from the UK Exclusive Economic Zone to Landfall), Landfall, onshore Direct Current and Alternating Current cables, converter stations, and highways improvements.
Receptor	The element of the receiving environment that is affected.
Risk	The likelihood of an adverse event occurring.
Trackout	The transport of dust and dirt from the construction/demolition site onto the public road network, where it may be deposited and then re-suspended by vehicles using the network, as defined by the Institute of Air Quality Management.
Xlinks' Morocco UK Power Project	The overall scheme from Morocco to the national grid, including all onshore and offshore elements of the transmission network and the generation site in Morocco (referred to as the 'Project').

Acronyms

Acronym	Meaning
DCO	Development Consent Order
ES	Environmental Statement
HVAC	High Voltage Alternating Current
HVDC	High Voltage Direct Current
IAQM	Institute of Air Quality Management
MHWS	Mean High Water Springs
On-CEMP	Onshore Construction Environmental Management Plan
PM	Particulate Matter
UK	United Kingdom

Units

Units	Meaning
m	Metre
mph	Miles per hour

1 OUTLINE DUST MANAGEMENT PLAN

1.1 Introduction

Background

- 1.1.1 This document forms the Outline Dust Management Plan, which has been prepared for the United Kingdom (UK) elements of Xlinks' Morocco-UK Power Project (the 'Project'). For ease of reference, the UK elements of the Project are referred to as the 'Proposed Development'.
- 1.1.2 The Outline Dust Management Plan forms Appendix C to the Outline Onshore Construction Environmental Management Plan (On-CEMP) (document reference 7.7), which seeks to manage the environmental impacts of the construction process.
- 1.1.3 This Outline Dust Management Plan sets out the key management measures that will be implemented during the construction phase of the Proposed Development.
- 1.1.4 The Outline Dust Management Plan seeks to manage potential impacts that occur from the construction of the onshore elements of the Proposed Development. These elements occur landward of Mean High Water Springs (MHWS) and comprise the following.
- Converter stations: two independent converter stations, known as Bipole 1 and Bipole 2, to convert electricity from Direct Current (DC) to Alternating Current (AC) before transmission to the national grid.
 - Onshore High Voltage Alternating Current (HVAC) Cables: these cables would connect the converter stations to the national grid.
 - Onshore High Voltage Direct Current (HVDC) Cables: these cables would link the converter stations to the Landfall.
 - Highways improvements: improvements to the existing road network to facilitate access during construction, operation and maintenance, and decommissioning, including road widening, and new or improved junctions.
 - Temporary and permanent utility connections: temporary and permanent utility connections to the construction compounds and the Converter Site.
 - Permanent utility diversions: permanent diversion of existing utility services within the Onshore Infrastructure Area.
 - Landfall: the site at Cornborough Range where the offshore cables are jointed to the onshore cables. This term applies to the entire area between Mean Low Water Springs (MLWS) and the transition joint bays, within the Order Limits. This includes all construction works, including the offshore and onshore cable routes, and compound(s) at Landfall.
- 1.1.5 In addition to these elements, the Outline Dust Management Plan also considers the temporary construction compounds, storage areas, temporary haul roads and accesses required to support the construction of the Proposed Development.
- 1.1.6 The onshore elements of the Proposed Development listed above coincide with the local authority area of Torridge District Council and Devon County Council (at the county level).

Purpose of the Outline Dust Management Plan

- 1.1.7 The draft Development Consent Order (DCO) (document reference 3.1) includes a requirement for the preparation of a final On-CEMP(s). The final On-CEMP(s) will be supported by a series of management plans including a Dust Management Plan (as part of the final On-CEMP(s)), which will be submitted to and approved by the relevant planning authority prior to the commencement of construction.
- 1.1.8 The purpose of this Outline Dust Management Plan is to set out the key construction dust control measures that will be required during construction of the Proposed Development.
- 1.1.9 This is an outline document based on the design set out in Volume 1, Chapter 3: Project Description of the Environmental Statement (ES) (document reference 6.1.3) and includes measures that have been identified as part of the Environmental Impact Assessment process.
- 1.1.10 The Outline Dust Management Plan should be read in conjunction with the Outline On-CEMP (document reference 7.7) and its supporting appendices. Management measures relating to air emissions from construction vehicles are described in the Outline Construction Traffic Management Plan (document reference 7.12).

