Travel Plan

Maelor Foods, Pickhill Lane

Maelor Foods Limited

Prepared by:

SLR Consulting Limited

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Basis of Report

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1.0 Introduction

Background

1.1 SLR Consulting Ltd (SLR) has been appointed by Maelor Foods Limited to provide a Travel Plan (TP) for their poultry processing facility located on Pickhill Lane near Wrexham.

1.2 The site has operated as a poultry processing facility for the last 10 years. In June 2025 the site received planning permission (*reference number: P/2022/0820*) to vary Condition 7 of Planning Permission *APP/H6955/A/18/3216187* (*P/2017/1032*) to permit the processing of 2,000,000 birds per week.

1.3 This Travel Plan (TP) has been prepared to discharge Condition 9 of approved planning permission P/2022/0820, with condition 9 extracted below for ease of reference:

> ***Condition 9:*** *Prior to the first weekly production exceeding 1,000,000 birds, a Travel Plan shall be implemented in accordance with details first submitted to and approved in writing by the Local Planning Authority. The Travel Plan shall include measures to encourage employees to travel to and from the site by non-car means, to promote car sharing and details of annual monitoring. Annual monitoring reports shall be submitted to the Local Planning Authority following the first anniversary of the first increase in production hereby approved, and every year thereafter up to and including the fifth anniversary.*

1.4 This TP builds upon the current live TP and measures already implemented by Maelor Foods.

Purpose of the Report

1.5 This Travel Plan has been prepared to demonstrate a commitment to sustainable travel initiatives and a framework for Travel Planning matters.

1.6 Local Authorities endorse the need for Travel Plans in order to reduce the impact of transport on the local environment, to improve accessibility and to encourage ‘active travel’ which improves peoples’ health.

1.7 This Travel Plan document has been written to encourage active travel, in line with the following core national guidance documents:

a) Department for Communities and Local Government, “Guidance on Travel Plans, Transport Assessments and Statements”, (2014);

b) Department for Transport, “Good Practice Guidelines: Delivering Travel Plans though the Planning Process”, (2009);

c) Ministry of Housing, Communities and Local Government, “National Planning Policy Framework”, (2024); and

d) Transport for London, “Guidance on Travel Plans” (2013).

1.8 This TP document provides a strategy to reduce the potential traffic impacts on the local environment, improve the management of transport to and from the site and promote sustainable travel modes where possible.

1.9 This TP builds upon the existing TP that is in place for the site. Specifically, it will include measures focussed on encouraging the use of more sustainable travel choices amongst staff.

What is a Travel Plan?

1.10 A Travel Plan is defined by the Department for Transport (DfT) and by the Department for Communities and Local Government (DCLG) as:

"A long-term management strategy for an occupier or site that seeks to deliver sustainable transport objectives through positive action and is articulated in a document that is regularly reviewed."

Sources: Good Practice Guidelines: Delivering Travel Plans through the Planning Process, DfT, 2009; and National Planning Policy Framework, DCLG, 2012.

1.11 Furthermore, as TfL acknowledges:

"A travel plan can bring a number of benefits to a new development for the developer, the local authority and the ultimate users of the site".

Source: Guidance on travel plans for new developments, TfL, 2013.

1.12 In essence, a Travel Plan is intended to encourage people to choose alternative transport modes over single occupancy car use and, where possible, reduce the need to travel at all. Such a plan should include a range of measures designed to achieve this goal.

Structure of this Report

1.13 Following this introductory chapter, this report provides the following information:

- **Section 2: Travel Plan Benefits** – explores and outlines the wide range of benefits and positive effects that a TP can have on employees and the wider environment.
- **Section 3: Baseline Conditions & Accessibility to Sustainable Modes** – discusses the existing site and the local highway network and provides an assessment of the accessibility of the site by sustainable means of transport;
- **Section 4: Development Proposals** – sets out the permitted development proposals and relevant Travel Plan condition;
- **Section 5**: **Baseline Modal Split and Travel Surveys** – sets out the 2025 survey results based on the existing staff modal split for the site;
- **Section 6: Travel Plan Initiatives** – provides a clear description of the measures which could be implemented to encourage sustainable travel to and from the site;
- **Section 7: Travel Plan Management and Communications** – sets out the strategy for implementing the TP, discusses the roles and responsibilities of the TPC and identifies a strategy for communicating the TP to all;

- **Section 8: Monitoring and Review** – details the methodology for monitoring and reviewing the TP, including how often the monitoring will take place and who will be involved in the process; and
- **Section 9**: **Action Plan and Budget** - outlines the implementation programme including roles and responsibilities and an indication of budget requirements.

2.0 Travel Plan Benefits

Introduction

2.1 The benefits from a TP can be loosely categorised under four main headings:

a) Health Benefits;

b) Environmental Benefits;

c) Financial Benefits; and

d) Mutual Benefits.

2.2 This section explores just some of the improvements which can be made to an organisation during a successful Travel Planning process.

Health Benefits

2.3 There are well documented health benefits associated with active travel, such as walking and cycling, which are increasingly being recognised as ways to reduce sedentary lifestyles.

"26% of adults classified as obese in 2018, up from 15% in 1993."

"Physical activity levels are low in the UK: 33% of men and 42% of women do not meet the minimum recommendations for physical activity in adults."

Source: HSCIC, 'Statistics on Obesity, Physical Activity and Diet, Health and Social Care Information Centre', 2018.

2.4 Regular moderate physical activity (including walking and cycling), can help prevent and reduce the risk of cardiovascular disease, cancer, obesity, diabetes, stroke, mental health problems, high blood pressure, and musculoskeletal problems.

Environmental Benefits

2.5 Climate change is a global issue that affects all nations. The Government has pledged to play its part in reducing emissions which are harmful to the earth by setting carbon reduction targets:

"It is the duty of the Secretary of State to ensure that the net UK carbon account for the year 2050 is at least 80% lower than the 1990 baseline."

Source: Climate Change Act 2008, Chapter 27, Part 1, 2008.

2.6 The Welsh Government declared a climate emergency in Wales in April 2019, thereby setting ambitious plans for the public sector in Wales to be carbon neutral by 2030. Wrexham County Borough Council declared its own Climate and Ecological Emergency in September 2019 and restated its commitment to develop a Decarbonisation Action Plan, detailing how to meet the ambitious target set by Welsh Government. As part of this declaration, Wrexham County Borough Council also identified that this Plan would have a clear focus on the decarbonisation

of Council operations, whilst promoting the protection and enhancement of its natural environment.

2.7 The action plan that accompanies the Decarbonisation Plan focusses on five key themes (Buildings and Energy, Transport and Mobility, Land Use and Green Infrastructure, Influencing and Enabling Change, and Procurement and Supply Chain). Included within this, are several higher-level actions that are integral to Wrexham County Borough Council's response to addressing the climate emergency and some overarching key actions, which will embed decarbonisation and ensure progress.

Financial Benefits

2.8 Although secondary to health and environmental benefits, there are also financial benefits to be gained from increasing active travel rates:

"Physical inactivity is associated with 1 in 6 deaths in the UK and is estimated to cost the UK £7.4 billion annually (including £0.9 billion to the NHS alone)"

Source: All Our Health, Office for Health Improvement and Disparities, 2022.

2.9 Individuals (specifically staff and customers) can also benefit financially from travelling to and from a site with a TP in place, due to the improved range of transport options available, some of which may be more cost-effective than car travel.

2.10 An effective TP can help encourage staff and customers to lessen their environmental impact by reducing emissions from transport, lead a healthier and more active lifestyle, and reduce financial wastage.

Mutual Benefits

2.11 As demonstrated, there are multiple reasons as to why TPs are important to modern society. The initiatives in this TP will have a positive effect on the staff and customers of the new development and the surrounding community.

2.12 The benefits of this TP must be communicated correctly:

"It is important that the outcomes sought from the travel plan can be seen as a benefit to all parties, e.g. the developer, occupiers and site users, the community and the local authority. Such benefits can help in gaining widespread commitment."

Source: Good Practice Guidelines: Delivering Travel Plans through the Planning Process, DfH, 2009.

Travel Plan Aims

2.13 This TP aims to achieve the following benefits:

a) A clearer understanding of any transport issues associated with the development site;

b) To encourage the use of alternatives to the private car by the site users;

c) To increase the awareness of the advantages and potential for travel by more environmentally friendly modes;

d) To improve the health and well-being of the development staff and customers through the promotion of travel by walking and cycling;

e) A reduction in financial wastage for all staff and customers when travelling to site; and

f) Increased accessibility to the site for all end users.

2.14 The measures contained in this TP are intended to meet the above objectives and build upon the existing TP process that is in place for the Site.

3.0 Baseline Conditions & Accessibility to Sustainable Modes

Site Location

3.1 The site is accessed from Pickhill Lane via the A525 in the west. Pickhill Lane is a rural road and the A525 is a key link into Wrexham whilst also providing access to the wider network and local settlements including Cross Lanes, Porthwgan, Bangor-on-Dee, Marchwiel and Coedpoeth. It is characterised as a largely rural route with limited frontage activity. The site is bound on all sides by agricultural land, with three residential dwellings opposite the site access on the western side of Pickhill Lane.

Pickhill Lane

3.2 Pickhill Lane has a two-way working single carriageway arrangement, with a width between 5.9m – 6.3m. There are no junctions with other roads between the development site and the A525 to the southwest.

3.3 Travelling northeast past the site, Pickhill Lane reaches a minor intersection that provides access to a farm premise before forming a loop route back towards the A525. At the point of intersection, Pickhill Lane makes a sharp bend north before continuing and reaching the junction with Talwrn Lane / Shaw Road. At this point Pickhill Lane transitions to Talwrn Lane where it narrows to less than 3.0m in width. Talwrn Lane then continues in a north-westerly direction where it meets the B5130 at a priority junction.

3.4 Pickhill Lane is subject to the national speed limit (60mph). However, due to the rural nature of Pickhill Lane, traffic speeds are much lower; with average speeds of 28mph and 27mph in the eastbound and westbound direction, respectively (speed data obtained from ATC data - May 2022).

A525

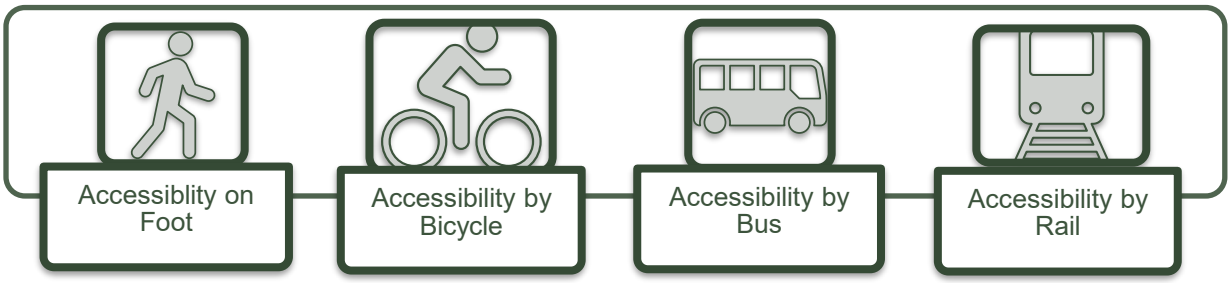
3.5 As discussed, the A525 is a key link into Wrexham whilst also providing access to the wider network and local settlements. In the vicinity of Pickhill Lane the A525 is circa 7.3m in width and subject to a 40mph speed limit. Slow markings are present as there is a slight bend in the road alignment. A footway is present on the eastern side of the A525, that provides direct access to the local bus stops.

3.6 Average speeds on the A525 are observed at around 44mph in the derestricted area (where national speed limit applies) and 39mph where the speed limit reduces to 40mph.



Introduction to Sustainable Modes

3.7 A key element of national and local policy is to ensure that developments are located in areas where alternative modes of travel are available. It is important to ensure that developments are not isolated, but located close to complementary land uses. This supports the aims of integrating planning and transport, providing more sustainable transport choices, and reducing overall travel and car use.



Accessibility on Foot

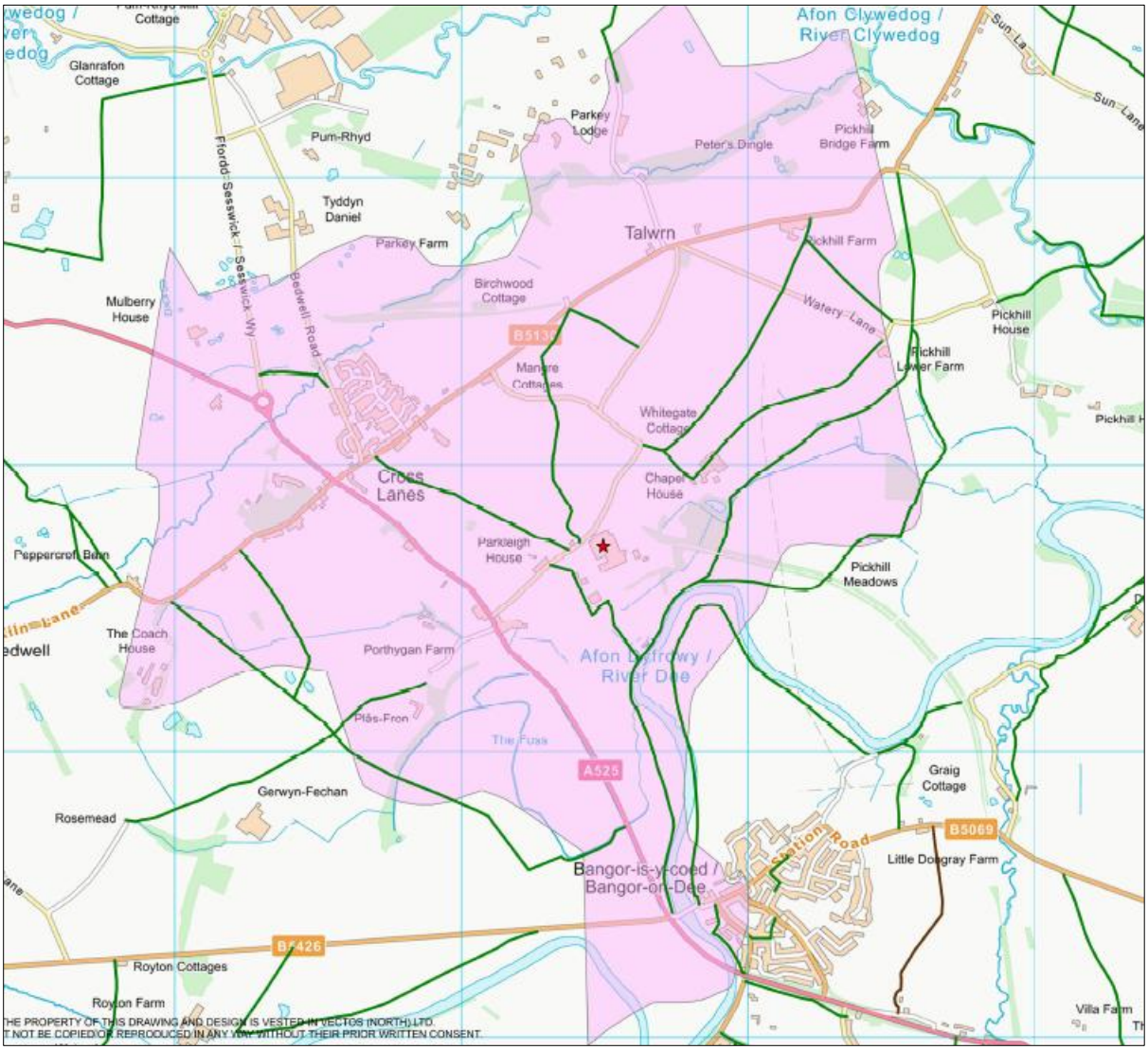
3.8 The Chartered Institution of Highways and Transportation document 'Providing for Journeys on Foot' (2000) provides guidance on what are considered to be acceptable walking distances. It states that acceptable walking distances for pedestrians without mobility impairment are up to 1km with 2km being the preferred maximum.

3.9 The site is located 1.3km south-east of a settlement adjacent to Cross Lanes and 1.7km north of the larger settlement of Bangor-on-Dee. The pedestrian catchment for 2km is shown in **Figure 3.1** below which illustrates the areas that can be reached.

3.10 Based on the above, the site is situated within walking distance from the residential areas of Bedwell Crescent, Hunters Meadow and Meadowcroft within Cross Lanes. Overton Road, High Street and Whitchurch Road in Bangor Is-Y-Coed are located within the 2km walking distance of the site.

3.11 To facilitate connectivity, a footpath is provided along the southern side of Pickhill Lane which provides a link to the footpath which runs along the eastern side of the A525. Such provision can be used when walking to the site from the aforementioned local / nearby settlements.

Figure 3.1 – 2km Pedestrian Catchment

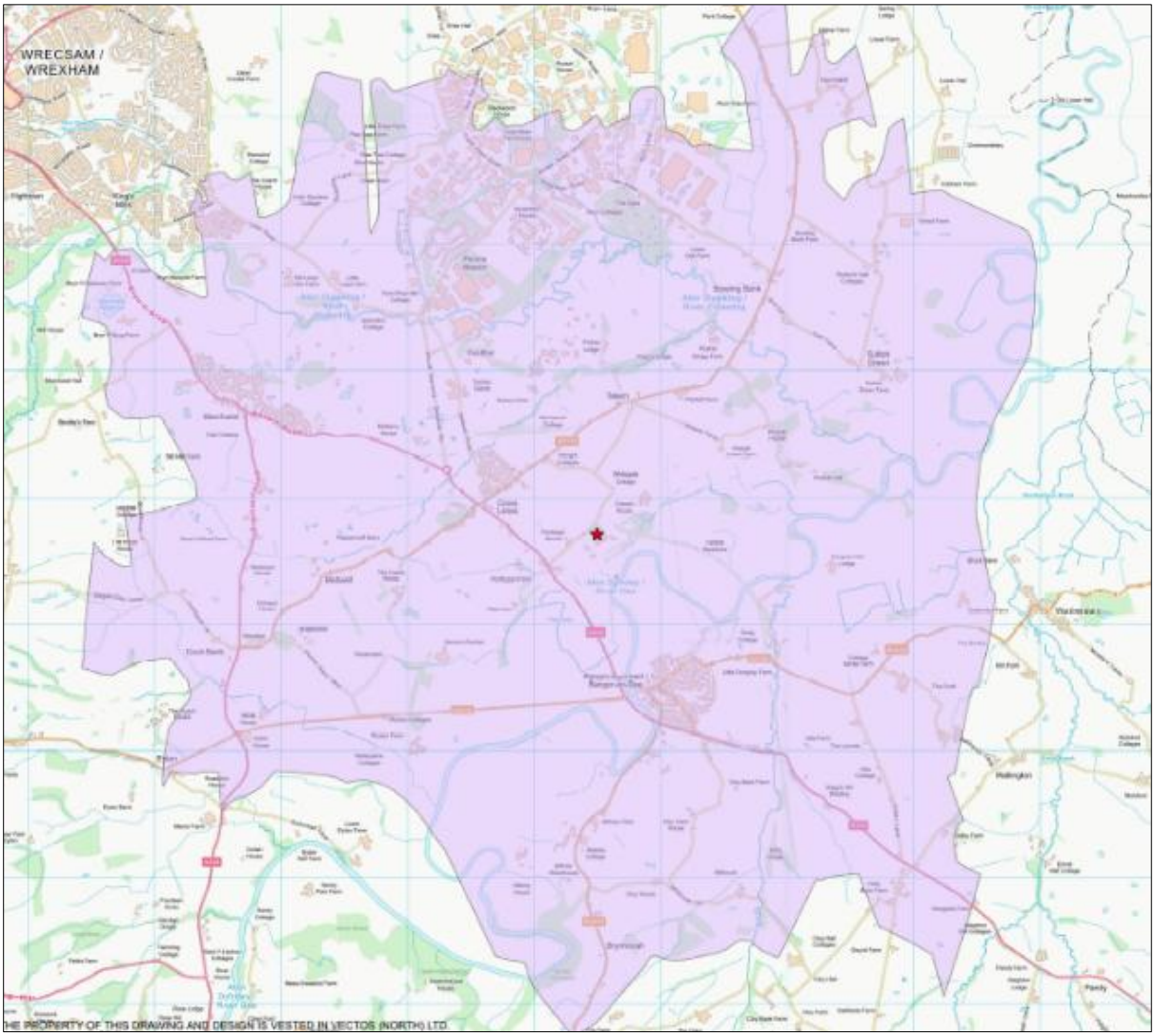


Accessibility by Cycle

3.12 Cycling is increasingly being recognised as a viable alternative to the car and there has been sustained growth in cycling as both a mode of travel and leisure activity. The DfT Local Transport Note 1/20 Cycling Infrastructure Design states that, 'two out of every three personal trips are less than five miles in length – an achievable distance to cycle for most people'.

3.13 Cycling has the potential to replace short car journeys, particularly those under 5 kilometres. Using a speed of 10mph (16kph) a catchment of 5km would be available within approximately 20 minutes cycle time. With this in mind, **Figure 3.2** shows the 5km cycle catchment from the site.

Figure 3.2 – 5km Cycling Catchment



3.14 As can be seen, the 5km catchment encompasses Cross Lanes, Bangor Is-Y-Coed, Marchwiel, Pentre Maelor and the eastern outskirts of Wrexham, such as Abenbury Road. This catchment indicates that cycling could be seen as a viable form of commutable transport for those working on site and living in the surrounding residential areas.

Accessibility by Bus

3.15 Bus route 146 services the A525, providing a link between Wrexham and Whitchurch. The nearest bus stop to the site is located at Cross Lanes, approximately 1km walking/cycling distance from the site, and consists of a shelter and perch seating. Shown in **Table 3.1** is the frequency of the 146-bus service.

Table 3.1 – Local Bus Timetable Summary

Route No.	Route	Frequency per hour (Mon – Fri)				Sat	Sun
		AM Peak	Midday	PM Peak	Evening		
146 (& X46)	Wrexham to Whitchurch via Cross Lanes	1	1	1	0	1	0

3.16 The local bus services may be suitable for use by some daytime shift workers at the site.

Accessibility by Rail

3.17 Wrexham railway station is located approximately 6.75km to the northwest of the site and is served via the bus route 146. The station is operated by Transport for Wales and provides a ticket office, ticket machines and a 68-space car park.

3.18 The station provides direct access to destinations such as Chester, Shrewsbury, Hereford, Wolverhampton, Birmingham New Street, Newport and Cardiff Central at regular intervals throughout the day. There are also regular services from Wrexham to Liverpool and Manchester.

3.19 Transport for Wales allow bicycles on trains where space is available. The station also provides cycle hoops at the front of the station providing parking space for 20 bicycles. This offers the opportunity for some staff to possibly use the train as part of a linked journey.

4.0 Permitted Development (ref: P/2022/0820)

Summary of Permitted Development

4.1 The site has operated as a poultry processing facility for the last 10 years. In June 2025 the site received planning permission (*reference number: P/2022/0820*) to vary Condition 7 of Planning Permission *APP/H6955/A/18/3216187* (*P/2017/1032*) to permit the processing of 2,000,000 birds per week.

4.2 As part of the permitted development proposals, it is anticipated that 125 additional staff members are proposed to work at the site, over the existing staff numbers.

