

# REPORT

## **Phase 6 – Ladycross Plantation Construction Traffic Management Plan**

### **Ladycross Plantation Phase 6 - CTMP**

Client: STRABAG AG

Reference: 40-STC-LC-2100-LG-PL-00007 REV B

Status: 00/Final

Date: 1 February 2023



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## 1 Introduction

### 1.1 Background

- 1.1.1 In 2014 a planning application (reference NYM/2014/0676/MEIA) was submitted to the North York Moors National Park Authority (NYMNPA) for permission to develop a polyhalite mine and underground Mineral Transport System (MTS). Planning permission was subsequently granted in 2015, subject to conditions, as varied in February 2018 by NYM/2017/0505/MEIA. The planning applications were supported by a series of documents which considered the impact and management of transport matters.
- 1.1.2 This document has been prepared on behalf of STRABAG AG, the Contractor delivering the Ladycross Plantation Phase 6 works, on behalf of Anglo American, and details the requirements with respect to traffic management for Phase 6 at Ladycross Plantation (see paragraph 1.1.4 below). This document is required to partially discharge condition 34 of the planning permission.
- 1.1.3 **Table 1-1** contains full details of condition 34 and how this document addresses the objectives.

Table 1-1 Condition NYMNPA-34 Construction Traffic Management Plan

Objectives	Condition	Compliance with Condition NYMNPA-34
	Prior to the commencement of each Phase of Construction a Construction Traffic Management Plan (CTMP), based upon the submitted Framework Construction Traffic Management Plan dated February 2015 shall be submitted to, and approved in writing by the MPA [Mineral Planning Authority] in consultation with the appropriate Highway Authority. The approved Construction Traffic Management Plan shall be adhered to throughout the construction period unless otherwise agreed in writing with the MPA. The statements shall provide for:	-
Objective 1	The appointment of a CTMP co-ordinator	<b>Section 2</b>
Objective 2	Measures to control the number of employees travelling individually to the sites and their mode of travel	<b>Section 2</b>
Objective 3	The Traffic Management Liaison Group agreed level of HGV trips to the site	<b>Section 4</b>
Objective 4	Measures to identify HGVs associated with the development travelling to the construction sites	<b>Section 5</b>
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Objective 8	Driver training	<b>Section 9</b>
Objective 9	A communications plan	<b>Section 10</b>
Objective 10	A complaints mechanism	<b>Section 10</b>
Objective 11	An incident reporting mechanism including near misses	<b>Section 8</b>
Objective 12	A penalty system for breaches of the agreed CTMP	<b>Section 11</b>

- 1.1.4 The activities required for the Phase 6 Works comprise the following:
- Installation of shaft infrastructure including tally hut, communications and ventilation fan;
  - Installation and use of temporary cable laying sub-bases, winch and emergency rescue winch;
  - Installation of Alimak and associated infrastructure;
  - Backfill of the Lagoon;
  - Installation and use of temporary shaft head house and associated services;
  - Installation and use of grout plant and associated services;
  - Installation of emergency back-up generators; and
  - Construction of temporary overflow car park including tarmac hardstanding for an additional 10 car parking spaces.
- 1.1.5 This CTMP considers the processes and controls with respect to all activities on site throughout Phase 6.
- 1.1.6 This CTMP has been prepared by Royal HaskoningDHV in liaison with the STRABAG AG (the Contractor).

