

# PLAN 1.1 OVERALL PLAN

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<b>PLAN 1.1 OVERALL PLAN</b>	<b>1</b>
<b>1.1 Structure of the Service Delivery Plan</b>	<b>2</b>
<b>1.2 Core Documents</b>	<b>4</b>
<b>1.3 The Services</b>	<b>4</b>
1.3.1 The scope of the Services include:-	4
1.3.2 Within the provision of the Building Contract the Building Contractor will provide:	4
1.3.3 Within the provision of the Operating Contract the Operating Contractor will:	5
<b>1.4 Standard Site References</b>	<b>6</b>
<b>1.5 Approach to Achieving Key Targets</b>	<b>11</b>
<b>1.6 Contract &amp; Service Management</b>	<b>12</b>

## 1.1 Structure of the Service Delivery Plan

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This Service Delivery Plan should be read in conjunction with the following documents:

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) ("**Payment Mechanism**").

All references in this document to the Authority Representative or the Contractors Representative include references to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

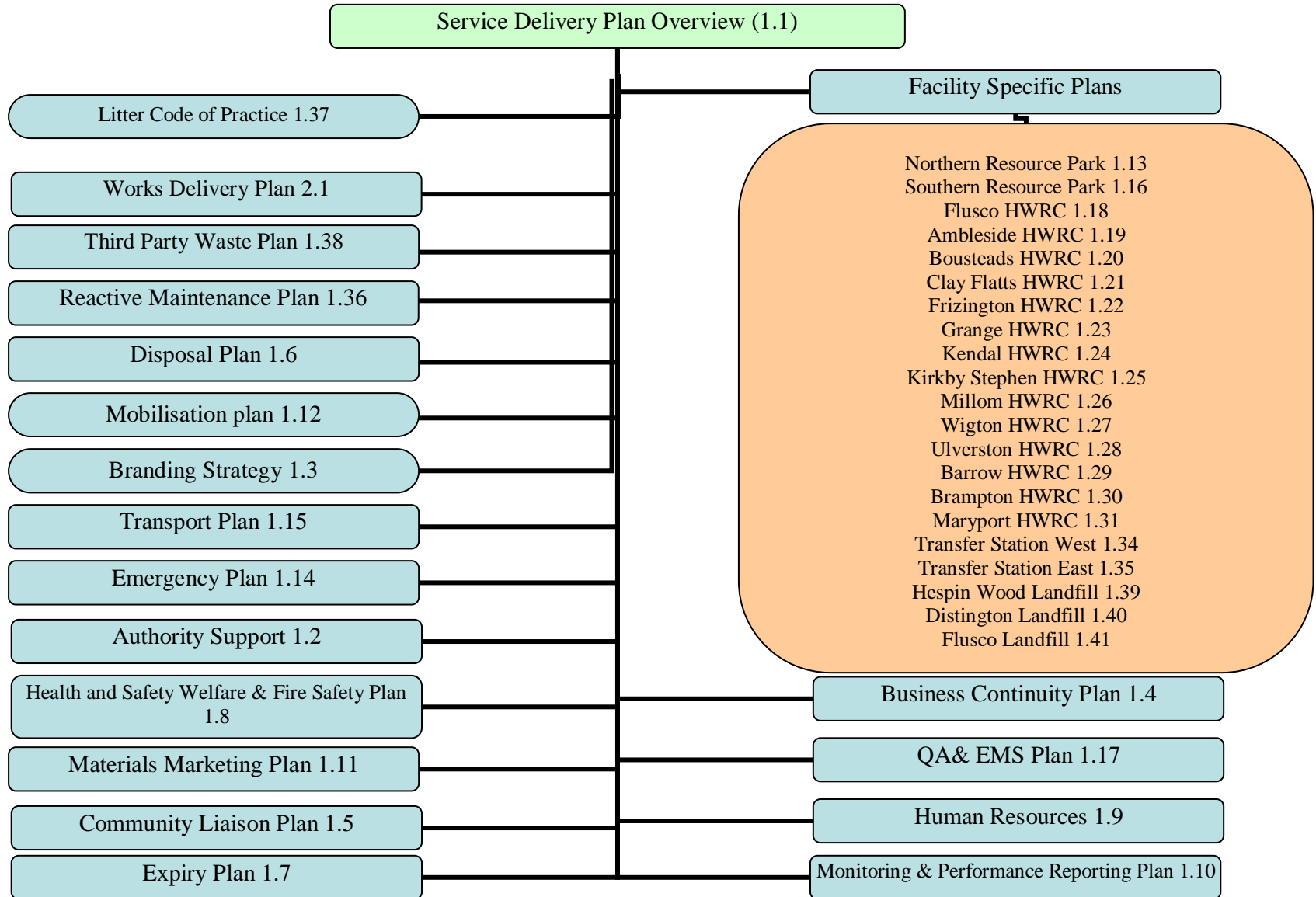


Figure 1 Service Delivery Plan Suite of Documents and Plan Numbers

## 1.2 Core Documents

The following core documents are relevant to the Services:

- **Project Agreement** – a document that sets out the terms and the manner in which the Contractor will perform the Services;
- **Payment Mechanism** – a document that defines how the Contractor will be remunerated for the carrying out the Services;
- **Output Specification** - a document that describes the Authority's service requirements;
- **Service Delivery Plan** - a document that describes how the Contractor will deliver the Services and fulfil the service requirements as set out in the Output Specification;
- **Works Delivery Plan** – a document that describes how and when the New Facilities will be delivered; and
- **Waste Flow Model** – a model that shows the estimated quantities and types of waste in the Contract Period.

## 1.3 The Services

### 1.3.1 The scope of the Services include:-

- to manage, maintain and operate an effective HWRC Network and ensure the quantum of Contract Waste sent to Landfill, for disposal, from the HWRC Network does not exceed a defined percentage of the Contract Waste received at the HWRC Network, and ensure the Key Targets are met;
- to provide for the reception, handling, pre-treatment and disposal of Contract Waste, including the reception, recycling, treatment and disposal of Specific Waste Items as set out in the Payment Mechanism;
- the management, storage, treatment, sale, removal, transportation and disposal of all reclaimed materials, Waste Derived Products and Residues arising from the treatment of Contract Waste received;

the provision of Landfill Services In order to provide the Services, the Contractor will appoint the Building Contractor and the Operating Contractor as its sub-contractors for the following contracts, respectively:

1. the Building Contract; and
2. the Operating Contract.

### 1.3.2 Within the provision of the Building Contract the Building Contractor will provide:

- design, construction, commissioning of New Facilities with the aim of reducing the fraction of Contract Waste sent to Landfill and the BMW content of those fractions of Contract Waste sent to Landfill so that the same do not exceed defined percentages of the Contract Waste received and ensure the Key Targets set out in paragraph 11 of the Payment Mechanism are met;
- the New Facilities are the Northern Resource Park located in the north of the county and the Southern Resource Park located in the south of the county each containing one 75,000 tonne per annum ITS facility.

### **1.3.3 Within the provision of the Operating Contract the Operating Contractor will:**

during the transition period whilst planning, construction, commissioning and testing of all New Facilities is taking place (the "**Transition Period**"):

- supply operations and management services to maintain and operate an effective HWRC Network and pursuant to the terms of the Agreement ensure the quantum of Contract Waste sent to Landfill for disposal from the HWRC Network does not exceed a defined percentage of the Contract Waste received at the HWRC Network and ensure the Key Targets set out in paragraph 11 of the Payment Mechanism are met;
- provide a secure Landfill Services for the Contract Period up to the expected volume of waste disposed of to Landfill;
- provide for the reception, handling, pre-treatment and disposal of Hazardous Waste which is Contract Waste;
- provide for the management, storage, treatment, sale, removal, transportation and disposal of all Reclaimed Materials and Waste Derived Products; and
- provide support to the Authority and the Cumbria Strategic Waste partnership in their delivery of the joint municipal waste management strategy.

The Operating Contractor will subcontract to Cumbria Waste Management Limited ("**CWM**") the operation and management of the HWRCs.

The Operating Contractor will manage the subcontract with CWM for the:

1. operation and management of the HWRCs for the first five years of the Agreement including transportation
2. Transfer Station facilities

Once the Transition Period is over and all planning, construction, commissioning, testing, and permitting is complete, the Operating Contractor will supply:

- operations and management to maintain and operate a network of 14 HWRCs;

- provide for the reception, handling, pre-treatment and disposal of **hazardous waste** arising as Contract Waste;
- provide for the reception, recycling, treatment and disposal of **Specific Waste Items**;
- provide for the management, storage, treatment, sale, removal, transportation and disposal of **all Reclaimed Materials and Waste Derived Products**;
- provide support to the Authority and the Cumbria Strategic Waste partnership in their delivery of the joint municipal waste management strategy;
- provide a secure **Landfill** for the Contract Period up to the expected volume of waste disposed of to Landfill as per the waste flow model supplies by the Authority;
- operation and management of the Northern Resource Park located in the north of the county and the Southern Resource Park located in the south of the county each containing one 75,000 tonne per annum ITS facility;

#### 1.4 Standard Site References

The table below refers to all sites and facilities either pre-existing or which are to be constructed as part of the contract requirements to meet the specified targets set out within the Payment Mechanism.

**Column 1.** Refers to the appropriate facility specific service delivery plan within which full details of the relevant Service can be found.

**Column 2.** Refers to the type of facility either HWRC, Transfer Station ("TS") or Intelligent Transfer Station ("ITS").

**Column 3.** Refers to the name of the site.

**Column 4.** Refers to the location and postcode.

**Column 5.** Refers to the locations' geographical area within the county.

<u>Column 1</u>	<u>Column 2</u>	<u>Column 3</u>	<u>Column 4</u>	<u>Column 5</u>
<u>Facility Specific SDP no.</u>	<u>Facility Type</u>	<u>Site Name</u>	<u>Site Location</u>	<u>Area within the County</u>
20	HWRC	Bousteads Grassing	Bousteads Grassing Carlisle CA2 5LG	North Cumbria

<u>Column 1</u>	<u>Column 2</u>	<u>Column 3</u>	<u>Column 4</u>	<u>Column 5</u>
<u>Facility Specific SDP no.</u>	<u>Facility Type</u>	<u>Site Name</u>	<u>Site Location</u>	<u>Area within the County</u>
30	HWRC	Brampton	Brampton Industrial Estate Brampton nr Carlisle	North Cumbria
27	HWRC	Wigton	Syke Park / Wigton CA7 9NE	West Cumbria
31	HWRC	Maryport	Glasson Industrial Estate Maryport CA15 8NX	West Cumbria
21	HWRC	Clay Flatts	Clay Flatts Industrial Estate Workington CA14 2TG	West Cumbria
22	HWRC	Frizington	Yeathouse Quarry Frizington CA26 3QU	West Cumbria
26	HWRC	Millom	Red Hills Quarry Millom LA18 4LD	West Cumbria
18	HWRC	Flusco	Flusco n Penrith CA11 0JB	East Cumbria
25	HWRC	Kirkby Steven	Hobson's Lane Kirkby Steven CA17 4RN	East Cumbria
19	HWRC	Ambleside	Rothay Holme	South Cumbria

<u>Column 1</u>	<u>Column 2</u>	<u>Column 3</u>	<u>Column 4</u>	<u>Column 5</u>
<u>Facility Specific SDP no.</u>	<u>Facility Type</u>	<u>Site Name</u>	<u>Site Location</u>	<u>Area within the County</u>
			Ambleside LA22 0EE	
24	HWRC	Kendal	Canal Head Kendal LA9 7DB	South Cumbria
23	HWRC	Grange over Sands	Guides Lot Grange over Sands LA11 7EN	South Cumbria
28	HWRC	Ulverston	Morecambe Road Ulverston LA12 9BL	South Cumbria
29	HWRC	Barrow	Project Furness Ormsgill Barrow LA14 4RH	South Cumbria
13	ITS	North Cumbria Resource Park	North Cumbria Resource Park Hesp Wood Carlisle CA6 4BJ	North Cumbria
16	ITS	South Cumbria Resource Park	South Cumbria Resource Park Barrow	South Cumbria
35	TS	East Cumbria Transfer Station – Merchant Facility	Flusco Landfill Site, Newbiggin, Penrith, CA11 0JB	East Cumbria
34	TS	West Cumbria Transfer	Distington, Pitwood road,	West Cumbria



<u>Column 1</u>	<u>Column 2</u>	<u>Column 3</u>	<u>Column 4</u>	<u>Column 5</u>
<u>Facility Specific SDP no.</u>	<u>Facility Type</u>	<u>Site Name</u>	<u>Site Location</u>	<u>Area within the County</u>
		Station – Merchant Facility	Lillyhall Industrial Estate, CA14 4JP	
N/A	TS	Kendal Fell (Existing TS)	Kendall Fell Quarry, Kendall.	South East Cumbria

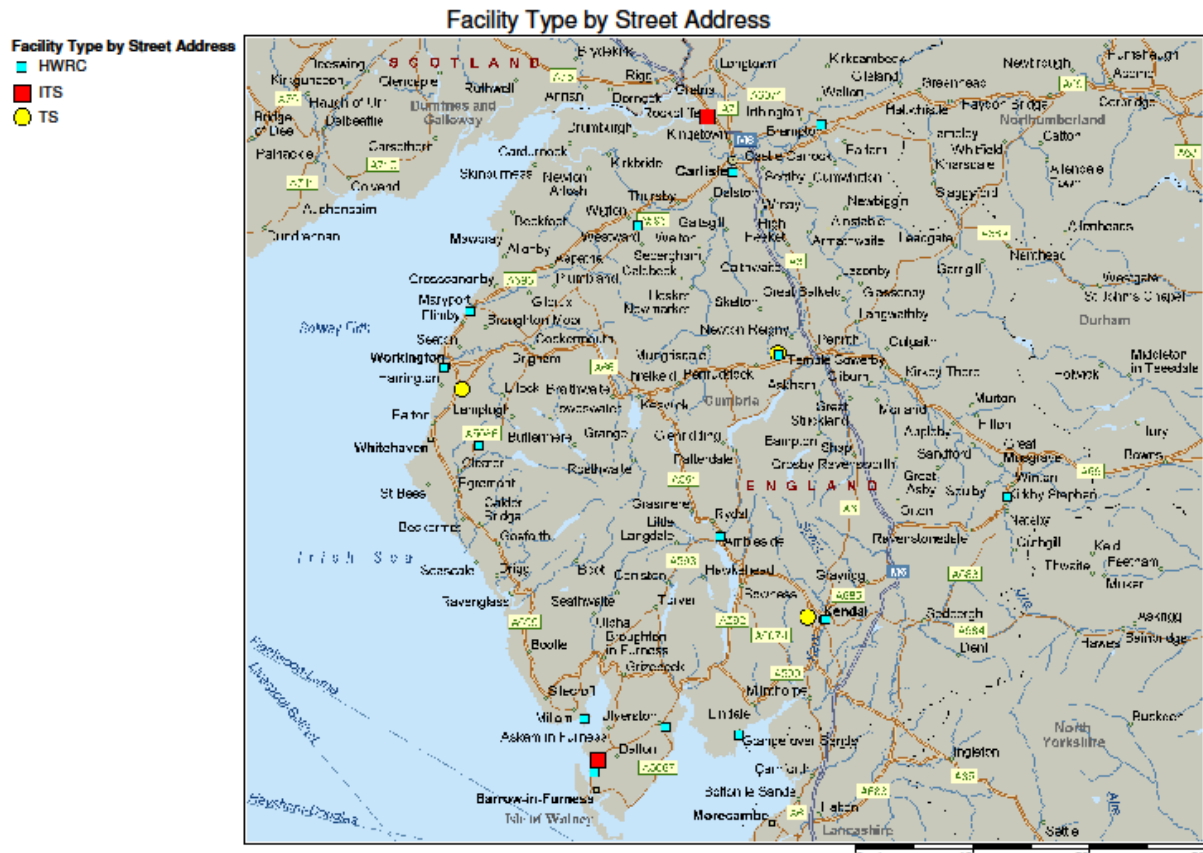


Figure 2 Cumbria Facilities Locations

## 1.5 Approach to Achieving Key Targets

The assistance to the Authority in achieving their statutory and local targets is summarised below:

- the Contractor will divert from landfill by using a MBT (Mechanical, Biological Treatment) technology to generate a solid recovered fuel ("**SRF**") for use in industry, recovering some material for recycling, with a relatively small volume of inputs requiring disposal of at Landfill;
- the Contractor will divert BMW (Bio-degradable Municipal Waste) from landfill using the above MBT technology the Contractor will seek to meet HWRC recycling targets through introducing new management structures to the operation of the HWRCs and through a campaign of public awareness with the aim of maximising the performance of the HWRCs;
- the Contractor will seek to meet the overall recycling targets by improving the performance of the HWRCs as detailed above. Moreover, the operation of the ITS (Intelligent Transfer Station) allows for the recovery of recyclable material as part of the process which leads to the emergence of SRF.

## 1.6 Contract & Service Management

Figure 3 shows the management structure for the Agreement. More information is set out in the Authority Support SDP. Facility specific management and operating structure can be found in the individual facility specific service delivery plans.

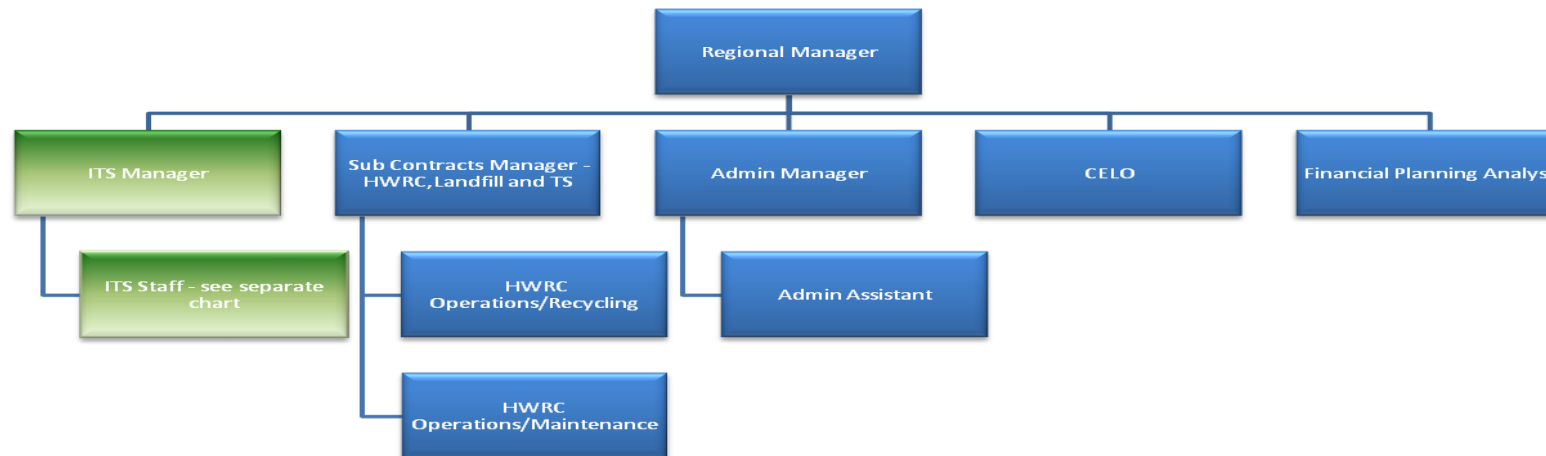


Figure 3 Management Structure

## PLAN 1.2 AUTHORITY SUPPORT

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<b>PLAN 1.2 AUTHORITY SUPPORT</b>	<b>1</b>
<b>1.1 Introduction</b>	<b>2</b>
<b>1.2 Contractor's Representative</b>	<b>2</b>
<b>1.3 Communications</b>	<b>2</b>
<b>1.4 Promotional Tours</b>	<b>3</b>
1.4.1.1 Promotional Tour Rules	3
1.4.1.2 Visitors Inductions	4
1.4.1.3 Unannounced Visitors	4
<b>1.5 Customer Interface</b>	<b>4</b>
<b>1.6 Code of Conduct</b>	<b>4</b>
<b>1.7 Training</b>	<b>7</b>
<b>1.8 Community liaison</b>	<b>7</b>
<b>1.9 Site Record Book</b>	<b>7</b>
<b>1.10 Site Diary</b>	<b>7</b>
<b>1.11 Complaints Management Procedure</b>	<b>7</b>
1.11.1.1 Complaints	7
1.11.1.2 Recording of Complaints	8
1.11.1.3 Dealing with Complaints	8
1.11.1.4 Informal stage	8
1.11.1.5 Stage 1 – Formal Complaint	8
1.11.1.6 Complaint received by the Contractor	9
1.11.1.7 Stage 2 – Unresolved Formal Complaints	9
1.11.1.8 Standard of Responses	9
<b>1.12 Contractor's Mission Statement</b>	<b>10</b>
<b>1.13 Contractor's Contact Details</b>	<b>10</b>

## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This document should be read in conjunction with the following overall contract documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

This Plan sets out the arrangements put in place to allow the Contractor to support the Authority during the Contract Period.

## 1.2 Contractor's Representative

The Contractor shall appoint a single point of contact (the Contractor's Representative) who will be available to the Authority at all times. The Contractor shall also appoint a deputy [this may be different people for different tasks] who, in the absence of the Contractor's Representative, will act on the Contractor's behalf.

Details of the Contractor's Representative are set out in the Human Resource Plan.

The Contractors Representative (or deputy) shall:

- be available to attend meetings in accordance with the Project Agreement and/or Schedule 1 Part 1 (Output Specification), provided that attendance is required at no more than one meeting per week and at least five (5) Working Days' written notice is received by the Contractor;
- meet with the Authority's Representative every month to review the Monthly Monitoring Report; and
- attend for up to two hours at an Advisory Panel forum (as set out in the Output Specification).

## 1.3 Communications

The Contractor shall use reasonable endeavours to ensure that all information and data relating to the operation and management of each and every Waste Management Facility and Transfer Station ("**TS**") is recorded accurately and updated at regular

intervals in line with Good Industry Practice and the Monitoring and Performance Reporting Plan (as defined in the Output Specification).

The Contractor shall endeavour to ensure that the Authority is kept fully aware of all issues raised in relation to the Services through the provision of comprehensive reports within the Monthly Monitoring Report and any additional requested and required information, as detailed in the Monitoring and Performance Reporting Plan.

The Contractor shall comply with all reasonable requests from the Authority for information, data or other assistance to enable the Authority to fulfil its statutory and other responsibilities within the time period prescribed in the Project Agreement, or otherwise a maximum of three (3) Working Days unless otherwise agreed.

Any telephone calls to the Authority as required by the Project Agreement shall be made to the Authority's Representative (or nominated deputy) and the Authority shall send a confirmation email for issues that include deduction penalties.

#### **1.4 Promotional Tours**

The Contractor shall on five (5) Working Days' notice by the Authority, or a period otherwise agreed between the Authority and the Contractor, staff and manage promotional tours of the New Facilities. The Contractor shall staff and manage up to six (6) such promotional tours at any Waste Management Facility per annum provided that no more than one promotional tour may take place on any given day and all promotional tours take place during Monday to Friday in daylight hours. In the event that the Contractor is unable to accommodate a proposed date for any promotional tour at a New Facility due to health and safety considerations, the reasons for such shall be set out in writing to the Authority with a proposed alternative date for the tour.

##### **1.4.1.1 Promotional Tour Rules**

The Authority will be required to organise site visits through the community, education and liaison officer ("CELO"). Site visits shall be organised by the CELO and Site visits shall only be conducted by the Site manager or nominated deputy. Due to health and safety considerations each Site visit will only be able to accommodate a maximum of fifteen (15) people. Normally visits of children under the age of 16 years to Sites will not be allowed. The Contractor will at its discretion consider allowing children in the age range of 11-15 years to visit the Resource Parks. The Contractor will attempt to meet all reasonable requests for visits. For clarity the following restrictions will apply to children in the age range of 11-15:

- a maximum of twelve (12) children per visit;
- a minimum of three (3) non-Contractor adults per group of children, including at least one teacher or teaching assistant; and
- visits of children will be restricted to the Resource Parks only and will be limited to non-operational areas. Visits will be risk assessed but it is likely that they will be limited to the control room and around the bio-filter.

The Contractor will provide visitors with appropriate personal protection equipment ("PPE") (including hardhat and high-visibility items), and visitors will be required to supply appropriate clothing and flat-heeled shoes. Photographs may only be taken with prior permission.

#### 1.4.1.2 Visitors Inductions

The Contractor shall for all new visitors to Sites (excluding HWRCs) perform a visitors' induction detailing:

- Site rules;
- emergency procedures; and
- location of welfare facilities.

#### 1.4.1.3 Unannounced Visitors

If members of the public arrive on Site unannounced for a Site visit, the Site manager will inform the Authority of any such visits. The Contractor will liaise with the Authority as to the most appropriate course of action. No unauthorised members of the public will be allowed to access to the Site unaccompanied.

### 1.5 Customer Interface

The nature of the activities in this Project necessitates a high level of contact between the public and the Contractor (and its Sub-contractors). The Contractor shall use all reasonable endeavours to ensure that in their contact with the public all Site staff comply with the Code of Conduct (as set out below).

However, staff will not tolerate abuse in any form by users of the Sites and anyone behaving unreasonably will be informed that their behaviour is considered unacceptable and asked to leave the Site. If the individual's unreasonable behaviour persists, contact with the police and restrictions on use of the Services will be considered in conjunction with the Authority.

### 1.6 Code of Conduct

Set out below is the Contractor's Code of Conduct (the "**Code**"), which shall be provided to the Contractor's Site staff.

#### NOTE

THIS CODE OF CONDUCT DOES NOT REQUIRE YOU TO DO ANYTHING, OR ASK OTHERS TO DO ANYTHING, WHICH IN YOUR JUDGEMENT IS UNSAFE. IF IN DOUBT, STOP, THINK AND ASK YOUR LINE MANAGER FOR ADVICE.

#### **BE HONEST**

**Do** consult your manager if you are unsure about any of the points in the Code or any other aspect of conduct.

**Do not** sell any goods or materials from the workplace. \*

**Do not** take any goods or materials from the workplace. \*



**Do not** allow or encourage other employees to remove goods or items from the workplace. \*

**Do not** allow members of the public to remove any items from the workplace.\*

**Do not** accept offers of gifts (money or other rewards) from members of the public.\*

## **BE POLITE**

**Do** remain courteous, calm and professional even if you are provoked.

**Do** assist any member of the public who wishes to make a complaint and follow the Complaints Management Procedure.

**Do** record in the site record book any complaint or relevant observation that the public bring to your attention.

**Do not** swear or use any kind of insulting, abusive behaviour or language.

**Do not** shout at a member of the public (except to give a safety instruction).

**Do not** display any poster, calendar, picture, symbol, publication, flag or banner without authorisation from management.

## **BE HELPFUL**

**Do** assist members of the public who ask for help or appear to need help (providing it is safe to do so).

**Do** pay particular attention to people who are elderly or appear to be struggling to unload their vehicles or put waste in the containers: they may need your help.

**Do** assist members of the public to safely lift, carry and discard their waste in appropriate containers. At busy times not every member of public will be able to receive assistance and you will need to concentrate on those who particularly need help

**Do** encourage recycling.

**Do** answer questions and give advice if people ask for it.

**Do** offer advice if people seem to need it.

**Do** assist in the search for lost property in line with the lost property procedures.

## **BE SAFE**

**Do** comply with safe working practices, guidance on manual handling and risk assessments, follow the Site Rules and the Site Safety Action Plan at all times.

**Do** wear the correct PPE at all times.

**Do** record in the site diary and report to your line manager any accidents or incidents that occur.

**Do not** climb into skips.

**Do not** operate any equipment unless you have been trained in its use.

**Do not** store waste materials in any place that contravenes the site working plan. This includes the storage of waste in the site welfare cabin, toilet, or any place that its not intended for the storage of waste.

**Do not** remove health and safety and/or information signage from the workplace before the official closing time unless this is required due to inclement weather.

**Do not** store any television in the welfare cabin, or operate a television anywhere on a HWRC.

## **BE IN UNIFORM**

**Do** wear approved work wear at all times in the workplace

**Do** wear your name badge

## **SMOKING**

**Do** follow the Smoking Policy

## **PERMIT SCHEME**

**Do** follow the Permit Scheme rules. \*

**Do** get a permit to deposit your waste. You must comply with the Permit Scheme. \*

**Do not** accept cash for allowing vans or trade waste to enter the site and deposit waste. \*

**Do not** allow any breaches of the Permit Scheme. \*

## **ATTENDANCE**

**Do** ensure your site opens and closes at the correct times.

**Do not** allow or encourage employees who are on their day off, employees from other sites (including drivers) and/or acquaintances who are not employees, agency staff or sub-contractors to linger on site or remove goods or materials from the site. \*

**Do not** access company premises outside of official Opening Hours without authorisation or in an emergency. \*

\* **Note:** These are breaches of the Code of Conduct that are considered to be the sale of waste or misuse of resources at a Waste Management Facility (PC 8).

## 1.7 Training

All staff will be inducted on the Code of Conduct – Engagement with the Public. The Code will be monitored and enforced by the nominated Site manager.

Within [two (2) months of the Commencement Date, the Contractor shall provide appropriate training, instruction, system documentation and manuals to allow the nominated Authority's Representative and up to three additional Authority staff full understanding of the use of the ISMS. This training shall provided by 1 May in each Contract Year. An outline of the training to be provided to the Authority in relation ti the use of the ISMS is described within the Monitoring and Performance Reporting Plan.

## 1.8 Community liaison

The Community Liaison Plan sets out the general promotional and educational activities under the Project Agreement.

The Contractor shall support the Authority in undertaking public interface initiatives at any Existing Facilities and distribute information developed and provided by the Authority to members of the public. Further details are set out in the Community Liaison Plan.

## 1.9 Site Record Book

At each Waste Management Facility and TS the Contractor shall make available to Site users and the Authority a site record book. Further details are set out in the facility-specific Plans and the Community Liaison Plan.

## 1.10 Site Diary

The Contractor shall make available on all Waste Management Facilities and TS to Contractor staff and the Authority a site diary. Further details are set out in the facility-specific Plans and the Community Liaison Plan.

## 1.11 Complaints Management Procedure

Complaints may be made at the time on Site, or at a later date either direct to the Contractor (or its Sub-contractors), the Authority or a District Council. It should be noted that paragraph 4.4.5 of Schedule 1 Part 1 (Output Specification) shall only apply in the case of complaints made directly to the Authority and/or a District Council when the Contractor has been informed of such complaints in writing.

### 1.11.1.1 Complaints

For the avoidance of doubt, a complaint is an expression of dissatisfaction, however made, about the standards of service, actions or lack of action by the Contractor or its Sub-contractors, affecting an individual customer or group of customers, whether the action was taken or the service provided by the Contractor itself or a person or body acting on the Contractor' behalf. A complaint is not a request for service. A complaint will only be regarded as such if made in writing by a member of the public, or if written in the Site Diary at the member of public's request, or a telephone complaint made to the Operator's Head Office.

### 1.11.1.2 Recording of Complaints

The Contractor shall classify all complaints by the following definitions on a database:

T – Transport;

N – Noise;

S – Smell;

D – Litter;

MS – Member of Staff;

L – Landscape/ Location and Cost;

E – Environmental;

O – Operational & Other; and

NS – Name of site.

There will also be sections on the database to record the source of complaint:

P – Public;

C - Council; and

IO – Interface Organisation.

### 1.11.1.3 Dealing with Complaints

All complaints received by the Contractor shall be reported by telephone or email to the Authority within one (1) hour of receiving a complaint at any Waste Management Facility or TS, and where reported by telephone followed up by an email. At weekends the Contractor shall inform the Authority by email. The Contractor or its subcontractors shall monitor and record all complaints received through any media (including verbal complaints) and respond to them in the following stages.

#### 1.11.1.4 Informal stage

Most complaints are likely to be received by front line staff either in person or by telephone. If an error or lapse in Service delivery has occurred, it should be possible to resolve the matter quickly and decisively by relevant personnel on site. Details of the complaint and the Contractor's response will then be recorded in the site record book and the Authority shall be informed within one (1) hour of the complaint being received.

If the issue cannot be resolved informally then the complainant shall be advised to make a written complaint as per Stage 1 below detailing their contact details.

#### 1.11.1.5 Stage 1 – Formal Complaint

If the complaint cannot be resolved on Site the details should also be recorded in the site record book. Wherever possible complainants should record their complaints in the site record book themselves. Alternatively this can be done by someone acting on

their behalf or if necessary (e.g. for telephone complaints) a Contractor or Sub-contractor member of staff . If the site record book is completed on behalf of the complainant, extreme care shall be taken to ensure the record book is completed correctly using only words used by the complainant. If the site is operated by a Sub-contractor, the Sub-contractor shall be required under the relevant sub-contract to inform the Contractor that a formal complaint has been received.

If the complainant refuses to complete the site record book he should be invited to write to the CELO.

#### **1.11.1.6 Complaint received by the Contractor**

The details of the complaint will be passed to the CELO. The CELO will act as the complaints co-ordinator, and will:

- forward on details of the complaint to the correct Contractor department;
- liaise with the applicable Contractor manager and if necessary any Sub-contractor to establish the progress of the complaint;
- send a response to the complainant within 10 Working Days. The response will set out the nature of the complaint, the action the Contractor has taken to address the issue and where appropriate an apology; and
- if the issue can not be resolved within ten (10) Working Days, send an acknowledgment indicating how long it is likely to take to investigate and resolve the issue. The complaint will then move to stage 2 below.

The Authority will be sent copies of any communication with the complainant, and advised when a complaint is resolved as part of the Monthly Monitoring Report.

If no further communication is received from the complainant the complaint will be deemed resolved.

#### **1.11.1.7 Stage 2 – Unresolved Formal Complaints**

If the complainant is still not satisfied with the response or the complaint has not been resolved the reasons will be requested and the complaint passed to the Contractor's operations director.

- A response will be sent to the complainant within ten (10) Working Days. The response will set out the nature of the complaint, the action the Contractor has taken to address the issue and where appropriate an apology.
- If the issue can not be resolved within ten (10) Working Days then an acknowledgment will be sent indicating how long it is likely to take to investigate and resolve the issue.
- Any unresolved complaint will be discussed with the Authority and a response agreed.

#### **1.11.1.8 Standard of Responses**

The Contractor shall use reasonable endeavours to ensure that communications (which shall include letters and emails) to the public are:

- accurate;
- honest;
- clear and concise;
- suitable for the intended audience;
- courteous;
- to the point; and that they
- address the issue.

All letters should identify the full name, job title and contact details of the author.

### 1.12 Contractor's Mission Statement

*'Customers are our Business'*

Only by understanding customer' needs can effective customer service be achieved.

Only by employing highly motivated, appropriately trained and experienced people who act with honesty and professionalism and who continually strive to improve the success of our business and themselves can the Contractor turn this goal into a reality.

the Contractor will:

- State what it can realistically do and deliver by doing what it says;
- Admit problems and learn from them in order to improve service;
- Constantly re-evaluate where it is, where it wants to be and set targets to get there for all staff and employees;
- Understand that its targets must reflect customer needs, including supplier relationships and that they will change over time;
- Measure its performance and act on such assessments, with clear lines of responsibility to individuals;
- Encourage a positive and adventurous company culture in which added value customer service and innovation are key attributes; and
- Use our management systems effectively, always seeking ways to improve

### 1.13 Contractor's Contact Details

Name	Position	External	Mobile
Julie Pepper	Admin Manager	01228 581000	
Joanne Eggleston	CELO	01228 581005	REDACTED
Darren Harris	Regional Manager	01228 581001	REDACTED
	Operations Manager		

Deborah Charlton	FPA	01228 581002	REDACTED
NAME REDACTED	Operations Director		
Derek Matthews	HWRC Manager	01228 581006	REDACTED
Fax		01228 674832	

# PLAN 1.3 Branding Strategy

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## CONTENTS

<b>PLAN 1.3 BRANDING STRATEGY</b>	<b>1</b>
<b>1.1 Introduction</b>	<b>2</b>
<b>1.2 Strategy</b>	<b>2</b>
<b>1.3 Branding Notes</b>	<b>3</b>
1.3.1 Logo Placement	3
1.3.2 Branding and Colours	3
<b>1.4 Containers</b>	<b>4</b>
1.4.1 Large Containers	4
1.4.2 Small Containers	5
1.4.3 Compactors	6
1.4.4 Skips	6
<b>1.5 Vehicles</b>	<b>9</b>
<b>1.6 Signage</b>	<b>10</b>
1.6.1 Building Branding	10
1.6.2 Transfer Stations	10
1.6.3 Landfill	11
<b>1.7 Uniforms</b>	<b>12</b>
1.7.1 High Visibility Vest, Traffic Marshall Jacket, Waterproof jacket	12
<b>1.8 Stationery</b>	<b>13</b>
<b>1.9 ID Badges</b>	<b>13</b>
<b>1.10 Timetable</b>	<b>14</b>



## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This document should be read in conjunction with the following overall contract documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

All references in this document to the Authority Representative, or the Contractor Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

## 1.2 Strategy

This Plan has been devised to detail the branding strategy ("**Branding Strategy**") to be adopted by the Contractor and its Sub-contractors to ensure that the Services are clearly identifiable as procured by the Authority and support the 'Recycle for Cumbria' message. Branding is integral to the promotion of a professional service.

This Branding Strategy applies to the following items:

- On HWRCs - Sub-contractor provided containers, compactors and skips;
- vehicles to be used for transportation of SRF;
- signage for the Northern Resource Park and Southern Resource Park and all HWRC Sites;
- stationery for correspondence in relation to the Services; and
- uniforms, personal protection equipment ("**PPE**") and name badges.

## **1.3 Branding Notes**

### **1.3.1 Logo Placement**

All logos will be centrally justified unless otherwise stated.

Any amendments, additions, or deletions to the elements shown below will be approved by the Authority's Representative prior to changes being made.

### **1.3.2 Branding and Colours**

All branding and colours will be used as set out in this Branding Strategy. The Contractor shall use reasonable endeavours to ensure that there will be no other colours, logos, symbols, or pictures used or displayed on any of the items covered by this Branding Strategy.

## 1.4 Containers

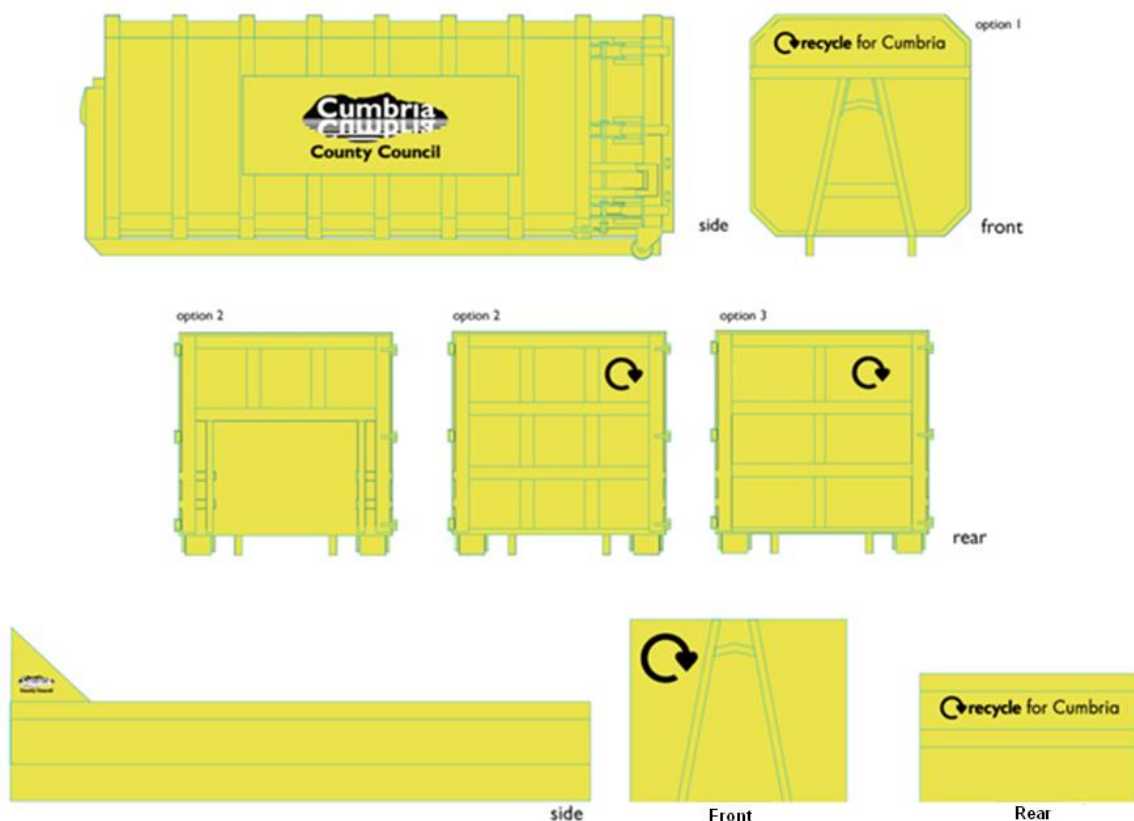
Container branding shall not apply to:

- third party skips used on HWRCs (e.g. Morecambe Metals);
- charity receptacles used on the facilities (e.g. British Heart Foundation, Salvation Army etc.); and
- WCA Bring Facilities used on or in the proximity of HWRCs.

The Contractor shall use reasonable endeavours to ensure that no branded Contractor or Sub-contractor skips shall be used on HWRCs after the rollout period as set out in the timetable at 1.10 below. Branded containers, skips and bins may be used on the Contractor's or its Subcontractors commercial and industrial facilities.

### 1.4.1 Large Containers

Colour references – Lime Green – RAL Paint Ref: 12 E 51 – C14 M0 Y79 K0



### Logo Options

As shown at 1.4.1 above the Recycle for Cumbria swoosh and logo will be used as appropriate for the range of 40 yard skips in use.

Option 1 – For thin panels the 1 line logo must be used.

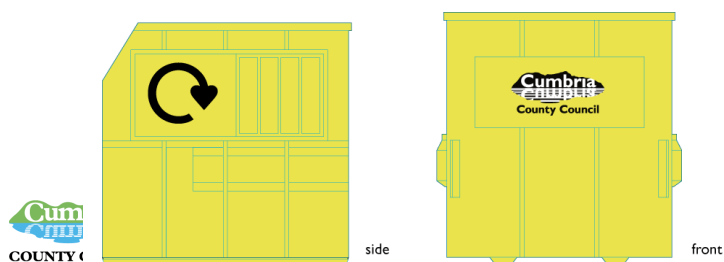
Option 2 – For square panels only the swoosh will be used.

Option 3 – For rectangular panels the 2-line logo will be used.

A visual proof will be provided and approved by the Authority's Representative prior to the first sticker application on any skip type or style.

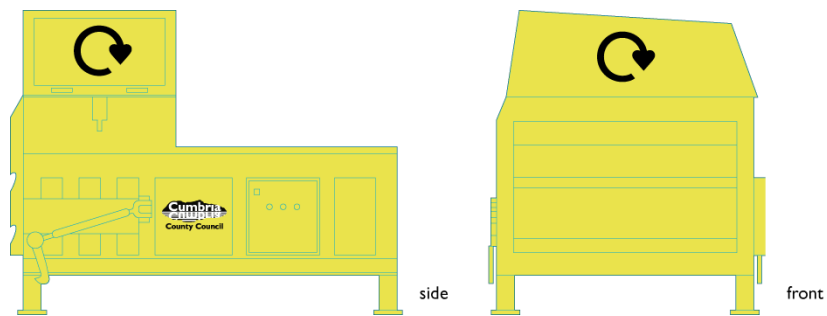
### **1.4.2 Small Containers**

Colour references – Lime Green – RAL Paint Ref: 12 E 51 – C14 M0 Y79 K0



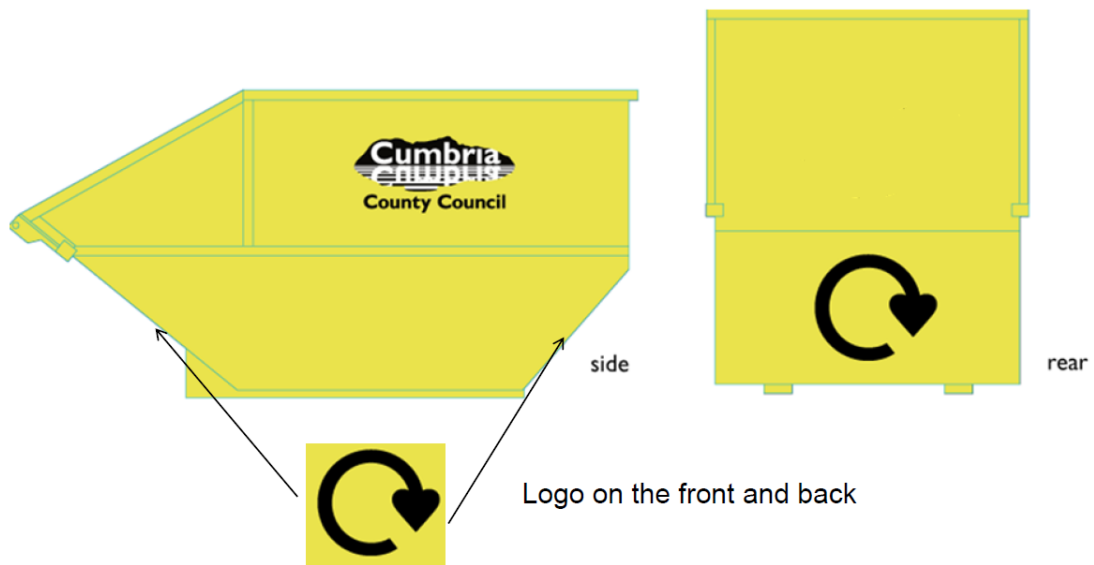
### 1.4.3 Compactors

Colour references – Lime Green – RAL Paint Ref: 12 E 51 – C14 M0 Y79 K0



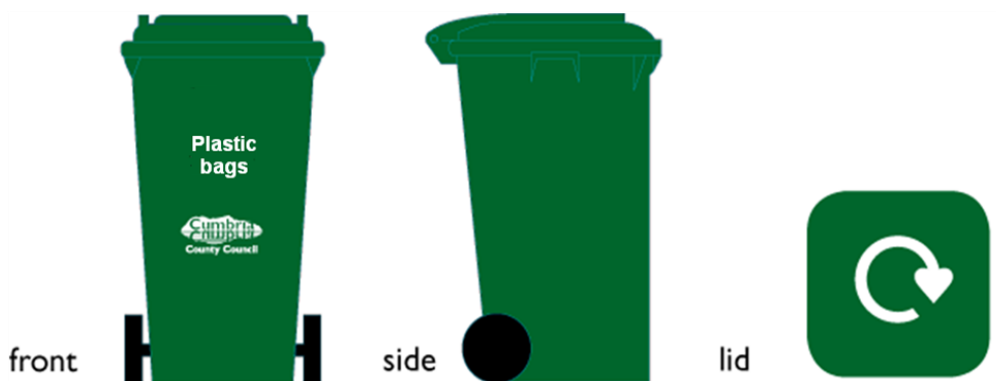
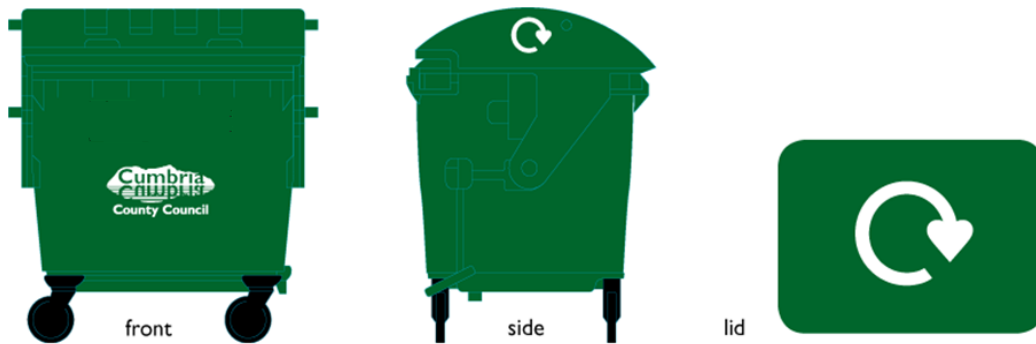
### 1.4.4 Skips

Colour references – Lime Green – RAL Paint Ref: 12 E 51 – C14 M0 Y79 K0



### 1.4.5 Wheeled Containers

#### Colour references – 6005 Green



The white version of the Authority and Recycle for Cumbria logos are to be used for containers of the colour set out at 1.4.5 above. If the colour of the container changes, the logo version will be readdressed by the Parties. The logo on the front of the container will be placed slightly lower to make space for a portrait material stream label (highlighted).

Material stream labels will use WRAP material icons.

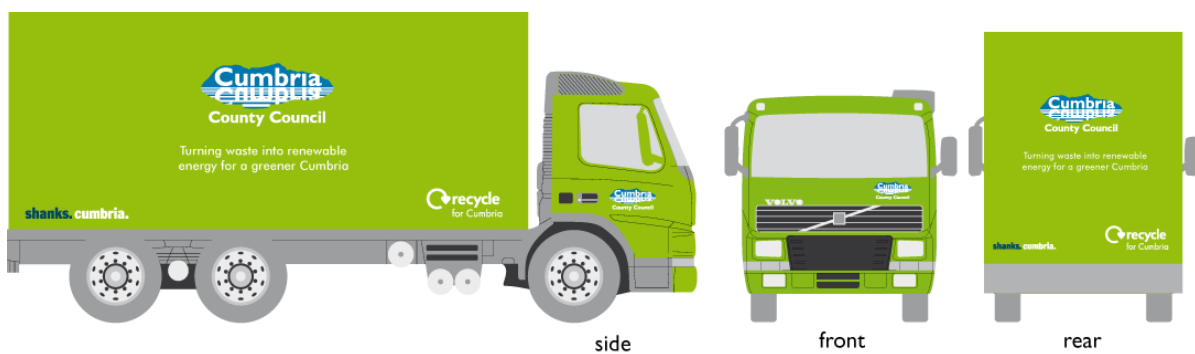
Please refer to Appendix 30 for detailed photographs and further information on branding strategy.

## 1.5 Vehicles

Vehicles that are used exclusively for the delivery of the Services will be branded.

Example of a vehicle to be used for transportation of SRF.

Colour references -	Container	Recycle Green	Pantone 376
	Cab	Recycle Green	Pantone 376



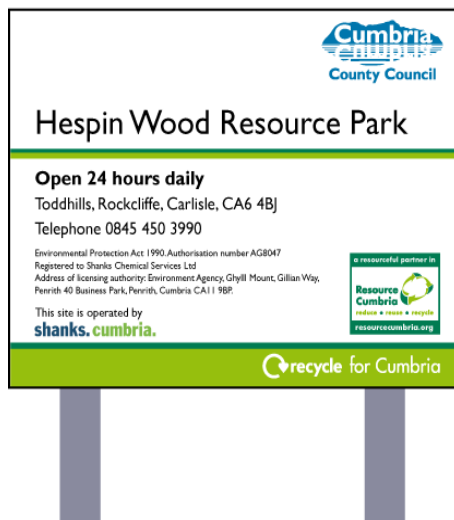
The Contractor logo will not be on a white background.

The words "County Council" in the Authority logo will be in a white font.



## 1.6 Signage

### 1.6.1 Resource Parks



### 1.6.2 Household Waste Recycling Centres

#### Centres



The legal requirement for the signing of Site environmental permit information is set out in each individual environmental permit.

Any additional signage on Sites must follow the same design style as that set out at 1.6.4 above. All Site signage shall be approved by the Authority's Representative prior to production and installation.

### 1.6.1 Building Branding

Sistema Ecodeco Limited shall be allowed to display its logo on the side of the main Resource Park building. The Contractor shall use reasonable endeavours to ensure that there is no other branding on the side of the Resource Park building.

### 1.6.2 Transfer Stations

There is no Branding Strategy for the Transfer Stations.

### **1.6.3 Landfill**

The Branding Strategy does not apply to Landfill Sites.

## 1.7 Uniforms

All Site-based public facing Personnel (as defined in the Output Specification) will wear navy blue unbranded uniforms with branded PPE as shown below.

The Contractor shall use reasonable endeavours to ensure that uniforms are kept presentable and worn correctly and that shabby, damaged or old work wear is replaced. Only items of uniform that will be visible to the public will be branded.

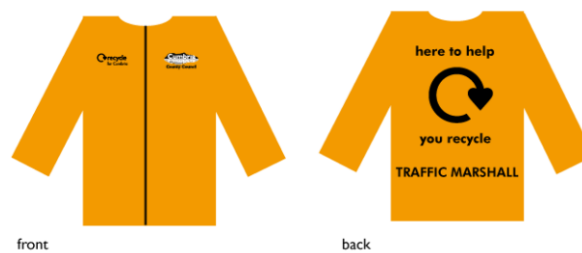
All new work wear ordered for HWRC Personnel shall be ordered as unbranded. To prevent unnecessary change of uniform, staff will be permitted to wear their current navy branded uniform on HWRC Sites. However, where work wear displays a logo, other than as set out in this Branding Strategy, the logo must be covered up if possible. If it is not possible to cover the logo, the clothing shall be replaced.

### 1.7.1 High Visibility Vest, Traffic Marshall Jacket, Waterproof jacket

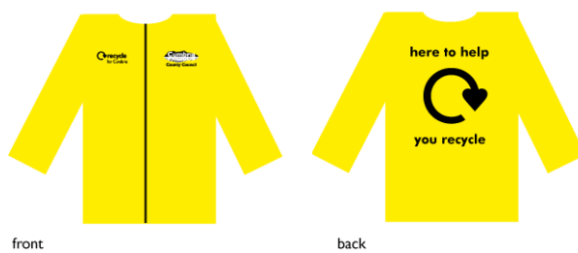
High visibility vest



Traffic Marshall Jacket



Waterproof jacket



## 1.8 Stationery

Where the Contractor or its Sub-contractors are corresponding in relation to the Services provided under the Project Agreement, they will use Authority stationery as far as possible, which will include using compliment slips.

Where the Contractor or its Sub-contractors are corresponding with their own suppliers or direct customers they shall use their own stationery and not Authority stationery.

Waste Management  
First line of address - Second line of address - Third line of address  
Fourth line of address - POSTCODE - Fax 1000 123456  
Tel 1000 123456 - Email info@shanks.cumbria.gov.uk

Cumbria  
County Council

Date (use format 18 September 2008)  
Your reference: Reference  
Our reference: Reference  
Name  
Address line 1  
Address line 2  
City  
County  
Postcode

Dear Sir or Madam

**Subject**

Introduction: explain why you are writing the letter. Think about your audience, who do I want to read it? What tone of voice is right for that audience? Stick to the point and use words appropriate for the reader using short paragraphs, short sentences and short words.

Body text: get your point across, but do it logically. Write clearly and keep it short and readable. Avoid Jargon whenever possible and don't use abbreviations. What must you tell them to put them in the picture? What information do readers need before they can act?

End with a conclusion with clear recommendations. What do you want them to do after they've read your letter?

Yours faithfully  
(Signature)  
Name Surname  
Job title

Service operated by  
Shanks Cumbria

Building pride in Cumbria

Arial font shall be used for correspondence.

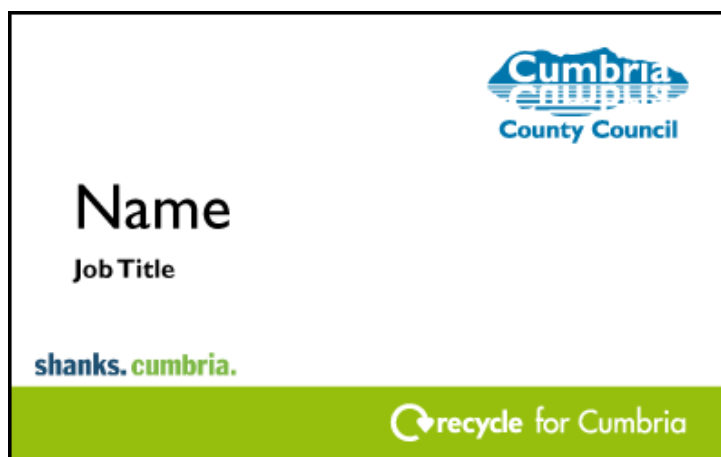
Text size should be no smaller than 12pt wherever possible, with 10pt used as an absolute minimum.

In the bottom left hand corner, the wording "Service operated by Shanks.Cumbria" will be clearly visible.

## 1.9 ID Badges

ID badges must be visible at all times.

Name (first name) and job title will be in Gils Sans font.



Where temporary staff are used to deliver the Services names may be hand-written on ID badges using an indelible marker pen or similar, provided the writing is clear and legible. If the temporary worker is employed for more than three Working Days then a printed name will be provided.

## 1.10 Timetable

The Contractor and its Sub-contractors shall use reasonable endeavours to ensure that the Authority's branding guidelines shall be fully in place (as set out above) within the following time scales.

	<b>Branded Item</b>	<b>Timescale</b>
HWRC	Skips and bins	12 months post Commencement Date
	Site signage	12 months post Commencement Date
	Staff Uniform	All uniform will be free from third party branding within 12 months of the Commencement Date. However all third party logos will be covered up on Site staff at all times.
	PPE	Branded high-visibility vests will be in place four weeks post Commencement Date.
	Name badges	Four weeks post Commencement Date
Resource Parks	Site Signs	From relevant Service Availability Date
Vehicle Branding	Vehicles	From commencement of vehicle use
Stationery	Stationery	Immediately

# PLAN 1.4 Business Continuity Plan

## CONTENTS

<b>PLAN 1.4 BUSINESS CONTINUITY PLAN</b>	<b>1</b>
<b>1.1 Introduction</b>	Error! Bookmark not defined.
<b>1.2 Strategy</b>	Error! Bookmark not defined.
<b>1.3 Contingency Management Procedures</b>	Error! Bookmark not defined.
1.3.1 Communications	<b>Error! Bookmark not defined.</b>
1.3.2 Planned Closures	<b>Error! Bookmark not defined.</b>
1.3.3 Unplanned Closures	<b>Error! Bookmark not defined.</b>
1.3.4 Sickness Cover	<b>Error! Bookmark not defined.</b>
1.3.5 Summary Contingency Arrangements	<b>Error! Bookmark not defined.</b>
<b>1.4 Facility Specific Plans</b>	Error! Bookmark not defined.
1.4.1 Resource Parks	<b>Error! Bookmark not defined.</b>
1.4.1.1 Planned Shutdowns	<b>Error! Bookmark not defined.</b>
1.4.1.2 Breakdown Contingencies	<b>Error! Bookmark not defined.</b>
1.4.1.3 Inclement Weather	<b>Error! Bookmark not defined.</b>
1.4.1.4 Fire/ catastrophic event	<b>Error! Bookmark not defined.</b>
1.4.1.5 Weighbridge Failure	<b>Error! Bookmark not defined.</b>
1.4.2 Waste Transfer Station (WTS)	<b>Error! Bookmark not defined.</b>
1.4.2.1 Termination of Transfer Station Contracts	<b>Error! Bookmark not defined.</b>
1.4.3 HWRC Sites	<b>Error! Bookmark not defined.</b>
1.4.3.1 Planned Shutdowns	<b>Error! Bookmark not defined.</b>
1.4.3.2 Unplanned Shutdowns	<b>Error! Bookmark not defined.</b>
1.4.3.3 Breakdown Contingencies	<b>Error! Bookmark not defined.</b>
1.4.3.4 Fire/ catastrophic event	<b>Error! Bookmark not defined.</b>
1.4.3.5 Partial service unavailability	<b>Error! Bookmark not defined.</b>
1.4.4 Landfill Site	<b>Error! Bookmark not defined.</b>
1.4.4.1 Planned Shutdown	<b>Error! Bookmark not defined.</b>
1.4.4.2 Breakdown Contingencies	<b>Error! Bookmark not defined.</b>
1.4.4.3 Inclement Weather	<b>Error! Bookmark not defined.</b>
<b>1.5 Transport Contingency Plan</b>	Error! Bookmark not defined.
<b>1.6 Civil Emergencies</b>	Error! Bookmark not defined.
<b>1.7 Contract Call Outs</b>	Error! Bookmark not defined.

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## **PLAN 1.5 Community Liaison Plan**

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<b>PLAN 1.5 COMMUNITY LIAISON PLAN</b>	<b>1</b>
<b>1.1 Introduction</b>	<b>2</b>
<b>1.2 Community Liaison – Planning and Works Period New Facilities</b>	<b>2</b>
1.2.1 Proposed Programme of community engagement	2
1.2.2 Planning	3
1.2.3 Construction	3
<b>1.3 Community Liaison - Service Period</b>	<b>3</b>
1.3.2 Supporting Resource Cumbria	3
1.3.3 Key Service Aims	4
1.3.4 Promoting Contractor Recycling Initiatives	4
<b>1.4 Social Inclusion</b>	<b>4</b>
<b>1.5 Advisory Panel</b>	<b>5</b>
<b>1.6 Community Meetings</b>	<b>5</b>
<b>1.7 Community Liaison Resource Park 60 Day Shutdown</b>	<b>5</b>
<b>1.8 Transfer Stations</b>	<b>6</b>



## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This document should be read in conjunction with the following overall contract documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

1.1.1 All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

The implementation of this Community Liaison Plan is the responsibility of the Community Education and Liaison officer ("**CELO**"). The Plan shall be subject to review every year.

The Community Liaison Plan has been formulated to provide a clear overview of the methods the Contractor will employ to communicate the aims and objectives of the Services to the Cumbrian public. To maximise the benefits of the Community Liaison Plan, synergies with the Authority's waste education programme will be sought and emphasised, and co-working wherever appropriate will be encouraged. The Contractor will regularly update the plan to make it appropriate to the relevant stage of the Project . From the Commencement Date, the emphasis will be on encouraging the best use of the Services.

## 1.2 Community Liaison – Planning and Works Period New Facilities

Below is an outline of the programme the Contractor proposes to undertake in Cumbria in order to inform, engage and establish a relationship with public.

### 1.2.1 Proposed Programme of community engagement

Shanks recognise the importance of establishing good relations with residents in close proximity to recycling and waste management facilities and ensuring that those residents feel that they have a channel through which they can express their views on the management and operation of the facility.

Shanks CELO will produce an annual communications plan to highlight all community involvement. As set out in the output specification.

Community representatives will be given access to Contractor representatives (up to director level) within ten (10) Working Days of receipt of a written request made to the Contractor.

### **1.2.2 Planning**

Any comments and complaints received during the course of the planning application process will be read and responded to by the CELO. Any specific queries will be investigated and where reasonably practicable suggestions will be passed onto the construction team.

### **1.2.3 Construction**

Any complaints received during the Works Period will be passed directly to the Building Contractor. The Contractor shall use reasonable endeavours to ensure that all comments and complaints (verbal or otherwise), letters or notices received from any member of the public or statutory authority will be recorded by the CELO. Further details are set out in the Works Delivery Plan.

## **1.3 Community Liaison - Service Period**

### **1.3.1.1 Information Boards**

The Contractor shall provide information boards at each HWRC which advertise, as a minimum, the achievements in recycling at that HWRC, and materials that can be separated. This information shall be updated monthly. Such boards shall also clearly set out how comments from the public and other stakeholders may be received and details of any Advisory Panel (as defined in the Output Specification) associated with that HWRC.

### **1.3.2 Supporting Resource Cumbria**

The Contractor shall support the Authority in undertaking public interface initiatives at any Existing Facilities and distribute information developed and provided by the Authority to members of the public. The CELO will be the main point of contact for the Authority's Resource Cumbria project ("**Resource Cumbria**") team and will liaise directly with Resource Cumbria. Where possible the CELO and community education and liaison team will contribute staffing resources to Resource Cumbria at each HWRC site. Also, the Contractor will aim to publicise the Authority's permit scheme.

A Contractor representative (the CELO) will attend whenever possible Cumbria Waste Prevention Group meetings to discuss:

- the Authority's waste prevention initiatives;
- diary dates, forthcoming campaigns and agree methods of engagement with stakeholders;
- forthcoming Contractor initiatives; and
- feedback received;

Contractor staff will assist the Authority where possible on waste prevention training in the community.

### 1.3.3 Key Service Aims

- Identify stakeholders:
  - Keep them informed of activities on Site;
  - Promote effective feedback; and
  - Promote positive messages about the Service;
- Promote health and safety on Site;
- Make people feel welcome:
  - create a friendly atmosphere;
  - enable people to understand and invest in the ethos of the Site and the Services.
- Promote social cohesion;
- Promote waste minimisation and recycling;
- Gain understanding of the community's behaviour in relation to waste;
- Focus on education and encouragement; and
- Communicate consistent and regular messages and promote the overall aims of Resource Cumbria, the Contractor and the overall strategy and new technology aims.