4.3 Use would be made of the existing access points to the site, which have recently been subject to improvement. The main staff car parking area access and the main site access for HGVs are separate, as per existing arrangements, both accessed off Pickhill Lane,

4.4 The staff and customer car park will be remarked to provide additional car sharing spaces etc. As presented in the approved plan, attached as **Appendix A**.

4.5 The main site access for HGVs will remain unchanged and is via Pickhill Lane. The site provides a circulatory system for large delivery vehicles. Signage is provided within the site directing vehicles to the relevant areas.

Car Parking Provision

4.6 In summary, the site will be provided with 223 car parking spaces and 10 motorcycle spaces, with the provision as follows:

- 183 x standard spaces;
- 10 x disabled spaces;
- 10 x enlarged spaces;
- 10 x car sharing spaces;
- 10 x electric vehicle spaces (2 x active and 8 x passive); and
- 10 x motorcycle spaces.

Cycle Parking Provision

4.7 The following cycle parking provision will be provided within the curtilage of the site:

- New provision: Sheffield Stand Area close to building entrance.
- Existing provision: 30+ x spaces in a covered storage area within the existing outbuilding.
- Total on-site provision: 6 x short stay spaces and 30+ long stay spaces.

4.8 It is confirmed that the site already has high quality shower and changing facilities, which are located within the training block building which has recently been renovated.

Pedestrian Considerations

4.9 Under the proposals there will be a number of modest improvements for pedestrian access. These improvements include a new 2.0m surface level marked pedestrian route from Pickhill Lane, through the car park, to the building entrance.

Condition 9

4.10 This Travel Plan (TP) has been prepared to discharge Condition 9 of approved planning permission *P/2022/0820*.

4.11 Condition 9 is extracted below for ease of reference:

> *Condition 9: Prior to the first weekly production exceeding 1,000,000 birds, a Travel Plan shall be implemented in accordance with details first submitted to and approved in writing by the Local Planning Authority. The Travel Plan shall include measures to encourage employees to travel to and from the site by non-car means, to promote car sharing and details of annual monitoring. Annual monitoring reports shall be submitted to the Local Planning Authority following the first anniversary of the first increase in production hereby approved, and every year thereafter up to and including the fifth anniversary.*

5.0 Baseline Mode Split and Travel Surveys

Mode Split

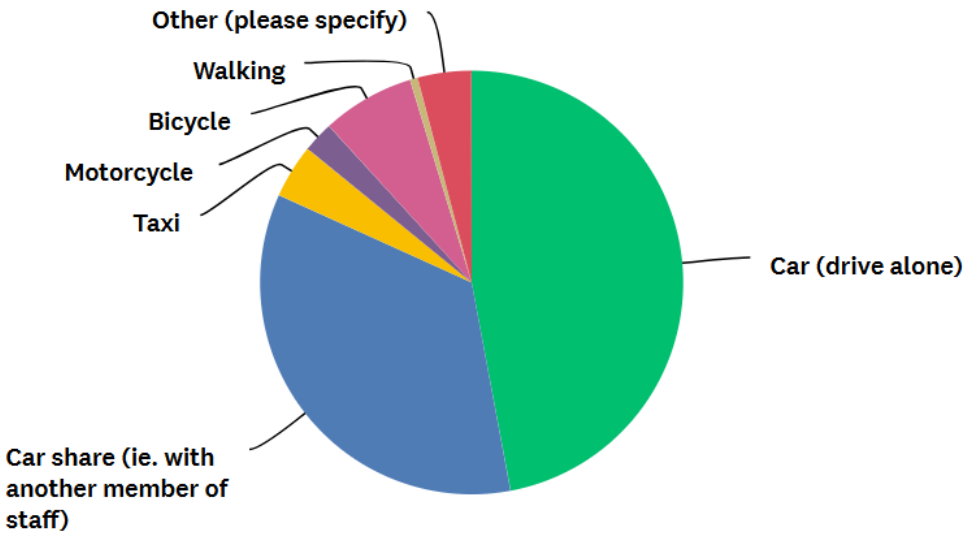
5.1 At the time of preparing this TP, formal staff travel surveys were undertaken to assist in the formulation of the initial targets and understand existing travel behaviours at the site. The staff travel surveys were undertaken between August and September 2025, with a response rate of around 60% received (which is considered to be representative).

5.2 The survey data has been used to investigate how staff members are travelling, but it will also shed light on how they would prefer to travel. The travel survey will therefore obtain data on the number and percentage of staff choosing each preferred travel mode which will again help in refining the TP's objectives and related initiatives.

5.3 The travel survey results have informed the baseline travel habits that are considered to be typical of the existing staff, as shown in **Table 5.1**.

Table 5.1 – Mode of Travel (2025 Staff Survey)

Mode of Travel	Percentage (%) as Obtained from 2025 Staff Travel Survey
Driving a car or van (drive alone)	47%
Passenger in a car or van (car share)	35%
On foot	1%
Bus, minibus or coach	0%
Train	0%
Bicycle	7%
Motorcycle, scooter or moped	2%
Taxi	4%
Other	4%
Total	100%



5.4 As shown in **Table 5.1**, the dominant mode of travel used by staff is car and car sharing, with 47% and 35% travelling via these modes, respectively.

5.5 Attached as **Appendix B**, to the rear of this report are the full survey results and staff opinions.

5.6 From the results of the survey, the following key conclusions can be drawn:

- The majority of staff live between two and 10 miles from the site;
- The majority of staff live within 30 minutes of the site (87%);
- The most popular alternative mode of transport that staff would consider using would be taxi (34%) and car share (25%);
- The biggest hindrance for staff currently not choosing their alternate mode is it being '*too expensive'* or there being a '*lack of public transport services*', with '*better public transport operating hours*' and '*increased frequency of public transport services'* being the most impactful change to encourage staff to travel more sustainability; and
- Most staff who would be willing to car share would most likely want to car share with a colleague (55%) and a '*guaranteed lift home scheme'* and '*establishing a car sharing user group'* would most likely encourage staff to car share.

5.7 This baseline travel data has therefore been used to inform the TP targets for the site in order to reduce the volume of single-occupancy vehicle use and increase the intake of sustainable travel options amongst staff.

6.0 Travel Plan Initiatives

Introduction

6.1 This section draws together the proposed Travel Plan measures for encouraging more sustainable travel. The initiatives have been organised into the following headings and discussed in the subsequent paragraphs:

a) Induction Pack;

b) Encouraging walking;

c) Encouraging cycling;

d) Encouraging public transport use;

e) Encouraging car sharing; and

f) Encouraging sustainable travel in general.

6.2 This package of measures has been proposed to support the TP objectives and reduce reliance on car travel. It also incorporates the existing TP measures already in place as part of the current TP process for the site.

Induction Pack

6.3 Induction Packs can be critical in influencing travel patterns and therefore the most effective initiative of any TP is likely to be the distribution of a digital copy of the Induction Pack for all employees, and then to every new employee when starting to work at it. The induction packs include:

a) An introduction to the TP concept detailing objectives and aspirations;

b) Literature on the health benefits of walking, cycling and environmental benefits of sustainable modes of transport;

c) Personal travel initiatives;

d) Different maps showing local walking / cycling routes and places of interest;

e) Details of public transport services, including timetables and routes;

f) Information on car sharing; and

g) Details of the Travel Plan Co-ordinator (TPC).

Encouraging Walking

6.4 An increase in staff members walking to the development site can contribute towards a healthier population. **Table 6.1** summarises the proposed initiatives designed to encourage walking to / from the site:

Table 6.1 – Initiatives to Encourage Walking

Initiative	Description
Security Provision	Provide personal safety alarms and torches to enhance safety for employees.
Walking Buddy Scheme	Implement a buddy scheme where walkers can meet up and arrange to walk to and from site together.
Promote Local Walking Routes	Promote the use of the active travel network map for Wales.

Security Provision

6.5 Providing the option of personal alarms and torches to employees who express concerns or indicate that they will walk to the site will help reduce any uncomfortable feelings and encourage more to commute on foot.

Walking Buddy Scheme

6.6 A walking buddy scheme should be open to all employees. They could put their names forward for the scheme, and they would be matched against others with a similar journey. Otherwise, this could simply be encouraged on an informal basis by advertising promotional material.

Promote Local Walking Routes

6.7 Data Map Wales have created an active travel network map to help users find walking routes. https://datamap.gov.wales/maps/active-travel-network-maps/view?center=-3.164182282524096%2C52.98598479857865&zoom=5#/

Encouraging Cycling

6.8 It is envisaged that some of the vehicular trips made to the site by staff members and customers could be made by cycle instead. **Table 6.2** below summarises the proposed cycling initiatives designed to encourage more employees and customers to cycle to the site:

Table 6.2 – Initiatives to Encourage Cycling

Initiative	Measure
Cycle to Work and Getting a Bicycle	Promote the 'Cycle to Work' scheme and organise regular campaigns to increase the staff uptake of the scheme.
Liaison with Local Shops	Find out if local cycle shops can offer discounts to employees.
Reflective Clothing	Provide free high visibility clothing to those wishing to cycle to/from the site.
On-site Cycle Parking, Electric Bike Charging Point and Puncture Repair Kit	Provide the on-site cycle parking facilities and a free on-site puncture repair kit for the staff. Promote these amongst staff. An electric bike charging point within the existing covered and secure cycle store will be provided and promoted amongst users.

Initiative	Measure
Bike User Group (BUG) and Cycle Buddy Scheme	Establish groups focused on issues related to cycling.
Cycling Training	Promote the available cycle training courses.
Cycle Planning Tools and Useful Website Links	Provide links to useful cycle information and routes: CycleStreets: UK-wide Cycle Journey Planner and Photomap: Cycle journey planner: https://www.cyclestreets.net/ Riding routes in Wrexham County Borough Council: https://www.wrexham.gov.uk/service/walks-and-rides/riding-routes Cycling in Wrexham Map: https://www.bikemap.net/en/l/2633485/
Promotion of the On-site Shower and Changing Facilities	Provide details of the high quality on-site shower and changing facilities which are located within the training block.

Cycle to Work and Getting a Bicycle

6.9 The 'Cycle to Work' government initiative helps to reduce the financial burden of purchasing bicycles by reducing the amount of tax consumers pay on bicycles whilst spreading the cost over 12 months. This would encourage some of the staff to cycle to site.

6.10 The business managing the site would have regular campaigns to increase the uptake of this scheme. Additional information can be found at: https://www.cyclescheme.co.uk/ and https://www.cycle2work.info/

6.11 Due to this being an existing site, the Cycle to Work would be implemented immediately.

Liaison with Local Cycle Shops

6.12 Local cycle shops will be contacted in order to find out if they can make any kind of discounts for staff in case they decided to purchase a bicycle or other related products.

Reflective Clothing

6.13 High visibility clothing should be provided free of charge to staff members who state their wish to cycle to the site. This will encourage those who have safety concerns to use a sustainable mode of transport to commute and will help reduce the chance of a cyclist being involved in an accident.

On-site Cycle Parking, Electric Bike Charging and Puncture Repair Kit

6.14 On-site cycle parking facilities will be provided for staff. These will be promoted amongst staff, including information on their location. An electric bike charging point within the existing covered and secure cycle store will be provided and promoted amongst users.

6.15 A puncture repair kit would be made available so that employees could fix their bike if they have any maintenance issues. This is a low-cost measure which can increase the reliability, and therefore the perceived viability, of travelling by bicycle.

Bike User Group (BUG) and Cycle Buddy Scheme

6.16 A Bike User Group (BUG) is a group often set up to raise and discuss cycling issues. A group should be initiated so that the interests of staff cyclists at the site are considered. BUG meetings should be set up on a quarterly basis to discuss issues and eventually implement any ideas as future TP initiatives. This may be popular as the topography of the land is appropriate for cycling.

6.17 Additionally, a cycle buddy scheme should be open to all employees. They could put their names forward for the scheme, and they would be matched against others with a similar journey. This could be arranged during the BUG meetings, to encourage greater involvement.

Cycling Training

6.18 Free cycle training courses will be promoted amongst staff in the induction pack: https://cycling4all.org/

Cycle Planning Tools

6.19 Optimal cycle routes to the site can be calculated using the Cycle Streets tool, which provides the user an elevation profile of the route, the type of streets they will be using, their typical traffic levels and the availability of signalised crossing points. The tool can be launched from the following link: https://www.cyclestreets.net/

6.20 Additionally, the following website links will be promoted amongst staff:
https://www.wrexham.gov.uk/service/walks-and-rides/riding-routes; and
https://www.bikemap.net/en/l/2633485/

Promotion of On-site Shower and Changing Facilities

6.21 On-site shower and changing facilities will be promoted to ensure users of the site know these facilities exist and where they are located within the site.

Encouraging Public Transport Use

6.22 It is considered that using initiatives to encourage bus use could help replace some of the journeys made to the development site by private car. **Table 6.3** summarises the proposed public transport use initiatives:

Table 6.3 – Initiatives to Encourage Public Transport Use

Initiative	Measure
Season Tickets and Loans	Promote the availability of season tickets and arrange loans for them to be made available for staff where a monthly deduction is made from their pay packet.

Initiative	Measure
Public Transport Service Details	Provide the details of bus services included in the site audit section of this TP to all employees.
Flexible Working Hours	Help staff to coordinate their working timetables with public transport services, where possible.

Season Tickets and Loans

6.23 In many instances public transport is cheaper when using a season ticket; however there is often a financial strain on the customer as they have to provide a relatively large up-front fee. The site management can pay the full annual ticket for bus or rail services for an employee and then this employee repays the value of the ticket via net deduction from their salary every month.

Public Transport Service Details

6.24 Public transport service included in **Section 3** will be made available in the Induction Pack and on staff noticeboards. The initiative should make people more aware of the services available to them and encourage public transport usage.

Flexible Working Hours

6.25 Help coordinate flexibility of staff working hours to help employees to coordinate with the timetables of bus and rail services that other could not be used by those employees.

Encouraging Car Sharing and the Use of Electric Vehicles

6.26 Car sharing and electric vehicles would help to reduce the impact the development has on the environment and potentially save staff members and customers money. **Table 6.4** below summarises the proposed car share and electric vehicles' initiatives:

Table 6.4 – Initiatives to Encourage Car Sharing and Electric Vehicles

Initiative	Measure
Car Sharing Database and Promotion of Car Sharing Spaces	Promote car sharing informally within the site users and raise awareness of car ownership costs and highlight the social and economic benefits of car sharing through advertising. Promote the use of the on-site car sharing spaces and their location.
Liftshare	Promote Liftshare car travel sharing services.
Emergency Lift Home	Provide a guaranteed free ride home in an emergency to employees who are let down by their car sharing partner.
EV Promotion	Encourage staff members shifting from petrol/diesel to electric vehicles.

Car Sharing Database

6.27 In order to co-ordinate car sharing, it is suggested that staff willing to car share could put forward their name to the store administrative staff. People could then be matched with similar journeys on a more informal basis.

6.28 A car sharing coffee could be arranged to get to know other potential car sharers' travel patterns, timetables, etc. before committing to sharing a car journey with them.

6.29 It would also be appropriate to raise awareness of car ownership costs and highlight the social and economic benefits of car sharing through advertising around the site.

6.30 The site will be provided with dedicated on-site car sharing spaces. These will be promoted amongst staff along with there location and how they operate.

Liftshare

6.31 The Liftshare platform should also be promoted, as it would allow staff members to search for the journeys to the development site they want to share, either as a driver or a passenger. When there is a match between two users, they can contact each other to arrange a lift. They would have to register themselves with the site, which then searches for and matches appropriate car sharers. This scheme could be promoted by the Travel Plan Coordinator (TPC).

6.32 Staff members would also be able to search for journeys to and from any part of the country, saving money and fuel, and helping to cut congestion and car emissions.

6.33 Staff members can also calculate the money they can potentially save per day and per year by doing car share but also the CO_2 not released to the atmosphere due to their new travel patterns.

6.34 Additional information can be found at: https://liftshare.com/uk

Emergency Ride Home

6.35 In order to improve confidence in joining a car share arrangement, an emergency ride home could be made available to full time employees who are let down by their regular car share partner. This should be provided free of charge, once the terms of the free emergency ride home are clearly outlined by the store managers / TPC.

Electric Vehicle Promotion

6.36 Staff members would be encouraged to switch to 'zero emissions' vehicles, which have a significant part to play in ensuring that car journeys are more sustainable. The on-site electric vehicle spaces will be promoted amongst staff and visitors.

Encouraging Sustainable Travel in General and Reducing the Need to Travel

6.37 The following subsection discusses initiatives that are aimed at encouraging any form of sustainable travel. The proposed initiatives are summarised in **Table 6.5** below:

Table 6.5 – Initiatives to Encourage Sustainable Travel in General and to Reduce the Need to Travel

Initiative	Description
Sustainable Transport Week	A week aimed at promoting cycling, walking, and public transport.
Other Sustainable Transport Campaigns	Weeks/days aimed to promote the use of specific means of transport.
Quarterly Price Draw	A draw can be set up as an incentive for those employees travelling sustainably.
Transport Newsletter	Newsletter detailing all the relevant transport information to staff members.
Sustainable Delivery Fleet	Ensure that deliveries are managed as sustainable as possible.

Sustainable Transport Week

6.38 In order to raise awareness of sustainable modes of travel, it is suggested that the TPC organises a 'Sustainable Transport Week' aimed at promoting cycling, walking, and public transport. This could contain the following initiatives for all transport modes:

h) Posters advertising the week;

i) Posters detailing the health and economic benefits associated with walking, cycling, using public transport services and car sharing in comparison to single-occupancy private car use; and

j) Posters detailing the threats of climate change, and transports' contribution towards climate change.

6.39 It is beneficial to encourage more cyclists and pedestrians to travel to and from the site, but not at the cost of increased accidents. As part of the Sustainable Transport Week, the development site staff members could be offered a cycle/pedestrian safety training session.

6.40 In order to obtain maximum participants, the Sustainable Transport Week should be held at an appropriate time in the spring/summer when there is an increased possibility of good weather.

Sustainable Transport Campaigns

6.41 In addition, the site management should promote the specific national and local sustainable travel campaigns which take place throughout the year:

a) National Bike Week – https://www.cyclinguk.org/bikeweek, which takes place usually in June;

b) Catch the Bus Week – https://bususers.org/england/catch-the-bus-week-1-7-july/, which is a nationwide campaign;

c) European Mobility Week – www.mobilityweek.eu , which runs annually in September;

d) Cycle to Work Day – www.cycletoworkday.org, with aim of seeing a million regular cycle commuters in 5 years; and

e) Liftshare Week - https://liftshare.com/uk/liftshare-week, aiming to promote the benefits of car sharing.

Quarterly Prize Draw

6.42 As an incentive for those employees travelling to work by any sustainable mode of transport, a quarterly prize draw could be set up by the TPC to encourage employees to travel to the site sustainability.

Transport Newsletter and Social Media Posts

6.43 In order to maintain engagement with the TP process, a sustainable travel newsletter would be sent out periodically to staff, which could include, but not necessarily be limited to:

a) Infrastructure improvements- both recently completed and future;

b) TP monitoring updates;

c) Any relevant public transport information; and

d) Stories of staff members who travel sustainably to the development site published to inspire others.

Sustainable Delivery Fleet

6.44 A Delivery and Servicing Management Plan is adopted by the site, which ensures that deliveries are managed and as a sustainable as possible. This document is attached as **Appendix C**, to the rear of this report.

7.0 Travel Plan Management and Communication

Management Strategy

7.1 DfT Good Practice Guidelines outline six key messages regarding implementation and management:

a) *"Travel plans are living documents that need to be updated in the light of experience and sustained throughout the life of a development.*

b) *At all times a named individual needs to be responsible for leading the delivery of the travel plan.*

c) *The developer/occupier should take the lead in respect of delivering the site-specific elements of the travel plan.*

d) *Local authorities need to establish robust databases of all travel plans in their areas.*

e) *Post-implementation management arrangements must be identified and included in the travel plan.*

f) *Transport Management Associations may be an appropriate mechanism for assisting with the implementation and on-going management of travel plans within a wider area."*

Source: Good Practice Guidelines: Delivering Travel Plans though the Planning Process. DfT, 2009.

7.2 It is clear from the above that a TP document should be considered as merely the starting point of the process. The implementation of a TP is an on-going requirement and will require support and leadership in achieving its objectives.

Travel Plan Coordinator

7.3 The primary support and leadership for implementing the Travel Plan would come from an individual appointed as the 'Travel Plan Coordinator' (TPC). The contact details of the appointed TPC are provided below:

Martin Venables
Maelor Foods
Pickhill Lane
Cross Lanes
Wrexham
LL13 0UE

7.4 The TPC will be responsible for the Travel Plan once the site is redeveloped. In line with the overarching Travel Plan, duties of the TPC include:

a) Looking after the day-to-day operation of the plan;

b) Keeping all relevant databases, information, and administration up to date;

c) Liaising with appropriate partners;

d) Leading on the delivery of the TP;

e) Representing the human face of the TP;

f) Promoting the TP by explaining its purpose and opportunities;

g) Promoting individual measures in the TP;

h) Monitoring the TP; and

i) Reviewing the TP using regular surveys.

Communications Strategy

7.5 The initiatives proposed in **Section 6** of this TP need to be communicated by a clear strategy to ensure maximum effectiveness and encourage large levels of uptake. The Communications Strategy is therefore considered to be a vital step in ensuring the success of any TP.

7.6 The benefits of this TP must be communicated correctly:

"It is important that the outcomes sought from the travel plan can be seen as a benefit to all parties, e.g. the developer, occupiers and site users, the community and the local authority. Such benefits can help in gaining widespread commitment."

Source: Good Practice Guidelines: Delivering Travel Plans through the Planning Process, DfH, 2009.

7.7 It is key to publicise the Travel Plan successes as employees may be more likely to continue mode shift if commended as well as encouraging others.

Promotion of the Travel Plan

7.8 Promotion of the TP around the site should take the following forms:

a) Produce TP information leaflet;

b) Produce regular TP newsletters;

c) Publicise the TP with posters in communal areas; and

d) Provide information on the TP to staff members.

Travel Plan Distribution

7.9 A version of this TP document and any subsequent TP review documents should be made readily accessible to staff members (through a link to an electronic copy) as previously discussed.

8.0 Monitoring and Review

Introduction

8.1 Monitoring and review is of central importance to the progression of the TP. Good Practice Guidelines: Delivering Travel Plans though the Planning Process (DfT, 2009) state that:

"Monitoring and review are essential to ensure Travel Plan objectives are being achieved."

8.2 However, too much monitoring and review of TPs is thought to be damaging to the overall effectiveness and impact of the document. It is important to find the right balance of monitoring.

8.3 As stated earlier in this TP, there is a clear commitment to liaise with the local authority and to use these links to monitor the effectiveness of the Travel Plan and their monitoring systems.

Travel Surveys

8.4 The monitoring of travel behaviour is essential to measure progress towards the objectives and targets outlined on the next subsection.

8.5 In order to fully understand travel and transportation issues at the site, it is considered necessary to undertake annual Staff Travel Surveys. The baseline survey have been completed (August-September 2025), with the results discussed in **Chapter 5**.

8.6 The information obtained from this survey has been used to undertake the travel performance indicator and modal split analysis discussed overleaf.

Future Travel Surveys

8.7 The monitoring of travel behaviour is essential to measure progress towards the objectives and targets outlined on the next subsection.