1.2 Scope of the Outline Dust Management Plan

- 1.2.1 The scope of this onshore Outline Dust Management Plan applies to both the preliminary and construction stages of the Proposed Development, located landward of MHWS. The plan does not apply to activities associated with offshore works (i.e. seaward of MHWS).
- 1.2.2 Onshore preliminary activities will be undertaken prior to the commencement of construction. These works comprise the following:
- pre-construction archaeological investigations;
 - early planting or landscaping works, where appropriate;
 - ecological and archaeological mitigation;
 - environmental surveys and monitoring;
 - site clearance (including vegetation clearance and site levelling);
 - investigations for the purpose of assessing ground conditions such as:
 - pre-entry soil surveys; and
 - drainage surveys.
 - erection of fencing and installation of temporary construction drainage;
 - remedial work in respect of any contamination or other adverse ground conditions;
 - the diversion of existing services and the laying of temporary services;
 - the diversion or undergrounding of overhead cabling;
 - site security works;
 - establishing compounds and the erection of temporary hardstanding, buildings (e.g. welfare facilities), structures or enclosures;

- creation of site accesses;
- temporary display of site notices and site advertisements; and
- receipt and erection of construction plant and equipment.

1.2.3 The onshore preliminary activities listed in **section 1.2.2** above will be carried out in accordance with the measures set out in this Outline Dust Management Plan as part of the Outline On-CEMP(s). This and other management plans in their outline form will be taken as approved at the grant of Development Consent and valid for the preliminary activities whereas the final Dust Management Plan(s) as approved will apply to the main construction stage.

1.2.4 The final Dust Management Plan(s) will be in general accordance with the principles established in this Outline Dust Management Plan and will be agreed with the relevant authority prior to commencing the relevant construction stage of the onshore works (above MHWS) for the Proposed Development (i.e. any updates to the plan during construction would be approved by the relevant authority).

1.3 Roles and Responsibilities

Overview

1.3.1 The key roles and associated responsibilities with regard to this Outline Dust Management Plan are set out below. The Construction (Design and Management) Regulations 2015 also identify the legal duties, responsibilities and obligations of all the major roles within the construction team.

Applicant

1.3.2 The Applicant will be responsible for the following.

- Ensuring that the Dust Management Plan(s) is implemented effectively.
- Giving necessary direction to contractors (for example, setting contractual obligations).
- Reviewing, revising and refining the Dust Management Plan(s) (where necessary) in conjunction with the Principal Contractor(s).

Principal Contractor(s)

1.3.3 The Principal Contractor(s) will be appointed by the Applicant and has the overall responsibility for the following.

- Updating and delivering the Dust Management Plan(s) on behalf of the Applicant.
- Ensuring all procedures in the Dust Management Plan(s) are followed.
- Ensuring all contractors are suitably qualified and experienced in implementing the measures within the Dust Management Plan(s).
- Maintaining records relevant to the Dust Management Plan(s).

Contractors/Sub-Contractors

- 1.3.4 Contractors and sub-contractors will be required to understand their responsibilities and implement the measures within the Dust Management Plan(s) (e.g. task-based lighting will be switched off after use and at the end of the working shift).

Training and Competence

- 1.3.5 All construction staff will receive training as part of the site induction on the importance of managing dust from the construction works areas. Training will include the control measures within the Dust Management Plan(s) and the reporting procedures for dust incidents. Specific training (e.g. toolbox talks) will be given for those staff involved in dust-generating construction activities and for those staff undertaking dust monitoring. All staff will be made aware of any changes to the Dust Management Plan(s).
- 1.3.6 Staff responsible for the operation, maintenance or repair of dust suppression systems will be trained and competent (as documented using training records).
- 1.3.7 Any sub-contractors working on site will be made aware of the Outline Dust Management Plan and will be expected to comply with it at all times.
- 1.3.8 A list of approved repair contractors will be kept in the site office and relevant site operatives will be made aware of the existence and the location of the list. Where appropriate, essential spare parts will be kept on site.