### 1.3.4 Promoting Contractor Recycling Initiatives

To maximise recycling at HWRCs (to help meet recycling targets set out in the Project Agreement) the Contractor will undertake promotional initiatives at HWRCs. Such initiatives may relate to the HWRC Service as a whole, and be implemented at all HWRCs, or may relate to one HWRC which has particular difficulties with meeting Key Targets or is underutilised. The initiatives will aim to complement the initiatives of Resource Cumbria. The initiatives will be developed and implemented by the CELO and will consider Site-specific factors such as opening times. The initiatives will also have significant input from local community groups in order to maximise the results by considering how the initiative is appropriate for the wider community using and living near the sites. The Contractor shall investigate the use of mystery shoppers on sites to understand the issues on site.

The Contractor shall promote recycling on site and, if necessary, Site staff and/or the community education team may ask Site users if they can split their general waste bags. No bags will be split or waste segregated if the Site user objects.

## 1.4 Social Inclusion

To promote inclusion, the Contractor will:

- make translations of all printed materials produced for circulation to the public available in key languages to be agreed with the Authority on request:
  - for clarity, media in languages other than English will only be produced at the request of the Authority and, in any circumstance this requirement will not be more onerous than the Authority's own policy. When required, the Authority will make its translation services available to the Contractor at cost;
- target key ethnic minority press organisations with information and articles;
- attempt to make all Site users comfortable on Site irrespective of gender, race, sexuality or disability through training HWRC staff on the 'Code of Conduct - Engagement With the Public'; and
- provide briefing packs for cultural and ethnic group leaders and ask for their help in disseminating information to the community where appropriate.

The Contractor will work with and take advice from the Authority and established community workers on social inclusion issues. Where possible the Contractor shall seek to support the Authority in their recycling initiatives and avoid duplication.

A number of communication methods will be employed, including web-based media, where electronic versions of relevant literature, documents and publications may be viewed online and/or downloaded.

## 1.5 Advisory Panel

The Authority may decide an Advisory Panel is necessary. Should an Advisory Panel be required the Contractor shall contribute to that Advisory Panel through the provision of a senior representative at Advisory Panel forums. Advisory Panel forums shall be convened within ten (10) Working Days' notice of such forum meeting and the Contractor's Representative shall be in attendance for a maximum of two (2) hours for each meeting.

The Contractor envisages that the Advisory Panel will:

- facilitate an open exchange of information;
- facilitate distributing information to the wider community;
- enable both sides to ask specific questions and address specific concerns; and
- ensure concerns are addressed quickly and properly.

## 1.6 Community Meetings

Community representatives will have the opportunity to meet Contractor representatives for up to two (2) hours within ten (10) Working Days from the date of receipt of an application in writing. Such access shall be limited to a maximum of three (3) meetings per month.

## 1.7 Community Liaison Resource Park 60 Day Shutdown

The Contractor and the Authority will agree a public relations strategy prior to the shutdown.

## **1.8 Transfer Stations**

The Contractor and the Authority will agree a public relations strategy for each TS in accordance with the requirements of paragraph 4.5.2 of the Output Specification.

# Plan 1.6 Disposal Plan

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<b>PLAN 1.6 DISPOSAL PLAN</b>	<b>1</b>
<b>1.1 Introduction</b>	Error! Bookmark not defined.
<b>1.2 Transitional arrangements</b>	Error! Bookmark not defined.
<b>1.3 Disposal to Non-Hazardous Landfill</b>	Error! Bookmark not defined.
1.3.1 Materials	<b>Error! Bookmark not defined.</b>
1.3.1.1 Household Residual	<b>Error! Bookmark not defined.</b>
1.3.1.2 Bulky Waste	<b>Error! Bookmark not defined.</b>
1.3.1.3 HWRC Residual	<b>Error! Bookmark not defined.</b>
1.3.1.4 Resource Park Output	<b>Error! Bookmark not defined.</b>
1.3.1.5 Green Waste Compost Residue	<b>Error! Bookmark not defined.</b>
1.3.2 Full Service	<b>Error! Bookmark not defined.</b>
1.3.2.1 Household Residual	<b>Error! Bookmark not defined.</b>
1.3.2.2 Street Sweeps	<b>Error! Bookmark not defined.</b>
1.3.2.3 Fly Tipped Material	<b>Error! Bookmark not defined.</b>
1.3.2.4 Disposal Matrix	<b>Error! Bookmark not defined.</b>
<b>1.4 Necessary Consents</b>	Error! Bookmark not defined.
<b>1.5 Site Procedures</b>	Error! Bookmark not defined.
1.5.1 Facility Opening Hours	<b>Error! Bookmark not defined.</b>
1.5.2 Authorised Vehicles	<b>Error! Bookmark not defined.</b>
1.5.3 Contingency Arrangements	<b>Error! Bookmark not defined.</b>
<b>1.6 Disposal to Hazardous Landfill</b>	Error! Bookmark not defined.
<b>1.7 Permits details</b>	Error! Bookmark not defined.

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# 1 PLAN 1.7 Expiry Plan

## 1 PLAN 1.7 EXPIRY PLAN

1

### 1.1 Introduction

- 1.1.1 Schedule/General arrangements
- 1.1.2 Asset Management

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### 1.2 Handover Procedure

- 1.2.1 Hand back
- 1.2.2 Planning Permissions
- 1.2.3 Building Regulations Approvals
- 1.2.4 PPC Permits
- 1.2.5 Environmental Permit
- 1.2.6 Discharge Consents
- 1.2.7 Dealing with land interests
- 1.2.8 Dealing with sub-contracts
- 1.2.9 Managing any ongoing liability (aftercare plan)
- 1.2.10 Provision of information;
- 1.2.11 Dealing with personnel issues

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# 1.8 Health Safety & Welfare Plan

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## CONTENTS

<b>1.8</b>	<b>HEALTH SAFETY &amp; WELFARE PLAN</b>	<b>1</b>
<b>1.1</b>	<b>Introduction</b>	<b>3</b>
<b>1.2</b>	<b>Health Safety &amp; Welfare Management System</b>	<b>3</b>
1.2.1	Contractor's Health and Safety Policy	3
1.2.2	Codes of Practice on Safe Working	5
1.2.3	SHE Department	7
1.2.4	External health and safety advice sources	8
1.2.5	CDM Regulations	8
1.2.5.1	Application of duties under the Regulations	8
1.2.5.2	The Client – the Contractor	8
1.2.5.3	The CDM co-ordinator - Capita	9
1.2.5.4	The Designers – Capita and White Young Green	10
1.2.5.5	The Principal Contractor – Hanson CIL	11
1.2.5.6	Contractors – EcoDeco and other nominated Sub-Contractors	12
1.2.5.7	Site Rules and Conditions	13
1.2.5.8	Health and Safety Audits and Inspection	13
1.2.6	SHE Department Inspections	13
1.2.7	On-Site Safety Inspections	14
1.2.8	Red Amber Yellow Safety Report	14
1.2.9	Health and Safety Training	14
1.2.9.1	Health and Safety Risk Assessments	15
1.2.9.2	Safety Equipment	16
1.2.9.3	Reporting	17
1.2.9.4	Definition of an Accident (for purposes of 1.2.9.3 above)	18
<b>1.3</b>	<b>Sub-contracting</b>	<b>18</b>
1.3.1	Safety policy on subcontracts	19
1.3.2	Responsibilities	19
1.3.3	Employee consultation	19
1.3.4	Risk assessments	19
1.3.5	Induction and job safety training	20
1.3.6	Safety inspections and audits	20
1.3.7	Reporting/recording of accidents	20
1.3.8	Safety improvement	21
1.3.9	Insurance	21
1.3.10	Specific arrangements	21
1.3.11	Change management	23
<b>2.</b>	<b>FIRE SAFETY PLAN</b>	<b>24</b>
<b>2.1</b>	<b>Introduction</b>	<b>24</b>
<b>2.2</b>	<b>Fire Safety Plan</b>	<b>24</b>
2.2.1	Training	24



2.2.2	Risk Assessment Methodology	24
<b>2.3</b>	<b>Fire Equipment</b>	<b>25</b>
2.3.1	New Buildings	25
2.3.2	Existing Sites	26
2.3.3	Maintenance of Fire Precaution Equipment	26
2.3.4	Induction	26
2.3.5	Reporting of Fires	26
2.3.6	Record Retention	27

## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**"), which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other plans within the Service Delivery Plan and all such Plans should be read together.

This Service Delivery Plan should be read in conjunction with the following overall contract documents:

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

[Shanks Group] management system documents job descriptions and profiles allocate specific responsibilities for safety. The [Shanks Group] chief executive is responsible for representing safety to the [Shanks Group] board, as well as being an ambassador for safety and ensuring that the operating managing directors fulfil their responsibilities.

The nominated executive for health and safety in the UK is the UK support services director, who is responsible for:

- ensuring that [Shanks Group] safety health and environment department (the "**SHE Department**"), is adequately resourced and staffed;
- representing safety to the [Shanks Group] executive, and
- co-ordinating health and safety standards.

Full details of responsibilities throughout the organisation are set out in the responsibilities section of the Policy, Responsibilities, Organisation, Principles and Standards (PROPS) set out in [Appendix 20].

## 1.2 Health Safety & Welfare Management System

### 1.2.1 Contractor's Health and Safety Policy

The Contractor's health and safety policy is set out below.

1. Good health and safety complements commercial and operational needs - good safety standards make good business sense.

2. The Contractor is committed to preventing all accidents and incidents, whether near miss, minor or major, resulting from its activities and investigating any which do happen to prevent reoccurrence.
3. Health and safety law is the starting point for the Contractor and, wherever reasonably practicable, legal standards will be exceeded.
4. Line managers have prime responsibility for health and safety - this is a non-negotiable duty.
5. All employees, from managing directors to operational workers, will co-operate with the SHE Department, observe health and safety rules and take all reasonable steps to guard their own and other's health, safety and welfare.
6. The [Shanks Group] board of directors will nominate an executive to co-ordinate health and safety across [Shanks Group] operating companies - this executive will report direct to the [Shanks Group] chief executive.
7. The Contractor will utilise suitably qualified SHE Advisors to assist it in fulfilling its responsibilities, this resource is available from Glasgow or Milton Keynes.
8. the Contractor encourages consultation with all employees and will pursue a proactive communications strategy via the 'Advice Solutions' monthly briefing Appendix 5.
9. Health and safety will be the prime consideration in the design, purchasing, installation and commissioning, operation, repair and maintenance, decommissioning and disposal of all equipment, plant and facilities.
10. Health and safety will be the prime consideration in any activity undertaken by the Contractor, including the management of change of any kind, including management systems and organisation.
11. No task or operation will be started which cannot be stopped in a safe condition.
12. The Contractor will maintain links with trade organisations, professional associations, regulators and other bodies to ensure that its health and safety performance is continuously improved.

The Contractor has access to an extensive and robust health and safety system which is very much focused at the individual location level. This is to enable all company employees to ensure and maintain a safe working environment for themselves their colleagues, and all third parties including the general public.

Health and safety management is the prime responsibility of all Contractor employees. Through training, regular briefing and continuous monitoring through audit safety is placed and remains at the top of individuals agenda.

## 1.2.2 Codes of Practice on Safe Working

Listed below are a number of the core safety management safety documents that form a significant part of the health and safety system that the Contractor will maintain.

This list is in no means exhaustive and but does cover the major areas:

In Table 1 references to "Shanks" shall be construed as references to [Shanks Group plc].

SHE101 Advice Note Examples	Risk assessments SHANKS standard advice note on risk assessments Example waste vehicle risk assessments
SHE103 Advice note	Health and safety communications and consultation Guidelines for the operation of safety committees
SHE 104 Advice note	Permits to work SHANKS standard advice note on lock-off and isolation
SHS 105 Advice note	Traffic management SHANKS standard advice note on traffic management risk assessments
SHE 106 Advice note	Temporary worker control SHANKS standard advice note on temporary worker control
SHE 107 Advice notes	Accident and incident reporting SHANKS standard advice note on incident reporting SHANKS standard advice note on incident investigation SHANKS standard advice note on RIDDOR
HSF 110	Personal protective equipment
SHE 111 Advice note Audit form	Safety audits and inspections SHANKS standard advice note on on-site safety inspections SHANKS standard SHE Department audit format

SHE 113	First aid provision
Advice note	First aid risk assessments
SHE 130	Emergency planning, disaster recovery and fire precautions and provisions
HSF 115	COSHH
Advice note	SHANKS standard advice note on COSHH
SHE 126	CDM Company Standard
Advice note	SHANKS standard advice note on CDM regulations
SHE 102	Occupational health
Advice note	SHANKS standard advice note on occupational diseases in waste management
HMR 103 100	Induction, Training and development
HMR 104	Managing Attendance
SHE 111a	On site safety inspection form

**Table 1 Shanks Health and Safety Resources – See Appendix 49**

Each year the following checks will be carried out on sites:

1. 12 X monthly Inspections for major sites such as MBT– carried out on each site by the site manager, compliance officer and the Contractor's SHE advisor/team. Quarterly safety inspection of HWRC sites by Contractor's HWRC Manager and SHE team
2. Site Action Plan – requiring an action plan nominating individual responsible for actions.
3. SHE Audits carried out according to Contractor schedule as specified in Shanks Company Standard SHE111 on Safety Audits and Inspection– by SHE advisor.
4. Annual in-house training programme, available to all Contractor Personnel (which has the meaning given in the Output Specification).
5. Toolbox talks on health and safety awareness and risk assessments with reference to their specific tasks. These are carried out on staff induction and at revisits of the risk assessment.
6. Annual training needs analysis to all staff.

7. Monthly visits from the SHE advisor to discuss and review sites performance and progress.
8. Regular safety updates and guidance notes from the SHE Department.
9. SHE representative quarterly meetings. All elected representatives are invited to a regional meeting to discuss best practice and developments in law and systems. Following contract signature a Cumbria regional health and safety meeting will be established. From operational commencement these will be held quarterly. The meetings will be attended by appointed Authority representatives, a Contractor senior SHE Advisor, Contractor's operations manager and relevant site manager. Each accident, incident or near miss will be investigated at this meeting.
10. Incident review committees will be held as required; this is an independent Contractor review of any accidents and follow up measures taken by site. Serious incidents are reviewed and support given to assist in innovative solutions to prevent re-occurrence.
11. Institute of Occupational Safety and Health Training for Managers and Supervisors will be provided where required.

### 1.2.3 SHE Department

The SHE Department core\* member curriculum vitae and professional external specialist advice sources are set out below.

**SHE Manager, North:** \* **Mrs Gail Orr (Glasgow)**

Relevant qualifications: BSc (Hons) Chemistry and New Materials Technology  
 MSc Safety Management  
 Chartered Member of the Institution of Occupational Safety and Health  
 Associate Member of the Institute of Environmental Management and Assessment

**Senior Safety Advisor** \* **Mrs Nicola Will (Glasgow)**

Relevant qualifications BA (Hons) Geography  
 PgDip Environmental Studies  
 NEBOSH Diploma

**Senior Safety Advisor:** \* **Mr Steve Bonellie (Glasgow)**

Relevant qualifications: NEBOSH General Certificate  
 Diploma in Health and Safety Management

Member of the Institution of Occupational Safety and Health

**HWRC Manager: \*\* Mr Derek Matthews (Cumbria)**

COTC (4TSH)

IOSH Managing Safety

\* Operating Contractor

\*\* Contractor

#### 1.2.4 External health and safety advice sources

The Contractor has access to occupational and other health and safety advice on a contracted basis from:

#### 1.2.5 Serco Occupational Health (Boundary House, 2 Wythall Green Way, Middle Lane, Wythall, Birmingham, B47 6LW) CDM Regulations

##### 1.2.5.1 Application of duties under the Regulations

One of the main problems in construction projects is the number of parties typically involved and that duties which need to be carried out can 'fall between the lines'. The CDM Regulations define five groups involved in construction work:

1. the client;
2. the CDM co-ordinator;
3. the designer;
4. the principal contractor; and
5. contractors.

Each of the above persons or groups of persons has specified duties under the CDM Regulations:

##### 1.2.5.2 The Client – the Contractor

The client is the person the work is being carried out for, even if this is an internal client – for example, one department in a company carrying out construction work for another department. The client may appoint an agent to act on his behalf, but must be reasonably satisfied that this agent is competent. The client's duties are set out below:

- Notify the HSE of the appointment of any agent acting on his behalf (in these cases the legal duties of the client pass to the agent by a formal signed document, but the client must be satisfied as to the competence of the agent).

- Appoint a CDM co-ordinator (see below) as soon as possible to enable this person to give competent advice and assess the competence of contractors and designers early in the process. The competence of this appointment must be carefully assessed.
- Appoint a principal contractor as soon as sufficient information is available about the project for a decision to be made – in particular with regard to competence and resource allocation. This should be done in with agreement from the CDM Coordinator.

The positions of both CDM co-ordinator and principal contractor must remain filled throughout the project. Specific persons and companies can be changed part way through the construction phase, but the roles must still be filled.

It is possible for the client to act as CDM co-ordinator and/or principal contractor or for the CDM coordinator to also act as the principal contractor providing competence for each role can be proven. Further duties of the client are:

1. Ensure the competencies of designers.
2. Ensure that the health and safety plan has been prepared **BEFORE** the construction phase commences and keep available any health and safety files relating to existing structures. This should be prepared by the client or on behalf of the client by an independent advisor or the CDM co-ordinator.
3. Provide the CDM co-ordinator with such information relating to health and safety on the state or condition of the premises involved and other matters in his control.
4. Once the project has finished, ensure that the safety file (see below) is kept available for inspection and passed onto any subsequent owner of the premises.

In most of the above the client has a responsibility to be reasonably satisfied regarding the competence of the CDM co-ordinator and, by inference, principal contractor. The client must also be reasonably satisfied as to the adequacy of resource allocation to allow the appointees to carry out their duties adequately.

### 1.2.5.3 The CDM co-ordinator - Capita

The CDM co-ordinator must be competent and appointed sufficiently early in the project to allow him to carry out his duties. The CDM co-ordinator does not need to be a single person and can be a company or group of people, although one person must co-ordinate. No one person can fulfil all the duties of the CDM co-ordinator nor is one person an expert on all the issues to be covered.

The CDM co-ordinator's duties are:

1. Notify the HSE of the CDM project if the project is notifiable. Usually by way of an F10 form.



2. Ensure the health and safety plan for the project is completed and agreed before construction commences for use in the tender stage.
3. Ensure that designers and contractors are competent and with adequate resources before they are appointed.
4. Ensure that any structure is designed with health and safety in mind regarding the construction of the structure and its cleaning.
5. Ensure that sufficient design information is passed onto those involved in construction or cleaning.
6. Ensure that designers co-operate in achieving safety requirements.
7. Advise the client and/or contractor on competence and/or resource allocation requirements for design work and potential designers (for example, what design work will cost to achieve good health and safety and/or any qualifications and/or experience a designer may need to ensure good health and safety).
8. Advise the client on competence and/or resource allocation requirements for potential contractors (for example, how much employing contractors will cost to achieve good health and safety and what competencies such contractors will need to achieve good standards of health and safety).
9. Prepare a health and safety file and issue to the client on completion of the construction phase.
10. Advise all parties to ensure the requirements of the regulations are met.

#### **1.2.5.4 The Designers – Capita and White Young Green**

The designer prepares drawings, designs details, produces specifications and formulates the bill of quantities for the work. Where there is more than one designer the CDM co-ordinator must ensure that they co-operate with each other. The CDM co-ordinator will also feed information to the designer, such as the risk and hazard information provided by the client, and assist the designer in ensuring that risks are reduced through good design.

The CDM co-ordinator will also need to gain information from the designer on topics and issues to be covered in the safety plan. Designers have a duty to ensure that they provide such information. Designers also have a duty to inform the client of any legal and good practice issues which come to light while they are translating the client's wishes into a final design. The designer's duties are:

1. Avoid foreseeable risks to health and safety of anyone during construction or during cleaning work either in or on the structure;
2. Combat risk at source if avoidance is not reasonably practicable through good design;

3. Use controls in their design which protect all persons, not just those involved in construction of cleaning;
4. Provide adequate information about the project, structure and/or materials used in design documents so that those involved in the project can take the appropriate decisions regarding health and safety; and
5. To co-operate with the CDM co-ordinator on and other Designers working on the project.

When considering design, at least the following issues need to be considered:

Is the design based on current or well established practice?

1. Does the design conform to legislation, good principles and practice, current British or EU standards etc?
2. Do design drawings point out any specific or unusual hazards, particularly those which may be encountered during construction?
3. Is the design 'construction friendly'?
4. Has adequate consideration been given to the subsequent maintenance, cleaning etc of the structure?

#### **1.2.5.5 The Principal Contractor – Hanson CIL**

With advice from the CDM co-ordinator, the client, or his agent, will appoint a competent principal contractor. It is the principal contractor's main duty to manage the construction work for the client.

Before construction commences the principal contractor should ensure that the safety plan contains arrangements and controls which will, so far as is reasonably practicable, protect all those involved or who may potentially be affected by the project.

The principal contractor's duties are:

1. To take ownership of the health and safety plan once appointed and then add to it details of health and safety management throughout the construction phase. This should include risk assessments and method statements from contractors, arrangements for monitoring safety and common arrangements such as emergency plans.
2. To take all reasonable steps to ensure co-operation between all the contractors involved on the project.
3. Bring the safety rules, including site rules, to the attention of any person involved in construction and ensure they are complied with.
4. Take reasonable steps to control access to the site.

5. Provide the CDM co-ordinator with information promptly on issues which may need including in the safety file being written for the structure.
6. Provide consultation arrangements to ensure that those involved in the construction can raise safety issues and provide co-ordination forums to allow adequate co-operation between contractors to occur.
7. Provide a system to allow the reporting of accidents and incidents, in particular those which would fall under RIDDOR.
8. Display the notification to the HSE (F10).

#### **1.2.5.6 Contractors – EcoDeco and other nominated Sub-Contractors**

Of course for smaller projects the only contractor may be the principal contractor. However, in most cases several contractors will be involved, such as electricians, civil engineers, plumbers etc. These other contractors are more commonly called sub-contractors.

All contractors working on any job have a series of health and safety duties, such as that to compile risk assessments for all tasks imposed by the Management of Health and Safety at Work Regulations. Such documentation should be provided to the principal contractor as proof of competence.

The additional duties imposed by the CDM Regulations are:

1. Obey the site safety rules communicated to them by the principal contractor;
2. Report any RIDDOR incidents or accidents to the principal contractor;
3. Report any factor or issue which may affect the safety of the project to the principal contractor.

In addition to the normal site induction requirements, such as emergency procedures, which areas can be entered and which not, who will be in charge etc, all those working on site must have been inducted in:

1. the name of the CDM co-ordinator;
2. the name of the principal contractor;
3. the relevant parts of the safety plan.

As with all safety law requirements, the above induction must be recorded.

The key requirement throughout the regulations is to ensure that all appointments are based on competence and that the competence of all parties can be proven. The Approved Code of Practice that accompanies the CDM Regulations sets out criteria which should be used when considering the competencies of each party.

The Operating Contractor and its SHE advisors have great experience in working on

CDM projects and as such are used to complying with CDM regulations.

#### **1.2.5.7 Site Rules and Conditions**

Each Waste Management Facility has a bespoke set of site rules (Appendix 6). As part of the Service Delivery Plan each proposed Waste Management Facility has a set of health and safety site rules (Appendix 18).

#### **1.2.5.8 Health and Safety Audits and Inspection**

There are four main types of safety inspection/audit:

- On-site safety inspections carried out by site/operation personnel.
- SHE Department inspections carried out by SHE Department staff.
- SHE Department audits carried out by SHE Department staff.
- External audits carried out by appropriate competent organisations as required.

The aim of these four types of inspection/audit is to give a combined view of site/operation safety which is both operationally informed and from a safety specialist perspective.

#### **1.2.6 SHE Department Inspections**

The aim of the SHE Department inspections is to provide a specialist safety practitioner view informed by experience and knowledge of health and safety law and guidance.

SHE Department aims to inspect major sites each month, minor sites/vehicles operations every two months and small sites such as simple HWRC sites every three months. However:

1. No Waste Management Facility will go more than three months without an inspection.
2. If a major safety concern or accident occurs for any site/operation the frequency of inspection may be changed immediately without notification

SHE Department will generally inform managers of forthcoming inspections, but retains the right to perform 'snap' inspections.

SHE Department inspection issues can be raised at various enforcement levels (see below on enforcement policy).

SHE Department inspections will be reported on the Contractor's standard inspection/audit report format (Appendix 21) and records will be kept both in hard copy and electronically.

### 1.2.7 On-Site Safety Inspections

On-site safety inspections should be carried out by the manager and SHE representative. However, this is not always possible and delegation is acceptable, provided this does not become the norm. Other site personnel may be involved in on-site safety inspections, particularly if they bring a specialism to the inspection.

On-site inspections should be carried out using the relevant on-site safety inspection form. Contractor's advice note on safety inspections can be used as a guide and there are other publications by trade unions and the health and safety executive available to provide advice on safety inspections.

Sites/operations may design their own form to use instead of Appendix 21, or adapt it to their own site/operation but only if this alternative form is approved by the SHE Department.

At manager discretion an inspector from another site/operation may take part in on-site inspections. In this case the guest inspector's name must be noted on the inspection form.

Following the on-site inspection any observations must be discussed and the form signed by manager and SHE representative to confirm they agree with findings, actions and time scales.

Any issues which cannot be resolved must be noted for the attention of SHE Department. For all actions a completion date must be noted.

On-site safety inspections shall take place in accordance with the schedule produced by SHE Department and a copy of each report must be retained on site.

SHE Department will monitor the completion of on-site inspections via safety audits. Sites which fail to conduct inspections will be reported to senior management.

### 1.2.8 Red Amber Yellow Safety Report

This report is produced by the health and SHE advisor to highlight areas where attention is required. Rectification periods are agreed with site management and the nature of the attention is highlighted using the red, amber and yellow colour scheme.

- Yellow – Low Risk – Site management informed.
- Amber – Medium Risk – Site management and director.
- Red – High Risk – Site management, director and Operating Contractor's board.

### 1.2.9 Health and Safety Training

Site managers will compile their own training matrix for those employees under their control, using the standard format, detailing:

1. All employees at the site/operation;

2. All relevant training types from the Contractor's core training matrix;
3. Training needs identified at a site/operation/department level;
4. Training needs identified by performance reviews and other similar inputs;
5. Any other training/competence requirements specific to the site/operation, e.g. licence/authorisation requirements;
6. New employees must be added to the matrix within 10 days;
7. Where training requires renewal, such as heavy mobile plant operator training, the matrix will include the date for such renewal;
8. The training matrix must be updated whenever:
  1. An employee joins or leaves the site/operation to ensure that new employees are given appropriate training and that any competency gaps left by employees leaving are filled;
  2. Additional training needs are identified from any of the above sources such as the core training matrix identifying a new training requirement;
  3. When training is completed;
  4. Significant changes in site/operation occur; and
  5. Significant changes occur in manning levels, organisation etc as part of change management.
9. Nominated managers will review the matrix annually, as a minimum, with the training co-ordinator to ensure that it includes all relevant training types from the core training matrix.
10. Any gaps will be identified and requests placed with the training co-ordinator (see below) to fill these gaps.
11. Where significant gaps are evident, e.g. a new acquisition, new site, large scale reorganisation, employment of a large number of new employees etc. the nominated manager will compile a training plan from their matrix to allow progress in filling training gaps to be tracked.

#### **1.2.9.1 Health and Safety Risk Assessments**

Risk assessments provide a basis for safe systems of work and operating procedures and to meet the requirements of the Management of Health and Safety at Work Regulations by ensuring that:

1. The risks associated with tasks/operations are suitably and sufficiently assessed.
2. Control measures are implemented to eliminate and/or reduce these risks.

3. Employees are informed and inducted on the risks and control measures associated with their job either by direct induction on assessments or by induction on operating procedures.
4. Risks posed to non-employees who may be affected by the company's activities are likewise assessed and controlled.

### **Risk Assessment Registers**

1. Each site/operation must compile a risk assessment register. At the least this will comprise of a list of all significant tasks undertaken at that site/operation, including:
  - Normal and non-normal (such as maintenance, block clearance etc) operations.
2. Operations which pose hazards both to Contractor employees and non-Contractor persons, such as customers' drivers, contractors, the general public, visitors etc.
3. Operations which take place on Waste Management Facilities and those which do not, such as collection activities.
4. Specific customer site assessments which have either been written or requested.
5. The date each assessment was carried out, or will be carried out.
6. The issue number for each assessment (i.e., the number of reviews conducted to date).
7. When each assessment is due for review.

From the above register, a list of the risk assessments held by a site/operation must be included in that site/operation's management plan.

Upon service commencement the Contractor will carry out risk assessment for all Contractor operations, which will then be incorporated into each Waste Managements Facility's operating plan.

The Contractor will carry out a gap analysis report on Cumbria Waste Management's ("CWM") risk assessments to identify any deficiencies. All shortfalls will be rectified in conjunction with CWM.

#### **1.2.9.2 Safety Equipment**

If a risk assessment identifies a need for PPE/RPE/BA/hearing protection the nominated manager must select appropriate PPE/RPE/BA/hearing protection which will effectively guard against the hazard identified.

Each Waste Management Facility will identify by risk assessment the minimum PPE requirement for the site/operation. This list of PPE will be recorded.

All employees who use PPE/RPE/BA/hearing protection must be trained where appropriate in its use. The extent of training will vary dependent on the item of PPE being used, but must be appropriate.

Any manufacturer's instructions supplied with PPE regarding use, maintenance, storage, working life etc must be adhered to.

Sufficient stocks of PPE/RPE/BA/hearing protection must be kept at sites to allow tasks to be performed including those items of PPE/RPE/BA/hearing protection which are only used infrequently. This also includes stocks for use by visitors.

No employee or other person may commence a task, or enter an area, without the required PPE/RPE/BA/hearing protection.

All items of PPE/RPE/BA/hearing protection must be kept in good condition and be fit for purpose at all times. This includes suitable storage and cleaning.

At the end of an item of PPE/RPE/BA/hearing protection's life it must be replaced with new.

Refusing to wear or repeated "forgetfulness" in wearing, appropriate PPE/RPE/BA/hearing protection will be a disciplinary offence for employees.

For contractors and third parties no work requiring PPE/RPE/BA/hearing protection will commence until they have been inducted on the PPE/RPE/BA/hearing protection required and checks must be made to ensure such is being worn.

As detailed in Shanks site rules, refusal to wear PPE or repeated "forgetfulness" will result in the contractor or third party being instructed to leave the site.

### **1.2.9.3 Reporting**

The Contractor shall submit to the Authority a monthly, quarterly and annual health and safety report, detailing accidents and dangerous occurrences reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

The Contractor shall report to the Authority, within two (2) hours of occurrence, any accident involving a member of the public, and within one (1) Working Day of becoming aware of any accident becoming a RIDDOR reportable accident.

The Contractor will meet with the Authority's Representative every month to review health, safety and welfare performance. The meeting is to be attended by the Contractor's Representative and the Contractor's health, safety and welfare manager(s).

If site rules are broken by third party operatives (for example WCA drivers/operators) details of the breach will be reported to the Authority's Representative. Please refer to the Northern Resource Park and the Southern Resource Park facility specific Plans and Appendix 7. The Authority shall ensure compliance with site rules by all Authority Related Parties.



#### 1.2.9.4 Definition of an Accident (for purposes of 1.2.9.3 above)

**An accident is:**

- an event which involves a member of the public sustaining an injury; or
- significant damage (estimated cost of over £500) to any property caused by a member of the public; or
- any damage to a member of the public's vehicle caused by a member of staff (which might well give rise to a complaint)

#### Examples of accidents

These include:

- Member of public breaks an arm, twists an ankle, cuts a finger, falls over and grazes a knee, bump on the head etc. All such accidents should be recorded in the Accident Book: irrespective of whether the individual wishes to or not.
- Members of the public drive into each other, damage caused to car wings and headlights with a repair cost likely to be greater than £500
- An employee drops a door when unloading it from a car roof rack and damages the roof of the car, repair cost is likely to be less than £500
- An employee when removing waste from the boot of a car spills paint in the boot, repair cost is likely to be less than £500

#### Examples of events that are not accidents

These include:

- Member of the public drives into a skip and scuffs their bumper, the cost of repair is likely to be less than £500
- Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.

### 1.3 Sub-contracting

For details of subcontractors health and safety policies and procedures please refer to both HWRC and Landfill specific Plans.

The Contractor will subcontract operation of the HWRCs to CWM for the first five years of the contract. During this time the Contractor will monitor health and safety on sites on both a day to day basis. In addition to this the SHE Department will carry out three visits to each HWRC every year. Initially the SHE department will carry out a gap analysis on the sites. This will be reported back to CWM with a list of actions and timescales for completion. The Contractor will not prescribe to CWM exactly what safety systems CWM will use but will provide examples and assistance where required.

In addition to this CWM will be required to continue with their own safety inspections on site, and copies of their reports will be provided to the Contractor (for more details please see the facility specific Plans).

Below is an outline of Contractor's policy on managing subcontracts.

### **1.3.1 Safety policy on subcontracts**

The sub-contractor shall have a written health and safety policy statement as required under the Health & Safety at Work Act 1974. This statement shall be displayed at the site.

### **1.3.2 Responsibilities**

H&S responsibilities shall be allocated to employees by suitable job descriptions and other means. Each site shall have a person formally appointed as being responsible for H&S.

This 'responsible' person will have undertaken suitable safety training and be competent to perform the duties expected.

The sub-contractor shall have access to competent health and safety advice as required by the Management of Health and Safety at Work Regulations.

### **1.3.3 Employee consultation**

Suitable arrangements compliant with the Safety Representatives and Safety Committees Regulations and/or Health and Safety (Consultation with Employees) Regulations shall be in force for effective communication of H&S issues. These will include at least quarterly H&S meetings involving all employees at the site/s.

### **1.3.4 Risk assessments**

1. The sub-contractor shall compile suitable risk assessments for the operation of the site as required under the Management of Health and Safety at Work Regulations. From these assessments:

- 1.1 Suitable and sufficient control measures shall be put in place to ensure the safe operation of the site/s including, where required, physical measures;

- 1.2 All employees shall receive information, instruction and training on the hazards faced and the controls to be used;

- 1.3 Where appropriate operating procedures/method statements/work instructions shall be written for critical tasks which require a safe system of work and employees shall be inducted and trained on these.

2. In addition to the risk assessments required above, the sub-contractor shall also compile assessments relating to:

- 2.1 Manual handling – as required by the Manual Handling Operations Regulations;
  - 2.2 Display screen equipment – as required by the Display Screen Equipment Regulations; and
  - 2.3 Hazardous substance control – as required under the COSHH (Control Of Substances Hazardous to Health) Regulations.
3. As for other assessments, all employees shall receive appropriate information, instruction and training on the hazards faced and the controls to be used.
  4. Based on any assessment the contractor shall put in place appropriate and effective arrangements to control the hazards and risks identified by assessments.
  5. Copies of all assessments and any procedures of other documents written from them shall be available for inspection by the Contractor at any reasonable time.

### **1.3.5 Induction and job safety training**

The sub-contractor shall provide an effective training and induction system to ensure that all employees are adequately trained for the tasks they undertake. This system shall include the keeping of appropriate records of training.

### **1.3.6 Safety inspections and audits**

The sub-contractor shall perform at least monthly H&S inspections of the site. Reports from these inspections shall be copied to the Contractor manager nominated for the site.

The Contractor retains the right to inspect the site and any documents relating to H&S at any time and to require the sub-contractor to put in place controls based on the outcome of these inspections.

### **1.3.7 Reporting/recording of accidents**

The sub-contractor shall have an effective system for reporting and investigating any accidents or incidents which occur at the site, including when required under the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR) to the Health and Safety Executive.

All accidents will be reported to the Contractor manager nominated for the site, investigated by contractor and effective remedial measures put in place to prevent reoccurrence.

The sub-contractor shall submit to the Contractor a monthly, quarterly and annual Health and Safety Report, detailing accidents and dangerous occurrences reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

The sub-contractor shall report to the Contractor, within one (1) hour of occurrence, any RIDDOR reportable accident or any accident involving a member of the public and within one (1) Working Day for a member of staff.

### **1.3.8 Safety improvement**

The sub-contractor shall maintain a safety plan/s listing issues identified by H&S inspections, accident and incident investigations and other inputs detailing the improvement measures being planned and timescales for their implementation.

### **1.3.9 Insurance**

The sub-contractor shall hold both employer's liability and public liability insurance appropriate to the potential harm which could be caused to his employees, Contractor employees and the public and their property.

### **1.3.10 Specific arrangements**

1. The sub-contractor shall provide specific H&S arrangements suitable to the tasks being conducted. The below list of specific arrangements required is not exhaustive and simply outlines the basic requirements:

1.1 First aiders and facilities – adequate first aid provision shall be maintained by the sub-contractor for both his employees and those using the site.

1.2 Contractor and temporary worker control – any contractors and temporary workers employed by the sub-contractor shall be controlled in an adequate manner.

1.3 Traffic management – the sub-contractor shall provide an effective and written traffic management plan for each site aimed at controlling the flow of both operational and public traffic. This plan is to be backed by appropriate controls on site.

1.4 Safety signs and signals – the sub-contractor shall have in place suitable signs as required to warn all persons of hazards and to effect the traffic management plan.

2. Work equipment – all work equipment used at the site shall comply with the Provision and Use of Work Equipment Regulations, the Lifting Operations and Lifting Equipment Regulations and any other applicable legislation.

2.1 In particular all mobile plant shall:

- (a) Be maintained in a safe and effective condition;
- (b) Be subject to appropriate daily/weekly checks and have an effective defect reporting system and maintenance system;
- (c) Be subject to relevant statutory tests;

- (d) Only be operated by appropriately trained and competent persons (e.g. Construction Industry Training Board or equivalent level);

2.2 In particular all static plant such as compactors shall:

- (a) Be maintained in a safe and effective condition;
- (b) Be subject to appropriate daily/weekly checks and have an effective defect reporting system and maintenance system;
- (c) Be subject to relevant statutory tests;
- (d) Be subject to an effective lock-off system for any works which may expose any person to a machinery or associated risk;
- (e) Only be operated by appropriately trained and competent persons.

2.3 Electrical equipment - the contractor shall provide appropriate portable electrical equipment and static electrical equipment testing.

3. Fall protection – the contractor will have adequate systems in place to protect against the risk of falls. In particular for vehicles:

3.1 rollonoff/bulk waste vehicles used to remove wastes from the site will be equipped with auto-sheeting. In order for such auto-sheeting to be effective the sub-contractor shall ensure that containers are not overloaded to the extent that auto-sheeting equipment is ineffective;

3.2 where skip lorries are used all skips shall be lowered to the ground for sheeting and during un-sheeting all drivers will remain on the ground.

4. The sub-contractor shall include fall protection issues in its risk assessments and ensure that its employees have appropriate access arrangement for waste containers and other situations where fall protection is required.

5. Waste containers – the sub-contractor shall have a suitable system in place for checking the condition and safety of waste containers and shall remove from service any waste containers which pose a H&S risk.

6. Personal protective equipment (PPE) – the sub-contractor shall provide all of his employees with appropriate PPE as identified by risk assessment free of charge.

7. Fire protection and prevention and emergency planning – the sub-contractor shall compile a suitable and sufficient assessment of the risks posed by fire and other significant emergency risks to each site and persons on and around it. Based on this assessment adequate fire fighting and other emergency provision and training shall be supplied and an evacuation/emergency plan written and tested.

8. Security – the sub-contractor shall provide suitable security fencing at site/s and will report any damage and other deficiencies in site fencing, security lighting etc to the nominated Shanks manager. The sub-contractor shall ensure that gates are locked out of hours and that appropriate security measures are taken.
9. Welfare and hygiene facilities – the sub-contractor shall maintain all provided welfare and hygiene facilities in a suitably clean and effective condition, including the provision of consumables such as soap etc.
10. Working Time Regulations – the sub-contractor shall maintain such records of working hours to ensure compliance with the Working Time Regulations.

### **1.3.11 Change management**

The sub-contractor shall inform the Contractor in advance of any significant planned changes to the operation of any site which may affect safety. The Contractor has the right to curtail any such change which it believes may adversely affect safety and health.

The sub-contractor shall have in place suitable systems to determine what the impacts of any new and/or revised health and safety law or guidance will be and will revise the operation of any site in order to comply with such new or revised legislation.

## 2. Fire Safety Plan

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### 2.1 Introduction

The implementation of this plan is the responsibility of the Nominated Manager (as listed on Shanks Nominated Manager list) who reports directly to the operations director.

Under the Regulatory Reform (Fire Safety) Order 2005, fire certificates will no longer be issued.

The Contractor is responsible for its own fire safety and will conduct a fire risk assessment for each New Facility regardless of the size of the risk. The identified responsible person (site manager) now takes full corporate liability.

Unlike the Fire Precautions (Workplace) Regulations 1997, the Regulatory Reform (Fire Safety) Order 2005 places emphasis on business continuity and containing and preventing the spread of small fires. The effectiveness of fire extinguishers is clearly recognised as a major provision in doing this.

Protection is also explicitly extended to all occupants and not just employees. Visitors, contractors and passers-by will also be considered in the risk assessment.

With all of this in mind, the nominated manager with assistance from the Contractor's SHE (Safety, Health and Environment) department ("**SHE Department**") will, prior to service commencement, conduct a site specific fire risk assessment. This risk assessment will be used to produce a site specific Emergency Plan, which incorporates the Fire Safety Plan.

### 2.2 Fire Safety Plan

#### 2.2.1 Training

Each site will have a minimum of one trained incident controller and trained fire warden. In addition to this at least one person on each site will be trained in writing risk assessments (usually the nominated manager).

This training will be organised through the SHE Department.

All staff will be inducted on the site's Emergency Plan (of which the Fire Safety Plan is incorporated).

#### 2.2.2 Risk Assessment Methodology

All sites and operations will compile a fire risk assessment to determine areas of fire hazard. The risk assessment will consider the matters set out below.

1. The safety of employees and visitors to a site from fire.

2. The protection of property from fire and job security of employees.
3. The safety of fire fighters should they have to enter a property.
4. The environmental impact of a fire.

From this assessment adequate provision will be made for:

1. The arrangement of facilities to minimise fire risk;
2. Fire exits and escape routes;
3. Fire detection and alarm systems;
4. Storage and operational protocols to minimise the risk of fire;
5. Fire fighting equipment and training in its use; and
6. Emergency response measures and the level of training required in these.

Where applicable to the operation this will include vehicles, such as HGVs and items of heavy mobile plant.

Where applicable this will include suitable provision for non-employees, such as visitors and third party lorry drivers, while they are on company sites.

Following any fire the fire risk assessment must be reviewed to establish if further controls are required. If not then risk assessments then fall in line with the Contractor's procedure for risk assessment i.e. risk assessments with an overall risk rating of high or medium will be reviewed every two years and low risk ratings will be reviewed every three years.

The relevant significant outcomes of the fire risk assessment/s will be included in site/operation emergency plans.

Fire risk assessments will be available for inspection by the Authority upon request.

## 2.3 Fire Equipment

### 2.3.1 New Buildings

New buildings are designed to maintain fire escape route distances and security, including temporary type buildings such as portacabins, and any changes to these original designs must include consideration of fire escapes. All new facilities will come with fire systems, for example the Ecodeco Plant will come with fire detection systems (smoke, gas and flame detectors) and fire suppression systems (water cannons sprinklers and deluge systems), as set out in the Works Delivery Plan.

Any significant change to buildings, such as the movement or creation of new walls and dividing panels, must be approved by the SHE Department before they are carried out.



### 2.3.2 Existing Sites

The fire risk assessment will be used to highlight the necessary fire detection equipment and fire fighting equipment. It will then be the nominated manager's responsibility to ensure that the necessary equipment is put in place inside agreed time frames and staff are inducted and trained (where necessary).

### 2.3.3 Maintenance of Fire Precaution Equipment

A responsible person will be nominated at each site and operation and this person will ensure that:

- Fire fighting equipment is checked and tested as appropriate, including those in vehicles and heavy plant cabs;
- Fire detection and alarm systems are tested as appropriate.

Notwithstanding the above:

- Fire alarms and detection equipment will be tested each week;
- Emergency lighting and similar devices will be tested each quarter;
- Fire evacuation drills will be carried out at least once every six months;
- Fire exits and escape routes will be checked during site/operation on-site safety inspections.

All of the above must be recorded in the fire logbook for the site/operation.

In addition to the above, as required by guidance and legislation, inspections of fire fighting, detection, emergency lighting etc equipment must be carried out at appropriate intervals by a competent person.

As detailed above the Contractor shall ensure that Cumbria Waste Management ("**CWM**") have carried out suitable risk assessments as part of the three inspections each year.

### 2.3.4 Induction

All employees at the site/operation will be inducted in the precautions resulting from the risk assessment by the nominated manager, and this will be recorded.

The induction of visitors, contractors, temporary workers must include appropriate mention of fire precautions. For details please refer the facility specific Plans.

### 2.3.5 Reporting of Fires

All fires must be reported, after notifying the emergency services to the SHE department and the Authority within two (2) hours of any incident.

### **2.3.6 Record Retention**

All records generated as a requirement of this document should be retained for five years.

The Contractor will produce any risk assessments, emergency plans and relevant operating procedure prior to the Service Availability Date (please refer to Appendices 17 and 19).

# PLAN 1.9 Human Resource Plan

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## CONTENTS

<b>PLAN 1.9 HUMAN RESOURCE PLAN</b>	<b>1</b>
<b>1.1 Introduction</b>	Error! Bookmark not defined.
<b>1.2 Summary</b>	Error! Bookmark not defined.
<b>1.3 Human Resources Strategy</b>	Error! Bookmark not defined.
1.3.1 Staff	<b>Error! Bookmark not defined.</b>
1.3.2 Suppliers and Subcontractors	<b>Error! Bookmark not defined.</b>
1.3.3 Industrial Action	<b>Error! Bookmark not defined.</b>
1.3.4 Trade Unions	<b>Error! Bookmark not defined.</b>
<b>1.4 Human Resource Management</b>	Error! Bookmark not defined.
1.4.1 Staff structure	<b>Error! Bookmark not defined.</b>
1.4.1.1 Key Management Positions	<b>Error! Bookmark not defined.</b>
1.4.1.2 Operational site staff (from year 3 onwards)	<b>Error! Bookmark not defined.</b>
1.4.2 Sickness and Holiday Cover	<b>Error! Bookmark not defined.</b>
1.4.3 Head Office Support	<b>Error! Bookmark not defined.</b>
1.4.4 Experience and Qualifications of Key Personnel	<b>Error! Bookmark not defined.</b>
<b>1.5 Key Management Personnel</b>	Error! Bookmark not defined.
1.5.1 Contractor Representative	<b>Error! Bookmark not defined.</b>
1.5.1.1 Purpose	<b>Error! Bookmark not defined.</b>
1.5.1.2 Reports to	<b>Error! Bookmark not defined.</b>
1.5.1.3 Responsibilities	<b>Error! Bookmark not defined.</b>
1.5.1.4 Key Skills/Experience	<b>Error! Bookmark not defined.</b>
1.5.2 Operations Director	<b>Error! Bookmark not defined.</b>
1.5.2.1 Purpose	<b>Error! Bookmark not defined.</b>
1.5.2.2 Reports to	<b>Error! Bookmark not defined.</b>
1.5.2.3 Responsibilities	<b>Error! Bookmark not defined.</b>
1.5.2.4 Key Skills/Experience	<b>Error! Bookmark not defined.</b>
1.5.3 Regional Manager	<b>Error! Bookmark not defined.</b>
1.5.3.1 Purpose	<b>Error! Bookmark not defined.</b>
1.5.3.2 Reports to	<b>Error! Bookmark not defined.</b>
1.5.3.3 Responsibilities	<b>Error! Bookmark not defined.</b>
1.5.3.4 Key Skills/Experience	<b>Error! Bookmark not defined.</b>
1.5.4 Finance Manager	<b>Error! Bookmark not defined.</b>
1.5.4.1 Reports to	<b>Error! Bookmark not defined.</b>
1.5.4.2 Purpose	<b>Error! Bookmark not defined.</b>
1.5.4.3 Responsibilities	<b>Error! Bookmark not defined.</b>
1.5.4.4 Key Skills/Experience	<b>Error! Bookmark not defined.</b>
1.5.5 Construction Manager	<b>Error! Bookmark not defined.</b>
1.5.5.1 Purpose	<b>Error! Bookmark not defined.</b>
1.5.5.2 Reports to	<b>Error! Bookmark not defined.</b>
1.5.5.3 Responsibilities	<b>Error! Bookmark not defined.</b>

- 1.5.5.4 Key Skills/Experience **Error! Bookmark not defined.**
- 1.5.6 Communication, Education and Liaison Officer ("CE&L Officer") **Error! Bookmark not defined.**
- 1.5.6.1 Purpose **Error! Bookmark not defined.**
- 1.5.6.2 Reports to **Error! Bookmark not defined.**
- 1.5.6.3 Responsibilities **Error! Bookmark not defined.**
- 1.5.6.4 Key Skills/Experience: **Error! Bookmark not defined.**
- 1.5.7 Subcontracts Manager **Error! Bookmark not defined.**
- 1.5.7.1 Responsibilities **Error! Bookmark not defined.**
- 1.5.7.2 Training Needs **Error! Bookmark not defined.**
- 1.5.8 ITS Site Manager **Error! Bookmark not defined.**
- 1.5.8.1 Responsibilities **Error! Bookmark not defined.**
- 1.5.8.2 Training Needs **Error! Bookmark not defined.**
- 1.5.9 HWRC Manager **Error! Bookmark not defined.**
- 1.5.9.1 Training Needs **Error! Bookmark not defined.**

## **1.6 Operational Staff – Resource Park**

- 1.6.1 ITS Supervisor **Error! Bookmark not defined.**
- 1.6.1.1 Training Needs **Error! Bookmark not defined.**
- 1.6.2 Control Room Operators **Error! Bookmark not defined.**
- 1.6.2.1 Responsibilities **Error! Bookmark not defined.**
- 1.6.2.2 Training Needs **Error! Bookmark not defined.**
- 1.6.3 Refinement Operators **Error! Bookmark not defined.**
- 1.6.3.1 Responsibilities **Error! Bookmark not defined.**
- 1.6.3.2 Training Needs **Error! Bookmark not defined.**
- 1.6.4 Weighbridge Operators **Error! Bookmark not defined.**
- 1.6.4.1 Responsibilities **Error! Bookmark not defined.**
- 1.6.4.2 Training Needs **Error! Bookmark not defined.**
- 1.6.5 Housekeepers **Error! Bookmark not defined.**
- 1.6.5.1 Responsibilities **Error! Bookmark not defined.**
- 1.6.5.2 Training Needs **Error! Bookmark not defined.**
- 1.6.6 Drivers **Error! Bookmark not defined.**
- 1.6.6.1 Responsibilities **Error! Bookmark not defined.**
- 1.6.6.2 Training Needs **Error! Bookmark not defined.**

## **1.7 Discipline and Grievance**

- 1.7.1 Disciplinary Procedure **Error! Bookmark not defined.**
- 1.7.2 Investigation **Error! Bookmark not defined.**
- 1.7.3 Written Statement **Error! Bookmark not defined.**
- 1.7.4 The Hearing **Error! Bookmark not defined.**
- 1.7.5 The Appeal Hearing **Error! Bookmark not defined.**
- 1.7.6 Grievance **Error! Bookmark not defined.**
- 1.7.6.1 Stage 1 - The supervisor **Error! Bookmark not defined.**
- 1.7.6.2 Stage 2 - The Operations Manager **Error! Bookmark not defined.**
- 1.7.6.3 Final Stage - The Operations Director **Error! Bookmark not defined.**
- 1.7.6.4 Exceptions **Error! Bookmark not defined.**
- 1.7.7 Training and Appraisals **Error! Bookmark not defined.**
- 1.7.7.1 Induction **Error! Bookmark not defined.**
- 1.7.7.2 Probation Period **Error! Bookmark not defined.**
- 1.7.7.3 Three Months Point **Error! Bookmark not defined.**
- 1.7.7.4 Six Months Point **Error! Bookmark not defined.**
- 1.7.7.5 Unsuccessful Probation Period **Error! Bookmark not defined.**
- 1. Irredeemable incapability **Error! Bookmark not defined.**
- 2. Some measure of improvement evidence **Error! Bookmark not defined.**

1.7.7.6 Successful Probation Period

**Error! Bookmark not defined.**

## **1.8 Dignity and Diversity**

- 1.8.1 Responsibilities
- 1.8.2 Definitions
- 1.8.3 Index
- 1.8.4 Discrimination
- 1.8.5 Diversity
- 1.8.6 Harassment
- 1.8.7 Violence at Work
- 1.8.8 Recruitment
- 1.8.9 Promotion and Career Development
- 1.8.10 Disability employment
- 1.8.11 Legislation Compliance

Error! Bookmark not defined.  
**Error! Bookmark not defined.**  
**Error! Bookmark not defined.**  
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**Error! Bookmark not defined.**  
**Error! Bookmark not defined.**  
**Error! Bookmark not defined.**  
**Error! Bookmark not defined.**  
**Error! Bookmark not defined.**

## **1.9 Training**

- 1.9.1 General Approach
  - 1.9.1.1 Induction
- 1.9.2 Training Provision
- 1.9.3 Record Keeping

Error! Bookmark not defined.  
**Error! Bookmark not defined.**  
**Error! Bookmark not defined.**  
**Error! Bookmark not defined.**  
**Error! Bookmark not defined.**

**REDACTED – 35 PAGES**

# Plan 1.10 Monitoring and Performance Reporting Plan

---

<b><u>PLAN 1.10 MONITORING AND PERFORMANCE REPORTING PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>2</b>
<u>1.1.1 Years 0 – 3</u>	2
<u>1.1.2 Contract Waste Excluding HWRC Transactions</u>	2
<u>1.1.3 Data Collection At HWRCs</u>	3
<u>1.1.4 Weighing of materials at HWRCs</u>	6
<u>1.1.5 Years 0 to 25 HWRC Vehicle Count – HWRCs</u>	9
<b><u>1.2 Overview of Integrated Service Management Systems (ISMS)</u></b>	<b>9</b>
<u>1.2.1 Overview of the TIM system</u>	11
<u>1.2.2 Shanks Weighbridges</u>	11
<u>1.2.3 Weighbridge Failure</u>	12
<u>1.2.4 Weight Estimation</u>	12
<u>1.2.5 Audit trail</u>	13
<u>1.2.6 Systems Audit</u>	14
<u>1.2.7 Offtaker Audits</u>	14
<u>1.2.8 Authority Training</u>	14
<b><u>1.3 Procedures</u></b>	<b>14</b>
<u>1.3.1 Self Monitoring</u>	14
<b><u>1.4 Reporting</u></b>	<b>15</b>
<u>1.4.1 Weekly Reports</u>	15
<u>1.4.2 Performance Failures in Relation to Weekly Reporting</u>	17
<u>1.4.3 Monthly Report</u>	17

**REDACTED – 16 PAGES**

# PLAN 1.11 Materials Marketing Plan

---

## CONTENTS

<b><u>PLAN 1.11 MATERIALS MARKETING PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>2</b>
<b><u>1.2 Approach to marketing</u></b>	<b>2</b>
<b><u>1.3 Monitoring and Performance Reporting</u></b>	<b>3</b>
<b><u>1.4 Local Markets</u></b>	<b>3</b>
<u>1.4.1 Products for Market</u>	3
<u>1.4.2 HWRC</u>	3
<u>1.4.3 Resource Park</u>	4
<b><u>1.5 Marketing outlets</u></b>	<b>4</b>
<u>1.5.1 Approach To Marketing</u>	4
<u>1.5.2 HWRC Recyclates</u>	4
<b><u>1.6 Community Sector</u></b>	<b>4</b>
<b><u>1.7 Summary</u></b>	<b>5</b>
<u>1.7.1 ITS Derived Materials</u>	5
<u>1.7.1.1 ITS Fines</u>	5
<u>1.7.1.2 ITS Metals</u>	5
<u>1.7.1.3 ITS Glass &amp; Stone</u>	5
<u>1.7.2 SRF</u>	5
<b><u>1.8 SRF Procedures</u></b>	<b>8</b>

**REDACTED – 8 PAGES**

# PLAN 1.12 MOBILISATION PLAN

---

## CONTENTS

<b>PLAN 1.12 MOBILISATION PLAN</b>	<b>1</b>
<b>1.1 Introduction</b>	<b>2</b>
<b>1.2 Liaison</b>	<b>2</b>
<b>1.3 Mobilisation Work Teams</b>	<b>2</b>
1.3.1 Senior Management Team	2
1.3.2 Personnel Team	3
1.3.3 Operational Team	3
1.3.4 Construction Team	3
1.3.5 Finance and Administration Team	3
1.3.6 The Senior Management Team	3
1.3.7 The Personnel Team	3
1.3.8 The Operations Team	4
1.3.9 The Construction Team	4
1.3.10 The Finance and Administration Team	4
<b>1.4 Timetable</b>	<b>4</b>
<b>1.5 Landfill Arrangements</b>	<b>5</b>
<b>1.6 HWRC arrangements</b>	<b>5</b>
<b>1.7 Implications for the Authority</b>	<b>5</b>
<b>1.8 Implications for the WCAs</b>	<b>5</b>
<b>1.9 Implications for the General Public</b>	<b>6</b>
<b>1.10 Handover Procedure</b>	<b>6</b>
1.10.1 Handover of HWRC sites	6
<b>1.11 Handover of consents</b>	<b>6</b>
1.11.1 Transfer of Staff	6
1.11.2 Training Arrangements	7
<b>1.12 Mobilisation of new facilities</b>	<b>7</b>
<b>1.13 Community Liaison Plan</b>	<b>7</b>



## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This document should be read in conjunction with the following overall contract documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

This Plan details the key activities that will take place covering the period prior to the final Service Availability Date.

## 1.2 Liaison

Meetings between the Authority's Representative and the Contractor and, if necessary, the Operating Contractor, will be held to establish a programme of work for the transitional period and gain approval for access to all pertinent information and facilities.

Such meetings will also be used to discuss any proposed future HWRC redevelopment which may effect opening hours of the relevant HWRC. The Contractor shall endeavour to ensure that the Community, Education and Liaison officer ("**CELO**") is fully informed of any outcomes of such meetings in order to be able to address any general public queries.

All immediate changes proposed to the Services will be discussed and agreed with the Authority's Representative before the relevant Service Availability Date or sooner if required.

Other issues will include the mobilisation of the Project teams, as set out below.

## 1.3 Mobilisation Work Teams

The Project teams mobilised to deal with the different aspects of the Project will be:

### 1.3.1 Senior Management Team

- Headed by the Operations Director this team will take an overview of the

whole Project. Heads of other teams will report to this team.

### **1.3.2 Personnel Team**

- This team will be responsible for staffing levels and will liaise with the Operating Contractor's HR department to ensure compliance with human resource requirements

### **1.3.3 Operational Team**

- Headed by the Operations Manager. This team will seek to ensure a smooth transition from the Commencement Date and from the relevant Service Availability Dates as well as securing Offtakers.

### **1.3.4 Construction Team**

- Headed by the Construction Manager. This team shall aim to ensure that New Facilities are built in accordance with the Works Delivery Plan.

### **1.3.5 Finance and Administration Team**

- Led by the Financial Performance Analyst. This team shall aim to ensure contractual reporting targets are met.

The Contractor shall use all reasonable endeavours to ensure that there will be the necessary number of support staff within the above teams to facilitate a smooth and quick transition of service provision. All the above teams will be working very closely with the Authority's Representative.

### **1.3.6 The Senior Management Team**

The Senior Management Team will deal with:

- general issues related to the Project Agreement;
- co-ordination and monitoring;
- meetings with senior Authority officers as necessary;
- meetings with general staff; and
- all Sub-contractor and offtaker contracts.

### **1.3.7 The Personnel Team**

The Personnel Team will deal with:

- meetings / presentations to all employees, to cover all TUPE issues;
- meetings with all staff and employees involved in the provision of the Services; and
- information for distribution to all employees in order to update them on key

issues and progress.

### **1.3.8 The Operations Team**

The Operations Team will deal with:

- ensuring that there is a smooth transition to the Services to be provided by the Contractor;
- meetings with key sub contractors;
- Site visits and audits where necessary;
- addressing and rectifying any key issues on Sites; and
- ensuring all necessary equipment is available on Site.

### **1.3.9 The Construction Team**

The Construction Team will be responsible for delivering the Contractor's Works Proposals on time. Under the direction of the Construction Manager it will:

- organise quotes and employ Sub-contractors;
- gain the Necessary Consents; and
- employ and work with consultants to implement the Contractor's Works Proposals.

### **1.3.10 The Finance and Administration Team**

The Finance and Administration Team will be responsible for setting up the administrative procedures dealing with:

- payroll;
- accounting practices;
- purchase ledger;
- insurance;
- stock control etc;
- training of the staff in IT and administrative procedures; and
- training of management in budget forecasts and cost control.

## **1.4 Timetable**

Details of the Works delivery programme are set out in the Works Delivery Plan.

Each Project team will establish its own programme of work in accordance with the

guidance and deadlines agreed by the Senior Management Team who will control and co-ordinate the whole procedure. The frequency and timing of meetings will be agreed and reviewed.

### 1.5 Landfill Arrangements

The sub-contracts established at the Commencement Date for the provision of Landfill Services (the "**Landfill Agreements**") are set out in the Disposal Plan.

The Landfill Agreements will be market tested five (5) years after the Commencement Date and every five years thereafter.

### 1.6 HWRC arrangements

For the first five Contract Years Cumbria Waste Management Limited ("**CWM**") will act as Sub-contractor to the Operating Contractor under a contract for the operation and management of the HWRC network ("**the HWRC Contract**"). Under the HWRC Contract CWM shall provide:

1. HWRC Services for the first five (5) Contract Years, during the fifth Contract Year a tendering process will take place; and
2. HWRC Transportation Services for the first five Contract Years. During the fifth Contract Year a tendering process will take place.

During year fifth Contract Year, the Contractor may wish to open the HWRC Transportation Services to tender, or perform the services in house.

In the event of any change to a Sub-contractor [including arrangements for any transfer of staff](#) this Plan shall be reviewed 6 months prior to the anticipated date of such change in accordance with Schedule 8 (Review Procedure)

### 1.7 Implications for the Authority

The Contractor does not envisage any changes to the service received by the Authority other than increased operational management and meeting of the Key Targets.

All Authority Change Notices regarding HWRC redevelopment will be discussed fully to establish the impact on the relevant HWRC. All reasonable endeavors will be made to minimise disruption to the general public and keep the HWRC operational. Planning, licensing and health and safety will be the major factors influencing any decision.

### 1.8 Implications for the WCAs

For the first [three] Contract Years there will be no change from current practice. Disposal details are set out in the Disposal Plan.

From the [third] Contract Year onwards WCAs will deliver Contract Waste to the New Facilities, strategically sited around the county. Further details are set out in the Transport Plan.

The Contractor shall agree the Service commencement timetable with the Authority,

who shall in turn inform each WCA of the changeover date for new delivery arrangements.

Tipping procedures are set out in the Disposal Plan. Under the Landfill Agreements the Contractor will ensure there is Landfill disposal capacity for [five (5)] years and then this will be market tested every [five (5)] years.

### **1.9 Implications for the General Public**

Initially the public is unlikely to notice any major change in the service they receive. However, residents local to the site will be contacted in writing by the CELO. Any changes which do occur may involve recycling initiatives being introduced to meet the Performance Criteria set out in Output Specification and greater levels of customer care from frontline HWRC staff.

In the event of any HWRC closures during an Authority Change related to HWRC redevelopment the CELO will be responsible for informing the public in consultation with the Authority.

In the event of short term, unplanned closures the operations team will organise Site signage and staff to inform members of the public in accordance with the Business Continuity Plan.

### **1.10 Handover Procedure**

The handover procedure will have several dimensions, as follows: the handover of Assets; the handover of Necessary Consents; and any transfer of staff.

#### **1.10.1 Handover of HWRC sites**

Prior to the Commencement Date the Contractor in conjunction with the Authority and CWM will complete and agree the HWRC Asset survey (as set out in Schedule 23 (Asset Management Plan)).

