

## **COMMUNICATIONS PROTOCOL FOR THE NORTHACRE RESOURCE RECOVERY CENTRE, STEPHENSON ROAD, WESTBURY, WILTSHIRE, BA13 4WD (the “Site”)**

This protocol aims to assist in the delivery of timely communications by Hills Waste Solutions Limited as Operator of the Site in response to incidents which significantly affect the local amenity in the vicinity of the Northacre Resource Recovery Centre.

An amenity incident is considered to be one where there has been a failure of the system of operations on Site that has resulted in a potential impact on a number of residents and businesses in the immediate neighbourhood to the Site (“loss of amenity”).

This protocol would not be intended to be deployed in respect of every individual incident, but for those that are considered to have a significant impact on the local amenity.

It is recognised that the Northacre Resource Recovery Centre is located in an area zoned for industrial activities and a period of investigation is required to accurately assess the source of a reported issue.

### **Relevant stakeholders:**

Local businesses and residents to the West Wilts Trading Estate, Liaison Committee members, Environment Agency, Wiltshire Council and Westbury Town Council.

### **Triggers:**

Where a failure of system operations has been identified by the site Operator and a loss of amenity has occurred/ could be reasonably anticipated to occur as a result.

The Site is identified as being the source of loss of amenity following investigation by the Operator and or the Environment Agency.

### **Objective:**

- To provide timely updates relating to significant amenity incidents to members of the relevant Liaison Committee and provide information for the Liaison Members to communicate details to the community.
- To provide timely and up to date information relating to significant amenity incidents to stakeholders)
- To remind stakeholders that information and updates about the site are regularly published on the website <https://www.northacrerrc.co.uk>
- To remind stakeholders how to contact the company, either online, by email or via phone and to provide contact details for the Environment Agency