8.8 To ensure ongoing monitoring and a clear understanding of travel and transport patterns at the site, updated travel surveys will be carried out within one year of the facility first exceeding a production level of 1,000,000 birds per week. Thereafter, surveys will be undertaken annually. The results will be used to track changes in modal split over time and to assess the effectiveness of the Travel Plan measures and the TP. The surveys will also provide an appropriate evidence base for changes to those initiatives if it is felt that alternative measures may be more effective.

Survey Design and Distribution

8.9 Subsequent surveys will replicate the format and content of the baseline survey to ensure consistency and allow for accurate comparison of results over time.

8.10 SurveyMonkey, which is an online survey service widely used by both private and public sector organisations for data collection, could be used again for future surveys. Paper copies can be available for those who may require it.

Survey Analysis

8.11 The completion of all further TP questionnaires will be pushed forward as a requirement for staff members with the aim of achieving a response rate above 50%.

8.12 All data collected for the travel surveys in connection with the TP will be subject to the provisions of the Data Protection Act. In the interests of confidentiality, the TPC alone will hold the databases and be responsible for the release of information, with all data held being used solely for the purpose of the TP.

Targets

8.13 A series of targets can be established in order to encourage sustainable travel in a way which is still practical and helpful to staff members. They should be **'SMART'** Targets – Specific, Measurable, Achievable, Realistic and Timed.

8.14 **Table 8.1** contains indicative targets for staff based on the 2025 baseline survey results (as discussed in **Chapter 5**).

8.15 Three different timescales for the 'SMART' targets for staff members to be met included the short term (first year after adoption of this TP), the medium term (targets for Year 3) and the long term (Year 5).

Table 8.1 – Indicative Staff Modal Split Targets

Travel Mode	2025 Baseline Survey Results	Short Term Target Modal Shift Change	Cumulative Medium Term Target Modal Shift Change	Cumulative Long Term Target Modal Shift Change
Car Driver	47%	-3%	-6%	-9%
Car Passenger	35%	+2%	+2%	+2%
Public Transport	0%	+0%	+0%	+0%
Cycling and Walking	8%	+1%	+1%	+1%
Other	10%	NC	NC	NC

8.16 As it can be observed from the indicative targets in **Table 8.1**, there will be an overall aim to reduce the number of employees travelling to work in a vehicle as a single occupant, whilst increasing the proportion of employees on site who travel by more sustainable modes (car share, cycling and walking).

Subsequent TP Review Reports

8.17 In order to record and communicate the progression of the Travel Plan and document the subsequent travel surveys and progress, the TPC will produce a review report for the Council and to be issued internally, which would as a minimum, include the following:

a) Reporting of progress against the targets set once each travel survey is complete;

b) Provision of information relating to new initiatives introduced;

c) Provision of information on proposed initiatives due for implementation; and

d) Details of relevant external transport-related news (e.g. new local bus services, new local cycle infrastructure).

8.18 It is confirmed that an updated Travel Plan / Monitoring Report would be shared with the LHA on a yearly basis, along with the yearly travel surveys.

9.0 Action Plan and Budget

Action Plan Table

9.1 **Table 9.1** summarises the key actions from the document by providing an Action Plan for the TP process:

Table 9.1 – Action Plan

Action	Target Date	Responsibility
Produce and distribute Induction Pack to staff	Prior to the first weekly production exceeding 1,000,000 birds	TPC
Undertake Further Travel Surveys	Within 1 year of exceeding 1,000,000 birds and annually thereafter	TPC
Present Monitoring Report and review targets and measures	Within one month from when further surveys are undertaken, for at least a five-year period	TPC

Funding and Timescales

Funding

9.2 Funding will be made available not only for the implementation of the measures proposed, but also for their management and communication. As identified in throughout this document, the communication and management of a TP is best undertaken by a TPC.

9.3 Funding will continue to be made available for the provision of this role, whether this is an allowance of additional time for the TPC to complete elements of their responsibility, or allowance of additional funding.

9.4 An additional pot will be made available for running further additional measures in case mode shift targets are not met.

Timescales

9.5 The following phases have been used in **Table 9.2** below to give a general indication of timescales for each element of the action plan:

a) Short Term – to be completed within one year;

b) Medium Term – to be completed within 1 – 2 years;

c) Long Term – to be completed within 2 – 5 years; and

d) On-going – an on-going element which spans the TP.

9.6 These timescales are intended as a guide only and have been included in order to help the monitoring and review process.

Table 9.2 – Budget, Funding and Timescales

Initiative	Measure	Timescale
Induction Pack	Collect relevant information for the Induction Pack.	Short Term
	Produce and distribute packs to any new employee upon	On-Going
Security Provision	Explore the potential of providing personal safety alarms and torches to employees.	Short Term
	If appropriate, provide personal safety alarms and torches.	On-Going
Promote Walking apps and Websites	Promote relevant walking apps and websites	On-Going
Walking Tools	Provide a link to useful walking tools and website links.	Short Term
Cycle Purchase	Enroll in the Cycle to Work scheme and promote it internally. Encourage employees to purchase cycles with a tax reduction.	Short Term
	Liaise with local cycle shops to find out if they can offer any discount for staff.	Short Term
Bike User Group (BUG)	Explore the possibility and popularity of a BUG. Elect a staff leader.	Short Term
	Establish a BUG and encourage staff members to become members.	Short Term
	Encourage people to attend by arranging informal meetings (to co-inside with cycle buddy scheme).	On-Going
Cycle Buddy Scheme	Explore the possibility of a Cycle Buddy Scheme.	Short Term
	Establish a Cycle Buddy Scheme and encourage employees to become members.	Short Term
	Encourage people to attend by arranging informal meetings (to co-inside with BUG meetings).	On-Going
Puncture Repair Kit	Provide a free on-site puncture repair kit for employee / customer use.	Short Term
Cycle Parking & Charging Point	Promote on-site cycle parking and any bike charging facilities	On-Going
Reflective Clothing	Source and provide free high visibility clothing to those wishing to travel to the site by bicycle.	On-Going
Cycling Training	Promote the available cycle training courses among staff members.	On-Going

Initiative	Measure	Timescale
Cycle Planning Tool	Provide a link to the Cycle Street tool and relevant cycle websites.	Short Term
Shower & Changing Facilities	Promote the high standard of shower and changing facilities which are available at the site.	On-Going
Public Transport Tickets	Arrange for season ticket loans to be made available for staff where a monthly deduction is made from their pay packet.	On-Going
Public Transport Service Details	Provide the details of bus and rail services included in the site audit section of this TP to all staff members, displaying the information in communal/high traffic areas and the website. Promote the use of journey planner services.	Short Term
Promote Car Sharing Database and Spaces	Brief relevant staff members on the benefits of Liftshare.	Short Term
	Promote car sharing initiatives and the benefits of car sharing informally among staff members.	Short Term
EV Promotion	Encourage staff members and customers to shift from petrol/diesel to electric vehicles.	On-Going
Emergency Lift Home	Carefully define the terms and conditions of when a guaranteed free ride home is offered (an emergency to employees who are let down by their car sharing partner).	Short Term
	Reimburse staff the costs of the emergency ride home when criteria is met.	On-Going
Sustainable Transport Week	Set a date for a week aimed at encouraging cycling, walking, and public transport during spring/summer.	Short Term
	Produce posters and encourage all staff members to attend.	Medium Term
	Arrange for cycle training and maintenance classes during the week.	Medium Term
	Hold ‘Sustainable Transport Week’ at a convenient and appropriate time in the spring/summer.	Medium Term
Other Sustainable Transport Campaigns	Promote other sustainable transport campaigns informally and also during the ‘Sustainable Transport Week’	On-Going
Transport Newsletter	Establish the newsletter/email update.	Short Term
	Provide newsletter updates when required.	On-Going
General Engagement and promotion of Active Travel	The TPC will display information and directly engage with employees from day one to promote active travel and promote the health benefits of walking, cycling and public transport.	On-Going

Appendix A Site Location and Proposed Site Plans

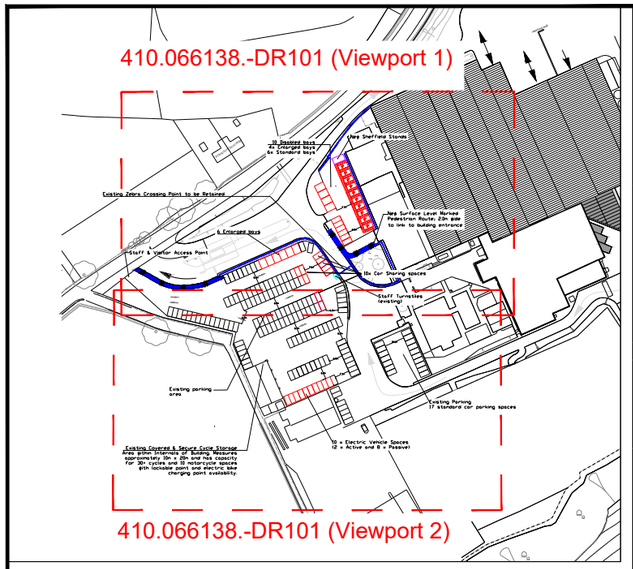
Travel Plan

Maelor Foods, Pickhill Lane

Maelor Foods Limited

SLR Project No.: 415.

20 April 2026



Frampton Gloucester

10 Disabled bays
4x Enlarged bays
6x Standard bays

New Sheffield Stands

Existing Zebra Crossing Point to be Retained

6 Enlarged bays

Staff & Visitor Access Point

7.7m

6.8m

New Surface Level Marked Pedestrian Route; 2.0m wide to link to building entrance

Flag
Flag
Flag

7.0m

10x Car Sharing spaces

6.0m

6.0m

6.0m

Staff Turnstiles (existing)

Sp

N

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REV.	DETAILS	DRAWN	CHECKED	DATE
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INFORMATION ONLY

Notes:

1. This is not a construction drawing and is intended for illustrative purposes only.
2. White lining is indicative only.

Standard Space = 2.4m x 4.8m
Enlarged Space = 3.6m x 4.8m
Disabled Space = 2.4m x 4.8m (+ 1.2m hatched area)
Electric Vehicle Space = 2.6m x 4.8m
Motorcycle Space = 1.4m x 2.0m

Cycle Parking = New: Sheffield Stand Area (min 6 stands)
Existing: 30 in covered storage area within outbuilding internals
Total = 6 x short stay + 30+ x long stay (secure and covered)

Pedestrian Routes to Main Entrance / Pedestrian Hardstanding

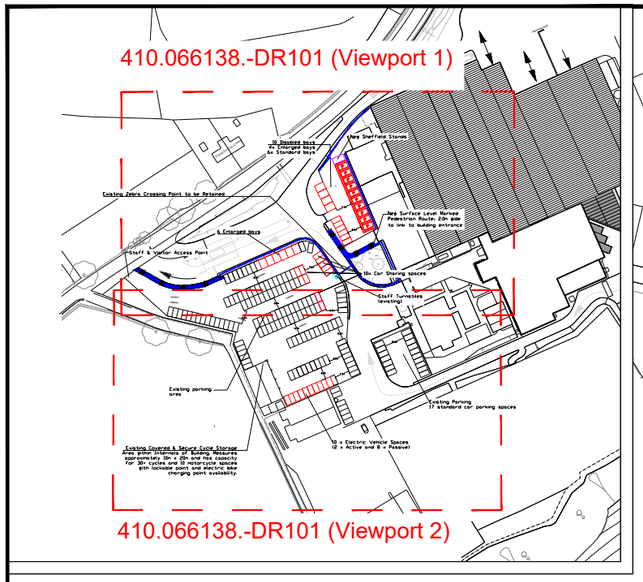
PICKHILL LANE, WREXHAM

MAELOR FOODS LTD

Proposed Car Park Layout (Drawing 1)

SLR

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Existing parking area

Existing Covered & Secure Cycle Storage Area within Internals of Building. Measures approximately 10m x 20m and has capacity for 30+ cycles and 10 motorcycle spaces with lockable point and electric bike charging point availability.

Staff Turnstiles (existing)

Existing Parking
17 standard car parking spaces

10 x Electric Vehicle Spaces
(2 x Active and 8 x Passive)

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Motorcycle Space = 1.4m x 2.0m

Cycle Parking = New: Sheffield Stand Area (min 6 stands)
Existing: 30 in covered storage area within outbuilding internals
Total = 6 x short stay + 30+ x long stay (secure and covered)

Pedestrian Routes to Main Entrance / Pedestrian Hardstanding

PICKHILL LANE, WREXHAM

MAELOR FOODS LTD

Proposed Car Park Layout (Drawing 2)

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YF / EG	EG	20.04.26	Scale at A3 1:500	410.066138.-DR102	F

Appendix B 2025 Staff Travel Survey Questionnaire & Results

Travel Plan

Maelor Foods, Pickhill Lane

Maelor Foods Limited

SLR Project No.: 415.

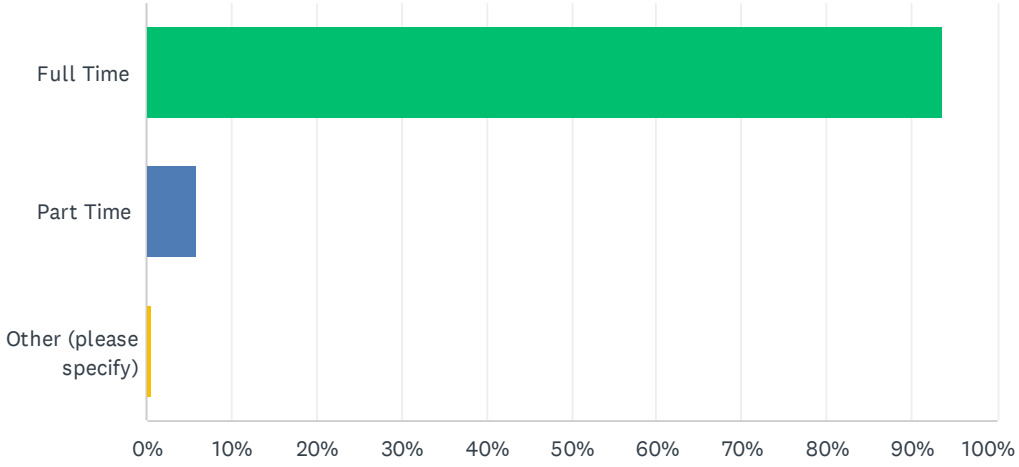
20 April 2026

Q1 To understand where you start your journey from, please provide your home postcode (this will be used confidentially).

Answered: 170 Skipped: 0

Q2 Do you work....

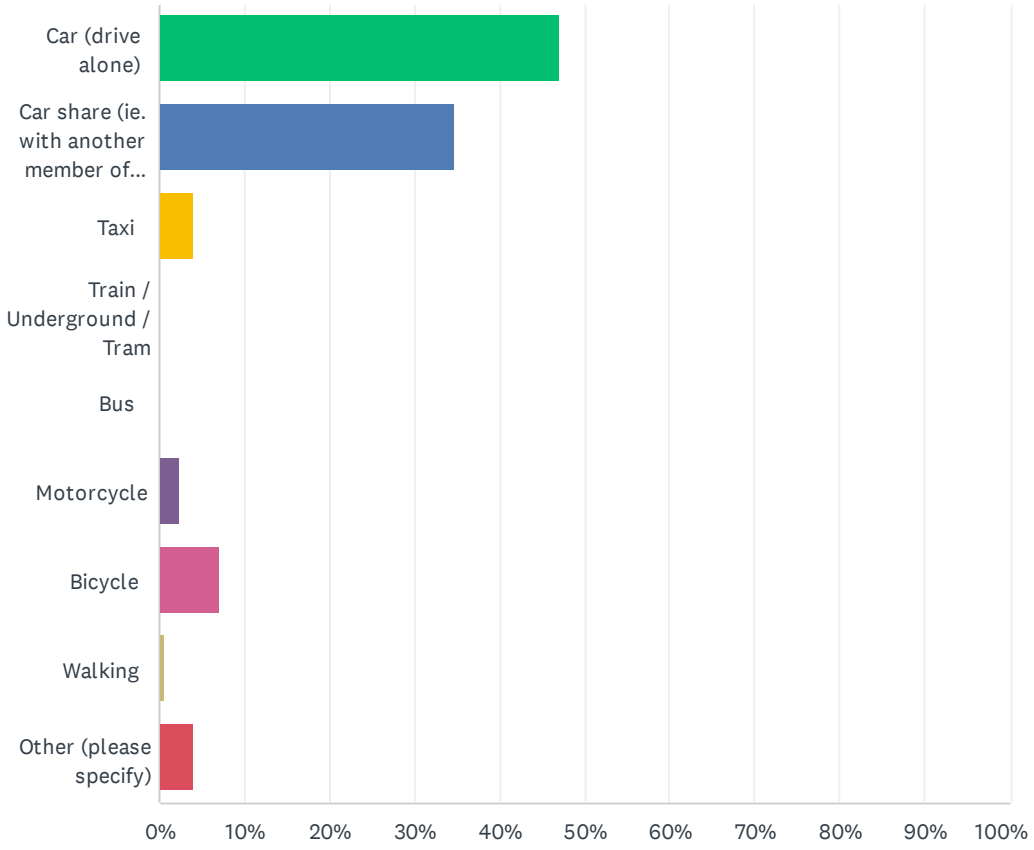
Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full Time	93.53%	159
Part Time	5.88%	10
Other (please specify)	0.59%	1
TOTAL		170

Q3 What is your current main mode of travel to work? (the mode you use the most)?

Answered: 170 Skipped: 0



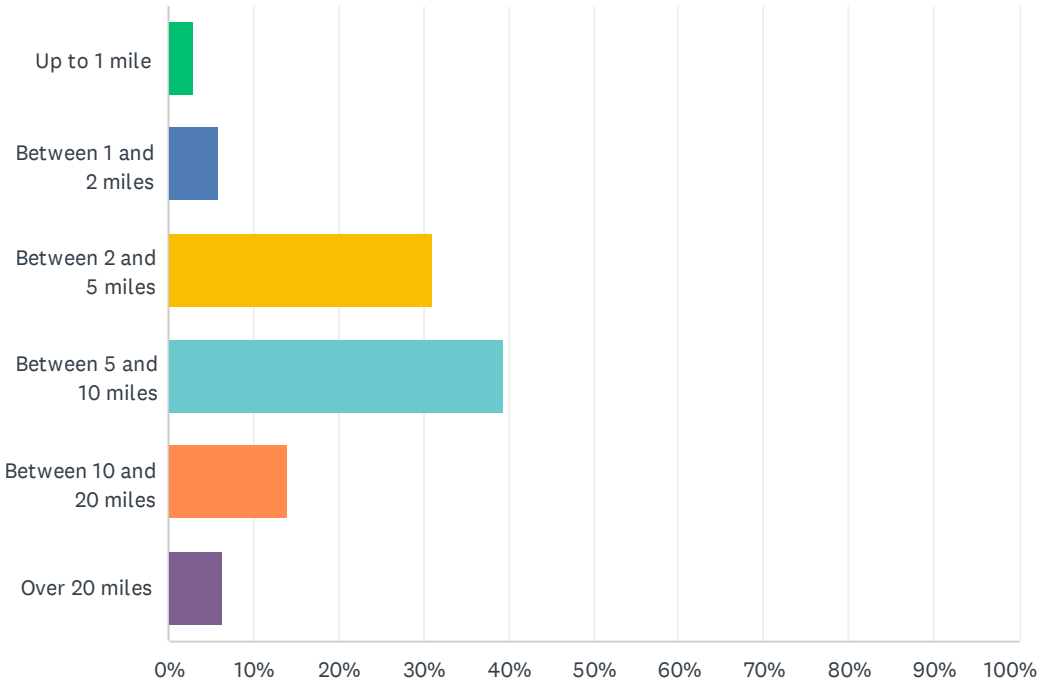
ANSWER CHOICES	RESPONSES	
Car (drive alone)	47.06%	80
Car share (ie. with another member of staff)	34.71%	59
Taxi	4.12%	7
Train / Underground / Tram	0.00%	0
Bus	0.00%	0
Motorcycle	2.35%	4
Bicycle	7.06%	12
Walking	0.59%	1
Other (please specify)	4.12%	7
TOTAL		170

Q4 If you travel by different modes on different days or times of the year, please specify:

Answered: 46 Skipped: 124

Q5 How far do you travel to work?

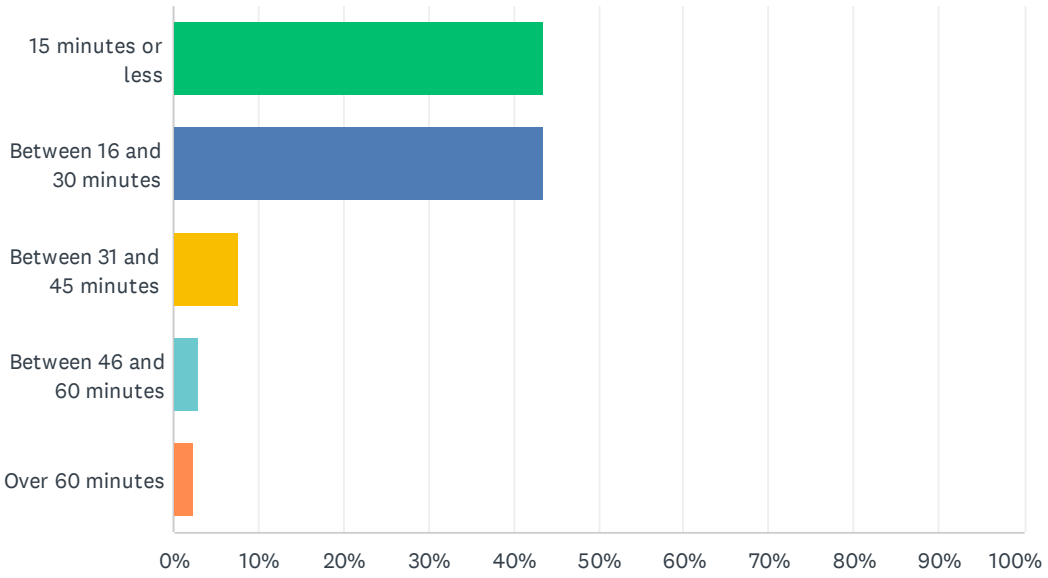
Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES	
Up to 1 mile	2.94%	5
Between 1 and 2 miles	5.88%	10
Between 2 and 5 miles	31.18%	53
Between 5 and 10 miles	39.41%	67
Between 10 and 20 miles	14.12%	24
Over 20 miles	6.47%	11
TOTAL		170

Q6 How long does your journey to work usually take?

Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES	
15 minutes or less	43.53%	74
Between 16 and 30 minutes	43.53%	74
Between 31 and 45 minutes	7.65%	13
Between 46 and 60 minutes	2.94%	5
Over 60 minutes	2.35%	4
TOTAL		170

Q7 What time do you typically arrive to your workplace?