The Branding Strategy will be rolled out in accordance with the timetable that is detailed in the Branding Strategy.

CCTV equipment will be installed at the 14 HWRCs during the first 12 months after the Commencement Date.

Electronic vehicle count equipment will be installed at the 14 HWRCs during the first [two (2)] months after the Commencement Date (as set out at Appendix 53).

Asset management for the existing HWRCs is set out in the Asset Management Plan.

From the Commencement Date all Waste and recyclables present on the HWRCs will become Contract Waste.

### **1.11 Handover of consents**

Details of the handover of Consents are set out in the Expiry Plan.

#### **1.11.1 Transfer of Staff**

There is no planned transfer of staff under the Project Agreement.

### 1.11.2 Training Arrangements

Staff training and performance assessment procedures are covered by the Contractor's Training and Development Policy. The Contractor shall require all HWRC staff, including any Sub-contractor's staff to be trained in the new system of working that will allow the Contractor to meet the Key Targets.

Due to the specific requirements of the Project Agreement the Contractor will train key Contractor staff prior to the Commencement Date on new working practices. The Contractor shall train Sub-contractor managers in specific operating practices. Sub-contractor management will then be responsible for rolling out the new procedures to their staff.

Details of the Contractor's training and development policy are set out in the Human Resource Plan.

### 1.12 Mobilisation of new facilities

For Resource Parks the Authority, the Contractor and the Operating Contractor will, pursuant to Schedule 23 (Asset Management Plan) agree and produce prior to the relevant Service Availability Date an Asset Management Plan which will be maintained by all parties throughout the Contract Period.

For HWRCs the Authority, the Contractor, the Operating Contractor and relevant Sub-contractors will agree and produce, prior to the Service Availability Date in an agreed form an Asset Management Plan which will be maintained by the Operating Contractor and notified to the Authority and any Sub-contractor, if applicable.

Details of the Works and the commissioning process are contained in the Works Delivery Plan. In addition to this prior to the Service Availability Date, operational staff shall:

- undergo a period of training offsite at a similar facility (i.e. Operating Contractor's Dumfries or East London);
- undergo on-Site training with Sistema Ecodeco UK Limited.
- aided by the Contractor's internal health and safety team, begin writing operating procedures, risk assessments;
- review and refine the traffic management plan submitted with the planning permission application.
- compile a training matrix will be containing a full list of Site staff and their training requirements (e.g. Certificate of Technical Competence, machine operation ticket.)

### 1.13 Community Liaison Plan

The Operating Contractor has a set strategy for communication with the public,

stakeholders and all individuals likely to be affected by the Project as set out in the Community Liaison Plan.

# Plan 1.13 Facility Specific Service Delivery Plan for the:

## Northern Resource Park



# Contents

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## CONTENTS

### NORTHERN RESOURCE PARK.

#### 1.1 Introduction

- 1.1.1 The Service Delivery Plan.
- 1.1.2 General Description.
- 1.1.3 Site Location.
- 1.1.4 Site Access.
- 1.1.5 Detailed Drawings.
- 1.1.6 Site Ownership.
- 1.1.7 Age of Site
- 1.1.8 Necessary Consents
- 1.1.9 The ITS (Intelligent Transfer Station) Process
- 1.1.10 Administration Building
- 1.1.11 Welfare Facilities
- 1.1.12 Authority Facilities
- 1.1.13 Parking
- 1.1.14 Site Security

#### 1.2 Overview of Daily Operations

- 1.2.1 Site Rules
- 1.2.2 Opening Hours
- 1.2.3 Waste Reception Procedures
- 1.2.4 Waste delivery and storage
- 1.2.5 Quarantine
- 1.2.6 Smouldering Loads
- 1.2.7 Deliveries of Specific Waste Items and other Items
- 1.2.8 Record Keeping
- 1.2.9 Site Record Book
- 1.2.10 Site Diary
- 1.2.11 Output material
- 1.2.12 SRF Production
- 1.2.13 Emptying Frequencies and Protocol
- 1.2.14 Notice Board and Signs
- 1.2.15 Staffing Structure
- 1.2.16 Lighting
- 1.2.17 CCTV

## 2 METHOD STATEMENTS

### 2.1 Staffing

- 2.1.1 ITS Manager
- 2.1.2 ITS Supervisor
- 2.1.3 ITS Supervisor will have daily operational control of:
- 2.1.4 The ITS Manager will have monthly operational control of:
- 2.1.5 Sickness and Holiday Cover
- 2.1.6 Training

### 2.2 Routine Resource Park Operations

- 2.2.1 Opening Up
- 2.2.2 Closing down
- 2.2.3 Daily Inspection
- 2.3 Pest Control**
  - 2.3.1 Nuisance, Pest and Litter Control
  - 2.3.2 Pest Control
- 2.4 Waste Acceptance Protocol – Resource Park**
- 2.5 Authorised Vehicle Acceptance Procedure**
- 2.6 Turnaround Time**
- 2.7 Quarantine Procedures**
- 2.8 Lost property search**
- 2.9 Delivery Vehicle Breakdown**
- 2.10 Smouldering Load Procedures**
- 2.11 Weighbridge Documentation**
- 2.12 Outgoing Waste**
- 2.13 Planned & Unplanned Maintenance**
  - 2.13.1 Ecodeco Plant
  - 2.13.2 Out of Hours Maintenance
  - 2.13.3 60 Day Shutdown
  - 2.13.4 Resource Park - General Maintenance
- 2.14 Transport Management**
  - 2.14.1 Haulage Post Treatment - ITS
  - 2.14.2 SRF
  - 2.14.3 Bulk Haulage
- 2.15 Security Procedures**
- 2.16 Out Of Hours Call Out**
- 2.17 Procedure for Emergency Services**
  - 2.17.1 During Opening Hours
  - 2.17.2 Out of normal working hours
- 2.18 Operational Hazards**
- 2.19 Testing**

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# PLAN 1.14 Emergency Plan

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<b>PLAN 1.14 EMERGENCY PLAN</b>	<b>1</b>
<b>1.1 Introduction</b>	<b>2</b>
<b>1.2 Procedures</b>	<b>2</b>
1.2.1 Planning	2
1.2.2 Staff training	3
1.2.3 Incident Controllers	3
1.2.4 Emergency services Information	3
1.2.5 Specific Incident Procedures	3
1.2.6 Maps and plans	4
1.2.7 Testing	4
1.2.8 Review	5
1.2.9 Sub-Contractors	5
<b>1.3 Notification</b>	<b>5</b>
<b>1.4 Procedures on Discovery of an Incident</b>	<b>6</b>
1.4.1 Contacting the Emergency Services	6
1.4.2 Arrival of the Emergency Services	7
1.4.3 Incident Controllers Actions	7
<b>1.5 Specific Incident Procedures</b>	<b>8</b>
1.5.1 Fire	8
1.5.2 Injury	9
1.5.3 Toxic, Irritant or Asphyxiant Gas Release	9
1.5.4 Spillage	10
1.5.5 Break In – Out of Hours Call Out	11
1.5.5.1 Signs of Forced Entry	11
1.5.5.2 No Signs of Forced Entry	11
1.5.5.3 Bomb Threat/Explosive Materials	12
1.5.6 Protestors/Mass Trespass	12

## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This Service Delivery Plan should be read in conjunction with the following documents:

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "**Payment Mechanism**").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

The implementation of this Plan is the responsibility of the Operations Manager (as set out in the Human Resource Plan) who reports directly to the Operations Director (as set out in the Human Resource Plan).

The Contractor will implement the principles and procedures set out in this Plan as part of the Emergency Plan at each of the operational sites.

## 1.2 Procedures

### 1.2.1 Planning

All operating processes will be reviewed to identify any potential impacts that could occur to people or the environment, either on or off the relevant site, as a result of an emergency and/or abnormal incident. This will be through Health Safety Risk Assessments and/or Environmental Aspect/Impact assessments.

Assessments must take into consideration the likelihood and severity of the resulting impact in order to identify those that are significant and may result in an emergency or abnormal incident occurring (i.e. RIDDOR loss time incidents involving site operatives and third parties, damage to facilities and fatalities).

Impacts deemed as significant will be detailed within an "Emergency Plan" and have control measures, e.g. operating procedures, in place to prevent and/or mitigate the consequences. These impacts deemed to be significant will at least include those which may require the assistance of off-site emergency services such as the fire brigade, ambulance and/or police.

### **1.2.2 Staff training**

All staff will be fully inducted in the emergency plan and emergency procedures by the site manager upon commencement of employment with the Contractor or prior to the Service Availability Date of New Facilities.

### **1.2.3 Incident Controllers**

An appropriate number of staff (depending on the complexity of the location and the risks involved) will be identified and trained to act as 'Incident Controllers' at each site. The number of Incident Controllers will be sufficient to provide cover for holidays and sickness. The Incident Controllers will be selected by site managers in conjunction with the Contractor's health and safety advisors, dependent on their role and experience.

These staff members will be trained by the Contractor's health and safety advisor in the roles and responsibilities to deal with emergency situations (the training presentation can be found in Appendix 52). Incident controllers are given refresher courses every two years.

In addition to this each Site will be provided with out of hours contact details for other Site's Incident Controllers, site manager, contract director and the Contractor's SHE (Safety, Health and Environment Department) department contacts.

### **1.2.4 Emergency services Information**

An emergency services information pack will be included in the Emergency Plan and will be displayed in a prominent place for the emergency services to see on arrival. This will include:

1. out of hours call out list of Contractor's personnel and estimated time required to arrive to site;
2. normal operating hours and security arrangements;
3. location of site services and isolation points e.g. water, electric;
4. location of hazardous materials;
5. location of fire fighting and other emergency equipment, including the nearest fire hydrant; and
6. location of emergency exits;

An example of an emergency pack used in the Operating Contractor's Dumfries & Galloway's project can be found in Appendix 17.

### **1.2.5 Specific Incident Procedures**

Specific procedures for the following potential "incidents" that could occur are set out within this Plan:

1. Fire;
2. Injury – requiring assistance of emergency services;
3. Toxic, irritant or asphyxiant gas release;
4. Spillage;
5. Break in – out of hours call out;
6. Bomb threat/Explosives On Site; and
7. Protestors / mass trespass.

### 1.2.6 Maps and plans

Maps and plans of the Site, including offices, welfare facilities etc will be appended to the emergency services information and incident controller roles and responsibilities document and will show:

1. Site and building access and exits;
2. location of hazardous substances;
3. location of services, such as gas lines, electricity cables etc and the location of isolation points for such (for example, water stop-cock);
4. location of fire fighting equipment and first aid equipment;
5. location of nearest fire hydrant or water supply, such as lagoon.

The information specified in [paragraphs 1.2.4 and 1.2.6] will form the Emergency Pack for each Resource Park.

### 1.2.7 Testing

1. Abnormal/emergency controls and procedures will be tested on a pre-determined frequency (detailed in each sites risk assessments and operating procedures these can be found in Appendix 18), for example fire drills carried out in line with controls set out in the Site's fire risk assessment. Testing of fire equipment will be set out in each Site's fire log book (Appendix 19), this will include testing smoke detectors weekly and checking fire extinguishers weekly. In addition to this Ecodeco will provide details on the Resource Park's fire controls and testing procedures. For details on this please refer to the Works Delivery Plan.
2. Abnormal/emergency controls and procedures will be updated if proved inadequate during testing.
3. A mock emergency exercise will be timetabled at least annually to test the effectiveness of the Emergency Plans.

### **1.2.8 Review**

1. All abnormal/emergency controls and procedures will be reviewed on an ongoing basis and after any major incident and updated (if required) to ensure they are still appropriate. Informal reviews will take place on an ongoing basis (i.e. by the site manager after an incident etc) review of all procedures will be completed at least annually or as part of safety inspections by the Contractor's SHE department.
2. Relevant abnormal/emergency controls and procedures must be reviewed in the event of an incident occurring and up dated if required.
3. Any new processes will be risk assessed and operating procedures updated where necessary.

### **1.2.9 Sub-Contractors**

Details of how the Contractor shall monitor all health and safety issues on Sites operated by sub contractors is detailed in the Health, Safety and Welfare Plan.

## **1.3 Notification**

Detailed notification procedures for full facility unavailability are set out in the Business Continuity Plan (section 1.3).

Any instances which are notified to an emergency service of other statutory agency shall be notified to the Authority's Representative as soon as practically possible.

The Contactor shall report to the Authority, within two (2) hours of occurrence, any accident involving a member of the public, and within one (1) Working Day of becoming aware of any accident becoming a RIDDOR reportable accident.

## 1.4 Procedures on Discovery of an Incident

### 1.4.1 Contacting the Emergency Services

The decision to alert the emergency services will, in most cases, be taken by an Incident Controller.

Out of hours incidents may dictate that the decision is made externally (e.g. on sites where there is out of hours security), either way this Plan is to be adhered to at all times.

The most important thing to remember when contacting the emergency services is to give as much information / detail about the incident as you can, this should include the steps set out below.

Speaking clearly and slowly **DO NOT PANIC**.

The information that given at this stage is crucial, therefore try to obtain as much information about the incident as you can prior to making the call.

The full and correct postal address including the postcode is essential. Once this information is given machines / appliances are mobilised. Any additional information will then be passed on whilst en route to the incident.

Tell the emergency services operator:

1. what has happened and the nature of the incident;
2. what equipment/ machinery/ waste is involved (e.g. injury to human, fire etc);
3. whether people are unaccounted for or missing (if known at this stage);
4. any hazards associated with the incident (take into account the surrounding area of the site);
5. any restrictions on access to the premises.

If you feel that after you've made the initial call you have forgotten to give a vital piece of information to the emergency services, call back – all information is important.

The Incident Controller will always take the responsibility of controlling any major incident, if it is safe to do so.

Personnel should be contacted in accordance with the list and order of priority set out below once the emergency services have been contacted and it is safe to do so:

1. Contractor's Operations Manager;
2. The Authority's Representative (where applicable, within 1 hour for an injury to a member of the public and in line with the Business Continuity Plan for facility



unavailability);

3. Contractor's Operations Director (serious incidents); and
4. Contractor's SHE Department (who will advise on reporting to HSE and EA).

#### **1.4.2 Arrival of the Emergency Services**

It is vital that the emergency services are met at the main entrance to the Site where a formal hand over of the incident can take place.

The following documents will be needed to be given to the emergency services:

1. emergency services Information and Site Plans / Drawings (kept at the site entrance in the Emergency Services Pack); and
2. signing in books / sheets for visitors and staff.

At this point you will be asked a series of questions which could include:

1. Are all persons accounted for?
2. If people are missing where they were last seen?
3. The location of any casualties.
4. What has happened?
5. What's involved?
6. What has been done prior to the emergency services arriving.

If the Contractor's Representative acting as Incident Controller changes a formal hand-over and communication with the emergency services will be necessary.

The Incident Controller will assume responsibility on the Site, command Contractor staff and site users (i.e. other than Contractor employees and site visitors) and be responsible for liaison with the emergency services at all times.

It is important that an Incident Controller remains with the emergency services throughout the duration of the incident to provide information as and when it may be required. This may mean, in the case of a large incident, that you may remain in the incident command unit provided by the emergency services.

#### **1.4.3 Incident Controllers Actions**

##### **Incident Controller's Roles & Responsibilities**

The following are included in the Incident Controller's roles and responsibilities:

1. dealing with emergency services (i.e. providing information on their arrival);

2. Incident Controllers procedures for specific incidences (see below);
3. call out lists e.g. line management, regulatory bodies, emergency services, the Authority, customers, Contractor's communications team, neighbours, landlords, security etc.

## **1.5 Specific Incident Procedures**

### **1.5.1 Fire**

In the event of a fire on Site the steps set out below should be taken.

1. If there is a break glass call point in the vicinity sound it immediately - if safe to do so.
2. If contacted, or on hearing the alarm take control of the situation and organise an evacuation of the area.
3. If a fire can not be tackled quickly and safely with the use of a fire extinguisher then it is deemed to be a major fire and the emergency services must be called to deal with the incident.
4. In the event of an evacuation of the building/ Site, Personnel must be directed to the fire assembly points indicated on the emergency plans displayed throughout the Site and in the Site's emergency pack.
5. Pick up the "signing in" book on exiting the building, if it has not already been collected by another employee.
6. An assessment will need to be carried out by an Incident Controller, at a very early stage as to the suitability of the fire assembly point in relation to the incident. Depending on the type/size of the incident, wind direction etc. personnel may need to be moved to another safer fire assembly point.
7. Once a suitable fire assembly point has been found a roll call of all staff and visitors should take place so that the fire brigade can be told on arrival if there are any people unaccounted for.
8. Check with employees that everyone is out of the building and obtain any information on specifics of the fire that could be passed to the emergency services.
9. Personnel must be instructed to remain at the fire assembly point until it is safe to return to the site or the need arises to move them to another location.
10. Once everyone is at a safe distance arrange for someone to contact the emergency service, if this has not been done already.
11. If necessary inform neighbours of any risk.

### **1.5.2 Injury**

In the event of an injury on Site the steps set out below should be taken.

1. Call a first aider to administer first aid treatment.
2. Contact the ambulance service.
3. Contact the Contractor's SHE Department to establish whether the health and safety executive need to be informed.
4. Report to the line manager who will in turn notify the Authority within two (2) hours of occurrence, any accident involving a member of the public, and within one (1) Working Day of becoming aware of any accident becoming a RIDDOR reportable accident.
5. Ensure the Contractor's Human Resources Department has been contacted regarding the injured person's home contact.
6. Ensure the accident is reported following the Contactor's company procedure.

### **1.5.3 Toxic, Irritant or Asphyxiant Gas Release**

Even waste management sites which do not accept hazardous wastes may find such wastes arriving on Site as non-conformances. Some non-conforming wastes can result in the release of irritant, toxic or asphyxiant gasses, vapours or fumes, although this is rare and any fumes, gasses etc tend to disperse quickly. For example, bottles of acid placed in a skip in error which are broken when tipped resulting in acid vapour being released.

In the event of any such release:

1. ALL persons must clear the area immediately – DO NOT stop to collect belongings, clothing etc;
2. any Contractor employee suspecting a release, once clear of the area, MUST use the fire alarm to evacuate the Site and then contact the site manager and incident controller;
3. The incident controller will contact the emergency services.

NOTE that the normal fire assembly point may not be suitable dependant on wind direction and the site manager or incident controller may need to move evacuated persons to a greater distance from the incident.

1. NEVER re-enter a building or area where a release may have taken place until sure that all gas, fumes or vapour has dispersed.
2. NEVER attempt to rescue any person in the area of a release even if they are unconscious or not moving unless you are sure that any gas, vapour or fume has dispersed - you may also become a victim.

3. ALWAYS stop persons re-entering a building or area where a release may have taken place.

If it is safe to do so – that is any release has definitely dispersed (this decision will be taken by the emergency services) – any person rendered unconscious should be moved to the fresh air as soon as possible and, if not breathing, resuscitation started. Do not stop resuscitation until the emergency services tell you to do so.

If the release spreads the site manager/incident controller must contact neighbouring sites and if necessary instruct them to evacuate.

**Unless you are trained to do so and have the correct equipment NEVER try to vent buildings or areas or attempt to disperse any release by opening doors etc – evacuate and DO NOT re-enter until it is safe to do.**

The site manager after liaising with the Contractor's SHE department will be responsible for contacting any official bodies (i.e. the EA and HSE) and the Authority (in line with the Business Continuity Plan).

#### 1.5.4 Spillage

In the event of a spillage on Site, the incident controller must follow the procedure set out below.

1. Full PPE to be worn for cleaning up spillages which includes:
  1. safety boots;
  2. rubber gloves;
  3. fire-retardant overalls; and
  4. rubber apron and face shield to be worn with battery acid spills.
2. In the event of a chemical spillage on Site, the incident controller will contact the supplier of the material if possible. They must ask for a safety data sheet and comply with the safety procedure outlined in this document.
3. Isolate all ignition sources such as any tools or other equipment, which may cause sparks, naked flame etc. NO SMOKING IS PERMITTED IN ANY CIRCUMSTANCES.
4. The incident controller will use the spill kit or absorbent granules such as sand, vermiculite or similar material to soak up spillage.
5. Any material used for cleaning up, or containing leaks should be disposed of safely either in a skip on site and/or a suitable third party contractor contacted and should not be exposed to a flame or ignition source.
6. Any employee who has oil or other such material spilt onto them should immediately use the emergency decontamination facilities and then remove any contaminated clothing or overalls. Any overalls or clothing that have been

contaminated with diesel should be hung up in a well-ventilated place until they are completely dry before they are washed or sent for cleaning.

7. All spillages will be reported to the line manager and serious spillages will be reported to the local fire authority immediately and the Authority (in line with the Business Continuity Plan).
8. The spillage should then be logged in the spillage log (which is kept in the site office) , information should be recorded on the type of material spilled, the estimated quantity, the remedial action taken to clean the spillage up and a location plan should be marked up to show the approximate position of the spillage.

### **1.5.5 Break In – Out of Hours Call Out**

1. Depending on the reason for call out, an assessment should be made before entering the site to establish risk. If it is thought that entry to the site may be dangerous a second person should be called and also the police prior to entry.
2. On arrival at the premises visually inspect the outside of the buildings for signs of forced entry. This must be done at a safe distance not putting yourself at any risk from intruders exiting the building.

#### **1.5.5.1 Signs of Forced Entry**

1. If there are signs of forced entry contact the police immediately and give them your details (emergency services information).
2. Await the arrival of the police before attempting any further actions.
3. Maintain a safe distance from the building inside your car with doors and windows locked to prevent risk of harm from intruders with your engine running.
4. Do not attempt to stop intruders, only take details e.g. car registration etc if safe to do so.

#### **1.5.5.2 No Signs of Forced Entry**

1. If there are no signs of forced entry contact a second person informing them that you are entering the building and maintain contact whilst in the building.
2. If at any time you are unsure as to whether there are intruders in the building leave immediately - do not put yourself at risk.
3. Check the alarm panel to see what area the alarm has been activated in.
4. De-activate the alarm.
5. Inspect the area for obvious causes for the alarm being activated.
6. If possible rectify the situation to prevent further false alarms.

7. Re-set alarm on leaving the building.
8. Inform second person that you have left the premises and are safe.
9. Inform monitoring station if applicable.
10. Report incident the following working day and record details on Incident Report form. An example of which can be found in Appendix 48.

#### **1.5.5.3 Bomb Threat/Explosive Materials**

1. In the case of any bomb threat being received by the Contractor or its Personnel, the Authority will be informed in line with the Business Continuity Plan.
2. In the event of a telephone call relating to a bomb threat, immediately ask all Personnel to leave the Site by the nearest emergency exit taking their personal belongings e.g. bags, briefcases etc with them.
3. If the location of a bomb is known ensure the evacuation route does not pass this area.
4. In the event of an evacuation of the building, Personnel must be directed to the fire assembly points indicated on the emergency plans throughout the Site and in the sites emergency pack.
5. An assessment will need to be carried out by an Incident Controller, at a very early stage as to the suitability of these fire assembly points in relation to the incident.
6. Depending on the type/size of the incident, wind direction etc. Personnel may need to be moved to another safer fire assembly point. For a bomb threat it is likely that an assembly point further away than the existing fire assembly point will be required.
7. Once a suitable fire assembly point has been found a roll call of all staff and visitors should take place.
8. Personnel must be instructed to remain at the fire assembly point until in the opinion of the emergency services, it is safe to return or the need arises to move them to another location.
9. Once everyone is at a safe distance arrange for someone to contact the emergency services.
10. If necessary, inform neighbours of any risks.

#### **1.5.6 Protestors/Mass Trespass**

1. In the case of any protestor/ mass trespass in addition to the procedures set out below the Authority will be informed in line with either the Business Continuity Plan (where appropriate) or the complaints procedure (Authority

- Support Plan). The procedures below are simply guidance and cannot be used as a strict list of actions to be carried out.
2. NOTE – protestors/mass trespass may vary from a single protestor in reception to a mass ‘sit-in’ following forced entry. The emphasis in all situations must be on courteous behaviour and in no circumstances should any force be used by employees against protestors/trespassers.
  3. For single or small groups of protestors the best option may be to sit them down in the meeting room in reception, offer a coffee etc and summon a senior manager to discuss any issues.
  4. For mass trespass and similar, specialist advice must be sought from the Contractor's communications manager.
  5. If the protesters are being violent and/ or damage is being caused contact the Police immediately.
  6. The most senior member of staff available on Site must be informed immediately of the situation. The Contractor's communications manager should be contacted.
  7. The most senior member of staff or in their absence the Contractor's communications manager, or the Incident Controller if trained in communications should take control of the situation.
  8. If the situation can not be resolved with the protestors/ trespassers then the police must be contacted immediately.
  9. If protestors/ trespassers have gained forced entry to the building the police must be contacted immediately – no attempt must be made by employees to remove protestors by force.
  10. Do not put yourself at risk in trying to resolve the situation.
  11. At an appropriate time one of the Contractor's communications managers must be contacted, if not already done so. In agreement with the senior member of staff or the Contractor's communication manager, inform all members of staff of the situation and any actions they need to take.

# PLAN 1.15 Transport Plan

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<b>PLAN 1.15 TRANSPORT PLAN</b>	<b>1</b>
<b>1.1 Introduction</b>	<b>2</b>
<b>1.2 Transportation Services Summary</b>	<b>2</b>
1.2.1 Contract Years 0 - 5	2
1.2.2 Contract Years 3 - 25	2
1.2.3 Table 1: Transportation Services	3
<b>1.3 Fleet operations</b>	<b>3</b>
1.3.1 Delivery of WCA waste	3
1.3.2 Transfer of WCA waste from TS	4
1.3.3 Haulage Resource Parks Post Treatment Haulage at ITS	4
1.3.4 SRF	4
<b>1.4 Fleet Management Plan</b>	<b>5</b>
1.4.1 Management Procedures	5
1.4.2 Livery and Branding	5
1.4.3 Incident reporting	5
1.4.4 Fleet Details	5
1.4.5 Preferred Routing	5
1.4.6 Vehicle Cleaning	6
<b>1.5 Waste Transport Procedures</b>	<b>6</b>
1.5.1 Vehicles	6
1.5.2 Loading Waste	6
1.5.3 Sheeting and Containment	7
1.5.4 Discharging Waste	7
1.5.5 Monitoring	7
<b>1.6 Health &amp; Safety Plan</b>	<b>7</b>
1.6.1 Operating Contractor drivers, plant operators and site operatives	7
1.6.2 Sub-contractor drivers, plant operators and site operatives	7
1.6.3 Training	7
<b>1.7 Fleet Maintenance Plan</b>	<b>7</b>
<b>1.8 Environmental Protection</b>	<b>8</b>
<b>1.9 Emergency Plan</b>	<b>8</b>



## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**"), which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other plans within the Service Delivery Plan and all such Plans should be read together.

This Service Delivery Plan should be read in conjunction with the following overall contract documents:

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

This Plan sets out the Contractor's arrangements for the transportation of Waste for the Contract Period pursuant to the terms of the Project Agreement.

## 1.2 Transportation Services Summary

### 1.2.1 Contract Years 0 - 5

During the first five Contract Years Cumbria Waste Management Limited ("**CWM**") will provide the transportation services required for all HWRCs ("**HWRC Transportation Services**") as Sub-contractor to the Operating Contractor under a contract for the provision of HWRC Services (the "**HWRC Contract**").

The Operating Contractor reserves the right to tender for and perform the HWRC Transportation Services from the sixth Contract Year and the right to perform the HWRC Transportation Services in-house.

### 1.2.2 Contract Years 3 - 25

From the Service Availability Date the Contractor and/or its Sub-contractors shall also provide the following transportation services:

- Collection of Contract Waste from the Transfer Stations ("TS") and delivery of the same to Resource Parks; and
  - Transportation of Resource Park outputs,
- together, the "Transportation Services".

In the event of any change to a provider of any element of the Transportation Services, including arrangements for any transfer of staff, this Plan shall be reviewed 6 months prior to the anticipated date of such change in accordance with Schedule 8 (Review Procedure).

### 1.2.3 Table 1: Transportation Services

Operation	Operating company	Vehicle ownership
HWRC Transportation Services (Contract Years 0 -5)	CWM	
HWRC Transportation Services (Contract Years 6-25)	Subject to tendering process	To be confirmed
Transfer of Contract Waste onto bulk haulage vehicles	To be confirmed	Third Party
Bulk haulage of Waste from TS to Resource Parks	To be confirmed	Third Party
Delivery and collection of SRF	To be confirmed	Third Party
Rollonoff vehicles at Resource Parks	Contractor	Contractor
Rollonoff vehicles at HWRCs	CWM	
Vehicle inspections and maintenance	To be determined by Sub-contractor	

## 1.3 Fleet operations

### 1.3.1 Delivery of WCA waste

This Plan is based on the assumption that the locations of Waste Management Facilities and Interface Sites listed in column 1 of Table 2 (below) from the Service Availability Date will be as set out in column 2 of Table 2.

**Table 2: Waste Management Facility Locations**

Waste Management Facility	Location
Northern Resource Park	Carlisle
Southern Resource Park	Barrow In Furness
Distington Transfer Station	Distington
Flusco Transfer Station	Penrith

Details of WCA disposal points at the Service Availability Date are set out in the Final Disposal Plan.

### 1.3.2 Transfer of WCA waste from TS

**Table 3: TS Waste Destination**

TS	Resource Park
Flusco Transfer Station	Southern Resource Park
Kendal Fell TS	Southern Resource Park
Distington Transfer Station	Northern Resource Park

Details of alternate disposal points are set out in the Business Continuity Plan.

### 1.3.3 Haulage Resource Parks Post Treatment Haulage at ITS

Materials post ITS treatment will normally be transported by the rollonoff vehicle operating at each Resource Park. Such vehicles will service the fines, glass and stone, ferrous and non ferrous metals. Details of the marketing outlets for such materials are set out in the Materials Marketing Plan.

When the arrangements in relation to the SRF are finalised the Contractor will supply the Authority with details of the transport destination and the routes that will be used.

### 1.3.4 SRF

SRF will normally be transported by bulk haulage vehicles which will deliver SRF direct from the Northern Resource Park and Southern Resource Park to the end user. Details of the marketing outlets for SRF are set out in the Materials Marketing Plan.

When the arrangements in relation to the SRF are finalised the Contractor will supply the Authority with details of the Offtaker in accordance with the Schedule 1 Part 1 (Output Specification) and details of the transport destination and the routes that will be used.

## **1.4 Fleet Management Plan**

### **1.4.1 Management Procedures**

Appropriate vehicles shall be allocated to each of the facilities listed in Table 2 above in order to meet the operating standards set out in the facility specific Plans.

The Contractor shall use reasonable endeavours to supervise the HWRC Transportation Services carried out by CWM under the HWRC Contract.

### **1.4.2 Livery and Branding**

Under the HWRC Contract the Contractor shall require CWM to maintain in a clean and serviceable condition (in accordance with paragraph 1.4.6) all vehicles used by CWM for the purposes of transporting Contract Waste. From the Service Availability Date the Contractor or Contractor Related Parties vehicles used to transport Contract Waste will be kept in a clean and serviceable condition (in accordance with 1.4.6) Details of the livery and vehicle markings which shall be used in the provision of Services are set out in the Branding Strategy.

### **1.4.3 Incident reporting**

Under the HWRC Contract the Contractor shall require CWM to ensure that Contractor Vehicles meet all regulatory and legal requirements at all times.

From the Service Availability Date the Contractor or Contractor Related Parties' vehicles used to transport Contract Waste will meet all regulatory and legal requirements at all times. The Contractor shall report all breaches and notices of the Operating Contractor's or the relevant Sub-Contractor's licence and any material road traffic violations to the Authority (including those involving hire vehicles) as part of the Monthly Monitoring Report.

### **1.4.4 Fleet Details**

Rollonoff vehicles will be used to service the HWRC Network (as defined in Schedule 1 Part 1 (Output Specification)). Details of all vehicles to be used in the provision of the Transportation Services are set out in the CWM Transport Plan.

### **1.4.5 Preferred Routing**

The selection of transport routes will use the following criteria:

- adherence to any planning restrictions associated with any Necessary Consents;

- the most appropriate route for the size of vehicle used. This may be influenced by:
  - weather conditions;
  - accidents; and
  - location of other loads;
- location of nearest Waste Management Facility or Interface Site or Offtaker (as defined in Schedule 1 Part 1 (Output Specification)).

Route selection will be carried out by CWM's fleet transport department as set out in Appendix 54 (CWM Transport Plan).

#### **1.4.6 Vehicle Cleaning**

All Contractor Vehicles shall be maintained in a reasonably clean and serviceable condition. As a minimum this will include:

- the washing down of each vehicle once per week; and
- Ensuring that at the start of each journey transporting contract waste the following parts of the vehicle are visible:
  - lights;
  - mirrors;
  - vehicle registration plates; and
  - logos.

## **1.5 Waste Transport Procedures**

### **1.5.1 Vehicles**

All vehicles used in connection with the operation of the HWRCs will be commensurate with the appropriate container type. Such vehicles shall be operated in line with "O" licence (vehicle operator's licence) and all applicable regulations and law, and shall be managed by the CWM fleet department as set out in Appendix 54 (CWM Transport Plan).

### **1.5.2 Loading Waste**

Waste shall be loaded onto vehicle trailers using a loadall or suitable mechanical device. Details of plant used on the Sites will be described as part of the annual review of this Plan.

### **1.5.3 Sheeting and Containment**

All rollonoff vehicles shall be fitted with sheets to enable all containers being carried, and the Waste within them, to be sheeted. The Contractor shall use all reasonable endeavours to ensure that no unsheeted waste container shall be allowed to leave a Waste Management Facility or Interface Site unless otherwise agreed by the Authority's Representative acting reasonably.

The Authority have agreed to allow fridges and freezers to be transported in a un-sheeted vehicle.

### **1.5.4 Discharging Waste**

At the ITS and TS all discharging of Waste shall take place within the Resource Park or TS (as appropriate), with the exception of the quarantine area or area designed for Specific Waste Items (where applicable).

### **1.5.5 Monitoring**

Monitoring of the above procedures shall be carried out by the site management personnel, the weighbridge operator, and CCTV.

## **1.6 Health & Safety Plan**

Details of health and safety procedures are set out in the Health Safety and Welfare Plan.

### **1.6.1 Operating Contractor drivers, plant operators and site operatives**

The Contractor shall use all reasonable endeavours to ensure that all operations, have the appropriate applicable risk assessments conducted and all employees will be inducted on risk assessments and operating procedures as appropriate to their duties.

### **1.6.2 Sub-contractor drivers, plant operators and site operatives**

Under the HWRC Contract all operations will have the appropriate applicable risk assessments conducted and all employees will be inducted on risk assessments appropriate to their duties by the sub-contractor. All Sub-contractors shall be fully responsible under their road transport operating licence for the monitoring of drivers' hours and the Working Time Directive (EC 2003/38) . Please refer to Appendix 54 (CWM Transport Plan)()for more details.

### **1.6.3 Training**

The Contractor shall have access to CWM's training records, and copies shall be provided to the Authority upon request.

## **1.7 Fleet Maintenance Plan**

The Contractor shall have access to CWM's vehicle maintenance records. For the avoidance of doubt, however, vehicle maintenance will be the responsibility of CWM.

## **1.8 Environmental Protection**

Details relating to environmental protection to be provided as part of Appendix 51 (Supplementary Transport Plan ).

## **1.9 Emergency Plan**

The Contractor shall submit to the Authority a monthly and annual health, safety and welfare report, detailing accidents and dangerous occurrences reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

The Contractor shall report to the Authority, within two (2) hours of occurrence, any accident involving a member of the public, and within one (1) Working Day of becoming aware of any accident becoming a RIDDOR reportable accident.

# PLAN 1.16 Facility Specific Service Delivery Plan for the:

Southern Resource Park



# Contents

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<b><u>CONTENTS</u></b>	<b>2</b>
<b><u>SOUTHERN RESOURCE PARK.</u></b>	<b>5</b>
<b><u>1.1 Introduction</u></b>	<b>5</b>
<u>1.1.1 The Service Delivery Plan</u>	5
<u>1.1.2 General Description</u>	5
<u>1.1.3 Site Location</u>	6
<u>1.1.4 Site Access</u>	6
<u>1.1.5 Detailed Drawings</u>	6
<u>1.1.6 Site Ownership</u>	6
<u>1.1.7 Age of Site</u>	6
<u>1.1.8 Necessary Consents</u>	6
<u>1.1.9 The ITS (Intelligent Transfer Station) Process</u>	7
<u>1.1.10 The HWSF Process</u>	8
<u>1.1.11 Administration Building</u>	11
<u>1.1.12 Welfare Facilities</u>	11
<u>1.1.13 Parking</u>	11
<u>1.1.14 Site Security</u>	11
<b><u>1.2 Overview of Daily Operations</u></b>	<b>11</b>
<u>1.2.1 Site Rules</u>	11
<u>1.2.2 Opening Hours</u>	12
<u>1.2.3 Commissioning and Testing</u>	13
<u>1.2.4 Waste Reception Procedures</u>	13
<u>1.2.5 Waste delivery and storage</u>	13
<u>1.2.6 Quarantine</u>	15
<u>1.2.7 Smouldering Loads</u>	15
<u>1.2.8 Deliveries of Specific Waste Items and other Items</u>	15
<u>1.2.9 Record Keeping</u>	15
<u>1.2.10 Site Record Book</u>	15
<u>1.2.11 Site Diary</u>	16
<u>1.2.12 Output material</u>	16
<u>1.2.13 SRF Production</u>	16
<u>1.2.14 Emptying Frequencies and Protocol</u>	16
<u>1.2.15 Notice Board and Signs</u>	16
<u>1.2.16 Staffing Structure</u>	18
<u>1.2.17 Lighting</u>	19
<u>1.2.18 CCTV</u>	19
<u>1.2.19 Equipment List</u>	19
<b><u>2. METHOD STATEMENTS</u></b>	<b>20</b>
<b><u>2.1 Staffing</u></b>	<b>20</b>
<u>2.1.1 ITS Manager</u>	20
<u>2.1.2 ITS Supervisor</u>	20

<a href="#">2.1.3 ITS Supervisor will have daily operational control of:</a>	21
<a href="#">2.1.4 The ITS Manager will have monthly operational control of:</a>	21
<a href="#">2.1.5 Sickness and Holiday Cover</a>	22
<a href="#">2.1.6 Training</a>	22
<b><a href="#">2.2 Routine Resource Park Operations</a></b>	<b>24</b>
<a href="#">2.2.1 Opening Up</a>	24
<a href="#">2.2.2 Closing down</a>	24
<a href="#">2.2.3 Daily Inspection</a>	25
<b><a href="#">2.3 Pest Control</a></b>	<b>27</b>
<a href="#">2.3.1 Nuisance, Pest and Litter Control</a>	27
<a href="#">2.3.2 Pest Control</a>	28
<b><a href="#">2.4 Waste Acceptance Protocol</a></b>	<b>28</b>
<b><a href="#">2.5 Authorised Vehicle Acceptance Procedure</a></b>	<b>28</b>
<b><a href="#">2.6 Turnaround Time</a></b>	<b>30</b>
<b><a href="#">2.7</a></b>	<b>30</b>
<b><a href="#">2.8 Quarantine Procedures</a></b>	<b>30</b>
<b><a href="#">2.9 Lost property search</a></b>	<b>31</b>
<b><a href="#">2.10 Delivery Vehicle Breakdown</a></b>	<b>32</b>
<b><a href="#">1.2 Smouldering Load Procedures</a></b>	<b>32</b>
<b><a href="#">2.11 Weighbridge Documentation</a></b>	<b>33</b>
<a href="#">2.11.1 Outgoing Waste</a>	34
<b><a href="#">2.12 Planned &amp; Unplanned Maintenance</a></b>	<b>34</b>
<a href="#">2.12.1 Ecodeco Plant</a>	34
<a href="#">2.12.2 Out of Hours Maintenance</a>	35
<a href="#">2.12.3 60 Day Shutdown</a>	35
<a href="#">2.12.4 Resource Park - General Maintenance</a>	35
<b><a href="#">2.13 Transport Management</a></b>	<b>38</b>
<a href="#">2.13.1 Haulage Post Treatment - ITS</a>	38
<a href="#">2.13.2 SRF</a>	38
<a href="#">2.13.3 Fleet Details</a>	38
<a href="#">2.13.4 Bulk Haulage</a>	38
<a href="#">2.13.5 Rollonoff</a>	38
<b><a href="#">2.14 Security Procedures</a></b>	<b>38</b>
<b><a href="#">2.15 Out Of Hours Call Out</a></b>	<b>39</b>
<b><a href="#">2.16 Procedure for Emergency Services</a></b>	<b>39</b>
<a href="#">2.16.1 During Opening Hours</a>	39
<a href="#">2.16.2 Out of normal working hours</a>	39

<a href="#"><u>2.17</u></a> <a href="#"><u>Operational Hazards</u></a>	39
<a href="#"><u>2.18</u></a> <a href="#"><u>BMW Testing</u></a>	40

**REDACTED – 36 PAGES**

# PLAN 1.17 Quality and Environmental Management Plan

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<b>PLAN 1.17 QUALITY AND ENVIRONMENTAL MANAGEMENT PLAN</b>	<b>1</b>
<b>1.1 Introduction</b>	<b>2</b>
<b>1.2 Quality and Environmental Registrations</b>	<b>2</b>
<b>1.3 Documented Systems</b>	<b>2</b>
1.3.1 Management Manual	2
1.3.2 Policies and Procedures	3
1.3.3 Contract Specific Documents	3
<b>1.4 Legal &amp; Other Requirements</b>	<b>3</b>
<b>1.5 Audit and Inspection</b>	<b>3</b>
1.5.1 Audit and Inspection - Compliance Officer	4
1.5.2 Internal Audit – Operating Contractor Management Systems Department	4
1.5.2.1 HWRCs	4
1.5.2.2 Landfill	4
1.5.2.3 Internal IT Systems	5
1.5.2.4 New Contract Facilities	5
1.5.2.5 Audit Reporting	5
1.5.2.6 Audit Action Plans	5
<b>1.6 Non-compliance Reporting</b>	<b>5</b>
<b>1.7 Environment Agency ("EA") Inspections / Visits</b>	<b>5</b>
1.7.1 Environmental Complaints	6
1.7.2 Compliance Monitoring	6
1.7.3 Enforcement Action	6
<b>1.8 Monthly Performance Reporting</b>	<b>6</b>

## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This Service Delivery Plan should be read in conjunction with the following documents:

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) ("Payment Mechanism").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the SDP, capitalised words and phrases shall have the meaning given in the Project Agreement.

This Plan sets out the manner in which the Contractor operates its management systems ("**Management Systems**") with the aim of ensuring control of operations and satisfactory delivery of the Services under the Project Agreement.

## 1.2 Quality and Environmental Registrations

The Contractor has achieved accreditation to the following two international standards:

- ISO 9001:2008 Quality Management Systems; and
- ISO 14001:2004 Environmental Management Systems.

New Facilities will achieve registration within 3 years from the relevant Service Availability Date. The only exception to the above will be where the relevant Services are going through a PPC application process. For these Services the registration to ISO 14001 will be linked in with the application process.

Sub-Contractors providing the HWRC and Landfill Services are accredited to the above standards.

Copies of the Operating Contractor's certificates of accreditation are set out at Appendix 23.

## 1.3 Documented Systems

### 1.3.1 Management Manual

An overview of the Operating Contractor's management system and the manner in

which it operates is provided in Appendix 24 (Management Manual).

A contract-specific management manual ("**Management Manual**") shall be developed to summarise the manner in which the Contractor operates its Management Systems for the delivery of the Services under the Project Agreement.

### 1.3.2 Policies and Procedures

In support of the Management Manual, there are a series of policies and procedures that make up part of the documented system.

In addition the documented systems consists of: forms, reference documents, advice notes, training manuals etc that support the achievement of Management Systems requirements.

All documents that make up the Management System are readily available on the Contractor's Intranet, which is accessible to all Contractor personnel or on request from the Authority.

### 1.3.3 Contract Specific Documents

In addition to the Service Delivery Plan the Contractor shall where necessary produce additional procedures specific to the Project Agreement and shall issue such procedures to all relevant parties, including Sub-contractors and the Authority where necessary. The Contractor shall maintain a list of relevant documents in a **Management Plan** (as set out at Appendix 25) (the "**Management Plan**"), which will refer to relevant contract documents.

## 1.4 Legal & Other Requirements

To ensure that the Services are provided in compliance with legal and other relevant requirements, the Contractor will utilise technical specialists. These technical specialists will be provided by the Operating Contractor and are tasked with monitoring legal requirements likely to impact activities in areas such as, *inter alia*, safety, health & environment, human resources, finance etc (see Human Resources Plan),

The technical specialists will be responsible for identifying the potential impacts of such requirements on the business and ensuring that the relevant systems are adapted or introduced to meet the legal requirements.

These requirements, as identified by the technical specialists will be incorporated into the Contractor's Management Systems and communicated to all relevant personnel, including Sub-contractors (where applicable).

## 1.5 Audit and Inspection

The Contractor shall arrange for audits and inspections to be carried out to ensure compliance with the requirements of the Project Agreement, legal requirements and the Contractor's Management Systems requirements.

### 1.5.1 Audit and Inspection - Compliance Officer

The Contractor will appoint a compliance officer with day to day responsibility for monitoring the performance of Sub-contractors providing the Services of in relation to HWRCs and Landfill.

The audits and/or inspections will include monitoring of compliance with:

- Legal requirements, e.g., *inter alia*, Waste Management Licences and PPC Permits for Waste Management Facilities; and
- Contractual requirements, e.g., *inter alia*, tonnage breakdown and recycling breakdown.

An Audit/Inspection sheet will be completed on each occasion (as set out in Appendices 26 & 27).

Copies of the audit reports and inspection reports will be sent to the Sub-contractor.

Any non-compliance with audits and/or inspections will be reported to the Authority by the Contractor as part of the Monthly Monitoring Report.

### 1.5.2 Internal Audit – Operating Contractor Management Systems Department

The Operating Contractor's Management Systems Department will carry out internal audits of the Contractor and the Sub-contractors providing HWRC and Landfill Services under the relevant subcontracts.

As a minimum, audits of the Contractor will be carried out on an annual basis , with additional ad-hoc audits where required. The Contractor shall use reasonable endeavours to ensure that over a period of 3 years all quality and environmental aspects of the Management Plan are audited.

Management Systems audits monitor compliance with relevant legislation, client contracts and the Contractor's Management Systems requirements and seek to identify opportunities for continuous improvement in the same.

#### 1.5.2.1 HWRCs

Under the Operating Contract the Operating Contractor (Management Systems Department) shall audit the HWRC Network (as defined in Schedule 1 Part 1 (Output Specification) within the first twelve months of the Commencement Date and on an annually thereafter.

#### 1.5.2.2 Landfill

Landfill audits will be carried out on an annual basis, focusing on contract compliance with the Project Agreement.

### 1.5.2.3 Internal IT Systems

An internal systems audit of the ISMS will be carried out annually (no later than May 2010). This audit shall be part of the internal systems audit carried out by Shanks Waste Management business systems department. This audit will pay particular attention to weighbridge procedures, data capture at HWRCs, the use of manual tickets (where applicable).

### 1.5.2.4 New Contract Facilities

Each New Facility shall be subject to audit within 12 months of the Service Availability Date, and thereafter on an annual basis.

### 1.5.2.5 Audit Reporting

The audit report will contain a summary of the audit findings with particular attention drawn to high risk issues e.g., *inter alia*, financial and environmental issues.

Audit reports will be circulated to all individuals in the line management chain up including the relevant director within the Contractor.

A summary of audit findings shall be included as part of the Annual Service Report.

### 1.5.2.6 Audit Action Plans

The Contractor's senior management team and the Operating Contractor's Quality Manager will review the annual report from the audits and agree suitable corrective and preventative measures.

The findings from such review will be detailed in the form of action plans, which shall identify the individuals responsible for each action and the timescales by which actions should be completed to address the findings from the audits.

Where the Quality Manager regards progress in completing actions as unsatisfactory he shall report this to the Contract Director.

## 1.6 Non-compliance Reporting

Any instance of non-compliance raised will be addressed in accordance with Appendix 45 (Non-compliance Procedure). This includes non-compliance raised through regulatory inspections, complaints, near misses, accidents/incidents etc.

The extent of investigation and corrective and/or preventative action to be taken in relation to each such instance will depend on the severity of the non-compliance.

## 1.7 Environment Agency ("EA") Inspections / Visits

Copies of all inspection reports for Waste Management Facilities will be sent to the Compliance Officer and will in turn be copied to the Operating Contractor's UK Environmental Adviser, along with an explanation and details of corrective and/or



preventative action.

A monthly summary of EA inspections will be sent to the Authority (as part of Monthly Monitoring Report).

### **1.7.1 Environmental Complaints**

Personnel at all Waste Management Facilities and HWRCs shall be required to forward details of all complaints to the Compliance Officer.

A monthly summary of environmental complaints will be sent to:

- the Operating Contractor's UK Environmental Adviser; and
- the Authority (as part of monthly performance report).

### **1.7.2 Compliance Monitoring**

All Personnel at Waste Management Facilities shall be required to carry out monitoring in accordance with the Necessary Consents.

Any breach of the Contractor's Necessary Consents identified through such monitoring will be reported to the Compliance Officer, along with an explanation and details of the corrective and/or preventative actions taken.

A monthly summary of compliance breaches will be sent to:

- the Operating Contractor's UK Environmental Adviser; and
- the Authority (as part of Monthly Monitoring Report).

### **1.7.3 Enforcement Action**

The Contractor shall use reasonable endeavours to ensure that any correspondence or communication from the EA threatening enforcement action against Waste Management Facilities shall be forwarded to the Compliance Officer immediately and in turn sent to the Operating Contractor's Legal Department.

## **1.8 Monthly Performance Reporting**

As part of the Monthly Monitoring Report, the Contractor will report the following to the Authority:

- Non-compliances identified by Compliance Officer audits or inspections;
- Non-compliances identified by a Management Systems audit of the Contractor;
- Non-compliances identified by EA audits/inspections;
- Environmental complaints;

- Monitoring breaches in relation to Necessary Consent(s); and
- Enforcement action.

## Plan 1.18 FLUSCO HWRC SERVICE DELIVERY PLAN

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<b>1</b>	<b>HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</b>	<b>4</b>
<b>1.1</b>	<b>Introduction</b>	<b>4</b>
1.1.1	Context of Service Delivery Plan	4
1.1.2	Description of the Site	4
<b>1.2</b>	<b>Operations Plans</b>	<b>7</b>
1.2.1	Daily Operations	7
1.2.2	Traffic Management Plan	7
1.2.3	Acceptable Materials	9
1.2.4	Permits for waste delivery	9
1.2.5	Waste Reception Procedures	9
1.2.6	Record Keeping	9
1.2.7	Routine Facility Operations	10
1.2.8	Site Security	10
1.2.9	Material Storage	11
1.2.10	Signage	11
1.2.11	Public Interface Procedures	11
1.2.12	Waste Disposal Plan	11
1.2.14	Assisted Services	12
1.2.15	Off taker Weighbridges	12
<b>2</b>	<b>FACILITY MANAGEMENT PLAN</b>	<b>13</b>
<b>2.1</b>	<b>Staffing Structure</b>	<b>13</b>
2.1.1	Duty Managers	13
2.1.2	Management Procedures	13
2.1.3	Training	14
2.1.4	Material Transport	15
2.1.5	Waste Acceptance and Control Systems and Procedures	18
2.1.6	Vehicle Count	19
2.1.7	Toolbox Talks	19
2.1.8	Site Staff Management	19
2.1.9	Handling Complaints	19
2.1.10	Security and Availability of Records	19
2.1.11	Nuisance, Litter and Pest Control	20
<b>3</b>	<b>HEALTH SAFETY AND WELFARE PLAN</b>	<b>21</b>
<b>3.1</b>	<b>Risk Assessment and Safe Systems of Work</b>	<b>21</b>
3.1.1	Inventory of Assessments	21
3.1.2	General Site and Job/Task Specific Assessments	21
3.1.3	COSHH Assessments	21
3.1.4	Safe Working Procedures	21
3.1.5	Risk Assessment and Safe System of Work Review	21
3.1.6	Employee Involvement	22
3.1.7	First Aid Provision	22
3.1.8	Fire Safety and Other Emergencies	22
<b>3.2</b>	<b>Emergency Contacts</b>	<b>23</b>

<b>3.3</b>	<b>Accidents and Incidents</b>	<b>23</b>
3.3.1	Reporting	23
3.3.2	Investigation	23
3.3.3	Documentation	23
3.3.4	Hazard Reporting	24
3.3.5	Safety Inspections	24
<b>3.4</b>	<b>Monitoring and Auditing</b>	<b>24</b>
3.4.1	Proactive Monitoring	24
3.4.2	Safety Inspections	24
3.4.3	Job Safety Monitoring	24
3.4.4	Health and Safety Manager Inspections	24
3.4.5	Health Surveillance	25
3.4.6	COSHH Monitoring	25
<b>3.5</b>	<b>Consultation</b>	<b>25</b>
3.5.1	General Consultation	25
3.5.2	Notices	25
3.5.3	General Controls	25
<b>3.6</b>	<b>PPE Issue and Usage</b>	<b>26</b>
3.6.1	Issue	26
3.6.2	PPE Usage	26
3.6.3	Lost Property	26
3.6.4	House Keeping	26
<b>4</b>	<b>QUALITY ASSURANCE PLAN</b>	<b>27</b>
4.1	Maintenance Plan	27
<b>5</b>	<b>ENVIRONMENTAL PROTECTION PLAN</b>	<b>28</b>
<b>5.1</b>	<b>Environmental Protection Plan and Assessment of Risk</b>	<b>28</b>
5.1.1	Introduction	28
5.1.2	Waste Management Operations	28
5.1.3	Waste Inputs	28
<b>5.2</b>	<b>Special Risk Management Requirements for Certain Wastes</b>	<b>28</b>
5.2.1	Asbestos	28
5.2.2	Oil Waste	29
5.2.3	Batteries (lead acid)	29
5.2.4	Household Waste Which May Pose Some Specific Hazard	29
5.2.5	Gas Bottles	29
5.2.6	Fluorescent Tubes	29
5.2.7	Paint	30
5.2.8	Tyres	30
5.2.9	Fridges	30
5.2.10	White Goods and WEEE	30
5.2.11	Appliance Batteries	30
5.2.12	Gypsum	30
5.2.13	Fireworks	31
5.2.14	Boat Flares	31
<b>5.3</b>	<b>Site Staffing</b>	<b>31</b>
5.3.1	Staffing and Understanding of Licence and Working Plan	31

5.3.2	Specialised Instruction and Assistance	31
5.3.3	Site Engineering for Pollution Prevention and Control	31
5.3.4	Potentially Polluting Leaks and Spillages of Waste	31
5.3.5	Waste Removal Procedures	31
<b>5.4</b>	<b>Record Keeping</b>	<b>32</b>
5.4.1	Site Diary and Site Record Book	32
5.4.2	Waste Quantity Measurement System	32
5.4.3	Control of Ground and Surface Water	32
5.4.4	Monitoring of Meteorological Conditions	32
5.4.5	Control, Monitoring and Reporting of Dust, Fibres and Particulates	32
5.4.6	Control of Odours	33
5.4.7	Control of Noise	33
5.4.8	Control of Litter	33
5.4.9	Technical Competence	33
5.4.10	Disposal of Household Chemicals at HWRCs	33
<b>6</b>	<b>EMERGENCY PLAN</b>	<b>35</b>
6.1.1	Site Evacuation	35
6.1.2	Fire	35
6.1.3	Unknown dangerous substances	36
6.1.4	Spillages	36
6.1.5	Aggressive or potentially violent conduct by the public	37
6.1.6	Fatalities and Serious Injuries	37
6.1.7	Incidents out of Hours	37
6.1.8	Internal Contact Numbers	37
6.1.9	Induction Training	38

**REDACTED – 35 PAGES**



# Plan 1.19 Ambleside Household Waste Recycling Centre Service Delivery Plan

<b><u>PLAN 1.19 AMBLESIDE HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
<u>1.1.1 Context of Service Delivery Plan</u>	3
<u>1.1.2 Description of the Site</u>	3
<b><u>1.2 Operations Plan</u></b>	<b>3</b>
<u>1.2.1 Daily Operations</u>	3
<u>1.2.2 Traffic Management Plan</u>	3
<u>1.2.3 Acceptable Materials</u>	3
<u>1.2.4 Permits for waste delivery</u>	3
<u>1.2.5 Waste Reception Procedures</u>	3
<u>1.2.6 Record Keeping</u>	3
<u>1.2.7 Routine Facility Operations</u>	3
<u>1.2.8 Site Security</u>	3
<u>1.2.9 Material Storage</u>	3
<u>1.2.10 Signage</u>	3
<u>1.2.11 Material Transport</u>	3
<u>1.2.12 Public Interface Procedures</u>	3
<u>1.2.13 Waste Disposal Plan</u>	3
<u>1.2.14 Assisted Services</u>	3
<u>1.2.15 Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
<u>2.1.1 Duty Managers</u>	3
<u>2.1.2 Management Procedures</u>	3
<u>2.1.3 Training</u>	3
<u>2.1.4 Material Transport</u>	3
<u>2.1.5 Waste Acceptance and Control Systems and Procedures</u>	3
<u>2.1.6 Vehicle Count</u>	3
<u>2.1.7 Toolbox Talks</u>	3
<u>2.1.8 Site Staff Management</u>	3
<u>2.1.9 Handling Complaints</u>	3
<u>2.1.10 Security and Availability of Records</u>	3
<u>2.1.11 Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
<u>3.1.1 Inventory of Assessments</u>	3
<u>3.1.2 General Site and Job/Task Specific Assessments</u>	3
<u>3.1.3 COSHH Assessments</u>	3

3.1.4	<a href="#">Safe Working Procedures</a>	3
3.1.5	<a href="#">Risk Assessment and Safe System of Work Review</a>	3
3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
	<input type="checkbox"/> <a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
<b>5.2</b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>



5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3
5.2.3	<a href="#">Batteries (lead acid)</a>	3
5.2.4	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
5.2.5	<a href="#">Gas Bottles</a>	3
5.2.6	<a href="#">Fluorescent Tubes</a>	3
5.2.7	<a href="#">Paint</a>	3
5.2.8	<a href="#">Tyres</a>	3
5.2.9	<a href="#">Fridges</a>	3
5.2.10	<a href="#">White Goods and WEEE</a>	3
5.2.11	<a href="#">Appliance Batteries</a>	3
5.2.12	<a href="#">Gypsum</a>	3
5.2.13	<a href="#">Flares and Fireworks</a>	3
<b>5.3</b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
5.3.1	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
5.3.2	<a href="#">Specialised Instruction and Assistance</a>	3
5.3.3	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
5.3.4	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
5.3.5	<a href="#">Waste Removal Procedures</a>	3
<b>5.4</b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
5.4.1	<a href="#">Site Diary and Site Record Book</a>	3
5.4.2	<a href="#">Waste Quantity Measurement System</a>	3
5.4.3	<a href="#">Control of Ground and Surface Water</a>	3
5.4.4	<a href="#">Monitoring of Meteorological Conditions</a>	3
5.4.5	<a href="#">Control, Monitoring and Reporting of Dust, Fibres and Particulates</a>	3
5.4.6	<a href="#">Control of Odours</a>	3
5.4.7	<a href="#">Control of Noise</a>	3
5.4.8	<a href="#">Control of Litter</a>	3
5.4.9	<a href="#">Technical Competence</a>	3
5.4.10	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b>6</b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
6.1.1	<a href="#">Site Evacuation</a>	3
6.1.2	<a href="#">Fire</a>	3
6.1.3	<a href="#">Unknown dangerous substances</a>	3
6.1.4	<a href="#">Spillages</a>	3
6.1.5	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
6.1.6	<a href="#">Fatalities and Serious Injuries</a>	3
6.1.7	<a href="#">Incidents out of Hours</a>	3
6.1.8	<a href="#">Internal Contact Numbers</a>	3
6.1.9	<a href="#">Induction Training</a>	3

**REDACTED – 40 PAGES**

## Plan 1.20 Bousteads Household Waste Recycling Centre Service Delivery Plan

<b><u>PLAN 1.20 BOUSTEADS HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
1.1.1 <u>Context of Service Delivery Plan</u>	3
1.1.2 <u>Description of the Site</u>	3
<b><u>1.2 Operations Plans</u></b>	<b>3</b>
1.2.1 <u>Daily Operations</u>	3
1.2.2 <u>Traffic Management Plan</u>	3
1.2.3 <u>Acceptable Materials</u>	3
1.2.4 <u>Permits for waste delivery</u>	3
1.2.5 <u>Waste Reception Procedures</u>	3
1.2.6 <u>Record Keeping</u>	3
1.2.7 <u>Routine Facility Operations</u>	3
1.2.8 <u>Site Security</u>	3
1.2.9 <u>Material Storage</u>	3
1.2.10 <u>Signage</u>	3
1.2.11 <u>Material Transport</u>	3
1.2.12 <u>Public Interface Procedures</u>	3
1.2.13 <u>Waste Disposal Plan</u>	3
1.2.14 <u>Assisted Services</u>	3
1.2.15 <u>Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
2.1.1 <u>Duty Managers</u>	3
2.1.2 <u>Management Procedures</u>	3
2.1.3 <u>Training</u>	3
2.1.4 <u>Material Transport</u>	3
2.1.5 <u>Waste Acceptance and Control Systems and Procedures</u>	3
2.1.6 <u>Vehicle Count</u>	3
<u>Where electronic systems are installed, data will be forwarded to the Authority through the Monthly Monitoring Report</u>	3
2.1.7 <u>Toolbox Talks</u>	3
2.1.8 <u>Site Staff Management</u>	3
2.1.9 <u>Handling Complaints</u>	3
2.1.10 <u>Security and Availability of Records</u>	3
2.1.11 <u>Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
3.1.1 <u>Inventory of Assessments</u>	3
3.1.2 <u>General Site and Job/Task Specific Assessments</u>	3
3.1.3 <u>COSHH Assessments</u>	3

3.1.4	<a href="#">Safe Working Procedures</a>	3
3.1.5	<a href="#">Risk Assessment and Safe System of Work Review</a>	3
3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
	<input type="checkbox"/> <a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
<b>5.2</b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>

5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3
5.2.3	<a href="#">Batteries (lead acid)</a>	3
5.2.4	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
5.2.5	<a href="#">Gas Bottles</a>	3
5.2.6	<a href="#">Fluorescent Tubes</a>	3
5.2.7	<a href="#">Paint</a>	3
5.2.8	<a href="#">Tyres</a>	3
5.2.9	<a href="#">Fridges</a>	3
5.2.10	<a href="#">White Goods and WEEE</a>	3
5.2.11	<a href="#">Appliance Batteries</a>	3
5.2.12	<a href="#">Gypsum</a>	3
5.2.13	<a href="#">Flares and Fireworks</a>	3
<b>5.3</b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
5.3.1	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
5.3.2	<a href="#">Specialised Instruction and Assistance</a>	3
5.3.3	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
5.3.4	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
5.3.5	<a href="#">Waste Removal Procedures</a>	3
<b>5.4</b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
5.4.1	<a href="#">Site Diary and Site Record Book</a>	3
5.4.2	<a href="#">Waste Quantity Measurement System</a>	3
5.4.3	<a href="#">Control of Ground and Surface Water</a>	3
5.4.4	<a href="#">Monitoring of Meteorological Conditions</a>	3
5.4.5	<a href="#">Control, Monitoring and Reporting of Dust, Fibres and Particulates</a>	3
5.4.6	<a href="#">Control of Odours</a>	3
5.4.7	<a href="#">Control of Noise</a>	3
5.4.8	<a href="#">Control of Litter</a>	3
5.4.9	<a href="#">Technical Competence</a>	3
5.4.10	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b>6</b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
6.1.1	<a href="#">Site Evacuation</a>	3
6.1.2	<a href="#">Fire</a>	3
6.1.3	<a href="#">Unknown dangerous substances</a>	3
6.1.4	<a href="#">Spillages</a>	3
6.1.5	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
6.1.6	<a href="#">Fatalities and Serious Injuries</a>	3
6.1.7	<a href="#">Incidents out of Hours</a>	3
6.1.8	<a href="#">Internal Contact Numbers</a>	3
6.1.9	<a href="#">Induction Training</a>	3