## 2 CTMP Co-ordinator (Objective 1)

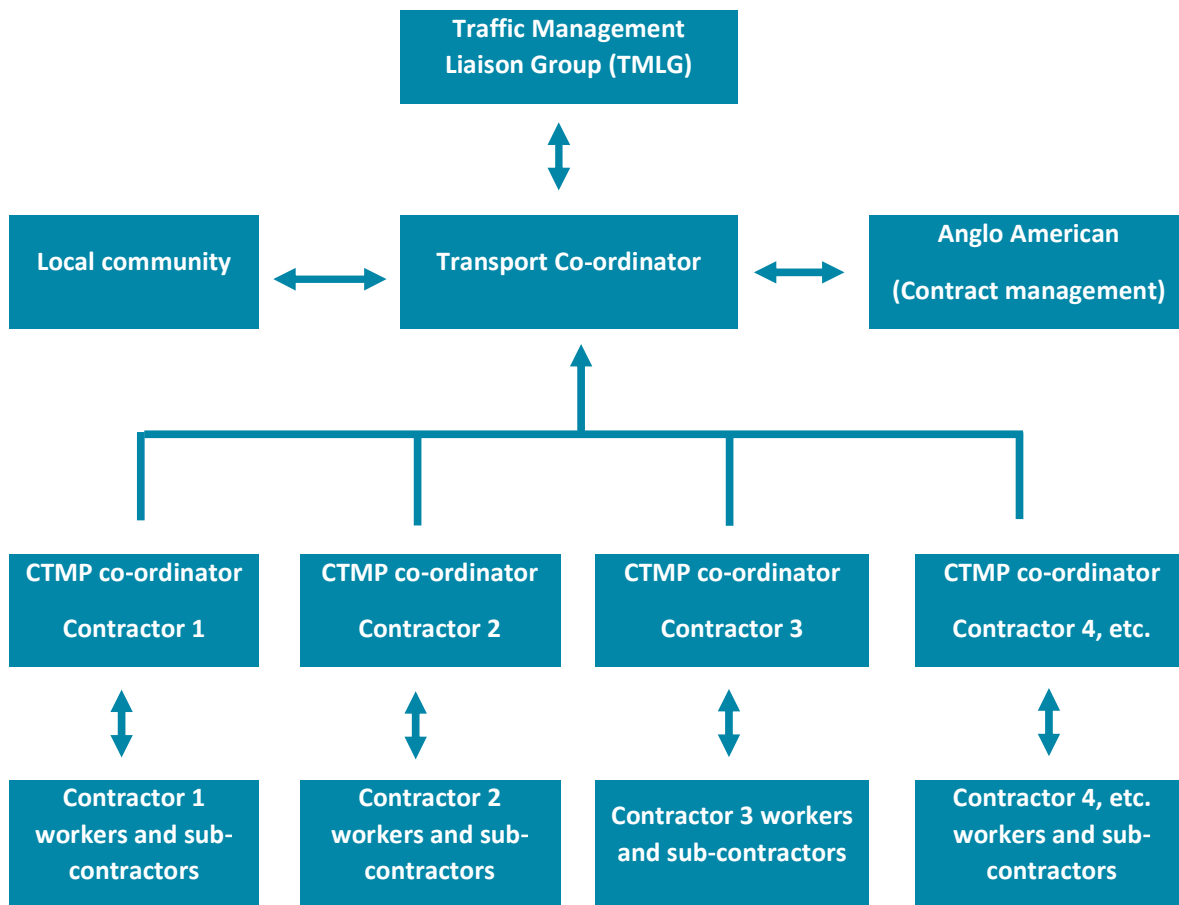
- 2.1.1 Objective 1 of planning condition NYMNPA-34 requires the CTMP to set out the processes for the appointment of a CTMP co-ordinator.
- 2.1.2 Prior to the commencement of Phase 6, a CTMP co-ordinator (CTMPCo) will be appointed by the relevant Contractor for the duration of their respective phases. Their key responsibilities are as set out for previous phases (see Phase 3 CTMP, reference: 40-STSLC-2100-LG-PL-00001) and in the action plan (**Appendix A**).
- 2.1.3 During Phase 6 the numbers of Contractors will change as discrete contracts (work packages) are completed/commenced. Each Contractor will be required to appoint its own CTMPCo for their contract, and the CTMPCos will be required to collaborate to ensure that site-wide measures are co-ordinated and targets are met.
- 2.1.4 STRABAG AG has confirmed that for Phase 6, a member of the site-based team will undertake the role of the CTMPCo as part of their weekly responsibilities, with an adequate time allowance made for them to undertake this function.
- 2.1.5 Recognising that the CTMPCos will be appointed by Contractors working on discrete contracts only, Anglo American has developed the role of the Transport Co-ordinator (TCo) to take responsibility for the overall implementation of the CTMP. The TCo role was established initially for managing the works at Woodsmith Mine.
- 2.1.6 The TCo appointed by Anglo American to assist in the implementation and management of the CTMP for Woodsmith Mine will also act as the TCo for the Ladycross Plantation CTMP. This approach will help ensure co-ordination with ongoing works at Woodsmith Mine as well as allowing for lessons learnt to be shared.
- 2.1.7 The TCo role will cover the entire duration of the construction phase, including and beyond

Phase 6. The TCo role will ensure continuity of the approach to traffic management, and co-ordinate efforts between the CTMPCOs.

2.1.8 The TCo responsibilities remain as set out in previous CTMPs (see Phase 3 CTMP, 40-STSLC-2100-LG-PL-00001) and in the action plan (**Appendix A**).

2.1.9 The relationships between the CTMPCOs, TCo and other parties are shown in **Figure 2-1**.

Figure 2-1 CTMP Management Structure



2.1.10 Full details of all the responsibilities of the CTMPCo and TCo, and associated Phase 6 timescales, are provided as an Action Plan in **Appendix A**.

2.1.11 Contact details for the CTMPCo and TCo will be submitted to North Yorkshire County Council (NYCC) Highways and the NYMNPAs for their records prior to commencement of Phase 6.

### **3 Control of Personnel Movements (Objective 2)**

#### **3.1 Introduction**

3.1.1 Objective 2 of planning condition NYMNPA-34 requires the CTMP to set out measures to control the number of employees travelling individually to the sites and their mode of travel.

