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|  |                                  | <b>Clause:</b>                    |                                       |
|   |                                  | <b>Effective Date:</b> 29/11/2021 |                                       |
| <b>Document Type:</b> Noise Management Procedure                                  |                                  | <b>Document Number:</b>           | <b>Version:</b> 2.0                   |
| <b>Document Title:</b> Noise Management Investigation                             |                                  |                                   |                                       |
| <b>Area:</b>  |                                  |                                   |                                       |
| <b>General Requirements</b>   | <b>Management Responsibility</b> | <b>Energy Policy</b>              | <b>Energy Planning</b>                |
| EnMS00  | EnMS01                           | EnMS02                            | EnMS03                                |
|   |                                  |                                   | <b>Implementation &amp; Operation</b> |
|   |                                  |                                   | EnMS04                                |
|   |                                  |                                   | <b>Checking</b>                       |
|   |                                  |                                   | EnMS05                                |
|   |                                  |                                   | <b>Management Review</b>              |
|   |                                  |                                   | EnMS06                                |

| Action   | Role                                      | Name          |
|----------|---|---------------|
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| Reviewer | Noise & Flight Track Monitoring Analyst   | Ciaran Moore  |
| Approver | Head of Energy, Environment and Utilities | Ian Clarke    |

***Digital Signatures available on the Energy Management System SharePoint site***

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|   |                                  |                                   | EnMS04                                |
|   |                                  |                                   | <b>Checking</b>                       |
|   |                                  |                                   | EnMS05                                |
|   |                                  |                                   | <b>Management Review</b>              |
|   |                                  |                                   | EnMS06                                |

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**Purpose**

The purpose of this SOP is to comply with the Dublin Airport Noise Management Plan, Section 5.4. This procedure aims to explain the process for managing aircraft noise complaints at Dublin Airport.

**Scope**

**This procedure outlines how the NFTMS team within Asset Management manages aircraft noise complaints received from the public.**

**It explains the process for aircraft noise complaints only, and does not include complaints made regarding construction related activities.**

**Responsibility**

**It is the responsibility the Asset Management NFTMS team to ensure that the all investigations into aircraft noise complaints are compliant with this procedure. This SOP should be reviewed on a regular basis, updated when required and communicated to relevant people as required.**

**Any changes to improve the process efficiency and practices in the area shall be communicated by NFTMS team to the relevant personnel as well as the public.**

**Acronyms and Abbreviations**

|       |   |
|-------|---|
| NFTMS | Noise Flight Tracking Management System |
| IAA   | Irish Aviation Authority                |
| NPR   | Noise Preferential Route                |

**Procedure**

The process whereby members of the public can make a complaint regarding aircraft noise is detailed on the daa website. There are several ways in which a complaint can be lodged:


By ringing a dedicated free phone noise complaint line on 1800 200 034.

Through the online complaint form available to the public on the daa website.

By printing and posting a PDF of the complaint form to the NFTMS team.

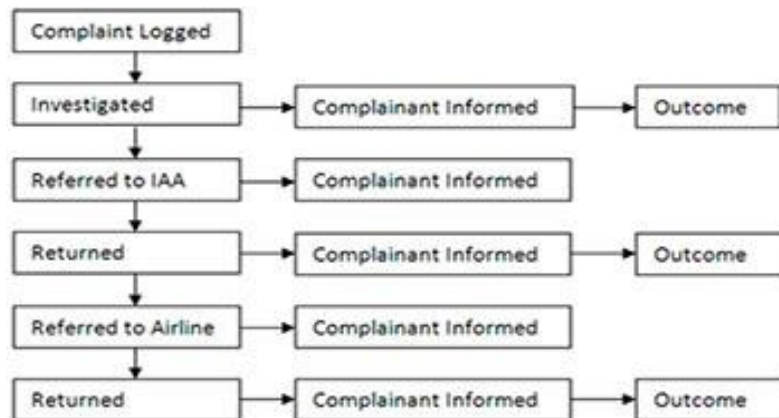
By submitting a complaint through Webtrak.

Complaints submitted to info Desk/Customer Experience Portal to be routed through 1 – 4 above by the receiving party.

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Complaints must be submitted to the NFTMS team within 7 days of the incident in question.

The NFTMS team within Asset Management has in place a process for managing the aircraft noise complaints received:




**Fig 1. Noise Management block chart**

Dublin Airport’s Noise & Flight Track Monitoring Service can be contacted about making noise complaints by telephoning or our dedicated free phone noise complaint line on 1800 200 034 or by using our online complaint form or WebTrak systems. Alternatively, you can print the online form in PDF and post it to Noise & Flight Track Monitoring Service, Energy, Environmental & Utilities Department, Asset Care Base (Landside), Dublin Airport. Complaints must be submitted within 7 days of the incident.

We fully respect your right to privacy and undertake to only collect your data as required to deliver the service, with your clear permission and consent. Please see our Privacy Policy here for more information.

Our Noise & Flight Track Analyst investigates each complaint individually on the NFTMS to ascertain if aircraft have breached the environmental noise corridor. This is set out above in Fig. 1 and in more detail in Appendix 1. If it has been found that an aircraft did breach the environmental noise corridor a letter is sent to the complainant confirming this and details of the breach are then sent to the Irish Aviation Authority (IAA) for further investigation.

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The result of the IAA investigation is conveyed to our Noise and Flight Track Analyst and a letter is sent to the complainant regarding the results of the IAA's investigation.

The IAA investigation will examine under what conditions, if any, the pilot of the aircraft was given permission to exit the environmental corridor early.

If the airline was in breach of the environmental corridor a letter to this effect is sent to the Chief Pilot or Flight Operations Manager of the airline in question seeking an explanation. The complainant is then informed of the final finding of their complaint. It is important to note that the complainant is informed of the progress of their complaint every step of the process.

#### Document & Data Life, Review & Retention

| Category | Life, Review and Retention Periods   | Reason     |
|----------|--|------------|
| Policy   | Life of Document – No end of life<br>Review annually for change, if none document the fact in SharePoint and leave, otherwise re-issue<br>Retention – archive 1 year min in SharePoint | Compliance |

#### Applicable & Referenced Documents

##### Dublin Airport Noise Management Plan

#### Revision History

| Section/ Page Affected | Reason/Description | Date of Change | Issue No. |
|------------------------|--------------------|----------------|-----------|
| 1.0                    | Text change        | 01/12/21       | 2         |
| 5.0                    | Text Change        | 01/12/21       | 2         |

Area:

| General Requirements | Management Responsibility | Energy Policy | Energy Planning | Implementation & Operation | Checking | Management Review |
|----------------------|---------------------------|---------------|-----------------|----------------------------|----------|-------------------|
| EnMS00               | EnMS01                    | EnMS02        | EnMS03          | EnMS04                     | EnMS05   | EnMS06            |

Appendix 1