**REDACTED – 41 PAGES**

## Plan 1.21 Clay Flatts Household Waste Recycling Centre Service Delivery Plan

<b><u>PLAN 1.21 CLAY FLATTS HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
<u>1.1.1 Context of Service Delivery Plan</u>	3
<u>1.1.2 Description of the Site</u>	3
<b><u>1.2 Operations Plans</u></b>	<b>3</b>
<u>1.2.1 Daily Operations</u>	3
<u>1.2.2 Traffic Management Plan</u>	3
<u>1.2.3 Acceptable Materials</u>	3
<u>1.2.4 Permits for waste delivery</u>	3
<u>1.2.5 Waste Reception Procedures</u>	3
<u>1.2.6 Record Keeping</u>	3
<u>1.2.7 Routine Facility Operations</u>	3
<u>1.2.8 Site Security</u>	3
<u>1.2.9 Material Storage</u>	3
<u>1.2.10 Signage</u>	3
<u>1.2.11 Material Transport</u>	3
<u>1.2.12 Public Interface Procedures</u>	3
<u>1.2.13 Waste Disposal Plan</u>	3
<u>1.2.14 Assisted Services</u>	3
<u>1.2.15 Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
<u>2.1.1 Duty Managers</u>	3
<u>2.1.2 Management Procedures</u>	3
<u>2.1.3 Training</u>	3
<u>2.1.4 Material Transport</u>	3
<u>2.1.5 Waste Acceptance and Control Systems and Procedures</u>	3
<u>2.1.6 Vehicle Count</u>	3
<u>2.1.7 Toolbox Talks</u>	3
<u>2.1.8 Site Staff Management</u>	3
<u>2.1.9 Handling Complaints</u>	3
<u>2.1.10 Security and Availability of Records</u>	3
<u>2.1.11 Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
<u>3.1.1 Inventory of Assessments</u>	3
<u>3.1.2 General Site and Job/Task Specific Assessments</u>	3
<u>3.1.3 COSHH Assessments</u>	3
<u>3.1.4 Safe Working Procedures</u>	3
<u>3.1.5 Risk Assessment and Safe System of Work Review</u>	3

3.1.6	<u>Employee Involvement</u>	3
3.1.7	<u>First Aid Provision</u>	3
3.1.8	<u>Fire Safety and Other Emergencies</u>	3
<b>3.2</b>	<b><u>Emergency Contacts</u></b>	<b>3</b>
<b>3.3</b>	<b><u>Accidents and Incidents</u></b>	<b>3</b>
3.3.1	<u>Definition of an accident</u>	3
□	<u>Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</u>	3
3.3.2	<u>Reporting</u>	3
3.3.3	<u>Investigation</u>	3
3.3.4	<u>Documentation</u>	3
3.3.5	<u>Hazard Reporting</u>	3
3.3.6	<u>Safety Inspections</u>	3
<b>3.4</b>	<b><u>Monitoring and Auditing</u></b>	<b>3</b>
3.4.1	<u>Proactive Monitoring</u>	3
3.4.2	<u>Safety Inspections</u>	3
3.4.3	<u>Job Safety Monitoring</u>	3
3.4.4	<u>Health and Safety Manager Inspections</u>	3
3.4.5	<u>Health Surveillance</u>	3
3.4.6	<u>COSHH Monitoring</u>	3
<b>3.5</b>	<b><u>Consultation</u></b>	<b>3</b>
3.5.1	<u>General Consultation</u>	3
3.5.2	<u>Notices</u>	3
3.5.3	<u>General Controls</u>	3
<b>3.6</b>	<b><u>PPE Issue and Usage</u></b>	<b>3</b>
3.6.1	<u>Issue</u>	3
3.6.2	<u>PPE Usage</u>	3
3.6.3	<u>Lost Property</u>	3
3.6.4	<u>House Keeping</u>	3
<b>3.7</b>	<b><u>Furniture and Large Items</u></b>	<b>3</b>
3.7.1	<u>Manual Handling</u>	3
<b>4</b>	<b><u>QUALITY ASSURANCE PLAN</u></b>	<b>3</b>
<b>4.1</b>	<b><u>Maintenance Plan</u></b>	<b>3</b>
<b>5</b>	<b><u>ENVIRONMENTAL PROTECTION PLAN</u></b>	<b>3</b>
<b>5.1</b>	<b><u>Environmental Protection Plan and Assessment of Risk</u></b>	<b>3</b>
5.1.1	<u>Introduction</u>	3
5.1.2	<u>Waste Management Operations</u>	3
5.1.3	<u>Waste Inputs</u>	3
<b>5.2</b>	<b><u>Special Risk Management Requirements for Certain Wastes</u></b>	<b>3</b>
5.2.1	<u>Asbestos</u>	3
5.2.2	<u>Oil Waste</u>	3
5.2.3	<u>Batteries (lead acid)</u>	3

5.2.4	<u>Household Waste Which May Pose Some Specific Hazard</u>	3
5.2.5	<u>Gas Bottles</u>	3
5.2.6	<u>Fluorescent Tubes</u>	3
5.2.7	<u>Paint</u>	3
5.2.8	<u>Tyres</u>	3
5.2.9	<u>Fridges</u>	3
5.2.10	<u>White Goods and WEEE</u>	3
5.2.11	<u>Appliance Batteries</u>	3
5.2.12	<u>Gypsum</u>	3
5.2.13	<u>Flares and Fireworks</u>	3
<b>5.3</b>	<b><u>Site Staffing</u></b>	<b>3</b>
5.3.1	<u>Staffing and Understanding of Licence and Working Plan</u>	3
5.3.2	<u>Specialised Instruction and Assistance</u>	3
5.3.3	<u>Site Engineering for Pollution Prevention and Control</u>	3
5.3.4	<u>Potentially Polluting Leaks and Spillages of Waste</u>	3
5.3.5	<u>Waste Removal Procedures</u>	3
<b>5.4</b>	<b><u>Record Keeping</u></b>	<b>3</b>
5.4.1	<u>Site Diary and Site Record Book</u>	3
5.4.2	<u>Waste Quantity Measurement System</u>	3
5.4.3	<u>Control of Ground and Surface Water</u>	3
5.4.4	<u>Monitoring of Meteorological Conditions</u>	3
5.4.5	<u>Control, Monitoring and Reporting of Dust, Fibres and Particulates</u>	3
5.4.6	<u>Control of Odours</u>	3
5.4.7	<u>Control of Noise</u>	3
5.4.8	<u>Control of Litter</u>	3
5.4.9	<u>Technical Competence</u>	3
5.4.10	<u>Disposal of Household Chemicals at HWRCs</u>	3
<b>6</b>	<b><u>EMERGENCY PLAN</u></b>	<b>3</b>
6.1.1	<u>Site Evacuation</u>	3
6.1.2	<u>Fire</u>	3
6.1.3	<u>Unknown dangerous substances</u>	3
6.1.4	<u>Spillages</u>	3
6.1.5	<u>Aggressive or potentially violent conduct by the public</u>	3
6.1.6	<u>Fatalities and Serious Injuries</u>	3
6.1.7	<u>Incidents out of Hours</u>	3
6.1.8	<u>Internal Contact Numbers</u>	3
6.1.9	<u>Induction Training</u>	3

**REDACTED 40 PAGES**

## Plan 1.22 Frizington Household Waste Recycling Centre Service Delivery Plan

<b><u>PLAN 1.22 FRIZINGTON HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
<u>1.1.1 Context of Service Delivery Plan</u>	3
<u>1.1.2 Description of the Site</u>	3
<b><u>1.2 Operations Plans</u></b>	<b>3</b>
<u>1.2.1 Daily Operations</u>	3
<u>1.2.2 Traffic Management Plan</u>	3
<u>1.2.3 Acceptable Materials</u>	3
<u>1.2.4 Permits for waste delivery</u>	3
<u>1.2.5 Waste Reception Procedures</u>	3
<u>1.2.6 Record Keeping</u>	3
<u>1.2.7 Routine Facility Operations</u>	3
<u>1.2.8 Site Security</u>	3
<u>1.2.9 Material Storage</u>	3
<u>1.2.10 Signage</u>	3
<u>1.2.11 Material Transport</u>	3
<u>1.2.12 Public Interface Procedures</u>	3
<u>1.2.13 Waste Disposal Plan</u>	3
<u>1.2.14 Assisted Services</u>	3
<u>1.2.15 Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
<u>2.1.1 Duty Managers</u>	3
<u>2.1.2 Management Procedures</u>	3
<u>2.1.3 Training</u>	3
<u>2.1.4 Material Transport</u>	3
<u>2.1.5 Waste Acceptance and Control Systems and Procedures</u>	3
<u>2.1.6 Vehicle Count</u>	3
<u>2.1.7 Toolbox Talks</u>	3
<u>2.1.8 Site Staff Management</u>	3
<u>2.1.9 Handling Complaints</u>	3
<u>2.1.10 Security and Availability of Records</u>	3
<u>2.1.11 Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
<u>3.1.1 Inventory of Assessments</u>	3
<u>3.1.2 General Site and Job/Task Specific Assessments</u>	3
<u>3.1.3 COSHH Assessments</u>	3
<u>3.1.4 Safe Working Procedures</u>	3
<u>3.1.5 Risk Assessment and Safe System of Work Review</u>	3



3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
<input type="checkbox"/>	<a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
4.1	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
5.1	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
5.2	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>
5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3

<a href="#">5.2.3</a>	<a href="#">Batteries (lead acid)</a>	3
<a href="#">5.2.4</a>	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
<a href="#">5.2.5</a>	<a href="#">Gas Bottles</a>	3
<a href="#">5.2.6</a>	<a href="#">Fluorescent Tubes</a>	3
<a href="#">5.2.7</a>	<a href="#">Paint</a>	3
<a href="#">5.2.8</a>	<a href="#">Tyres</a>	3
<a href="#">5.2.9</a>	<a href="#">Fridges</a>	3
<a href="#">5.2.10</a>	<a href="#">White Goods and WEEE</a>	3
<a href="#">5.2.11</a>	<a href="#">Appliance Batteries</a>	3
<a href="#">5.2.12</a>	<a href="#">Gypsum</a>	3
<a href="#">5.2.13</a>	<a href="#">Flares and Fireworks</a>	3
<b><a href="#">5.3</a></b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
<a href="#">5.3.1</a>	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
<a href="#">5.3.2</a>	<a href="#">Specialised Instruction and Assistance</a>	3
<a href="#">5.3.3</a>	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
<a href="#">5.3.4</a>	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
<a href="#">5.3.5</a>	<a href="#">Waste Removal Procedures</a>	3
<b><a href="#">5.4</a></b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
<a href="#">5.4.1</a>	<a href="#">Site Diary and Site Record Book</a>	3
<a href="#">5.4.2</a>	<a href="#">Waste Quantity Measurement System</a>	3
<a href="#">5.4.3</a>	<a href="#">Control of Ground and Surface Water</a>	3
<a href="#">5.4.4</a>	<a href="#">Monitoring of Meteorological Conditions</a>	3
<a href="#">5.4.5</a>	<a href="#">Control, Monitoring and Reporting of Dust, Fibres and Particulates</a>	3
<a href="#">5.4.6</a>	<a href="#">Control of Odours</a>	3
<a href="#">5.4.7</a>	<a href="#">Control of Noise</a>	3
<a href="#">5.4.8</a>	<a href="#">Control of Litter</a>	3
<a href="#">5.4.9</a>	<a href="#">Technical Competence</a>	3
<a href="#">5.4.10</a>	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b><a href="#">6</a></b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
<a href="#">6.1.1</a>	<a href="#">Site Evacuation</a>	3
<a href="#">6.1.2</a>	<a href="#">Fire</a>	3
<a href="#">6.1.3</a>	<a href="#">Unknown dangerous substances</a>	3
<a href="#">6.1.4</a>	<a href="#">Spillages</a>	3
<a href="#">6.1.5</a>	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
<a href="#">6.1.6</a>	<a href="#">Fatalities and Serious Injuries</a>	3
<a href="#">6.1.7</a>	<a href="#">Incidents out of Hours</a>	3
<a href="#">6.1.8</a>	<a href="#">Internal Contact Numbers</a>	3
<a href="#">6.1.9</a>	<a href="#">Induction Training</a>	3

**REDACTED 41 PAGES**

## Plan 1.23 Grange Over Sands Household Waste Recycling Centre Service

### Delivery Plan

<b><u>PLAN 1.23 GRANGE OVER SANDS HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
<u>1.1.1 Context of Service Delivery Plan</u>	3
<u>1.1.2 Description of the Site</u>	3
<b><u>1.2 Operations Plans</u></b>	<b>3</b>
<u>1.2.1 Daily Operations</u>	3
<u>1.2.2 Traffic Management Plan</u>	3
<u>1.2.3 Acceptable Materials</u>	3
<u>1.2.4 Permits for waste delivery</u>	3
<u>1.2.5 Waste Reception Procedures</u>	3
<u>1.2.6 Record Keeping</u>	3
<u>1.2.7 Routine Facility Operations</u>	3
<u>1.2.8 Site Security</u>	3
<u>1.2.9 Material Storage</u>	3
<u>1.2.10 Signage</u>	3
<u>1.2.11 Material Transport</u>	3
<u>1.2.12 Public Interface Procedures</u>	3
<u>1.2.13 Assisted Services</u>	3
<u>1.2.14 Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
<u>2.1.1 Duty Managers</u>	3
<u>2.1.2 Management Procedures</u>	3
<u>2.1.3 Training</u>	3
<u>2.1.4 Material Transport</u>	3
<u>2.1.5 Waste Acceptance and Control Systems and Procedures</u>	3
<u>2.1.6 Vehicle Count</u>	3
<u>2.1.7 Toolbox Talks</u>	3
<u>2.1.8 Site Staff Management</u>	3
<u>2.1.9 Handling Complaints</u>	3
<u>2.1.10 Security and Availability of Records</u>	3
<u>2.1.11 Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
<u>3.1.1 Inventory of Assessments</u>	3
<u>3.1.2 General Site and Job/Task Specific Assessments</u>	3
<u>3.1.3 COSHH Assessments</u>	3
<u>3.1.4 Safe Working Procedures</u>	3
<u>3.1.5 Risk Assessment and Safe System of Work Review</u>	3

3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
<input type="checkbox"/>	<a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
<b>5.2</b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>
5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3
5.2.3	<a href="#">Batteries (lead acid)</a>	3

5.2.4	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
5.2.5	<a href="#">Gas Bottles</a>	3
5.2.6	<a href="#">Fluorescent Tubes</a>	3
5.2.7	<a href="#">Paint</a>	3
5.2.8	<a href="#">Tyres</a>	3
5.2.9	<a href="#">Fridges</a>	3
5.2.10	<a href="#">White Goods and WEEE</a>	3
5.2.11	<a href="#">Appliance Batteries</a>	3
5.2.12	<a href="#">Gypsum</a>	3
5.2.13	<a href="#">Flares and Fireworks</a>	3
<b>5.3</b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
5.3.1	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
5.3.2	<a href="#">Specialised Instruction and Assistance</a>	3
5.3.3	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
5.3.4	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
5.3.5	<a href="#">Waste Removal Procedures</a>	3
<b>5.4</b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
5.4.1	<a href="#">Site Diary and Site Record Book</a>	3
5.4.2	<a href="#">Waste Quantity Measurement System</a>	3
5.4.3	<a href="#">Control of Ground and Surface Water</a>	3
5.4.4	<a href="#">Monitoring of Meteorological Conditions</a>	3
5.4.5	<a href="#">Control of Odours</a>	3
5.4.6	<a href="#">Control of Noise</a>	3
5.4.7	<a href="#">Control of Litter</a>	3
5.4.8	<a href="#">Technical Competence</a>	3
5.4.9	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b>6</b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
6.1.1	<a href="#">Site Evacuation</a>	3
6.1.2	<a href="#">Fire</a>	3
6.1.3	<a href="#">Unknown dangerous substances</a>	3
6.1.4	<a href="#">Spillages</a>	3
6.1.5	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
6.1.6	<a href="#">Fatalities and Serious Injuries</a>	3
6.1.7	<a href="#">Incidents out of Hours</a>	3
6.1.8	<a href="#">Internal Contact Numbers</a>	3
6.1.9	<a href="#">Induction Training</a>	3

REDACTED – 40 PAGES

## Plan 1.24 Kendal Household Waste Recycling Centre Service Delivery Plan

### **PLAN 1.24 KENDAL HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN** **1**

<b><u>1.1</u></b>	<b><u>Introduction</u></b>	<b>3</b>
1.1.1	<u>Context of Service Delivery Plan</u>	3
1.1.2	<u>Description of the Site</u>	3
<b><u>1.2</u></b>	<b><u>Operations Plans</u></b>	<b>3</b>
1.2.1	<u>Daily Operations</u>	3
1.2.2	<u>Traffic Management Plan</u>	3
1.2.3	<u>Acceptable Materials</u>	3
1.2.4	<u>Permits for waste delivery</u>	3
1.2.5	<u>Waste Reception Procedures</u>	3
1.2.6	<u>Record Keeping</u>	3
1.2.7	<u>Routine Facility Operations</u>	3
1.2.8	<u>Site Security</u>	3
1.2.9	<u>Material Storage</u>	3
1.2.10	<u>Signage</u>	3
1.2.11	<u>Material Transport</u>	3
1.2.12	<u>Public Interface Procedures</u>	3
1.2.13	<u>Waste Disposal Plan</u>	3
1.2.14	<u>Assisted Services</u>	3
1.2.15	<u>Off taker Weighbridges</u>	3

### **FACILITY MANAGEMENT PLAN** **3**

<b><u>1.3</u></b>	<b><u>Staffing Structure</u></b>	<b>3</b>
1.3.1	<u>Duty Managers</u>	3
1.3.2	<u>Management Procedures</u>	3
1.3.3	<u>Training</u>	3
1.3.4	<u>Material Transport</u>	3
1.3.5	<u>Waste Acceptance and Control Systems and Procedures</u>	3
1.3.6	<u>Vehicle Count</u>	3
1.3.7	<u>Toolbox Talks</u>	3
1.3.8	<u>Site Staff Management</u>	3
1.3.9	<u>Handling Complaints</u>	3
1.3.10	<u>Security and Availability of Records</u>	3
1.3.11	<u>Nuisance, Litter and Pest Control</u>	3

## **2 HEALTH SAFETY AND WELFARE PLAN** **3**

<b><u>2.1</u></b>	<b><u>Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
2.1.1	<u>Inventory of Assessments</u>	3
2.1.2	<u>General Site and Job/Task Specific Assessments</u>	3
2.1.3	<u>COSHH Assessments</u>	3
2.1.4	<u>Safe Working Procedures</u>	3

<a href="#">2.1.5</a>	<a href="#">Risk Assessment and Safe System of Work Review</a>	3
<a href="#">2.1.6</a>	<a href="#">Employee Involvement</a>	3
<a href="#">2.1.7</a>	<a href="#">First Aid Provision</a>	3
<a href="#">2.1.8</a>	<a href="#">Fire Safety and Other Emergencies</a>	3
<b><a href="#">2.2</a></b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b><a href="#">2.3</a></b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
<a href="#">2.3.1</a>	<a href="#">Definition of an accident</a>	3
<input type="checkbox"/>	<a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
<a href="#">2.3.2</a>	<a href="#">Reporting</a>	3
<a href="#">2.3.3</a>	<a href="#">Investigation</a>	3
<a href="#">2.3.4</a>	<a href="#">Documentation</a>	3
<a href="#">2.3.5</a>	<a href="#">Hazard Reporting</a>	3
<a href="#">2.3.6</a>	<a href="#">Safety Inspections</a>	3
<b><a href="#">2.4</a></b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
<a href="#">2.4.1</a>	<a href="#">Proactive Monitoring</a>	3
<a href="#">2.4.2</a>	<a href="#">Safety Inspections</a>	3
<a href="#">2.4.3</a>	<a href="#">Job Safety Monitoring</a>	3
<a href="#">2.4.4</a>	<a href="#">Health and Safety Manager Inspections</a>	3
<a href="#">2.4.5</a>	<a href="#">Health Surveillance</a>	3
<a href="#">2.4.6</a>	<a href="#">COSHH Monitoring</a>	3
<b><a href="#">2.5</a></b>	<b><a href="#">Consultation</a></b>	<b>3</b>
<a href="#">2.5.1</a>	<a href="#">General Consultation</a>	3
<a href="#">2.5.2</a>	<a href="#">Notices</a>	3
<a href="#">2.5.3</a>	<a href="#">General Controls</a>	3
<b><a href="#">2.6</a></b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
<a href="#">2.6.1</a>	<a href="#">Issue</a>	3
<a href="#">2.6.2</a>	<a href="#">PPE Usage</a>	3
<a href="#">2.6.3</a>	<a href="#">Lost Property</a>	3
<a href="#">2.6.4</a>	<a href="#">House Keeping</a>	3
<b><a href="#">2.7</a></b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
<a href="#">2.7.1</a>	<a href="#">Manual Handling</a>	3
<b><a href="#">3</a></b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b><a href="#">3.1</a></b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b><a href="#">4</a></b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b><a href="#">4.1</a></b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
<a href="#">4.1.1</a>	<a href="#">Introduction</a>	3
<a href="#">4.1.2</a>	<a href="#">Waste Management Operations</a>	3
<a href="#">4.1.3</a>	<a href="#">Waste Inputs</a>	3
<b><a href="#">4.2</a></b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>
<a href="#">4.2.1</a>	<a href="#">Asbestos</a>	3

<a href="#">4.2.2</a>	<a href="#">Oil Waste</a>	3
<a href="#">4.2.3</a>	<a href="#">Batteries (lead acid)</a>	3
<a href="#">4.2.4</a>	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
<a href="#">4.2.5</a>	<a href="#">Gas Bottles</a>	3
<a href="#">4.2.6</a>	<a href="#">Fluorescent Tubes</a>	3
<a href="#">4.2.7</a>	<a href="#">Paint</a>	3
<a href="#">4.2.8</a>	<a href="#">Tyres</a>	3
<a href="#">4.2.9</a>	<a href="#">Fridges</a>	3
<a href="#">4.2.10</a>	<a href="#">White Goods and WEEE</a>	3
<a href="#">4.2.11</a>	<a href="#">Appliance Batteries</a>	3
<a href="#">4.2.12</a>	<a href="#">Gypsum</a>	3
<a href="#">4.2.13</a>	<a href="#">Flares and Fireworks</a>	3
<b><a href="#">4.3</a></b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
<a href="#">4.3.1</a>	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
<a href="#">4.3.2</a>	<a href="#">Specialised Instruction and Assistance</a>	3
<a href="#">4.3.3</a>	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
<a href="#">4.3.4</a>	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
<a href="#">4.3.5</a>	<a href="#">Waste Removal Procedures</a>	3
<b><a href="#">4.4</a></b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
<a href="#">4.4.1</a>	<a href="#">Site Diary and Site Record Book</a>	3
<a href="#">4.4.2</a>	<a href="#">Waste Quantity Measurement System</a>	3
<a href="#">4.4.3</a>	<a href="#">Control of Ground and Surface Water</a>	3
<a href="#">4.4.4</a>	<a href="#">Monitoring of Meteorological Conditions</a>	3
<a href="#">4.4.5</a>	<a href="#">Control of Odours</a>	3
<a href="#">4.4.6</a>	<a href="#">Control of Noise</a>	3
<a href="#">4.4.7</a>	<a href="#">Control of Litter</a>	3
<a href="#">4.4.8</a>	<a href="#">Technical Competence</a>	3
<a href="#">4.4.9</a>	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b><a href="#">5</a></b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
<a href="#">5.1.1</a>	<a href="#">Site Evacuation</a>	3
<a href="#">5.1.2</a>	<a href="#">Fire</a>	3
<a href="#">5.1.3</a>	<a href="#">Unknown dangerous substances</a>	3
<a href="#">5.1.4</a>	<a href="#">Spillages</a>	3
<a href="#">5.1.5</a>	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
<a href="#">5.1.6</a>	<a href="#">Fatalities and Serious Injuries</a>	3
<a href="#">5.1.7</a>	<a href="#">Incidents out of Hours</a>	3
<a href="#">5.1.8</a>	<a href="#">Internal Contact Numbers</a>	3
<a href="#">5.1.9</a>	<a href="#">Induction Training</a>	3

**REDACTED – 40 PAGES**



## Plan 1.25 Kirkby Stephen Household Waste Recycling Centre Service Delivery

### Plan

## PLAN 1.25 KIRKBY STEPHEN HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN

	<b>1</b>
<b>1.1</b>	<b>3</b>
1.1.1	3
1.1.2	3
<b>1.2</b>	<b>3</b>
1.2.1	3
1.2.2	3
1.2.3	3
1.2.4	3
1.2.5	3
1.2.6	3
1.2.7	3
1.2.8	3
1.2.9	3
1.2.10	3
1.2.11	3
1.2.12	3
1.2.13	3
1.2.14	3
<b>2</b>	<b>3</b>
<b>2.1</b>	<b>3</b>
2.1.1	3
2.1.2	3
2.1.3	3
2.1.4	3
2.1.5	3
2.1.6	3
Where electronic systems are installed, data will be forwarded to the Authority through the	
Monthly Monitoring Report	3
2.1.7	3
2.1.8	3
2.1.9	3
2.1.10	3
2.1.11	3
<b>3</b>	<b>3</b>
<b>3.1</b>	<b>3</b>
3.1.1	3
3.1.2	3

3.1.3	<a href="#">COSHH Assessments</a>	3
3.1.4	<a href="#">Safe Working Procedures</a>	3
3.1.5	<a href="#">Risk Assessment and Safe System of Work Review</a>	3
3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
<input type="checkbox"/>	<a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3

<b><u>5.2</u></b>	<b><u>Special Risk Management Requirements for Certain Wastes</u></b>	<b>3</b>
<u>5.2.1</u>	<u>Asbestos – N/A</u>	3
<u>5.2.2</u>	<u>Oil Waste</u>	3
<u>5.2.3</u>	<u>Batteries (lead acid)</u>	3
<u>5.2.4</u>	<u>Household Waste Which May Pose Some Specific Hazard</u>	3
<u>5.2.5</u>	<u>Gas Bottles</u>	3
<u>5.2.6</u>	<u>Fluorescent Tubes</u>	3
<u>5.2.7</u>	<u>Paint</u>	3
<u>5.2.8</u>	<u>Tyres</u>	3
<u>5.2.9</u>	<u>Fridges</u>	3
<u>5.2.10</u>	<u>White Goods and WEEE</u>	3
<u>5.2.11</u>	<u>Appliance Batteries</u>	3
<u>5.2.12</u>	<u>Gypsum</u>	3
<u>5.2.13</u>	<u>Flares and Fireworks</u>	3
<b><u>5.3</u></b>	<b><u>Site Staffing</u></b>	<b>3</b>
<u>5.3.1</u>	<u>Staffing and Understanding of Licence and Working Plan</u>	3
<u>5.3.2</u>	<u>Specialised Instruction and Assistance</u>	3
<u>5.3.3</u>	<u>Site Engineering for Pollution Prevention and Control</u>	3
<u>5.3.4</u>	<u>Potentially Polluting Leaks and Spillages of Waste</u>	3
<u>5.3.5</u>	<u>Waste Removal Procedures</u>	3
<b><u>5.4</u></b>	<b><u>Record Keeping</u></b>	<b>3</b>
<u>5.4.1</u>	<u>Site Diary and Site Record Book</u>	3
<u>5.4.2</u>	<u>Waste Quantity Measurement System</u>	3
<u>5.4.3</u>	<u>Control of Ground and Surface Water</u>	3
<u>5.4.4</u>	<u>Monitoring of Meteorological Conditions</u>	3
<u>5.4.5</u>	<u>Control, Monitoring and Reporting of Dust, Fibres and Particulates</u>	3
<u>5.4.6</u>	<u>Control of Odours</u>	3
<u>5.4.7</u>	<u>Control of Noise</u>	3
<u>5.4.8</u>	<u>Control of Litter</u>	3
<u>5.4.9</u>	<u>Technical Competence</u>	3
<u>5.4.10</u>	<u>Disposal of Household Chemicals at HWRCs</u>	3
<b><u>6</u></b>	<b><u>EMERGENCY PLAN</u></b>	<b>3</b>
<u>6.1.1</u>	<u>Site Evacuation</u>	3
<u>6.1.2</u>	<u>Fire</u>	3
<u>6.1.3</u>	<u>Unknown dangerous substances</u>	3
<u>6.1.4</u>	<u>Spillages</u>	3
<u>6.1.5</u>	<u>Aggressive or potentially violent conduct by the public</u>	3
<u>6.1.6</u>	<u>Fatalities and Serious Injuries</u>	3
<u>6.1.7</u>	<u>Incidents out of Hours</u>	3
<u>6.1.8</u>	<u>Internal Contact Numbers</u>	3
<u>6.1.9</u>	<u>Induction Training</u>	3

REDACTED – 40 PAGES

## Plan 1.26 Millom Household Waste Recycling Centre Service Delivery Plan

<b><u>PLAN 1.26 MILLOM HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
<u>1.1.1 Context of Service Delivery Plan</u>	3
<u>1.1.2 Description of the Site</u>	3
<b><u>1.2 Operations Plans</u></b>	<b>3</b>
<u>1.2.1 Daily Operations</u>	3
<u>1.2.2 Traffic Management Plan</u>	3
<u>1.2.3 Acceptable Materials</u>	3
<u>1.2.4 Permits for waste delivery</u>	3
<u>1.2.5 Waste Reception Procedures</u>	3
<u>1.2.6 Record Keeping</u>	3
<u>1.2.7 Routine Facility Operations</u>	3
<u>1.2.8 Site Security</u>	3
<u>1.2.9 Material Storage</u>	3
<u>1.2.10 Signage</u>	3
<u>1.2.11 Material Transport</u>	3
<u>1.2.12 Public Interface Procedures</u>	3
<u>1.2.13 Waste Disposal Plan</u>	3
<u>1.2.14 Assisted Services</u>	3
<u>1.2.15 Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
<u>2.1.1 Duty Managers</u>	3
<u>2.1.2 Management Procedures</u>	3
<u>2.1.3 Training</u>	3
<u>2.1.4 Material Transport</u>	3
<u>2.1.5 Waste Acceptance and Control Systems and Procedures</u>	3
<u>2.1.6 Vehicle Count</u>	3
<u>Where electronic systems are installed, data will be forwarded to the Authority through the Monthly Monitoring Report</u>	3
<u>2.1.7 Toolbox Talks</u>	3
<u>2.1.8 Site Staff Management</u>	3
<u>2.1.9 Handling Complaints</u>	3
<u>2.1.10 Security and Availability of Records</u>	3
<u>2.1.11 Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
<u>3.1.1 Inventory of Assessments</u>	3
<u>3.1.2 General Site and Job/Task Specific Assessments</u>	3
<u>3.1.3 COSHH Assessments</u>	3

3.1.4	<a href="#">Safe Working Procedures</a>	3
3.1.5	<a href="#">Risk Assessment and Safe System of Work Review</a>	3
3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
	<input type="checkbox"/> <a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
<b>5.2</b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>

5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3
5.2.3	<a href="#">Batteries (lead acid)</a>	3
5.2.4	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
5.2.5	<a href="#">Gas Bottles</a>	3
5.2.6	<a href="#">Fluorescent Tubes</a>	3
5.2.7	<a href="#">Paint</a>	3
5.2.8	<a href="#">Tyres</a>	3
5.2.9	<a href="#">Fridges</a>	3
5.2.10	<a href="#">White Goods and WEEE</a>	3
5.2.11	<a href="#">Appliance Batteries</a>	3
5.2.12	<a href="#">Gypsum</a>	3
5.2.13	<a href="#">Flares and Fireworks</a>	3
<b>5.3</b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
5.3.1	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
5.3.2	<a href="#">Specialised Instruction and Assistance</a>	3
5.3.3	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
5.3.4	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
5.3.5	<a href="#">Waste Removal Procedures</a>	3
<b>5.4</b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
5.4.1	<a href="#">Site Diary and Site Record Book</a>	3
5.4.2	<a href="#">Waste Quantity Measurement System</a>	3
5.4.3	<a href="#">Control of Ground and Surface Water</a>	3
5.4.4	<a href="#">Monitoring of Meteorological Conditions</a>	3
5.4.5	<a href="#">Control, Monitoring and Reporting of Dust, Fibres and Particulates</a>	3
5.4.6	<a href="#">Control of Odours</a>	3
5.4.7	<a href="#">Control of Noise</a>	3
5.4.8	<a href="#">Control of Litter</a>	3
5.4.9	<a href="#">Technical Competence</a>	3
5.4.10	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b>6</b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
6.1.1	<a href="#">Site Evacuation</a>	3
6.1.2	<a href="#">Fire</a>	3
6.1.3	<a href="#">Unknown dangerous substances</a>	3
6.1.4	<a href="#">Spillages</a>	3
6.1.5	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
6.1.6	<a href="#">Fatalities and Serious Injuries</a>	3
6.1.7	<a href="#">Incidents out of Hours</a>	3
6.1.8	<a href="#">Internal Contact Numbers</a>	3
6.1.9	<a href="#">Induction Training</a>	3

**REDACTED – 41 PAGES**

## Plan 1.27 Wigton Household Waste Recycling Centre Service Delivery Plan

### PLAN 1.27 WIGTON HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN 1

#### 1.1 Introduction 3

- 1.1.1 Context of Service Delivery Plan 3
- 1.1.2 Description of the Site 3

#### 1.2 Operations Plans 3

- 1.2.1 Daily Operations 3
- 1.2.2 Traffic Management Plan 3
- 1.2.3 Acceptable Materials 3
- 1.2.4 Permits for waste delivery 3
- 1.2.5 Waste Reception Procedures 3
- 1.2.6 Record Keeping 3
- 1.2.7 Routine Facility Operations 3
- 1.2.8 Site Security 3
- 1.2.9 Material Storage 3
- 1.2.10 Signage 3
- 1.2.11 Material Transport 3
- 1.2.12 Public Interface Procedures 3
- 1.2.13 Waste Disposal Plan 3
- 1.2.14 Assisted Services 3
- 1.2.15 Off taker Weighbridges 3

### 2 FACILITY MANAGEMENT PLAN 3

#### 2.1 Staffing Structure 3

- 2.1.1 Duty Managers 3
- 2.1.2 Management Procedures 3
- 2.1.3 Training 3
- 2.1.4 Material Transport 3
- 2.1.5 Waste Acceptance and Control Systems and Procedures 3
- 2.1.6 Vehicle Count 3
- 2.1.7 Toolbox Talks 3
- 2.1.8 Site Staff Management 3
- 2.1.9 Handling Complaints 3
- 2.1.10 Security and Availability of Records 3
- 2.1.11 Nuisance, Litter and Pest Control 3

### 3 HEALTH SAFETY AND WELFARE PLAN 3

#### 3.1 Risk Assessment and Safe Systems of Work 3

- 3.1.1 Inventory of Assessments 3
- 3.1.2 General Site and Job/Task Specific Assessments 3
- 3.1.3 COSHH Assessments 3
- 3.1.4 Safe Working Procedures 3
- 3.1.5 Risk Assessment and Safe System of Work Review 3

3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
<input type="checkbox"/>	<a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
<b>5.2</b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>
5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3



<a href="#">5.2.3</a>	<a href="#">Batteries (lead acid)</a>	3
<a href="#">5.2.4</a>	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
<a href="#">5.2.5</a>	<a href="#">Gas Bottles</a>	3
<a href="#">5.2.6</a>	<a href="#">Fluorescent Tubes</a>	3
<a href="#">5.2.7</a>	<a href="#">Paint</a>	3
<a href="#">5.2.8</a>	<a href="#">Tyres</a>	3
<a href="#">5.2.9</a>	<a href="#">Fridges</a>	3
<a href="#">5.2.10</a>	<a href="#">White Goods and WEEE</a>	3
<a href="#">5.2.11</a>	<a href="#">Appliance Batteries</a>	3
<a href="#">5.2.12</a>	<a href="#">Gypsum</a>	3
<a href="#">5.2.13</a>	<a href="#">Flares and Fireworks</a>	3
<b><a href="#">5.3</a></b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
<a href="#">5.3.1</a>	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
<a href="#">5.3.2</a>	<a href="#">Specialised Instruction and Assistance</a>	3
<a href="#">5.3.3</a>	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
<a href="#">5.3.4</a>	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
<a href="#">5.3.5</a>	<a href="#">Waste Removal Procedures</a>	3
<b><a href="#">5.4</a></b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
<a href="#">5.4.1</a>	<a href="#">Site Diary and Site Record Book</a>	3
<a href="#">5.4.2</a>	<a href="#">Waste Quantity Measurement System</a>	3
<a href="#">5.4.3</a>	<a href="#">Control of Ground and Surface Water</a>	3
<a href="#">5.4.4</a>	<a href="#">Monitoring of Meteorological Conditions</a>	3
<a href="#">5.4.5</a>	<a href="#">Control, Monitoring and Reporting of Dust, Fibres and Particulates</a>	3
<a href="#">5.4.6</a>	<a href="#">Control of Odours</a>	3
<a href="#">5.4.7</a>	<a href="#">Control of Noise</a>	3
<a href="#">5.4.8</a>	<a href="#">Control of Litter</a>	3
<a href="#">5.4.9</a>	<a href="#">Technical Competence</a>	3
<a href="#">5.4.10</a>	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b><a href="#">6</a></b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
<a href="#">6.1.1</a>	<a href="#">Site Evacuation</a>	3
<a href="#">6.1.2</a>	<a href="#">Fire</a>	3
<a href="#">6.1.3</a>	<a href="#">Unknown dangerous substances</a>	3
<a href="#">6.1.4</a>	<a href="#">Spillages</a>	3
<a href="#">6.1.5</a>	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
<a href="#">6.1.6</a>	<a href="#">Fatalities and Serious Injuries</a>	3
<a href="#">6.1.7</a>	<a href="#">Incidents out of Hours</a>	3
<a href="#">6.1.8</a>	<a href="#">Internal Contact Numbers</a>	3
<a href="#">6.1.9</a>	<a href="#">Induction Training</a>	3

**REDACTED – 41 PAGES**

## Plan 1.28 Ulverston Household Waste Recycling Centre Service Delivery Plan

<b><u>PLAN 1.28 ULVERSTON HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
<u>1.1.1 Context of Service Delivery Plan</u>	3
<u>1.1.2 Description of the Site</u>	3
<b><u>1.2 Operations Plans</u></b>	<b>3</b>
<u>1.2.1 Daily Operations</u>	3
<u>1.2.2 Traffic Management Plan</u>	3
<u>1.2.3 Acceptable Materials</u>	3
<u>1.2.4 Permits for waste delivery</u>	3
<u>1.2.5 Waste Reception Procedures</u>	3
<u>1.2.6 Record Keeping</u>	3
<u>1.2.7 Routine Facility Operations</u>	3
<u>1.2.8 Site Security</u>	3
<u>1.2.9 Material Storage</u>	3
<u>1.2.10 Signage</u>	3
<u>1.2.11 Material Transport</u>	3
<u>1.2.12 Public Interface Procedures</u>	3
<u>1.2.13 Assisted Services</u>	3
<u>1.2.14 Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
<u>2.1.1 Duty Managers</u>	3
<u>2.1.2 Management Procedures</u>	3
<u>2.1.3 Training</u>	3
<u>2.1.4 Material Transport</u>	3
<u>2.1.5 Waste Acceptance and Control Systems and Procedures</u>	3
<u>2.1.6 Vehicle Count</u>	3
<u>2.1.7 Toolbox Talks</u>	3
<u>2.1.8 Site Staff Management</u>	3
<u>2.1.9 Handling Complaints</u>	3
<u>2.1.10 Security and Availability of Records</u>	3
<u>2.1.11 Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
<u>3.1.1 Inventory of Assessments</u>	3
<u>3.1.2 General Site and Job/Task Specific Assessments</u>	3
<u>3.1.3 COSHH Assessments</u>	3
<u>3.1.4 Safe Working Procedures</u>	3
<u>3.1.5 Risk Assessment and Safe System of Work Review</u>	3
<u>3.1.6 Employee Involvement</u>	3

3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
<input type="checkbox"/>	<a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
<b>5.2</b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>
5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3
5.2.3	<a href="#">Batteries (lead acid)</a>	3

5.2.4	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
5.2.5	<a href="#">Gas Bottles</a>	3
5.2.6	<a href="#">Fluorescent Tubes</a>	3
5.2.7	<a href="#">Paint</a>	3
5.2.8	<a href="#">Tyres</a>	3
5.2.9	<a href="#">Fridges</a>	3
5.2.10	<a href="#">White Goods and WEEE</a>	3
5.2.11	<a href="#">Appliance Batteries</a>	3
5.2.12	<a href="#">Gypsum</a>	3
5.2.13	<a href="#">Flares and Fireworks</a>	3
<b>5.3</b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
5.3.1	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
5.3.2	<a href="#">Specialised Instruction and Assistance</a>	3
5.3.3	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
5.3.4	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
5.3.5	<a href="#">Waste Removal Procedures</a>	3
<b>5.4</b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
5.4.1	<a href="#">Site Diary and Site Record Book</a>	3
5.4.2	<a href="#">Waste Quantity Measurement System</a>	3
5.4.3	<a href="#">Control of Ground and Surface Water</a>	3
5.4.4	<a href="#">Monitoring of Meteorological Conditions</a>	3
5.4.5	<a href="#">Control, Monitoring and Reporting of Dust, Fibres and Particulates</a>	3
5.4.6	<a href="#">Control of Odours</a>	3
5.4.7	<a href="#">Control of Noise</a>	3
5.4.8	<a href="#">Control of Litter</a>	3
5.4.9	<a href="#">Technical Competence</a>	3
5.4.10	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b>6</b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
6.1.1	<a href="#">Site Evacuation</a>	3
6.1.2	<a href="#">Fire</a>	3
6.1.3	<a href="#">Unknown dangerous substances</a>	3
6.1.4	<a href="#">Spillages</a>	3
6.1.5	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
6.1.6	<a href="#">Fatalities and Serious Injuries</a>	3
6.1.7	<a href="#">Incidents out of Hours</a>	3
6.1.8	<a href="#">Internal Contact Numbers</a>	3
6.1.9	<a href="#">Induction Training</a>	3

**REDACTED – 41 PAGES**

## Plan 1.29 Barrow Household Waste Recycling Centre Service Delivery Plan

<b><u>PLAN 1.29 BARROW HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
<u>1.1.1 Context of Service Delivery Plan</u>	3
<u>1.1.2 Description of the Site</u>	3
<b><u>1.2 Operations Plans</u></b>	<b>3</b>
<u>1.2.1 Daily Operations</u>	3
<u>1.2.2 Traffic Management Plan</u>	3
<u>1.2.3 Acceptable Materials</u>	3
<u>1.2.4 Permits for waste delivery</u>	3
<u>1.2.5 Waste Reception Procedures</u>	3
<u>1.2.6 Record Keeping</u>	3
<u>1.2.7 Routine Facility Operations</u>	3
<u>1.2.8 Site Security</u>	3
<u>1.2.9 Material Storage</u>	3
<u>1.2.10 Signage</u>	3
<u>1.2.11 Material Transport</u>	3
<u>1.2.12 Public Interface Procedures</u>	3
<u>1.2.13 Waste Disposal Plan</u>	3
<u>1.2.14 Assisted Services</u>	3
<u>1.2.15 Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
<u>2.1.1 Duty Managers</u>	3
<u>2.1.2 Management Procedures</u>	3
<u>2.1.3 Training</u>	3
<u>2.1.4 Material Transport</u>	3
<u>2.1.5 Waste Acceptance and Control Systems and Procedures</u>	3
<u>2.1.6 Vehicle Count</u>	3
<u>2.1.7 Toolbox Talks</u>	3
<u>2.1.8 Site Staff Management</u>	3
<u>2.1.9 Handling Complaints</u>	3
<u>2.1.10 Security and Availability of Records</u>	3
<u>2.1.11 Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
<u>3.1.1 Inventory of Assessments</u>	3
<u>3.1.2 General Site and Job/Task Specific Assessments</u>	3
<u>3.1.3 COSHH Assessments</u>	3
<u>3.1.4 Safe Working Procedures</u>	3
<u>3.1.5 Risk Assessment and Safe System of Work Review</u>	3

3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
<b>5.2</b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>
5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3
5.2.3	<a href="#">Batteries (lead acid)</a>	3
5.2.4	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3

5.2.5	<a href="#">Gas Bottles</a>	3
5.2.6	<a href="#">Fluorescent Tubes</a>	3
5.2.7	<a href="#">Paint</a>	3
5.2.8	<a href="#">Tyres</a>	3
5.2.9	<a href="#">Fridges</a>	3
5.2.10	<a href="#">White Goods and WEEE</a>	3
5.2.11	<a href="#">Appliance Batteries</a>	3
5.2.12	<a href="#">Gypsum</a>	3
5.2.13	<a href="#">Flares and Fireworks</a>	3
<b>5.3</b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
5.3.1	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
5.3.2	<a href="#">Specialised Instruction and Assistance</a>	3
5.3.3	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
5.3.4	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
5.3.5	<a href="#">Waste Removal Procedures</a>	3
<b>5.4</b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
5.4.1	<a href="#">Site Diary and Site Record Book</a>	3
5.4.2	<a href="#">Waste Quantity Measurement System</a>	3
5.4.3	<a href="#">Control of Ground and Surface Water</a>	3
5.4.4	<a href="#">Monitoring of Meteorological Conditions</a>	3
5.4.5	<a href="#">Control, Monitoring and Reporting of Dust, Fibres and Particulates</a>	3
5.4.6	<a href="#">Control of Odours</a>	3
5.4.7	<a href="#">Control of Noise</a>	3
5.4.8	<a href="#">Control of Litter</a>	3
5.4.9	<a href="#">Technical Competence</a>	3
5.4.10	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b>6</b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
6.1.1	<a href="#">Site Evacuation</a>	3
6.1.2	<a href="#">Fire</a>	3
6.1.3	<a href="#">Unknown dangerous substances</a>	3
6.1.4	<a href="#">Spillages</a>	3
6.1.5	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
6.1.6	<a href="#">Fatalities and Serious Injuries</a>	3
6.1.7	<a href="#">Incidents out of Hours</a>	3
6.1.8	<a href="#">Internal Contact Numbers</a>	3
6.1.9	<a href="#">Induction Training</a>	3

**REDACTED – 40 PAGES**

# Plan 1.30 Brampton Household Waste Recycling Centre Service Delivery Plan

<b><u>PLAN 1.30 BRAMPTON HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
<u>1.1.1 Context of Service Delivery Plan</u>	3
<u>1.1.2 Description of the Site</u>	3
<b><u>1.2 Operations Plan</u></b>	<b>3</b>
<u>1.2.1 Daily Operations</u>	3
<u>1.2.2 Traffic Management Plan</u>	3
<u>1.2.3 Acceptable Materials</u>	3
<u>1.2.4 Permits for waste delivery</u>	3
<u>1.2.5 Waste Reception Procedures</u>	3
<u>1.2.6 Record Keeping</u>	3
<u>1.2.7 Routine Facility Operations</u>	3
<u>1.2.8 Site Security</u>	3
<u>1.2.9 Material Storage</u>	3
<u>1.2.10 Signage</u>	3
<u>1.2.11 Material Transport</u>	3
<u>1.2.12 Public Interface Procedures</u>	3
<u>1.2.13 Waste Disposal Plan</u>	3
<u>1.2.14 Assisted Services</u>	3
<u>1.2.15 Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
<u>2.1.1 Duty Managers</u>	3
<u>2.1.2 Management Procedures</u>	3
<u>2.1.3 Training</u>	3
<u>2.1.4 Material Transport</u>	3
<u>2.1.5 Waste Acceptance and Control Systems and Procedures</u>	3
<u>2.1.6 Vehicle Count</u>	3
<u>2.1.7 Toolbox Talks</u>	3
<u>2.1.8 Site Staff Management</u>	3
<u>2.1.9 Handling Complaints</u>	3
<u>2.1.10 Security and Availability of Records</u>	3
<u>2.1.11 Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
<u>3.1.1 Inventory of Assessments</u>	3
<u>3.1.2 General Site and Job/Task Specific Assessments</u>	3
<u>3.1.3 COSHH Assessments</u>	3



3.1.4	<a href="#">Safe Working Procedures</a>	3
3.1.5	<a href="#">Risk Assessment and Safe System of Work Review</a>	3
3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
□	<a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
<b>5.2</b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>

5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3
5.2.3	<a href="#">Batteries (lead acid)</a>	3
5.2.4	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
5.2.5	<a href="#">Gas Bottles</a>	3
5.2.6	<a href="#">Fluorescent Tubes</a>	3
5.2.7	<a href="#">Paint</a>	3
5.2.8	<a href="#">Tyres</a>	3
5.2.9	<a href="#">Fridges</a>	3
5.2.10	<a href="#">White Goods and WEEE</a>	3
5.2.11	<a href="#">Appliance Batteries</a>	3
5.2.12	<a href="#">Gypsum</a>	3
5.2.13	<a href="#">Flares and Fireworks</a>	3
<b>5.3</b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
5.3.1	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
5.3.2	<a href="#">Specialised Instruction and Assistance</a>	3
5.3.3	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
5.3.4	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
5.3.5	<a href="#">Waste Removal Procedures</a>	3
<b>5.4</b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
5.4.1	<a href="#">Site Diary and Site Record Book</a>	3
5.4.2	<a href="#">Waste Quantity Measurement System</a>	3
5.4.3	<a href="#">Control of Ground and Surface Water</a>	3
5.4.4	<a href="#">Monitoring of Meteorological Conditions</a>	3
5.4.5	<a href="#">Control, Monitoring and Reporting of Dust, Fibres and Particulates</a>	3
5.4.6	<a href="#">Control of Odours</a>	3
5.4.7	<a href="#">Control of Noise</a>	3
5.4.8	<a href="#">Control of Litter</a>	3
5.4.9	<a href="#">Technical Competence</a>	3
5.4.10	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b>6</b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
6.1.1	<a href="#">Site Evacuation</a>	3
6.1.2	<a href="#">Fire</a>	3
6.1.3	<a href="#">Unknown dangerous substances</a>	3
6.1.4	<a href="#">Spillages</a>	3
6.1.5	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
6.1.6	<a href="#">Fatalities and Serious Injuries</a>	3
6.1.7	<a href="#">Incidents out of Hours</a>	3
6.1.8	<a href="#">Internal Contact Numbers</a>	3
6.1.9	<a href="#">Induction Training</a>	3

**REDACTED - 40 PAGES**

## Plan 1.31 Maryport Household Waste Recycling Centre Service Delivery Plan

<b><u>PLAN 1.31 MARYPORT HOUSEHOLD WASTE RECYCLING CENTRE SERVICE DELIVERY PLAN</u></b>	<b>1</b>
<b><u>1.1 Introduction</u></b>	<b>3</b>
<u>1.1.1 Context of Service Delivery Plan</u>	3
<u>1.1.2 Description of the Site</u>	3
<b><u>1.2 Operations Plans</u></b>	<b>3</b>
<u>1.2.1 Daily Operations</u>	3
<u>1.2.2 Traffic Management Plan</u>	3
<u>1.2.3 Acceptable Materials</u>	3
<u>1.2.4 Permits for waste delivery</u>	3
<u>1.2.5 Waste Reception Procedures</u>	3
<u>1.2.6 Record Keeping</u>	3
<u>1.2.7 Routine Facility Operations</u>	3
<u>1.2.8 Site Security</u>	3
<u>1.2.9 Material Storage</u>	3
<u>1.2.10 Signage</u>	3
<u>1.2.11 Material Transport</u>	3
<u>1.2.12 Public Interface Procedures</u>	3
<u>1.2.13 Waste Disposal Plan</u>	3
<u>1.2.14 Assisted Services</u>	3
<u>1.2.15 Off taker Weighbridges</u>	3
<b><u>2 FACILITY MANAGEMENT PLAN</u></b>	<b>3</b>
<b><u>2.1 Staffing Structure</u></b>	<b>3</b>
<u>2.1.1 Duty Managers</u>	3
<u>2.1.2 Management Procedures</u>	3
<u>2.1.3 Training</u>	3
<u>2.1.4 Material Transport</u>	3
<u>2.1.5 Waste Acceptance and Control Systems and Procedures</u>	3
<u>2.1.6 Vehicle Count</u>	3
<u>2.1.7 Toolbox Talks</u>	3
<u>2.1.8 Site Staff Management</u>	3
<u>2.1.9 Handling Complaints</u>	3
<u>2.1.10 Security and Availability of Records</u>	3
<u>2.1.11 Nuisance, Litter and Pest Control</u>	3
<b><u>3 HEALTH SAFETY AND WELFARE PLAN</u></b>	<b>3</b>
<b><u>3.1 Risk Assessment and Safe Systems of Work</u></b>	<b>3</b>
<u>3.1.1 Inventory of Assessments</u>	3
<u>3.1.2 General Site and Job/Task Specific Assessments</u>	3
<u>3.1.3 COSHH Assessments</u>	3
<u>3.1.4 Safe Working Procedures</u>	3
<u>3.1.5 Risk Assessment and Safe System of Work Review</u>	3

3.1.6	<a href="#">Employee Involvement</a>	3
3.1.7	<a href="#">First Aid Provision</a>	3
3.1.8	<a href="#">Fire Safety and Other Emergencies</a>	3
<b>3.2</b>	<b><a href="#">Emergency Contacts</a></b>	<b>3</b>
<b>3.3</b>	<b><a href="#">Accidents and Incidents</a></b>	<b>3</b>
3.3.1	<a href="#">Definition of an accident</a>	3
□	<a href="#">Member of the public damages their car door on a retaining wall, the cost of repair is less than £500 these should be reported as a matter of course as an incident.</a>	3
3.3.2	<a href="#">Reporting</a>	3
3.3.3	<a href="#">Investigation</a>	3
3.3.4	<a href="#">Documentation</a>	3
3.3.5	<a href="#">Hazard Reporting</a>	3
3.3.6	<a href="#">Safety Inspections</a>	3
<b>3.4</b>	<b><a href="#">Monitoring and Auditing</a></b>	<b>3</b>
3.4.1	<a href="#">Proactive Monitoring</a>	3
3.4.2	<a href="#">Safety Inspections</a>	3
3.4.3	<a href="#">Job Safety Monitoring</a>	3
3.4.4	<a href="#">Health and Safety Manager Inspections</a>	3
3.4.5	<a href="#">Health Surveillance</a>	3
3.4.6	<a href="#">COSHH Monitoring</a>	3
<b>3.5</b>	<b><a href="#">Consultation</a></b>	<b>3</b>
3.5.1	<a href="#">General Consultation</a>	3
3.5.2	<a href="#">Notices</a>	3
3.5.3	<a href="#">General Controls</a>	3
<b>3.6</b>	<b><a href="#">PPE Issue and Usage</a></b>	<b>3</b>
3.6.1	<a href="#">Issue</a>	3
3.6.2	<a href="#">PPE Usage</a>	3
3.6.3	<a href="#">Lost Property</a>	3
3.6.4	<a href="#">House Keeping</a>	3
<b>3.7</b>	<b><a href="#">Furniture and Large Items</a></b>	<b>3</b>
3.7.1	<a href="#">Manual Handling</a>	3
<b>4</b>	<b><a href="#">QUALITY ASSURANCE PLAN</a></b>	<b>3</b>
<b>4.1</b>	<b><a href="#">Maintenance Plan</a></b>	<b>3</b>
<b>5</b>	<b><a href="#">ENVIRONMENTAL PROTECTION PLAN</a></b>	<b>3</b>
<b>5.1</b>	<b><a href="#">Environmental Protection Plan and Assessment of Risk</a></b>	<b>3</b>
5.1.1	<a href="#">Introduction</a>	3
5.1.2	<a href="#">Waste Management Operations</a>	3
5.1.3	<a href="#">Waste Inputs</a>	3
<b>5.2</b>	<b><a href="#">Special Risk Management Requirements for Certain Wastes</a></b>	<b>3</b>
5.2.1	<a href="#">Asbestos</a>	3
5.2.2	<a href="#">Oil Waste</a>	3
5.2.3	<a href="#">Batteries (lead acid)</a>	3

5.2.4	<a href="#">Household Waste Which May Pose Some Specific Hazard</a>	3
5.2.5	<a href="#">Gas Bottles</a>	3
5.2.6	<a href="#">Fluorescent Tubes</a>	3
5.2.7	<a href="#">Paint</a>	3
5.2.8	<a href="#">Tyres</a>	3
5.2.9	<a href="#">Fridges</a>	3
5.2.10	<a href="#">White Goods and WEEE</a>	3
5.2.11	<a href="#">Appliance Batteries</a>	3
5.2.12	<a href="#">Gypsum</a>	3
5.2.13	<a href="#">Flares and Fireworks</a>	3
<b>5.3</b>	<b><a href="#">Site Staffing</a></b>	<b>3</b>
5.3.1	<a href="#">Staffing and Understanding of Licence and Working Plan</a>	3
5.3.2	<a href="#">Specialised Instruction and Assistance</a>	3
5.3.3	<a href="#">Site Engineering for Pollution Prevention and Control</a>	3
5.3.4	<a href="#">Potentially Polluting Leaks and Spillages of Waste</a>	3
5.3.5	<a href="#">Waste Removal Procedures</a>	3
<b>5.4</b>	<b><a href="#">Record Keeping</a></b>	<b>3</b>
5.4.1	<a href="#">Site Diary and Site Record Book</a>	3
5.4.2	<a href="#">Waste Quantity Measurement System</a>	3
5.4.3	<a href="#">Control of Ground and Surface Water</a>	3
5.4.4	<a href="#">Monitoring of Meteorological Conditions</a>	3
5.4.5	<a href="#">Control, Monitoring and Reporting of Dust, Fibres and Particulates</a>	3
5.4.6	<a href="#">Control of Odours</a>	3
5.4.7	<a href="#">Control of Noise</a>	3
5.4.8	<a href="#">Control of Litter</a>	3
5.4.9	<a href="#">Technical Competence</a>	3
5.4.10	<a href="#">Disposal of Household Chemicals at HWRCs</a>	3
<b>6</b>	<b><a href="#">EMERGENCY PLAN</a></b>	<b>3</b>
6.1.1	<a href="#">Site Evacuation</a>	3
6.1.2	<a href="#">Fire</a>	3
6.1.3	<a href="#">Unknown dangerous substances</a>	3
6.1.4	<a href="#">Spillages</a>	3
6.1.5	<a href="#">Aggressive or potentially violent conduct by the public</a>	3
6.1.6	<a href="#">Fatalities and Serious Injuries</a>	3
6.1.7	<a href="#">Incidents out of Hours</a>	3
6.1.8	<a href="#">Internal Contact Numbers</a>	3
6.1.9	<a href="#">Induction Training</a>	3

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# Plan 1.34 Distington Transfer Station Service Delivery Plan

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## CONTENTS

### Plan 1.34 Distington Transfer Station Service Delivery Plan

<b>1.1</b>	<b>Introduction</b>	<b>6</b>
<b>1.2</b>	<b>Overview</b>	<b>6</b>
1.2.1	Waste Reception Process	7
1.2.2	Waste Transfer Process	7
<b>1.3</b>	<b>Site Details</b>	<b>7</b>
1.3.1	Location	7
1.3.2	Area	7
1.3.3	Age of Site	7
1.3.4	Capacity	7
1.3.5	Planning	7
1.3.6	Environmental Permit	7
1.3.7	Owner of Site	8
1.3.8	Operator	8
1.3.9	Description of the Infrastructure	8
1.3.10	Contractual Capacity	8
1.3.11	Parking	8
<b>1.4</b>	<b>Hours of Operation</b>	<b>8</b>
<b>1.5</b>	<b>Other Facilities on the site</b>	<b>9</b>
<b>1.6</b>	<b>Site Access</b>	<b>9</b>
<b>1.7</b>	<b>Traffic Management Plan</b>	<b>9</b>
<b>1.8</b>	<b>Acceptable Contract Waste</b>	<b>9</b>
<b>1.9</b>	<b>Specific Waste Items</b>	<b>9</b>
<b>1.10</b>	<b>Authorised Vehicle Acceptance Procedure</b>	<b>12</b>
1.10.1	Acceptance of authorised vehicles	12
<b>1.11</b>	<b>Authorised Vehicles Carrying Suspected Non-Contract Waste</b>	<b>13</b>
<b>1.12</b>	<b>Weighbridge Procedure Arrival</b>	<b>13</b>
<b>1.13</b>	<b>Quarantine Areas/Procedure</b>	<b>14</b>
<b>1.14</b>	<b>Unloading of Contract Waste at Transfer Station</b>	<b>15</b>
1.14.1	Contract Waste Intended for MBT	15
1.14.2	Acceptance of Specific Waste Items	15

<b>1.15</b>	<b>Weighbridge Procedure Departure</b>	<b>15</b>
<b>1.16</b>	<b>Unauthorised Vehicle Procedure</b>	<b>15</b>
<b>1.17</b>	<b>Site Closures</b>	<b>16</b>
<b>1.18</b>	<b>Rejected Waste Loads, Rejected Waste Items and Non-Conforming Waste</b>	<b>16</b>
<b>1.19</b>	<b>Delivery Vehicle Breakdown</b>	<b>17</b>
<b>1.20</b>	<b>Smouldering Loads</b>	<b>17</b>
<b>1.21</b>	<b>Vehicles that represent a Health and Safety or Litter Hazard</b>	<b>17</b>
<b>1.22</b>	<b>Weighbridge Documentation</b>	<b>17</b>
1.22.1	Hazardous Waste	17
1.22.2	Duty of Care/Environmental Permit Required Information	18
1.22.3	Registered Waste Carriers	18
<b>1.23</b>	<b>Outgoing Waste</b>	<b>18</b>
<b>1.24</b>	<b>Contractor Transfer Vehicle</b>	<b>18</b>
1.24.1	Overweight Vehicle	18
<b>1.25</b>	<b>Third Party Waste</b>	<b>19</b>
<b>1.26</b>	<b>Record Keeping</b>	<b>19</b>
<b>1.27</b>	<b>Site Security</b>	<b>19</b>
<b>1.28</b>	<b>Signage</b>	<b>19</b>
<b>1.29</b>	<b>Local Accident and Emergency Departments</b>	<b>20</b>
<b>1.30</b>	<b>Non-Permitted Waste</b>	<b>20</b>
<b>1.31</b>	<b>Vehicle Turnaround Times</b>	<b>21</b>
<b>1.32</b>	<b>Failure to achieve turnaround times due to Health and Safety issues</b>	<b>21</b>
<b>1.33</b>	<b>Failure to Comply with Site Rules</b>	<b>22</b>
<b>1.36.1</b>	<b>Initial verbal warning</b>	<b>22</b>
1.36.2	1 <sup>st</sup> Breach	22
1.36.3	2 <sup>nd</sup> Breach	22
1.36.4	3 <sup>rd</sup> Breach	23
1.36.5	Probation period	23
<b>2.</b>	<b>Facility Management Plan</b>	<b>24</b>
<b>2.1</b>	<b>Staffing Structure</b>	<b>24</b>
<b>2.2</b>	<b>Management Procedures</b>	<b>24</b>
<b>2.2.1</b>	<b>Daily Control Sheets</b>	<b>24</b>
<b>2.2.2</b>	<b>Monthly Control Sheets</b>	<b>24</b>
<b>2.2.3</b>	<b>Quarterly Control Sheets</b>	<b>24</b>
<b>2.2.4</b>	<b>Annual Control Sheets</b>	<b>24</b>
<b>2.3</b>	<b>Training</b>	<b>25</b>
<b>2.4</b>	<b>Induction Training</b>	<b>25</b>

<b>2.5</b>	<b>Waste Acceptance and Control Systems and Procedures</b>	<b>26</b>
<b>2.6</b>	<b>Toolbox Talks</b>	<b>26</b>
<b>2.7</b>	<b>Site Staff Management</b>	<b>26</b>
<b>2.8</b>	<b>Complaints Management Procedure</b>	<b>26</b>
<b>2.9</b>	<b>Gathering of Accurate Information and Data</b>	<b>27</b>
<b>2.10</b>	<b>Inspection Responsibilities and Monitoring Schedules</b>	<b>27</b>
<b>2.11</b>	<b>Nuisance, Litter and Pest Control</b>	<b>27</b>
<b>2.12</b>	<b>Business Continuity Plan/Contingency Arrangements</b>	<b>27</b>
<b>2.13</b>	<b>Search for Lost Property</b>	<b>28</b>
<b>2.14</b>	<b>Weighbridge System Failure</b>	<b>28</b>
<b>3.</b>	<b>Health and Safety Plan</b>	<b>30</b>
<b>3.1</b>	<b>Risk Assessment and Safe Systems of Work</b>	<b>30</b>
<b>3.1.1</b>	<b>Inventory of Assessments</b>	<b>30</b>
<b>3.1.2</b>	<b>General Site and Job/Task Specific Assessments</b>	<b>30</b>
<b>3.1.3</b>	<b>Noise Assessments</b>	<b>30</b>
<b>3.1.4</b>	<b>COSHH Assessments</b>	<b>30</b>
<b>3.1.5</b>	<b>Safe Working Procedures</b>	<b>30</b>
<b>3.1.6</b>	<b>Risk Assessment and Safe System of Work Review</b>	<b>30</b>
<b>3.1.7</b>	<b>Employee Involvement</b>	<b>31</b>
<b>3.1.8</b>	<b>Site Rules</b>	<b>31</b>
<b>3.1.9</b>	<b>First Aid Facilities</b>	<b>31</b>
<b>3.1.10</b>	<b>Qualified First Aid Persons</b>	<b>31</b>
<b>3.1.11</b>	<b>Medical Assistance</b>	<b>31</b>
<b>3.1.12</b>	<b>Fire Safety Plan and Other Emergencies</b>	<b>32</b>
<b>3.1.13</b>	<b>Chemical Safety &amp; Emergencies</b>	<b>32</b>
<b>3.2</b>	<b>Accidents and Incidents</b>	<b>32</b>
<b>3.2.1</b>	<b>Reporting</b>	<b>32</b>
<b>3.2.2</b>	<b>Investigation</b>	<b>33</b>
<b>3.2.3</b>	<b>Documentation</b>	<b>33</b>
<b>3.2.4</b>	<b>Hazard Reporting</b>	<b>33</b>
<b>3.2.5</b>	<b>Safety Inspections</b>	<b>33</b>
<b>3.3</b>	<b>Monitoring and Auditing</b>	<b>34</b>
<b>3.3.1</b>	<b>Proactive Monitoring</b>	<b>34</b>
<b>3.3.2</b>	<b>Safety Inspections</b>	<b>34</b>
<b>3.3.3</b>	<b>Job Safety Monitoring</b>	<b>34</b>
<b>3.3.4</b>	<b>Health and Safety Manager Inspections</b>	<b>34</b>
<b>3.4</b>	<b>Audits</b>	<b>34</b>
<b>3.4.1</b>	<b>Health and safety audits will be carried out at the facility to assess:</b>	<b>34</b>



<b>3.4.2</b>	<b>Health Surveillance</b>	<b>34</b>
<b>3.4.3</b>	<b>COSHH Monitoring</b>	<b>35</b>
<b>3.4.4</b>	<b>Professional Advice and Statutory Bodies</b>	<b>35</b>
<b>3.5</b>	<b>Consultation</b>	<b>35</b>
<b>3.5.1</b>	<b>General Consultation</b>	<b>35</b>
<b>3.5.2</b>	<b>Formal Health and Safety Meeting</b>	<b>35</b>
<b>3.5.3</b>	<b>Safety Representatives</b>	<b>36</b>
<b>3.5.4</b>	<b>Notices</b>	<b>36</b>
<b>3.5.5</b>	<b>Contractors, Visitors and Other Site Users</b>	<b>36</b>
<b>3.5.6</b>	<b>General Controls</b>	<b>37</b>
<b>3.5.7</b>	<b>Further Controls</b>	<b>37</b>
<b>3.5.8</b>	<b>Visitors</b>	<b>37</b>
<b>3.5.9</b>	<b>Visits by Statutory Authorities (i.e. Environment Agency/HSE)</b>	<b>37</b>
<b>3.6</b>	<b>PPE Issue and Usage</b>	<b>37</b>
<b>3.6.1</b>	<b>Issue</b>	<b>37</b>
<b>3.6.2</b>	<b>PPE Usage</b>	<b>37</b>
<b>3.6.3</b>	<b>Housekeeping and Premises</b>	<b>38</b>
<b>3.6.4</b>	<b>Health and Safety Training</b>	<b>38</b>
<b>4.</b>	<b>Maintenance Plan</b>	<b>39</b>
<b>4.1</b>	<b>Maintenance Plan</b>	<b>39</b>
<b>4.2</b>	<b>Electrical Installation &amp; Equipment</b>	<b>39</b>
<b>4.3</b>	<b>Mechanical Inspections</b>	<b>39</b>
<b>4.4</b>	<b>Lifting Equipment</b>	<b>39</b>
<b>4.5</b>	<b>Towing Chains and Eyes</b>	<b>39</b>
<b>4.6</b>	<b>Safety Harnesses and Anchor Points</b>	<b>39</b>
<b>4.7</b>	<b>Sheeting/Access Gantries and Fixed Ladders.</b>	<b>40</b>
<b>4.8</b>	<b>Gas Detection Equipment</b>	<b>40</b>
<b>4.9</b>	<b>Ladders and Other Access Equipment</b>	<b>40</b>
<b>4.10</b>	<b>Hand/Portable Tools</b>	<b>40</b>
<b>4.11</b>	<b>Planned Preventive and Condition Based Maintenance</b>	<b>40</b>
<b>4.12</b>	<b>Maintenance Operations and Permits to Work</b>	<b>41</b>
<b>4.13</b>	<b>Spot Hired Plant and Equipment</b>	<b>41</b>
<b>5.</b>	<b>Environmental Protection Plan</b>	<b>42</b>
<b>5.1</b>	<b>Introduction</b>	<b>42</b>
<b>5.2</b>	<b>Waste Management Operations</b>	<b>42</b>
<b>5.3</b>	<b>Permitted Wastes</b>	<b>42</b>
<b>5.4</b>	<b>Waste Inputs</b>	<b>42</b>

<b>5.4.1</b>	<b>Staffing and Understanding of Permit</b>	<b>42</b>
<b>5.4.2</b>	<b>Specialist Instruction and Assistance</b>	<b>43</b>
<b>5.4.3</b>	<b>Notification of Commencement, Cessation and Recommencement of Waste Handling Activities</b>	<b>43</b>
<b>5.4.4</b>	<b>Site Security</b>	<b>43</b>
<b>5.4.5</b>	<b>Control of Mud and Debris</b>	<b>43</b>
<b>5.4.6</b>	<b>Potentially Polluting Leaks and Spillages of Waste</b>	<b>43</b>
<b>5.4.7</b>	<b>Fires on Site</b>	<b>43</b>
<b>5.5</b>	<b>Waste Quantity Measurement System</b>	<b>43</b>
<b>6.</b>	<b>Emergency Plan</b>	<b>49</b>
<b>6.1</b>	<b>Site Evacuation</b>	<b>49</b>
<b>6.2</b>	<b>Fire</b>	<b>49</b>
<b>6.3</b>	<b>Unknown dangerous substance</b>	<b>50</b>
<b>6.4</b>	<b>Spillage</b>	<b>51</b>
<b>6.5</b>	<b>Unlawful Visitors</b>	<b>51</b>
<b>6.6</b>	<b>Fatalities and Serious Injuries</b>	<b>51</b>
<b>6.7</b>	<b>Major Incidents</b>	<b>52</b>
<b>6.8</b>	<b>Incidents at Weekends &amp; Out of Hours</b>	<b>52</b>
<b>6.9</b>	<b>Drills</b>	<b>52</b>
<b>6.10</b>	<b>Internal Contact Numbers</b>	<b>52</b>

# 1. Plan 1.34 Distington Transfer Station Service Delivery Plan

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## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This plan is Number 34 and relates to the Distington Transfer Station.