#### **3.2 Project Background**

3.2.1 The Transport Assessment that supported the planning application recommended that, to reduce the impact of construction employee traffic on the highway network, a reduction in single occupancy car trips would be encouraged through the promotion of car-sharing and limiting on-site car parking.

#### **3.3 Target**

3.3.1 The Transport Assessment that supported the planning application established that the likely peak employees at Ladycross Plantation would be 150, based on an understanding of the resourcing requirements for each activity. Utilising assumptions regarding employee origins, these 150 employee trips were then factored by a car-sharing ratio of 2.5, giving a maximum of 60 vehicle arrivals and 60 vehicle departures per day. This in turn led to a forecast peak of 120 two-way daily light vehicle movements. This is the target adopted for this CTMP.

3.3.2 The following section sets out how this target will be achieved for the Phase 6 Works. This figure includes all 'contract staff' i.e. Contractors and their associated sub-contractors and suppliers. The figure does not include any 'non-construction' staff (i.e. Anglo American managerial staff, statutory consultees etc.).

#### **3.4 Measures**

3.4.1 The STRABAG AG has confirmed that, for Phase 6, the numbers of employees based at Ladycross Plantation per day will peak at approximately 36 people, plus a further five visitors per day. It is anticipated that during the day there could therefore be a peak of approximately 41 staff at Ladycross Plantation.

3.4.2 The STRABAG AG has advised that the majority of the 41 staff would arrive at the start of the day and leave at the end of the working day, resulting in 82 two-way movements. However, there will also be some staff who need to travel to different locations throughout the day, e.g. onwards to Woodsmith Mine. It is therefore forecast that there could be a worst case of up to 110 two-way vehicle movements per day.

3.4.3 It is demonstrated that for Phase 6, all employees could drive themselves direct to Ladycross Plantation whilst remaining within the established target for vehicle movements. However, it is forecast that employee numbers will increase for future phases and that the initial phases will establish the protocols and best practices to be adopted to manage employee movements for the duration of construction works at Ladycross Plantation. The Contractor has committed to implementing a package of measures to manage employee traffic demand for Phase 6 and



beyond. These measures are as set out in previous CTMPs (see Table 3-1 of the Phase 3 CTMP, 40-STSLC-2100-LG-PL-00001).

### 3.5 Objective 2 Monitoring

- 3.5.1 The vehicle movements associated with the Phase 6 Works will be monitored by the security guard at the site access. In addition, the Contractor has confirmed that all workers and visitors will be required to sign in to and out of the site. This process will also capture an employee's method of travel and will serve to augment the 'gate counts' to give a complete evidence base.
- 3.5.2 Data from the site access and sign in sheets will be collated by the CTMPCo. This will ensure that non-compliances are identified at an early stage and any necessary remedial action taken promptly.

## 4 Control of HGV Movements (Objective 3)

### 4.1 Introduction

- 4.1.1 Objective 3 of planning condition NYMNPA-34 requires the CTMP to set out the TMLG agreed level of HGV trips to the site.

### 4.2 Project Background

- 4.2.1 The HGV traffic generation that informed the planning application was derived by way of a 'first principles' approach. This generates traffic volumes from an understanding of material quantities and personnel numbers, informed by industry experienced consultants.
- 4.2.2 The application identified that, of the potential suppliers within the study area, Teesside was the most likely source for all materials. As such, it was assumed that all HGV trips will have an origin and destination in that region utilising the A171 corridor to access the site (via the road known as the C82 to the north to avoid Egton).
- 4.2.3 **Appendix B** (reproduced from the Transport Assessment that accompanied the planning application) illustrates that to the west of Whitby a peak of 168 daily two-way HGV movements would be forecast to travel along the A171 towards Teesside (within the administration area of NYCC Highways). These 168 two-way HGV movements were forecast to originate from the Woodsmith Mine and Ladycross Plantation sites.
- 4.2.4 **Appendix B** also details that 126 daily two-way HGV movements can travel via the A171 (through Whitby) and the B1416 to Woodsmith Mine and 56 daily two-way HGV movements can travel via the C82 to the Ladycross Plantation site. It can be calculated that 'in-combination', peak deliveries to both sites (182 two-way HGV movements) would exceed the maximum assessed on the A171 west of Whitby by 14 two-way HGV movements per day. **Section 4.4** outlines how this potential exceedance will be managed.
- 4.2.5 All deliveries were considered to occur within a 12-hour window (7am to 7pm), Monday to

Saturday, with Sunday reserved for incidental deliveries equivalent to three deliveries to Ladycross Plantation (also between 7am and 7pm).

### **4.3 Objective 3 Target**

- 4.3.1 To meet objective 3, the starting point for controlling HGV movements is to define a target for the maximum number of daily HGV trips.
- 4.3.2 The primary target is to manage a daily profile of no more than 168 two-way HGV movements (84 in and 84 out) from Woodsmith Mine and/or Ladycross Plantation site.
- 4.3.3 A secondary target is also adopted to ensure no more than 56 two-way HGV movements travel to the Ladycross Plantation site along the C82.