1.4 Process Description

Background

- 1.4.1 The following types of activities during construction of the Proposed Development could result in fugitive dust emissions:
- earthworks;
 - handling and disposal of spoil;
 - wind-blown particulate material from stockpiles;
 - handling of loose construction materials; and
 - movement of vehicles, both on and off site (trackout).
- 1.4.2 The level and distribution of construction dust emissions will vary according to factors, such as the type of dust, duration and location of dust-generating activity, weather conditions and the effectiveness of dust suppression methods.
- 1.4.3 The main effect of any dust emissions, if not mitigated, could be annoyance due to soiling of surfaces, particularly windows, cars and laundry. However, it is normally possible, following the implementation of proper control and good practice methods (i.e. the methods described in this plan), to ensure that dust deposition does not give rise to significant adverse effects, although short-term events may occur (e.g. due to technical failure or exceptional weather conditions).

1.5 Sensitive Receptors Where Impacts Could Occur

- 1.5.1 The locations of sensitive receptors where impacts could occur are identified in Volume 2, Chapter 7: Air Quality of the ES (document reference 6.2.7) and includes receptors within the 250 m of the construction activities, based upon the Institute of Air Quality Management (IAQM) dust guidance (detailed in **paragraph 1.5.2** below).
- 1.5.2 Guidance on the assessment of dust from demolition and construction (IAQM, 2024) indicates that there could potentially be annoyance dust and particulate matter (PM) with diameters of 10 micrometres or smaller (PM₁₀) effects on human health receptors located within 250 m of onsite construction activities, ecological receptors located within 50 m of onsite construction activities and on receptors adjacent to roads used by construction traffic up to 250 m from the site.

1.6 Routine Construction Phase Mitigation Measures

Overview

- 1.6.1 The mitigation measures outlined in this document are based on the highly recommended measures for sites with high dust risk as detailed in the IAQM guidance on the assessment of dust from demolition and construction (IAQM 2024).
- 1.6.2 As summarised in the Volume 2, Chapter 7: Air Quality of the ES (document reference 6.2.7), the predicted dust impact risk without mitigation is classified as low for demolition, medium for earthworks and construction and high for tracked out dust. The general site measures described as “highly recommended” for high risks are listed below. The “highly recommended” measures for medium risk construction and high risk trackout are also listed. There are no “highly recommended” measures for medium risk earthworks or low risk demolition.
- 1.6.3 Site-specific mitigation measures are divided into the following general measures-applicable to all sites, measures specific to earthworks, construction and the movement of dust, and dirt from a construction site onto the public road network (referred to as trackout).

Preparing and Maintaining the Site

- 1.6.4 The following site preparation and maintenance measures will be adhered to throughout the construction phase.
- Plan site layout so that machinery and dust causing activities are located away from receptors, as far as is possible. Use screening intelligently where possible – e.g., locating site offices between potentially dusty activities and the receptors.
 - Where deemed reasonably required, erect solid screens or barriers around the work site.

- Where reasonably practicable, fully enclose site or specific operations where there is a high potential for dust production and the site is active for an extended period.
- Avoid site runoff of water or mud.
- Keep site fencing, barriers and scaffolding clean.
- Remove materials that have a potential to produce dust from site as soon as possible, unless being re-used on site. If they are being re-used on-site, ensure they are appropriately covered.
- Depending on the duration that stockpiles will be present and their size, cover, seed, fence or water to prevent wind whipping.

Site Management

1.6.5 The following site management measures will be adhered to throughout the construction phase.

- Record all dust and air quality complaints, identify cause(s), take appropriate measures to reduce emissions in a timely manner, and record the measures taken.
- Make the complaints log available to the local authority when asked.
- Record any exceptional incidents that cause dust and/or air emissions, either on- or off- site, and the action taken to resolve the situation in the log book.
- Hold regular liaison meetings with other high risk construction sites within 500 m of the Order Limits, to ensure plans are co-ordinated and dust and particulate matter emissions are minimised. It is important to understand the interactions of the off-site transport/deliveries which might be using the same strategic road network routes.