This document should be read in conjunction with the following documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "**Payment Mechanism**").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement

This Service Delivery Plan sets out the proposed operational details relating to the Distington Transfer Station and fulfils the requirements of the Output Specification by providing details of the following:

- Operational plans
- Health and Safety Plan
- Quality Assurance Plan
- Maintenance Plan
- Emergency Plan

It is to be read in conjunction with the following overall contract management documents.

- Environmental Management Plan
- Health, Safety and Welfare Plan
- Community Liaison Plan
- Human Resources Plan
- Fire Safety Plan

The main purpose of the Waste Transfer Station is to receive and bulk Contract Waste from the Collection Authorities and load the Operator Vehicles to facilitate the delivery of Contract Waste to either the Northern or Southern Resource Park.

## 1.2 Overview

The Waste Transfer Station consists of the following buildings;

- Transfer Station Building and associated storage yard
- Weighbridge
- Site Office

The main purpose of the Waste Transfer Station is to receive and bulk Contract Waste from the Waste Collection Authorities and load the Contractor Vehicles to facilitate the delivery of Contract Waste to either the Northern or Southern Resource Park.

### **1.2.1 Waste Reception Process**

Vehicles containing Contract Waste will enter the facility via the weighbridge. All vehicles will be weighed on entering the site.

Vehicles will then be directed by site operatives to the designated tipping area.

All waste will be discharged from the vehicles onto a concrete apron undercover unless special circumstances require otherwise.

Vehicles will then exit the site via the weighbridge where the weighbridge operator will weigh the vehicle out and the Authorised Vehicle driver will be provided with a weighbridge ticket.

### **1.2.2 Waste Transfer Process**

Bulk haulage vehicles operated by the Contractor shall enter the facility via the weighbridge where all vehicles will be weighed in to the site.

Vehicles shall then be directed by site operatives to the appropriate loading point. The vehicle will then be loaded with waste using the mechanical loading shovel.

The vehicle will then exit the site via the weighbridge where the weighbridge operator weigh the vehicle out and the driver given a weighbridge ticket

## **1.3 Site Details**

### **1.3.1 Location**

The Transfer Station is located at National Grid Reference NY 021 244, approximately 4km southeast of Workington, Cumbria.

### **1.3.2 Area**

The site covers an area of approximately 0.75 ha.

### **1.3.3 Age of the site**

The site has been operational since 1<sup>st</sup> August 2011.

### **1.3.4 Capacity**

The site is permitted to accept up to 75,000 tonnes of household, commercial and industrial waste per annum.

### **1.3.5 Planning**

Planning consent was granted on 28<sup>th</sup> July 2010 reference number 4/10/9008

### **1.3.6 Environmental Permit**

Permit number EPR/LP3690VH

The Authority will be provided with a copy of the Environmental Permit within one month of Contract commencement and any subsequent amendments within one month of their receipt by CWM.

### **1.3.7 Owner of the site**

The land is owned by Cumbria Waste Management Limited.

### **1.3.8 Operator**

Operated by the Cumbria Waste Management Limited

### **1.3.9 Description of the Infrastructure**

The site is split level and comprises two weighbridge decks, transfer station building, storage yard, site office, welfare facility and quarantine area.

The facility has been designed to accept Contract Waste delivered by Waste Collection Authority Vehicles. The facility can accept compaction and non-compaction refuse collection vehicles up to 32 tonnes gross vehicle weight (gvw), including skip vehicles.

### **1.3.10 Contractual Capacity**

The facility is designed to receive in and transfer out unsorted Contract Waste, with a capacity of up to a maximum 237.15 tonnes per day and have the ability to store up to 4 days average contract waste up to a maximum of 948.62 tonnes.

During normal operations the Contractor will arrange for the transfer of Contract Waste to ensure the Environmental Permit and Planning Conditions are complied with and amenity issues are minimised.

### **1.3.11 Parking**

Parking spaces will be available to accommodate all related staff either working at or visiting the site.

## **Operations Plans**

### **1.4 Hours of Operation**

The Opening Hours of the transfer facility are 08:00 to 16:00 hours Monday to Friday; receipt of Contract Waste outside these hours is by prior agreement only.

The Contractor shall receive Contract Waste at the Transfer Station outside the Opening Hours where requested by the Authority, given reasonable notice of any such request by the Authority, provided that the Contractor has in place or has been able to obtain any Necessary Consents and approvals from a Relevant Authority;

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, Transfer Station shall be available for the reception of Contract Waste on Bank Holidays and weekend days worked by WCAs in lieu of bank holidays except for Christmas Day, Boxing Day and New Years Day when requested by the Authority, provided that the Authority gives not less than [twenty] Working Days' notice of such days to the Contractor.

Provision shall be made for emergency opening outside the Opening Hours to accommodate late deliveries by WCAs, or their sub-contractors or agents, or civil emergencies caused by exceptional events. The Contractor will use all reasonable endeavours to make such

provision available, but if unable to open as requested the Contractor will notify the Authority and make available alternative disposal points where possible.

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, the Transfer Station should be open on Saturdays and Sundays by prior arrangement with the Operator provided that the Operator gives not less than [twenty] Working Days notice to the Contractor on a scheduled basis to accommodate additional general collection campaigns or events.

The facility will be available for loading of Contractor Vehicles from 08:00 to 16:00 hours Monday to Friday including Bank Holidays except for Christmas, Boxing Day and New Year's Day. Operation outside these hours is by prior agreement only.

### **1.5 Other Facilities on the site**

The site reception area comprises transfer shed, manager's office, weighbridge office, mess room, storage areas and toilet block. They are connected to mains electricity and telephone. There is also adequate parking for both staff and visitors.

Other activities that form part of the Environmental Permit installation are:

- Non-hazardous landfill (waste acceptance other than soils for restorations has now ceased).
- Leachate treatment.
- Gas management plan.

### **1.6 Site Access**

The access road leading to the site reception area is constructed from tarmac and concrete. The access has secure metal gates to prevent non-operational vehicle accessing the site when closed. The internal access route from the weighbridge to the transfer building is via a tarmac road.

### **1.7 Traffic Management Plan**

On-site vehicle speeds will be monitored periodically and appropriate controlling action will be taken, if necessary. A crawling speed limit of 10 mph will be imposed and maintained at all times, aided by traffic calming measures. Signs giving safety information, traffic directions and speed limit will be erected where appropriate.

A traffic light and radio communication safe system of work is in place to manage traffic and pedestrian interface.

### **1.8 Acceptable Contract Waste**

The Site will accept Contract Waste in accordance with its Planning Permission, Environmental Permit, directly applicable legislation and/or any registered exemption. Any waste which is delivered which cannot be accepted in accordance with the above will be a Rejected Load and dealt with as specified below at 2.11.

### **1.9 Specific Waste Items**

The table below sets out which Specific Waste Items can be accepted at the Distington MRF and Distington Hazardous Waste Transfer Station (this includes acceptance under all Environmental Permits and Exemptions that are relevant to the facilities).

SPECIFIC WASTE ITEMS	Distington MRF & HWTS	Notes
	Accepted Yes/No	
Animal Carcasses – small (<=25kg)	No Yes	1
Animal Carcasses – medium (>25kg ;<500kg)	Yes	1
Animal Carcasses – large (>=500kg)	Yes	1
Batteries (domestic)	Yes	2
Batteries (automotive)	Yes	3
Boats	No	4
Bonded Asbestos Waste	Yes	5
Caravans	No	6
Clinical Waste (general) if in identifiable clinical waste bag or container	No	7
Clinical Waste (contaminated furniture and fittings)	Yes	8
Gypsum	Yes	9
Hazardous Waste not included in other categories (this includes, but is not limited to: - paints and solvents, household and garden chemicals, laboratory chemicals, fly-tipped hazardous waste within 50 metres of the HWRC site.	Yes	10
Oily Beach Waste	No	11
Trailers	No	12
Tyres	Yes	13
Used gas bottles	Yes	14
Used Oils	Yes	15
Waste arising under WCA and WDA obligations arising from Emergency Planning Legislation		16
WEEE including:- <ul style="list-style-type: none"> <li>• refrigerators and freezers and other household appliances that contain Ozone-Depleting Substances (“ODS”)</li> <li>• televisions and monitors</li> <li>• fluorescent tubes</li> <li>• household appliances, which is categorised also as Bulky Waste</li> <li>• all other WEEE</li> </ul>	Yes	17
Pressurised containers	Yes	18
Fire extinguishers	Yes	19
Toner cartridges	Yes	20
Radioactive material (excluding smoke alarms)	No	21
Petrol or other inflammable fuels	Yes	22
Fireworks	No	23
Flares	No	24
Bombs and unexploded ordnance	No	25
Dirty, contaminated and man-made wood	Yes	26

1 The site can accept for transfer to landfill wild animals, horses and pets but not farmed animals. The site cannot accept pets, horses or wild animals for transfer to landfill if they have a

disease communicable to humans or animals without Notice to do so (foot and mouth etc.) If animals are of a type that cannot be accepted for transfer to landfill, the Contractor will make arrangements for them to be either transferred or delivered directly to an appropriately authorised facility.

4 The Contractor can accept at other sites for landfill boats in EWC code 16 01 06 that is boats containing neither liquids nor other hazardous components. All other boats cannot be accepted.

5 Storage only.

6 As for 4 above except read 'caravan' for 'boat'.

7 Clinical Waste in groups A, B, C and E as defined by paragraph 3.1.1 of Waste Management Paper 25 can be accepted.

8 Acceptance or otherwise would depend on the type of furniture, source of furniture (domestic or otherwise) and type of contamination. The most common sort of waste in this category is beds/chairs etc in which a person has died and maybe stayed in for some time prior to being discovered. Generally the site can accept this type of material for transfer to landfill, however it needs to be more accurately described than 'Clinical Waste (contaminated furniture and fittings)' in order to make the decision.

9 Following Environment Agency low risk position statement the site can have storage of up to 20 tonnes (LRW339).

10 The MRF can accept hazardous waste permitted to be stored under exemptions S1 and S2 of Schedule 3 to the Environmental Permitting (England and Wales) Regulations 2010 (see attached).

11 In almost all circumstances oily beach waste will be hazardous the site could not accept this waste for transfer. The likely scenario is that the Contractor will make arrangements for the waste to be collected and transferred direct to a suitable disposal or recovery facility.

12 As for note 4 above, except read 'trailer' for 'boats'.

13 For storage only.

14 These can be accepted at Distington hazardous waste transfer station and Flusco MRF

15 Limited quantities can be stored in the MRF as permitted by exemptions S1 and S2 of Schedule 3 to the Environmental Permitting (England and Wales) Regulations 2010 .

16 Acceptance or otherwise depends on what the waste is, sites are not permitted by reference to waste types described in this way. Normally under emergency situations, if acceptance was the most appropriate option the Contractor would expect the regulator to consent to the deposits or the Site Operator to be served a Notice requiring them to accept it.

18 As per 14 above

19 As per 14 above

21 The site cannot accept any radioactive waste that requires a Permit for disposal under the Pollution Prevention and Control Act 1999 and associated Regulations. Waste that is of low activity (normally < 0.4 Becquerel's per gram of mass) can normally be accepted under various exemption orders relevant Radioactive Wastes.

22 . Such waste permitted by exemptions S1 and S2 of Schedule 3 to the Environmental Permitting (England and Wales) Regulations 2010 (see attached) can be accepted at the MRF.

23 The Contractor can arrange for other facilities that can accept these wastes

24 As per 23 above

25 The site would contact the Ministry of Defence/ Army bomb disposal team to deal with these.



26 Hazardous wastes of this type can be accepted in the MRF if permitted by exemptions S1 and S2 of Schedule 3 to the Environmental Permitting (England and Wales) Regulations 2010 .

If any waste cannot be accepted for landfill or storage at the sites then the Contractor will make arrangements for it to be delivered directly to a suitably authorised facility.

### **1.10 Authorised Vehicle Acceptance Procedure**

Only vehicles notified to the Contractor by the Authority as authorised to deliver Contract Waste will be allowed entry to the site under the terms of the Contract as set out below:

#### **1.10.1 Acceptance of authorised vehicles**

- 1 When a vehicle arrives on site carrying Waste during the applicable Opening Hours it will be directed by site signage to the weighbridge.
- 2 The weighbridge operator shall, upon presentation at the weighbridge of a vehicle wishing to deposit Waste during the relevant Opening Hours:
  - 2.1 enter the vehicle registration number into the weighbridge system, and identify whether the vehicle is on the Authorised Vehicle List; and
  - 2.2 seek oral confirmation from the driver that the vehicle is carrying Contract Waste.
- 3 If the vehicle is an Authorised Vehicle confirmed by the driver to be carrying Contract Waste both the weighbridge operator and the driver will:
  - 3.1 check that the vehicle does not contain smouldering loads or is a health and safety risk or breach the relevant Necessary Consents;
  - 3.2 check that the vehicle does not pose a litter hazard;
  - 3.3 enquire as to the type of Contract Waste being carried and then check associated paperwork, if any, where required. Where possible the weighbridge operator will visually check that the vehicle is not carrying any Waste which the Landfill Site is not permitted to accept in accordance with Necessary Consents; and
  - 3.4 ensure that the driver provides all information required under the Duty of Care Obligations as set out in Section 35 of the Waste (England and Wales) Regulations 2011 and associated regulations including the information required by the site's Permit. If applicable, compliance with the Hazardous Waste Regulations 2005 is required.
  - 3.5 record the number of operatives in the vehicle when the weight is taken and instruct all operatives to remain within the vehicle, excluding the driver whilst ejecting the load, or crews depositing Specific Waste Items, until the full weighing process is complete.

If the weighbridge operator is satisfied that the vehicle is approved to proceed, the gross weight (via the calibrated weighbridge), waste type, vehicle registration number, and time will be recorded by the weighbridge operator in the weighbridge system. The Collection Authority district the waste was collected from will also be recorded. The vehicle will then be directed to a tipping area or where on site to unload the waste.

Thereafter the vehicle will be managed as set out in the WAP .

#### **1.11 Authorised Vehicles Carrying Suspected Non-Contract Waste**

1. If a vehicle presenting itself at the weighbridge upon its entry to the Site is on the Authorised Vehicle List but the weighbridge operator acting reasonably is of the opinion that

the vehicle is not carrying Contract Waste, the weighbridge operator will contact the Site Supervisor who will decide acting reasonably, if the vehicle should be directed to the Quarantine Area. If the vehicle is directed to the Quarantine Area it will not be weighed at this stage.

2. The Site Supervisor will provide details of the suspected Non Contact Waste to the Contractor who will then obtain confirmation from the Authority as to the status of the Waste.

3. If the Authority confirms that the Authorised Vehicle is carrying Contract Waste then the vehicle will be directed to the Weighbridge and processed in accordance with 2.7.1 above.

4. In the event that the Authority instructs the Contractor that the load is not Contract Waste, the load will be rejected and the vehicle directed to leave the Site. The details of the incident will be recorded in the Site Diary.

### **1.12 Weighbridge Procedure Arrival**

Upon a vehicle arriving on the weighbridge the weighbridge operator will check the vehicle's registration number against the list of Authorised Vehicles.

Provided the vehicle is authorised then the weighbridge operator will:

1. Request a description of the waste being delivered.
2. Request the appropriate code from the List of Waste (England and Wales) Regulations 2005 (as amended) commonly known as the EWC code.
3. Ensure all additional information required to comply with the Duty of Care obligations as set out in Regulation 35 of the waste (England and Wales) Regulations 2011 is exchanged. Check that where appropriate Waste Acceptance Procedure information required under the Environmental Permits of this site and the site of final disposal has been provided.
4. Determine which Waste Collection Authority district the waste came from or if a specific waste item from the place of origin.
5. Check that the vehicle does not pose a health and safety hazard (e.g. smouldering load, visible vehicle defects) nor has the potential to cause litter. If it does it will be dealt with in accordance with 2.14.
6. Determine whether the load contains:
  - a. Wholly Contract Waste destined for transfer.
  - b. Specific Waste Items charged per unit.
  - c. Specific Waste Items charged per tonne.
  - d. A mix of any of the above.
  - e. Non permitted waste.
7. Where the load contains Specific Waste Items that are charged using a unit price the weighbridge operator will record the number of units.
8. Where the load contains a mix of Specific Waste Items charged on a tonnage and a unit price basis the unit priced Specific Waste Items will be accepted first. The vehicle will then be unloaded then return to the weighbridge where the tonnage charged Specific Waste Items will be accepted and unloaded next. Each individual Specific Waste Item stream priced per tonne will be weighed and recorded in such a way to ensure the actual weights of each Specific Waste Item stream is recorded.

9. If the load contains a mix of Specific Waste Items along with other waste destined for transfer, each element must be recorded and/or weighed as appropriate to ensure that an accurate record is made of each individual waste stream.
10. Where possible (e.g. caged vehicles) the weighbridge operator will visually check by CCTV that the vehicle is not carrying any waste the site is unable to accept.
11. If the vehicle is carrying waste that cannot be accepted at the site due to a condition of that site's Environmental Permit, provision relating to a registered exemption / non Waste Framework exemption, regulatory enforcement position or directly applicable legislation then the load will be a Rejected Load and dealt with as set out at 2.11.
12. Record the number of people in the vehicle including the driver.
13. Take the gross weight of the vehicle and waste and enter it into the Weighsoft system, in doing so record the time and date.
14. Instruct the driver of the Authorised Vehicle where on site to unload the waste.
15. If the driver has not visited the site before or in the last twelve (12) months then they must make themselves known to the weighbridge operator before weighing in, signage in the weighbridge entrance will request this. The driver will be provided with a copy of the site rules and the rules specific to the WCA drivers operating under this contract see appendix 2, the driver will be asked to familiarise themselves with the rules. The vehicle will not be booked over the weighbridge until the induction has been completed and the driver has signed to confirm that the site rules are understood.

### **1.13 Quarantine Areas/Procedure**

The Site will provide a quarantine area to which vehicles will be directed if the load cannot be accepted or there are uncertainties about whether the load can be accepted.

On directing to the Quarantine area the Weighbridge Operator must ensure the vehicle has not weighed in. If it has the weighbridge ticket must be cancelled to ensure turnaround times do not apply.

There are many reasons why a vehicle may be asked to enter the quarantine area, examples of which are:

- Vehicles that pose an unacceptable health and safety risk.
- Incomplete paperwork accompanying the load.
- Vehicle not on the Authorised Vehicle List.
- The waste cannot be accepted under the Environmental Permit.
- The load is mis-described on the duty of care note.
- Confirmation required that waste is Contract Waste

In each case the Weighbridge Operator must contact the Operator and if required the Site Manager to resolve the issue.

The quarantine area is identified in blue on the attached plan See Appendix 1 (FP/114)

## **1.14 Unloading of Contract Waste at Transfer Station**

### **1.14.1 Contract Waste Intended for MBT**

The Authorised Vehicle will be directed to the appropriate unloading area. If the site rules indicate that vehicles discharging waste in the unloading area require a banksman the crew of the Authorised Vehicle will be required to undertake this task. This practice should only be undertaken if the crew member is a trained banksman and it is the WCA responsibility to ensure that each crew has with it a trained banksman.

When the waste has been unloaded and as the waste is being pushed up for storage the loading shovel operator will be vigilant in order to identify:

1. Smouldering Waste
2. Non Permitted Waste
3. Specific Waste Items
4. Non Specification MBT Waste

If such items are identified they will be dealt with as set out in 2.14.

### **1.14.2 Acceptance of Specific Waste Items**

For Specific Waste Items that require to be off-loaded the Authorised Vehicle will be directed to an appropriate off-loading transfer bay and the WCA or other relevant body must supply sufficient crew members to off-load the waste into the transfer bay in accordance with the site rules. Bays must be loaded to ensure that they do not pose a risk.

Unloaded Waste must be stored in such a manner so as to ensure that it does not pose an unacceptable health and safety risk. If there are less than two (2) operatives in the Authorised Vehicle the Contractor will assist in unloading the Waste and the turnaround times will not apply to such deliveries.

Turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

## **1.15 Weighbridge Procedure Departure**

Upon exiting the site the vehicle will report to the weighbridge operator where the duty of care paperwork will be finalised, the tare weight, date, time and the origin of the waste will be recorded and the net weight calculated. The driver will be required to sign the weighbridge ticket to evidence the transaction.

The driver will be handed a copy of the weighbridge ticket for him to retain.

The weighbridge operator will not weigh a vehicle out of the site until the same number of personnel that were present in the vehicle when it weighed in are on board. In the event that a vehicle is delayed for this reason the weighbridge operator will record the incident and complete a delay notice which will be signed by the vehicle driver. The vehicle will then exit the site.

## **1.16 Unauthorised Vehicle Procedure**

Upon a vehicle arriving at the weighbridge that is found by the weighbridge operator to be unauthorised the weighbridge operator will ascertain if the vehicle is claiming to be carrying Contract Waste on behalf of a WCA.

If this is the case, the vehicle will not be weighed and will be directed to the quarantine area, (turnaround times do not apply to this vehicle until authorised by Authority), and the weighbridge

operator will contact the Contractor by email and telephone to ascertain whether the vehicle should have been notified as an Authorised Vehicle.

On confirmation from the Authority, the Contractor will provide by e-mail written confirmation to the site that the vehicle is or is not an Authorised Vehicle and provide the following information relevant to that vehicle:

- Vehicle type and the registration number.
- The vehicle operator.
- The WCA on whose behalf the vehicle is collecting for and if appropriate the name of the registered charity.

If the vehicle is confirmed to be an Authorised Vehicle the normal procedure as detailed will apply from receipt of such notification at the site.

If a vehicle is found to be falsely claiming to be authorised, the vehicle will be rejected (and requested to leave the site), the occurrence will be recorded in the site record book.

### **1.17 Site Closures**

Upon the arrival to site of an Authorised Vehicle if the site is closed within the agreed opening times as stated in the Output Specification and will not be open within 30 minutes the contingency arrangements will be activated.

### **1.18 Rejected Waste Loads, Rejected Waste Items and Non-Conforming Waste**

Vehicles will only be rejected if they are carrying a Rejected Load defined as;

1. The vehicle is carrying waste that the site cannot lawfully accept within the provisions of the site Environmental Permit, relevant registered exemption / non Waste Framework exemption, regulatory enforcement position or directly applicable legislation.
2. The vehicle is authorised but represents a hazard which cannot be rectified by the vehicle crew.
3. The relevant documentation is not complete or not supplied.
4. The waste is not confirmed as Contract Waste.

Where possible, each load will be visually inspected by CCTV by the Weighbridge Operator although it is recognised that in most cases the waste will not be visible and the weighbridge operator will rely on the description of the waste given.

In all cases where the load is to be rejected the weighbridge operator will instruct the vehicle to wait in the quarantine area and contact the Site Manager or deputy who will inform the Contractor of the nature of the incident and the procedure to be followed and if required notify the EA. The Authority will be notified of the details.

Any vehicles sent to the quarantine area that cannot be unloaded at the site will be allowed to park prior to contact being made with the Authority and the vehicle being rejected and redirected to an alternative disposal location.

Any vehicle which is initially rejected or quarantined where the issue is subsequently resolved, the waste will be accepted and the transaction will be handled in accordance with the procedure set out above. Where this results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration.

### **1.19 Delivery Vehicle Breakdown**

If a vehicle breaks down on site the following procedure will apply

1. If the vehicle breaks down before ejecting its load but has been weighed in the ticket will be cancelled and comments added to the ticket. Turnaround times will not be applicable in this case.
2. If the vehicle's load has been ejected an average tare weight for this type of vehicle will be recorded with the agreement of the Authority. The ticket will not be cancelled.
3. Where a puncture or breakdown results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration.

### **1.20 Smouldering Loads**

In the event of a smouldering load being identified when entering the site, the weighbridge operator will immediately report it to the Site Manager or their deputy and provided it is safe to do so, direct the driver to deposit the load in an area identified for smouldering loads and will be dealt with by site staff.

If the vehicle poses an immediate risk or site staff are unable to extinguish the load the Emergency Services will be asked to attend.

No further waste will be deposited in the vicinity of the smouldering load until it is safe to do so.

The Site Manager or their deputy will determine whether normal operations can continue safely.

The Authority will be informed as soon as is practicable of the incident and any implication to the acceptance of waste at the site.

If a smouldering load is identified after discharge, provided it is safe to do so the load will be dealt with by site staff, if unsafe to do so the Emergency Services will be asked to attend.

The incident will be recorded in the site record book and reported to the Authority and if required the Environment Agency.

Turnaround times shall not apply to any vehicle delayed as a consequence of a smouldering load.

### **1.21 Vehicles that represent a Health and Safety or Litter Hazard**

Vehicles that are identified as a health and safety or litter hazard at the weighbridge will be directed to a quarantine area where provided the vehicle crew can do so safely they will attempt to rectify the problem. If it is not possible to rectify the problem the Authority will be informed and the vehicle will remain in the quarantine area awaiting further instructions.

Vehicles that are identified as a health and safety or a litter hazard post discharge will be dealt with in line with this procedure.

Where this results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration.

### **1.22 Weighbridge Documentation**

#### **1.22.1 Hazardous Waste**

All deliveries of Hazardous Waste where required must be accompanied by a Hazardous Waste consignment note (unless deposited in an emergency in which case a note must be provided as soon as possible after deposit). Unless accompanied by a correctly completed Hazardous Waste consignment note the load will be rejected.

Weighbridge operators will sign the "Consignee's" section of the Hazardous Waste Consignment note when the vehicle arrives at the site.

### **1.22.2 Duty of Care/Environmental Permit Required Information**

Waste cannot be accepted unless its delivery is compliant with the Duty of Care requirements set out in Section 34 of the Environmental Protection Act 1990 and Regulation 35 of the Waste (England and Wales) Regulations 2012 and the information required to be supplied by the site's permit has been supplied as well as compliance with the Hazardous Waste Regulations 2005 if applicable.

### **1.22.3 Registered Waste Carriers**

Carriers of Contract Waste must be properly registered to do so or be correctly exempt from the requirement to register. Registration numbers of registered carriers or the reasons for any exemption must be supplied prior to leaving the weighbridge.

### **1.23 Outgoing Waste**

Each vehicle taking Contract Waste off site will be weighed in and out of the site and a weighbridge ticket evidencing the transaction produced. Where vehicles are carrying only Specific Waste Items priced per unit the number of units will be recorded as well. All associated duty of care and Hazardous Waste obligations will be complied with and the destination of the waste will be recorded.

### **1.24 Contractor Transfer Vehicle**

Upon an Contractor Transfer Vehicle arriving at the weighbridge the vehicle driver will report to the weighbridge.

The vehicle driver will check that the vehicle does not pose a health and safety hazard (e.g. visible vehicle defects) nor has the potential to cause litter. If it does it will be dealt with in accordance with 2.15

If the driver has not visited the site before or in the last twelve (12) months then they must make themselves known to the weighbridge operator, signage in the weighbridge entrance will request this. The driver will be provided with a copy of the site rules and asked to familiarise themselves with the rules. The driver will then sign a form to confirm that an induction has been undertaken and they are familiar with the site rules.

The weighbridge operator will:

1. Take the tare weight of the vehicle and enter it into the Weighsoft system, in doing so record the time and date.
2. Instruct the driver of the Contractor Vehicle where on site to load the waste.
3. Request the maximum gross weight applicable to the vehicle.
4. Provide a radio to enable communication with Transfer Station staff.

The Contractor Vehicle will return to the weighbridge to complete the duty of care paperwork, the gross weight, date and time will be recorded and the net weight calculated. The driver will be required to sign the weighbridge ticket to evidence the transaction.

The Contractor vehicle will then exit the site.

Drivers of Contractor Vehicles must comply with the Site Rules for waste collection vehicles delivering waste to or collecting waste from a transfer station on behalf of Cumbria County Council, Shanks Waste Management or a Waste Collection Authority see appendix 2.

### **1.25.1 Overweight Vehicle**

On arrival at the weighbridge the driver will declare the maximum legal gross weight applicable for their particular vehicle unless already provided by the Contractor. The weighbridge operator is responsible for ensuring the driver is notified of any weight over the gross weight. The driver will be advised to return to the unloading area to discharge waste and reweigh. If the driver refuses to comply, the Weighbridge Clerk will record it and notify the Contractor.

### **1.25 Third Party Waste**

Third party waste will be accepted at the site, the Contractor will ensure by strict adherence to the Authorised Vehicle Acceptance procedure that only Contract Waste will be accepted.

### **1.26 Record Keeping**

The following documents will be kept on site.

1. Site Environmental Permit and any variations
2. Site Environmental Permit Application and any associated documents (e.g. variation applications and schedule 4 Notice responses)
3. Site Planning permission
4. Site diary
5. Copies of Environment Agency Compliance Assessment Report (CAR 1) form

Copies of weighbridge tickets will be retained at Cumbria Waste Management Head Office or within secure storage for 6 years.

Information relating to the Services will be provided to the Authority in accordance with the provisions of the Performance Monitoring and Reporting Plan.

### **1.27 Site Security**

The purpose of introducing security procedures is to prevent unauthorised waste disposal and safeguard company property from thieves and vandals. This is achieved by:

1. Preventing unauthorised access to the site.
2. Making buildings secure.
3. Immobilising plant out of working hours.
4. Locking up property or otherwise making it secure.
5. Utilising alarms, lights or other means to discourage intruders.
6. Prosecuting offenders whenever possible.
7. CCTV.
8. Reporting incidents of a nature agreed with the Operator to the Police.

Vehicular access to the site is via the main the main entrance gate. The gate will be locked outside operating hours, as will all buildings; CCTV is in operation at the weighbridge.

### **1.28 Signage**

An identification board is situated at the entrance to the facility displaying the following information:

1. Operator's name and address;



2. Site name and address;
3. Opening hours;
4. Environment Agency contact details;
5. Emergency out-of-hours contact details;
6. Environmental Permit No.

This notice will be maintained in good order throughout the operational life of the site.

Additional signage identifying the following will be maintained on site:

1. Site Safety Rule notice board
2. Traffic calming
3. Speed limit
4. Directional informational signage

#### **1.29 Local Accident and Emergency Departments**

##### **Workington Infirmary**

Infirmary Road

Workington

Tel: 01900 602244

##### **Police Stations**

Workington Police Station

Hall Brow

Workington

Tel: 0845 33 00 247

##### **Fire Services**

Workington Fire Station

King Street

Workington

Tel: 01900 602543

##### **Emergency Services**

Tel: 999

#### **1.30 Non-Permitted Waste**

##### **Non-permitted waste, non-conforming waste and/or Specific Waste Items identified after discharge from the vehicle.**

If non permitted waste, non-conforming waste or Specific Waste Items are identified post discharge from the vehicle, provided it is safe to do so site staff will attempt to remove such items of waste and take to an appropriate quarantine or storage area. The Authority will be notified.

If it is not possible to separate the load or the full load is identified as non-permitted or non-conforming after it has been discharged from the vehicle then it will be loaded into containers, quarantined, the Authority informed, the Environment Agency informed as is required under the Environmental Permit and the waste removed from the site and disposed of at an appropriately permitted facility as directed by the Authority.

If the load contains Specific Waste Items and it is not possible to separate the load then the Authority will be informed and further instructions will be requested.

In all cases of loads being rejected from site the registration number of the vehicle, date, time and reason for determining the load to be rejected will be recorded in the site record book and any performance deductions shall not apply.

Where problems are identified with a discharged load photographs will be taken of the waste.

Any vehicles sent to the quarantine area that cannot be unloaded at the site will be allowed to park prior to contact being made with the Authority and the vehicle being rejected and redirected to an alternative disposal location.

Any vehicle which is initially rejected or quarantined where the issue is subsequently resolved, the waste will be accepted and the transaction will be handled in accordance with the procedure set out above. Turnaround times will not apply in this situation. Where this results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration.

### **1.31 Vehicle Turnaround Times**

If a vehicle exceeds the 15 minute turnaround time for Authorised Vehicles excluding specific waste items, the driver will be asked to explain the reason for the delay to the weighbridge operator who will complete a delay notice form which will be signed by the driver and weighbridge operator.

This will detail;

1. The time the vehicle weighed on and off site
2. The vehicle registration
3. The reason for the delay

Should any Authorised Vehicle personnel wish to use on site welfare facilities they will only be allowed to do so either before or after the weighbridge procedure to avoid compromising the turnaround time target.

The vehicle driver will expedite the process of unloading/loading safely without delay or distraction. If the driver does not comply and this results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration

In the case of Specific Waste Items turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

### **1.32 Failure to achieve turnaround times due to Health and Safety issues**

All reasonable measures will be taken to achieve a 15 minute turnaround time for each Authorised Vehicle. Where issues arise that in the Contractor's opinion may compromise the health and safety of the vehicle crew or site staff and also impact on the Site's ability to achieve the turnaround time the Contractor will:

1. Irrespective of turnaround times ensure the health and safety of the vehicle crew and transfer station staff.
2. Record full details of the issue/incident including if appropriate photographs.

3. Request that the vehicle driver signs the record sheet to acknowledge that it is a true and accurate record.
4. Provide details to The Authority. Where vehicles have not achieved a turnaround time due to health and safety concerns, mitigation will be supplied to the Authority who will act reasonably in consideration.

Where the failure to achieve turnaround time is as a consequence of the act or omission of a third party on returning to the weighbridge the weighbridge operator will complete a delay form fully describing the reason for the delay and request that the driver signs the sheet to acknowledge that it is a true and accurate record. Full details of the mitigation will be provided to the Authority who will act reasonably when considering it.

### **1.33 Failure to Comply with Site Rules**

It is essential for the safety of everyone on the waste transfer sites that all site rules are adhered to. Site management will actively enforce the site rules and where Waste Collection Authority Vehicle Crew or Operator Vehicle Crew are found to be in breach of site rules they will be dealt with in the following manner (please note that immediate action will be taken where required in cases where there is believed to be serious & imminent danger of a fatal/severe incident – in these cases, an immediate ban may be implemented). If the results of an employer investigation produce mitigation previously unknown then the case will be reviewed and, if appropriate, actions revised accordingly.

If action is to be taken against an individual, CWM will:

1. Ensure all cases are investigated thoroughly
2. Avoid any discrimination
3. Follow this procedure so as to be consistent in approach
4. Contact the driver's employer to inform them of the situation at each stage

#### **1.33.1 Initial verbal warning**

If the issue is minor and there are mitigating circumstances then site management may choose to issue a verbal warning. In this case the issue will be discussed with the site user concerned and the correct action confirmed.

#### **1.33.2 1<sup>st</sup> Breach**

If any site user does not comply with the site rules, an initial formal warning will be issued. Where possible/reasonable this will be given verbally to the individual whilst he/she is on site. In **all** cases his/her employer will be notified via letter or by email directly from the waste site operator as soon as possible after the event and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority. The warning will be kept on record and remain effective for 6 months from the date of the first offence

#### **1.33.3 2<sup>nd</sup> Breach**

If there is a second breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority that the driver may be subject to exclusion from using the site if further breaches occur. The warning will be kept on record and remain effective for 9 months from the date of the second offence. Any subsequent breaches will result in the user being excluded from the waste disposal site.

#### **1.33.4 3<sup>rd</sup> Breach**

If there is a third breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority that the site user is excluded from that site and all other sites of that waste management operator for a specified period. The period of the exclusion will be decided by the waste disposal/transfer site operator and will vary dependent on the gravity of the offence but generally will not be for less than one month. The removal of the exclusion will be conditional on written confirmation from the employer of the user involved that they will comply with all site rules. A record of this action will be kept for a period of 9 months from the date of removal of the exclusion. If there are any repeat breaches then the user will be excluded again and this exclusion may be permanent, dependant on the circumstances of the case.

#### **1.33.5 Probation period**

Upon expiry of a ban the individual will be subject to a 3 month probation period. If he/she breaches any site rules in this time they will again be banned from site immediately for a period of time to be determined by the site management. A ban from one site constitutes a ban from all facilities operated by that waste management operator in Cumbria. For this reason the ban will be notified to all relevant sites in the area by the relevant site management.

## 2 Facility Management Plan

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### 2.17 Staffing Structure

There are four specific roles; Site Manager, Site Supervisor, Plant Operative and Weighbridge Operative.

The Site Manager will hold as a minimum a Certificate of Technical Competence (COTC) for Managing Transfer Hazardous Waste (4TSH) and an Institute of Occupational Safety and Health (IOSH) Managing Safely Certificate.

CWM operates a team approach to technical competence; any member of the team with an appropriate COTC certificate may at some time provide COTC cover for the site.

The amount of time there will be COTC cover on the site will be dependent upon the complexities of the issues that are current.

The list of current holders of the relevant COTC certificate is Gary Edmondson, Jim Morgan, George Lafferty, Duncan Millar and Charles Riddell.

### 2.18 Management Procedures

The nominated person will be responsible for making sure that the monitoring and reporting requirements are completed in accordance this Service Delivery Plan. Records will be maintained in respect of the following:

#### 2.18.1 Daily Control Sheets

Site Diary	Incidents of note etc
Health and Safety Nuisance Plan	Checks completed twice daily at environmental monitoring points
Visitors Book	All visitors/contractors to sign upon arrival
Site Safety Rules	Visitors/contractors to sign before commencing on site.
Incident Reporting Form	Accidents/Incidents/Near miss reporting form
Accident Book	Records all site accidents

#### 2.18.2 Monthly Control Sheets

Monthly Facility Check Sheets	Management/staff carry out site audits
Health & Safety Report	Log sheet recording accidents/incidents/inductions etc
Job Safety Monitoring	Management Procedure conformance monitoring record.
Tool Box Talks	Staff training on company procedures and activities.

#### 2.18.3 Quarterly Control Sheets

Environment Agency Waste Returns	Details of the Waste inputs and outputs
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#### 2.18.4 Annual Control Sheets

Environment Agency Waste Return	Details of the Waste inputs and outputs
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## 2.19 Training

All persons working at CWM Transfer Sites engaged in the provision of the Services will have completed the following documentation/training as a minimum:

Medical questionnaire approved by the occupational health consultants, within 2 weeks.

- Site safety induction undertaken by the relevant Site Manager or nominated deputy, on arrival at site.
- Training on specific procedures applicable to the employee's role.
- Instruction on the risks and actions in the event of Weils Disease and issue of a Weils disease information sheet.

Professional training will be given as necessary:

- Certificate of Technical Competence Transfer – Site Manager
- IOSH Managing Safely – Site Manager, Site Supervisor
- IOSH Working Safely qualification – All permanent employees
- Certificate of authorisation where applicable to operate plant/machinery signed by the Site Manager – Loading Shovel/Excavator Operators/CPCS plant operator
- Manual Handling – Site staff
- Fire Awareness – Site staff

Additionally site employees will be selected to attain the HSE approved First Aid at Work Certificate to ensure a minimum of one qualified first aider on site at all operational times. This certificate will be revalidated within three years.

The original records will be kept by the Personnel Manager in the individual's personnel record. A central log of all safety related training is also retained by the H&S department along with copies of supporting evidence of training. Refresher training will then be planned between and executed via liaison between Managers and the Personnel Manager.

## 2.20 Induction Training

All new workers and sub-contractors are inducted on the contents of this Plan on employment. This induction covers:

- Highlighting the main site hazards and control measures
- Specific work related procedures, method statements and risk assessments
- Details of health and safety consultation arrangements and the name of the local health and safety representative
- CWM health and safety policy
- The procedures on discovering a fire or hearing the alarm.
- The location of fire equipment and the assemble point
- Work control procedures and when permits are required
- Procedures for hazard and incident reporting
- Action in the event of a spillage
- Actions in the event of suspicious article being identified
- Controls relating to smoking
- Controls relating to working in zoned areas
- Notification requirements in the event of an emergency

- Emergency contact details
- Procedures for dealing with equipment failure
- Medical questionnaire
- Vaccination statement read and understood
- Weils disease card given
- Rules relating to Personal Protective Equipment

## **2.21 Waste Acceptance and Control Systems and Procedures**

Waste will only be received via the site entrance. Upon arrival at the site, all waste delivery vehicles will be directed to the site weighbridge.

Waste will be unloaded in the transfer building under the direction of the weighbridge operator and loading shovel operator. A loading shovel will be used to transfer the waste to the appropriate storage area and to load Operator Vehicles. The transfer building has been designed on two levels, the top level is the unloading area and the lower level for the loading of vehicles. This design assists the loading operation as the bulk vehicle sits approximately 2 metres below the upper level and allows the loading shovel operator to have a clear view of the inside of the bulk vehicle.

## **2.22 Toolbox Talks**

A programme of toolbox talks will be set up and administered to all relevant employees. Toolbox talks will either be taken from a generic toolbox talk manual covering a variety of relevant topics or based around safe working procedures. Toolbox talks may also be given to instruct employees on new control measures after accidents and other incidents have occurred.

Records of talks will be kept and a copy of the record issued to the Health & Safety Manager.

## **2.23 Site Staff Management**

The site will be staffed to or in excess of the requirements required by the site's Environmental Permit.

Annual leave, periods of sickness or any other unforeseen absence will firstly be covered by our existing staff from other transfer sites, then by other staff from within the group's other activities or temporary staff as appropriate. Temporary staff are generally sourced through local plant hire companies or recruitment agencies depending on the nature of the work to be undertaken. Any temporary staff used will be trained as required in line with 3.3 above.

Communication with site staff will be through site meetings, toolbox talks, informal discussions, site diary for recording key events and the notice boards for information such as health and safety requirements, rotas, emergency information, contacts etc.

## **2.24 Complaints Management Procedure**

Definition of a Complaint

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action affecting an individual customer or group of customers. A complaint is not a request for service. A complaint will only be regarded as such if made in writing or a telephone complaint made to CWM's Head Office.

Complaints made in relation to the provision of the service under the Contract will be reported to the Operator in line with Transfer Station Complaints Management as set out below.

### **3.8.1 Site Users –Contract Waste**

These would normally be initiated by a DC or Collection vehicle driver, and relate to all site operations. Any complaint recorded in the Site Diary or notified to the weighbridge Operator must be

notified to the Site Manger immediately. The Site Manager will initiate an investigation and subsequently take any action considered necessary.

If the complainant refuses to set out the complaint in the Site Diary they would be invited to contact the Operator (01228 581000). Brief details will be recorded by Site staff.

The Authority will be informed of the complaint and any follow up actions in the monthly report.

### 3.8.2 Environmental Complaints.

These would usually come from the EA or site neighbours. Details of any compliant and subsequent investigations/action will be recorded in the monthly report.

- i. When an environmental complaint is received relating to the site but which is clearly related to a non-Contract activity, or party it will be investigated by CWM and either action taken or forwarded to the third party and feedback provided to the complainant. The Authority will be provided with brief details in the subsequent monthly report.

All complainants who make complaints verbally to site staff will be requested to put the complaint into the site diary located at the weighbridge. If a complainant refused to write the complaint down site staff will record brief details.

- ii. If the complaint is nonspecific or clearly relates to Contract waste then the Authority will be advised within 2 hours of becoming aware of the complaint wherever possible.

## 2.25 Gathering of Accurate Information and Data

Transaction data – CWM currently uses ‘Weighsoft 4’ weighbridge operating software to record all transaction data. This system has a telemetric link to the weighbridge head unit which is an Avery Berkel supplied and maintained system. The weighbridge head unit holds an independent record of all weights recorded on the weighbridge deck. Weighsoft 4 holds all customer, vehicle, tare weight, waste type, load weight, dates, times and ticket reference number information, which is uploaded to CWM’s central computer server which is ‘backed up’ each night. Each transaction is evidenced by a four part paper copy weighbridge ticket signed by the driver. One part is handed to the driver and the others retained by CWM’s.

Weighsoft 4 will be used to generate daily transaction reports of all movements of Contract Waste which will be saved into an Excel spreadsheet which will be provided to the Operator.

## 2.26 Inspection Responsibilities and Monitoring Schedules

The Site Manager or Site Supervisor will be responsible for monitoring performance at site level and will check compliance each working day reporting all issues to the CWM Representative or a member of that person’s team.

## 2.27 Nuisance, Litter and Pest Control

*The facility shall be managed to prevent statutory nuisance and to minimise noise and vibration, odour, particulate matter, litter, birds, vermin and insects, mud on roads.*

## 2.28 Business Continuity Plan/Contingency Arrangements

Should the site be unavailable, the Authority will be notified and will make arrangements for vehicles to be diverted to FCC Lillyhall. In this event the Authority will be advised of the beginning and end of such period of diversion and the reason for it.



## **2.29 Search for Lost Property**

If required the Contractor shall assist the Authority in the search for lost property.

Vehicles associated with the search for lost property or vehicles delayed as a consequence of the search will be excluded from turnaround time or any deductions and penalties associated with the delays.

To enable the search for lost property to be initiated the Authority shall inform the Contractor of the details of the lost property, the vehicle it is believed to be in and of all details regarding the nature and timing of its arrival on site.

If the vehicle carrying the lost property has already deposited the waste no search will be initiated.

CWM will then ensure that the activities in the area of the site in which the search is to be carried out are properly risk assessed prior to any search being undertaken. The subsequent search will then be conducted in accordance with the risk assessment and any requirements of the Environment Agency under the direction of CWM.

The vehicle carrying the lost item will deposit the load in a designated area, the waste will be searched using mechanical means only i.e. a loading shovel or an excavator whichever is available. If the lost property cannot be located within twenty (20) minutes the search will be called off.

The Authority provided that it safe to do so may require the Contractor to undertake a longer or more detailed search at the Authority's cost.

The details of the search and the outcome will be recorded in the site record book.

## **2.30 Weighbridge System Failure**

The site has 2 weighbridges which are maintained and undergo a 6 monthly inspection and are normally calibrated annually as a minimum.

In the event of one of the weighbridges breaking down then all vehicles would be diverted to the operational weighbridge.

In the event of a complete systems failure, a manual recording system will be put into place for a period of time to be agreed between the Contractor and the Authority. This will include using averaged gross weights from the previous four weeks from the same collection route and day (excluding exceptional weeks e.g. containing public holidays etc)

The period of time agreed will take into account the view of the weighbridge maintenance contractor. The Authority will act reasonably when considering such a request.

In the event that both weighbridges are subject to a long term failure a contingency arrangement will be put in place. This will involve either diverting vehicles to CWR Workington or obtaining a temporary weighbridge. The Authority will be informed in advance of such contingency being required together with the likely duration.

### **Manual Tickets**

Manual tickets will be entered promptly to ensure that all transactions are charged for and accurate tonnages are available.

Manual tickets will be completed in full, (as it may not be the same Weighbridge Operator back entering the ticket details) this includes;

- Consignment note or EA numbers for hazardous goods
- Time in and out of site

- Direction of the load i.e. Goods In or Goods Out

To aid in the writing of Manual Tickets the following will be kept in the weighbridge;

- A list of frequently used EWC codes and descriptions
- An up to date list of the Hauliers' Registered Waste Carriers numbers

All manual tickets will be back entered into Weighsoft within 2 working days of the system being recommissioned and if required recalibrated, with the following information;

- Manual ticket number
- Times in and out
- Reason for manual ticket

Once entered, the following will be detailed on the manual ticket;

- Signature of person entering the ticket

Copies of the manual ticket will be attached to the manually inputted Weighsoft ticket

### 3 Health and Safety Plan

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This site will operate under the scope of CWM's OHSAS 18001 certification: The site Safety Action Plan contains the actions required to enable the business to operate safely and it will be formally reviewed.

Staff management at the facility will ensure, through health and safety procedures and control measures, the safety and welfare of all those using or working on the site so far as is reasonably practicable.

#### 3.17 Risk Assessment and Safe Systems of Work

##### 3.17.1 Inventory of Assessments

A full inventory of the risk assessments and safe working procedures applicable to the Site are detailed in the company working instructions file available at the Site offices. Other risk assessments will be undertaken by site management to cover extra jobs/tasks as required.

##### 3.17.2 General Site and Job/Task Specific Assessments

The Site Manager and nominated deputy will be responsible for undertaking all risk assessments. Risk assessments will be undertaken in line with the CWM policy and Risk Assessment Procedure CP002.

##### 3.17.3 Noise Assessments

Where significant noise sources are identified noise assessments are undertaken every two years in line with CWM policy.

##### 3.17.4 COSHH Assessments

All COSHH assessments will be undertaken in compliance with company Procedure CP003, Control of Substances Hazardous to Health and the Environment. COSHH assessments will generally be recorded on company COSHH assessment forms.

COSHH monitoring and health surveillance requirements will be identified in individual COSHH assessments.

All COSHH assessments will be reviewed at least every two years or after faults have been found by active and reactive monitoring.

##### 3.17.5 Safe Working Procedures

Safe working procedures will be written as a result of risk assessments where required.

##### 3.17.6 Risk Assessment and Safe System of Work Review

All risk assessments and safe systems of work will be reviewed by Site Management at the following frequencies:

- After deficiencies have been highlighted due to accidents, incidents or via safety inspections and auditing.
- When changes in working methods, locations and processes could pose significant risk.
- Every Two years in all other cases.

Risk assessments will be made available to the Operator upon request.

### 3.17.7 Employee Involvement

The Site Manager will ensure that where required Safety Representatives and employees are included in the risk assessment formulation and review process.

### 3.17.8 Site Rules

The General Site Rules and the Site Rules specific to Vehicles and the crew of Authorised Vehicles are attached at appendix 2.

All Authority and Operator Parties must comply with all Site Rules.

### 3.17.9 First Aid Facilities

First Aid Facilities will be available in the following locations

- Weighbridge
- Canteen
- Transfer building
- Site Mobile Plant

In addition to this the following further facilities will be provided:

- Eye wash facilities in the canteen, weighbridge, transfer building and in all mobile plant cabs

### 3.17.10 Qualified First Aid Persons

A qualified first aid person will be present during all operational hours where reasonably practicable to do so. Where this is not reasonably practicable the Site Manager or nominated deputy will appoint persons to call the emergency services. The names of all qualified first aid persons will be posted in mess rooms.

### 3.17.11 Medical Assistance

The local casualty hospitals are listed below. In less urgent cases casualties will be transferred to the hospital in a company vehicle accompanied by a first aid person or other responsible employee. In urgent cases ambulances/fire service will be called by dialling 999.

<b>Emergency Contact Details for all areas</b>			
North	East	South	West
<b>Cumberland Infirmary</b>	<b>Penrith Hospital</b>	<b>Furness General Hospital</b>	<b>West Cumberland Hospital</b>
Newtown Road	Bridge Lane	Dalton Lane	Hensingham
Carlisle	Penrith	Barrow in Furness	Whitehaven
<b>Tel:01228 523444</b>	<b>Tel: 01768 245300</b>	<b>Tel: 01229 870870</b>	<b>Tel: 01946 693181</b>
<b>Police Stations</b>			
<b>Carlisle Police Station</b>	<b>Penrith Police Station</b>	<b>Barrow Police Station</b>	<b>Workington police Station</b>
Brunel Way	Hunter Lane	Market Street	Nook Street
Carlisle	Penrith	Barrow in Furness	Workington
<b>Tel: 0845 33 00 247</b>	<b>Tel: 0845 33 00 247</b>	<b>Tel: 0845 3300247</b>	<b>Tel: 0845 3300247</b>
<b>Fire Services</b>			
<b>Carlisle Fire Station</b>	<b>Penrith Fire Station</b>	<b>Barrow Fire Station</b>	<b>Workington Fire Station</b>
Warwick St	Bridge Lane	Phoenix Way	King Street
Carlisle	Penrith	Barrow in Furness	Workington
<b>Tel: 01228 593350</b>	<b>Tel: 01768 869426</b>	<b>Tel: 01229 433461</b>	<b>Tel: 01900 609566</b>

### **3.17.12 Fire Safety Plan and Other Emergencies**

A full fire risk assessment will be undertaken at the location and actions implemented. The fire risk assessment will be reviewed every two years.

All foreseeable emergencies including fire will form part of risk assessments and where required procedures will be drafted in relation to serious and imminent danger.

All escape routes from the buildings will be marked with pictograms in accordance with the signs and signals regulations.

All exits of occupied buildings will be kept unlocked and will remain open during operational hours.

Raising the alarm in the site buildings is achieved either manually, by operating a break glass fire point, or automatically where a smoke detector is activated.

On site the alarm will be by human voice (clearly shouting the type of incident) or via site radios.

Emergency muster points will be situated in the main car park unless other areas are established by Site Management to respond to individual incidents.

All site personnel will be trained to be competent at implementing the emergency arrangements and will assist all visitors to leave areas of serious or imminent danger and to proceed to areas of safety. Where required sentries will be posted to prevent persons re-entering danger areas.

All fire extinguishers will be registered and inspected by Management monthly. In addition to this all fire extinguishers will be serviced by a competent person at least annually.

At least two emergency drills will be undertaken at the Transfer Station every year. At least one drill will involve fire emergency procedure. Details of the drills including escape times will be recorded.

### **3.17.13 Chemical Safety & Emergencies**

Only chemical wastes permitted by the relevant Environmental Permit or exemptions and set out in this SDP will be accepted at the site.

In addition all chemical wastes will be subject to a generic COSHH assessment as well as an incoming substance specific assessment as per the company's COSHH procedure.

Spill response equipment will be maintained within the facility to be used in the event of spillages.

In the event of serious spills, the site will be evacuated if required and the emergency services, Environment Agency, HSE and senior management will be informed as soon as possible.

Relevant site emergency procedures will be implemented for all emergency situations.

## **3.18 Accidents and Incidents**

### **3.18.1 Reporting**

All accidents and incidents will be reported immediately to the Site Manager.

The Site Manager, or nominated representative, will immediately advise the Health and Safety Manager of any RIDDOR reportable accident/disease or dangerous occurrence or where it is suspected that the incident will become RIDDOR reportable.

The Site Manager will be responsible for reporting all RIDDOR reportable incidents to the HSE after consultation with the Health and Safety Manager or Executive Directors. These persons may opt to undertake this function when required. RIDDOR incidents will be reported via the HSE central reporting line 0845 300 9923 or via the HSE website.

All accidents involving injury to any persons including contractors, visitors and members of the public will be recorded on the following documentation:

- B1 510 Accident book (situated in site offices)
- Internal company accident report form.

All other accidents/unplanned events e.g. near misses; property damage, theft and unlawful visitors will be recorded on internal company accident reports or employee hazard and near miss reports only. Reporting to the Operator will be as set out the Performance Monitoring and Reporting Plan.

### **3.18.2 Investigation**

All accidents/unplanned events will be investigated by the Site Manager to determine corrective and preventive actions for both immediate and underlying causes. Risk assessments will be updated as required. Site Management will involve the Director and Health and Safety Manager in investigations as required. Details of investigations and identified actions will be recorded on internal accident reports utilising extra sheets as required.

### **3.18.3 Documentation**

Copies of completed accident report forms will be sent to the following personnel within one working day from the incident occurring (excluding incidents/losses but including all RIDDOR reportable incidents which must be reported within one [1] hour by telephone):

- Director
- Health and Safety Manager

Company Working Instruction WI024 Emergency Procedures Landfill will be utilised as required.

### **3.18.4 Hazard Reporting**

Employees are able to report all hazards causing concern to site management by completing hazard report forms.

In addition to this, employees can report hazards directly to the Health and Safety Manager anonymously where required using pre-paid envelopes, fax and or telephone.

Site Management will respond to any hazards reported and send copies of completed forms to the Health & Safety Manager.

### **3.18.5 Safety Inspections**

All safety critical items on the facility will be subject to both internal and external inspections. Inspections will be undertaken on all machines, mobile plant, electrics, lifting equipment and other work equipment posing significant risk.

Internal inspections will be undertaken by:

- Employees daily before using machines and mobile plant
- Monthly by the Site Manager, or nominated deputy.

Where plant/machine operators consider that any defect observed is safety critical, plant and machinery will not be used. Defect reports will be handed into to site management who will decide on an appropriate course of action i.e. isolate and call out maintenance contractors. Site Management must approve the re-use of all plant and machinery reported as having safety critical defects.

Completed plant daily defect inspections will be handed into and reviewed by site management weekly.

External inspections will be undertaken by competent contractors for all machines and mobile plant in line with manufacturer's recommendations and statutory obligations.

Any faults will be remedied as soon as possible. Where faults pose significant risk equipment will be taken off line, isolated and/or quarantined until repairs are undertaken.

Management will also undertake job/task safety inspections of employees, contractors and delivery drivers to ensure that controls identified in safe working procedures are both adequate and implemented. Management will correct any deficiencies discovered as soon as possible. Where deficiencies pose significant risk operations will cease.

### **3.19 Monitoring and Auditing**

#### **3.19.1 Proactive Monitoring**

The following systems for proactive monitoring will be undertaken to assess the adequacy of the policy and implemented control measures.

#### **3.19.2 Safety Inspections**

Safety inspections will be carried out by site management, supervisors and safety representatives. Safety inspections will be undertaken to assess compliance with this policy and subsequent safe working procedures for the following key areas: -

Personnel

Plant

Contractors

Visitors

Workplace

Details of all safety inspections will be passed to the Health and Safety Manager for review.

#### **3.19.3 Job Safety Monitoring**

Job safety monitoring will be undertaken by the Site Manager or nominated deputy.

#### **3.19.4 Health and Safety Manager Inspections**

The aim of these visits is to provide a safety practitioner's view of site health and safety compliance. The Health and Safety Manager, or another competent practitioner nominated by him, will inspect the site.

The Site Manager will generally be informed of inspection but some will be unannounced.

All site inspections will generate an inspection report. This contains details of issues identified and actions required to address these. They are priorities, based on risk, and actions, and timelines are agreed with site management. The degree of risk denotes the distribution of the report. Minor risks remain with site management where as high risk are also sent to Directors and senior managers.