Answered: 170 Skipped: 0

ANSWER CHOICES	RESPONSES	
Hour / Minute	100.00%	170

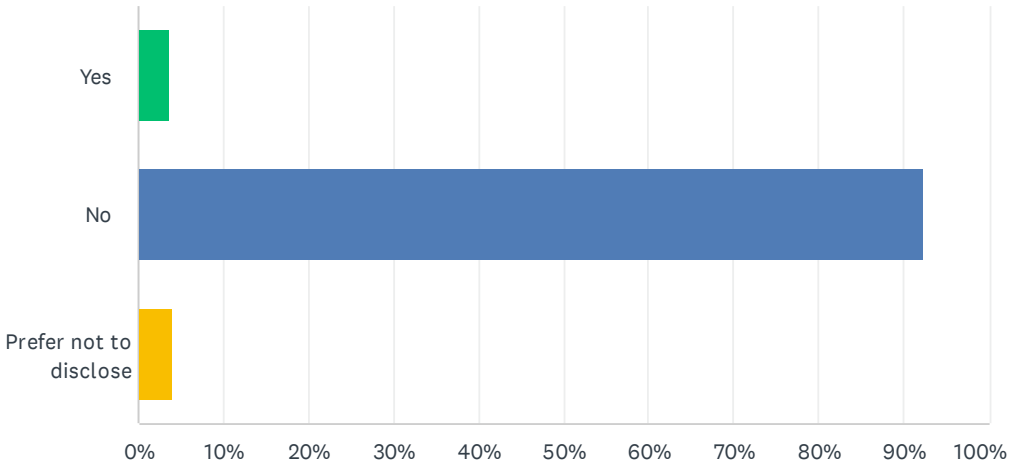
Q8 What time do you typically leave your workplace?

Answered: 170 Skipped: 0

ANSWER CHOICES	RESPONSES	
Hour / Minute	100.00%	170

Q9 Do you have a disability that may affect your travel arrangements?

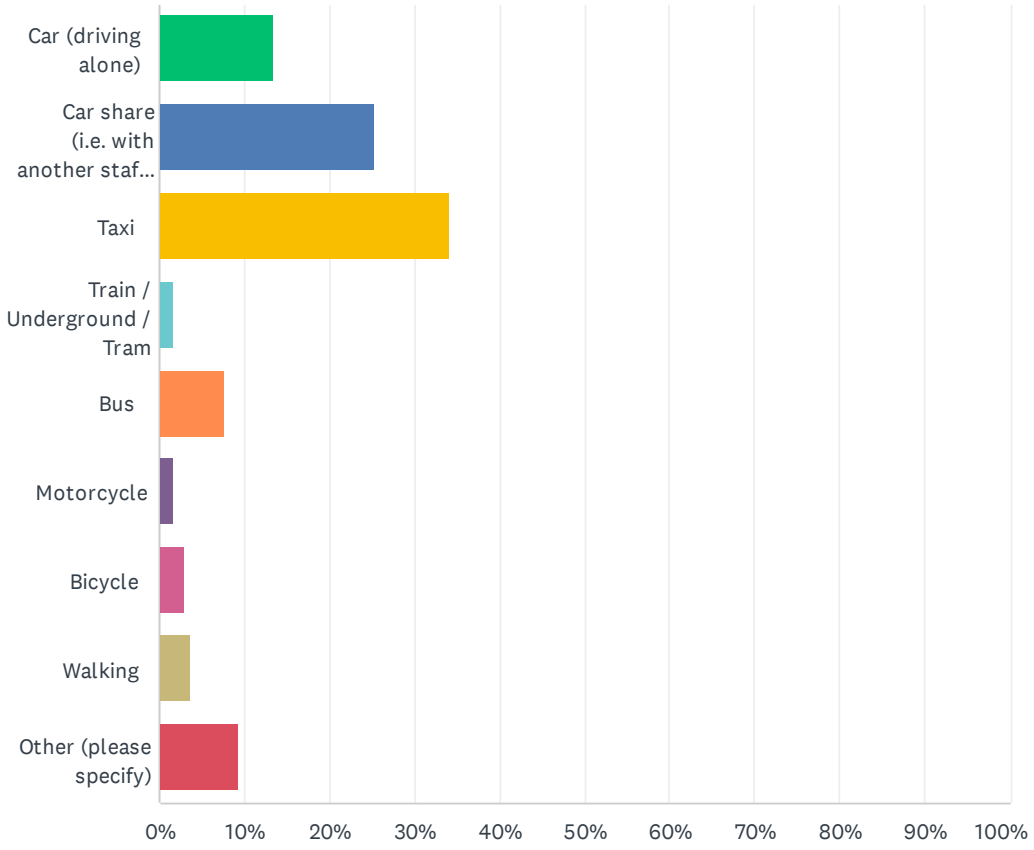
Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	3.53%	6
No	92.35%	157
Prefer not to disclose	4.12%	7
TOTAL		170

Q10 What alternative sustainable mode of transport would you consider using if you couldn't use your current mode?

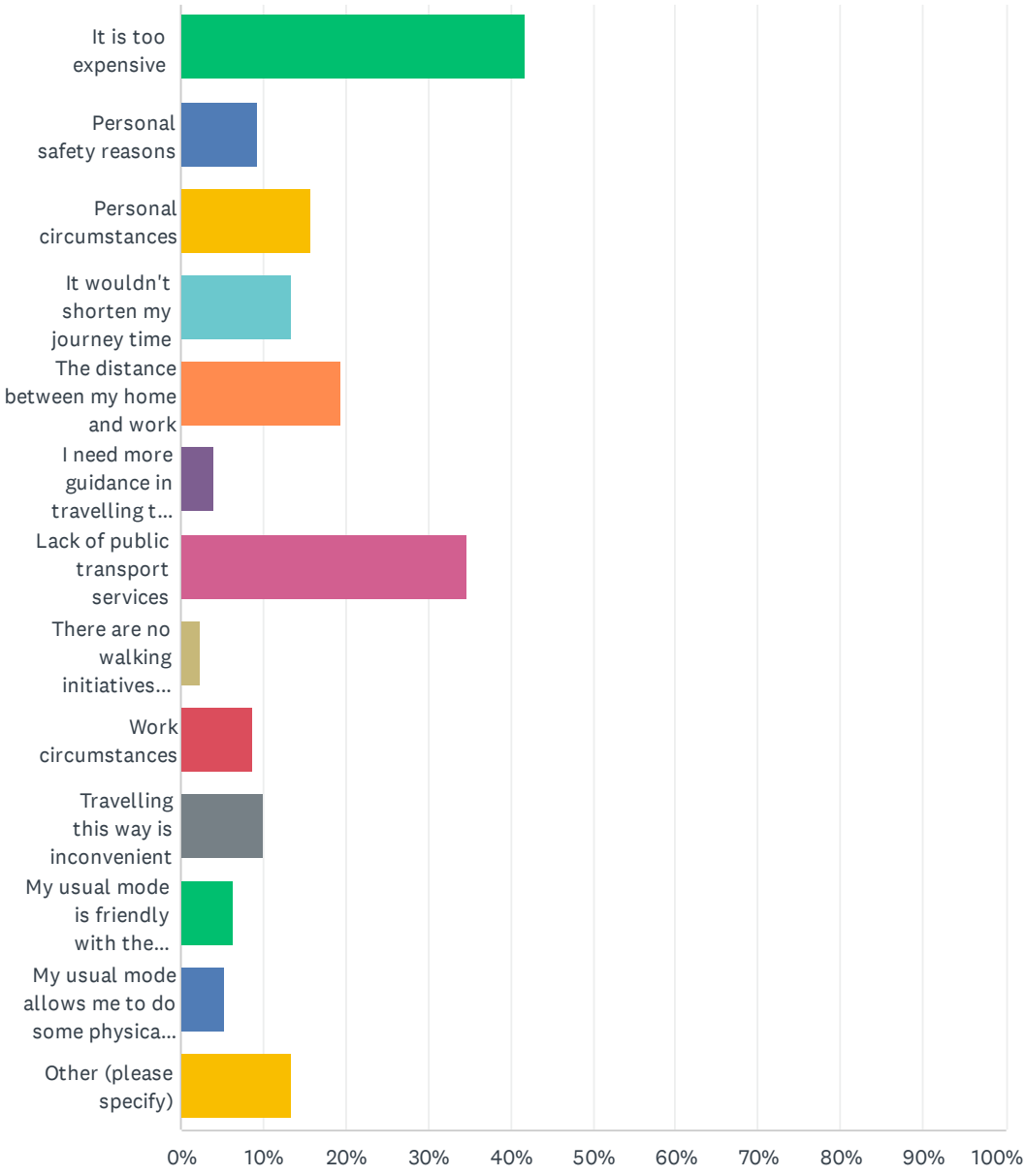
Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES	
Car (driving alone)	13.53%	23
Car share (i.e. with another staff member)	25.29%	43
Taxi	34.12%	58
Train / Underground / Tram	1.76%	3
Bus	7.65%	13
Motorcycle	1.76%	3
Bicycle	2.94%	5
Walking	3.53%	6
Other (please specify)	9.41%	16
TOTAL		170

Q11 Why don't you currently travel by the alternative mode you selected in Q10? (You can tick a maximum of 3 answers)

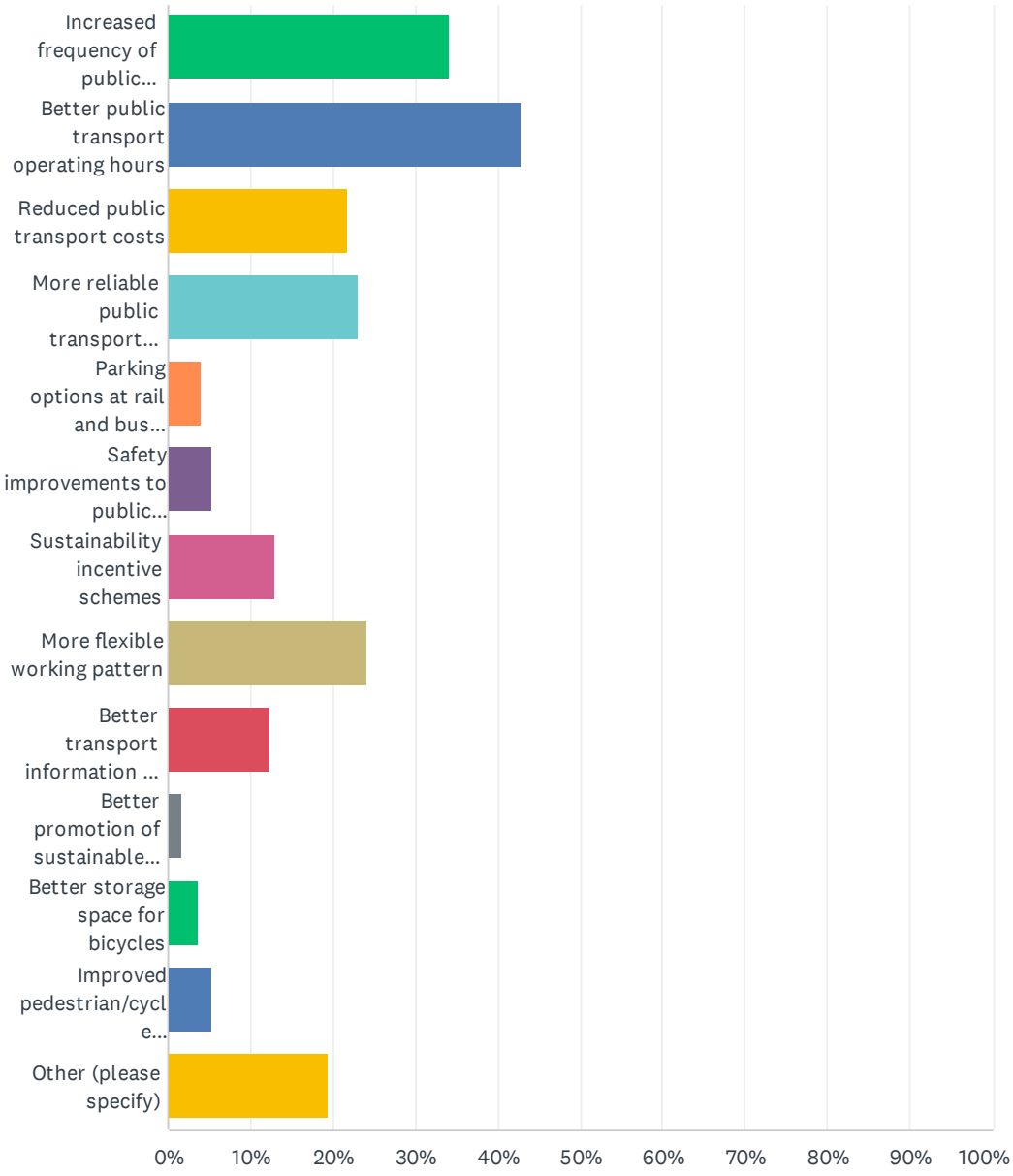
Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES	
It is too expensive	41.76%	71
Personal safety reasons	9.41%	16
Personal circumstances	15.88%	27
It wouldn't shorten my journey time	13.53%	23
The distance between my home and work	19.41%	33
I need more guidance in travelling this way	4.12%	7
Lack of public transport services	34.71%	59
There are no walking initiatives available	2.35%	4
Work circumstances	8.82%	15
Travelling this way is inconvenient	10.00%	17
My usual mode is friendly with the environment	6.47%	11
My usual mode allows me to do some physical exercise	5.29%	9
Other (please specify)	13.53%	23
Total Respondents: 170		

Q12 Which of the following changes would encourage you to travel more sustainability? (You can tick a maximum of 3 answers)

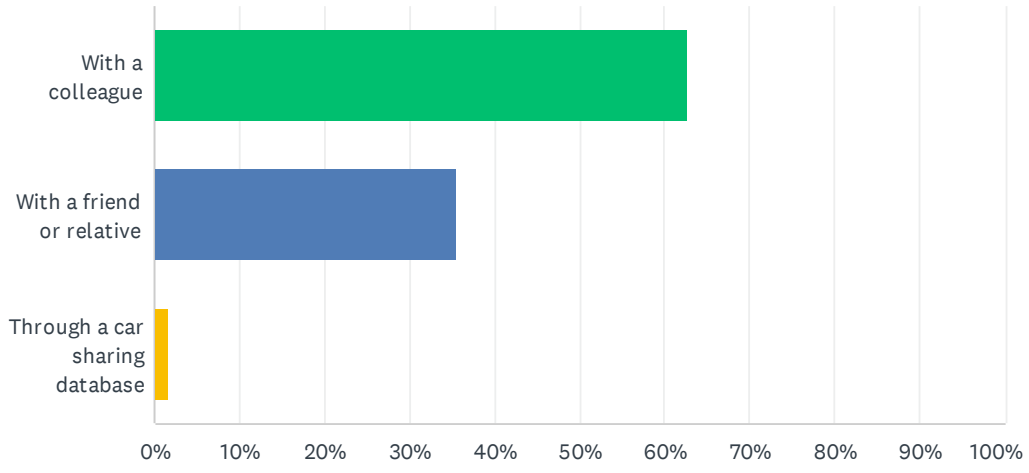
Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES	
Increased frequency of public transport services	34.12%	58
Better public transport operating hours	42.94%	73
Reduced public transport costs	21.76%	37
More reliable public transport services	22.94%	39
Parking options at rail and bus stations	4.12%	7
Safety improvements to public transport services	5.29%	9
Sustainability incentive schemes	12.94%	22
More flexible working pattern	24.12%	41
Better transport information at work	12.35%	21
Better promotion of sustainable travel events	1.76%	3
Better storage space for bicycles	3.53%	6
Improved pedestrian/cycle infrastructure	5.29%	9
Other (please specify)	19.41%	33
Total Respondents: 170		

Q13 How do you regularly car share when travelling to work?

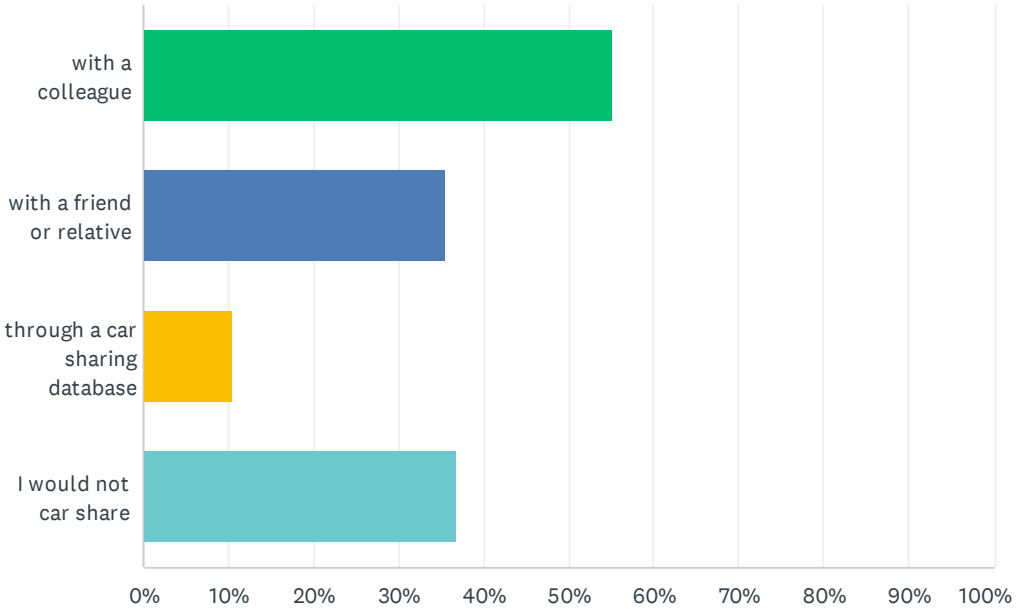
Answered: 59 Skipped: 111



ANSWER CHOICES	RESPONSES	
With a colleague	62.71%	37
With a friend or relative	35.59%	21
Through a car sharing database	1.69%	1
TOTAL		59

Q14 Would you be prepared to car share…? (If so, you can tick a maximum of 3 answers)

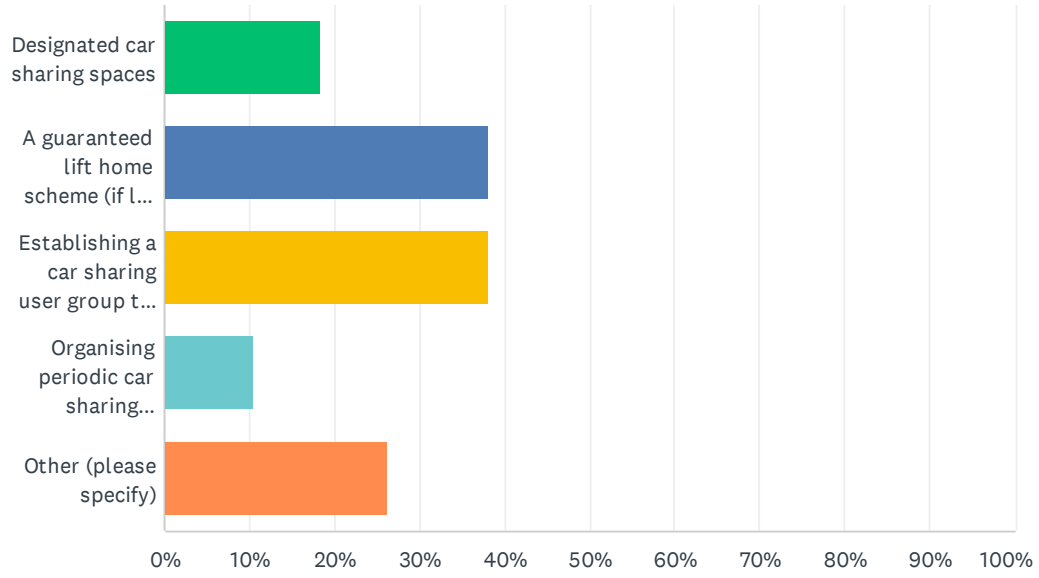
Answered: 76 Skipped: 94



ANSWER CHOICES	RESPONSES	
with a colleague	55.26%	42
with a friend or relative	35.53%	27
through a car sharing database	10.53%	8
I would not car share	36.84%	28
Total Respondents: 76		

Q15 Please tick the following initiatives that would specifically help you start car sharing:

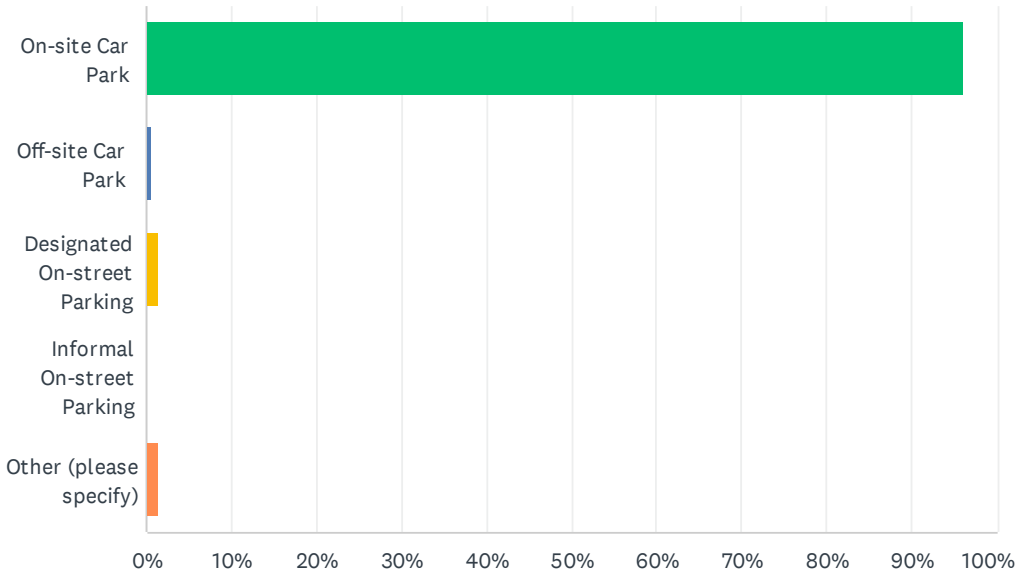
Answered: 76 Skipped: 94



ANSWER CHOICES	RESPONSES	
Designated car sharing spaces	18.42%	14
A guaranteed lift home scheme (if let down by the car driver)	38.16%	29
Establishing a car sharing user group to help you find a partner with similar work patterns	38.16%	29
Organising periodic car sharing promotion days	10.53%	8
Other (please specify)	26.32%	20
Total Respondents: 76		

Q16 Where do you usually park?

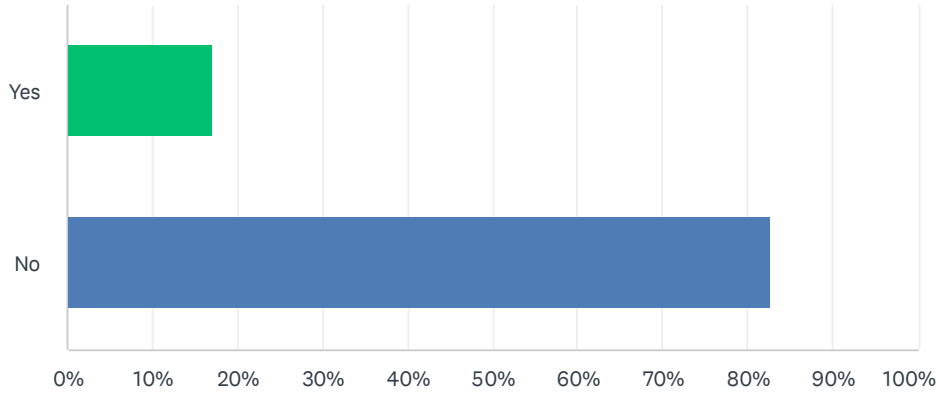
Answered: 134 Skipped: 36



ANSWER CHOICES	RESPONSES	
On-site Car Park	96.27%	129
Off-site Car Park	0.75%	1
Designated On-street Parking	1.49%	2
Informal On-street Parking	0.00%	0
Other (please specify)	1.49%	2
TOTAL		134

Q17 Do you drive your car off site at any point during your working day (this could be to an external meeting, event, etc.)?