Communications

1.6.6 The following communications measures will be adhered to throughout the construction phase.

- Develop and implement a stakeholder communications plan that includes community engagement before work commences on site.
- Display the name and contact details of person(s) accountable for air quality and dust issues on the Order Limits. This may be the environment manager/engineer or the site manager.
- Display the head or regional office contact information.

Monitoring

1.6.7 The following monitoring measures will be adhered to throughout the construction phase.

- Undertake daily on-site and off-site inspection, where receptors (including roads) are nearby, to monitor dust, record inspection results, and make the log available to the local authority when asked. This should include regular dust soiling checks of surfaces such as street furniture, cars and window sills within

100 m of the Order Limits. Cleaning requirements will be discussed and agreed with relevant stakeholders where deemed appropriate.

- Carry out regular dust soiling checks of surfaces such as street furniture, cars and window sills within 100 m of Order Limits.
- Increase the frequency of site inspections by the person accountable for air quality and dust issues on site, when activities with a high potential to produce dust are being carried out and during prolonged dry or windy conditions.
- Where deemed reasonably necessary in consultation with the relevant local planning authority, dust deposition, dust flux or real-time PM₁₀ continuous monitoring locations will be agreed. Commence baseline monitoring at least three months before work commences on site or, if it a large site, before work on a phase commences. A shorter monitoring period or concurrent upwind and downwind monitoring may be agreed by the relevant local planning authority. Further guidance is provided by IAQM on monitoring during demolition, earthworks and construction (IAQM, 2018).

Operations (Construction Phase)

1.6.8 The following operations measures will be adhered to throughout the construction phase.

- Only use cutting, grinding or sawing equipment fitted or in conjunction with suitable dust suppression techniques such as water sprays or local extraction, e.g., suitable local exhaust ventilation systems.
- Ensure an adequate water supply on the site for effective dust/particulate matter suppression/mitigation, using non-potable water where possible.
- Use enclosed chutes, conveyors and covered skips, where practicable.
- Minimise drop heights from conveyors, loading shovels, hoppers and other loading or handling equipment and use fine water sprays on such equipment wherever appropriate.
- Ensure equipment is readily available on site to clean any dry spillages and clean up spillages as soon as reasonably practicable after the event using wet cleaning methods.

Waste Management

1.6.9 The following waste management measures will be adhered to throughout the construction phase.

- Avoid bonfires and burning of waste materials.

Operating Vehicle/Machinery and Sustainable Travel

1.6.10 The following measures will be adopting regarding operating machinery and travel.

- Ensure all vehicles switch off engines when stationary – no idling vehicles.

- Avoid the use of diesel- or petrol-powered generators and use mains electricity or battery powered equipment where practicable.
- Impose and signpost a maximum-speed-limit of 15 mph on surfaced and 10 mph on un-surfaced haul roads and work areas (if long haul routes are required these speeds may be increased with suitable additional control measures provided, subject to the approval of the nominated undertaker and with the agreement of the local authority, where appropriate)
- Produce a Construction Logistics Plan to manage the sustainable delivery of goods and materials.
- Implement a Construction Travel Plan that supports and encourages sustainable travel (public transport, cycling, walking, and car-sharing).

Medium Risk Measures Specific to Construction

1.6.11 Measures that will be implemented that are specific to construction are the following.

- Ensure sand and other aggregates are stored in bunded areas and are not allowed to dry out, unless this is required for a particular process, in which case ensure that appropriate additional control measures are in place.