### **4.4 Objective 3 Measures**

#### **Control of HGV Numbers**

- 4.4.1 To ensure that the Contractors can comply with the primary and secondary targets for HGV movements, a Delivery Management System (DMS) has been developed and operates as set out in previous versions of the CTMP (see Phase 3 CTMP, reference: 40-STC-LC-2100-LG-PL-00001).

#### **Network Resilience**

- 4.4.2 To reduce the potential for the Phase 6 construction traffic to have an adverse impact upon the highway network during planned and unplanned events, a number of measures are being implemented across the project (see Table 4-1 of the Phase 3 CTMP reference: 40-STC-LC-2100-LG-PL-00001).

#### **Control of Abnormal Loads**

- 4.4.3 The movement of abnormal loads will be outside of the restrictions contained within this CTMP and is subject to separate agreement with the relevant highway authorities and police through the Electronic Service Delivery for Abnormal Loads system (ESDAL). The preferred route, unless otherwise agreed through the ESDAL process, is for vehicles to travel from the wider A road network along the A171 to access the site (via the C82 from the north to avoid Egton).
- 4.4.4 STRABAG AG has confirmed that for Phase 6, approximately 10 abnormal load deliveries will be required. Prior to the movement of any abnormal load the Contractors will notify stakeholders through ESDAL and agree timing and routes with the relevant highway authorities and police.

### **4.5 Objective 3 Monitoring**

- 4.5.1 Vehicle movements associated with the Phase 6 Works will be monitored by the security guard at the site access.
- 4.5.2 Anglo American's bespoke DMS augments the traffic counts to give a complete evidence

base.

- 4.5.3 Data from the site access and DMS will be collated by the CTMPCo. This will ensure that any issues are identified at an early stage and dealt with promptly.

## 5 Monitoring Strategy (Objective 4)

- 5.1.1 Objective 4 requires the CTMP to set out measures to identify HGVs associated with the development travelling to the construction sites.
- 5.1.2 Development traffic will be routed away from the most sensitive areas, such as Egton. To help the public distinguish construction traffic from other traffic on the network, and thereby effectively report any concerns, each HGV travelling to and from Ladycross Plantation will be required to display a unique identifier within the window of the vehicle. It is proposed that similar to the CTMP for Woodsmith Mine, the Anglo American logo (as detailed in **Figure 5-1**) will be used.

Figure 5-1 Unique vehicle identifier



- 5.1.3 The Contractor has also confirmed that all of their fleet, and the majority of their suppliers' fleets, are fitted with GPS tracking.
- 5.1.4 The GPS tracking and DMS will serve to augment the Unique Identifier to allow the CTMPCos to respond to any complaints.

## 6 CTMP Management Structure (Objective 5)

### 6.1 Introduction

- 6.1.1 Objective 5 requires the CTMP to set out the project's links to the TMLG.
- 6.1.2 A management structure has been developed by Anglo American to oversee the implementation of the CTMP, and the monitoring and enforcement of construction traffic movements for Woodsmith Mine and Ladycross Plantation.

### 6.2 Purpose

- 6.2.1 The purpose of the TMLG is to facilitate liaison between Anglo American, planning authorities, highways authorities and other key stakeholders in relation to the transportation aspects of the construction and operation of the Project. Its role, responsibilities and membership remain as set out in the Phase 3 CTMP (reference: 40-STC-LC-2100-LG-PL-00001).

### **6.3 Frequency and Duration**

- 6.3.1 Meetings will be held on a quarterly basis (or as otherwise agreed by attendees of the TMLG). There will be a formal review of the membership of the group and the timing of meetings every five years. The first review will take place five years after the first meeting of the TMLG.
- 6.3.2 The TMLG will remain in existence for the operational lifetime of the Project Secretariat.
- 6.3.3 Notice will be given to attendees at least two weeks before any proposed meeting.
- 6.3.4 The TCo will act as Chair of the TMLG and will nominate a substitute in their absence. Anglo American will provide secretariat support for the TMLG including sending invitations, taking minutes and distributing meeting papers to TMLG members and other agreed recipients before and after meetings.

### **6.4 Outputs**

- 6.4.1 Outputs from the TMLG in Phase 6 will be consistent with those in earlier phases, as set out in the Phase 3 CTMP (reference: 40-STC-LC-2100-LG-PL-00001).

### **6.5 Scope**

- 6.5.1 The remit of the TMLG is to ensure compliance with transport conditions/consents established by the planning permission. This does not extend to reviewing matters established or agreed by the grant of the planning permission.
- 6.5.2 The TMLG can make recommendations to Anglo American and the NYMNPA but it does not have any legal enforcement or decision-making role per se, nor will it override, interfere with or impede the legal mechanisms in place for the implementation of the development through the planning conditions and the Section 106 Agreement.
- 6.5.3 Issues relating to traffic that are raised by the Local Group Forum (details further within the Phase 3 CTMP reference: 40-STC-LC-2100-LG-PL-00001), which will also be chaired by Anglo American and is open to local residents to attend, will be forwarded to the TMLG to consider and report back.
- 6.5.4 Matters relating to the safety of the travelling public which require immediate attention will be dealt with through the existing powers of the Local Highway Authorities and the Police. Where related to the matters within the remit of the group these will be reported back to the group.