### **3.20 Audits**

#### **3.20.1 Health and safety audits will be carried out at the facility to assess:**

Compliance legal requirements

The effectiveness of the health and safety management systems employed at the site

That the documentation is up to date and relevant to the activities taking place

The Health & Safety Manager will draft a suitable internal audit program and schedule based on company policy, procedures, approved Codes of Practice and HSE guidance. Audit frequencies, depth and planning will be based on risk. CWM's insurers and external consultants will be invited to audit the company's management system when required.

Non conformance records are retained by the local site and the Health & Safety Manager. Corrective actions are logged in the corrective action database and allocated to specific managers for action.

The findings and recommendations will be brought to the attention of the Board for review when required.

#### **3.20.2 Health Surveillance**

Occupational health consultants will be appointed to give advice, undertake pre-employment health screening and carry out health surveillance; all records will be retained for forty years.

All operational company employees will be given:

Pre-employment health screening

Annual medical (when identified in risk assessment)

Advice to be inoculated for Hepatitis A, B and Tetanus vaccinations (where handling wastes)

### 3.20.3 COSHH Monitoring

Specialist consultants will be appointed to undertake appropriate monitoring when deemed required by the Health & Safety Manager. For example, employees exposed to hazardous wastes or excessive dusts or bio aerosols in the workplace.

### 3.20.4 Professional Advice and Statutory Bodies

Statutory Enforcement Agency for Health and Safety is the Health and Safety Executive (HSE) whose details are as follows:

- 2 Victoria Place, Carlisle, CA1 1ER - TEL: 01228 548482
- Central Help Line - TEL: 08745 3450055
- Central Incident Reporting Line - TEL: 0845 300 9923

General Health and Safety Advice

This is available from the Health and Safety Manager whose details are as follows:

- Unit 5A Wavell Drive Rosehill Estate Carlisle - TEL: 01228 822 123
- Mobile - TEL: 0777 1555 704

Occupational Health Advice

Occupational Health Advice is available from the company's occupational health consultants. All enquiries should be passed via the Health and Safety Manager (as above) or the company's Personnel Manager 01228 822102.

Chemicals, COSHH and Dangerous Goods

Advice can be obtained from the Technical Manager whose details are as follows:

- Ian Chapman, Pitwood Road, Lilly Hall, Workington, CA14 4JP - TEL: 01900600062
- Mobile - TEL: 07823334092

Health and Safety Literature and Guidance

Internal and external procedures and guidance will be issued centrally to respective Managers.

## 3.21 Consultation

Will be based around the following:

### 3.21.1 General Consultation

General health and safety consultation will be via discussion and written instructions following the general day to day management process of the business.

### 3.21.2 Formal Health and Safety Meeting



A Health & Safety meeting will be held approximately every three months and will be attended by the following people where possible:

- Site Manager
- Safety Representative
- Health and Safety Manager

The agenda will be controlled by the Site Manager and will be set via consultation. The agenda will include as a minimum the following elements:

- Minutes & Actions of Last Meeting
- Incidents of Note, Goals, Statistics & Trends
- Issues Transfer
- Interface Issues Transport
- Any other business

The meeting will be recorded and the minutes distributed within seven days to the following:

- Site notice boards
- Those present
- Managing Director & Director
- Health and Safety Manager
- Other relevant managers

### **3.21.3 Safety Representatives**

Employees will be encouraged to appoint safety representatives to act on their behalf in relation to health and safety. All employees and personnel appointed as safety representatives will be given all the rights detailed in the Safety Representatives and Safety Committees Regulations regardless of trade union membership. Details of appointed safety representatives will be posted in mess rooms and site office.

Safety Representative: Mick Brier

### **3.21.4 Notices**

The following notices will be displayed on the site notice board:

- CWM Group Health, Safety and Loss Control Policy Statement
- Site Rules
- Certificate of Employers Liability Insurance
- Environmental Permit Number
- Health and Safety Law Poster
- Location of the Safety Action Plan
- Any other relevant health and safety documentation

### **3.21.5 Contractors, Visitors and Other Site Users**

Contractors, customers and other visitors will be classified in accordance with CWM's Health and safety policy as follows:

- Routine – Involving low risk activities i.e. routine deliveries of waste, deliveries of supplies and low risk maintenance work.
- Non-routine – Involving medium to high risk activities such as engineering works, maintenance of plant, work falling under the Construction Design Management Regulations or tasks involving high risk elements i.e. confined spaces, working at height and lifting/sliding etc.

### 3.21.6 General Controls

The following controls will be applicable to all contractors, visitors and site users:

- None shall enter site without the permission of management
- Persons under the age of 18 years will not be permitted onto the site without the permission of site management. Site Management must risk assess any increased risk posed by a person's age in line with CWM policy, and obtain permission from the Director, prior to giving authorisation.
- All contractors/visitors not delivering waste should sign the visitor's book which is situated in the weighbridge.
- Site rules will be posted in strategic places around the site.
- A copy of the site rules will be furnished to relevant employers where required at the start of any contracts/ operations and annually thereafter.
- Copies of the site rules will be positioned in the weighbridge next to the visitor's book to be given at to persons as required. Copies will also be given to visiting drivers at periodic intervals and when accessing the site for the first time.
- A sign will be positioned within the weighbridge requesting people to make themselves known if they are unfamiliar with the site or the site rules.

### 3.21.7 Further Controls

In addition to the controls in 4.5.6 the following control will be applicable to all contractors, customers and suppliers performing non-routine activities:

- Only contractors approved by CWM and on the approved contractors list will be used
- The Clearance Certificate will be completed by location management/authorised employee /Company Engineer as required.
- Risk assessments will be provided by the contractor/visitor or site personnel for any work posing a significant risk. Where necessary individual job specific risk assessments will be undertaken by the contractors/visitors or site personnel and approved by location management.
- All persons will be site inducted by location management using an induction record, trained on relevant safe systems of work and site rules.
- All maintenance work, isolations and or permits to work will be under the supervision of location management / authorised employee / Company Engineer as required.
- Location management/Company Engineer will reference the company procedure/HSE Guidance on CDM to assess if these regulations apply.

### 3.21.8 Visitors

All controls detailed in 4.5.5 will be applicable to site visitors. In addition to this unless visitors have undertaken a site induction they will be accompanied at all times by site staff.

### 3.21.9 Visits by Statutory Authorities (i.e. Environment Agency/HSE)

Statutory authorities are required to follow these rules unless they required to deviate from them to adequately exercise statutory powers. All decisions relating to deviation from these requirements will be exclusively at the discretion of the relevant statutory authorities.

## 3.22 PPE Issue and Usage

### 3.22.1 Issue

A PPE issue log will be maintained by Site Management. The issue of all PPE to employees and third parties will be recorded. All PPE will be maintained and stored in compliance to manufacturer's recommendations where this is required. PPE requiring maintenance & inspection will be recorded.

### 3.22.2 PPE Usage

Safety footwear with steel toecaps, steel midsoles and high visibility vests/coats will be mandatory in all areas with the exception of offices and mess rooms. Hard hats will be mandatory for all persons not in protective vehicle cabs in all operational areas where required.

Further PPE will be specified by individual risk assessments and safe-working procedures when required.

### **3.22.3 Housekeeping and Premises**

- All offices, transport and pedestrian routes are to be kept clear of obstructions
- All offices and welfare facilities will be cleaned daily or more frequently as required.
- Site waste is to be placed in a suitable storage area, bins or containers.
- All light equipment and PPE is to be stored in internal stores with heavy equipment being stored outside in designated areas.
- All chemicals for site use will be labelled, appropriate data sheets kept and stored in designated areas.
- All ladders will be stored in designated areas only and will be checked by management monthly.

### **3.22.4 Health and Safety Training**

As per section 3.3 above.

## **4 Maintenance Plan**

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### **4.17 Maintenance Plan**

The maintenance of the Site infrastructure and key plant and equipment will be managed as set out below.

### **4.18 Electrical Installation & Equipment**

All fixed installations will be tested/inspected for electrical safety every five years for compliance IEE Wiring Regulations (BS 7671). Condition based maintenance will be undertaken as a result of these inspections as required.

All portable electrical appliances including plugs and sockets will be subject to internal inspections by employees daily before use and monthly by Site Manager or nominated deputy. In addition to this all office portable electrical appliances will be tested at least annually. All higher risk equipment used outside (such as portable electric tools) will be tested at least every three months. All tests will be undertaken by competent persons. All portable equipment will be registered and tested annually.

All personal electrical equipment (including tools and welfare items) will form part of the sites electrical inspection procedures and must be inspected and tested as above.

### **4.19 Mechanical Inspections**

All mechanical parts of machines posing significant risk (including mobile plant) will be internally inspected as in 5.2 above. In addition to this safety critical mechanical parts will be inspected by competent maintenance contractors when undertaking planned maintenance, see section 5.11

### **4.20 Lifting Equipment**

All lifting equipment will be inspected before use and by site management monthly. All lifting equipment will be registered and inspected by competent contractors in line with LOLER 1998 and records kept. Competent person inspections will be undertaken.

### **4.21 Towing Chains and Eyes**

All towing chains and towing eyes will be inspected by employees before use and by management monthly. Competent persons will also inspect all towing chains.

All towing chains and straps etc will be registered on a separate section of the lifting equipment register.

### **4.22 Safety Harnesses and Anchor Points**

All safety harness and anchor points will be recorded.

In addition to this all anchor points used for fall arrest will be load tested to 300kg and certified. Safety harness and lanyards/accessories will have manufacturer certificates of conformity (CE) on file.

All anchor points, harnesses and accessories will be inspected by a competent contractor and records kept.

#### 4.23 Sheeting/Access Gantries and Fixed Ladders.

Will be inspected by management monthly and by a competent person.

#### 4.24 Gas Detection Equipment

Gas detection equipment used for confined space work will be inspected by management and calibrated in accordance with the manufacturer's specification.

#### 4.25 Ladders and Other Access Equipment

All ladders, steps and other access equipment not registered as lifting equipment will be registered and inspected by management.

#### 4.26 Hand/Portable Tools

In addition to electrical inspection and testing all hand/portable tools posing significant mechanical risk will be registered and inspected for guarding and general mechanical condition by management.

#### 4.27 Planned Preventive and Condition Based Maintenance

All electrical, mechanical and hydraulic machinery including mobile plant posing significant risk will be subject to planned maintenance. Planned maintenance will be undertaken by competent contractors in line with manufacturer's/supplier's recommendations.

Maintenance planning will be undertaken using a suitable database, wall chart or diary and all machinery/plant subject to planned maintenance will be registered. Records of all planned maintenance will be maintained.

All mobile, static and portable plant posing significant risk will be recorded on a Plant and Machine Register.

The following machines will be subject to the following frequencies of planned maintenance:

Machine	Type of Maintenance	Frequency
Loading Shovel	Mechanical & hydraulic	500hrs
Excavator	Mechanical & hydraulic	250hrs
Tractors	Mechanical & hydraulic	600hrs
Pumps	Mechanical and where required electrical	Annual
Generators	Mechanical & electrical	2 Weeks
Compressors	Pressure systems, mechanical/ electrical	250hrs
Diesel Bowers	Mechanical/ Integrity	Six Months
Pressure Washers	Mechanical/ Pressure Integrity	Six Months
Spare Generators	Mechanical/ Electrical	Six Months
Chain Saws	Mechanical	Six Months
Strimmers	Mechanical	Six Months
Agricultural Tankers	Mechanical/ Pressure Integrity	Six Months
Trailers	Mechanical	Six Months

NB/ The above frequencies may alter when otherwise specified by plant and machinery manufacturers.

The site weighbridge is inspected by a competent contractor every six months and is subject to an annual calibration check.

#### **4.28 Maintenance Operations and Permits to Work**

Permits are used at the location for high-risk maintenance work, including simple location based maintenance and cleaning where required. Other high-risk work i.e. confined spaces, hot work electrical work and work at height that poses a significant risk will be subject to a permit to work system at all times. Examples of all permits used by the location are available.

#### **4.29 Spot Hired Plant and Equipment**

Hired plant and equipment will only be hired from competent approved suppliers and will be accompanied with their last service/inspection sheets where required. These will be inspected by management before the equipment is put into use. All hired equipment will be registered on a hired plant and equipment register and will form part of management facilities checks.

Site management must also ensure equipment is inspected by employees before use, erected and used in line with manufacturer's recommendations. Management must also ensure that persons using the equipment have the required training and competence advised by the manufacturers.

## 5 Environmental Protection Plan

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### 5.17 Introduction

The site operates under the scope of CWM's ISO 14001 accreditation: Staff management at the facility will ensure environmental protection through environmental procedures and control measures, so far as is reasonably practicable. The site benefits from Environmental Permit EPR/LP3690VH issued in accordance with the Environmental Permitting (England and Wales) Regulations 2010 in addition registered exemptions..

### 5.18 Waste Management Operations

Under this Contract the facility will primarily serve the needs of Allerdale and Copeland District Councils and will receive Contract Waste predominantly separately collected fractions from household waste recycling centres, refuse collection vehicle waste and fly tipped waste prior to transferring the waste for mechanical biological treatment, landfill or recycle recovery. Other commercial, industrial and household waste may also be transferred.

The waste will arrive at the facility and following waste acceptance procedures the waste will be directed to the transfer building or an appropriate area near the building. Unless directed to an appropriate area near the building the waste will be deposited into the tipping and pre-sorting area unless it has previously been sorted or does not require sorting in which case it will be deposited/moved directly into a bay. A loading shovel and/or an excavator with a grab will be used within the building to sort where required and to place the waste into the appropriate dedicated storage bays.

Waste unsuitable for treatment at the MBT plant will be disposed of to landfill or sent to an appropriately permitted recycling or disposal facility as directed by the Operator.

The facility includes a quarantine area in which any waste which requires quarantining will be placed.

### 5.19 Permitted Wastes

Distington Transfer Facility is permitted to accept various waste types by EWC code. These are detailed in the Environmental Permit.

### 5.20 Waste Inputs

The facility is permitting up to 75,000 tonnes – household, commercial and industrial waste transfer station with treatment and asbestos storage.

A number of exemptions have been registered for the site. The full list of acceptable wastes can be found detailed in the site Environmental Permit and subsequent Variations, the list of Specific Waste Items that the site can accept is set out in the section on Specific Waste Items at 2.5.1.

#### 5.20.1 Staffing and Understanding of Permit

The Site is managed by a team of staff including holders of the relevant competence qualification, currently WAMITAB certificates.

At any time waste is being accepted there will be sufficient staff available to safely accept the waste in line with permit requirements.

Copies of all relevant permits, consents and authorisations are available on site and copied to staff who need to take action in accordance with them. Relevant staff undergo formal in house and external training courses and receive tool box talks so as to ensure staff understand the relevant parts of the site's permits etc. that apply to their role.

### **5.20.2 Specialist Instruction and Assistance**

CWM employs specialist staff with qualifications and experience in permitting, compliance, engineering, chemical hazards, personnel, dangerous goods and health and safety. Additionally CWM retains the services of consultants who provide specialist advice. Staff can call upon this expertise if necessary.

### **5.20.3 Notification of Commencement, Cessation and Recommencement of Waste Handling Activities**

Whenever possible CWM will give at least 14 days notice of any of the above. If this is not possible as much notice as possible will be given.

### **5.20.4 Site Security**

Distington is located at the edge of Distington Village opening out into countryside. The site is surrounded by stock proof, palisade and acoustic fencing supplemented by lockable gates at the site entrance. Additionally parts of the site are under constant CCTV surveillance. Site security will meet the current permit requirement which is: Site security measures shall prevent unauthorised access to the site, as far as practicable.

### **5.20.5 Control of Mud and Debris**

The dispersal of dirt and mud originating from the site onto public roads will be controlled. Unless properly controlled, mud and dirt have the potential to adhere to the tyres and chassis of vehicles and then be deposited beyond the Site.

The following operational procedures will be implemented to ensure that dirt and mud do not reach the public highway and surrounding land:

Site roads will be constructed of hardcore and/or hard surfaced;  
Internal access roads will be cleaned and maintained as required using a hired or on-site road sweeper;  
Plant will be regularly cleaned.

In the event of mud or debris being deposited onto the public highway, or fouling or discoloration of the public highway, then immediate arrangements will be made for the use or hire of a mechanical road sweeper in order to cleanse the affected areas as soon as practicably possible to the best standard that the available plant and prevailing conditions allow.

During adverse weather conditions, should failure of road cleaning facilities occur in conjunction with excessive trafficking of mud onto external public highways, the installation will cease to accept waste until measures can be implemented to clean and maintain the cleanliness of the highway?

### **5.20.6 Potentially Polluting Leaks and Spillages of Waste**

The site has a Site Protection and Monitoring Programme approved by the Environment Agency which has procedures in it to deal with spills and leaks.

### **5.20.7 Fires on Site**

Fires are not permitted on the site and if one was to occur measures would be taken to extinguish it as soon as possible by the utilisation of one site fire fighting equipment if it was safe to do so or by the fire brigade. If any fire breaks out which can have a significant environmental impact then it is a requirements of the site permit that it is reported to the Environment Agency and remediation measures agreed with them.

## **5.21 Waste Quantity Measurement System**

All waste accepted for disposal on the site is weighed on a calibrated and serviced weighbridge. If the weighbridge cannot work for some reason, e.g. a power cut has occurred, a system of standard weights will be used and the Operator informed.



## 6 Emergency Plan

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A detailed Emergency Plan will be kept on site, controlled copies held by Site Manager, and critical information displayed on the site notice boards.

### 6.17 Site Evacuation

In cases of incidents involving serious and imminent danger to persons on site (i.e. from fire, dangerous substances, landfill gas, explosion after fire etc), site management will initiate either a full or partial evacuation of the site after initial assessment. Site management when initiating evacuations will nominate designated muster areas. Muster areas will generally be in site car parks but may be in any areas nominated by site management if car parks pose risk or only partial evacuations are required.

All types of evacuations will be initiated by site management using site radio; the weighbridge operator will hold any vehicles and prevent them entering the site. The weighbridge operator will be nominated to call the emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. The weighbridge operator will meet the emergency services at the site entrance and direct them to the scene of the emergency. Where required the Site Manager will nominate a member of site staff as a guide to accompany the emergency services to the scene.

Site staff will be required to co-ordinate the evacuation and ensure all visitors and contractors proceed on foot to the designated muster areas. Site staff will co-ordinate with each other and management via site radios to ensure all persons have left the danger areas. All vehicles including site plant not responding to the emergency should be parked up in safe areas and persons should proceed to the designated muster areas on foot. Unnecessary vehicle movements could impede the emergency operation and create a hazard to site pedestrians.

Due to the size of the sites, where necessary site management will position sentries in strategic safe areas (i.e. access roads and paths) to prevent persons entering/re-entering the danger areas.

A member of site staff will be nominated to take visitors books and a list of vehicles still on site to site management at the muster points. Site Management will undertake a roll call to ensure all persons have left the danger areas. Management will co-ordinate with the emergency services to search for any missing persons and to tackle the incidents. Site Management will instruct and not allow any persons who are not involved in tackling the incidents to re-enter the danger areas until they have been declared safe after consultation with the emergency services.

Site Management should inform the Director or Managing Director at the earliest opportunity. Directors will contact the Health, Safety and Environmental Managers who will contact the Environment Agency and HSE as required. Directors and senior managers will then assist with the emergency response.

### 6.18 Fire

Any person discovering a fire should inform site management immediately with an assessment of the situation. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

If possible, the person discovering the fire should fight the fire using appliances provided. Staff must not put themselves at risk to fight fires. All non-essential persons should be instructed to leave the area and report to the designated site muster point.

Unless the initial information indicates otherwise site management must immediately go to the vicinity of the fire to assess the situation and decide on a course of action.

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arrival at the site and direct them to the scene. Where necessary the Site Management will nominate a member of the site staff to accompany the emergency services. On arrival the emergency services will assume control of the situation, all instructions/advice given by them will be followed.

If the site management decides that the fire can be contained and safely extinguished with on-site equipment (inc. site plant). Using appropriate equipment the fire should be extinguished.

Where necessary Site Management will initiate either a full or partial site evacuation.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

#### **6.19 Unknown dangerous substance**

Any member of staff discovering an unknown dangerous substance in an operational area should immediately cease operations in that area and instruct all non-essential personnel to leave the scene.

Site Management should be informed immediately. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

Site Management will go to the site of the incident to assess the situation. If a chemist is available they should accompany site management to provide advice on the nature of the substance. If no site chemist is available site management will contact the Technical Manager or any company chemist for advice once he has gathered relevant information. If the substance is from a known waste stream the customer will be contacted for relevant information, in this case the Commercial Manager may be able to provide assistance and will be consulted. Applicable COSHH data/assessments or safety data sheets should also be consulted if available.

The Site Manager/Site Chemist should positively identify, if possible, any chemical involved by e.g. odour, colour, labelling of container/s. If any container/substance has to be handled the following minimum protective equipment should be worn and standby man positioned with site communications (unless the substance is known and COSHH data directs otherwise).

- ◆ Microguard 3000 disposable chemical suit
- ◆ Full face respirators with ABEK1 & P3 filters
- ◆ PVC wellingtons & gauntlets
- ◆ Gas detector O<sub>2</sub>, LEL for methane & H<sub>2</sub>S in alarm mode.

If the gas detector goes into alarm mode at any time, personnel should leave the area immediately. Standby men should summon the emergency services where problems are encountered.

Once site management have assessed the situation and received advice from a company chemist or Technical Manager etc. he will formulate a plan of action.

If having assessed the situation and received advice from technical staff site Management feel operations can safely continue they will allow operations to re-commence.

In all other cases the substance should be isolated by coning/fencing off the area until the incident is dealt with. If possible operations can be shifted to an unaffected area of the site and operations will be allowed to re-commence.

If it's considered unsafe to allow operations to continue and persons are judged to be in serious and imminent danger, site management will initiate either a full or partial site evacuation.

Where it is deemed necessary and safe to do so, site personnel may clean up contaminated material following the spillage procedures, 7.4 below. In all other cases decisions on clear up operations will be left to the emergency services and senior management. Persons should not be subjected to significant risk to clear up spillages.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

## **6.20 Spillage**

The person finding a spillage of hazardous liquid should clear the immediate area of all personnel and isolate the area and inform site management ASAP. Where safety is not compromised, the person discovering the spill is to attempt to contain it and prevent it entering environmentally sensitive areas.

Site management on arrival at the scene will assess the situation as per unknown dangerous substances procedures, 7.3 above.

Where it is judged to be safe to clean up spills on site the minimum personal protective equipment detailed in 7.3 above will be worn (unless the substance is definitely known and COSHH data directs otherwise).

Site staff when clearing up spills are to stop the source of the spills if possible and contain them and prevent them from spreading, especially towards any watercourses. Site staff will utilise spill kits, booms, spill absorbent, drums and shovels to clear up any spills. Staff will limit the handling of any waste material using tools i.e. shovels etc. Persons should not be subjected to significant risk to clear up spillages.

On completion any contaminated absorbents should be placed in a container for safe disposal at a site licensed or exempted by the Environment Agency for the material concerned.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

## **6.21 Unlawful Visitors**

Site staff encountering unlawful visitors should inform site management immediately. Where possible ensure that trespassers are escorted safely off site. If any trespassers are in an operational area site staff will ensure that operations in that area cease immediately. Operations should not recommence until trespassers are clear of the area.

If required site management will contact the Police for assistance.

Site staff are to report all evidence of break-ins or trespass to site management at the earliest opportunity.

Site staff are to report all broken/compromised or unserviceable security devices e.g. fences, gates, locks, doors, alarms and CCTV to site management at the earliest opportunity.

## **6.22 Fatalities and Serious Injuries**

All serious injury or incident is to be reported to site management immediately. The initial report should give an indication of the severity of the injury/incident. Site management will decide from the information received on a course of action.

Site weighbridges will also be contacted via site radio. Weighbridges will hold all traffic entering the site and where necessary contact the emergency services i.e. ambulance, police, fire etc. In cases of serious or imminent danger to persons, site management will initiate full or partial site evacuations as in section 7.1. Where called the management of all incidents will be handed over to the emergency services and their instructions followed.

First aid initial response will be provided by on-site staff where this can be done safely. In all other cases first aid will be left to the emergency services.

Once the threat of serious and imminent danger has passed, site management should ensure that incident areas are isolated, sentries posted and evidence is undisturbed to allow internal and external investigations to be undertaken when required. As soon as possible senior management will be contacted, who will when required, report incidents to the Health and Safety Executive as required by RIDDOR. Senior management will initiate internal investigations where required and ensure the company co-operates with all investigations undertaken by statutory authorities.

### 6.23 Major Incidents

If a major incident occurs e.g. major fire or contamination/pollution incident the Site Manager will evacuate the site of all non-essential personnel as per site evacuation procedures detailed in 7:1. Where necessary the emergency services will be called and they will take charge of the incident.

Every effort will be made where possible to minimise the impact of the incident. Staff will not put themselves at risk in doing so. Where required the local population around the site will be informed of the incident and control measures by the Police.

Site Management are to immediately contact and brief the Director (in his absence the Managing Director or any Senior Manager). The Director will then assume overall responsibility for the situation and ensure that, where required, statutory enforcement agencies (i.e. HSE & EA) are informed without delay. Where possible the Director will travel to the site and take charge of the emergency as regards to the CWM's role.

Operations will not re-commence and personnel will not be allowed back into the affected area until the Director, after consultation with the emergency services where necessary, has given his permission to do so.

### 6.24 Incidents at Weekends & Out of Hours

During manned periods at weekends or outside of normal working hours at least two employees will be required to be on sites at all times. One operative will be nominated to assume the role of site management and the other to assume the role of site weighbridge operators. Operatives will contact senior management via the company emergency contact list as soon as it is possible to do so and hand over management of the incident.

For unmanned periods, site emergency contact details will be given to the local Police so company officials can be contacted should an incident occur out of hours.

### 6.25 Drills

At least two emergency drills involving site evacuation will be undertaken on each Transfer Station every year. At least one drill will involve fire emergency procedure.

### 6.26 Internal Contact Numbers

Managing Director	M. Bareham	07887744182
Director	C. Riddell	07899983674
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HWRC Manager	B. Carruthers	07786626250
Compliance Manager	P Woodhouse	07876552056
Head Office		01228 822100



## 7 Emergency Plan

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A detailed Emergency Plan will be kept on site, controlled copies held by Site Manager, and critical information displayed on the site notice boards.

### 7.17 Site Evacuation

In cases of incidents involving serious and imminent danger to persons on site (i.e. from fire, dangerous substances, landfill gas, explosion after fire etc), site management will initiate either a full or partial evacuation of the site after initial assessment. Site management when initiating evacuations will nominate designated muster areas. Muster areas will generally be in site car parks but may be in any areas nominated by site management if car parks pose risk or only partial evacuations are required.

All types of evacuations will be initiated by site management using site radio; the weighbridge operator will hold any vehicles and prevent them entering the site. The weighbridge operator will be nominated to call the emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. The weighbridge operator will meet the emergency services at the site entrance and direct them to the scene of the emergency. Where required the Site Manager will nominate a member of site staff as a guide to accompany the emergency services to the scene.

Site staff will be required to co-ordinate the evacuation and ensure all visitors and contractors proceed on foot to the designated muster areas. Site staff will co-ordinate with each other and management via site radios to ensure all persons have left the danger areas. All vehicles including site plant not responding to the emergency should be parked up in safe areas and persons should proceed to the designated muster areas on foot. Unnecessary vehicle movements could impede the emergency operation and create a hazard to site pedestrians.

Due to the size of the sites, where necessary site management will position sentries in strategic safe areas (i.e. access roads and paths) to prevent persons entering/re-entering the danger areas.

A member of site staff will be nominated to take visitors books and a list of vehicles still on site to site management at the muster points. Site Management will undertake a roll call to ensure all persons have left the danger areas. Management will co-ordinate with the emergency services to search for any missing persons and to tackle the incidents. Site Management will instruct and not allow any persons who are not involved in tackling the incidents to re-enter the danger areas until they have been declared safe after consultation with the emergency services.

Site Management should inform the Director or Managing Director at the earliest opportunity. Directors will contact the Health, Safety and Environmental Managers who will contact the Environment Agency and HSE as required. Directors and senior managers will then assist with the emergency response.

### 7.18 Fire

Any person discovering a fire should inform site management immediately with an assessment of the situation. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

If possible, the person discovering the fire should fight the fire using appliances provided. Staff must not put themselves at risk to fight fires. All non-essential persons should be instructed to leave the area and report to the designated site muster point.

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# Plan 1.35 Flusco Transfer Station Service Delivery Plan

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## CONTENTS

### Plan 1.35 Flusco Transfer Station Service Delivery Plan

<b>1.1</b>	<b>Introduction</b>	
	Error! Bookmark not defined.	
<b>1.2</b>	<b>Overview</b>	
	Error! Bookmark not defined.	
1.2.1	Waste Reception Process	
	<b>Error! Bookmark not defined.</b>	
1.2.2	Waste Transfer Process	
	<b>Error! Bookmark not defined.</b>	
<b>1.3</b>	<b>Site Details</b>	
	Error! Bookmark not defined.	
1.3.1	Location	7
1.3.2	Area	7
1.3.3	Age of Site	7
1.3.4	Capacity	7
1.3.5	Planning	7
1.3.6	Environmental Permit	7
1.3.7	Owner of Site	8
1.3.8	Operator	8
1.3.9	Description of the Infrastructure	
	<b>Error! Bookmark not defined.</b>	
1.3.10	Contractual Capacity	
	<b>Error! Bookmark not defined.</b>	
1.3.11	Parking	
	<b>Error! Bookmark not defined.</b>	
<b>1.4</b>	<b>Hours of Operation</b>	
	Error! Bookmark not defined.	
<b>1.5</b>	<b>Other Facilities on the site</b>	
	Error! Bookmark not defined.	
<b>1.6</b>	<b>Site Access</b>	
	Error! Bookmark not defined.	
<b>1.7</b>	<b>Traffic Management Plan</b>	
	Error! Bookmark not defined.	
<b>1.8</b>	<b>Acceptable Contract Waste</b>	
	Error! Bookmark not defined.	

<b>1.9</b>	<b>Specific Waste Items</b> Error! Bookmark not defined.	
<b>1.10</b>	<b>Authorised Vehicle Acceptance Procedure</b> Error! Bookmark not defined.	
1.10.1	Acceptance of authorised vehicles Error! Bookmark not defined.	
<b>1.11</b>	<b>Authorised Vehicles Carrying Suspected Non-Contract Waste</b>	<b>13</b>
<b>1.12</b>	<b>Weighbridge Procedure Arrival</b> Error! Bookmark not defined.	
<b>1.13</b>	<b>Quarantine Areas/Procedure</b> Error! Bookmark not defined.	
<b>1.14</b>	<b>Unloading of Contract Waste at Transfer Station</b> Error! Bookmark not defined.	
1.14.1	Contract Waste Intended for MBT <b>Error! Bookmark not defined.</b>	
1.14.2	Acceptance of Specific Waste Items <b>Error! Bookmark not defined.</b>	
<b>1.15</b>	<b>Weighbridge Procedure Departure</b>	<b>16</b>
<b>1.16</b>	<b>Unauthorised Vehicle Procedure</b> Error! Bookmark not defined.	
<b>1.17</b>	<b>Site Closures</b> Error! Bookmark not defined.	
<b>1.18</b>	<b>Rejected Waste Loads, Rejected Waste Items and Non-Conforming Waste</b> Error! Bookmark not defined.	
<b>1.19</b>	<b>Delivery Vehicle Breakdown</b> Error! Bookmark not defined.	
<b>1.20</b>	<b>Smouldering Loads</b> Error! Bookmark not defined.	
<b>1.21</b>	<b>Vehicles that represent a Health and Safety or Litter Hazard</b> Error! Bookmark not defined.	
<b>1.22</b>	<b>Weighbridge Documentation</b> Error! Bookmark not defined.	
1.22.1	Hazardous Waste	19
1.22.2	Duty of Care / Environmental Permit	19
1.22.3	Registered Waste Carriers	20
<b>1.23</b>	<b>Outgoing Waste</b>	<b>20</b>
<b>1.24</b>	<b>Contractor Transfer Vehicle</b>	<b>20</b>
1.24.1	Overweight Vehicle	20
<b>1.25</b>	<b>Third Party Waste</b> Error! Bookmark not defined.	
<b>1.26</b>	<b>Record Keeping</b> Error! Bookmark not defined.	
<b>1.27</b>	<b>Site Security</b>	<b>20</b>
<b>1.28</b>	<b>Signage</b>	<b>20</b>

- 1.29 Local Accident and Emergency Departments**  
Error! Bookmark not defined.
- 1.30 Non-Permitted Waste**  
Error! Bookmark not defined.
- 1.31 Vehicle Turnaround Times**  
Error! Bookmark not defined.
- 1.32 Failure to achieve turnaround times due to Health and Safety issues**  
Error! Bookmark not defined.
- 1.33 Failure to Comply with Site Rules**  
Error! Bookmark not defined.
  - 1.33.1 Initial verbal warning  
**Error! Bookmark not defined.**
  - 1.33.2 1<sup>st</sup> Breach  
**Error! Bookmark not defined.**
  - 1.33.3 2<sup>nd</sup> Breach  
**Error! Bookmark not defined.**
  - 1.33.4 3<sup>rd</sup> Breach  
**Error! Bookmark not defined.**
  - 1.33.5 Probation period  
**Error! Bookmark not defined.**
  
- 2. Facility Management Plan**  
Error! Bookmark not defined.
  - 2.1 Staffing Structure**  
Error! Bookmark not defined.5
  - 2.2 Management Procedures**  
Error! Bookmark not defined.
    - 2.2.1 Daily Control Sheets**  
Error! Bookmark not defined.
    - 2.2.2 Monthly Control Sheets**  
Error! Bookmark not defined.
    - 2.2.3 Quarterly Control Sheets**  
Error! Bookmark not defined.
    - 2.2.4 Annual Control Sheets**  
Error! Bookmark not defined.
  - 2.3 Training**  
Error! Bookmark not defined.
  - 2.4 Induction Training**  
Error! Bookmark not defined.6
  - 2.5 Waste Acceptance and Control Systems and Procedures**  
Error! Bookmark not defined.
  - 2.6 Toolbox Talks**  
Error! Bookmark not defined.
  - 2.7 Site Staff Management**  
Error! Bookmark not defined.

<b>2.8</b>	<b>Complaints Management Procedure</b> Error! Bookmark not defined.	
<b>2.9</b>	<b>Gathering of Accurate Information and Data</b> Error! Bookmark not defined.	
<b>2.10</b>	<b>Inspection Responsibilities and Monitoring Schedules</b> Error! Bookmark not defined.	
<b>2.11</b>	<b>Nuisance, Litter and Pest Control</b> Error! Bookmark not defined.	
<b>2.12</b>	<b>Business Continuity Plan/Contingency Arrangements</b> Error! Bookmark not defined.	
<b>2.13</b>	<b>Search for Lost Property</b> Error! Bookmark not defined.	
<b>2.14</b>	<b>Weighbridge System Failure</b>	<b>30</b>
<b>3.</b>	<b>Health and Safety Plan</b> Error! Bookmark not defined.	
<b>3.1</b>	<b>Risk Assessment and Safe Systems of Work</b>	<b>31</b>
<b>3.1.1</b>	<b>Inventory of Assessments</b>	<b>31</b>
<b>3.1.2</b>	<b>General Site and Job/Task Specific Assessments</b>	<b>30</b>
<b>3.1.3</b>	<b>Noise Assessments</b>	<b>30</b>
<b>3.1.4</b>	<b>COSHH Assessments</b> Error! Bookmark not defined.	
<b>3.1.5</b>	<b>Safe Working Procedures</b> Error! Bookmark not defined.	
<b>3.1.6</b>	<b>Risk Assessment and Safe System of Work Review</b>	<b>31</b>
<b>3.1.7</b>	<b>Employee Involvement</b>	<b>32</b>
<b>3.1.8</b>	<b>Site Rules</b>	<b>32</b>
<b>3.1.9</b>	<b>First Aid Facilities</b>	<b>32</b>
<b>3.1.10</b>	<b>Qualified First Aid Persons</b>	<b>32</b>
<b>3.1.11</b>	<b>Medical Assistance</b>	<b>32</b>
<b>3.1.12</b>	<b>Fire Safety Plan and Other Emergencies</b>	<b>33</b>
<b>3.1.13</b>	<b>Chemical Safety &amp; Emergencies</b> Error! Bookmark not defined.	
<b>3.2</b>	<b>Accidents and Incidents</b> Error! Bookmark not defined.	
<b>3.2.1</b>	<b>Reporting</b>	<b>33</b>
<b>3.2.2</b>	<b>Investigation</b> Error! Bookmark not defined.	
<b>3.2.3</b>	<b>Documentation</b>	<b>34</b>
<b>3.2.4</b>	<b>Hazard Reporting</b>	<b>34</b>
<b>3.2.5</b>	<b>Safety Inspections</b>	<b>34</b>

<b>3.3</b>	<b>Monitoring and Auditing</b>	
	Error! Bookmark not defined.	
<b>3.3.1</b>	<b>Proactive Monitoring</b>	
	Error! Bookmark not defined.	
<b>3.3.2</b>	<b>Safety Inspections</b>	
	Error! Bookmark not defined.	
<b>3.3.3</b>	<b>Job Safety Monitoring</b>	
	Error! Bookmark not defined.	
<b>3.3.4</b>	<b>Health and Safety Manager Inspections</b>	
	Error! Bookmark not defined.	
<b>3.4</b>	<b>Audits</b>	<b>35</b>
<b>3.4.1</b>	<b>Health and safety audits will be carried out at the facility to assess:</b>	<b>35</b>
<b>3.4.2</b>	<b>Health Surveillance</b>	<b>35</b>
<b>3.4.3</b>	<b>COSHH Monitoring</b>	
	Error! Bookmark not defined.	
<b>3.4.4</b>	<b>Professional Advice and Statutory Bodies</b>	
	Error! Bookmark not defined.	
<b>3.5</b>	<b>Consultation</b>	
	Error! Bookmark not defined.	
<b>3.5.1</b>	<b>General Consultation</b>	
	Error! Bookmark not defined.	
<b>3.5.2</b>	<b>Formal Health and Safety Meeting</b>	
	Error! Bookmark not defined.	
<b>3.5.3</b>	<b>Safety Representatives</b>	<b>37</b>
<b>3.5.4</b>	<b>Notices</b>	<b>37</b>
<b>3.5.5</b>	<b>Contractors, Visitors and Other Site Users</b>	
	Error! Bookmark not defined.	
<b>3.5.6</b>	<b>General Controls</b>	
	Error! Bookmark not defined.	
<b>3.5.7</b>	<b>Further Controls</b>	
	Error! Bookmark not defined.	
<b>3.5.8</b>	<b>Visitors</b>	
	Error! Bookmark not defined.	
<b>3.5.9</b>	<b>Visits by Statutory Authorities (i.e. Environment Agency/HSE)</b>	
	Error! Bookmark not defined.	
<b>3.6</b>	<b>PPE Issue and Usage</b>	<b>38</b>
<b>3.6.1</b>	<b>Issue</b>	
	Error! Bookmark not defined.	
<b>3.6.2</b>	<b>PPE Usage</b>	
	Error! Bookmark not defined.	
<b>3.6.3</b>	<b>Housekeeping and Premises</b>	
	Error! Bookmark not defined.	
<b>3.6.4</b>	<b>Health and Safety Training</b>	
	Error! Bookmark not defined.	

<b>4.</b>	<b>Maintenance Plan</b>	<b>40</b>
4.1	Maintenance Plan	40
4.2	Electrical Installation & Equipment	40
4.3	Mechanical Inspections	40
4.4	Lifting Equipment	40
4.5	Towing Chains and Eyes	40
4.6	Safety Harnesses and Anchor Points	40
4.7	Sheeting/Access Gantries and Fixed Ladders. Error! Bookmark not defined.	
4.8	Gas Detection Equipment Error! Bookmark not defined.	
4.9	Ladders and Other Access Equipment	41
4.10	Hand/Portable Tools	41
4.11	Planned Preventive and Condition Based Maintenance	41
4.12	Maintenance Operations and Permits to Work	42
4.13	Spot Hired Plant and Equipment	42
<b>5.</b>	<b>Environmental Protection Plan</b> Error! Bookmark not defined.	
5.1	Introduction	43
5.2	Waste Management Operations Error! Bookmark not defined.	
5.3	Permitted Wastes Error! Bookmark not defined.	
5.4	Waste Inputs Error! Bookmark not defined.	
5.4.1	Staffing and Understanding of Permit Error! Bookmark not defined.	
5.4.2	Specialist Instruction and Assistance Error! Bookmark not defined.	
5.4.3	Notification of Commencement, Cessation and Recommencement of Waste Handling Activities	44
5.4.4	Site Security	45
5.4.5	Control of Mud and Debris	45
5.4.6	Potentially Polluting Leaks and Spillages of Waste Error! Bookmark not defined.	
5.4.7	Fires on Site Error! Bookmark not defined.	
5.5	Waste Quantity Measurement System Error! Bookmark not defined.	

<b>6.</b>	<b>Emergency Plan</b>	
	Error! Bookmark not defined.	
<b>6.1</b>	<b>Site Evacuation</b>	
	Error! Bookmark not defined.	
<b>6.2</b>	<b>Fire</b>	
	Error! Bookmark not defined.	
<b>6.3</b>	<b>Unknown dangerous substance</b>	<b>47</b>
<b>6.4</b>	<b>Spillage</b>	<b>48</b>
<b>6.5</b>	<b>Unlawful Visitors</b>	<b>48</b>
<b>6.6</b>	<b>Fatalities and Serious Injuries</b>	<b>48</b>
<b>6.7</b>	<b>Major Incidents</b>	<b>49</b>
<b>6.8</b>	<b>Incidents at Weekends &amp; Out of Hours</b>	<b>49</b>
<b>6.9</b>	<b>Drills</b>	<b>49</b>
<b>6.10</b>	<b>Internal Contact Numbers</b>	<b>49</b>



# 1. Plan 1.35 Flusco Transfer Station Service Delivery Plan

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## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This plan is Number 35 and relates to the Flusco Transfer Station.

This document should be read in conjunction with the following documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "**Payment Mechanism**").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement

This Service Delivery Plan sets out the proposed operational details relating to the Flusco Transfer Station and fulfils the requirements of the Output Specification by providing details of the following:

- Operational plans
- Health and Safety Plan
- Quality Assurance Plan
- Maintenance Plan
- Emergency Plan

It is to be read in conjunction with the following overall contract management documents.

- Environmental Management Plan
- Health, Safety and Welfare Plan
- Community Liaison Plan
- Human Resources Plan
- Fire Safety Plan

The main purpose of the Waste Transfer Station is to receive and bulk Contract Waste from the Collection Authorities and load the Operator Vehicles to facilitate the delivery of Contract Waste to either the Northern or Southern Resource Park.

## 1.2 Overview

The Waste Transfer Station consists of the following buildings;

- Transfer Station Building and associated storage yard

- Weighbridge
- Site Office

The main purpose of the Waste Transfer Station is to receive and bulk Contract Waste from the Waste Collection Authorities and load the Contractor Vehicles to facilitate the delivery of Contract Waste to either the Northern or Southern Resource Park.

### **1.2.1 Waste Reception Process**

Vehicles containing Contract Waste will enter the facility via the weighbridge. All vehicles will be weighed on entering the site.

Vehicles will then be directed by site operatives to the designated tipping area.

All waste will be discharged from the vehicles onto a concrete apron undercover unless special circumstances require otherwise.

Vehicles will then exit the site via the weighbridge where the weighbridge operator will weigh the vehicle out and the Authorised Vehicle driver will be provided with a weighbridge ticket.

### **1.2.2 Waste Transfer Process**

Bulk haulage vehicles operated by the Contractor shall enter the facility via the weighbridge where all vehicles will be weighed in to the site.

Vehicles shall then be directed by site operatives to the appropriate loading point. The vehicle will then be loaded with waste using the mechanical loading shovel.

The vehicle will then exit the site via the weighbridge where the weighbridge operator weigh the vehicle out and the driver given a weighbridge ticket

## **1.3 Site Details**

### **1.3.1 Location**

The Transfer Station is located at National Grid Reference NY 465 293, approximately 5km east of Penrith, Cumbria.

### **1.3.2 Area**

The site covers an area of approximately 0.75 ha.

### **1.3.3 Age of the site**

The site has been operational since 2010.

### **1.3.4 Capacity**

The site is permitted to accept up to 75,000 tonnes of household, commercial and industrial waste per annum.

### **1.3.5 Planning**

Planning consent was granted on 23<sup>rd</sup> June 2008 reference number 3/08/9006

### **1.3.6 Environmental Permit**

Permit number EPR/BM5941IH

Variation number EPR/BM5941IH/V002

The Authority will be provided with a copy of the Environmental Permit within one month of Contract commencement and any subsequent amendments within one month of their receipt by CWM.

### **1.3.7 Owner of the site**

The land is owned by Inglewood Properties Ltd and leased to Lakeland Waste Management Ltd. Cumbria Waste Management Ltd owns 50% of the shares in Lakeland Waste Management Ltd.

### **1.3.8 Operator**

Operated by the Lakeland Waste Management Limited

### **1.3.9 Description of the Infrastructure**

The site is split level and comprises two weighbridge decks, transfer station building, storage yard, site office, welfare facility and quarantine area.

The facility has been designed to accept Contract Waste delivered by Waste Collection Authority Vehicles. The facility can accept compaction and non-compaction refuse collection vehicles up to 32 tonnes gross vehicle weight (gvw), including skip vehicles.

### **1.3.10 Contractual Capacity**

The facility is designed to receive in and transfer out unsorted Contract Waste, with a capacity of up to a maximum 79.05 tonnes per day and have the ability in an emergency to store up to 4 days average contract waste up to a maximum of 316.2 tonnes.

During normal operations the Contractor will arrange for the transfer of Contract Waste to ensure the Environmental Permit and Planning Conditions are complied with and amenity issues are minimised.

### **1.3.11 Parking**

Parking spaces will be available to accommodate all related staff either working at or visiting the site.

## **Operations Plans**

### **1.4 Hours of Operation**

The Opening Hours of the transfer facility are 08:00 to 16:00 hours Monday to Friday; receipt of Contract Waste outside these hours is by prior agreement only.

The Contractor shall receive Contract Waste at the Transfer Station outside the Opening Hours where requested by the Authority, given reasonable notice of any such request by the Authority, provided that the Contractor has in place or has been able to obtain any Necessary Consents and approvals from a Relevant Authority;

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, Transfer Station shall be available for the reception of Contract Waste on Bank Holidays and weekend days worked by WCAs in lieu of bank holidays except for Christmas Day, Boxing Day and New Years Day when requested by the Authority, provided that the Authority gives not less that [twenty] Working Days' notice of such days to the Contractor.

Provision shall be made for emergency opening outside the Opening Hours to accommodate late deliveries by WCAs, or their sub-contractors or agents, or civil emergencies caused by exceptional events. The Contractor will use all reasonable endeavours to make such provision available, but if unable to open as requested the Contractor will notify the Authority and make available alternative disposal points where possible.

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, the Transfer Station should be open on Saturdays and Sundays by prior arrangement with the Operator provided that the Operator gives not less than [twenty] Working Days notice to the Contractor on a scheduled basis to accommodate additional general collection campaigns or events.

The facility will be available for loading of Contractor Vehicles from 08:00 to 16:00 hours Monday to Friday including Bank Holidays except for Christmas, Boxing Day and New Year's Day. Operation outside these hours is by prior agreement only.

### 1.5 Other Facilities on the site

The site reception area comprises transfer shed, manager's office, weighbridge office, mess room, storage areas and toilet block. They are connected to mains electricity and telephone. There is also adequate parking for both staff and visitors.

Other activities that form part of the Environmental Permit installation are:

- Non hazardous landfill.
- Leachate treatment.
- Gas management plan.
- Household Waste Recycling Centre.

### 1.6 Site Access

Access to the site is via a minor road, U3149 from the U3148 to the village of Newbiggin. The access road leading to the site reception area is constructed from tarmac and concrete. The access has secure metal gates to prevent non-operational vehicle accessing the site when closed. The internal access route from the weighbridge to the transfer building is via a tarmac road.

### 1.7 Traffic Management Plan

On-site vehicle speeds will be monitored periodically and appropriate controlling action will be taken, if necessary. A crawling speed limit of 10 mph will be imposed and maintained at all times, aided by traffic calming measures. Signs giving safety information, traffic directions and speed limit will be erected where appropriate.

### 1.8 Acceptable Contract Waste

The Site will accept Contract Waste in accordance with its Planning Permission, Environmental Permit, directly applicable legislation and/or any registered exemption. Any waste which is delivered which cannot be accepted in accordance with the above will be a Rejected Load and dealt with as specified below at 2.11.

### 1.9 Specific Waste Items

The table below sets out which Specific Waste Items can be accepted at the Flusco facility (this includes acceptance under all Environmental Permits and Exemptions that are relevant to the facility including the landfill).

SPECIFIC WASTE ITEMS	FLUSCO FACILITY	FLUSCO TRANSFER ONLY	Notes
	Accepted Yes/No	Accepted Yes/No	
Animal Carcasses – small (<=25kg)	Yes	No	1
Animal Carcasses – medium (>25kg)	Yes	No	1

SPECIFIC WASTE ITEMS	FLUSCO FACILITY	FLUSCO TRANSFER ONLY	Notes
	Accepted Yes/No	Accepted Yes/No	
<500kg)			
Animal Carcasses – large (>=500kg)	Yes	No	1
Batteries (domestic)	Yes	Yes	2
Batteries (automotive)	Yes	Yes	3
Boats	Yes	No	4
Bonded Asbestos Waste	Yes	Yes	5
Caravans	Yes	No	6
Clinical Waste (general) if in identifiable clinical waste bag or container	Yes	Yes	7
Clinical Waste (contaminated furniture and fittings)	Yes	No	8
Gypsum	No	Yes	9
Hazardous Waste not included in other categories (this includes, but is not limited to: - paints and solvents, household and garden chemicals, laboratory chemicals, fly-tipped hazardous waste within 50 metres of the HWRC site.	Nick to check		10
Oily Beach Waste	No	No	11
Trailers	Yes	No	12
Tyres	Yes	Yes	13
Used gas bottles	No	Yes	14
Used Oils	Yes	Yes	15
Waste arising under WCA and WDA obligations arising from Emergency Planning Legislation			16
WEEE including:- <ul style="list-style-type: none"> <li>• refrigerators and freezers and other household appliances that contain Ozone-Depleting Substances (“ODS”)</li> <li>• televisions and monitors</li> <li>• fluorescent tubes</li> <li>• household appliances, which is categorised also as Bulky Waste</li> <li>• all other WEEE</li> </ul>	Yes	Yes	17
Pressurised containers	No	Yes	18
Fire extinguishers	No	No	19
Toner cartridges	Yes	Yes	20
Radioactive material (excluding smoke alarms)	No	No	21
SPECIFIC WASTE ITEMS	FLUSCO FACILITY	FLUSCO TRANSFER ONLY	Notes

SPECIFIC WASTE ITEMS	FLUSCO FACILITY	FLUSCO TRANSFER ONLY	Notes
	Accepted Yes/No	Accepted Yes/No	
	Accepted Yes/No	Accepted Yes/No	
Petrol or other inflammable fuels	Yes	Yes	22
Fireworks	Yes	Yes	23
Flares	No	No	24
Bombs and unexploded ordnance	No	No	25
Dirty, contaminated and man-made wood	Yes	Yes	26

1 The site can accept dead animals for transfer to landfill in accordance with Animal By-Product legislation; at present this means CWM can accept for transfer to landfill wild animals and pets but not farmed animals. CWM cannot accept pets or wild animals for transfer to landfill if they have a disease communicable to humans or animals without Notice to do so (foot and mouth etc.) If animals are of a type that cannot be accepted for transfer to landfill CWM will make arrangements for them to be either transferred or delivered directly to an appropriately authorised facility.

2 The site can accept batteries in EWC code 20 01 34 that is all batteries except lead acid batteries, Ni Cd batteries, mercury containing batteries and unsorted batteries containing these batteries. Batteries not in EWC code 20 01 34 can be accepted for storage in limited quantities.

3 See 2 above (storage only)

4 Flusco facility can accept boats in EWC code 16 01 06 that is boats containing neither liquids nor other hazardous components. All other boats cannot be accepted.

5 Storage only.

6 As for 4 above except read 'caravan' for 'boat'.

7 The site can accept for landfill clinical waste in EWC code 18 01 04 that is waste where collection and disposal is not subject to special requirements in order to prevent infection (for example dressings, plaster casts, linen, disposable clothing, diapers). Other clinical waste can be accepted for storage within permit limits. It would be expected that any waste that needed to be disposed of in some special way so as to prevent harm to humans would be so disposed of under medical advice and not sent to CWM sites.

8 Acceptance or otherwise would depend on the type of furniture, source of furniture (domestic or otherwise) and type of contamination. The most common sort of waste in this category is beds/chairs etc in which a person has died and maybe stayed in for some time prior to being discovered. Generally CWM can accept this type of material for landfill, however it needs to be more accurately described than 'Clinical Waste (contaminated furniture and fittings)' in order to make the decision.

9 Following new Environment Agency low risk position statement received CWM could have storage at Flusco of up to 20 tonnes (LRW339). CWM will inform the Operator when this arrangement is in place.

10 The site can store most hazardous waste in limited quantities however, a more accurate description would be needed to make a correct decision. Hazardous non household waste cannot be accepted at Flusco or Flusco Transfer Station for storage with any of the following characteristics:

Consisting solely or mainly of dust, powders or loose fibres

Hazardous wastes with these hazard codes:

- H1 Explosive (except waste with code 16 04 02\* (Fireworks))
- H9 Infectious
- H10 Teratogenic
- H11 Mutanogenic
- H12 Substances or preparations which release toxic or very toxic gases in contact with water, air or an acid.

11 In almost all circumstances oily beach waste will be hazardous the site could not accept this waste for transfer. The likely scenario is that the Contractor will make arrangements for the waste to be collected and transferred direct to a suitable disposal or recovery facility..

12 As for note 4 above, except read 'trailer' for 'boats'.

13 For storage only.

14 These can be accepted at Distington hazardous waste transfer station and Flusco Transfer Station.

15 Oils cannot be landfilled but limited quantities can be stored.

16 Acceptance or otherwise depends on what the waste is, sites are not permitted by reference to waste types described in this way. Normally under emergency situations, if acceptance was the most appropriate option the Contractor would expect the regulator to consent to the deposits or the Site Operator to be served a Notice requiring them to accept it.

17 The site can accept all these waste but not for landfill. Certain household appliances can be legally landfilled, however this would be depended on what they are, and generally the site would expect this not to happen as they should be processed as WEEE.

18 As per 14 above

19 As per 14 above

20 The site can landfill toner cartridges in EWC code 18 03 18 that is waste printing toner not containing dangerous substances. If the toner does contain dangerous substances limited quantities can be stored on site.

21 The site cannot accept any radioactive waste that requires a Permit for disposal under the Pollution Prevention and Control Act 1999 and associated Regulations. Waste that are of low activity (normally < 0.4 becquerels per gram of mass) can normally be accepted under various exemption orders relevant Radioactive Wastes.

22 Petrol and other flammable fuels/wastes cannot be landfilled; limited quantities can be accepted for storage and transfer.

23 As per 22 above

24 As per 22 above

25 The site would contact the Ministry of Defence/ Army bomb disposal team to deal with these.

26 These can be landfilled providing they are not hazardous. Limited quantities of hazardous wastes of this type can be stored and transferred.

If any waste cannot be accepted for landfill or storage at the sites then the Contractor will make arrangements for it to be delivered directly to a suitably authorised facility.

## **1.10 Authorised Vehicle Acceptance Procedure**

Only vehicles notified to the Contractor by the Authority as authorised to deliver Contract Waste will be allowed entry to the site under the terms of the Contract as set out below:

### **1.10.1 Acceptance of authorised vehicles**

- 1 When a vehicle arrives on site carrying Waste during the applicable Opening Hours it will be directed by site signage to the weighbridge.
- 2 The weighbridge operator shall, upon presentation at the weighbridge of a vehicle wishing to deposit Waste during the relevant Opening Hours:
  - 2.1 enter the vehicle registration number into the weighbridge system, and identify whether the vehicle is on the Authorised Vehicle List; and
  - 2.2 seek oral confirmation from the driver that the vehicle is carrying Contract Waste.
- 3 If the vehicle is an Authorised Vehicle confirmed by the driver to be carrying Contract Waste both the weighbridge operator and the driver will:
  - 3.1 check that the vehicle does not contain smouldering loads or is a health and safety risk or breach the relevant Necessary Consents;
  - 3.2 check that the vehicle does not pose a litter hazard;
  - 3.3 enquire as to the type of Contract Waste being carried and then check associated paperwork, if any, where required. Where possible the weighbridge operator will visually check that the vehicle is not carrying any Waste which the Landfill Site is not permitted to accept in accordance with Necessary Consents; and
  - 3.4 ensure that the driver provides all information required under the Duty of Care Obligations as set out in Section 35 of the Waste (England and Wales) Regulations 2011 and associated regulations including the information required by the site's Permit. If applicable, compliance with the Hazardous Waste Regulations 2005 is required.
  - 3.5 record the number of operatives in the vehicle when the weight is taken and instruct all operatives to remain within the vehicle, excluding the driver whilst ejecting the load, or crews depositing Specific Waste Items, until the full weighing process is complete.

If the weighbridge operator is satisfied that the vehicle is approved to proceed, the gross weight (via the calibrated weighbridge), waste type, vehicle registration number, and time will be recorded by the weighbridge operator in the weighbridge system. The Collection Authority district the waste was collected from will also be recorded. The vehicle will then be directed to a tipping area or where on site to unload the waste.

Thereafter the vehicle will be managed as set out in the WAP

### **1.11 Authorised Vehicles Carrying Suspected Non-Contract Waste**

1. If a vehicle presenting itself at the weighbridge upon its entry to the Site is on the Authorised Vehicle List but the weighbridge operator acting reasonably is of the opinion that the vehicle is not carrying Contract Waste, the weighbridge operator will contact the Site Supervisor who will decide acting reasonably, if the vehicle should be directed to the Quarantine Area. If the vehicle is directed to the Quarantine Area it will not be weighed at this stage.

2. The Site Supervisor will provide details of the suspected Non Contact Waste to the Contractor who will then obtain confirmation from the Authority as to the status of the Waste.



3. If the Authority confirms that the Authorised Vehicle is carrying Contract Waste then the vehicle will be directed to the Weighbridge and processed in accordance with 2.7.1 above.
4. In the event that the Authority instructs the Contractor that the load is not Contract Waste, the load will be rejected and the vehicle directed to leave the Site. The details of the incident will be recorded in the Site Diary.

### **1.12 Weighbridge Procedure Arrival**

Upon a vehicle arriving on the weighbridge the weighbridge operator will check the vehicle's registration number against the list of Authorised Vehicles.

Provided the vehicle is authorised then the weighbridge operator will:

1. Request a description of the waste being delivered.
2. Request the appropriate code from the List of Waste (England and Wales) Regulations 2005 (as amended) commonly known as the EWC code.
3. Ensure all additional information required to comply with the Duty of Care obligations as set out in Regulation 35 of the waste (England and Wales) Regulations 2011 is exchanged. Check that where appropriate Waste Acceptance Procedure information required under the Environmental Permits of this site and the site of final disposal has been provided.
4. Determine which Waste Collection Authority district the waste came from or if a specific waste item from the place of origin.
5. Check that the vehicle does not pose a health and safety hazard (e.g. smouldering load, visible vehicle defects) nor has the potential to cause litter. If it does it will be dealt with in accordance with 2.14.
6. Determine whether the load contains:
  - a. Wholly Contract Waste destined for transfer.
  - b. Specific Waste Items charged per unit.
  - c. Specific Waste Items charged per tonne.
  - d. A mix of any of the above.
  - e. Non permitted waste.
7. Where the load contains Specific Waste Items that are charged using a unit price the weighbridge operator will record the number of units.
8. Where the load contains a mix of Specific Waste Items charged on a tonnage and a unit price basis the unit priced Specific Waste Items will be accepted first. The vehicle will then be unloaded then return to the weighbridge where the tonnage charged Specific Waste Items will be accepted and unloaded next. Each individual Specific Waste Item stream priced per tonne will be weighed and recorded in such a way to ensure the actual weights of each Specific Waste Item stream is recorded.
9. If the load contains a mix of Specific Waste Items along with other waste destined for transfer, each element must be recorded and/or weighed as appropriate to ensure that an accurate record is made of each individual waste stream.
10. Where possible (e.g. caged vehicles) the weighbridge operator will visually check by CCTV that the vehicle is not carrying any waste the site is unable to accept.
11. If the vehicle is carrying waste that cannot be accepted at the site due to a condition of that site's Environmental Permit, provision relating to a registered exemption / non Waste

Framework exemption, regulatory enforcement position or directly applicable legislation then the load will be a Rejected Load and dealt with as set out at 2.11.

12. Record the number of people in the vehicle including the driver.
13. Take the gross weight of the vehicle and waste and enter it into the Weighsoft system, in doing so record the time and date.
14. Instruct the driver of the Authorised Vehicle where on site to unload the waste.
15. If the driver has not visited the site before or in the last twelve (12) months then they must make themselves known to the weighbridge operator before weighing in, signage in the weighbridge entrance will request this. The driver will be provided with a copy of the site rules and the rules specific to the WCA drivers operating under this contract see appendix 2, the driver will be asked to familiarise themselves with the rules. The vehicle will not be booked over the weighbridge until the induction has been completed and the driver has signed to confirm that the site rules are understood.

### **1.13 Quarantine Areas/Procedure**

The Site will provide a quarantine area to which vehicles will be directed if the load cannot be accepted or there are uncertainties about whether the load can be accepted.

On directing to the Quarantine area the Weighbridge Operator must ensure the vehicle has not weighed in. If it has the weighbridge ticket must be cancelled to ensure turnaround times do not apply.

There are many reasons why a vehicle may be asked to enter the quarantine area, examples of which are:

- Vehicles that pose an unacceptable health and safety risk.
- Incomplete paperwork accompanying the load.
- Vehicle not on the Authorised Vehicle List.
- The waste cannot be accepted under the Environmental Permit.
- The load is mis-described on the duty of care note.
- Confirmation required that waste is Contract Waste

In each case the Weighbridge Operator must contact the Operator and if required the Site Manager to resolve the issue.

The quarantine area is identified in blue on the attached plan See Appendix 1 (FP/114)

### **1.14 Unloading of Contract Waste at Transfer Station**

#### **1.14.1 Contract Waste Intended for MBT**

The Authorised Vehicle will be directed to the appropriate unloading area. If the site rules indicate that vehicles discharging waste in the unloading area require a banksman the crew of the Authorised Vehicle will be required to undertake this task. This practice should only be undertaken if the crew member is a trained banksman and it is the WCA responsibility to ensure that each crew has with it a trained banksman.

When the waste has been unloaded and as the waste is being pushed up for storage the loading shovel operator will be vigilant in order to identify:

1. Smouldering Waste
2. Non Permitted Waste
3. Specific Waste Items
4. Non Specification MBT Waste

If such items are identified they will be dealt with as set out in 2.14.

#### **1.14.2 Acceptance of Specific Waste Items**

For Specific Waste Items that require to be off-loaded the Authorised Vehicle will be directed to an appropriate off-loading transfer bay and the WCA or other relevant body must supply sufficient crew members to off-load the waste into the transfer bay in accordance with the site rules. Bays must be loaded to ensure that they do not pose a risk.

Unloaded Waste must be stored in such a manner so as to ensure that it does not pose an unacceptable health and safety risk. If there are less than two (2) operatives in the Authorised Vehicle the Contractor will assist in unloading the Waste and the turnaround times will not apply to such deliveries.

Turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

#### **1.15 Weighbridge Procedure Departure**

Upon exiting the site the vehicle will report to the weighbridge operator where the duty of care paperwork will be finalised, the tare weight, date, time and the origin of the waste will be recorded and the net weight calculated. The driver will be required to sign the weighbridge ticket to evidence the transaction.

The driver will be handed a copy of the weighbridge ticket for him to retain.

The weighbridge operator will not weigh a vehicle out of the site until the same number of personnel that were present in the vehicle when it weighed in are on board. In the event that a vehicle is delayed for this reason the weighbridge operator will record the incident and complete a delay notice which will be signed by the vehicle driver. The vehicle will then exit the site.

#### **1.16 Unauthorised Vehicle Procedure**

Upon a vehicle arriving at the weighbridge that is found by the weighbridge operator to be unauthorised the weighbridge operator will ascertain if the vehicle is claiming to be carrying Contract Waste on behalf of a WCA.