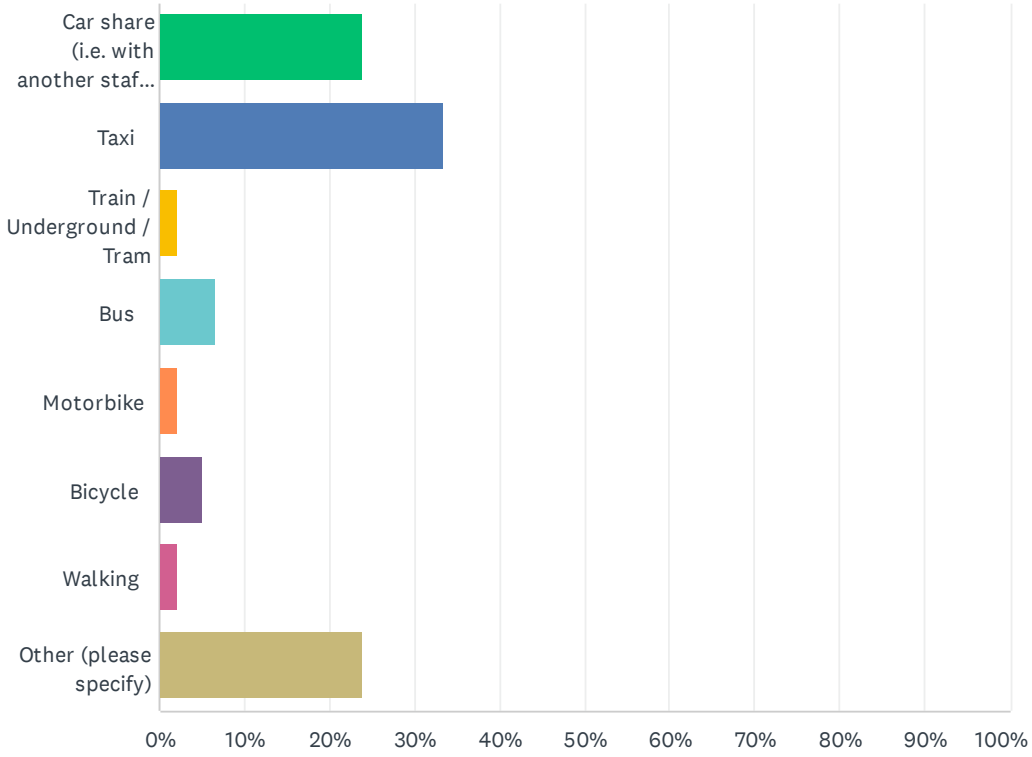
Answered: 134 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	17.16%	23
No	82.84%	111
TOTAL		134

Q18 If your answer was 'Yes' to the previous question, what alternative mode of transport would you consider using for the off site journeys if you couldn't drive?

Answered: 134 Skipped: 36



ANSWER CHOICES	RESPONSES	
Car share (i.e. with another staff member)	23.88%	32
Taxi	33.58%	45
Train / Underground / Tram	2.24%	3
Bus	6.72%	9
Motorbike	2.24%	3
Bicycle	5.22%	7
Walking	2.24%	3
Other (please specify)	23.88%	32
TOTAL		134

Q19 Your views and ideas are important, so please add any other comments about your journey to/from work that you wish for us to be aware of and consider:

Answered: 71 Skipped: 99

Q19 Your views and ideas are important, so please add any other comments about your journey to/from work that you wish for us to be aware of and consider:

Answered: 71 Skipped: 99

#	RESPONSES	DATE
1	Free bus or some extra money for transportation	9/7/2025 6:47 PM
2	Having a staff bus will be a good idea	9/5/2025 5:27 PM
3	Providing official transportation.	9/5/2025 7:44 AM
4	Company should provide transportation it will be beneficial for company as well	9/5/2025 6:58 AM
5	Company should provide transportation for all operatives	9/4/2025 9:32 PM
6	None	9/4/2025 6:58 PM
7	None	9/4/2025 4:47 PM
8	I live in the country side out of the way, this survey is only relevant to those living in the city	9/4/2025 4:08 PM
9	My journey is very difficult according to me ,14 mint walk after pick me colleges and then come factory. My views is pick and drop me from my house.its very to easy to me.	9/4/2025 3:16 PM
10	The Company should try to provide transportation.	9/4/2025 12:56 PM
11	N/A	9/4/2025 12:53 PM
12	It only gives one question on what time do you start work when most people work shifts	9/4/2025 11:52 AM
13	N/A	9/4/2025 11:21 AM
14	None	9/4/2025 11:13 AM
15	Flexible and safe working hours need to be considered, travelling to work late is bit risky	9/4/2025 7:19 AM
16	No concern	9/4/2025 1:11 AM
17	Maybe it would be ok to consider a bus service from/to the company . Many companies do,throughout the country	9/3/2025 10:56 PM
18	I usually car share to get to work, but if the person I share with is on leave, it becomes difficult for me to travel. It would be helpful if there were alternative travel support or options in such cases.	9/3/2025 9:37 PM
19	N/A	9/3/2025 8:59 PM
20	All good	9/3/2025 8:42 PM
21	Home based travel to farms don’t have fixed workplace so doesn’t apply to me but I’m all ears	9/3/2025 8:38 PM
22	On a Saturday when I start 6pm got childcare issues sometes but not.always the case	9/3/2025 7:44 PM
23	Should wear hi vis jacket at night and need to carry the repairing tools with you it may need at any time	9/3/2025 3:08 PM
24	Safe bicycle paths to encourage employees to use this mode to reduce noise impact on the surrounding area, bus routes that run to site in time for shift starts	9/2/2025 1:16 PM
25	During winter, my travel times may change due to bad weather, which could affect my journey to and from work	8/29/2025 11:14 PM
26	With the importance of my role I cannot commit to car sharing as I might not leave on time or might be visiting other sites	8/29/2025 12:22 PM

27	4 days on 4 days off	8/29/2025 11:13 AM
28	Company should provide there own transport or they can pay separately for transport who are coming with public transport like taxi , due to price	8/29/2025 10:28 AM
29	Transportation service should given with discussion to employer	8/29/2025 7:35 AM
30	none	8/29/2025 6:08 AM
31	none	8/29/2025 5:25 AM
32	I prefer my own car as transport due to child school hours	8/29/2025 5:13 AM
33	Good	8/29/2025 4:15 AM
34	No	8/29/2025 4:00 AM
35	As I don't drive my partner takes me and picks me up from work. Getting a lift from someone at work can be really unreliable. Work start hours and finish hours make it impossible to catch the bus. I find that cycling would not be safe	8/29/2025 2:58 AM
36	The company is located where they is no Bustop. No public transport at all	8/29/2025 2:53 AM
37	Not safe for cyclists on night shift, roads not clear lighting enough, speeds on roads in that area are high and no cycle path so it’s unsafe.	8/28/2025 10:09 PM
38	🤩	8/28/2025 9:21 PM
39	No	8/28/2025 8:28 PM
40	If possible transportation service should be given.	8/28/2025 7:29 PM
41	na	8/28/2025 6:51 PM
42	no	8/28/2025 6:42 PM
43	Providing transport for staff members	8/28/2025 4:47 PM
44	I work shifts. So early starts. And sometimes late finishes.	8/28/2025 4:22 PM
45	None	8/28/2025 3:19 PM
46	NA	8/28/2025 3:09 PM
47	N/A	8/28/2025 3:07 PM
48	The roads are very bad with pit holes and not lit very well.	8/28/2025 12:41 PM
49	company cars for people car sharing like for people using their plesure car to pick up 4 other staff members	8/28/2025 12:02 PM
50	No	8/28/2025 11:35 AM
51	It is difficult to find taxis due to school hours & we do not have good public transport services. It is a difficulty to arrange transport when the person with whom we come to work is on holiday	8/28/2025 10:23 AM
52	please do consider a staff bus that can pick us up at designated points to and from work for a monthly charge	8/28/2025 10:22 AM
53	I live too far away for public transport to be efficient/ cost effective	8/28/2025 7:58 AM
54	It would not be viable for me to car share or go on a bus route.	8/28/2025 6:54 AM
55	Road closures in the areas around works location	8/27/2025 11:40 PM
56	If there will be pick up and drop off service from work to home or in a pickup point within 5 miles radius , I think it would be better. Or frequent public transport.	8/27/2025 7:54 PM
57	None	8/27/2025 7:20 PM
58	NA	8/27/2025 7:06 PM
59	Extra pay should be there like “transportation fee”	8/27/2025 7:03 PM

60	NA	8/27/2025 6:13 PM
61	Work bus	8/27/2025 5:42 PM
62	Jo	8/27/2025 5:19 PM
63	Usually i come to work by bicycle so sometimes i faced maintenance issues on the road so because of it i become late. It should be excused rather than taking it out from normal basi	8/27/2025 4:57 PM
64	I am currently happy with my situation.	8/27/2025 4:14 PM
65	as i live in whitchurch and the a525 has regular road closures i am often diverted and add another 15 minutes onto my journey. also if theres bad weather i worry about gettng home in the early hours of the morning after my shift ends.	8/27/2025 4:12 PM
66	I am satisfied with the current situation.	8/27/2025 4:12 PM
67	Public transport from Wrexham to Maelor would be good.	8/27/2025 3:40 PM
68	if someone asks for a lift and i am leaving at the same time i always try and help	8/27/2025 2:47 PM
69	As I've mentioned it will be good to have an option to come to work with bus (public or company).	8/27/2025 2:46 PM
70	na	8/26/2025 7:53 AM
71	I drive an EV which is quieter and better for the environment	8/25/2025 1:22 PM

Appendix C Servicing Management Plan

Travel Plan

Maelor Foods, Pickhill Lane

Maelor Foods Limited

20 April 2026

Maelor Foods Ltd

Pickhill Lane, Cross Lanes. LL13 0UE

Service Management Plan (Updated July 2024, Reviewed September 2025)

Specification

This Service Management Plan outlines the ways in which Maelor Foods will coordinate and manage all deliveries to and from the site, including those which occur out of hours. It applies to vehicles and drivers which are the direct responsibility of Maelor Foods, but also their primary suppliers and service partners.

By actively influencing and monitoring all delivery vehicle movements, it will be possible to reduce round trip journey times, maximise fleet utilisation, reduce fuel consumption, increase road safety and improve the quality of life for residents and the local community.

It is important that the plan provides an outline structure whilst retaining flexibility to respond positively to changes in market demand or other circumstances outside of the control of Maelor Foods.

Aims and Objectives

The main aim of the Service Management Plan is to manage the movement of delivery vehicles to and from the site in order to maximise operational efficiency and be a good neighbour to residents and the local community.

Key objectives include:

- Minimise the noise associated with all delivery vehicle movements;
- Manage out of hours delivery movements so as to minimise potential impacts on residents and the local community;
- Appoint a key member of staff to be responsible for the management of the plan, monitoring and ongoing assessment;
- Maintain communications with WCBC, local residents on Pickhill Lane and other interests;
- Prepare a 'Driver Charter' built around the principles of a quiet delivery scheme; and
- Monitor site operations and establish a feedback structure for dealing with complaints (if any).

This plan is a working document and has updated (July 2024) to consider the processing of 2 million birds per week (APP/H6955/A/18/3216187). A number of additions have been added to this plan since its last review, to improve and better mitigate any impacts from delivery and servicing at the site and improve business operations.

Site Operation

Maelor Foods currently operates daily with the majority of movements coordinated between the site and their parent company Salisbury Poultry in Bilston, Wolverhampton. Key routes between Maelor Foods and Salisbury Poultry are to and from the south along the A41 and M54, as shown in **Figure 1**.

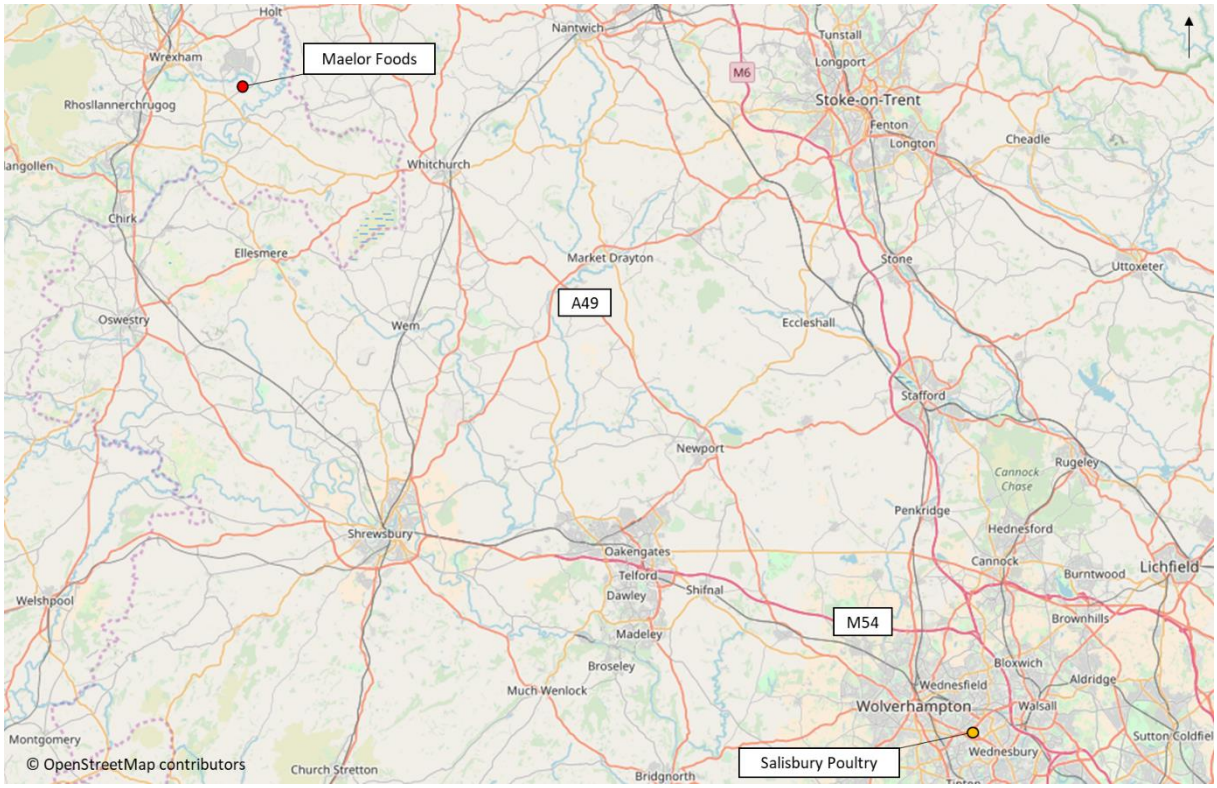


Figure 1: Maelor Foods and Salisbury Poultry Site Locations

There are also a number of other daily movements associated with deliveries from local farms, as well as other supplies required for day to day operations.

Vehicle movements are coordinated from the main site access on Pickhill Lane which is wide and avoids the need for vehicles to wait before entering the site. All vehicles are recorded at the security desk and then proceed to the main loading/unloading area to the east of the main building, away from Pickhill Lane. To further assist, a secondary weighbridge is provided within the site to avoid vehicles having to wait at the site access for longer than is necessary.

Vehicle movements currently occur throughout the day, with the majority coordinated during the inter-peak period (i.e. 0900-1500hrs) when traffic flows are generally lower on the network. There are some vehicle movements that occur out of hours (i.e. 2000-0600hrs).

Site Access Arrangements

The delivery/service access point is separate from the staff/visitor access points, although located adjacent to each other. These access points are clearly signed, as shown in the photos overleaf.

Photo 1 & 2 – Delivery Access Point & Signage





Service Management Plan Coordinator

The key contact responsible for the implementation of the plan is the Transport Manager who should be the first point of contact for all delivery-related enquiries.

Initiatives

A number of initiatives are implemented at the Maelor Foods site to ensure that it can continue to operate efficiently and considerately. This includes:

- Coordination of deliveries with Salisbury Poultry and other key suppliers through the use of a vehicle booking system with managed arrivals and departures;
- New drivers at Maelor Foods to be sent on an 'eco-driving' course to positively influence driver behaviour;
- New staff at Maelor Foods involved in loading/unloading activity to be briefed and trained with techniques to minimise noise, in accordance with the code of practice;
- Arrange for noise monitoring equipment to be installed on site annually to record baseline noise;
- Consideration to be given to using newer and quieter delivery vehicles and equipment (where possible);
- Ensure all equipment, both on vehicle and at the delivery point, is in a good working order and maintained/modernised to minimise noise when in operation;
- Liaise with WCBC and residents to explain the plans to manage delivery vehicle movements throughout the day and out of hours;
- Liaise with clients, suppliers and other local businesses to minimise the likelihood of unscheduled vehicles arriving at the site; and
- Consideration to be given to the storage of vehicles off-site to minimise out of hours movements (if required).

Noise Mitigation

The site operates under a new noise management plan, attached as **Appendix A** to this document, which will be strictly followed as part of this service management plan.

An ultrasound barrier/acoustic fence with a barrier rating of A5: B3 is to be installed around the site, with this fence designed to mitigate the noise impact on any residential receptors.

Working Group

Consideration will be given to establishing a more formal working group comprising management from Maelor Foods, WCBC, residents on Pickhill Lane and Sesswick Community Council. The working group will be engaged so that changes to activity at the site can be communicated to key stakeholders whilst also providing a feedback mechanism to record views, opinions and complaints (if any). Annual updates will be provided.

Engagement has already been made with these parties; however further engagement will continue and provide an updates to key stakeholders.

Monitoring

The Service Management Plan will be monitored regularly to ensure drivers and staff are performing their duties in line with the Driver Charter. Updates will be provided as part of regular working group sessions (as discussed above).

More formal monitoring (i.e. noise emissions) can be coordinated annually by management at Maelor Foods, with an up to date delivery schedule maintained each week for vehicle movements into and out of the site. This will assist in making sure all drivers to and from the site operate in accordance with the code of practice.

Management Support

The management at Maelor Foods are fully supportive of the Service Management Plan for their own staff and vehicles, as well as partners and suppliers staff and vehicles.

Maelor foods are committed to minimising potential adverse impacts associated with the operation of the site and have mechanisms already in place to allow for issues to be identified, reported and mitigated swifty and efficiently.

Appendix A – Noise Management Plan

PHASE 2 NOISE MANAGEMENT PLAN

Version Control

Version	Date	Changes	Issued By	Approval
1	01 Sept 2022	1st issue of operational NMP	S. Hutchinson	J.Colley
2	17 Feb 2023	Minor change to update based on Feb NIA report including WWTP blowers for MBR plant and revised recommendations for HGV noise & chiller plant.	S. Hutchinson	J.Colley
3	27 Oct 2023	Revised after noise impact assessment in Sept – Oct 2023.	J Rogers	J.Colley
DRAFT	26 Jan 2024	Revised after Noise Impact Assessment resubmission to NRW	J Colley	R Mehta

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1 Introduction

Maelor Foods Ltd are updating our Noise Management Plan (NMP) for Phase 2 operations at our poultry processing facility at Pickhill Lane, Wrexham, LL13 0UE.

Our environmental permit for the site (EPR/AB3591ZQ) is regulated by Natural Resources Wales (NRW) under The Environmental Permitting (England & Wales) Amendment Regulations 2018.

A NMP was prepared to support our environmental permit application and condition 3.4.1 allows us to use an approved NMP to control noise from the permitted installation.

> *"Emissions from the activities shall be free from noise and vibration at levels likely to cause pollution outside the site, as perceived by an authorised officer of Natural Resources Wales, unless the operator has used appropriate measures, including, but not limited to, those specified in any approved noise and vibration management plan to prevent or where that is not practicable to minimise the noise and vibration."*

Noise Management Plans (NMP) are required for installations permitted under the Environmental Permitting (England and Wales) Regulations 2018 (as amended) (EPR) if the activities undertaken at the installation have significant potential to cause noise nuisance.

We have determined that the activities at our installation have an inherent noise nuisance potential and some operations could be noisy.

This NMP is designed to ensure that all reasonable measures are taken to control noise emissions, and if an adverse impact is caused then prompt action will be taken to identify the source and apply corrective measures. It provides a schedule of actions that will be taken to help minimise noise impact and sets out site management procedures for the management of noise.

2 Objectives & content

The objectives of this NMP are to identify all significant sources of noise present at the facility and then provide information on management practices and the infrastructure in place to abate or minimise noise emissions from the facility to low impact.

The effects of emergency and abnormal circumstances on noise emissions are also considered. Monitoring procedures are described to help validate the effectiveness of measures taken to control noise emissions. The plan also outlines measures taken in the event of the detection of excessive noise during monitoring, with a view to reducing this to an acceptable level as soon as possible.

Response procedures are described in case noise related complaints are received from a neighbour of the plant, with procedures for recording all relevant information and investigating the potential cause of the noise.

3 Guidance & review

This NMP has been produced with reference to Noise and vibration management: environmental permits, Updated 31 January 2022.

Our NMP is to be reviewed on a regular basis (at least annually) or more frequently if there are any changes to the activities and/or if any specific issues in respect of noise have become apparent.

Any amendments stemming from these reviews may need to be agreed with and approved by NRW and / or the Planning Authority to meet the terms of our Planning Consents.

NRW and the Planning Authority should be consulted at an early stage to ensure that the NMP can be amended in future, with the prior written agreement of the authorities, to ensure that any necessary and beneficial changes to noise management practices can be implemented without breaching the terms of our Planning Consents and to allow compliance with the EPR permit.

Such changes may need to be made in the light of operating experience, complaint episodes or if new developments or technologies become available in future so that facilities or practices can be adapted and optimised to further reduce noise impacts.

For the management of deliveries and noise, reference should be made to Department for Transport's Guidance on Reducing noise to make deliveries outside normal delivery hours

3.1 Updates

An initial noise management plan for the installation was developed by Environoise as part of the initial noise impact assessment for the installation when permitted in 2017 and it was adapted into the EMS.

Version 1
Maelor Foods prepared a Noise Management Plan for the environmental permit variation application for Phase 2 in September 2022. The current Operational Noise Management Plan has been based on this and amended accordingly with the later versions of this NMP.

Version 2
The variation application was withdrawn and resubmitted in February 2023 to revise the wastewater treatment plant design and a revised noise impact assessment was included.

Version 3
The NMP was reviewed in October 2023 following a noise survey and impact assessment undertaken by Acoustics Environment. This was to address NRW's requirements in a Schedule 5 Notice associated with their determination of the variation application for Phase 2 of the site.

Version 4
The NMP was further reviewed in January 2024 following a noise survey and impact assessment undertaken by Acoustics Environment with support from Jacobs Bond Pascoe. This was to address NRW's requirements in a second Schedule 5 Notice associated with their determination of the variation application for Phase 2 of the site.