High Risk Measures Specific to Trackout

1.6.12 Measures that will be implemented that are specific to trackout are the following.

- Avoid dry sweeping of large areas.
- Ensure vehicles entering and leaving sites are covered to prevent escape of materials during transport.
- Inspect on-site haul routes for integrity and instigate necessary repairs to the surface as soon as practicable.
- Record all inspections of haul routes and any subsequent action in a site log book.
- Install hard surfaced haul routes, which are regularly damped down with fixed or mobile sprinkler systems, or mobile water bowsers and regularly cleaned.
- Implement a wheel washing system (with rumble grids to dislodge accumulated dust and mud prior to leaving the site).
- Ensure there is an adequate area of hard surfaced road between the wheel wash facility and the site exit, wherever site size and layout permits.
- Access gates to be located at least 10 m from receptors where possible.

1.7 Decommissioning Phase Mitigation

1.7.1 Prior to the commencement of the decommissioning phase, an Onshore Decommissioning Plan will be submitted to Torridge District Council and applied where necessary.

1.7.2 The most probable measures that will be undertaken to mitigate air quality and dust issues are the same as during the construction phase. However, measures

would be developed in accordance with the latest guidance available at the time of decommissioning.

1.8 Additional Mitigation/Control Measures

- 1.8.1 Trigger levels have been defined to reduce nuisance dust effects at the nearest receptors during high-risk conditions.
- 1.8.2 The trigger levels established for the site include any of the following occurring, singly or in combination.
- Winds that are or are forecast to be, above a moderate breeze (Beaufort scale 4 – described as conditions under which dust and loose paper are raised, small branches begin to move) on days when there has been no rainfall for the last three days or more.
 - Routine checks/inspections/surveys on site have identified evidence of dust off-site.
 - A dust complaint is received.
 - A failure in equipment or control is identified or an abnormal/unintentional situation occurs, e.g. a spillage.
- 1.8.3 The additional controls to be employed if a trigger level is exceeded are set out below.
- Increase frequency of use of the road sweeper, both on-site and on local roads.
 - Temporary cessation of the activities responsible for causing the dust impact until the trigger level is no longer exceeded.
 - Use of additional dust suppression measures such as dampening of specific surfaces.
 - Relocation of activities so that the distance between the source of emissions and the receptors is increased.
- 1.8.4 The additional control measures listed in **paragraph 1.8.3** will be implemented (either singularly or in combination) as necessary to effectively control dust emissions, as evidenced by the visual and monitoring checks described in the **section 1.9**.
- 1.8.5 The site manager will be responsible for implementing these risk management measures in accordance with procedures.

1.9 Procedures to Check the Dust Controls/Mitigation are Effective

Monitoring

- 1.9.1 The results of the inspections will be recorded in a site log. The prevailing weather conditions and the activities undertaken at the time of the inspection will also be recorded in the site log.
- 1.9.2 If any of the trigger levels in **section 1.8** are exceeded and additional measures are employed, the frequency of the visual site boundary inspection will increase to

twice a day until such time as no dust is visible leaving the construction works area boundary. If after two days, the results of such monitoring indicate that the additional control measures are not effective, the site manager will instruct all site operatives that the operations will cease until the issue can be resolved.

1.9.3 An example daily dust inspection sheet has been provided in **Table 1.1**.

Table 1.1 Daily Dust Inspection Sheet

Dust Inspection Sheet			Date:		
Time of test					
Location of test e.g. street name etc					
Weather conditions (dry, rain, fog, snow etc):					
Temperature (very warm, warm, mild, cold or degrees if known)					
Wind strength (none, light, steady, strong, gusting) Use Beaufort scale if known					
Wind direction (e.g. from North East)					
Duration (of test)					
Constant or intermittent in this period or persistence					
Receptor sensitivity (see below)					
Is the source evident?					
Any other comments or observations					

Monitoring Dust Complaints

- 1.9.4 Complaints received during the construction process will be recorded in accordance with the principles in **section 1.10**. Complaints are an important indicator of community dissatisfaction and provide a useful form of monitoring. However, it is important to bear in mind that complaints are only a symptom of annoyance or nuisance; there are various reasons why complaint records are not an exact indicator of dust annoyance or nuisance itself. Nevertheless, the collection, maintenance and analysis of complaints records is an important method of indicating the effectiveness or otherwise of measures implemented to reduce nuisance due to dust.
- 1.9.5 The site manager will implement a system of complaints monitoring and analysis. Complaints will be collected, registered and validated as described in **section 1.10**. The record of complaints received at the end of each calendar quarter will be reviewed to identify:
- trends, in terms of the subject, cause or origin of complaints; and
 - aspects experienced at one location that could apply to other locations.
- 1.9.6 Any action deemed necessary because of the analysis shall be identified and discussed in order to programme a course of corrective actions.