If this is the case, the vehicle will not be weighed and will be directed to the quarantine area, (turnaround times do not apply to this vehicle until authorised by Authority), and the weighbridge operator will contact the Contractor by email and telephone to ascertain whether the vehicle should have been notified as an Authorised Vehicle.

On confirmation from the Authority, the Contractor will provide by e-mail written confirmation to the site that the vehicle is or is not an Authorised Vehicle and provide the following information relevant to that vehicle:

- Vehicle type and the registration number.
- The vehicle operator.
- The WCA on whose behalf the vehicle is collecting for and if appropriate the name of the registered charity.

If the vehicle is confirmed to be an Authorised Vehicle the normal procedure as detailed will apply from receipt of such notification at the site.

If a vehicle is found to be falsely claiming to be authorised, the vehicle will be rejected (and requested to leave the site), the occurrence will be recorded in the site record book.

### **1.17 Site Closures**

Upon the arrival to site of an Authorised Vehicle if the site is closed within the agreed opening times as stated in the Output Specification and will not be open within 30 minutes the contingency arrangements will be activated.

### **1.18 Rejected Waste Loads, Rejected Waste Items and Non-Conforming Waste**

Vehicles will only be rejected if they are carrying a Rejected Load defined as;

1. The vehicle is carrying waste that the site cannot lawfully accept within the provisions of the site Environmental Permit, relevant registered exemption / non Waste Framework exemption, regulatory enforcement position or directly applicable legislation.
2. The vehicle is authorised but represents a hazard which cannot be rectified by the vehicle crew.
3. The relevant documentation is not complete or not supplied.
4. The waste is not confirmed as Contract Waste.

Where possible, each load will be visually inspected by CCTV by the Weighbridge Operator although it is recognised that in most cases the waste will not be visible and the weighbridge operator will rely on the description of the waste given.

In all cases where the load is to be rejected the weighbridge operator will instruct the vehicle to wait in the quarantine area and contact the Site Manager or deputy who will inform the Contractor of the nature of the incident and the procedure to be followed and if required notify the EA. The Authority will be notified of the details.

Any vehicles sent to the quarantine area that cannot be unloaded at the site will be allowed to park prior to contact being made with the Authority and the vehicle being rejected and redirected to an alternative disposal location.

Any vehicle which is initially rejected or quarantined where the issue is subsequently resolved, the waste will be accepted and the transaction will be handled in accordance with the procedure set out above. Where this results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration.

### **1.19 Delivery Vehicle Breakdown**

If a vehicle breaks down on site the following procedure will apply

1. If the vehicle breaks down before ejecting its load but has been weighed in the ticket will be cancelled and comments added to the ticket. Turnaround times will not be applicable in this case.
2. If the vehicle's load has been ejected an average tare weight for this type of vehicle will be recorded with the agreement of the Authority. The ticket will not be cancelled.
3. Where a puncture or breakdown results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration.

## **1.20 Smouldering Loads**

In the event of a smouldering load being identified when entering the site, the weighbridge operator will immediately report it to the Site Manager or their deputy and provided it is safe to do so, direct the driver to deposit the load in an area identified for smouldering loads and will be dealt with by site staff.

If the vehicle poses an immediate risk or site staff are unable to extinguish the load the Emergency Services will be asked to attend.

No further waste will be deposited in the vicinity of the smouldering load until it is safe to do so.

The Site Manager or their deputy will determine whether normal operations can continue safely.

The Authority will be informed as soon as is practicable of the incident and any implication to the acceptance of waste at the site.

If a smouldering load is identified after discharge, provided it is safe to do so the load will be dealt with by site staff, if unsafe to do so the Emergency Services will be asked to attend.

The incident will be recorded in the site record book and reported to the Authority and if required the Environment Agency.

Turnaround times shall not apply to any vehicle delayed as a consequence of a smouldering load.

## **1.21 Vehicles that represent a Health and Safety or Litter Hazard**

Vehicles that are identified as a health and safety or litter hazard at the weighbridge will be directed to a quarantine area where provided the vehicle crew can do so safely they will attempt to rectify the problem. If it is not possible to rectify the problem the Authority will be informed and the vehicle will remain in the quarantine area awaiting further instructions.

Vehicles that are identified as a health and safety or a litter hazard post discharge will be dealt with in line with this procedure.

Where this results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration.

## **1.22 Weighbridge Documentation**

### **1.22.1 Hazardous Waste**

All deliveries of Hazardous Waste where required must be accompanied by a Hazardous Waste consignment note (unless deposited in an emergency in which case a note must be provided as soon as possible after deposit). Unless accompanied by a correctly completed Hazardous Waste consignment note the load will be rejected.

Weighbridge operators will sign the "Consignee's" section of the Hazardous Waste Consignment note when the vehicle arrives at the site.

### **1.22.2 Duty of Care/Environmental Permit Required Information**

Waste cannot be accepted unless its delivery is compliant with the Duty of Care requirements set out in Section 34 of the Environmental Protection Act 1990 and Regulation 35 of the Waste (England and Wales) Regulations 2012 and the information required to be supplied by the site's permit has been supplied as well as compliance with the Hazardous Waste Regulations 2005 if applicable.

### **1.22.3 Registered Waste Carriers**

Carriers of Contract Waste must be properly registered to do so or be correctly exempt from the requirement to register. Registration numbers of registered carriers or the reasons for any exemption must be supplied prior to leaving the weighbridge.

### **1.23 Outgoing Waste**

Each vehicle taking Contract Waste off site will be weighed in and out of the site and a weighbridge ticket evidencing the transaction produced. Where vehicles are carrying only Specific Waste Items priced per unit the number of units will be recorded as well. All associated duty of care and Hazardous Waste obligations will be complied with and the destination of the waste will be recorded.

### **1.24 Contractor Transfer Vehicle**

Upon an Contractor Transfer Vehicle arriving at the weighbridge the vehicle driver will report to the weighbridge.

The vehicle driver will check that the vehicle does not pose a health and safety hazard (e.g. visible vehicle defects) nor has the potential to cause litter. If it does it will be dealt with in accordance with 2.15

If the driver has not visited the site before or in the last twelve (12) months then they must make themselves known to the weighbridge operator, signage in the weighbridge entrance will request this. The driver will be provided with a copy of the site rules and asked to familiarise themselves with the rules. The driver will then sign a form to confirm that an induction has been undertaken and they are familiar with the site rules.

The weighbridge operator will:

1. Take the tare weight of the vehicle and enter it into the Weighsoft system, in doing so record the time and date.
2. Instruct the driver of the Contractor Vehicle where on site to load the waste.

The Contractor Vehicle will return to the weighbridge to complete the duty of care paperwork, the gross weight, date and time will be recorded and the net weight calculated. The driver will be required to sign the weighbridge ticket to evidence the transaction.

The Contractor vehicle will then exit the site.

Drivers of Contractor Vehicles must comply with the Site Rules for waste collection vehicles delivering waste to or collecting waste from a transfer station on behalf of Cumbria County Council, Shanks Waste Management or a Waste Collection Authority see appendix 2.

#### **1.24.1 Overweight Vehicle**

On arrival at the weighbridge the driver will declare the maximum legal gross weight applicable for their particular vehicle unless already provided by the Contractor. The weighbridge operator is responsible for ensuring the driver is notified of any weight over the gross weight. The driver will be advised to return to the unloading area to discharge waste and reweigh. If the driver refuses to comply, the Weighbridge Clerk will record it and notify the Contractor.

### **1.25 Third Party Waste**

Third party waste will be accepted at the site, the Contractor will ensure by strict adherence to the Authorised Vehicle Acceptance procedure that only Contract Waste will be accepted.

## 1.26 Record Keeping

The following documents will be kept on site.

1. Site Environmental Permit and any variations
2. Site Environmental Permit Application and any associated documents (e.g. variation applications and schedule 4 Notice responses)
3. Site Planning permission
4. Site diary
5. Copies of Environment Agency Compliance Assessment Report (CAR 1) form

Copies of weighbridge tickets will be retained at Cumbria Waste Management Head Office or within secure storage for 6 years.

Information relating to the Services will be provided to the Authority in accordance with the provisions of the Performance Monitoring and Reporting Plan.

## 1.27 Site Security

The purpose of introducing security procedures is to prevent unauthorised waste disposal and safeguard company property from thieves and vandals. This is achieved by:

1. Preventing unauthorised access to the site.
2. Making buildings secure.
3. Immobilising plant out of working hours.
4. Locking up property or otherwise making it secure.
5. Utilising alarms, lights or other means to discourage intruders.
6. Prosecuting offenders whenever possible.
7. CCTV.
8. Reporting incidents of a nature agreed with the Operator to the Police.

Vehicular access to the site is via the main the main entrance gate. The gate will be locked outside operating hours, as will all buildings; CCTV is in operation at the weighbridge.

## 1.28 Signage

An identification board is situated at the entrance to the facility displaying the following information:

1. Operator's name and address;
2. Site name and address;
3. Opening hours;
4. Environment Agency contact details;
5. Emergency out-of-hours contact details;
6. Environmental Permit No.

This notice will be maintained in good order throughout the operational life of the site.

Additional signage identifying the following will be maintained on site:

1. Site Safety Rule notice board

2. Traffic calming
3. Speed limit
4. Directional informational signage

## 1.29 Local Accident and Emergency Departments

### Penrith New Hospital

Bridge Lane

Penrith

Tel: 01768 245300

### Police Stations

Penrith Police Station

Hunter Lane

Penrith

Tel: 0845 33 00 247

### Fire Services

Penrith Fire Station

Bridge lane

Penrith

Tel: 01768 862268

### Emergency Services

Tel: 999

## 1.30 Non-Permitted Waste

### Non-permitted waste, non-conforming waste and/or Specific Waste Items identified after discharge from the vehicle.

If non permitted waste, non-conforming waste or Specific Waste Items are identified post discharge from the vehicle, provided it is safe to do so site staff will attempt to remove such items of waste and take to an appropriate quarantine or storage area. The Authority will be notified.

If it is not possible to separate the load or the full load is identified as non-permitted or non-conforming after it has been discharged from the vehicle then it will be loaded into containers, quarantined, the Authority informed, the Environment Agency informed as is required under the Environmental Permit and the waste removed from the site and disposed of at an appropriately permitted facility as directed by the Authority.

If the load contains Specific Waste Items and it is not possible to separate the load then the Authority will be informed and further instructions will be requested.

In all cases of loads being rejected from site the registration number of the vehicle, date, time and reason for determining the load to be rejected will be recorded in the site record book and any performance deductions shall not apply.

Where problems are identified with a discharged load photographs will be taken of the waste.



Any vehicles sent to the quarantine area that cannot be unloaded at the site will be allowed to park prior to contact being made with the Authority and the vehicle being rejected and redirected to an alternative disposal location.

Any vehicle which is initially rejected or quarantined where the issue is subsequently resolved, the waste will be accepted and the transaction will be handled in accordance with the procedure set out above. Turnaround times will not apply in this situation. Where this results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration.

### **1.31 Vehicle Turnaround Times**

If a vehicle exceeds the 15 minute turnaround time for Authorised Vehicles excluding specific waste items, the driver will be asked to explain the reason for the delay to the weighbridge operator who will complete a delay notice form which will be signed by the driver and weighbridge operator.

This will detail;

1. The time the vehicle weighed on and off site
2. The vehicle registration
3. The reason for the delay

Should any Authorised Vehicle personnel wish to use on site welfare facilities they will only be allowed to do so either before or after the weighbridge procedure to avoid compromising the turnaround time target.

The vehicle driver will expedite the process of unloading/loading safely without delay or distraction. If the driver does not comply and this results in a turnaround time failure, mitigation will be supplied to the Authority who will act reasonably in consideration

In the case of Specific Waste Items turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

### **1.32 Failure to achieve turnaround times due to Health and Safety issues**

All reasonable measures will be taken to achieve a 15 minute turnaround time for each Authorised Vehicle. Where issues arise that in the Contractor's opinion may compromise the health and safety of the vehicle crew or site staff and also impact on the Site's ability to achieve the turnaround time the Contractor will:

1. Irrespective of turnaround times ensure the health and safety of the vehicle crew and transfer station staff.
2. Record full details of the issue/incident including if appropriate photographs.
3. Request that the vehicle driver signs the record sheet to acknowledge that it is a true and accurate record.
4. Provide details to The Authority. Where vehicles have not achieved a turnaround time due to health and safety concerns, mitigation will be supplied to the Authority who will act reasonably in consideration.

Where the failure to achieve turnaround time is as a consequence of the act or omission of a third party on returning to the weighbridge the weighbridge operator will complete a delay form fully describing the reason for the delay and request that the driver signs the sheet to acknowledge that it is a true and accurate record. Full details of the mitigation will be provided to the Authority who will act reasonably when considering it.

### **1.33 Failure to Comply with Site Rules**

It is essential for the safety of everyone on the waste transfer sites that all site rules are adhered to. Site management will actively enforce the site rules and where Waste Collection Authority Vehicle Crew or Operator Vehicle Crew are found to be in breach of site rules they will be dealt with in the following manner (please note that immediate action will be taken where required in cases where there is believed to be serious & imminent danger of a fatal/severe incident – in these cases, an immediate ban may be implemented). If the results of an employer investigation produce mitigation previously unknown then the case will be reviewed and, if appropriate, actions revised accordingly.

If action is to be taken against an individual, CWM will:

1. Ensure all cases are investigated thoroughly
2. Avoid any discrimination
3. Follow this procedure so as to be consistent in approach
4. Contact the driver's employer to inform them of the situation at each stage

#### **1.33.1 Initial verbal warning**

If the issue is minor and there are mitigating circumstances then site management may choose to issue a verbal warning. In this case the issue will be discussed with the site user concerned and the correct action confirmed.

#### **1.33.2 1<sup>st</sup> Breach**

If any site user does not comply with the site rules, an initial formal warning will be issued. Where possible/reasonable this will be given verbally to the individual whilst he/she is on site. In **all** cases his/her employer will be notified via letter or by email directly from the waste site operator as soon as possible after the event and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority. The warning will be kept on record and remain effective for 6 months from the date of the first offence

#### **1.33.3 2<sup>nd</sup> Breach**

If there is a second breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority that the driver may be subject to exclusion from using the site if further breaches occur. The warning will be kept on record and remain effective for 9 months from the date of the second offence. Any subsequent breaches will result in the user being excluded from the waste disposal site.

#### **1.33.4 3<sup>rd</sup> Breach**

If there is a third breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority that the site user is excluded from that site and all other sites of that waste management operator for a specified period. The period of the exclusion will be decided by the waste disposal/transfer site operator and will vary dependent on the gravity of the offence but generally will not be for less than one month. The removal of the exclusion will be conditional on written confirmation from the employer of the user involved that they will comply with all site rules. A record of this action will be kept for a period of 9 months from the date of removal of the exclusion. If there are any repeat breaches then the user will be excluded again and this exclusion may be permanent, dependant on the circumstances of the case.

### **1.33.5 Probation period**

Upon expiry of a ban the individual will be subject to a 3 month probation period. If he/she breaches any site rules in this time they will again be banned from site immediately for a period of time to be determined by the site management. A ban from one site constitutes a ban from all facilities operated by that waste management operator in Cumbria. For this reason the ban will be notified to all relevant sites in the area by the relevant site management.

## 2 Facility Management Plan

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### 2.17 Staffing Structure

There are four specific roles; Site Manager, Site Supervisor, Plant Operative and Weighbridge Operative.

The Site Manager will hold as a minimum a Certificate of Technical Competence (COTC) for Managing Transfer Hazardous Waste (4TSH) and an Institute of Occupational Safety and Health (IOSH) Managing Safely Certificate.

CWM operates a team approach to technical competence; any member of the team with an appropriate COTC certificate may at some time provide COTC cover for the site.

The amount of time there will be COTC cover on the site will be dependent upon the complexities of the issues that are current.

The list of current holders of the relevant COTC certificate is Gary Edmondson, Jim Morgan, George Lafferty, Duncan Millar and Charles Riddell.

### 2.18 Management Procedures

The nominated person will be responsible for making sure that the monitoring and reporting requirements are completed in accordance this Service Delivery Plan. Records will be maintained in respect of the following:

#### 2.18.1 Daily Control Sheets

Site Diary	Incidents of note etc
Health and Safety Nuisance Plan	Checks completed twice daily at environmental monitoring points
Visitors Book	All visitors/contractors to sign upon arrival
Site Safety Rules	Visitors/contractors to sign before commencing on site.
Incident Reporting Form	Accidents/Incidents/Near miss reporting form
Accident Book	Records all site accidents

#### 2.18.2 Monthly Control Sheets

Monthly Facility Check Sheets	Management/staff carry out site audits
Health & Safety Report	Log sheet recording accidents/incidents/inductions etc
Job Safety Monitoring	Management Procedure conformance monitoring record.
Tool Box Talks	Staff training on company procedures and activities.

#### 2.18.3 Quarterly Control Sheets

Environment Agency Waste Returns	Details of the Waste inputs and outputs
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#### 2.18.4 Annual Control Sheets

Environment Agency Waste Return	Details of the Waste inputs and outputs
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## 2.19 Training

All persons working at CWM Transfer Sites engaged in the provision of the Services will have completed the following documentation/training as a minimum:

Medical questionnaire approved by the occupational health consultants, within 2 weeks.

- Site safety induction undertaken by the relevant Site Manager or nominated deputy, on arrival at site.
- Training on specific procedures applicable to the employee's role.
- Instruction on the risks and actions in the event of Weils Disease and issue of a Weils disease information sheet.

Professional training will be given as necessary:

- Certificate of Technical Competence Transfer – Site Manager
- IOSH Managing Safely – Site Manager, Site Supervisor
- IOSH Working Safely qualification – All permanent employees
- Certificate of authorisation where applicable to operate plant/machinery signed by the Site Manager – Loading Shovel/Excavator Operators/CPCS plant operator
- Manual Handling – Site staff
- Fire Awareness – Site staff

Additionally site employees will be selected to attain the HSE approved First Aid at Work Certificate to ensure a minimum of one qualified first aider on site at all operational times. This certificate will be revalidated within three years.

The original records will be kept by the Personnel Manager in the individual's personnel record. A central log of all safety related training is also retained by the H&S department along with copies of supporting evidence of training. Refresher training will then be planned between and executed via liaison between Managers and the Personnel Manager.

## 2.20 Induction Training

All new workers and sub-contractors are inducted on the contents of this Plan on employment. This induction covers:

- Highlighting the main site hazards and control measures
- Specific work related procedures, method statements and risk assessments
- Details of health and safety consultation arrangements and the name of the local health and safety representative
- CWM health and safety policy
- The procedures on discovering a fire or hearing the alarm.
- The location of fire equipment and the assemble point
- Work control procedures and when permits are required
- Procedures for hazard and incident reporting
- Action in the event of a spillage
- Actions in the event of suspicious article being identified
- Controls relating to smoking
- Controls relating to working in zoned areas
- Notification requirements in the event of an emergency

- Emergency contact details
- Procedures for dealing with equipment failure
- Medical questionnaire
- Vaccination statement read and understood
- Weils disease card given
- Rules relating to Personal Protective Equipment

## **2.21 Waste Acceptance and Control Systems and Procedures**

Waste will only be received via the site entrance. Upon arrival at the site, all waste delivery vehicles will be directed to the site weighbridge.

Waste will be unloaded in the transfer building under the direction of the weighbridge operator and loading shovel operator. A loading shovel will be used to transfer the waste to the appropriate storage area and to load Operator Vehicles. The transfer building has been designed on two levels, the top level is the unloading area and the lower level for the loading of vehicles. This design assists the loading operation as the bulk vehicle sits approximately 2 metres below the upper level and allows the loading shovel operator to have a clear view of the inside of the bulk vehicle.

## **2.22 Toolbox Talks**

A programme of toolbox talks will be set up and administered to all relevant employees. Toolbox talks will either be taken from a generic toolbox talk manual covering a variety of relevant topics or based around safe working procedures. Toolbox talks may also be given to instruct employees on new control measures after accidents and other incidents have occurred.

Records of talks will be kept and a copy of the record issued to the Health & Safety Manager.

## **2.23 Site Staff Management**

The site will be staffed to or in excess of the requirements required by the site's Environmental Permit.

Annual leave, periods of sickness or any other unforeseen absence will firstly be covered by our existing staff from other transfer sites, then by other staff from within the group's other activities or temporary staff as appropriate. Temporary staff are generally sourced through local plant hire companies or recruitment agencies depending on the nature of the work to be undertaken. Any temporary staff used will be trained as required in line with 3.3 above.

Communication with site staff will be through site meetings, toolbox talks, informal discussions, site diary for recording key events and the notice boards for information such as health and safety requirements, rotas, emergency information, contacts etc.

## **2.24 Complaints Management Procedure**

Definition of a Complaint

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action affecting an individual customer or group of customers. A complaint is not a request for service. A complaint will only be regarded as such if made in writing or a telephone complaint made to CWM's Head Office.

Complaints made in relation to the provision of the service under the Contract will be reported to the Operator in line with Transfer Station Complaints Management as set out below.

### **3.8.1 Site Users –Contract Waste**

These would normally be initiated by a DC or Collection vehicle driver, and relate to all site operations. Any complaint recorded in the Site Diary or notified to the weighbridge Operator must be

notified to the Site Manger immediately. The Site Manager will initiate an investigation and subsequently take any action considered necessary.

If the complainant refuses to set out the complaint in the Site Diary they would be invited to contact the Operator (01228 581000). Brief details will be recorded by Site staff.

The Authority will be informed of the complaint and any follow up actions in the monthly report.

### **3.8.2 Environmental Complaints.**

These would usually come from the EA or site neighbours. Details of any compliant and subsequent investigations/action will be recorded in the monthly report.

- i. When an environmental complaint is received relating to the site but which is clearly related to a non-Contract activity, or party it will be investigated by CWM and either action taken or forwarded to the third party and feedback provided to the complainant. The Authority will be provided with brief details in the subsequent monthly report.

All complainants who make complaints verbally to site staff will be requested to put the complaint into the site diary located at the weighbridge. If a complainant refused to write the complaint down site staff will record brief details.

- ii. If the complaint is nonspecific or clearly relates to Contract waste then the Authority will be advised within 2 hours of becoming aware of the complaint wherever possible.

## **2.25 Gathering of Accurate Information and Data**

Transaction data – CWM currently uses 'Weighsoft 4' weighbridge operating software to record all transaction data. This system has a telemetric link to the weighbridge head unit which is an Avery Berkel supplied and maintained system. The weighbridge head unit holds an independent record of all weights recorded on the weighbridge deck. Weighsoft 4 holds all customer, vehicle, tare weight, waste type, load weight, dates, times and ticket reference number information, which is uploaded to CWM's central computer server which is 'backed up' each night. Each transaction is evidenced by a four part paper copy weighbridge ticket signed by the driver. One part is handed to the driver and the others retained by CWM's.

Weighsoft 4 will be used to generate daily transaction reports of all movements of Contract Waste which will be saved into an Excel spreadsheet which will be provided to the Operator.

## **2.26 Inspection Responsibilities and Monitoring Schedules**

The Site Manager or Site Supervisor will be responsible for monitoring performance at site level and will check compliance each working day reporting all issues to the CWM Representative or a member of that person's team.

## **2.27 Nuisance, Litter and Pest Control**

The facility shall be managed to prevent statutory nuisance and to minimise noise and vibration, odour, particulate matter, litter, birds, vermin and insects, mud on roads.

## **2.28 Business Continuity Plan/Contingency Arrangements**

Should the site be unavailable, the Authority will be notified and will make arrangements for vehicles to be diverted to Northern Resource Park. In this event the Authority will be advised of the beginning and end of such period of diversion and the reason for it.

## 2.29 Search for Lost Property

If required the Contractor shall assist the Authority in the search for lost property.

Vehicles associated with the search for lost property or vehicles delayed as a consequence of the search will be excluded from turnaround time or any deductions and penalties associated with the delays.

To enable the search for lost property to be initiated the Authority shall inform the Contractor of the details of the lost property, the vehicle it is believed to be in and of all details regarding the nature and timing of its arrival on site.

If the vehicle carrying the lost property has already deposited the waste no search will be initiated.

CWM will then ensure that the activities in the area of the site in which the search is to be carried out are properly risk assessed prior to any search being undertaken. The subsequent search will then be conducted in accordance with the risk assessment and any requirements of the Environment Agency under the direction of CWM.

The vehicle carrying the lost item will deposit the load in a designated area, the waste will be searched using mechanical means only i.e. a loading shovel or an excavator whichever is available. If the lost property cannot be located within twenty (20) minutes the search will be called off.

The Authority provided that it safe to do so may require the Contractor to undertake a longer or more detailed search at the Authority's cost.

The details of the search and the outcome will be recorded in the site record book.

## 2.30 Weighbridge System Failure

In the event of a complete systems failure, a manual recording system will be put into place for a period of time to be agreed between the Contractor and the Authority. This will include using averaged gross weights from the previous four weeks from the same collection route and day (excluding exceptional weeks e.g. containing public holidays etc)

The period of time agreed will take into account the view of the weighbridge maintenance contractor. The Authority will act reasonably when considering such a request.

In the event that the weighbridge is subject to a long term failure consideration will be given to obtaining a temporary weighbridge. The authority will be informed in advance of such contingency being required together with the likely duration.

## 2.31 Manual Tickets

Manual tickets will be entered promptly to ensure that all transactions are charged for and accurate tonnages are available.

Manual tickets will be completed in full, (as it may not be the same Weighbridge Operator back entering the ticket details) this includes;

- Consignment note or EA numbers for hazardous goods
- Time in and out of site
- Direction of the load i.e. Goods In or Goods Out

To aid in the writing of Manual Tickets the following will be kept in the weighbridge;

- A list of frequently used EWC codes and descriptions
- An up to date list of the Hauliers' Registered Waste Carriers numbers



All manual tickets will be back entered into Weighsoft within 2 working days of the system being recommissioned and if required recalibrated, with the following information;

- Manual ticket number
- Times in and out
- Reason for manual ticket

Once entered, the following will be detailed on the manual ticket;

- Signature of person entering the ticket

Copies of the manual ticket will be attached to the manually inputted Weighsoft ticket

### 3 Health and Safety Plan

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This site will operate under the scope of CWM's OHSAS 18001 certification: The site Safety Action Plan contains the actions required to enable the business to operate safely and it will be formally reviewed.

Staff management at the facility will ensure, through health and safety procedures and control measures, the safety and welfare of all those using or working on the site so far as is reasonably practicable.

#### 3.17 Risk Assessment and Safe Systems of Work

##### 3.17.1 Inventory of Assessments

A full inventory of the risk assessments and safe working procedures applicable to the Site are detailed in the company working instructions file available at the Site offices. Other risk assessments will be undertaken by site management to cover extra jobs/tasks as required.

##### 3.17.2 General Site and Job/Task Specific Assessments

The Site Manager and nominated deputy will be responsible for undertaking all risk assessments. Risk assessments will be undertaken in line with the CWM policy and Risk Assessment Procedure CP002.

##### 3.17.3 Noise Assessments

Where significant noise sources are identified noise assessments are undertaken every two years in line with CWM policy.

##### 3.17.4 COSHH Assessments

All COSHH assessments will be undertaken in compliance with company Procedure CP003, Control of Substances Hazardous to Health and the Environment. COSHH assessments will generally be recorded on company COSHH assessment forms.

COSHH monitoring and health surveillance requirements will be identified in individual COSHH assessments.

All COSHH assessments will be reviewed at least every two years or after faults have been found by active and reactive monitoring.

##### 3.17.5 Safe Working Procedures

Safe working procedures will be written as a result of risk assessments where required.

##### 3.17.6 Risk Assessment and Safe System of Work Review

All risk assessments and safe systems of work will be reviewed by Site Management at the following frequencies:

- After deficiencies have been highlighted due to accidents, incidents or via safety inspections and auditing.
- When changes in working methods, locations and processes could pose significant risk.
- Every Two years in all other cases.

Risk assessments will be made available to the Operator upon request.

### 3.17.7 Employee Involvement

The Site Manager will ensure that where required Safety Representatives and employees are included in the risk assessment formulation and review process.

### 3.17.8 Site Rules

The General Site Rules and the Site Rules specific to Vehicles and the crew of Authorised Vehicles are attached at appendix 2.

All Authority and Operator Parties must comply with all Site Rules.

### 3.17.9 First Aid Facilities

First Aid Facilities will be available in the following locations

- Weighbridge
- Canteen
- Transfer building
- Site Loading Shovel

In addition to this the following further facilities will be provided:

- Eye wash facilities in the canteen, weighbridge, transfer building and in all mobile plant cabs

### 3.17.10 Qualified First Aid Persons

A qualified first aid person will be present during all operational hours where reasonably practicable to do so. Where this is not reasonably practicable the Site Manager or nominated deputy will appoint persons to call the emergency services. The names of all qualified first aid persons will be posted in mess rooms.

### 3.17.11 Medical Assistance

The local casualty hospitals are listed below. In less urgent cases casualties will be transferred to the hospital in a company vehicle accompanied by a first aid person or other responsible employee. In urgent cases ambulances/fire service will be called by dialling 999.

<b>Emergency Contact Details for all areas</b>			
North	East	South	West
<b>Cumberland Infirmary</b>	<b>Penrith Hospital</b>	<b>Furness General Hospital</b>	<b>West Cumberland Hospital</b>
Newtown Road	Bridge Lane	Dalton Lane	Hensingham
Carlisle	Penrith	Barrow in Furness	Whitehaven
<b>Tel:01228 523444</b>	<b>Tel: 01768 245300</b>	<b>Tel: 01229 870870</b>	<b>Tel: 01946 693181</b>
<b>Police Stations</b>			
<b>Carlisle Police Station</b>	<b>Penrith Police Station</b>	<b>Barrow Police Station</b>	<b>Workington police Station</b>
Brunel Way	Hunter Lane	Market Street	Nook Street
Carlisle	Penrith	Barrow in Furness	Workington
<b>Tel: 0845 33 00 247</b>	<b>Tel: 0845 33 00 247</b>	<b>Tel: 0845 3300247</b>	<b>Tel: 0845 3300247</b>
<b>Fire Services</b>			
<b>Carlisle Fire Station</b>	<b>Penrith Fire Station</b>	<b>Barrow Fire Station</b>	<b>Workington Fire Station</b>
Warwick St	Bridge Lane	Phoenix Way	King Street
Carlisle	Penrith	Barrow in Furness	Workington
<b>Tel: 01228 593350</b>	<b>Tel: 01768 869426</b>	<b>Tel: 01229 433461</b>	<b>Tel: 01900 609566</b>

### **3.17.12 Fire Safety Plan and Other Emergencies**

A full fire risk assessment will be undertaken at the location and actions implemented. The fire risk assessment will be reviewed every two years.

All foreseeable emergencies including fire will form part of risk assessments and where required procedures will be drafted in relation to serious and imminent danger.

All escape routes from the buildings will be marked with pictograms in accordance with the signs and signals regulations.

All exits of occupied buildings will be kept unlocked and will remain open during operational hours.

Raising the alarm in the site buildings is achieved either manually, by operating a break glass fire point, or automatically where a smoke detector is activated.

On site the alarm will be by human voice (clearly shouting the type of incident) or via site radios.

Emergency muster points will be situated in the main car park unless other areas are established by Site Management to respond to individual incidents.

All site personnel will be trained to be competent at implementing the emergency arrangements and will assist all visitors to leave areas of serious or imminent danger and to proceed to areas of safety. Where required sentries will be posted to prevent persons re-entering danger areas.

All fire extinguishers will be registered and inspected by Management monthly. In addition to this all fire extinguishers will be serviced by a competent person at least annually.

At least two emergency drills will be undertaken at the Transfer Station every year. At least one drill will involve fire emergency procedure. Details of the drills including escape times will be recorded.

### **3.17.13 Chemical Safety & Emergencies**

Only chemical wastes permitted by the relevant Environmental Permit or exemptions and set out in this SDP will be accepted at the site.

In addition all chemical wastes will be subject to a generic COSHH assessment as well as an incoming substance specific assessment as per the company's COSHH procedure.

Spill response equipment will be maintained within the facility to be used in the event of spillages.

In the event of serious spills, the site will be evacuated if required and the emergency services, Environment Agency, HSE and senior management will be informed as soon as possible.

Relevant site emergency procedures will be implemented for all emergency situations.

## **3.18 Accidents and Incidents**

### **3.18.1 Reporting**

All accidents and incidents will be reported immediately to the Site Manager.

The Site Manager, or nominated representative, will immediately advise the Health and Safety Manager of any RIDDOR reportable accident/disease or dangerous occurrence or where it is suspected that the incident will become RIDDOR reportable.

The Site Manager will be responsible for reporting all RIDDOR reportable incidents to the HSE after consultation with the Health and Safety Manager or Executive Directors. These persons may opt to undertake this function when required. RIDDOR incidents will be reported via the HSE central reporting line 0845 300 9923 or via the HSE website.

All accidents involving injury to any persons including contractors, visitors and members of the public will be recorded on the following documentation:

- B1 510 Accident book (situated in site offices)
- Internal company accident report form.

All other accidents/unplanned events e.g. near misses; property damage, theft and unlawful visitors will be recorded on internal company accident reports or employee hazard and near miss reports only. Reporting to the Operator will be as set out the Performance Monitoring and Reporting Plan.

### 3.18.2 Investigation

All accidents/unplanned events will be investigated by the Site Manager to determine corrective and preventive actions for both immediate and underlying causes. Risk assessments will be updated as required. Site Management will involve the Director and Health and Safety Manager in investigations as required. Details of investigations and identified actions will be recorded on internal accident reports utilising extra sheets as required.

### 3.18.3 Documentation

Copies of completed accident report forms will be sent to the following personnel within one working day from the incident occurring (excluding incidents/losses but including all RIDDOR reportable incidents which must be reported within one [1] hour by telephone):

- Director
- Health and Safety Manager

Company Working Instruction WI024 Emergency Procedures Landfill will be utilised as required.

### 3.18.4 Hazard Reporting

Employees are able to report all hazards causing concern to site management by completing hazard report forms.

In addition to this, employees can report hazards directly to the Health and Safety Manager anonymously where required using pre-paid envelopes, fax and or telephone.

Site Management will respond to any hazards reported and send copies of completed forms to the Health & Safety Manager.

### 3.18.5 Safety Inspections

All safety critical items on the facility will be subject to both internal and external inspections. Inspections will be undertaken on all machines, mobile plant, electrics, lifting equipment and other work equipment posing significant risk.

Internal inspections will be undertaken by:

- Employees daily before using machines and mobile plant
- Monthly by the Site Manager, or nominated deputy.

Where plant/machine operators consider that any defect observed is safety critical, plant and machinery will not be used. Defect reports will be handed into to site management who will decide on an appropriate course of action i.e. isolate and call out maintenance contractors. Site Management must approve the re-use of all plant and machinery reported as having safety critical defects.

Completed plant daily defect inspections will be handed into and reviewed by site management weekly.

External inspections will be undertaken by competent contractors for all machines and mobile plant in line with manufacturer's recommendations and statutory obligations.

Any faults will be remedied as soon as possible. Where faults pose significant risk equipment will be taken off line, isolated and/or quarantined until repairs are undertaken.

Management will also undertake job/task safety inspections of employees, contractors and delivery drivers to ensure that controls identified in safe working procedures are both adequate and implemented. Management will correct any deficiencies discovered as soon as possible. Where deficiencies pose significant risk operations will cease.

### **3.19 Monitoring and Auditing**

#### **3.19.1 Proactive Monitoring**

The following systems for proactive monitoring will be undertaken to assess the adequacy of the policy and implemented control measures.

#### **3.19.2 Safety Inspections**

Safety inspections will be carried out by site management, supervisors and safety representatives. Safety inspections will be undertaken to assess compliance with this policy and subsequent safe working procedures for the following key areas: -

- Personnel
- Plant
- Contractors
- Visitors
- Workplace

Details of all safety inspections will be passed to the Health and Safety Manager for review.

#### **3.19.3 Job Safety Monitoring**

Job safety monitoring will be undertaken by the Site Manager or nominated deputy.

#### **3.19.4 Health and Safety Manager Inspections**

The aim of these visits is to provide a safety practitioner's view of site health and safety compliance. The Health and Safety Manager, or another competent practitioner nominated by him, will inspect the site.

The Site Manager will generally be informed of inspection but some will be unannounced.

All site inspections will generate an inspection report. This contains details of issues identified and actions required to address these. They are priorities, based on risk, and actions, and timelines are agreed with site management. The degree of risk denotes the distribution of the report. Minor risks remain with site management where as high risk are also sent to Directors and senior managers.

### **3.20 Audits**

#### **3.20.1 Health and safety audits will be carried out at the facility to assess:**

- Compliance legal requirements
- The effectiveness of the health and safety management systems employed at the site
- That the documentation is up to date and relevant to the activities taking place

The Health & Safety Manager will draft a suitable internal audit program and schedule based on company policy, procedures, approved Codes of Practice and HSE guidance. Audit frequencies, depth and planning will be based on risk. CWM's insurers and external consultants will be invited to audit the company's management system when required.

Non conformance records are retained by the local site and the Health & Safety Manager. Corrective actions are logged in the corrective action database and allocated to specific managers for action.

The findings and recommendations will be brought to the attention of the Board for review when required.

#### **3.20.2 Health Surveillance**

Occupational health consultants will be appointed to give advice, undertake pre-employment health screening and carry out health surveillance; all records will be retained for forty years.

All operational company employees will be given:

- Pre-employment health screening
- Annual medical (when identified in risk assessment)
- Advice to be inoculated for Hepatitis A, B and Tetanus vaccinations (where handling wastes)

### 3.20.3 COSHH Monitoring

Specialist consultants will be appointed to undertake appropriate monitoring when deemed required by the Health & Safety Manager. For example, employees exposed to hazardous wastes or excessive dusts or bio aerosols in the workplace.

### 3.20.4 Professional Advice and Statutory Bodies

Statutory Enforcement Agency for Health and Safety is the Health and Safety Executive (HSE) whose details are as follows:

- 2 Victoria Place, Carlisle, CA1 1ER - TEL: 01228 548482
- Central Help Line - TEL: 08745 3450055
- Central Incident Reporting Line - TEL: 0845 300 9923

#### General Health and Safety Advice

This is available from the Health and Safety Manager whose details are as follows:

- Unit 5A Wavell Drive Rosehill Estate Carlisle - TEL: 01228 822 123
- Mobile - TEL: 0777 1555 704

#### Occupational Health Advice

Occupational Health Advice is available from the company's occupational health consultants. All enquiries should be passed via the Health and Safety Manager (as above) or the company's Personnel Manager 01228 822102.

#### Chemicals, COSHH and Dangerous Goods

Advice can be obtained from the Technical Manager whose details are as follows:

- Ian Chapman, Pitwood Road, Lilly Hall, Workington, CA14 4JP - TEL: 01900600062
- Mobile - TEL: 07823334092

#### Health and Safety Literature and Guidance

Internal and external procedures and guidance will be issued centrally to respective Managers.

## 3.21 Consultation

Will be based around the following:

### 3.21.1 General Consultation

General health and safety consultation will be via discussion and written instructions following the general day to day management process of the business.

### 3.21.2 Formal Health and Safety Meeting

A Health & Safety meeting will be held approximately every three months and will be attended by the following people where possible:

- Site Manager

- Safety Representative
- Health and Safety Manager

The agenda will be controlled by the Site Manager and will be set via consultation. The agenda will include as a minimum the following elements:

- Minutes & Actions of Last Meeting
- Incidents of Note, Goals, Statistics & Trends
- Issues Transfer
- Interface Issues Transport
- Any other business

The meeting will be recorded and the minutes distributed within seven days to the following:

- Site notice boards
- Those present
- Managing Director & Director
- Health and Safety Manager
- Other relevant managers

### **3.21.3 Safety Representatives**

Employees will be encouraged to appoint safety representatives to act on their behalf in relation to health and safety. All employees and personnel appointed as safety representatives will be given all the rights detailed in the Safety Representatives and Safety Committees Regulations regardless of trade union membership. Details of appointed safety representatives will be posted in mess rooms and site office.

Safety Representative: Mick Brier

### **3.21.4 Notices**

The following notices will be displayed on the site notice board:

- CWM Group Health, Safety and Loss Control Policy Statement
- Site Rules
- Certificate of Employers Liability Insurance
- Environmental Permit Number
- Health and Safety Law Poster
- Location of the Safety Action Plan
- Any other relevant health and safety documentation

### **3.21.5 Contractors, Visitors and Other Site Users**

Contractors, customers and other visitors will be classified in accordance with CWM's Health and safety policy as follows:

- Routine – Involving low risk activities i.e. routine deliveries of waste, deliveries of supplies and low risk maintenance work.
- Non-routine – Involving medium to high risk activities such as engineering works, maintenance of plant, work falling under the Construction Design Management Regulations or tasks involving high risk elements i.e. confined spaces, working at height and lifting/sliding etc.

### **3.21.6 General Controls**

The following controls will be applicable to all contractors, visitors and site users:



- None shall enter site without the permission of management
- Persons under the age of 18 years will not be permitted onto the site without the permission of site management. Site Management must risk assess any increased risk posed by a person's age in line with CWM policy, and obtain permission from the Director, prior to giving authorisation.
- All contractors/visitors not delivering waste should sign the visitor's book which is situated in the weighbridge.
- Site rules will be posted in strategic places around the site.
- A copy of the site rules will be furnished to relevant employers where required at the start of any contracts/ operations and annually thereafter.
- Copies of the site rules will be positioned in the weighbridge next to the visitor's book to be given at to persons as required. Copies will also be given to visiting drivers at periodic intervals and when accessing the site for the first time.
- A sign will be positioned within the weighbridge requesting people to make themselves known if they are unfamiliar with the site or the site rules.

### 3.21.7 Further Controls

In addition to the controls in 4.5.6 the following control will be applicable to all contractors, customers and suppliers performing non-routine activities:

- Only contractors approved by CWM and on the approved contractors list will be used
- The Clearance Certificate will be completed by location management/authorised employee /Company Engineer as required.
- Risk assessments will be provided by the contractor/visitor or site personnel for any work posing a significant risk. Where necessary individual job specific risk assessments will be undertaken by the contractors/visitors or site personnel and approved by location management.
- All persons will be site inducted by location management using an induction record, trained on relevant safe systems of work and site rules.
- All maintenance work, isolations and or permits to work will be under the supervision of location management / authorised employee / Company Engineer as required.
- Location management/Company Engineer will reference the company procedure/HSE Guidance on CDM to assess if these regulations apply.

### 3.21.8 Visitors

All controls detailed in 4.5.5 will be applicable to site visitors. In addition to this unless visitors have undertaken a site induction they will be accompanied at all times by site staff.

### 3.21.9 Visits by Statutory Authorities (i.e. Environment Agency/HSE)

Statutory authorities are required to follow these rules unless they required to deviate from them to adequately exercise statutory powers. All decisions relating to deviation from these requirements will be exclusively at the discretion of the relevant statutory authorities.

## 3.22 PPE Issue and Usage

### 3.22.1 Issue

A PPE issue log will be maintained by Site Management. The issue of all PPE to employees and third parties will be recorded. All PPE will be maintained and stored in compliance to manufacturer's recommendations where this is required. PPE requiring maintenance & inspection will be recorded.

### 3.22.2 PPE Usage

Safety footwear with steel toecaps, steel midsoles and high visibility vests/coats will be mandatory in all areas with the exception of offices and mess rooms. Hard hats will be mandatory for all persons not in protective vehicle cabs in all operational areas where required.

Further PPE will be specified by individual risk assessments and safe-working procedures when required.

### **3.22.3 Housekeeping and Premises**

- All offices, transport and pedestrian routes are to be kept clear of obstructions
- All offices and welfare facilities will be cleaned daily or more frequently as required.
- Site waste is to be placed in a suitable storage area, bins or containers.
- All light equipment and PPE is to be stored in internal stores with heavy equipment being stored outside in designated areas.
- All chemicals for site use will be labelled, appropriate data sheets kept and stored in designated areas.
- All ladders will be stored in designated areas only and will be checked by management monthly.

### **3.22.4 Health and Safety Training**

As per section 3.3 above.

## **4 Maintenance Plan**

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### **4.17 Maintenance Plan**

The maintenance of the Site infrastructure and key plant and equipment will be managed as set out below.

### **4.18 Electrical Installation & Equipment**

All fixed installations will be tested/inspected for electrical safety every five years for compliance IEE Wiring Regulations (BS 7671). Condition based maintenance will be undertaken as a result of these inspections as required.

All portable electrical appliances including plugs and sockets will be subject to internal inspections by employees daily before use and monthly by Site Manager or nominated deputy. In addition to this all office portable electrical appliances will be tested at least annually. All higher risk equipment used outside (such as portable electric tools) will be tested at least every three months. All tests will be undertaken by competent persons. All portable equipment will be registered and tested annually.

All personal electrical equipment (including tools and welfare items) will form part of the sites electrical inspection procedures and must be inspected and tested as above.

### **4.19 Mechanical Inspections**

All mechanical parts of machines posing significant risk (including mobile plant) will be internally inspected as in 5.2 above. In addition to this safety critical mechanical parts will be inspected by competent maintenance contractors when undertaking planned maintenance, see section 5.11

### **4.20 Lifting Equipment**

All lifting equipment will be inspected before use and by site management monthly. All lifting equipment will be registered and inspected by competent contractors in line with LOLER 1998 and records kept.

Competent person inspections will be undertaken.

### **4.21 Towing Chains and Eyes**

All towing chains and towing eyes will be inspected by employees before use and by management monthly. Competent persons will also inspect all towing chains.

All towing chains and straps etc will be registered on a separate section of the lifting equipment register.

### **4.22 Safety Harnesses and Anchor Points**

All safety harness and anchor points will be recorded.

In addition to this all anchor points used for fall arrest will be load tested to 300kg and certified. Safety harness and lanyards/accessories will have manufacturer certificates of conformity (CE) on file.

All anchor points, harnesses and accessories will be inspected by a competent contractor and records kept.

#### 4.23 **Sheeting/Access Gantries and Fixed Ladders.**

Will be inspected by management monthly and by a competent person.

#### 4.24 **Gas Detection Equipment**

Gas detection equipment used for confined space work will be inspected by management and calibrated in accordance with the manufacturer's specification.

#### 4.25 **Ladders and Other Access Equipment**

All ladders, steps and other access equipment not registered as lifting equipment will be registered and inspected by management.

#### 4.26 **Hand/Portable Tools**

In addition to electrical inspection and testing all hand/portable tools posing significant mechanical risk will be registered and inspected for guarding and general mechanical condition by management.

#### 4.27 **Planned Preventive and Condition Based Maintenance**

All electrical, mechanical and hydraulic machinery including mobile plant posing significant risk will be subject to planned maintenance. Planned maintenance will be undertaken by competent contractors in line with manufacturer's/supplier's recommendations.

Maintenance planning will be undertaken using a suitable database, wall chart or diary and all machinery/plant subject to planned maintenance will be registered. Records of all planned maintenance will be maintained.

All mobile, static and portable plant posing significant risk will be recorded on a Plant and Machine Register.

The following machines will be subject to the following frequencies of planned maintenance:

Machine	Type of Maintenance	Frequency
Loading Shovel	Mechanical & hydraulic	500hrs
Excavator	Mechanical & hydraulic	250hrs
Tractors	Mechanical & hydraulic	600hrs
Pumps	Mechanical and where required electrical	Annual
Generators	Mechanical & electrical	2 Weeks
Compressors	Pressure systems, mechanical/ electrical	250hrs
Diesel Bowers	Mechanical/ Integrity	Six Months
Pressure Washers	Mechanical/ Pressure Integrity	Six Months
Spare Generators	Mechanical/ Electrical	Six Months
Chain Saws	Mechanical	Six Months
Strimmers	Mechanical	Six Months
Agricultural Tankers	Mechanical/ Pressure Integrity	Six Months

Trailers	Mechanical	Six Months
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NB/ The above frequencies may alter when otherwise specified by plant and machinery manufacturers.

The site weighbridge is inspected by a competent contractor every six months and is subject to an annual calibration check.

#### **4.28 Maintenance Operations and Permits to Work**

Permits are used at the location for high-risk maintenance work, including simple location based maintenance and cleaning where required. Other high-risk work i.e. confined spaces, hot work electrical work and work at height that poses a significant risk will be subject to a permit to work system at all times. Examples of all permits used by the location are available.

#### **4.29 Spot Hired Plant and Equipment**

Hired plant and equipment will only be hired from competent approved suppliers and will be accompanied with their last service/inspection sheets where required. These will be inspected by management before the equipment is put into use. All hired equipment will be registered on a hired plant and equipment register and will form part of management facilities checks.

Site management must also ensure equipment is inspected by employees before use, erected and used in line with manufacturer's recommendations. Management must also ensure that persons using the equipment have the required training and competence advised by the manufacturers.

## 5 Environmental Protection Plan

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### 5.17 Introduction

The site operates under the scope of CWM's ISO 14001 accreditation: Staff management at the facility will ensure environmental protection through environmental procedures and control measures, so far as is reasonably practicable. The site benefits from Environmental Permit EPR/LP3690VH issued in accordance with the Environmental Permitting (England and Wales) Regulations 2010 in addition registered exemptions..

### 5.18 Waste Management Operations

Under this Contract the facility will primarily serve the needs of Allerdale and Copeland District Councils and will receive Contract Waste predominantly separately collected fractions from household waste recycling centres, refuse collection vehicle waste and fly tipped waste prior to transferring the waste for mechanical biological treatment, landfill or recycle recovery. Other commercial, industrial and household waste may also be transferred.

The waste will arrive at the facility and following waste acceptance procedures the waste will be directed to the transfer building or an appropriate area near the building. Unless directed to an appropriate area near the building the waste will be deposited into the tipping and pre-sorting area unless it has previously been sorted or does not require sorting in which case it will be deposited/moved directly into a bay. A loading shovel and/or an excavator with a grab will be used within the building to sort where required and to place the waste into the appropriate dedicated storage bays.

Waste unsuitable for treatment at the MBT plant will be disposed of to landfill or sent to an appropriately permitted recycling or disposal facility as directed by the Operator.

The facility includes a quarantine area in which any waste which requires quarantining will be placed.

### 5.19 Permitted Wastes

Flusco Transfer Facility is permitted to accept various waste types by EWC code. These are detailed in the Environmental Permit.

### 5.20 Waste Inputs

The facility benefits from a Variation Number EPR/BM5941IH/V002 to the Landfill Environmental Permit the variation is a Standard rules permit variation SR2008No7 permitting up to 75,000 tonnes – household, commercial and industrial waste transfer station with treatment and asbestos storage.

The site is co-located with Flusco Landfill and therefore benefits from the ability to be able to accept waste under the original Environmental Permit. In addition a number of exemptions have been registered for the site. The full list of acceptable wastes can be found detailed in the site Environmental Permit and subsequent Variations, the list of Specific Waste Items that the site can accept is set out in the section on Specific Waste Items at 2.5.1.

#### 5.20.1 Staffing and Understanding of Permit

The Site is managed by a team of staff including holders of the relevant competence qualification, currently WAMITAB certificates.

At any time waste is being accepted there will be sufficient staff available to safely accept the waste in line with permit requirements.

Copies of all relevant permits, consents and authorisations are available on site and copied to staff who need to take action in accordance with them. Relevant staff undergo formal in house and

external training courses and receive tool box talks so as to ensure staff understand the relevant parts of the site's permits etc. that apply to their role.

### **5.20.2 Specialist Instruction and Assistance**

CWM employs specialist staff with qualifications and experience in permitting, compliance, engineering, chemical hazards, personnel, dangerous goods and health and safety. Additionally CWM retains the services of consultants who provide specialist advice. Staff can call upon this expertise if necessary.

### **5.20.3 Notification of Commencement, Cessation and Recommencement of Waste Handling Activities**

Whenever possible CWM will give at least 14 days notice of any of the above. If this is not possible as much notice as possible will be given.

### **5.20.4 Site Security**

Flusco is located at the edge of Newbiggin Village opening out into countryside. The site is surrounded by stock proof fencing supplemented by lockable gates at the site entrance. Additionally parts of the site are under constant CCTV surveillance. Site security will meet the current permit requirement which is: Site security measures shall prevent unauthorised access to the site, as far as practicable..

### **5.20.5 Control of Mud and Debris**

The dispersal of dirt and mud originating from the site onto public roads will be controlled. Unless properly controlled, mud and dirt have the potential to adhere to the tyres and chassis of vehicles and then be deposited beyond the Site.

The following operational procedures will be implemented to ensure that dirt and mud do not reach the public highway and surrounding land:

Site roads will be constructed of hardcore and/or hard surfaced;  
Internal access roads will be cleaned and maintained as required using a hired or on-site road sweeper;  
Plant will be regularly cleaned.

In the event of mud or debris being deposited onto the public highway, or fouling or discoloration of the public highway, then immediate arrangements will be made for the use or hire of a mechanical road sweeper in order to cleanse the affected areas as soon as practicably possible to the best standard that the available plant and prevailing conditions allow.

During adverse weather conditions, should failure of road cleaning facilities occur in conjunction with excessive trafficking of mud onto external public highways, the installation will cease to accept waste until measures can be implemented to clean and maintain the cleanliness of the highway?

### **5.20.6 Potentially Polluting Leaks and Spillages of Waste**

The site has a Site Protection and Monitoring Programme approved by the Environment Agency which has procedures in it to deal with spills and leaks.

### **5.20.7 Fires on Site**

Fires are not permitted on the site and if one was to occur measures would be taken to extinguish it as soon as possible by the utilisation of one site fire fighting equipment if it was safe to do so or by the fire brigade. If any fire breaks out which can have a significant environmental impact then it is a requirements of the site permit that it is reported to the Environment Agency and remediation measures agreed with them.

## 5.21 Waste Quantity Measurement System

All waste accepted for disposal on the site is weighed on a calibrated and serviced weighbridge. If the weighbridge cannot work for some reason, e.g. a power cut has occurred, a system of standard weights will be used and the Operator informed.



## 6 Emergency Plan

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A detailed Emergency Plan will be kept on site, controlled copies held by Site Manager, and critical information displayed on the site notice boards.

### 6.17 Site Evacuation

In cases of incidents involving serious and imminent danger to persons on site (i.e. from fire, dangerous substances, landfill gas, explosion after fire etc), site management will initiate either a full or partial evacuation of the site after initial assessment. Site management when initiating evacuations will nominate designated muster areas. Muster areas will generally be in site car parks but may be in any areas nominated by site management if car parks pose risk or only partial evacuations are required.

All types of evacuations will be initiated by site management using site radio; the weighbridge operator will hold any vehicles and prevent them entering the site. The weighbridge operator will be nominated to call the emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. The weighbridge operator will meet the emergency services at the site entrance and direct them to the scene of the emergency. Where required the Site Manager will nominate a member of site staff as a guide to accompany the emergency services to the scene.

Site staff will be required to co-ordinate the evacuation and ensure all visitors and contractors proceed on foot to the designated muster areas. Site staff will co-ordinate with each other and management via site radios to ensure all persons have left the danger areas. All vehicles including site plant not responding to the emergency should be parked up in safe areas and persons should proceed to the designated muster areas on foot. Unnecessary vehicle movements could impede the emergency operation and create a hazard to site pedestrians.

Due to the size of the sites, where necessary site management will position sentries in strategic safe areas (i.e. access roads and paths) to prevent persons entering/re-entering the danger areas.

A member of site staff will be nominated to take visitors books and a list of vehicles still on site to site management at the muster points. Site Management will undertake a roll call to ensure all persons have left the danger areas. Management will co-ordinate with the emergency services to search for any missing persons and to tackle the incidents. Site Management will instruct and not allow any persons who are not involved in tackling the incidents to re-enter the danger areas until they have been declared safe after consultation with the emergency services.

Site Management should inform the Director or Managing Director at the earliest opportunity. Directors will contact the Health, Safety and Environmental Managers who will contact the Environment Agency and HSE as required. Directors and senior managers will then assist with the emergency response.

### 6.18 Fire

Any person discovering a fire should inform site management immediately with an assessment of the situation. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

If possible, the person discovering the fire should fight the fire using appliances provided. Staff must not put themselves at risk to fight fires. All non-essential persons should be instructed to leave the area and report to the designated site muster point.

Unless the initial information indicates otherwise site management must immediately go to the vicinity of the fire to assess the situation and decide on a course of action.

Site Management having first assessed the situation should if necessary instruct the Weighbridge Operator to phone the appropriate emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. In this case the Weighbridge Operator will meet the emergency services on

arrival at the site and direct them to the scene. Where necessary the Site Management will nominate a member of the site staff to accompany the emergency services. On arrival the emergency services will assume control of the situation, all instructions/advice given by them will be followed.

If the site management decides that the fire can be contained and safely extinguished with on-site equipment (inc. site plant). Using appropriate equipment the fire should be extinguished.

Where necessary Site Management will initiate either a full or partial site evacuation.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

### **6.19 Unknown dangerous substance**

Any member of staff discovering an unknown dangerous substance in an operational area should immediately cease operations in that area and instruct all non-essential personnel to leave the scene.

Site Management should be informed immediately. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

Site Management will go to the site of the incident to assess the situation. If a chemist is available they should accompany site management to provide advice on the nature of the substance. If no site chemist is available site management will contact the Technical Manager or any company chemist for advice once he has gathered relevant information. If the substance is from a known waste stream the customer will be contacted for relevant information, in this case the Commercial Manager may be able to provide assistance and will be consulted. Applicable COSHH data/assessments or safety data sheets should also be consulted if available.

The Site Manager/Site Chemist should positively identify, if possible, any chemical involved by e.g. odour, colour, labelling of container/s. If any container/substance has to be handled the following minimum protective equipment should be worn and standby man positioned with site communications (unless the substance is known and COSHH data directs otherwise).

- ◆ Microguard 3000 disposable chemical suit
- ◆ Full face respirators with ABEK1 & P3 filters
- ◆ PVC wellingtons & gauntlets
- ◆ Gas detector O<sub>2</sub>, LEL for methane & H<sub>2</sub>S in alarm mode.

If the gas detector goes into alarm mode at any time, personnel should leave the area immediately. Standby men should summon the emergency services where problems are encountered.

Once site management have assessed the situation and received advice from a company chemist or Technical Manager etc. he will formulate a plan of action.

If having assessed the situation and received advice from technical staff site Management feel operations can safely continue they will allow operations to re-commence.

In all other cases the substance should be isolated by coning/fencing off the area until the incident is dealt with. If possible operations can be shifted to an unaffected area of the site and operations will be allowed to re-commence.

If it's considered unsafe to allow operations to continue and persons are judged to be in serious and imminent danger, site management will initiate either a full or partial site evacuation.

Where it is deemed necessary and safe to do so, site personnel may clean up contaminated material following the spillage procedures, 7.4 below. In all other cases decisions on clear up operations will be left to the emergency services and senior management. Persons should not be subjected to significant risk to clear up spillages.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

## 6.20 Spillage

The person finding a spillage of hazardous liquid should clear the immediate area of all personnel and isolate the area and inform site management ASAP. Where safety is not compromised, the person discovering the spill is to attempt to contain it and prevent it entering environmentally sensitive areas.

Site management on arrival at the scene will assess the situation as per unknown dangerous substances procedures, 7.3 above.

Where it is judged to be safe to clean up spills on site the minimum personal protective equipment detailed in 7.3 above will be worn (unless the substance is definitely known and COSHH data directs otherwise).

Site staff when clearing up spills are to stop the source of the spills if possible and contain them and prevent them from spreading, especially towards any watercourses. Site staff will utilise spill kits, booms, spill absorbent, drums and shovels to clear up any spills. Staff will limit the handling of any waste material using tools i.e. shovels etc. Persons should not be subjected to significant risk to clear up spillages.

On completion any contaminated absorbents should be placed in a container for safe disposal at a site licensed or exempted by the Environment Agency for the material concerned.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

## 6.21 Unlawful Visitors

Site staff encountering unlawful visitors should inform site management immediately. Where possible ensure that trespassers are escorted safely off site. If any trespassers are in an operational area site staff will ensure that operations in that area cease immediately. Operations should not recommence until trespassers are clear of the area.

If required site management will contact the Police for assistance.

Site staff are to report all evidence of break-ins or trespass to site management at the earliest opportunity.

Site staff are to report all broken/compromised or unserviceable security devices e.g. fences, gates, locks, doors, alarms and CCTV to site management at the earliest opportunity.

## 6.22 Fatalities and Serious Injuries

All serious injury or incident is to be reported to site management immediately. The initial report should give an indication of the severity of the injury/incident. Site management will decide from the information received on a course of action.

Site weighbridges will also be contacted via site radio. Weighbridges will hold all traffic entering the site and where necessary contact the emergency services i.e. ambulance, police, fire etc. In cases of serious or imminent danger to persons, site management will initiate full or partial site evacuations as in section 7.1. Where called the management of all incidents will be handed over to the emergency services and their instructions followed.

First aid initial response will be provided by on-site staff where this can be done safely. In all other cases first aid will be left to the emergency services.

Once the threat of serious and imminent danger has passed, site management should ensure that incident areas are isolated, sentries posted and evidence is undisturbed to allow internal and external investigations to be undertaken when required. As soon as possible senior management will be contacted, who will when required, report incidents to the Health and Safety Executive as required by RIDDOR. Senior management will initiate internal investigations where required and ensure the company co-operates with all investigations undertaken by statutory authorities.

## 6.23 Major Incidents

If a major incident occurs e.g. major fire or contamination/pollution incident the Site Manager will evacuate the site of all non-essential personnel as per site evacuation procedures detailed in 7:1. Where necessary the emergency services will be called and they will take charge of the incident.

Every effort will be made where possible to minimise the impact of the incident. Staff will not put themselves at risk in doing so. Where required the local population around the site will be informed of the incident and control measures by the Police.

Site Management are to immediately contact and brief the Director (in his absence the Managing Director or any Senior Manager). The Director will then assume overall responsibility for the situation and ensure that, where required, statutory enforcement agencies (i.e. HSE & EA) are informed without delay. Where possible the Director will travel to the site and take charge of the emergency as regards to the CWM's role.

Operations will not re-commence and personnel will not be allowed back into the affected area until the Director, after consultation with the emergency services where necessary, has given his permission to do so.

## 6.24 Incidents at Weekends & Out of Hours

During manned periods at weekends or outside of normal working hours at least two employees will be required to be on sites at all times. One operative will be nominated to assume the role of site management and the other to assume the role of site weighbridge operators. Operatives will contact senior management via the company emergency contact list as soon as it is possible to do so and hand over management of the incident.

For unmanned periods, site emergency contact details will be given to the local Police so company officials can be contacted should an incident occur out of hours.

## 6.25 Drills

At least two emergency drills involving site evacuation will be undertaken on each Transfer Station every year. At least one drill will involve fire emergency procedure.

## 6.26 Internal Contact Numbers

Managing Director	M. Bareham	07887744182
Director	C. Riddell	07899983674
Environment Manager	N. Hughes	07785528706
Health & Safety Manager	A. Frame	07771555704
Technical Manager	Iain Chapman	07823334092
Distington Site Manager	G. Edmondson	07747101587
Flusco Site Manager	G. Lafferty	07778230544
Hespin Wood Site Manager	D. Millar	07776194274
HWRC Manager	B. Carruthers	07786626250
Compliance Manager	P Woodhouse	07876552056
Head Office		01228 822100

# Plan 1.36 Reactive Maintenance Plan

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# Plan 1.37 Litter Code of Practice for Household Waste Recycling Centres (HWRCs), Transfer Stations and Resource Parks

## 1.1 Introduction

The aim of the Litter Code of Practice (in this document referred to as the "**Code**") is to maintain a clean, tidy and safe environment for site staff, and visitors.

This Code sets out the standards the Contractor is required to achieve. Failure to achieve these standards will lead to deductions under Schedule 1 Part 1 (Performance Measurement Framework).

This Code uses grades of cleanliness. These are described below. The accompanying photographs are intended to assist in the maintenance of the standards by illustrating the grades. The photographs should not be construed to restrict the application of the Code to the particular sites or types of waste shown.

The objective of this Code is to ensure consistent and practical cleanliness standards for the area of land within the perimeter fence of each HWRC facility and on land to which the Contractor can obtain lawful access without the payment of monies within 50 metres of the perimeter fence and for the length of the site access roads for up to 50 metres from the perimeter fence or such other distance as specified in the relevant Lease. In regard to Northern Resource Park and the Transfer Stations the obligations set out in this Code is limited to the site itself and does not extend to 50 metres around the site.

The emphasis is on effective management of an area to keep it clean. Not on how often it is cleaned.