## **7 HGV Route Compliance (Objective 6)**

- 7.1.1 Objective 6 of planning condition NYMNPA-34 requires the CTMP to set out signing for HGV

routes, including prohibitive signing.

- 7.1.2 To ensure that HGVs use the designated haul routes, signing has been installed (during Phase 1) to direct construction traffic from the A171 along the C82 to Ladycross Plantation via the agreed delivery route. This signing will be maintained for the entire construction duration, including Phase 6 and subsequent phases.
- 7.1.3 To support the signing strategy, delivery routes will be communicated to all individuals and companies involved in the transport of materials and plant to and from the Ladycross Plantation site by the CTMPCos.
- 7.1.4 The routes will be communicated through the issuing of information packs. The packs will be a convenient size so they can be stored in a truck cab and include key information on:
- The unique identifier to display in the window, **Section 5** refers;
  - A plan showing the delivery route as defined in **Section 4**;
  - Details of procedures for dealing with emergencies as detailed in **Section 4**;
  - Details of driver training requirements, **Section 9** refers; and
  - Details of disciplinary measures for non-compliance, **Section 11** refers.
- 7.1.5 A template pack is provided as **Appendix C**.

## 8 Managing Road Safety (Objectives 7 & 11)

### 8.1 Introduction

- 8.1.1 Objective 7 requires the CTMP to set out a strategy for accident record monitoring.
- 8.1.2 In addition to objective 7, objective 11 requires the CTMP to set out an incident reporting mechanism including near misses.

### 8.2 Background

- 8.2.1 During the development of the Transport Assessment (that supported the planning application) a detailed review of the baseline road safety record within the study area was undertaken to ascertain the potential for construction traffic to exacerbate existing trends.
- 8.2.2 Anglo American proposed that rather than contribute towards preventive measures which are not guaranteed to address future road safety trends, a more appropriate solution would be to monitor and review accident trends during the construction programme in collaboration with NYCC Highways. This approach was agreed by NYCC Highways.

### 8.3 Objectives 7 & 11 Measures and Reporting

- 8.3.1 The STRABAG AG has identified that on all of their projects they operate near miss reporting systems. This includes highways incidents. The Contractor will therefore ensure that all accidents and near misses are recorded within this system and that drivers are reminded to report all issues through inductions and within the delivery instructions.

- 8.3.2 Any accidents or near misses will be recorded, investigated, and reported to transport stakeholders via the TMLG.
- 8.3.3 If emerging issues are identified, proposals will be put to the TMLG and, if approved, funding will be made available to implement targeted mitigation under an agreement with Anglo American.
- 8.3.4 It is anticipated that intervention will not entail 'hard' highway engineering solutions; rather the focus is to be applied to education, training, and publicity. The types of mitigation that could be employed include:
- Additional police enforcement (e.g. extra mobile cameras on the A171);
  - Public awareness of the dangers of overtaking;
  - Training – e.g. funding some Pass Plus driving courses aimed at new drivers; and
  - Driver training – e.g. making all construction phase drivers aware of specific risks, issues (**Section 9** refers).
- 8.3.5 Pursuit of mitigation and other initiatives to improve road safety is the responsibility of the TMLG, the Project, Anglo American and the Contractors as promoters of a Zero Harm Culture.

## **9 Driver Training (Objective 8)**

- 9.1.1 Objective 8 of planning condition NYMNPA-34 requires the CTMP to set out a strategy for driver training.
- 9.1.2 Personnel will be required to attend 'toolbox talks' regarding safer driving. These talks will cover topics such as safe driving techniques related to the local hazards or incorporating emerging issues from the accident and near miss monitoring (**Section 8**).
- 9.1.3 Professional HGV and PCV drivers are required, by law, to obtain a Certificate of Professional Competence and must complete 35 hours of periodic training every five years to retain the certificate. Upon meeting this criterion drivers are issued with a Driver Qualification Card (DQC) and are required to carry it at all times while driving professionally. All drivers of HGVs and PCVs will be required to present, upon request, a valid DQC to security when delivering to site.
- 9.1.4 The Contractor will offer appropriate training to drivers to help them to maintain their Certificate of Professional Competence.

## **10 CTMP Communication Procedures (Objectives 9 & 10)**

### **10.1 Introduction**

- 10.1.1 Objective 9 requires the CTMP to set out a Communications Plan. In addition, Objective 10 requires the CTMP to set out a Complaints Mechanism.

