



SHE Standard Operating Procedure - (SOP)

Title:	Nuisance Management
Document Reference:	VG-SOP-SHE-24
Relevant Standard(s):	GE700 – Section E: Environment, Sub-section 6: Statutory nuisance

Purpose

This Standard Operating Procedure (SOP) provides the formal processes and minimum standards required for the company to meet its obligations under The Health and Safety at Work etc. Act 1974, The Environment Act 2021 and comply with the company values of Integrity, Caring and Quality. Compliance with this SOP will benefit our organisation by preventing unplanned events, creating a safe work environment, increase efficiencies and profitability.

Scope

To ensure our site operations teams have access to the information they need to minimise the risk of accident or injury, protect the environment so far as reasonably practicable and maintain optimum standards.

Vistry utilise the CITB GE700 as its operating manual.

This procedure sets out the company's arrangements to effectively manage construction activities to prevent adverse environmental nuisance impacts.

This Standard Operating Procedure (SOP) sets out the specific minimum standards by which Vistry Group, its employees and contracted parties of all tiers are continually tasked with to achieve SHE excellence. All current SOP's and associated policies, forms and guidance notes are available on the Vistry company intranet – [DUG](#).

Definition: Within this SOP, the term Business Unit (BU) represents either a regional office and the sites under their control, a manufacturing facility, or a special projects 'project'.

1.0 GENERAL STANDARDS

Where there is a potential for planned works and or activities managed by Vistry, to have a negative impact and cause a nuisance such as noise, odour, dust, traffic, visual impact, vibration and light, on sensitive environmental receptors including people and natural habitats, Vistry shall endeavour to adopt practices that avoid, reduce or control nuisance to protect sensitive environmental receptors.

2.0 PLANNING**2.1 Construction Site – Initial Appraisal**

During completion of [VG-FM-SHE-009](#) Initial Site Appraisal, the pre-construction team should identify any sensitive environmental receptors and assess whether construction activities are likely to have an adverse noise, odour, dust, traffic, visual, vibration or light impact upon them. They could include:

- Local residents
- Local commerce, schools, or hospitals
- Protected flora and/or fauna
- Protected and/or unprotected buildings, e.g., Listed buildings, Scheduled Ancient Monuments.

The pre-construction team should adopt practices that avoid, reduce or control nuisance to protect sensitive environmental receptors and reduce complaints. They should consider alternative methods of construction to reduce nuisance, e.g., using bored rather than driven piles; plan transport activities on and off site to avoid dust, noise and disruption to local roads as well as routing away from sensitive environmental receptors.

2.2 Premises – Appraisal

If premises operate plant or machinery or, undertake activities that have an adverse noise, odour, dust, traffic, visual, vibration or light impact, premises management must ensure a suitable and sufficient risk assessment is carried out by a competent person to identify the risk and confirm necessary control measures. It must be recorded on [VG-FM-SHE-072](#) Risk Assessment Template and communicated to all relevant persons. It should be displayed on noticeboards.



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2.3 Third Party Surveys

In some instances, it may be necessary to arrange for a formal survey to be conducted by a competent contractor to analyse the impacts e.g., noise level survey etc.

Contractors and or Consultants responsible for organising surveys, must be pre-qualified and listed on the CQMS approved supplier database to work on behalf of Vistry Group. Refer to [VG-SOP-SHE-38](#) Training Competence and Appointments.

The Contractor and or Consultant is responsible for ensuring individuals appointed to conduct surveys and or carry out physical works are suitably qualified and there is evidence of their competency.

Additionally, the person in charge of the works should ensure that environmental monitoring equipment used to verify environmental legislative compliance has been subject to routine and regular calibration activities.

2.4 Consent(s)

For construction activities Vistry may be required to apply for a consent for noisy works under Section 61 of the Control of Pollution Act 1974, from the local authority, prior to commencement of the works.

2.5 Communication

Site / Premises management should ensure that recommendations arising from surveys and or risk assessments, are included within the relevant Project Environment Plan [VG-FM-SHE-068](#), Environmental Aspect and Impact Register [VG-FM-SHE-029](#) and, ensure the environmental elements are shown on the Environmental Constraints Plan, refer to [VG-SOP-SHE-19](#) Safety, Health and Environmental Risk Management.

Findings and recommendations arising from any surveys or risk assessments, must be issued to relevant persons including contractors engaged in work activities.

3.0 OPERATIONAL CONTROLS

3.1 Communicating with Neighbours

Noticeboards must be erected at clearly visible location(s) across all Vistry construction sites that provides emergency out of hours contact details. Refer to section 2.8 of [VG-SOP-SHE-01](#) Accident and Incident Reporting and Investigation.

Local residents and other potentially affected parties should be contacted prior to the commencement of any construction or other noisy works at Vistry premises and kept updated, as necessary, to build a positive working relationship and avoid any potential environmental nuisance related complaints. Refer to [VG-SOP-SHE-06](#) Consultation and Communication.

3.2 Control Measures

Site / Premises management should adopt practices that avoid, reduce or control nuisance so far as reasonably practicable, to protect sensitive environmental receptors and reduce complaints.

Site / premises management (where applicable) should: -

- Dampen down haul roads to reduce dust
- Arrange for regular cleaning of public highways to remove mud
- Use low noise machinery where possible or site noisy machinery/activities away from sensitive environmental receptors
- Use acoustic screening where necessary
- Site any crushing, screening, or other potentially dusty activity away from sensitive environmental receptors and dampen down as required
- Ensure all machinery is well maintained, kept in good working order and free from smoke emissions during normal operation. (Should any particulate emission be identified, the machinery should be stopped, and any problem rectified before continuing).