1.10 Complaints Action Procedure

Receipt of a Complaint

- 1.10.1 If any complaint is made by a member of the public about any matter associated with the construction works area, the site manager/responsible person will give notice in writing to Torridge District Council no later than the next working day after the complaint is received. This written notification will normally be in the form of an email. The notification will include a description of the complaint, the name and address of the person making the complaint (if available) and the action proposed as a result. Depending on the nature of the complaint, it will not always be possible to resolve the matter within this short timescale. In such cases an indication will be given that further investigations are necessary.
- 1.10.2 Once a complaint has been received, the complaint details will be registered.

Complaint Registration

- 1.10.3 A record of all complaints received will be maintained. In the event that a complaint is received alleging potential dust nuisance from the construction site:
- the complaint will be fed into a registration system; and
 - complaints data should be recorded in a systematic way, enabling comparison with standard dust descriptors, with wind direction and with site work activities.
- 1.10.4 A standardised form will be used for recording this information and entering it into the registration system, shown in **Table 1.2**.

Table 1.2: Dust Complaint Report Form

Dust Complaint Report Form		Sheet Number	
Date:		Time:	
Name and address of complaint:			
Tel no. of complaint:			
Time and date of complaint:			
Date, time and duration of offending dust:			
Location of dust, if not at above address:			
Weather conditions (i.e., dry, rain, fog, snow):			
Wind strength (light, steady, strong, gusting) or use Beaufort scale:			
Wind direction:			
Complainant's description of dust (e.g. colour, particle size):			
Has complaint any other comments about the dust?			
Are there any other complaints relating to the installation or to that location? (either previously or relating to the same exposure):			
Any other relevant information:			
On-site activities at time the dust occurred:			
Operating condition at time nuisance dust occurred/identified.			
Actions taken:			
Form completed by		Signed	

Responding to a Complaint

- 1.10.5 For answerphone messages and complaints submitted by email or by letter, an acknowledgement and initial response will be given by telephone or by email within 48 hours, provided that telephone or email contact details have been given by the complaint. The site manager will respond as rapidly as possible to the complaint to maximize the opportunity for identifying the source of the nuisance dust. Where possible, the site manager or an appropriate representative of the site manager, will inspect the nuisance dust location referred to in the complaint.
- 1.10.6 Where complaints cannot be resolved on initial contact and further investigations are required, a written response will be made within 10 working days of submission of the complaint. The complaint will be told if this is the case and how long it will take to give a response.
- 1.10.7 The primary reasons for further investigation of complaints are to assess potential nuisance and identify the likely cause and source of the dust so that nuisance can be reduced or stopped. In the case of further investigations, the site manager will communicate to the complaint the course of actions likely to be taken. In summary, the response will include.
- The reason for the nuisance dust event.
 - The likely duration of the nuisance dust event.
 - What plan is in place to end the nuisance dust event.
 - What preventative plan will be implemented to prevent a re-occurrence.
 - What grievance procedure the aggrieved party can take.

Investigation of Dust Complaints

- 1.10.8 The site manager will investigate the complaint and will provide a response. The response will be by letter or email or, if preferred, a telephone call.
- 1.10.9 The investigation will aim to capture evidence to establish whether the nuisance dust identified is attributable to the construction activities. If the source of the nuisance dust is deemed to be the construction activities, the information recorded will be used to identify if there has been a failure in the existing mitigation/control measures or the need for a new mitigation/control measure. If a new mitigation/control measure is required, the site manager will update the Dust Management Plan(s).

1.11 References

IAQM (2024) Guidance on the assessment of dust from demolition and construction. Available at: <https://iaqm.co.uk/guidance/> (Accessed: August 2024).