## 10.2 Communications

- 10.2.1 Anglo American has developed a Community and Stakeholder Engagement Framework (CSEF) which aims to set out a clear communications approach during the construction period. The full CSEF is provided as an appendix to the Phase 6 CEMP.

## 10.3 Reporting

- 10.3.1 In addition to attending the TMLG, the TCo (with input and support from the CTMPCOs) will also be responsible for producing a monthly monitoring report. The monitoring reports will be structured as during previous phases (see Phase 3 CTMP, reference: 40-STS-LC-2100-LG-PL-00001).

## 10.4 Complaints

- 10.4.1 Anglo American has developed a procedure for managing complaints from receipt through to resolution. All complaints, regardless of the source, will be managed by the Anglo American External Affairs team and will involve the Company's Project team, Contractors and other parties as appropriate. The procedure is provided as **Appendix D**.

## 11 Enforcement (Objective 12)

- 11.1.1 Objective 12 of planning condition NYMNPA-34 identifies that the CTMP should include a penalty system for breaches of the agreed CTMP.
- 11.1.2 The mechanisms to ensure that the CTMP is effectively enforced remain the same as for earlier phases (see Phase 3 CTMP, reference: 40-STS-LC-2100-LG-PL-00001).



## **Appendix A CTMP Co-ordinator responsibilities & Timescales**



## Appendix A – Phase 6 CTMP Action Plan

Measure	Timescale	Responsibility
Appoint/Re-appoint Transport Co-ordinator (TCO)	Prior to commencement of Phase 6	Anglo American
Appoint Construction Traffic Management Plan Co-ordinator (CTMPCo)	Prior to commencement of Phase 6	Contractor
Issue delivery packs to all suppliers	Ongoing throughout construction	CTMPCo
Issue parking passes to employees	Ongoing throughout construction	CTMPCo
Undertake toolbox talks including topic such as safe driving	Ongoing throughout construction	CTMPCo with specialist support
Monitoring of CTMP including: <ul style="list-style-type: none"> <li>- HGV movements</li> <li>- Employee parking</li> <li>- Accidents and near misses</li> <li>- Complaints</li> </ul>	Ongoing throughout construction	CTMPCo
Produce Monitoring Reports	Monthly throughout construction	TCO
Undertake site induction for new starters including information on: <ul style="list-style-type: none"> <li>- details of restrictions on walking to site</li> <li>- details of parking restrictions</li> </ul>	Ongoing throughout construction	CTMPCo
Meet with the TMLG	On-going throughout construction	CTMPCo, TCo and Anglo American



## Appendix B Peak Daily HGV Movements

### Legend

- Permitted HGV Routes
- Permitted Aggregate Supply Routes
- Routes Not Permitted
- 126 Maximum Daily Two-Way HGV Trips

Title

HGV Routes and Peak Daily Movements

Project

Woodsmith Mine

Client

Anglo American Woodsmith Ltd.

Date

15/12/2020

Scale

1:125,000

Appendix B

Drawn by

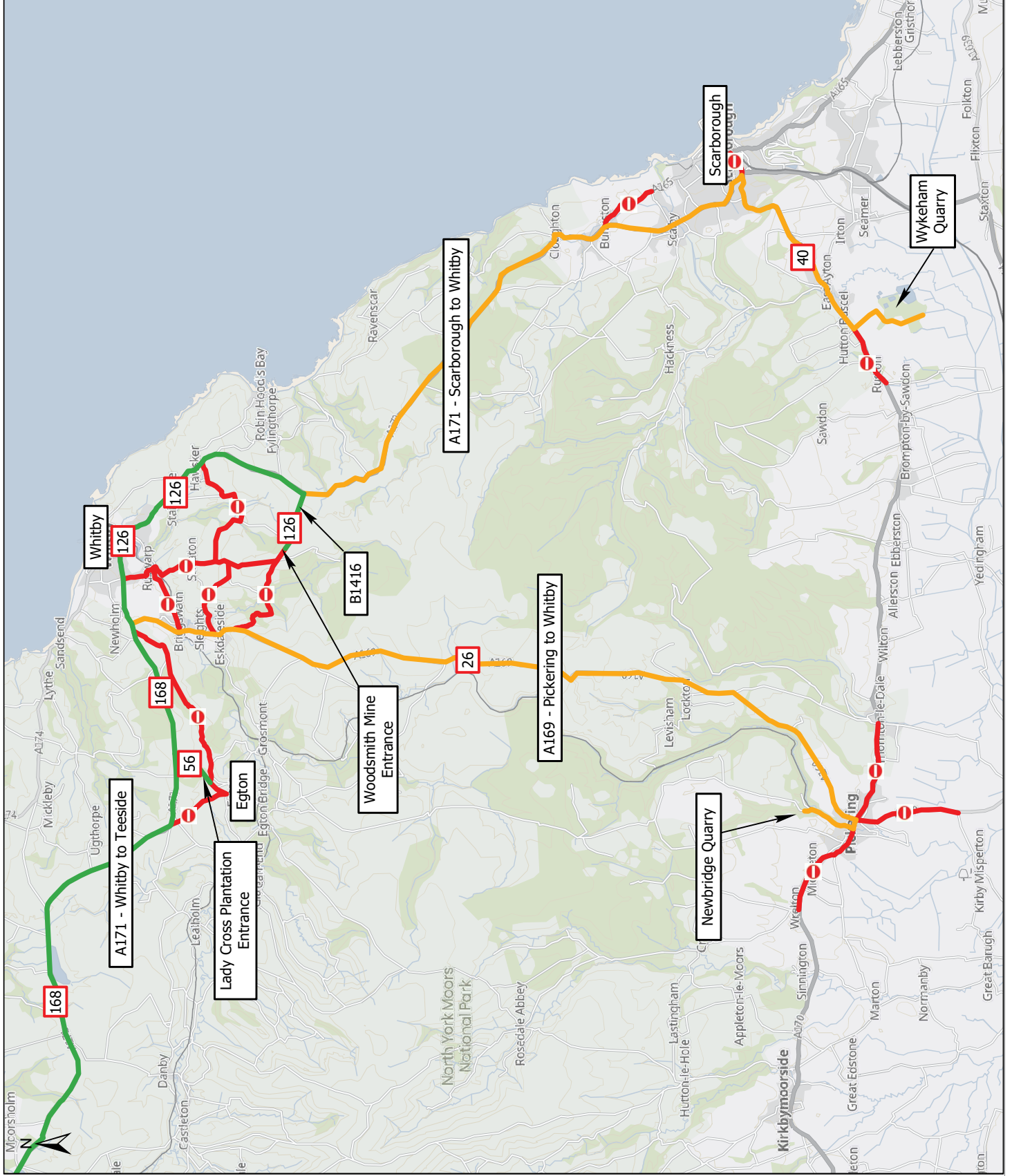
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**Royal HaskoningDHV**  
Enhancing Society Together