3.2 Improvements / Actions

During the site surveys / visits for the noise impact assessment in September / October / December 2023 a series of observations were made which could further reduce noise levels from some parts of the installation. These are summarised in the Table below along with details of actions taken and proposed:

Recommendations for Reducing Noise Levels to ensure Low Impact

Aspect	Improvement Action	Status / Timescale
People practices – driving onto site with radios at high volume, beeping horns, high speed on approach road	Re-enforce training & disciplinary policy for employees entering and exiting site without regard for neighbours	Complete & ongoing
Speed bumps causing impact noises / braking noise from vehicles at site entrance	Assess safety aspects & remove bumps / add safety signage / alternative measures	Removed bump at main site entrance. Removed bump at staff car park entrance
Onsite transport noise – some audible FLT, HGV reversing alarms	Reassess site and contractor vehicles & replace reversing alarms with 'white noise' reversing alarms	Complete and ongoing
Weighbridges – minimise gatehouse weighbridge use to reduce vehicle movement noise at site entrance	Investigate using the main weighbridge for all HGV vehicles and restrict gatehouse weighbridge for back up.	6 months to implement any changes
Acoustic Barriers or containment	Progress the noise mitigation measures proposed in the revised Acoustics Noise Impact Assessment to design and install various acoustic screening • A noise barrier will be installed to limit site noise at Receptor A. • A noise barrier will be installed to limit the noise at Receptor B and C • Ultrasound reduction housing will be installed for the scrubber	12 months for all barriers and containment proposed
Onsite transport / vehicle loading – noise from refrigerated trailers	• Add more electrical hookups for loading produce & overnight storage • Review the addition of Sound reducing technology on the fridge units - Auto switching from Electric to diesel	Extra electrical hookups installed in Dec 2023 12 months for all investigations/review of available technology

	- Low noise condensors - Mobile acoustic hoods - Multi Temperature T-1200R Whisper Pro Models - Acoustic jackets around compressors - PIEK Certification approval - Use of PZ units	
Door control – plant rooms, roof space, lairage – internal noise breakout	Re-enforce training & enforce disciplinary policy for employees breaching door control practices	Complete & ongoing
WWTP aeration blowers	Reassess existing and new blowers at WWTP with a view to upgrading & enhancing the noise mitigation around them to achieve low impact - Bespoke acoustically attenuated enclosures to be designed	12 months to implement any changes
Main chiller plant	Reassess existing chiller plant and ancillary plant area with a view to upgrading & enhancing the noise mitigation to achieve low impact, to include: - Acoustic cladding/shielding of chiller plant - Acoustic silencing to existing fans	12 months to implement any changes
Inlet and Outlet vents from the Factory – around the roof and high level areas	Install splitter type attenuators to all HVAC inlets and outlets Install splitter type attenuators to all forced air inlet sand outlets	12 months to implement any changes

4 Site Location and Plant Description

4.1 Site Location

The poultry processing facility is located on the site of the former Maelor Creamery, Pickhill Lane, approximately 1 km to the north-north-west of the village of Bangor-on-Dee and approximately 700m to the south-east of the residential area of Cross Lanes. Appendix 1 shows the locations of potentially sensitive noise receptors around the plant.

The proximity of these sensitive receptors is such that there are risks of off-site noise nuisance being caused and therefore high standards of noise management are required.

~~5.2~~4.2 Plant Description & Risk Assessment

The plant undertakes the slaughter and processing of up to 2 million broiler chickens per week under Phase 2 operations. The following paragraphs describe the key activities in each area of the plant, the noise risks in each area and the key control measures which will be used to reduce noise emissions and/or disrupt the pathways for noise to potential receptors. The noise risk of each area has been assessed against experience gained to date and from knowledge of other UK poultry processing plants.

Appendix 2 shows the locations of noise sources around the site under Phase 1 and lists the Phase 2 noise sources. The location plan will be updated with the Phase 2 noise sources listed when final layout is confirmed.

~~5.2.1~~4.2.1 Delivery & Lairage / Intake

Live chickens from broiler production farms arrive at the plant in modules on HGV trailers. The HGV trailers enter a lairage area, before moving to the intake area where the modules are unloaded. All doors remain closed when not in use. Birds are transferred from the intake area to the preliminary processing area.

The Lairage / Intake area has a low level of noise from the birds and a recirculated air conditioning system maintains good working conditions and a comfortable environment for the birds held in this area prior to slaughter.

The lairage is cleaned daily with the manure manually scraped into collection bins and floors washed using trigger operated spray lances.

The live bird holding area is large enough to accommodate the temporary holding of live bird delivery vehicles pending unloading if there are processing delays and deliveries of live birds are pushed back until the plant is operational again. As a further contingency, under permit Variation 2 Maelor Foods acquired the former transport depot adjacent to the installation and have scope to convert this into an additional live bird holding area for emergency use. This could allow up to seven live bird vehicles to be parked inside so the live birds can be cooled by air fans in a non-stressful manner. The live bird vehicles would be moved from here into the lairage as soon as the lairage was available to receive them.

Until this is implemented the noise potential is unsubstantiated but it is expected to be a low noise source and no worse than the lairage.

HGV delivery Best Practice and Site Management recommendations are incorporated into this Noise Management Plan.

A combination of traffic management and maintenance of road surfaces will minimise traffic noise. Broadband type reversing vehicles warning alarms are used on the majority of vehicles used on or visiting the site or they are deactivated otherwise. The traffic flow design is such that vehicles do not have to reverse into or out of the lairage. These factors minimise noise from reversing alarms on HGV vehicles.

This is a Medium noise risk area of the plant.

~~5.2.2~~4.2.2 Stunning and bleeding

Birds are transferred from the intake area via a Linco module handling system to the preliminary processing area. Here the modules are loaded onto the intake line and the birds are gas stunned, then removed from the modules and hung-on to the “shackles” of an overhead conveyor line and transferred to a bleeding area. Here the birds are decapitated and blood is drained into the blood trough and pumped away at frequent intervals during the day to the blood storage tank in the ABP storage building.

The empty modules are transferred to the “module wash” and then transferred to the “box return” service area where they are loaded onto empty HGV trailers for subsequent re-use in the collection of birds from farms.

The internal workplace is air conditioned on a recirculated air system while the module wash area is extracted and dispersed through the roof exhaust point.

The area is washed down and sanitised during night shifts and at weekends. The live bird handling systems area is cleaned every night and briefly in between kills.

All operations are conducted inside with doors closed so noise escape will be minimal.

This is a LOW noise risk area of the plant.

~~5.2.3~~4.2.3 AeroScalder

After bleeding the birds are conveyed into the de-feather room where they are scalded by a saturated hot air system. The birds are conveyed through the scalding unit to loosen their feathers to facilitate mechanical plucking in the de-feather area.

The AeroScalder system is entirely enclosed and consists of two chambers; an air conditioning chamber where the moisturised hot air is prepared and, next to it, the scalding chamber itself through which birds are conveyed and into which the scalding air is blown. Moisturised hot air is blown forcefully onto the most critical parts of the broiler, preventing over scalding of fragile parts.

As a precautionary measure we extract air from this area of the plant at high rates directly to our chemical scrubber odour abatement system before dispersion to atmosphere through a tall stack.

There are also fresh air inlets to provide “cooling” air, which is also extracted to the chemical scrubbing abatement system.

All operations are conducted inside with doors closed so noise escape will be minimal.

This is a LOW noise risk area of the plant.

~~5.2.4~~4.2.4 De-feathering

After scalding the birds are conveyed to the de-feather area where mechanical defeathering is undertaken in defeathering machines.

Feathers are rinsed from the machines with re-circulated water fed via nozzles and transported via a recirculating water flume into the ABP storage building. The flume water is drained down to the effluent treatment plant at the end of each day. The feathers are pressed to remove excess water before collection in a vehicle trailer in an ABP collection bay.

Wall and ceiling mounted fans introduce cooling air into the building. The headspace air in the de-feather area is potentially odorous so is extracted directly to a chemical scrubber odour abatement system.

All operations are conducted inside with doors closed so noise escape will be minimal.

This is a LOW noise risk area of the plant.

~~5.2.5~~4.2.5 Evisceration

The birds are mechanically eviscerated to remove the intestines and other internal organs (heart, lungs, gizzards, livers etc.). Edible offal is separated, dry chilled and packed for retail markets and transferred to the cold store awaiting distribution.

Inedible offal is transferred by vacuum lines to the animal by-products trailer in the ABP collection bay where it is collected daily for off-site processing.

Carcasses are rinsed during evisceration. Spills of meat scraps onto floors are quickly dealt with and collected into bins for transfer to ABP trailer.

An enclosed air system is in place with cooling to moderate the working environment and a small amount of input air is provided to maintain fresh air.

All operations are conducted inside with doors closed so noise escape will be minimal.

This is a LOW noise risk area of the plant.

~~5.2.6~~4.2.6 Treating & processing

Under Phase 2 we will be applying flavouring rubs to some whole bird products but will not undertake cooking of whole birds. Ingredients will be mixed onsite and flavours such as, but not limited to sage and onion, garlic and herb will be injected into the whole birds. Up to 30,000 birds per week will be flavoured (approx. 50T per week) which will utilise around 6-8T of marinade per week.

At the moment there is no portioning or cutting operations undertaken.

All operations are conducted inside with doors closed so noise escape will be minimal.

This is a LOW noise risk area of the plant.

~~5.2.7~~4.2.7 Chilling & packing

Following evisceration, the birds are transferred to the chiller where they pass through on a shackle carousel system, spending sufficient dwell time in the enclosure to ensure they leave at the correct temperature (<4°c). Air in the chiller enclosure is continuously recirculated via the refrigeration system to maintain the correct temperature in the enclosure.

Offal material which is fit for human consumption is transferred to chillers and cold storage areas, where it is stored before transport off-site. The cold storage buildings are kept refrigerated to prevent decay and are largely “sealed” by means of a cold-store type door.

The chiller plant room equipment / compressors are all located inside so there is no noisy external equipment. The building is constructed of insulated cladding panels which helps maintain desired temperatures within the inside in an energy efficient way and provides sound insulation. Vents are installed to discharge potential leaks of ammonia externally and these present a potential escape route for noise. The air cooled condenser and some ancillary plant are located within an enclosure adjacent to the chiller plant room.

The chiller and associated plant were assessed in our noise impact survey in July 2020 and the remaining non-louvred ammonia vent was found to be a potential source of offsite noise nuisance. Following this study this vent has been fitted with the recommended louvre. This was the only remaining ammonia vent which was not louvred; already louvred extracts were not audible at the noise measurement position.

The initial noise impact assessment for Phase 2 found that night-time noise levels at Site A receptor may be inadvertently affected by the chiller plant noise. To address this, the second, new chiller plant condenser for Phase 2 is being sourced and will be water cooled to ensure it can achieve the low noise specification recommended, so as not to increase the noise level at this receptor. This also has the benefit of providing recovered heat for hot water heating.

The latest noise impact assessment highlighted that the noise levels from within the chiller enclosure can be further mitigated and this is added to the improvements section of the NMP. This will include addition of cladding panels to the same height as the office block which will be specified to achieve noise attenuation.

This is a MEDIUM noise risk area of the plant.

~~5.2.8~~4.2.8 Animal By-Products Storage and Handling

The animal by-products (ABP) comprise of inedible offal, feathers, blood, inedible material, meat scraps, dead on arrival birds and WWTP screenings. These are all held in the ABP storage building which accommodates sufficient trailers to ensure ABP are always stored inside and collected in a timely manner.

Empty Animal By Product (ABP) trailers arrive on site and are weighed before being parked in the ABP storage building which accommodates sufficient trailers to ensure ABP are always stored inside and collected in a timely manner. Inedible offal and other ABP are transferred by vacuum lines into the ABP trailers. Feathers are transferred in a water flume, separated and pressed before being loaded into bulk trailers inside the building awaiting collection for further processing off-site. The ABP and feather trailers are collected daily and are replaced by empty trailers. Dolavs and other small containers used for collecting ABP around the process are emptied into the ABP trailer and then washed out. All factory doors remain closed when not in use and diesel engines are turned off whenever the vehicle is stationary. The number of ABP collections varies with the production rate and the operating hours on different days of the working week.

The blood tank is emptied daily and is regularly cleaned using an integrated Clean In Place (CIP) system. Blood tanker drivers connect to the external blood offloading point and link the outlet/exhaust of their tanker vacuum pumps to a flexible hose which is directly connected to the chemical scrubber abatement system extraction ducting. This operation takes around 20 minutes once per day.

The ABP building is fully enclosed and doors are kept closed except for immediate vehicle access and egress and closed at all other times. The building headspace air undergoes at least 3 air changes per hour to the chemical scrubber(s) for odour abatement to prevents fugitive escape of internal air.

Noise breakout from the internal vacuum system is a potential source of noise and was assessed in our noise impact survey in July 2020 and found not to be a likely source of offsite noise nuisance. The vacuum systems are operational between 05.00 - 22.00hrs.

This is a MEDIUM noise risk area of the plant.

~~5.2.9~~4.2.9 Module Washing

Empty live bird modules are washed in the “module wash”. The building air from this area of the plant is extracted for high level dispersion above the lairage building.

All operations are conducted inside with doors closed so noise escape will be minimal.

This is a LOW noise risk area of the plant.

~~5.2.10~~4.2.10 Trailer Washing

Unloaded HGV trailers are moved from the intake area to the “trailer washing” area where they are completely washed down before moving to the “box return” area for reloading with clean empty modules. The building air from this area of the plant is extracted for high level dispersion above the lairage building.

All operations are conducted inside with doors closed so noise escape will be minimal.

This is a LOW noise risk area of the plant.

~~5.2.11~~4.2.11 Module Return Area

Washed and sanitised modules are returned to the “box return” area where they are loaded onto clean HGV trailers. The building air from this area of the plant is extracted for high level dispersion above the lairage building.

All operations are conducted inside with doors closed so noise escape will be minimal.

This is a LOW noise risk area of the plant.

~~5.2.12~~4.2.12 Waste-Water Treatment Plant (WWTP)

Waste-water (effluent) comprises of contaminated wash water from the abattoir and specifically from the de-feather areas and the feather flume system.
The WWTP is located downhill beyond the factory buildings, well away from the Pickhill Lane residencies.

Raw effluent drains to an enclosed/housed raw effluent pump sump. From the sump the raw effluent is pumped through an enclosed rotary drum screen on top of the balance tank to screen out larger solids from the effluent before treatment. The primary screenings fall into a skip which is enclosed on three sides with strip curtains on the fourth to minimise odours. The screenings are transferred into a trailer in the ABPs storage building. The screen and associated elements are cleaned daily.

The balance (and diversion tank on the occasions when it is used) are agitated by venturi mixers to mix and aerate the contents and to maintain aerobic conditions and prevent them from going septic and becoming odorous. The Phase 2 balance and diversion tank are enclosed tanks and the other balance tank is fitted with a cover, which helps contains noise from the venturi mixers. An air extraction unit pulls tank headspace air into the scrubber serving the WWTP area to reduce odour emissions.

From the balance tank, effluent is transferred to a Dissolved Air Flotation (DAF) system to flocculate and separate/remove suspended solids, fats, oils and greases, from where the separated solids are pumped to a covered sludge storage tank. The DAF plant is housed inside a new building and a new sludge dewatering plant will also be inside its own building so noise from these areas will be contained inside.

The separated liquid from the DAF plant is transferred to an activated sludge system tank for aerobic (activated sludge) treatment before final treatment in the membrane bioreactor and discharge to river.

Our activated sludge plant consists of anoxic treatment followed by an aeration tank where the conditioned mixed liquor is injected with air via fine bubble air diffusion manifolds. The membrane bioreactor plant removes the remaining suspended solids from the effluent to guarantee the final effluent quality.

The primary noise sources at the WWTP area are pumps and blowers. The aeration tank is served by two noise enclosures, one housing 2 x Aerzen D52S blowers and the other housing a Landia DK-6940 blower. These were assessed in our noise impact survey in July 2020 and found not to be a likely source of offsite noise nuisance. However, with new blowers to be installed for the MBR plant the noise enclosures around the existing blowers will be reviewed and updated accordingly.

The new MBR plant will also have 2 x Aerzen D52S blowers and will be provided with noise enclosure(s). In total there are 3 duty blowers and 2 standby.

This is a MEDIUM noise risk area of the plant.

~~5.2.13~~4.2.13 WWTP Sludge treatment, storage and handling

Under Phase 2 the combined DAF and waste or surplus activated sludge is dewatered before transfer off-site by contractors for land deployment or other waste recovery method. The dewatering plant is located inside a building at the WWTP and HGV's enter the building to collect sludge cake.

As a contingency, the Phase 1 sludge storage tank is retained for back up use and is covered. A mixer is in place to keep the sludge mixed if operational. The off gas from the tank headspace is vented into the WWTP area scrubber. Displaced air from the road tanker during sludge transfers is fed into the chemical scrubber. Sludge tanker drivers collecting non dewatered sludge connect to the external sludge offloading point and connect the outlet/exhaust of their tank or tanker vacuum pumps to a flexible hose which is directly connected to the for treatment before release to atmosphere. This operation takes around 20 minutes twice per day with the vehicle's engine left idling to operate the extraction pump. Under Phase 2 the sludge de-watering will reduce sludge collections by 60%.

This is a LOW noise risk area of the plant.

~~5.2.14~~4.2.14 Chemical Scrubber Odour Control & Mitigation Systems

The Phase 1 chemical scrubbers were assessed in our noise impact survey in July 2020 and found not to be a likely source of offsite noise nuisance but as a contingency the process area scrubbers are only operational at design duty between 05:00 – 21:00hrs, with a timer set to reduce fan speed between 21:00 – 06:00hrs. For the Phase 2 noise impact assessment the additional scrubbers were found to not have a significant offsite noise potential. The WWTP area scrubber is required to operate continuously.

This is a Medium noise risk area of the plant.

~~5.2.15~~4.2.15 Air Handling Systems in Process Areas

The process buildings are served by a recirculated air conditioning system and there are no emissions externally. All these operations are conducted inside with doors closed so noise escape will be minimal.

This is a LOW noise risk area of the plant.

~~5.2.16~~4.2.16 Utilities

Hot water for the activities is provided by 3 modular boilers comprising 9 modules in total. Two further boilers serve the aeroscalders.

All the boilers are located in the utilities building which is fully enclosed and ventilation points are fitted with louvres. The boilers operate during processing and cleaning and ramp down overnight to meet the base load only.

Water softening plant serving the boilers runs continuously and is located outside the utilities building and was not identified as a significant noise source during the 2020 noise impact survey.

Air Separation Unit (ASU) for nitrogen gas generation for use in our packaging applications. This minimises liquid or bottled nitrogen delivery and noise associated with deliveries.

This is a LOW noise risk area of the plant.

~~5.2.17~~4.2.17 Vehicle Loading and Unloading Operations

Pre-loaded HGV trailers with clean modules are weighed on an external weighbridge on the yard at the start of each shift (driver shifts are staggered throughout the day; start times vary and can start at any time depending on the Transport Plan). The vehicle then departs to a broiler production farm where the modules are loaded with live broiler chickens.

On return to site, the vehicle is re-fuelled at the on-site fuelling station before being re-weighed on the weighbridge. The tractor unit is de-coupled on the yard and the HGV trailer is then taken by a shunter vehicle in to the internal lairage area, before moving to the internal intake area where modules are unloaded by forklift truck which transfers live broiler chickens from the preliminary processing area. The empty vehicle is sanitised on the yard before being re-loaded with empty modules and drawers and the process is repeated. This process takes approximately 1.5 hours from when a vehicle enters the site to when it departs. All factory doors remain closed when not in use and tractor unit diesel engines are turned off whenever a vehicle is stationary.

Empty refrigerated trailers arrive on site and the vehicle is re-fuelled and AD-Blue topped up before being re-weighed. The refrigerated trailer is then positioned on the yard where empty Dolavs are taken off by a Forklift Truck via a ramp that is secured to the trailer by chains. Once the trailer is empty it is taken to a loading bay and connected to an electrical hookup point which provides the refrigeration system with an electrical power supply for approximately 1 hour while the vehicle is loaded by a ride-on pedestrian truck. The diesel 'donkey' engine is only turned on to fuel the trailers refrigeration system when the trailer is fully loaded and ready to leave the loading bay and exit site. Any refrigerated trailer that has been loaded, but needs to stay on site overnight, will be connected to one of the electrical hookup points located on

the yard to minimise noise. The number of produce dispatched in refrigerated trailers varies with the production rate and the operating hours on different days of the working week.

Empty Animal By Product (ABP) trailers arrive on site and are weighed before being parked in the ABP storage building which accommodates sufficient trailers to ensure ABP are always stored inside and collected in a timely manner. Inedible offal and other ABP are transferred by vacuum lines into the ABP trailers. Feathers are transferred in a water flume, separated and pressed before being loaded into bulk trailers inside the building awaiting collection for further processing off-site. The ABP and feather trailers are collected daily and are replaced by empty trailers. Dolavs and other small containers used for collecting ABP around the process are emptied into the ABP trailer and then washed out. All factory doors remain closed when not in use and diesel engines are turned off whenever the vehicle is stationary. The number of ABP collections varies with the production rate and the operating hours on different days of the working week.

The blood tank is emptied daily and is regularly cleaned using an integrated Clean In Place (CIP) system. Blood tanker drivers connect to the external blood offloading point and link the outlet/exhaust of their tanker vacuum pumps to a flexible hose which is directly connected to the chemical scrubber abatement system extraction ducting. This operation takes around 20 minutes once per day.

The sludge tank on the Wastewater Treatment Plant (WWTP) is emptied twice per day by road tankers to remove wet sludge left over from the effluent treatment process. Sludge tanker drivers connect to the external sludge tank point to extract sludge from the WWTP into the vehicle's bulk liquid tank. This operation takes around 20 minutes twice per day with the vehicle's engine left idling to operate the extraction pump. Under Phase 2 WWTP sludge will be de-watered which will reduce sludge collections by 60%.

See the vehicle loading and unloading locations plan in Appendix 5.

This is a Medium noise risk area of the plant.

~~6~~5 Source Identification & Review

~~6.1~~5.1 Physical characteristics

The key plant and equipment (or operations) with the potential to give rise to noise is listed in Table 1 below:

Table 1 - Noise sources

Operation	Description
Site vehicle movements	HGVs bringing in live birds, ABP & waste collections, forklift trucks, HGVs of outgoing produce, reversing alarms, loading & unloading
Chillers	Condensers / fans, compressors, refrigerated trailers
Boilers	Modular and aeroscalder boilers for hot water supply
General plant & equipment	Fans, pumps, vacuum pumps, compressors, blowers, air extraction systems, abatement plant, stacks for emissions to air
General	Cleaning of plant, modules & vehicles, waste collections

Noise sources from our activities will have different and distinctive characteristics and the duration and frequency of noise will vary. These features are listed in Table 2 below:

Table 2 - Noise type by source

Type of noise	Potential source	Frequency/ duration*
Clatter or rattle	HGV & fork truck movements Equipment and belts Module offloading Module wash	Frequent & intermittent Periodic
Buzzing or beeping	Reversing vehicles warning alarms and other audible warning alarms if not using authorised white noise alarms	Frequent & intermittent
Whine or hum	Fans, compressors, condensers	Periodic or continuous
Roaring / rushing	Revving of HGV engines, , high pressure air lines, air brakes	Occasional, brief
Screech	Fan belts Vehicle brakes	Periodic or continuous Occasional, brief
Clangs, bangs, grinds and thumps	Maintenance workshop, vehicles, movement of containers by fork truck, unloading of materials	Frequent & intermittent
Tonal elements	Fans, blowers, condensers, vacuum pumps, stack gas efflux noise	Continuous & intermittent

* Overnight periods, limited vehicle movements, production lines and air extraction equipment switched off / ramped down

~~6.2~~5.2 Key Noise Control Measures

The following advisory measures are recommended to reduce noise impacts:

General Management

- It is important to reduce noise impact that an open dialogue is kept with nearby residents and any concerns they have in relation to noise are dealt with and followed up.
- Employees should be made aware and instructed to minimise noise break-out from all warehouse, factory and utility areas and keep doors closed.
- Management of the loading bays should introduce procedures to reduce the possibility of shutter doors and plant room doors being left open, drivers slamming doors, leaving engines idling, having radios on loud and causing unnecessary noise.
- Reduce the time spent for HGV's waiting at entrance gates by opening prior to HGV arrival or immediately upon arrival to minimise the impact of noise generated by engine idling.
- Ensure items of plant are regularly maintained so that noise is not unduly generated.

