

Over The Rainbow Pet Crematorium, Unit 6 St Hildas Ind Est, South Shields, NE33 1RA

ODOUR MANAGEMENT PLAN

The purpose of this OMP is:

- To mitigate sources of odour or smoke
- Set out procedures to minimise the risk of odours or smoke
- Explain how to manage odours or smoke
- Explain how to manage and record complaints

Equipment

The Pet Cremator meets all DEFRA (Department for Environment, Food & Rural Affairs) type requirements. The Cremator is a low-capacity incinerator and complies with regulations to raise the temperature of resultant gases to 850C for 2 seconds with a burn rate of under 50kg/hr. by doing this all smoke, gases and odours are burnt off within the secondary chamber resulting in a smokeless and odourless operation. Cremator is installed and annually serviced by manufacturer or approved service technician as per DEFRA and APHA guidelines. Routine Temperatures and emission records are kept also. All staff are trained by manufacturer upon installation of the Cremation equipment.

Internal Odour Prevention

When transporting animals this will be done in leak proof containers with lid to prevent leakage as per DEFRA guidelines, all pets are cremated the same day preventing decomposition. Should we not be able to achieve all cremations that day we have a Cold storage facility set at 3C to preserve until the next working day, any animals that have not been cremated the day of arrival will take priority the next day. Containers, cold storage and any area animals have been in contact with will be wiped clean and disinfected after every use.

Should we receive an animal out of hours these will be carefully placed in cold storage until the next working day.

Should we receive an animal where decomposition has already started this will take priority and cremated that day. By doing this we mitigate any odour from our premises.

Odour Emissions Complaints procedure

1. All contact details are available to the outside of the unit.
2. Any complaints will be recorded on the odour and emissions complaint form.
3. All complaints will be dealt with and actions noted and archived and reported if necessary.
4. The following will be documented:
 - Time and date
 - Name of operator
 - Weather conditions
 - Nature of complaint
 - Action taken to prevent

Personnel hygiene

Floors in warehouse will be painted to prevent a porous surface and for ease of cleaning, surfaces are cleaned throughout and at the end of every working day with disinfectant to mitigate and smells or odours.

Nitrile gloves will be provided whilst handling animals to prevent contamination or infection, Hand wash station is available and hand sanitiser also. Only trained and inducted staff members have direct access to the warehouse and machinery. Should a member of the public request or require access, all workstations must be clear, sanitised and correct exit / egress be adhered to and always chaperoned by a member of trained staff.