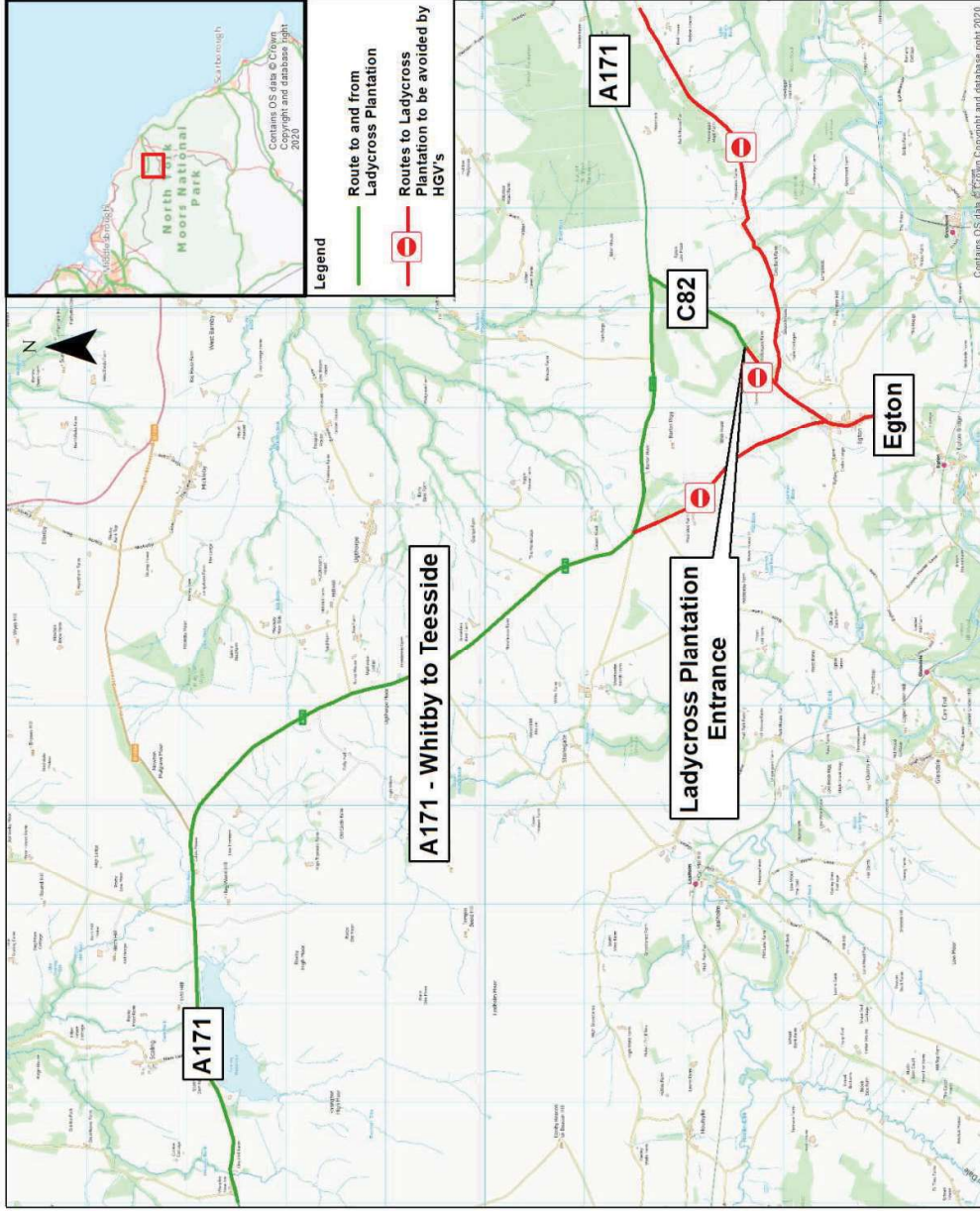
## Appendix C Delivery Pack Template



**FAILURE TO DISPLAY THIS IDENTIFIER WOULD CONSTITUTE A BREACH  
OF CONTRACT RESULTING IN DISCIPLINARY ACTION**

# Ladycross Plantation

## Delivery Instructions



### Emergency Contact Information:

- Breakdown Assistance  
[Insert Recovery Company No.]
- Site Manager  
[Insert Site Manager No.]

**Delivery Hours:** 07:00 – 19:00

(No admittance before or after these hours)

### Before You Depart:

- Familiarise yourself with the defined haul routes for (shown in figure to left).
- Ensure that your unique identifier is displayed in the cab windscreen.
- Ensure that you have your Driver Qualification Card (must be presented to [xx] when delivering to site).

### On Route:

- Comply with speed limits
- Follow the defined haul routes
- Record any accidents or near misses

### Upon Arrival:

- Present your Drive Qualification Card to [xx]
- Make [xx] aware of any accidents or near misses on route
- Provide delivery receipts to [xx]

**FAILURE TO COMPLY WITH THESE INSTRUCTIONS WOULD CONSTITUTE A BREACH OF CONTRACT RESULTING IN DISCIPLINARY ACTION**



## Appendix D Complaints Mechanism



Project Title / Facility Name:

**Woodsmith Project**

Document Title:

**COMPLAINTS PROCEDURE**

**Document Review Status**

- 1. Reviewed – Accepted – Work May Proceed
- 2. Reviewed – Accepted As Noted, Work May Proceed, Revise & Resubmit
- 3. Reviewed – Work May Not Proceed, Revise & Resubmit
- 4. For information only
- 5. On Hold – Pending Project Restart & Ramp Up

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# Complaints Procedure

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# Complaints Procedure

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# Complaints Procedure

This procedure outlines the Company's standards in handling complaints and the process of managing complaints from receipt through to resolution. The procedure has been updated to take into account the lessons learnt during the first three and half years of construction.

## 1 Standards for Handling Complaints

- All complaints will be treated seriously, fairly and with courtesy;
- Complaints will be responded to quickly – we will acknowledge a receipt of a complaint straight away wherever possible;
- We will investigate and aim to resolve complaints within a maximum of three days, making sure that initial feedback is provided within one day; and