Plant & Utilities Management

- The chiller plant has acoustic louvres fitted on all external ventilation points and the condensers are specified to meet the sound pressure levels recommended by our noise consultants.
- Further noise attenuation measures are to be considered for the chiller enclosure for Phase 2.
- The fans on the process area chemical scrubbers are operated on a timer to ramp down overnight and are to be enclosed in acoustic enclosures for Phase 2.
- The blowers at the WWTP are housed in acoustic enclosures.
- The utilities building housing the boilers is fitted with louvered doors and is fully enclosed.
- WWTP building houses DAF and sludge dewatering plant under Phase 2.

HGV & Vehicle Movements

- For the management of deliveries and noise, refer to the Dept. of Transport's - Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Community and Resident Groups, Feb 2015. https://www.gov.uk/government/publications/quiet-deliveries-demonstration-scheme
- HGV movements are minimised overnight.
- Traffic routes designed to minimise reversing of vehicles.
- Main weighbridge on yard used primarily with gatehouse weighbridge mostly as back up.
- Low volume broadband white noise reversing alarms should be used or reversing alarms are to be deactivated on site and a banksman used.
- The site speed limit is 5mph to avoid excessive bumping and jolting.
- The hardstanding and vehicle movement routes are maintained in good condition, inspected regularly and repaired as required to minimise potholes and other defects.
- Loading bay shutter doors gates should be closed once HGV have manoeuvred into the loading bay and engine switched off.
- When departing, HGV engines should be switched on before opening loading bay shutter doors.
- HGV engines should not be left to idle unless needed to power ancillary loading equipment
- Vacuum tankers collecting blood and sludge are scheduled between operational hours.
- Surfaces on which fork lift trucks operate are free from bumps and steps so that shocks to the fork suspension do not cause excessive impulsive noises and clatter.
- Where practicable (i.e. between trailers and delivery points) clearly mark work-site routes for the fork lift trucks so that rough or uneven surfaces are avoided.

Table 3 summarises the potential sources of noise at the installation and the factors which may influence noise levels and the potential for variations in noise.

Table 3 - Potential Noise Sources

Area / Source of Noise		Control measures	Factors that may influence emissions
1.	Lairage / Intake	Control of HGV movements within approved operating hours. Main weighbridge used – gatehouse weighbridge used as backup Lairage capacity allows live bird trailers to be unloaded & empty modules & trailers to be cleaned & reloaded inside Good condition of hardstanding and adherence of drivers to speed limits and reversing procedures. One way system for HGV vehicles reduces vehicle reversing warning beepers noise. Vehicles use broadband type reversing alarms Closure of doors at all times except immediate access / egress. Maintenance of air conditioning systems to prevent abnormal noise from wear and tear of fans / vibration etc. Sound insulation of buildings Holes and openings closed off Enclosed operations within buildings	Out of hours vehicle movements, unauthorised use of horns, non broadband reverse alarms, revving of engines, squeaking brakes, speeding, potholes & bumps, unaffixed loads. Poor maintenance, open doors , damaged building fabric
2.	Hang-on and bleeding, scalding & de-feather & Evisceration	Closure of doors at all times except immediate access / egress. Maintenance of aeroscalder, air conditioning systems to prevent abnormal noise from wear and tear of fans / vibration etc. Sound insulation of buildings Holes and openings closed off Enclosed operations within buildings	Poor maintenance, open doors, damaged building fabric
3.	Treating, processing and packing – flavouring of whole birds	Closure of doors at all times except immediate access / egress.	Poor maintenance, open doors , damaged building fabric
4.	Chilling & Packing	Continuous operation, invertors on condenser fans to minimise operation, located in plant room, insulated building fabric Attenuation of ammonia vents Noise attenuation of chiller enclosure for Phase 2 under assessment Low noise specification for condensers (1 water cooled, 1 air cooled)	Poor maintenance, open doors , damaged building fabric. Intermittent failure of solenoid switches (located inside chiller enclosure) Refrigerated trailers powered by diesel units being used instead of electric hook up points during loading / overnight

Area / Source of Noise		Control measures	Factors that may influence emissions
		Maintenance of refrigeration plant to prevent abnormal noise from wear and tear / vibration etc. Closure of doors at all times except immediate access / egress. Refrigerated trailer loading done in covered docks Refrigerated trailers use electric hook up points during loading & if held overnight	
5.	ABP handling and storage	Control of ABP HGV movements within approved operating hours. Availability of processing line / space in lairage to move live bird vehicles inside. Good condition of hardstanding and adherence of drivers to speed limits and reversing procedures. Closure of doors at all times except immediate access / egress. Maintenance of air extraction systems to prevent abnormal noise from wear and tear of fans / vibration etc. Adherence to procedures for collection of ABP & emptying blood tank Maintenance of vacuum pumps to minimise noise breakout.	Out of hours vehicle movements, unauthorised use of horns, non broadband reverse alarms, revving of engines, squeaking brakes, speeding, potholes & bumps, unaffixed loads Poor maintenance of vacuum pumps and extraction equipment, open doors , damaged building fabric
6.	Module washing, trailer washing & module return area	Closure of doors at all times except immediate access / egress. Maintenance of equipment and air extraction systems to prevent abnormal noise from wear & tear of moving parts, fans / vibration etc. Sound insulation of buildings Holes and openings closed off Enclosed operations within buildings	Poor maintenance, open doors , damaged building fabric
7.	WWTP	Maintenance of blowers and pumps to prevent abnormal noise from wear and tear / vibration etc. Noise enclosures around blowers	Poor maintenance of pumps and blowers Effectiveness of noise enclosures around blowers.
8.	WWTP sludge storage & handling	Enclosure of primary and divert tanks, DAF and dewatering plant inside buildings. Minimal sludge tanker movements & within approved operating hours, adherence to procedures for collection of sludge Maintenance of pumps to prevent noise form wear & tear / vibration	Poor maintenance, doors left open, damaged building fabric Out of hours vehicle movements, unauthorised use of horns, non broadband reverse alarms, revving of engines, squeaking brakes, speeding, potholes & bumps, unaffixed loads Poor maintenance of pumps

Area / Source of Noise		Control measures	Factors that may influence emissions
9.	Main extraction and air treatment system	Timer on process area scrubbers to ramp down fans overnight Maintenance of scrubbers and extraction systems to prevent abnormal noise from wear and tear / vibration etc.	Poor maintenance, ID fan belt noise, vibration in stacks, doors left open, damaged building fabric, extraction units / process area scrubbers left on full power overnight
10.	Utilities	Closure of doors on utilities building at all times except immediate access / egress. Maintenance of equipment to prevent abnormal noise from wear and tear of moving parts, fans / vibration etc. Timers on boilers to shut down / ramp down overnight	Poor maintenance, ID fan belt noise, vibration in stack, doors left open, damaged building fabric
11.	Vehicle Loading and Unloading Operations	Control of HGV movements within approved operating hours. Gatehouse weighbridge mostly used as back up - main weighbridge onsite is not in direct line of sight to closest noise receptor A Good condition of hardstanding and adherence of drivers to speed limits and reversing procedures. One way system for HGV vehicles reduces vehicle reversing warning alarms noise and broadband alarms used Closure of doors at all times except immediate access / egress. Refrigerated trailers connected to electric hook up points during loading – on board diesel units only turned on when trailer is loaded & ready for departure Loaded refrigerated trailers held overnight hooked up to electric points	Out of hours vehicle movements, unauthorised use of horns, revving of engines, non broadband reverse alarms, squeaking brakes, speeding, potholes & bumps, unaffixed loads. Open doors Refrigerated trailers powered by diesel units being used instead of electric hook up points Contractor vehicles with non-broadband reversing beepers Correct driver behaviours are enforced via training and use of company disciplinary policy i.e. no unauthorised use of horns, revving of engines, radios in cabs will not be operated at excessive levels, speeding is prohibited. Vehicles are well maintained under service contract to prevent squeaking of brakes, Door control is enforced via training and use of company disciplinary policy, i.e. all external doors are closed when not in use. Compliance with use of electrical hookups is enforced via training and use of company disciplinary policy, i.e. use of diesel prohibited. All company vehicles have non-broadband reverse alarms.

Area / Source of Noise	Control measures	Factors that may influence emissions
		Contractors are requested to only use vehicles with non-broadband reverse alarms when on site. Yard is maintained in good order to prevent rumble and vehicle slap noise from poorly maintained surfaces.

~~7~~6 Noise Risk Assessment

Our original Planning Consent required that the rating level of any noise generated due to this installation shall not exceed the pre-existing background level by more than 5dB(A) at any time. Our Phase 1 noise impact assessment supported our original planning application.

During Phase 1 we undertook a noise survey in July 2020 to investigate noise complaints from a residence in Pickhill Lane. This noise survey proved that under Phase 1, the installation increases the background levels at the closest residential receptors by less than 5dB(A). The survey recommendation to add attenuation to the one remaining ammonia vent on the chiller plant without attenuation has been completed.

This condition has since been retired and the more appropriate condition of 'not exceeding the background level at any time' is now the objective. This is to prevent 'background creep' a situation where the background noise level increases incrementally by developments over time, with the end result being a louder environment.

It is with this new condition in mind that we undertook a further assessment for Phase 2. The key noise sources for Phase 2 are shown on the installation plan in Appendix 2 of this NMP . We revised the noise impact assessment for Phase 2 alongside our resubmitted permit variation application in February 2023 to include the amended WWTP design. This noise impact assessment has been reviewed and updated again in September – October 2023 to address NRW's Schedule 5 Notice and has been considered alongside updating the NMP.

The key findings of the noise impact assessments for Phase 2 are:

For Sites B-D to the north, north-east and north-west, set against the existing operations it is determined the combined noise impacts of plant and heavy goods vehicle movements for daytime and night-time periods are indicated as likely to be low, depending on context. This is to be expected given observations made during surveys, whereby subjectively there were no adverse impacts on account of plant noise with the installation site fully operational.

To the west at Site A, for daytime the impact is predicted as likely to have an adverse impact, depending on context, and for night-time likely to be an indication of significant impact, again depending on context. Such adverse numerical impacts are based on previous modelling work for plant. This, however, leads to considerations on uncertainty, as during surveys when the installation site has been fully operational, when no untoward plant noise was evident and no adverse impacts were subjectively determined, either during the daytime or the night-time. It is considered noise ratings in this regard, allowing for a two-fold proposed increase in production, are not representative and as such cannot be sustained. Fixed plant is subject to theNoise Management Plan which is now being revised to improve noise control and in-turn noise emissions from the installation.

Concerning impacts to the west that are associated with heavy goods vehicles, these are predicted as low for daytime, and between low and less than adverse impact for night-time.

With on-going improvements at the installation, however, for noise-sensitive receptors to the north, north-east and north-west, recognised strategic criteria for acoustic amenity are not unduly compromised. For noise-sensitive receptors to the west, the main focus rests with plant noise which, under the revised Noise Management Plan seeks to sustain or provide betterment of in terms of installation noise impacts.

The recommendations from the noise impact assessment are to be addressed to ensure that noise levels should have a low impact at the receptors.

This will be achieved by:

- Amendments to the Noise Management Plan
- Improvement areas identified in Section 3.2 of this Noise Management Plan

~~7.1~~6.1 Potential impact of releases

We have also undertaken a qualitative assessment of the potential noise impact from the sources described above, which have been informed by the latest noise surveys and assessment

~~7.1.1~~6.1.1 Qualitative assessment of risks of potential impacts

The likelihood and frequency of exposure to any noise arising from the facility is determined by the magnitude of release, duration, time of day and the distance and direction of receptors in relation to the facility.

A qualitative risk assessment methodology has been used where a judgement of risk of an impact is assigned based on the 'Source-Pathway-Receptor' Model.
A subjective risk score has been calculated for each identified odour or noise source based on a potential Impact score "**I**" (scored from 1 to 5), which is a subjective measure of intensity/emission rates, multiplied by a Likelihood "**L**" score (also from 1 to 5). T

The overall risk score assumes that specified suitable control measures are in place, however, the bracketed scores with asterisks provide an assessment of the potential risk if controls are not effective or not effectively used/monitored.

The risk assessment has been based on the following risk matrix scoring system that is used widely in this and other sectors.

Risk Matrix		Likelihood				
		1 Rare	2 Unlikely	3 Possible	4 Likely	5 Almost certain
Impact Severity	1 Negligible	1	2	3	4	5
	2 Minor	2	4	6	8	10
	3 Moderate	3	6	9	12	15
	4 Major	4	8	12	16	20
	5 Catastrophic	5	10	15	20	25

For grading risk, the scores obtained from the risk matrix are assigned grades, as follows;

	1 – 4	Low risk	Broadly acceptable level of Risk
	5 – 9	Low - Medium risk	ALARP Risk is tolerable if risk reduction is impractical disproportionate to cost
	10 – 14	Medium - High risk	ALARP Risk is tolerable if is disproportionate to cost
	15 – 19	High risk	Unacceptable risk, cannot be justified except in extreme circumstances
	20 - 25	Extreme risk	Risk cannot be justified

ALARP – as low as reasonably practicable

The risk assessment is presented in Table 4 below:

Table 4 - Noise Risk Assessment & Key Noise Controls to Minimise Risk

Inventory			What can harm/ be harmed?			Managing the risk		Assessing the risk	
Source		Process (Location)	Hazard	Receptor see Receptor map in App 1	Potential Impact 'I'	Risk Management	Likelihood of exposure 'L'	Magnitude of Risk 'I' x 'L'	Overall Risk
1.	Lairage / Intake	North-east section of factory	Noise from HGVs and from lairage / intake buildings	Receptors A - D	2 - Minor	Control of HGV movements within approved operating hours. Availability of processing line / space in lairage to move live bird trailers inside. Good condition of hardstanding, speed bumps removed at site entrance and adherence of drivers to speed limits and reversing procedures / broadband alarms. One way system for HGV vehicles reduces vehicle reversing warning alarms noise Closure of doors at all times except immediate access / egress. Maintenance of air conditioning systems to prevent abnormal noise from wear and tear of fans / vibration etc. Attenuation installed on all outlets/inlets. Sound insulation of buildings Holes and openings closed off Enclosed operations within buildings	3 - Possible	6 – Low-Medium	Low - Medium if well managed.
					(4 – Major*)		3 - Possible	6 – Low-Medium	
2.	Hang-on and bleeding, scalding & de-feather & Evisceration	Central section of factory	Noise from internal process operations	Receptors B - D	1 - Negligible	Closure of doors at all times except immediate access / egress. Maintenance of aeroscalder, air conditioning systems to prevent abnormal noise from wear and tear of fans / vibration etc. Sound insulation of buildings Holes and openings closed off Fully enclosed operations within buildings	1 - Rare	2 - Low	Low

Inventory			What can harm/ be harmed?			Managing the risk		Assessing the risk	
Source		Process (Location)	Hazard	Receptor see Receptor map in App 1	Potential Impact 'I'	Risk Management	Likelihood of exposure 'L'	Magnitude of Risk 'I' x 'L'	Overall Risk
3.	Treating, processing and packing – flavouring of whole birds	South of the main building opposite side close to Pickhill Lane	Noise from internal process operations	Receptors B - D	1 - Negligible	Fully enclosed operations within buildings Closure of doors at all times except immediate access / egress.	1 - Rare	2 - Low	Low
4.	Chilling & Packing	North-west corner close to Pickhill Lane	Noise from condensers / breakout from vents	Receptor A – main chiller. Receptor B – chilled dispatch	2 - Minor	Continuous operation, invertors on condenser fans to minimise operation, located in plant room, insulated building fabric. Attenuation of ammonia vents Review of attenuation of chiller plant / enclosure for Phase 2 Low noise specification for condensers Maintenance of refrigeration plant to prevent abnormal noise from wear & tear / vibration etc. Closure of doors at all times except immediate access / egress. Refrigerated trailer loading done in covered docks and electric hook up points.	3 - Possible	6 – Low-Medium	Low - Medium if well managed.
					4 - Major*)		3 - Possible	6 – Low-Medium	
5.	ABP handling and storage	Northern section of factory	Noise from HGVs, tanker vacuum pumps and from inside	Receptors A – D	2 - Minor	Control of ABP HGV movements within approved operating hours. Good condition of hardstanding and adherence of drivers to speed limits and reversing procedures / broadband alarms. Closure of doors at all times except immediate access / egress. Maintenance of air extraction	3 - Possible	6 – Low - Medium	Low - Medium if well managed.

Inventory			What can harm/ be harmed?			Managing the risk		Assessing the risk	
Source		Process (Location)	Hazard	Receptor see Receptor map in App 1	Potential Impact 'I'	Risk Management	Likelihood of exposure 'L'	Magnitude of Risk 'I' x 'L'	Overall Risk
			storage buildings		(4 - Major*)	systems to prevent abnormal noise from wear and tear of fans / vibration etc. Adherence to procedures for collection of ABP and for emptying blood tank Maintenance of vacuum pumps to minimise potential for noise breakout.	3 - Possible	6 – Low - Medium	
6.	Module washing, truck wash & module return area	Southern section of factory	Noise from inside building	Receptors C & D	2 - Minor	Closure of doors at all times except immediate access / egress. Maintenance of equipment and air extraction systems to prevent abnormal noise from wear and tear of moving parts, fans / vibration etc. Sound insulation of buildings Holes and openings closed off Enclosed operations within buildings	2 – Unlikely	4 - Low	Low
7.	WWTP	Eastern edge of site activities	Noise from WWTP equipment	Receptors B – D	2 - Minor	Maintenance of blowers and pumps to prevent abnormal noise from wear and tear / vibration etc. Effectiveness of noise enclosures around blowers. Primary and divert tanks enclosed. DAF and sludge dewatering plant inside buildings.	2 – Unlikely	4 - Low	Low if well managed. *Night time disturbance possible if controls fail

Inventory			What can harm/ be harmed?			Managing the risk		Assessing the risk	
Source		Process (Location)	Hazard	Receptor see Receptor map in App 1	Potential Impact 'I'	Risk Management	Likelihood of exposure 'L'	Magnitude of Risk 'I' x 'L'	Overall Risk
					(3 – Moderate*)		(3 – Possible*)	(9 – Low-Medium*)	
8.	WWTP sludge storage & handling	Eastern edge of site activities	Noise from HGVs and tanker vac pump	Receptors B – D	2 – Minor	Standby use only under Phase 2 with new sludge dewatering plant inside building. Control of sludge tanker movements within approved operating hours. Adherence to procedures for collection of sludge Maintenance of pumps to prevent noise from wear and tear / vibration	2 – Unlikely	4 – Low	Occasional use as back up. Low if well managed. *Short duration night time disturbance possible if controls fail
					(3 – Moderate*)		(3 – Possible*)	(9 – Low - medium*)	
9.	Main extraction and air treatment system	To east of main factory building	Noise from scrubber fan / efflux noise from stack	Receptors B – D	2 – Minor	Timer operation of scrubbers to ramp down fans overnight Maintenance of scrubbers and extraction systems to prevent abnormal noise from wear and tear / vibration etc. Acoustic attenuation for all input/output vents	2 – Unlikely	6 – Low - Medium	Low
					3 – Moderate		(3 – Possible*)	6 – Low - Medium	

Inventory			What can harm/ be harmed?			Managing the risk		Assessing the risk	
Source		Process (Location)	Hazard	Receptor see Receptor map in App 1	Potential Impact 'I'	Risk Management	Likelihood of exposure 'L'	Magnitude of Risk 'I' x 'L'	Overall Risk
10.	Utilities	Eastern edge of site activities	Noise from inside building / stacks	Receptors B – D	2 – Minor	Closure of doors on utilities building at all times except immediate access / egress. Maintenance of equipment to prevent abnormal noise from wear and tear of moving parts, fans / vibration etc. Timers on boilers to shut down / ramp down overnight	2 – Unlikely	4 – Low	Low if well managed. *Night time disturbance possible if controls fail
					3 – Moderate		(3 – Possible*)	(9 – Low - medium*)	
11.	Vehicle Loading and Unloading Operations	Entire installation	Noise from vehicle movements & loading / unloading	Receptors A-D	2 – Minor	HGV movements in approved operating hours. Gatehouse weighbridge mostly used as back up - primary weighbridge onsite is not in direct line of sight to closest noise receptor A Good condition of hardstanding, speed bumps removed at site entrance and adherence of drivers to speed limits and reversing procedures. One way system for HGV vehicles reduces vehicle reversing warning alarms noise and broadband alarms used Closure of doors at all times except immediate access / egress. Refrigerated trailers connected to electric hook up points during loading. On board diesel units only turned on when trailer is loaded & ready for departure Loaded refrigerated trailers held overnight hooked up to electric points	2 – Unlikely	4 – Low	Low if well managed. *Night time disturbance likely if controls fail
					4 – Major		(4 - Likely*)	16 - High	
(*)risk of abnormal events, e.g., failure of noise control systems and / or non-adherence to procedures									

~~8~~7 Management of noise

This NMP is a working document, intended to be used as a reference document for operational staff on a daily basis. It provides a schedule of actions that must be taken to minimise noise impact and details site management procedures for the management of noise.

The NMP is available on-site to all relevant site personnel and any visiting officers from Wrexham County Council or NRW.

Our environmental management system (EMS) addresses noise and we will use and review the NMP to ensure we minimise noise from the installation. The management systems include:

- Staff roles and responsibilities
- Training of staff
- Operating procedures
- Auditing and inspections
- Preventative and breakdown maintenance
- Housekeeping standards
- Incidents and emergency response
- Complaint handling and investigation
- Community liaison

The remainder of this document is structured according to aspects of the operation and management of the site.

All measures, contained in this NMP are to be implemented in the routine operation of the site. Additional measures that may be adopted in response to incidents or one-off events are detailed in the contingency procedures section.

~~9~~8 Roles & Responsibilities

~~9.1~~8.1 Site Management

The overall implementation of this NMP is the responsibility of the General Manager, supported as required by other Maelor Foods staff with specific roles relating to noise control. The roles and responsibilities of staff are documented under the EMS.

The General Manager can delegate certain tasks as required, although ultimate responsibility will remain with him / her.

A nominated deputy can be appointed for all times when the General Manager is not on site. In such circumstances, it will be the nominated deputy's responsibility to ensure that the requirements of the NMP are adhered to.

~~9.2~~8.2 Staff Training

Staff training is a key aspect of ensuring that noise is controlled through effective management during daily operations. All key site operatives involved in "noise" related areas of the plants and particularly maintenance personnel must be trained on induction with "tool-box talks" to deal with noise management issues in the areas in which they will work. They must also be made aware of the existence of this NMP and its requirements through environmental training tailored to staff responsibility levels.

Training needs are reviewed for all staff on an annual basis and refresher training scheduled at set intervals. General noise management forms part of the site induction process to all new members of staff or contractors working in potentially noisy areas of the plant.