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3.3 Non-Road Mobile Machinery (NRMM)

Where applicable, Non-Road Mobile Machinery (NRMM) should comply with any standards and directives on emissions.

4.0 MONITORING

Site / premises management should ensure that the SHE team is consulted to assist in the development and implementation of appropriate nuisance monitoring programme(s) (e.g., noise or traffic surveys), where:

- A significant risk exists for activities to adversely impact sensitive environmental receptors, people and/or buildings (e.g., Local Authority air quality management area or noise abatement zone) from noise, odour, dust, traffic, visual, vibration or light impacts
- Environmental nuisance related complaints have been received
- Pre-construction baseline nuisance monitoring has been undertaken. Note* results from any nuisance monitoring programme should be recorded and retained.

5.0 COMPLAINTS

Refer to section 1.3 of [VG-SOP-SHE-01](#) Accident and Incident Reporting and Investigation.

If the source of the nuisance leading to the complaint is determined to be unacceptable, the activity resulting in the nuisance or disturbance should be stopped, as soon as reasonably practicable. If it cannot be stopped, measures should be implemented to reduce the nuisance impact, as far as reasonably practicable.

RACI Matrix

The following RACI matrices detail key activities which must be undertaken to meet the requirements of the SOP. Separate RACI's are provided for both Developments and Contracting. The following requirements apply:

- **R:** This is the person or team **R**esponsible for completing the activity
- **A:** This is the person or team who is **A**ccountable for ensuring the activity is completed
- **C:** This person or team should be **C**onsulted in relation to the activity (2-way communication)
- **I:** This person or team should be kept **I**nformed of progress (1-way communication).

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Developments

Responsibilities matrix

R= Responsible A= Accountable C= Consulted I= Informed

		BU Managing Director	BU Construction Lead	Contracts Management	Site/Project Lead	BU Technical Lead	BU Commercial Lead	Land Lead (Strategic or BU)	BU Sales Lead	HR Team	BU Customer Services Lead	SHE Team	BU Premises Manager	Contractor/Consultant	Manufacturing
Stage 1 Planning	Initial Site Appraisal (VG-FM-SHE-009) completed and nuisance aspects identified	A	I	I	I	R		C				C			
	Where required, commercial provisions made to manage nuisance aspects	A	C	C	C	C	R					C			
	Where required undertake baseline surveys and apply for Section 61 notice	A	I	I	I	R	C					C			
	Include details in VG-FM-SHE-068, VG-FM-SHE-029 and the Site SHE Plan	A	I	I	I	R	I								
Stage 2 Operational	Implement controls identified in consultations, the Project Environmental Plans and Aspects & Impacts Register and review/updated every month		I	A	R	C	I					C		C	
	Where required, keep local residents updated with construction works which may cause nuisance through letter drops			A	R										
	Communicate controls measures to contractor personnel			A	R									I	
	Contractor RAMS reviewed to ensure control measures are included using VG-FM-SHE-050			A	R									C	
	Where any environmental complaints are received, investigate and close out	I	I	A	R	I						I			
	Ensure any consents, licenses and permits are in place and comply with terms		I	A	R	C									
	Where required, implement nuisance monitoring throughout construction phase/post-construction		I	A	R	C	C					C		C	
END	Review documentation in line with this SOP. Continue SHE Monitoring	All Affected Parties													

Notes:

Where a role states 'Lead', this is referring to the most senior person within that function. They can delegate activities to others within their team.

Contracts Management refers to the person who the Site/Project Lead reports to. Job titles could be Area Build Manager/Director, Contracts Manager or Production Director.

Contractor/Consultant covers external Principal Contractors, Sub-Contractors, Designers, Consultants and Suppliers.

Where there is any ambiguity on who is undertaking which role, the BU MD must decide on the most appropriate person. The BU MD holds the ultimate accountability for SHE within the BU.

Construction phase roles are to be identified in the VG-FM-SHE-002 CPP and/or VG-FM-SHE-117 Appointment of Site Responsibilities

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Contracting

Responsibilities matrix

R= Responsible A= Accountable C= Consulted I= Informed

		BU Managing Director	BU Construction Lead	Contracts Management	Site/Project Lead	BU Pre-Construction Lead	BU Design Lead	BU Commercial Lead	BU Sales Lead	HR Team	BU Customer Services Lead	SHE Team	BU Premises Manager	Contractor/Consultant	Manufacturing
Stage 1 Planning	Initial Site Appraisal (VG-FM-SHE-009) completed and nuisance aspects identified	A	I	I	I	R	C	C				C			
	Where required, commercial provisions made to manage nuisance aspects	A	C	C	C	C	C	R				C			
	Where required undertake baseline surveys and apply for Section 61 notice	A	I	I	I	R	C	C				C			
	Include details in VG-FM-SHE-068, VG-FM-SHE-029 and the Site SHE Plan	A	I	I	I	R	C	I							
Stage 2 Operational	Implement controls identified in consultations, the Project Environmental Plans and Aspects & Impacts Register and review/updated every month		I	A	R	C	C	I				C		C	
	Where required, keep local residents updated with construction works which may cause nuisance through letter drops			A	R										
	Communicate controls measures to contractor personnel			A	R									I	
	Contractor RAMS reviewed to ensure control measures are included using VG-FM-SHE-050			A	R									C	
	Where any environmental complaints are received, investigate and close out	I	I	A	R	I						I			
	Ensure any consents, licenses and permits are in place and comply with terms		I	A	R	C									
	Where required, implement nuisance monitoring throughout construction phase/post-construction		I	A	R	C	C	C				C		C	
END	Review documentation in line with this SOP. Continue SHE Monitoring	All Affected Parties													

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