- We publish information about complaints, with the identity of the complainant kept confidential, to the Liaison Group Forum.

## 2 Stages of the Complaints Procedure

### 2.1 Receipt of complaint

The vast majority of complaints are received directly by the Woodsmith community relations team through a variety of channels, e.g. directly to a team member, via the general Crop Nutrients email, social media, parish council meetings or the 24-hour community helpline. Relationships with the regulatory authorities are well established and complaints received by them are forwarded to the Company's community relations team to investigate.

The team aim to acknowledge a complaint straight away and ascertain the relevant details as soon as possible.

Occasionally a complaint is made directly to a Project site. In this instance the community relations team will be informed and further communication with the complainant managed by them.

### 2.2 Investigation

In all cases the community relations team will notify the Woodsmith site manager, the environment team and the logistics team (where complaints are related to traffic). The site manager will lead the investigation, delegating where appropriate and liaise with the relevant contractor. All relevant personnel will be kept updated.

If remedial action is required this will be implemented as quickly as possible in consultation with the environment and planning team, community relations team and others as appropriate.

### 2.3 Feedback

The community relations team will feedback to the complainant within a maximum of three days, with initial feedback given within one day. Further details will be sought from the complainant if required.

The complainant will be given the details of any remedial action taken and have the opportunity to discuss the outcome of the investigation with the community relations team, who will involve others as appropriate. If further relevant information comes to light, the complaint will be investigated again.

## **2.4 Log and Review**

Complaints are logged and reported to the next Liaison Group Forum (LGF) meeting. The minutes of LGF meetings are published on the Company's website.

Complaints are reviewed to establish whether action can be taken to reduce the likelihood of similar complaints in the future, and whether the way in which the complaint was dealt with could be improved.