Where investigation of an incident identifies a gap in training or a need for refresher training this will be carried out as soon as possible.

~~9.3~~8.3 Operating Procedures

All departments have a set of operating procedures that cover specific and generic tasks. These procedures identity areas where noise could be released and specify the measures that must be taken to ensure that noise is minimised. The procedures cover the measures to be taken if abnormal events occur such as plant failures and spell out the reporting and recording criteria if abnormal events occur.

Plant whose failure could cause a noise event is covered by operational procedures.

~~9.4~~8.4 Maintenance

Any plant item whose failure could cause a noise event is covered on the preventative maintenance (PM) system which schedules a series of maintenance tasks at set frequencies. The PM system includes regular checks and maintenance of doors, extraction systems, building fabric, odour abatement plant, WWTP and process plant to minimise failure events and keep noise control optimised. The tasks and their frequency are based on plant manufacturer's guidance or site experience of operating the plant.

We hold stocks of essential spare parts, so plant can be repaired as soon as possible, and we have same day call out contracts for the main elements of the plant if specialist help is required.

Breakdown maintenance is prioritised if there is potential for or an increase in noise. We will undertake a bespoke environmental risk assessment if we need to undertake maintenance tasks that could create an elevated noise risk and will identify precautions and additional measures that we must take to control noise during the work. This could include work on building doors or roof if they need to be opened for prolonged periods. Wherever possible, we will schedule such work for non-production days to minimise the potential for noise events to disturb site neighbours. We may also issue neighbourhood bulletins to advise neighbours in advance of such work.

There is a clear structure of responsibility which allows operational staff to call in specialist contractors to deal with emergencies and unplanned events which may lead to a noise impact, such as damages to extraction ducts etc.

Such events, and appropriate remedial measures are normally the responsibility of the Site Manager, but lines of responsibility and delegation will be clarified in case the manager is off site when an unplanned

event occurs. A list of approved contractors who can be called out to deal with incidents is maintained by the Engineering Manager and all staff with delegated responsibility are aware of this list.

~~9.5~~8.5 Sub-Contractors

Any sub-contractors working at the site must adhere to the requirements of the NMP. Failure to comply with noise control measures will result in a formal warning to the operative and his or her employer. Failure to comply with the warning will result in the operative being banned from the site.

~~9.6~~8.6 Measures for Reducing Noise Levels On-site – Auditing and Inspections

Maelor Foods will address all reasonable opportunities to reduce noise levels from the site. Measures for reducing the risk have been detailed throughout the document. Audits and inspections are carried out across departments covering housekeeping and adherence to procedures where they address noise. Departmental Managers will also undertake their own checks, inspections and audits as part of the shift handover process.

The specific noise management and noise related checks and tasks are listed in Table 5 below. This list must be reviewed as experience of the plant is collected and if incident investigations identify any areas for improvement:

Table 5 – Routine Noise Management & Monitoring Tasks / Checks

No.	Tasks	Who?	Targets/Action Levels	Record form
1	Inspect the site for excessive noise levels at least daily during the hours of production (including during the night) and record the findings to determine trends. Frequency to be increased in event of complaints	Environmental Manager/ Hygiene Manager and Security	Checks to include: 1. Not >1 live bird delivery waiting to get into the lairage 2. Doors closed on lairage & ABP storage building when not in use for vehicle movements 3. Doors closed on other process buildings 4. Chiller plant building – no abnormal parameters or noise 5. WWTP area – No abnormal parameters or noise 6. Chemical scrubber area – no abnormal parameters or noise 7. Utilities building – no abnormal parameters or noise 8. External hard standings / vehicle pathways are free of any bumps, holes, obstructions 9. Drivers observe site speed limit and consider neighbours when entering site 10. Reversing beepers disengaged on vehicles / broadband noise alarms used 11. External fork trucks use broadband reversing alarms	Combined Noise / Sniff survey record form EMS9.3.1.1.4 – Appendix 3
2	Site perimeter noise assessments at different times of day. To be conducted alongside odour SNIFF assessments	Environmental Manager/ Hygiene Manager and Security	Detectable/recognisable noise. Back track if elevated or abnormal noise is detected and carry out site checks as set out at 1 above.	Combined Noise / Sniff survey record form EMS9.3.1.1.4 – Appendix 3

~~10~~9 Abnormal Events and Emergency Operation

We have contingency measures to deal with the foreseeable abnormal events that could influence noise levels from the installation. Table 6 describes several abnormal events or emergencies which may take place at the site and lead to elevated noise levels and lists the response measures.

Table 6 - Abnormal Events and Emergency Operation

Scenario / Event	Location on Site	Likely effect on emissions inventory	Response Measures
Failure of noise control measures, e.g. doors not closing or building fabric / attenuation damage, excessive wear on plant	Site	The control measures proposed are all simple and low tech so the risk of failure is low. If failures do occur, then the potential effect would be an increased risk of off-site effects	All maintenance staff to be trained in identifying problems with control equipment or systems and applying simple fixes. For mechanical plant, such as fans and scrubber dosing and liquor circulation pumps, a supply of essential spares will be kept on site. Refrigeration & WWTP plant engineers available on call
Unavailability of site staff	Site	Incidents occurring outside of site hours may be exacerbated by lack of staff available to attend.	Emergency contact details to be agreed such that someone is available on call to address issues which may arise.

Our Emergency Response Plan covers the generic aspects of how to respond and who to notify. We also have more specific procedures such as a spillage procedure to cover types of incidents. Other events are covered in our standard operating procedures such as how to address effluent treatment plant faults.

We treat door faults, extraction or abatement plant failures and any other incidents that cause or could lead to a noise increase as an environmental incident. Such incidents are handled in accordance with our Incidents & Non-conformances Procedure and we will ensure they are fully investigated and recorded once resolved, with preventative and corrective actions.

We will report incidents to NRW in accordance with our Environmental Licence Reporting Procedure of and Schedule 5 of our environmental permit. These notifications comprise of an initial report to notify NRW of a potentially significant incident as soon as possible followed by a report covering the incident investigations and conclusions.

~~11~~10 Record keeping

Throughout the whole of the NMP, accurate and thorough record keeping are essential to ensure noise is controlled and will allow us to review and analyse performance. We keep records of maintenance of plant, production, waste management, monitoring, audits and inspections, communication, incidents, complaints and training.

Our Production Managers are responsible for keeping records of vehicle arrivals, departures, load details, materials processed and records of any incidents or issues that occur. They also maintain a shift log of processing stages which detail any abnormal events or faults requiring maintenance.

~~12~~11 Noise Complaints Procedure

The measures outlined in this NMP are aimed at preventing excessive noise occurring to the extent where complaints may be made by neighbours of the site. Nevertheless, it is recognised that having an established complaints procedure is a necessary part of the NMP and we have a generic Environmental Complaint Procedure which we use for this purpose.

The primary purpose of this complaint procedure is to ascertain whether any complaints are linked to the site and associated operations and, if so, to identify the cause(s) and what action may be taken to remedy any on-going complaint episode and to prevent or minimise the probability of a recurrence. All complaints and investigations into them are recorded on an Environmental Complaints Record Form.

~~13~~12 Noise Monitoring

There is no routine quantitative noise monitoring undertaken on or around the site. Should noise complaints be verified and Maelor Foods' operations substantiated or suspected as the source, we will use our noise consultant to investigate. This may include qualitative and / or quantitative noise monitoring to identify the extent of any nuisance and to investigate any on site sources and advise on any noise mitigation measures.

~~14~~13 Community Liaison

It is important to reduce noise impact that an open dialogue is kept with nearby residents and any concerns they have in relation to noise are dealt with and followed up.

We appreciate how important it is that our neighbours who could potentially be affected by noise from the plant are made aware that we take noise control very seriously and take all reasonable measures to reduce our environmental impact on the local community. Our neighbours will be kept informed of new developments and if requested, we will issue contact details for them to notify the company or to complain in the event of unacceptable noise being experienced.

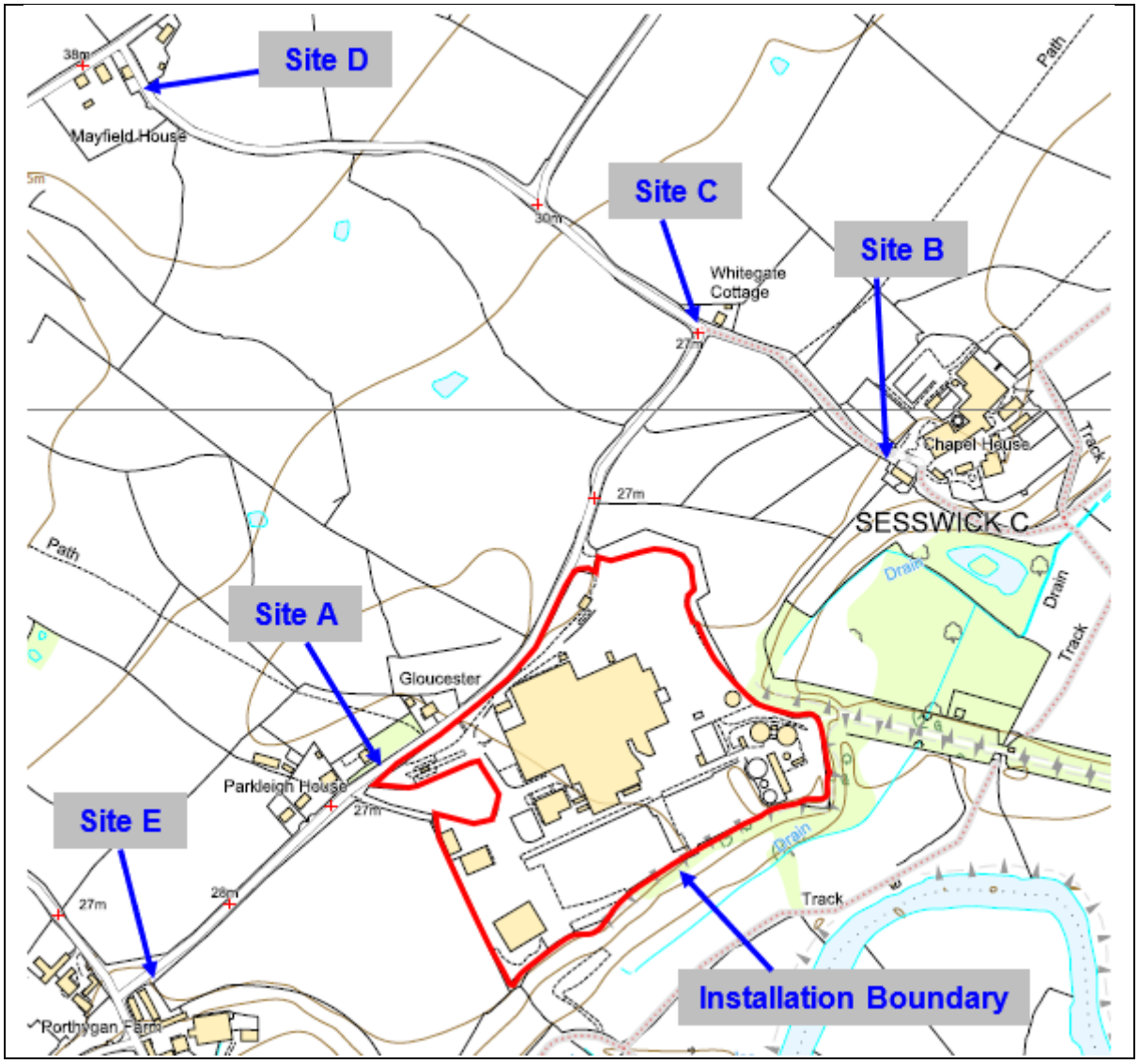
Our neighbours are encouraged to report any nuisance noise at the time they are experienced so that timely investigations can be carried out.

~~15~~14 Appendices

Appendix 1 – Potential Noise Sensitive Receptors

The site location and potential residential noise receptors are shown in Figure 1.

Figure 1: Site location and potential residential noise receptors



A. Marlbrook House, Pickhill Lane (opposite to Maelor Foods site entrance)
B. Pickhill Old Farm complex / Pickhill Equestrian Centre, off Pickhill Lane
C. White Gate Cottage, Pickhill Lane
D. Mayfield House, Talwrn Lane
E. Porthygan Farm, A525 Wrexham Road

Appendix 2 – Site Noise Source Locations – Phase 2

The site source locations are shown in Figure 2.

Figure 2: Maelor Foods site and plant noise sources (Phase 1) – to be updated with Phase 2 sources above to reflect final layout.



Main chiller plant

- **ammonia refrigeration plant and condensers enclosure:** 1 air cooled and 1 water cooled condenser added for Phase 2. Inverter reduces / increases load with production demands - switched off when no duty required.
- **ammonia plant duct:** Extract ventilation duct

Vacuum System: Noise breakout from the internal vacuum system operational 05.00 - 22.00hrs.

Chemical Air Scrubbers: Operational at design duty 05.00 – 21.00hrs with a timer set to reduce fan speed 21.00 – 06.00hrs. 2nd unit added for Phase 2.

Water Softening Plant: Continuously in operation.

Aeration Tank: Two enclosures, one with 2 x Aerzen D52S blowers and the other with 1 x Landia DK-6940 blower. (2 duty, 1 standby)

MBR Tank: Enclosure(s), 2 x Aerzen D52S blowers (1 duty, 1 standby) added for Phase 2

Appendix 3 – Daily Environmental Check Sheet

Daily Environmental Check Sheet

maelor FOODS

General Information

Inspection Date	Inspection Time	Weather Conditions	Temperature	Wind Direction	Wind Strength

Odour Survey

Location	Time	Nature of Odour	Odour Severity	Extent/ Persistence	Noise Level (dB)
1					
2					
3					
4					
5					
6					

Scoring Guide			
	Nature	Severity	Persistence
0	No Odour	No Odour	No Odour
1	Lairage/ Chicken	Very Weak	Localised, not off site
2	Defeather/ Aero scald	Weak	Offsite for brief period
3	Offal	Distinct	Persistent but localised
4	Effluent	Obvious	Persistent over narrow range
5	Sludge	Strong	Persistent over wider range
6	Blood Tanks	Very Strong	
7	Other (Describe)	Extremely Offensive	



ETP Alarm Y/N		Cyclone Alarm Y/N		Cyclone Redox:		Cyclone pH	
Main Scrubber Alarm (Y/N)				Scrubber Redox		Scrubber pH	

General Site Management

Question	Yes/ No
Are vehicles observing speed limits?	
Are FLTs driving safely and loads secure?	
Are external yard areas clean and free of spills?	
Are spill kits sealed and contents full/ unused?	
Are correct containers being used/ labelled?	
Are noise controls working around the site?	
Are all chemicals bunded/ stored correctly?	
Are bunds in good condition/ no leaks?	
Is site drainage colour coded?	
Are hardstanding areas in good condition?	
Cleaning activities in correct area?	
W2 and W3 free of visible oil/ grease?	
Borehole secure and free from obstruction?	

Completed By	
Signature	

Odour Management

Question	Yes/ No
Is there more than 1 vehicle waiting	
Are all offal/ lairage doors closed?	
Is lairage area clean	
Are all other process doors closed?	
Is offal bay clean and in good condition?	
Is blood tank area clean?	
Is ETP area clean?	
Are all carbon filters working?	
Are all Dolavs covered?	
Is sludge tank back venting (where applicable)?	
Other Comments/ Actions:	

Document Reference: EMS9.3.1.1.4	Issue Date: 20/04/2021	Issue Number: 4
Issued By: Suzanne Gray	Approved By: James Colley	

Appendix 4 – Environmental Complaint Record Forms

Date of Complaint	Time of Complaint	Date Noticed	Time Noticed

Name and Address of Complainant	
Description of Odour (what does it smell like?)	

Odour Severity	1 Very Weak	2 Weak	3 Distinct	4 Obvious	5 Strong	6 Very Strong	7 Extremely Strong
	Probably unnoticed whether odour present	Odour character barely recognisable	Odour character is recognisable	Odour character is easily recognisable	Odour may be offensive / persistent	Odour is offensive – exposure considered undesirable	Odour is offensive, instinctive reaction to avoid further exposure

Constant or Intermittent		Duration	
Does the complainant have any other comments about the odour?			
Are there any other complaints relating to the installation, or to that location?		If yes please give details (dates etc.)	

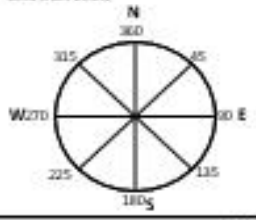
Location of complaint

Please mark on map location of complaint.

Wind Direction Log

	Time	Direction
30 minutes before complaint	15.00	30
20 Minutes before complaint	15.10	98
10 Minutes Before Complaint	15.20	5
Time of Complaint	15.30	303
10 minutes after complaint	15.40	304
20 minutes after complaint	15.50	252
30 minutes after complaint	16.00	174

Plot the above direction data onto the wind chart below





Weather Information (Please attach screenshot of weather station data log)

Weather Conditions	Average Wind Speed	Average Wind Direction	Average Temperature

Operating Conditions at time of complaint

Describe what was happening on site at the time? Any abnormal events, weather conditions or maintenance issues at the time or ongoing? E.g. power cut, abnormal weather (very hot or cold), chemical scrubber or ETP fault?	
ABP and sludge collection times	

Complaint Report Form	
Time and date of complaint:	Name and address of complainant:
Telephone number of complainant:	

Date noticed:	
Time noticed:	
Location, if not at above address:	
Weather conditions (i.e., dry, rain, fog, snow):	
Temperature (very warm, warm, mild, cold or degrees if known):	
Wind strength (none, light, steady, strong, gusting):	
Wind direction (e.g. from SW):	
Complainant's description of odour or noise or other nuisance: o What does it smell or sound or look like?	
o Severity (see below):	
o Duration (time):	
o Constant or intermittent in this period:	
o Does the complainant have any other comments about the odour or noise or other nuisance?	
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:	
Do you accept that odour or noise or other nuisance is likely to be from our activities?	
What was happening on site at the time?	
Operating conditions at time of occurrence (e.g. odour abatement plant parameters, ABP's collections etc.):	
Actions taken:	

Form completed by:	Date	Signed

ODOUR SEVERITY KEY	NOISE SEVERITY GUIDE
0 - No Odour Present - no odour perceived **1 - Very Weak - probably some doubt whether odour present** **2 – Weak - odour character is barely recognisable** **3 – Distinct - odour character is recognisable** **4 – Obvious - odour character is easily recognisable** **5 – Strong - odour may be offensive if persistent** **6 - Very Strong - odour is offensive, exposure to this level considered undesirable** **7 - Extremely Strong - odour is offensive, instinctive reaction to avoid further exposure**	**0 - No Noise Present - no noise perceived** **1 - Very faint - probably some doubt whether noise present** **2 – Faint - noise character is barely recognisable** **3 – Distinct - noise character is recognisable** **4 – Obvious - noise character is easily recognisable** **5 – Loud - noise may cause minor annoyance - disruption of tranquillity** **6 - Very Loud - moderate annoyance – must talk louder** **7 - Extremely Loud - serious annoyance – forced to go inside**

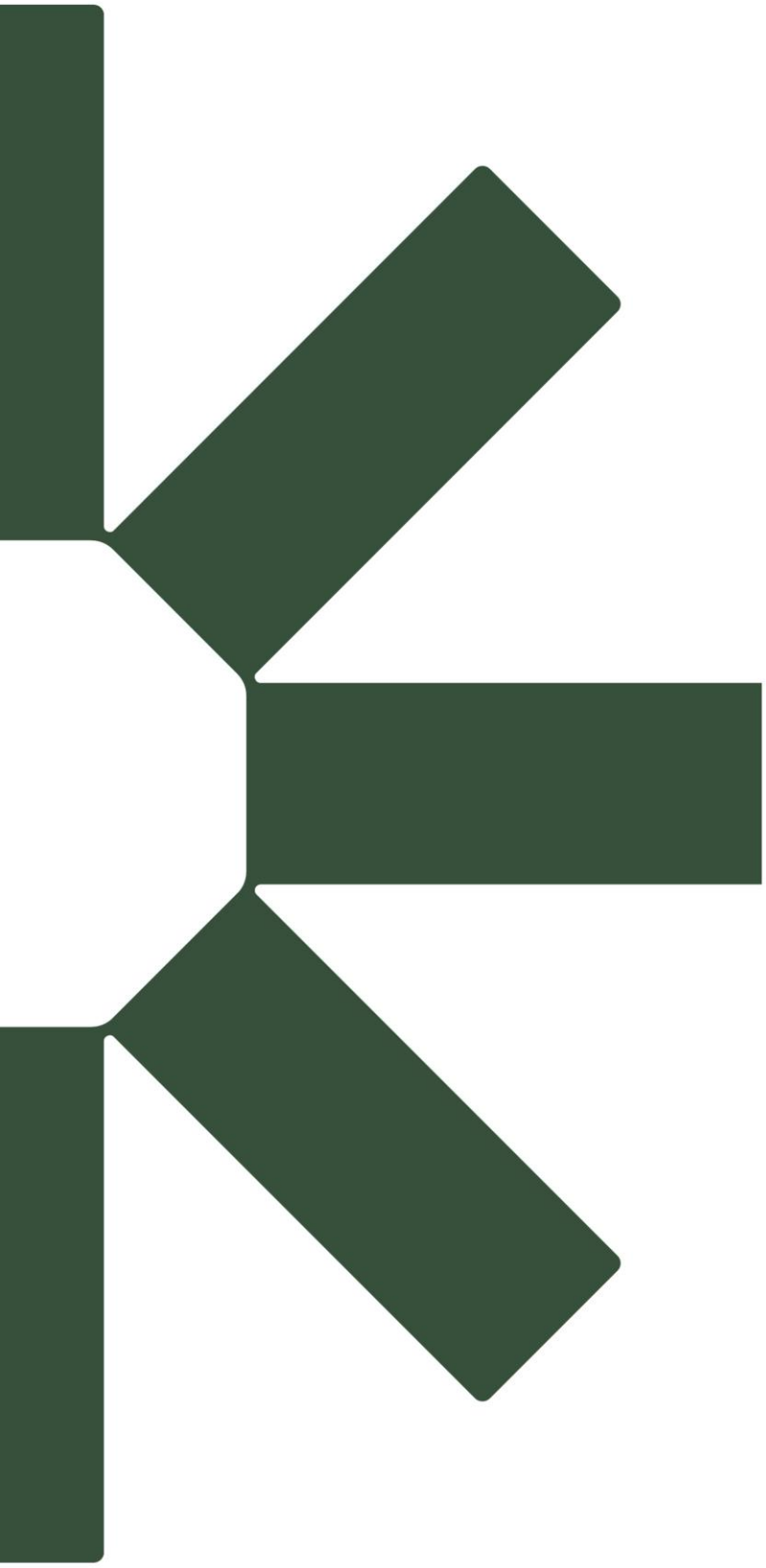
Appendix 5 – Plan of Vehicle Loading & Unloading Activities

The site source locations are shown in Figure 3.

Figure 3: Maelor Foods site showing locations of vehicle loading & unloading activities



	WWTP Sludge Collections
	Main HGV Trailer Weigh Bridge
	Vehicle Fuelling Station / Ad Blue
	ABPs Bays
	Lairage
	Vehicle Sanitisation
	Refrigerated Vehicle Unloading
	Refrigerated Vehicle Loading
	Gate House Weigh Bridge
	Intake



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