This Code is set out under the following headings:

- Meaning of Litter and Detritus;
- Standards and Recovery Times; and
- Photographic Illustrations of Standards.

Nothing in this Code relieves the Contractor of responsibility for the health, safety and welfare of staff and visitors. Unless expressly defined in this Code, capitalised words and phrases shall have the meaning given in the Agreement.

## 1.2 Meaning of Litter and Detritus

For the purpose of this Code:

- "litter" means any materials, excluding fallen leaves, improperly stored, discarded, fly-tipped or spilt by site staff or visitors; and
- "detritus" means dirt, dust and small items of inert material but only applies to material in the site boundary and on hardstanding areas.

## 1.3 Standards and Recovery Times

### Standards

**Grade A** means predominantly free of litter apart from minor scatterings and accumulations of small items, e.g. cigarette ends, biscuit and chewing gum wrappers, and shredded items following grass-cutting at sites.

**Grade B** means heavier accumulations than Grade A of small items. e.g. cigarette ends, biscuit and chewing gum wrappers, detritus and shredded items and residues left from grass cutting. Grade B includes the grass cuttings themselves. The presence of litter at Grade B downgrades the whole site/area to Grade B.

**Grade C** means accumulations as set out in Grade B plus small accumulations of larger items e.g. plastic bags, cardboard pieces and polystyrene. The presence of litter at Grade C downgrades the whole site/area to Grade C.

**Grade D** means accumulations as set out in Grade C more heavily affected by refuse and/or litter with major accumulations and/or any item that is hazardous or by vandalism could become hazardous, e.g. a television set. The presence of litter at Grade D downgrades the whole site/area to Grade D.

### Recovery Times

**Grade A** is the standard to be achieved at the end of each Working Day on which the site is open.

The Code recognises that Grade A cannot be maintained at all times, and allows the standard of cleanliness to fall below Grade A providing it is rectified as specified below.

**Grade B** is to be cleaned and restored to Grade A at the end of each Working Day on which the site is open. In the event of Grade B being identified after a site has closed it will be restored to Grade A within one (1) hour of the site re-opening.

The aim of the Code is to retain Grade B on the facilities and on land to which the Contractor can obtain lawful access without the payment of monies within 50 metres of the perimeter fence and for the length of the site access roads for up to 50 metres from the perimeter fence or such other distance as specified in the relevant Lease throughout Opening Hours.

**Grade C** is to be cleaned and restored to Grade B within two (2) hours of being identified or to Grade A by the end of any period during the Opening Hours.

At an HWRC **Grade D** is to be cleaned and restored to Grade B within one (1) hour of being identified or to Grade A by the end of any period during which the site is open to receive waste.

In cases of vandalism the Contractor will contact the Authority to discuss the appropriate resolution. In the meantime the application of Schedule 1 Part 2 (Performance Measurement Framework) to the effects of such vandalism shall be suspended.

At a Resource Park **Grade D** is to be cleaned and restored to Grade B within two (2) hours of being identified or to Grade A by the end of the Opening Hours.

### **Site Access Roads - Frizington and Millom HWRCs**

In respect of the site access road at Frizington and Millom HWRCs, the Contractor will inspect the additional length of the access road (as shown on the plans attached to the relevant Leases), but not the areas either side of the access road, and pick up litter (but not fly tipped waste) twice daily on the days when Frizington and Millom HWRCs are open to the public (as set out in the Output Specification). The first daily inspection shall be undertaken at any time before 1200 and the second daily inspection shall be undertaken at any time after 14:00. The time of each inspection shall be recorded in the site diary. For the avoidance of doubt, Schedule 1 Part 2 (Performance Measurement Framework) will not apply to the Contractor's obligation to pick up litter from the site access roads.

### **Appropriate containers**

All items deposited on site will be correctly contained within appropriate skip/containers/marked areas in accordance with Necessary Consents. Any items not contained correctly will be recorded as Grade D. Containment in marked areas applies to specified wastes that are stored on the ground in pre-defined areas (for example quarantine areas or those areas highlighted on the sites working plan).

Bins used to segregate waste (e.g. figure 18) must display the appropriate branding in accordance with the Branding Strategy otherwise the waste will be deemed to be inappropriately stored.

### **WCA Bring Sites**

Some of the HWRC's incorporate a bring site serviced by the local WCA, if the bring site has been left in a condition by the authorised WCA or its subcontractor and it is not possible to return it to an acceptable condition within an hour the Authority will be informed and an appropriate timescale agreed for remediation. During this period the Litter Code of Practice and the PMF in relation to it will not apply.



## **Restricted Access**

In areas of the sites where, and at times when, access is impossible or dangerous, e.g. skip standing bays when skips are in place, the recovery time for Grades C and D above do not apply. These areas shall be restored to Grade B when access to the area becomes possible and safe, as soon as is practicable before a new container is put in place, e.g. when a skip has been pulled out to be exchanged with another. The facility specific Plans identify in risk assessments areas of restricted access and prescribe safe systems of work for restoring them to Grade A/B.

## **Vandalism**

If the site has been vandalised and the site is in a condition that it is not possible to return it to an acceptable condition within an hour the Authority will be informed and an appropriate timescale agreed. During this period the Litter Code of Practice and the PMF in relation to it will not apply.

Some of the HWRC's incorporate a bring site managed by the local WCA, if the bring site has been left in an unacceptable condition by the authorised WCA or its subcontractor and it is not possible to return it to an acceptable condition within an hour the Authority will be informed and an appropriate timescale agreed for remediation. During this period the Litter Code of Practice and the PMF in relation to it will not apply.

## 1.4 Photographic Illustrations of Standards

### 1.3.1 Grade A:



**Figure 1 Grade A**



Figure 2 Grade A



Figure 3 Grade A



Figure 4 Grade A

### 1.3.2 Grade B:



Figure 5 Grade B

Service Delivery Plan  
1/05/2011



Figure 6 Grade B



Figure 7 Grade B



Figure 8 Grade B

### 1.3.3 Grade C.



Figure 9 Grade C

Service Delivery Plan  
1/05/2011



Figure 10 Grade C



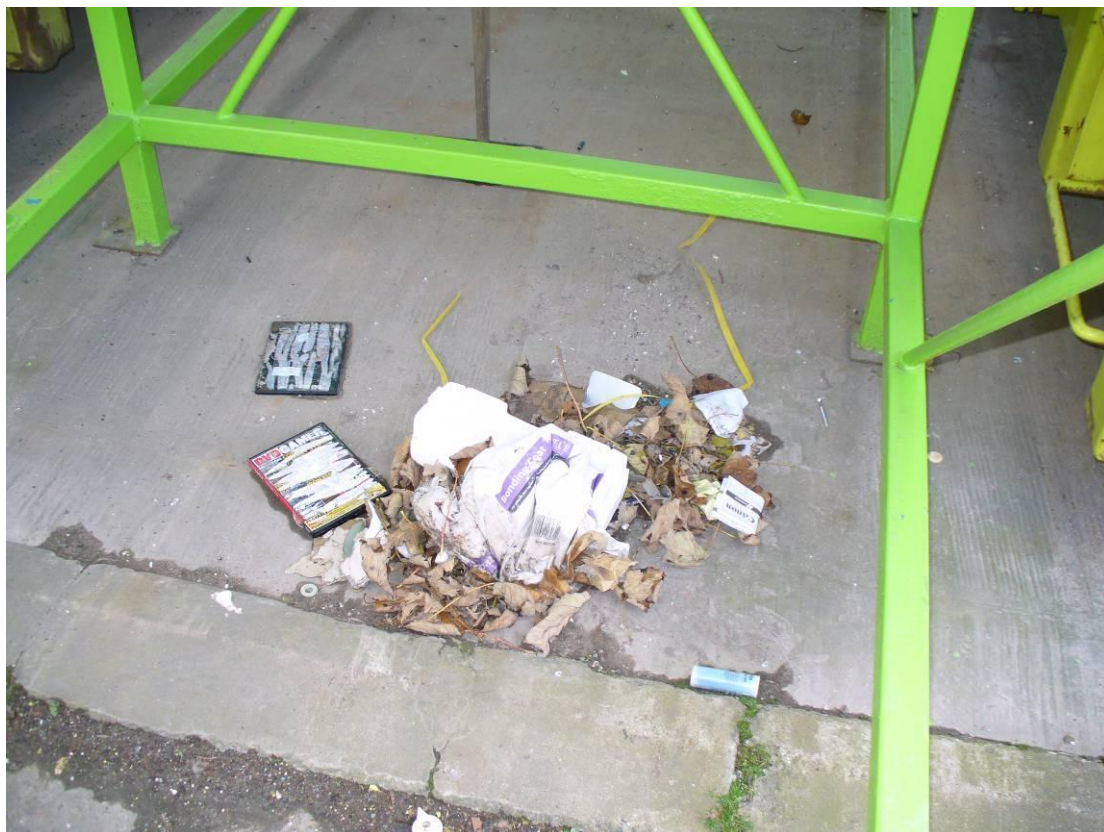
Figure 11 Grade C



Figure 12 Grade C



**1.3.4 Grade D.**



**Figure 13 Grade D**



Figure 14 Grade D

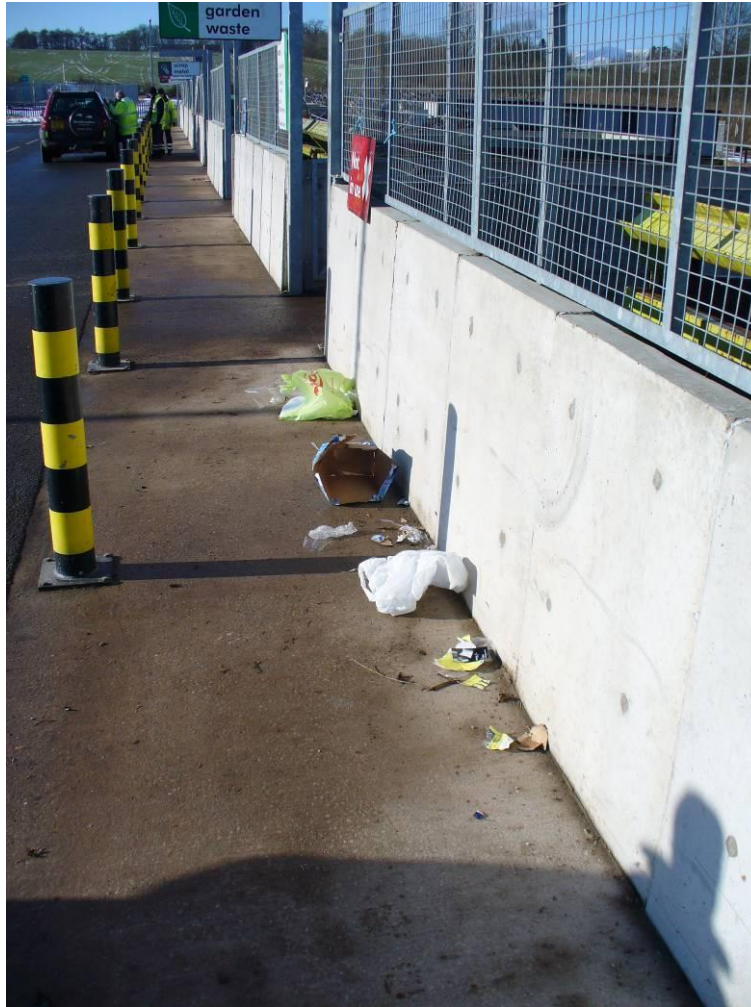


Figure 15 Grade D

### 1.3.5 Improperly Stored Waste



Figure 16 Improperly Stored Waste



Figure 17 Improperly Stored Waste

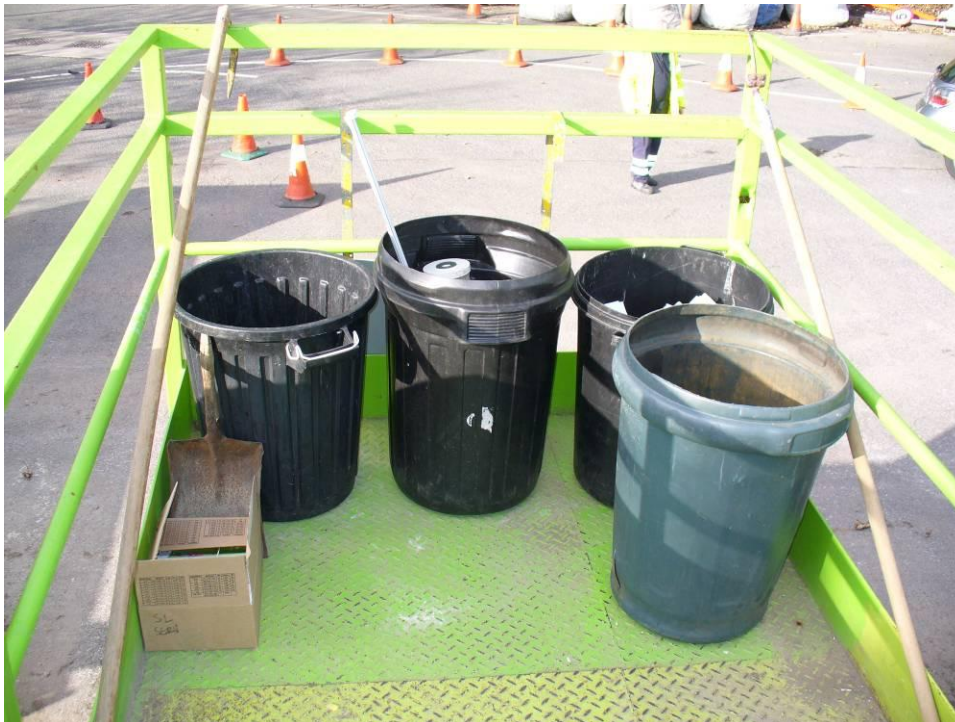


Figure 18 Improperly Stored Waste



Figure 19 Improperly Stored Waste

## Plan 1.38 Third Party Waste Plan

<b>Plan 1.38 Third Party Waste Plan</b> .....	1
1.1 Introduction .....	2
1.2 Authorisation Procedure .....	2
1.3 Approach to Management.....	2
1.4 HWRCs.....	2
1.5 Third Party Waste Acceptance Protocol.....	2

## 1.1 Introduction

This Schedule 2 (Service Delivery Plan) ("Service Delivery Plan") to the agreement between the Authority and the Contractor ("Project Agreement") comprises of a suite of documents ("Plans") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This document should be read in conjunction with the following overall contract documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

This Plan sets out the arrangements put in place to allow the Contractor to support the Authority during the Contract Period.

This plan relates to the management of Third Party Waste as defined in the project agreement.

## 1.2 Authorisation Procedure

With the approval of the Authority Shanks will receive, recycle, recover, transport, treat and dispose of third party waste at the Resource Parks, Transfer Stations and within HWRCs.

Weighbridge tickets will provide auditable records of the tonnage of third party waste accepted. These will also be the basis for the separate billing of the third party delivering the waste.

All waste tonnages recorded by the weighbridge system will be provided as part of the Monthly Report so the Authority's Representative can reconcile payments to individual transactions.

## 1.3 Approach to Management

### 1.4 HWRCs

Shanks' policy will be to only accept household waste delivered by the public. The County Council permitting system is set out in Schedule 1 to the Output Specification. Any change to this will be treated as an Authority Change

## 1.5 Third Party Waste Acceptance Protocol.

To be developed when appropriate

<b>Plan 1.39 Hespian Wood Landfill Service Delivery Plan</b>	<b>5</b>
1.1 <b>Introduction</b>	<b>5</b>
1.2 <b>Site Details</b>	<b>5</b>
<b>2.    Operations Plans</b>	<b>7</b>
2.1 <b>Hours of Operation</b>	<b>7</b>
2.2 <b>Facilities available on the site</b>	<b>8</b>
2.3 <b>Site Access</b>	<b>8</b>
2.4 <b>Traffic Management Plan</b>	<b>8</b>
2.5 <b>Acceptable Contract Waste</b>	<b>8</b>
2.6 <b>Acceptance of Waste</b>	<b>8</b>
2.7 <b>Authorised Vehicle Acceptance Procedure</b>	<b>9</b>
2.7.1    Acceptance of authorised vehicles	9
2.8 <b>Record Keeping</b>	<b>10</b>
2.9 <b>Site Security</b>	<b>11</b>
2.10 <b>Signage</b>	<b>11</b>
2.11 <b>Local Accident and Emergency Departments</b>	<b>12</b>
<b>3.    Facility Management Plan</b>	<b>14</b>
3.1 <b>Staffing Structure</b>	<b>14</b>
3.2 <b>Management Procedures</b>	<b>14</b>
3.3 <b>Training</b>	<b>15</b>
3.4 <b>Induction Training</b>	<b>15</b>
3.5 <b>Waste Acceptance and Control Systems and Procedures</b>	<b>16</b>
3.6 <b>Toolbox Talks</b>	<b>16</b>
3.7 <b>Site Staff Management</b>	<b>17</b>
3.9.1    Gathering of accurate information and data	17
3.9.2    Inspection Responsibilities and Monitoring Schedules	17
3.8 <b>Materials Marketing Plan</b>	<b>17</b>
3.9 <b>Nuisance, Litter and Pest Control</b>	<b>17</b>
3.10 <b>Business Continuity Plan</b>	<b>17</b>
3.10.1    Contingency Arrangements	18
In this event the Authority will be advised of the beginning and end of such period of diversion and the reason for it	<b>18</b>
3.10.2    Weighbridge System Failure	18
3.11 <b>Search for Lost Property</b>	<b>19</b>
<b>4.    Health and Safety Plan</b>	<b>20</b>



<b>4.1</b>	<b>Risk Assessment and Safe Systems of Work</b>	<b>20</b>
4.1.1	Inventory of Assessments	20
4.1.2	General Site and Job/Task Specific Assessments	20
4.1.3	Noise Assessments	20
4.1.4	COSHH Assessments	20
4.1.5	Safe Working Procedures	20
4.1.6	Risk Assessment and Safe System of Work Review	20
4.1.7	Employee Involvement	21
4.1.8	Site Rules	21
4.1.9	First Aid Facilities	22
4.1.10	Qualified First Aid Persons	22
4.1.11	Medical Assistance	22
4.1.12	Fire Safety Plan and Other Emergencies	23
4.1.13	Chemical Safety & Emergencies	24
4.1.14	Landfill Gas Safety	24
<b>4.2</b>	<b>Accidents and Incidents</b>	<b>24</b>
4.2.1	Reporting	24
4.2.2	Investigation	25
4.2.3	Documentation	25
4.2.4	Hazard Reporting	25
4.2.5	Safety Inspections	25
<b>4.3</b>	<b>Monitoring and Auditing</b>	<b>26</b>
4.3.1	Proactive Monitoring	26
4.3.2	Safety Inspections	26
4.3.3	Job Safety Monitoring	26
4.3.4	Health and Safety Manager Inspections	27
<b>4.4</b>	<b>Audits</b>	<b>27</b>
4.4.1	Health and safety audits will be carried out at the facility to assess:	27
4.4.2	Health Surveillance	27
4.4.3	COSHH Monitoring	27
4.4.4	Professional Advice and Statutory Bodies	28
<b>4.5</b>	<b>Consultation</b>	<b>28</b>
4.5.1	General Consultation	28
4.5.2	Formal Health and Safety Meeting	28
4.5.3	Safety Representatives	29
4.5.4	Notices	29
4.5.5	Contractors, Visitors and Other Site Users	30
4.5.6	General Controls	30
4.5.7	Further Controls	30
4.5.8	Visitors	31
4.5.9	Visits by Statutory Authorities (i.e. Environment Agency/HSE)	31
<b>4.6</b>	<b>PPE Issue and Usage</b>	<b>31</b>
4.6.1	Issue	31
4.6.2	PPE Usage	31

4.6.3	Housekeeping and Premises	31
4.6.4	Health and Safety Training	32
<b>5.</b>	<b>Quality</b>	<b>33</b>
5.1	Maintenance Plan	33
5.2	Electrical Installation & Equipment	33
5.3	Mechanical Inspections	33
5.4	Lifting Equipment	33
5.5	Towing Chains and Eyes	33
5.6	Safety Harnesses and Anchor Points	33
5.7	Sheeting/Access Gantries and Fixed Ladders.	34
5.8	Gas Detection Equipment	34
5.9	Ladders and Other Access Equipment	34
5.10	Hand/Portable Tools	34
5.11	Planned Preventive and Condition Based Maintenance	34
5.12	Maintenance Operations and Permits to Work	35
5.13	Spot Hired Plant and Equipment	36
<b>6.</b>	<b>Environmental Protection Plan</b>	<b>37</b>
6.1	Introduction	37
6.2	Waste Management Operations	37
6.3	Permitted Wastes	37
6.4	Waste Inputs	37
6.4.1	Staffing and Understanding of Permit	37
6.4.2	Control of Mud and Debris	38
6.4.3	Potentially Polluting Leaks and Spillages of Waste	38
6.4.4	Fires on Site	38
6.5	Waste Quantity Measurement System	38
6.6	Control of Ground and Surface Waters	39
<b>7.</b>	<b>Emergency Plan</b>	<b>40</b>
7.1	Site Evacuation	40
7.2	Fire	40
7.3	Unknown dangerous substance	41
7.4	Spillage	42
7.5	Unlawful Visitors	43
7.6	Fatalities and Serious Injuries	43
7.7	Major Incidents	43
7.8	Incidents at Weekends & Out of Hours	44

<b>7.9</b>	<b>Drills</b>	<b>44</b>
<b>7.10</b>	<b>Internal Contact Numbers</b>	<b>44</b>

## **Plan 1.39 Hespian Wood Landfill Service Delivery Plan**

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### **1.1 Introduction**

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

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### **1.2 Site Details**

The landfill site is located at National Grid Reference NY 364 632, approximately 7km northwest of Carlisle, Cumbria.

#### **Area**

The site covers an area of approximately 55 ha.

#### **Nature of the site**

The landfill classification of the landfill site is non hazardous. Only non-hazardous and inert solid wastes will be deposited within the landfill.

#### **Age of the site**

The site has been operational since 1984.

#### **Capacity**

Remaining void space 1.2 million cubic metres.

#### **Planning**

Planning consent was granted on 6<sup>th</sup> September 2000 - 1/00/9005.

#### **Environmental Permit**

Permit No. BM 60261B.

Shanks will be provided with a copy of the Environmental Permit within one month of Contract commencement and any subsequent amendments within one month of their receipt by CWM.

**Owner of the site**

The land is owned by Cumbria County Council.

**Operator**

Operated by the Cumbria Waste Management Limited.

## **2. Operations Plans**

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### **2.1 Hours of Operation**

The normal hours of operation of the landfill will be 08:00 to 17:00 hours Monday to Friday and 08:00 to 12:00 hours on a Saturday during summer months. The Opening Hours in the months of November, December, January and February shall be 08:00 to 16:00 from Monday to Friday and 08:00 to 12:00 on Saturdays.

If outside these months the Contractor has health and safety concerns about landfilling under poor light conditions the Contractor will notify the Authority and detail the additional days or weeks when the Contractor would like the opening hours to be 16:00. The Authority will consider this request reasonably.

The Contractor may request the Authority to restrict the deposit of some waste types (e.g. difficult wastes) to certain times (which may vary according to circumstances) to allow for inspection, sampling and specialised handling practices on-site, which require additional depths of other wastes as cover material. In this case the Authority's consent will not be unreasonably withheld.

The site normally will be managed by a team including a Site Manager, a Site Chargehand, and Landfill Operatives.

The Contractor shall receive Contract Waste at the Landfill Sites outside the Opening Hours where requested by the Authority, given reasonable notice of any such request by the Authority, provided that:

- the Contractor has in place or has been able to obtain any Necessary Consents and approvals from a Relevant Authority;
- the relevant Landfill Site has, or can secure, adequate storage capacity, including, without limitation, by clearing any netted areas.

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, Landfill Sites shall be available for the reception of Contract Waste on bank holidays and weekend days worked by WCAs in lieu of bank holidays except for Christmas Day, Boxing Day and New Years Day when requested by the Authority, provided that the Authority gives not less than [twenty] Working Days' notice of such days to the Contractor.

Provision shall be made for emergency opening outside the Opening Hours to accommodate late deliveries by WCAs, or their sub-contractors or agents, or civil emergencies caused by exceptional events. The Contractor will use all reasonable endeavours to make such provision available, but if unable to open as requested the Contractor will notify the Authority and make available alternative disposal points where possible.

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, Landfill Sites should be open on Saturday afternoons and Sundays by prior arrangement with the Operator provided that the Operator gives not less than [twenty] Working Days notice to the Contractor on a scheduled basis to accommodate additional general collection campaigns or events.

## **2.2 Facilities available on the site**

The site reception area comprises a manager's office, weighbridge office, meteorological station, technical operative's office, laboratory, mess room, storage areas and toilet block. They are connected to mains electricity and telephone. There is also adequate parking for both staff and visitors.

Other activities that form part of the installation are:

- Leachate treatment and gas management plant
- Litter net to provide an alternative tipping location for contract waste when the landfill site is unavailable (currently Hespian Wood only but also planned at Distington and Flusco landfill subject to planning consent and environmental permitting).

## **2.3 Site Access**

Access to the site is via a minor road leading to the village of Rockcliffe. The access road leading to the site reception area is constructed from tarmac and concrete. The access has secure metal gates to prevent non-operational vehicle access to the landfill when closed. Access to the landfill and directly associated activities shall be provided by the existing internal access roads. The internal access routes from the reception area to the tipping areas are constructed from crushed hardcore.

## **2.4 Traffic Management Plan**

On-site vehicle speeds will be monitored periodically and appropriate controlling action will be taken, if necessary. A crawling speed limit will be imposed and maintained at all times, aided by traffic calming measures. Signs giving safety information, traffic directions and speed limit will be erected where appropriate and will be moved or modified as required.

## **2.5 Acceptable Contract Waste**

The site shall accept all Contract Waste in line with Necessary Consents and the Specific Waste Items (Appendix 41).

## **2.6 Acceptance of Waste**

Waste will be accepted in line with the Waste Acceptance Protocol.

### **2.6.1 Disposal Plan (Landfilling and Unloading of Contract Waste)**

#### **Waste going direct to landfill**

For waste that is to be landfilled at the site the Authorised Vehicle will be directed to the landfill tipping area.

When the waste is being discharged and as the waste is being landfilled the compactor driver will be vigilant and identify:

- Smouldering Waste
- Non Permitted Waste

- Specific Waste Items

### **Waste going into the transfer net**

During inclement weather or due to operational problems the Contract Waste destined for landfill may be redirected to a transfer/holding net. If this is a temporary arrangement the Contractor will notify the Authority with an estimate of the likely time this arrangement will be in place. If the arrangement is permanent, i.e. not as a consequence of inclement weather or operational problems, the Contractor will seek authorisation from the Authority such authorisation not to be unreasonably withheld or delayed.

During the unloading and pushing up of waste within the net the loading shovel operator will be vigilant and identify smouldering waste, non permitted waste and Specific Waste Items.

**Specific Waste Items** For Specific Waste Items that require handling on site in order to be off-loaded the Authorised Vehicle will be directed to an appropriate off-loading area and the WCA or other relevant body must supply sufficient crew members to off-load the waste into the storage containers provided in accordance with the site rules. Containers must be loaded to ensure that they do not pose a risk while being stored.

Turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

#### **2.6.2 Quarantine Areas**

Quarantine areas will be identified within the site for:

- Vehicles that pose a health and safety or litter risk.
- Vehicles where CWM are awaiting clarification on the status of the vehicle or the waste.
- Waste that is rejected.

### **2.7 Authorised Vehicle Acceptance Procedure**

Only vehicles notified to the Contractor by the Authority as authorised to deliver Contract Waste will be allowed entry to the site under the terms of the Contract as set out below:

#### **2.7.1 Acceptance of authorised vehicles**

- 1 When a vehicle arrives on site carrying Waste during the applicable Opening Hours it will be directed by site signage to the weighbridge.
- 2 The weighbridge operator shall, upon presentation at the weighbridge of a vehicle wishing to deposit Waste during the relevant Opening Hours:
  - 2.1 enter the vehicle registration number into the weighbridge system, and identify whether the vehicle is on the Authorised Vehicle List; and
  - 2.2 seek oral confirmation from the driver that the vehicle is carrying Contract Waste.



- 3 If the vehicle is an Authorised Vehicle confirmed by the driver to be carrying Contract Waste both the weighbridge operator and the driver will:
- 3.1 check that the vehicle does not contain smouldering loads or is a health and safety risk or breach the relevant Necessary Consents;
  - 3.2 check that the vehicle does not pose a litter hazard;
  - 3.3 enquire as to the type of Contract Waste being carried and then check associated paperwork, if any, where required. Where possible the weighbridge operator will visually check that the vehicle is not carrying any Waste which the Landfill Site is not permitted to accept in accordance with Necessary Consents; and
  - 3.4 ensure that the driver provides all information required under the Duty of Care Obligations as set out in Section 34 of the Environmental Protection Act and associated regulations.
  - 3.5 record the number of operatives in the vehicle when the weight is taken and instruct all operatives to remain within the vehicle, excluding the driver whilst ejecting the load, or crews depositing Specific Waste Items, until the full weighing process is complete.

If the weighbridge operator is satisfied that the vehicle is approved to proceed, the gross weight (via the calibrated weighbridge), waste type, vehicle registration number, and time will be recorded by the weighbridge operator in the weighbridge system. The Collection Authority district the waste was collected from will also be recorded. The vehicle will then be directed to a tipping area or where on site to unload the waste.

Thereafter the vehicle will be managed as set out in the WAP .

### **2.7.1 Third Party Waste**

Third party waste will be accepted at the site.

### **2.8 Record Keeping**

The following documents will be kept on site.

- 1) Site Environmental Permit and any variations
- 2) Site PPC Application and any associated documents (e.g. variation applications and schedule 4 Notice responses)
- 3) Site Planning permission
- 4) Site diary in accordance with 4.4.4 of the Output Specification
- 5) Copies of Environment Agency Compliance Assessment Report (CAR 1) form

Copies of weighbridge tickets will be retained for 6 years.

Information relating to the Services will be provided to the Authority in accordance with the provisions of the Performance Monitoring and Reporting Plan.

## **2.9 Site Security**

The installation boundary will encompass the landfill, the site reception area, the landfill gas management compound, leachate management compound, fridge storage and transfer management facility, hazardous and clinical waste transfer facility.

The purpose of introducing security procedures is to prevent unauthorised waste disposal and safeguard company property from thieves and vandals. This is achieved by:

- Preventing unauthorised access to the site;
- Making buildings secure;
- Immobilising plant out of working hours;
- Locking up property or otherwise making it secure;
- Utilising alarms, lights or other means to discourage intruders;
- Prosecuting offenders whenever possible
- CCTV

Vehicular access to the site is via the entrance gate off the A74. The gate will be locked outside operating hours, as will gates to operational areas of the site. CCTV is in operation at the weighbridge and the site office compound.

The site is bounded on all sides by 1m high agricultural fencing with barbed wire. A railway adjacent to the western boundary and the M6 all purpose road adjacent to the eastern boundary provide an element of security. Additionally, the site reception compound and the gas compound are enclosed with galvanised steel fencing. The leachate treatment compound is also enclosed by a 2m high security fence.

## **2.10 Signage**

An identification board is situated at the entrance to the facility displaying the following information:

- Operator's name and address;
- Site name and address;
- Opening hours;
- Environment Agency contact details;
- Emergency out-of-hours contact details;
- PPC Permit No.

This notice will be maintained in good order throughout the operational life of the site.

Additional signage identifying the following will be maintained on site:

- Site Safety Rule notice board
- Traffic calming
- Speed limit
- Directional informational signage
- Dangerous Substances Explosive Atmosphere Regulations (DSEAR).

## 2.11 Local Accident and Emergency Departments

### Cumberland Infirmary

Newtown Road  
Carlisle  
Tel: 01228 523444

### Police Stations

Carlisle Police Station  
English Street  
Carlisle  
Tel: 0845 33 00 247

### Fire Services

Carlisle Fire Station  
Warwick St  
Carlisle  
Tel: 01228 593350

### Emergency Services

Tel: 999

## 2.13 Smouldering Loads

In the event of a smouldering load being identified when entering the site, the weighbridge operator will immediately report it to the Site Manager or their deputy and provided it is safe to do so, direct the driver to deposit the load in an area identified for smouldering loads and will be dealt with by site staff.

If the vehicle poses an immediate risk or site staff are unable to extinguish the load the Emergency Services will be asked to attend.

## 2.14 Non permitted waste, non conforming waste and/or Specific Waste Items identified after discharge from the vehicle

If non permitted waste, non conforming waste or Specific Waste Items are identified post discharge from the vehicle, provided it is safe to do so site staff will attempt to remove such items of waste and take to an appropriate quarantine or storage area. The Authority will be notified.

If it is not possible to separate the load or the full load is identified as non permitted or non-conforming after it has been discharged from the vehicle then it will be loaded into containers, quarantined, the Authority informed, the Environment Agency informed as is

required under the Environmental Permit and the waste removed from the site and disposed of at an appropriately permitted facility as directed by the Contractor.

If the load contains Specific Waste Items and it is not possible to separate the load then the Authority will be informed and further instructions will be requested.

In all cases of loads being rejected from site the registration number of the vehicle, date, time and reason for determining the load to be rejected will be recorded in the site record book and any performance deductions shall not apply.

Where problems are identified with a discharged load photographs will be taken of the waste in situ.

Any vehicles sent to the quarantine area that cannot be unloaded at the site will be allowed to park prior to contact being made with the Operator and the vehicle being rejected and redirected to an alternative disposal location.

Any vehicle which is initially rejected or quarantined where the issue is subsequently resolved, the waste will be accepted and the transaction will be handled in accordance with the procedure set out above. .

## **2.15 Vehicle Turnaround Times**

If a vehicle exceeds the 30 minute turnaround time, the driver will be asked to explain the reason for the delay to the weighbridge operator who will complete a delay notice form which will be signed by the driver and weighbridge operator.

This will detail;

- The time the vehicle weighed on and off site
- The vehicle registration
- The reason for the delay

Should any Authorised Vehicle personnel depositing waste other than Specific Waste Items wish to use on site welfare facilities they will only be allowed to do so either before or after the weighbridge procedure to avoid compromising the turnaround time target.

The vehicle driver will expedite the process of landfill disposal safely without delay or distraction. If the driver does not the turnaround times will not apply.

In the case of Specific Waste Items turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

### 3. Facility Management Plan

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#### 3.1 Staffing Structure

There are five specific roles; Site Manager, Site Supervisor, Plant Operative, Weighbridge Administrator and General Operative.

The Site Manager will hold as a minimum a Certificate of Technical Competence (COTC) for managing landfill of special waste (LS4) or landfill of non-hazardous waste (4LNH) and an Institute of Occupational Safety and Health (IOSH) Managing Safely Certificate.

The list of current holders of the relevant COTC certificate is Gary Edmondson, Jim Morgan, Pam Woodhouse, George Lafferty, David Lowthian, Duncan Millar Jim Smith and Charles Riddell.

#### 3.2 Management Procedures

The nominated person will be responsible for making sure that the monitoring and reporting requirements are completed in accordance this Service Delivery Plan. Records will be maintained in respect of the following:

##### Daily Control Sheets

Site Diary	Incidents of note etc
Health and Safety Nuisance Plan	Checks completed twice daily at environmental monitoring points
Visitors Book	All visitors/contractors to sign upon arrival
Site Safety Rules	Visitors/contractors to sign before commencing on site.
Incident Reporting Form	Accidents/Incidents/Near miss reporting form
Accident Book	Records all site accidents

##### Monthly Control Sheets

Monthly Facility Check Sheets	Management/staff carry out site audits
Health & Safety Report	Log sheet recording accidents/incidents/inductions etc
Job Safety Monitoring	Management Procedure conformance monitoring record.
Tool Box Talks	Staff training on company procedures and activities.

##### Quarterly Control Sheets

Environment Agency Waste Returns	Details of the Waste inputs and outputs
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##### Annual Control Sheets

Environment Agency Waste Return	Details of the Waste inputs and outputs
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### 3.3 Training

All persons working at the Landfill Site engaged in the provision of the Services will have completed the following documentation/training as a minimum:

Medical questionnaire approved by the occupational health consultants, within 2 weeks.

- Site safety induction undertaken by the relevant Site Manager or nominated deputy, on arrival at site.
- Training on specific procedures applicable to the employee's role.
- Instruction on the risks and actions in the event of Weils Disease and issue of a Weils disease information sheet.

Professional training will be given as necessary:

- Certificate of Technical Competence Landfill – Site Manager
- IOSH Managing Safely – Site Manager, Site Chargehand
- IOSH Working Safely qualification – All permanent employees
- Certificate of authorisation where applicable to operate plant/machinery signed by the Site Manager – Compactor Operators/CPCS plant operator
- Manual Handling – Site staff
- Fire Awareness – Site staff

Additionally site employees will be selected to attain the HSE approved First Aid at Work Certificate to ensure a minimum of one qualified first aider on site at all operational times. This certificate will be revalidated within three years.

The original records will be kept by the Personnel Manager in the individual's personnel record. A central log of all safety related training is also retained by the H&S department along with copies of supporting evidence of training. Refresher training will then be planned between and executed via liaison between Managers and the Personnel Manager.

### 3.4 Induction Training

All new workers and sub-contractors are inducted on the contents of this Plan on employment. This induction covers:

- Highlighting the main site hazards and control measures
- Specific work related procedures, method statements and risk assessments
- Details of health and safety consultation arrangements and the name of the local health and safety representative

- CWM health and safety policy
- The procedures on discovering a fire or hearing the alarm.
- The location of fire equipment and the assemble point
- Work control procedures and when permits are required
- Procedures for hazard and incident reporting
- Action in the event of a spillage
- Actions in the event of suspicious article being identified
- Controls relating to smoking
- Controls relating to working in zoned areas
- Notification requirements in the event of an emergency
- Emergency contact details
- Procedures for dealing with equipment failure
- Medical questionnaire
- Vaccination statement read and understood
- Weils disease card given
- Rules relating to Personal Protective Equipment

### **3.5 Waste Acceptance and Control Systems and Procedures**

Hespin Wood Landfill is classified as a non-hazardous landfill and will accept non-hazardous and inert wastes. Waste will only be received via the site entrance. Upon arrival at the site, all waste delivery vehicles will be directed to the site weighbridge.

Waste will be deposited at the top of the waste face. A steel-wheeled landfill compactor will be used on the operational areas to level and compact the waste. A number of passes will be made over the waste by the compactor, or other suitable equipment, to achieve satisfactory compaction of the wastes.

The surface of the landfill will be covered progressively with inert materials, including imported waste materials.

### **3.6 Toolbox Talks**

A programme of toolbox talks will be set up and administered to all relevant employees. Toolbox talks will either be taken from a generic toolbox talk manual covering a variety of relevant topics or based around safe working procedures. Toolbox talks may also be given to instruct employees on new control measures after accidents and other incidents have occurred.

Records of talks will be kept and a copy of the record issued to the Health & Safety Manager.

### **3.7 Site Staff Management**

The site will be staffed to or in excess of the requirements required by the site's Environmental Permit.

Annual leave, periods of sickness or any other unforeseen absence will firstly be covered by our existing staff from other landfill sites, then by other staff from within CWM's other activities or temporary staff as appropriate. Temporary staff are generally sourced through local plant hire companies or recruitment agencies depending on the nature of the work to be undertaken. Any temporary staff used will be trained as required in line with 2.1.2 above.

Communication with site staff will be through site meetings, toolbox talks, informal discussions, site diary for recording key events and the notice boards for information such as health and safety requirements, rotas, emergency information, contacts etc.

#### **3.9.1 Gathering of accurate information and data**

Transaction data – CWM currently uses 'Weighsoft 4' weighbridge operating software to record all transaction data. This system has a telemetric link to the weighbridge head unit which is an Avery Berkel supplied and maintained system. The weighbridge head unit holds an independent record of all weights recorded on the weighbridge deck. Weighsoft 4 holds all customer, vehicle, tare weight, waste type, load weight, dates, times and ticket reference number information, which is uploaded to CWM's central computer server which is 'backed up' each night. Each transaction is evidenced by a paper copy three or four part weighbridge ticket signed by the driver. One part is handed to the driver and the others retained by CWM.

Weighsoft 4 will be used to generate daily transaction reports of all movements of Contract Waste which will be saved into an Excel spreadsheet which will be provided to the Operator.

#### **3.9.2 Inspection Responsibilities and Monitoring Schedules**

The Site Manager or Chargehand will be responsible for monitoring performance at site level and will check compliance each working day reporting all issues to the CWM Representative or a member of that person's team.

### **3.8 Materials Marketing Plan**

The Contractor shall ensure that Contract Waste, including Reclaimed Materials, shall not be transported outside of the UK for the purpose of Landfill disposal. All other Reclaimed Materials shall be dealt with in accordance with the Materials Marketing Plan.

### **3.9 Nuisance, Litter and Pest Control**

The landfill shall be managed to prevent statutory nuisance and to minimise noise and vibration, odour, particulate matter, litter, birds, vermin and insects, mud on roads

### **3.10 Business Continuity Plan**

In the event that it is not possible to landfill waste at the site the most likely cause being high winds then it may be necessary to implement special measures. In these conditions vehicles will be directed to tip in an enclosed litter net where such is available at the site.



The Authority shall be notified of such occasions and kept informed of the ongoing situation.

### **3.10.1 Contingency Arrangements**

Should the site and the net be unavailable, vehicles will be diverted to;

- Kingmoor Recycling Centre, Carlisle; or
- Flusco Landfill site

In this event the Authority will be advised of the beginning and end of such period of diversion and the reason for it

### **3.10.2 Weighbridge System Failure**

In the event of a complete systems failure, a manual recording system will be put into place for a period of time to be agreed between CWM and The Operator. This will include using averaged gross weights from the previous four weeks from the same collection route and day (excluding exceptional weeks e.g. containing public holidays etc)

The period of time agreed will take into account the view of the weighbridge maintenance contractor. The Operator will act reasonably when considering such a request.

#### Manual Tickets

Manual tickets will be entered promptly to ensure that all transactions are charged for and accurate tonnages are available.

Manual tickets will be completed in full, (as it may not be the same Weighbridge Operator back entering the ticket details) this includes;

- Consignment note or EA numbers for hazardous goods
- Time in and out of site
- Direction of the load i.e. Goods In or Goods Out

To aid in the writing of Manual Tickets the following will be kept in the weighbridge;

- A list of frequently used EWC codes and descriptions
- An up to date list of the Hauliers' Registered Waste Carriers numbers

All manual tickets will be back entered into Weighsoft within 2 working days of the system being recommissioned and if required recalibrated, with the following information;

- Manual ticket number
- Times in and out
- Reason for manual ticket

Once entered, the following will be detailed on the manual ticket;

- Signature of person entering the ticket

Copies of the manual ticket will be attached to the manually inputted Weighsoft ticket

### 3.11 Search for Lost Property

Vehicles associated with the search for lost property or vehicles delayed as a consequence of the search will be excluded from turnaround time or any deductions and penalties associated with the delays.

- To enable the search for lost property to be initiated the Authority shall inform the Contractor of the details of the lost property, the vehicle it is believed to be in and of all details regarding the nature and timing of its arrival on site.
- If the vehicle carrying the lost property has already deposited the waste no search will be initiated.
- Any searches will be carried out in accordance with relevant health and safety guidelines.
- The vehicle carrying the lost item will deposit the load in a designated area, the waste will be searched using mechanical means only i.e. a loading shovel or a tracked excavator whichever is available.
- If the lost property cannot be located within twenty (20) minutes the search will be called off.

If requested by the Authority a longer search may be instigated. Such a search shall be at the Authority's cost.

## **4. Health and Safety Plan**

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This site will operate under the scope of CWM's OHSAS 18001 certification. The site Safety Action Plan contains the actions required to enable the business to operate safely and it will be formally reviewed.

Staff management at the facility will ensure, through health and safety procedures and control measures, the safety and welfare of all those using or working on the site so far as is reasonably practicable.

### **4.1 Risk Assessment and Safe Systems of Work**

#### **4.1.1 Inventory of Assessments**

A full inventory of the risk assessments and safe working procedures applicable to the Site are detailed in the company working instructions file available at the Site offices. Other risk assessments will be undertaken by site management to cover extra jobs/tasks as required.

#### **4.1.2 General Site and Job/Task Specific Assessments**

The Site Manager and nominated deputy will be responsible for undertaking all risk assessments at Hespian Wood.

#### **4.1.3 Noise Assessments**

Noise assessments are undertaken every two years.

#### **4.1.4 COSHH Assessments**

All COSHH assessments will be undertaken in compliance with company Procedure CP003, Control of Substances Hazardous to Health and the Environment.

COSHH monitoring and health surveillance requirements will be identified in individual COSHH assessments.

All COSHH assessments will be reviewed at least every two years or after faults have been found by active and reactive monitoring.

#### **4.1.5 Safe Working Procedures**

Safe working procedures will be written as a result of risk assessments where required.

#### **4.1.6 Risk Assessment and Safe System of Work Review**

All risk assessments and safe systems of work will be reviewed by Site Management at the following frequencies:

- After deficiencies have been highlighted due to accidents, incidents or via safety inspections and auditing.
- When changes in working methods, locations and processes could pose significant risk.
- Every Two years in all other cases.

Risk assessments will be made available to the Authority upon request.

#### **4.1.7 Employee Involvement**

The Site Manager will ensure that where required Safety Representatives and employees are included in the risk assessment formulation and review process.

#### **4.1.8 Site Rules**

The General Site Rules and the Site Rules specific to Vehicles and the crew of Authorised Vehicles.

All Authority and Authority related parties must comply with all Site Rules. A “three strike” system has been introduced to record non-compliance and/or unsafe acts related to Site Rules, which will be rigorously enforced. Where breaches are identified and action is to be taken against a driver/individual CWM will:

- Ensure all cases are investigated thoroughly
- Avoid **any** discrimination
- Follow this procedure so as to be consistent in approach (this may be supplemented by their own internal procedures which may provide further details)
- Contact the driver’s employer to inform them of the situation at each stage

##### **4.1.8.1 Initial verbal warning**

If the issue is minor and there are mitigating circumstances then site management may choose to issue a verbal warning. In this case the issue will be discussed with the site user concerned and the correct action confirmed.

##### **4.1.8.2 1<sup>st</sup> Breach**

If any site user does not comply with the site rules, an initial formal warning will be issued. Where possible/reasonable this will be given verbally to the individual whilst he/she is on site. In **all** cases his/her employer will be notified via letter or by email directly from CWM as soon as possible after the event and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority. The warning will be kept on record and remain effective for 6 months from the date of the first offence.

##### **4.1.8.3 2<sup>nd</sup> Breach**

If there is a second breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority that the driver may be subject to exclusion from using the site if further breaches occur. The warning will be kept on record and remain effective for 9 months from the date of the second offence. Any subsequent breaches will result in the user being excluded from the waste disposal site.

##### **4.1.8.4 3<sup>rd</sup> Breach**

If there is a third breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority that the site user is excluded from that site and all other sites managed by CWM

for a specified period. The period of the exclusion will be decided by CWM and will vary dependant on the gravity of the offence but generally will not be for less than one month. The removal of the exclusion will be conditional on written confirmation from the employer of the user involved that they will comply with all site rules. A record of this action will be kept for a period of 9 months from the date of removal of the exclusion. If there are any repeat breaches then the user will be excluded again and this exclusion may be permanent, dependant on the circumstances of the case.

#### 4.1.8.5 Probation period

Upon expiry of a ban the individual will be subject to a 3 month probation period. If he/she breaches any site rules in this time they will again be banned from site immediately for a period of time to be determined by the site management. A ban from one site constitutes a ban from all facilities operated CWM. For this reason the ban will be notified to all relevant sites in the area by the relevant site management.

#### 4.1.9 First Aid Facilities

First Aid Facilities will be available in the following locations

- ◆ Weighbridge
- ◆ Medical Room (located in the mess room building)
- ◆ Laboratory
- ◆ Canteen
- ◆ Site Compactor
- ◆ Site Loading Shovel

In addition to this the following further facilities will be provided:

- ◆ Emergency Shower in the leachate treatment plant
- ◆ Eye wash facilities in the laboratory, canteen, medical room and in all mobile plant cabs

#### 4.1.10 Qualified First Aid Persons

At least two adequately qualified first aid personnel will be employed at the location to administer first aid. A qualified first aid person will be present during all operational hours where reasonably practicable to do so. Where this is not reasonably practicable the Site Manager or nominated deputy will appoint persons to call the emergency services. The names of all qualified first aid persons will be posted in mess rooms.

#### 4.1.11 Medical Assistance

The local casualty hospital is the CUMBERLAND INFIRMARY, CARLISLE. In less urgent cases casualties will be transferred to the hospital in a company vehicle accompanied by a first aid person or other responsible employee. In urgent cases ambulances/fire service will be called by dialling 999.

<b>Emergency Contact Details for all areas</b>			
North	East	South	West
<b>Cumberland Infirmary</b>	<b>Penrith Hospital</b>	<b>Furness General Hospital</b>	<b>West Cumberland Hospital</b>
Newtown Road	Bridge Lane	Dalton Lane	Hensingham
Carlisle	Penrith	Barrow in Furness	Whitehaven
<b>Tel:01228 523444</b>	<b>Tel: 01768 245300</b>	<b>Tel: 01229 870870</b>	<b>Tel: 01946 693181</b>
<b>Police Stations</b>			
<b>Carlisle Police Station</b>	<b>Penrith Police Station</b>	<b>Barrow Police Station</b>	<b>Workington police Station</b>
Brunel Way	Hunter Lane	Market Street	Nook Street
Carlisle	Penrith	Barrow in Furness	Workington
<b>Tel: 0845 33 00 247</b>	<b>Tel: 0845 33 00 247</b>	<b>Tel: 0845 3300247</b>	<b>Tel: 0845 3300247</b>
<b>Fire Services</b>			
<b>Carlisle Fire Station</b>	<b>Penrith Fire Station</b>	<b>Barrow Fire Station</b>	<b>Workington Fire Station</b>
Warwick St	Bridge Lane	Phoenix Way	King Street
Carlisle	Penrith	Barrow in Furness	Workington
<b>Tel: 01228 593350</b>	<b>Tel: 01768 869426</b>	<b>Tel: 01229 433461</b>	<b>Tel: 01900 609566</b>

#### 4.1.12 Fire Safety Plan and Other Emergencies

A full fire risk assessment will be undertaken at the location and actions implemented. The fire risk assessment will be reviewed every two years.

All foreseeable emergencies including fire will form part of risk assessments and where required procedures will be drafted in relation to serious and imminent danger.

All escape routes from the buildings will be marked with pictograms in accordance with the signs and signals regulations.

All exits of occupied buildings will be kept unlocked and will remain open during operational hours.

Raising the alarm in the site buildings is achieved either manually, by operating a break glass fire point, or automatically where a smoke detector is activated. Both methods activate a siren.

On site the alarm will be by human voice (clearly shouting the type of incident) or via site radios.

Emergency muster points will be situated in the main car park unless other areas are established by Site Management to respond to individual incidents.

All site personnel will be trained to be competent at implementing the emergency arrangements and will assist all visitors to leave areas of serious or imminent danger and to proceed to areas of safety. Where required sentries will be posted to prevent persons re-entering danger areas.

All fire extinguishers will be registered and inspected by Management monthly. In addition to this all fire extinguishers will be serviced by a competent person at least annually.

At least one full emergency drill will be undertaken at the location annually and details including escape times recorded.

#### **4.1.13 Chemical Safety & Emergencies**

Only chemical wastes permitted by the relevant Environmental Permit or exemptions and set out in this SDP will be accepted at the site.

In addition all chemical wastes will be subject to a generic COSHH assessment as well as an incoming substance specific assessment as per the company's COSHH procedure.

Spill response equipment will be maintained within the facility to be used in the event of spillages.

In the event of serious spills, the site will be evacuated if required and the emergency services, Environment Agency, HSE and senior management will be informed as soon as possible.

Relevant site emergency procedures will be implemented for all emergency situations.

#### **4.1.14 Landfill Gas Safety**

The entrance to the site has a sign to warn of the risk of explosive atmospheres on site. Smoking is not permitted anywhere on the landfill and only in a designated place in the compound. Areas where there is a risk of flammable atmospheres have been assessed and flammable zones have been established and marked. Equipment utilised within these zones is Atex approved or non sparking. All workers are trained on the Dangerous Substances and Explosive Atmosphere Regulations (DSEAR). All work within these areas is covered by either a work instruction or undertaken under permit to work control and Site Management approval.

Offsite landfill gas migration boreholes will be monitored for methane, carbon dioxide, oxygen and atmospheric pressure by approved contractors as per the site's Environmental Permit. Reports will be submitted to the Site Manager, Director and Environmental Manager and appropriate corrective actions implemented where problems are encountered.

The integrity of the landfill gas extraction system is monitored monthly using a flame ionisation detector (FID). Results are recorded, corrective actions identified and controlled.

## **4.2 Accidents and Incidents**

### **4.2.1 Reporting**

All accidents and incidents will be reported immediately to the Site Manager.

The Site Manager, or nominated representative, will immediately advise the Health and Safety Manager of any RIDDOR reportable accident/disease or dangerous occurrence or where it is suspected that the incident will become RIDDOR reportable.

The Site Manager will be responsible for reporting all RIDDOR reportable incidents to the HSE after consultation with the Health and Safety Manager or Executive Directors. These

persons may opt to undertake this function when required. RIDDOR incidents will be reported via the HSE central reporting line 0845 300 9923 or via the HSE website.

All accidents involving injury to any persons including contractors, visitors and members of the public will be recorded on the following documentation:

- B1 510 Accident book (situated in site offices)
- Internal company accident report form.

All other accidents/unplanned events e.g. near misses, property damage, theft and unlawful visitors will be recorded on internal company accident reports or employee hazard and near miss reports only.

#### **4.2.2 Investigation**

All accidents/unplanned events will be investigated by the Site Manager to determine corrective and preventive actions for both immediate and underlying causes. Risk assessments will be updated as required. Site Management will involve the Director and Health and Safety Manager in investigations as required. Details of investigations and identified actions will be recorded on internal accident reports utilising extra sheets as required.

#### **4.2.3 Documentation**

Copies of completed accident report forms will be sent to the following personnel within one working day from the incident occurring (excluding incidents/losses but including all RIDDOR reportable incidents which must be reported within one [1] hour by telephone):

- Director
- Health and Safety Manager

#### **4.2.4 Hazard Reporting**

Employees are able to report all hazards causing concern to site management by completing hazard report forms.

In addition to this, employees can report hazards directly to the Health and Safety Manager anonymously where required using pre-paid envelopes, fax and or telephone.

Site Management will respond to any hazards reported and send copies of completed forms to the Health & Safety Manager.

#### **4.2.5 Safety Inspections**

All safety critical items on the landfill will be subject to both internal and external inspections. Inspections will be undertaken on all machines, mobile plant, electrics, lifting equipment and other work equipment posing significant risk.

Internal inspections will be undertaken by:

- Employees daily before using machines and mobile plant



- Monthly by the Site Manager, or nominated deputy.

Where plant/machine operators consider that any defect observed is safety critical, plant and machinery will not be used. Defect reports will be handed into to site management who will decide on an appropriate course of action i.e. isolate and call out maintenance contractors. Site Management must approve the re-use of all plant and machinery reported as having safety critical defects.

Completed plant daily defect inspections will be handed into and reviewed by site management weekly.

External inspections will be undertaken by competent contractors for all machines and mobile plant in line with manufacturer's recommendations and statutory obligations.

Any faults will be remedied as soon as possible. Where faults pose significant risk equipment will be taken off line, isolated and/or quarantined until repairs are undertaken.

Management will also undertake job/task safety inspections of employees, contractors and delivery drivers to ensure that controls identified in safe working procedures are both adequate and implemented. Management will correct any deficiencies discovered as soon as possible. Where deficiencies pose significant risk operations will cease.

### **4.3 Monitoring and Auditing**

#### **4.3.1 Proactive Monitoring**

The following systems for proactive monitoring will be undertaken to assess the adequacy of the policy and implemented control measures.

#### **4.3.2 Safety Inspections**

Safety inspections will be carried out by site management, supervisors and safety representatives. Safety inspections will be undertaken to assess compliance with this policy and subsequent safe working procedures for the following key areas: -

- Personnel
- Plant
- Contractors
- Visitors
- Workplace

Details of all safety inspections will be passed to the Health and Safety Manager for review.

#### **4.3.3 Job Safety Monitoring**

Job safety monitoring will be undertaken by the Site Manager or nominated deputy.

#### 4.3.4 Health and Safety Manager Inspections

The aim of these visits is to provide a safety practitioner's view of site health and safety compliance. The Health and Safety Manager, or another competent practitioner nominated by him, will inspect the site.

The Site Manager will generally be informed of inspection but some will be unannounced.

All site inspections will generate an inspection report. This contains details of issues identified and actions required to address these. They are priorities, based on risk, and actions, and timelines are agreed with site management. The degree of risk denotes the distribution of the report. Minor risks remain with site management where as high risk are also sent to Directors and senior managers.

#### 4.4 Audits

##### 4.4.1 Health and safety audits will be carried out at the facility to assess:

- Compliance legal requirements
- The effectiveness of the health and safety management systems employed at the site
- That the documentation is up to date and relevant to the activities taking place

The Health & Safety Manager will draft a suitable internal audit program and schedule based on company policy, procedures, approved Codes of Practice and HSE guidance. Audit frequencies, depth and planning will be based on risk.

Non conformance records are retained by the local site and the Health & Safety Manager. Corrective actions are logged in the corrective action database and allocated to specific managers for action.

The findings and recommendations will be brought to the attention of the Board for review when required.

##### 4.4.2 Health Surveillance

Occupational health consultants will be appointed to give advice, undertake pre-employment health screening and carry out health surveillance; all records will be retained for forty years.

All operational company employees will be given:

- Pre-employment health screening
- Annual medical (when identified in risk assessment)
- Hepatitis A, B and Tetanus vaccinations (where handling wastes)

##### 4.4.3 COSHH Monitoring

Specialist consultants will be appointed to undertake appropriate monitoring when deemed required by the Health & Safety Manager. For example, employees exposed to hazardous wastes or excessive dusts or bio aerosols in the workplace.

#### **4.4.4 Professional Advice and Statutory Bodies**

Statutory Enforcement Agency for Health and Safety is the Health and Safety Executive (HSE) whose details are as follows:

- 2 Victoria Place, Carlisle, CA1 1ER - TEL: 01228 548482
- Central Help Line - TEL: 08701 3450055
- Central Incident Reporting Line - TEL: 0845 300 9923

#### General Health and Safety Advice

This is available from the Health and Safety Manager whose details are as follows:

- Unit 5A Wavell Drive Rosehill Estate Carlisle - TEL: 01228 822 123
- Mobile - TEL: 0777 1555 704

#### Occupational Health Advice

Occupational Health Advice is available from the company's occupational health consultants. All enquiries should be passed via the Health and Safety Manager (as above) or the company's Personnel Manager 01228 822102.

#### Chemicals, COSHH and Dangerous Goods

Advice can be obtained from the Technical Manager whose details are as follows:

- Unit 5A Wavell Drive Rosehill Estate Carlisle - TEL: 01228 822 123
- Mobile - TEL: 0777 1555 704

#### Health and Safety Literature and Guidance

Internal and external procedures and guidance will be issued centrally to respective Managers.

### **4.5 Consultation**

Will be based around the following:

#### **4.5.1 General Consultation**

General health and safety consultation will be via discussion and written instructions following the general day to day management process of the business.

#### **4.5.2 Formal Health and Safety Meeting**

A Health & Safety meeting will be held approximately every three months and will be attended by the following people where possible:

- Site Manager
- Technical Manager

- Safety Representative
- Health and Safety Manager

The agenda will be controlled by the Site Manager and will be set via consultation. The agenda will include as a minimum the following elements:

- Minutes & Actions of Last Meeting
- Incidents of Note, Goals, Statistics & Trends
- Issues Landfill
- Interface Issues Transport
- Any other business

The meeting will be recorded and the minutes distributed within seven days to the following:

- Site notice boards
- Those present
- Managing Director & Director
- Health and Safety Manager
- Landfill Management
- Recycling Manager

#### **4.5.3 Safety Representatives**

Employees will be encouraged to appoint safety representatives to act on their behalf in relation to health and safety. All employees and personnel appointed as safety representatives will be given all the rights detailed in the Safety Representatives and Safety Committees Regulations regardless of trade union membership. Details of appointed safety representatives will be posted in mess rooms and site office.

Safety Representative:

- Gary Mitchell

#### **4.5.4 Notices**

The following notices will be displayed on the site notice board:

- CWM Group Health, Safety and Loss Control Policy Statement
- Site Rules
- Certificate of Employers Liability Insurance
- Environmental Permit Number

- Health and Safety Law Poster
- Location of the Safety Action Plan
- Any other relevant health and safety documentation

#### 4.5.5 Contractors, Visitors and Other Site Users

- Routine – Involving low risk activities i.e. routine deliveries of waste, deliveries of supplies and low risk maintenance work.
- Non-routine – Involving medium to high risk activities such as engineering works, maintenance of plant, work falling under the Construction Design Management Regulations or tasks involving high risk elements i.e. confined spaces, working at height and lifting/sliding etc.

#### 4.5.6 General Controls

The following controls will be applicable to all contractors, visitors and site users:

- None shall enter site without the permission of management
- Persons under the age of 18 years will not be permitted onto the landfill without the permission of site management. Site Management must risk assess any increased risk posed by a persons age in line with CWM policy, and obtain permission from the Director, prior to giving authorisation.
- All contractors/visitors not delivering waste should sign the visitors book which is situated in the weighbridge.
- Site rules will be posted in strategic places around the site.
- A copy of the site rules will be furnished to relevant employers where required at the start of any contracts/ operations and annually thereafter.
- Copies of the site rules will be positioned in the weighbridge next to the visitors book to be given at to persons as required. Copies will also be given to visiting drivers at periodic intervals and when accessing the site for the first time.
- A sign will be positioned within the weighbridge requesting people to make themselves known if they are unfamiliar with the site or the site rules.

#### 4.5.7 Further Controls

In addition to the controls in 1.5.6 the following control will be applicable to all contractors, customers and suppliers performing non-routine activities:

- Only contractors approved by CWM and on the approved contractors list will be used
- The Non-Routine Contractor Checklist will be completed by location management/Company Engineer as required.
- Individual job specific risk assessments will be undertaken by the contractors/visitors or site personnel and approved by location management.

- All persons will be site inducted by location management using an induction record, trained on relevant safe systems of work and site rules.
- Location management/Company Engineer will reference the company procedure/HSE Guidance on CDM to assess if these regulations apply.

#### **4.5.8 Visitors**

All controls detailed in 4.5.6 will be applicable to site visitors. In addition to this unless visitors have undertaken a site induction they will be accompanied at all times by site staff.

#### **4.5.9 Visits by Statutory Authorities (i.e. Environment Agency/HSE)**

Statutory authorities are required to follow these rules unless they required to deviate from them to adequately exercise statutory powers. All decisions relating to deviation from these requirements will be exclusively at the discretion of the relevant statutory authorities.

### **4.6 PPE Issue and Usage**

#### **4.6.1 Issue**

A PPE issue log will be maintained by Site Management. The issue of all PPE to employees and third parties will be recorded. All PPE will be maintained and stored in compliance to manufacturer's recommendations where this is required. PPE requiring maintenance & inspection will be recorded.

#### **4.6.2 PPE Usage**

Safety footwear with steel toecaps, steel insoles and high visibility vests/coats will be mandatory in all areas with the exception of offices and mess rooms. Hard hats will be mandatory for all persons not in protective vehicle cabs in all operational areas where required.

Further PPE will be specified by individual risk assessments and safe-working procedures when required.

#### **4.6.3 Housekeeping and Premises**

All offices, transport and pedestrian routes are to be kept clear of obstructions

All offices and welfare facilities will be cleaned daily or more frequently as required.

Waste is to be placed in a suitable storage bins or containers prior to deposit in the active cells of the landfill.

All light equipment and PPE is to be stored in internal stores with heavy equipment being stored outside in designated areas.

All chemicals for site use will be labelled, appropriate data sheets kept and stored in designated areas.

All ladders will be stored in designated areas only and will be checked by management monthly.

#### **4.6.4 Health and Safety Training**

As per section 4 above.

## **5. Quality**

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### **5.1 Maintenance Plan**

The maintenance of the Site infrastructure and key plant and equipment will managed as set out below.

### **5.2 Electrical Installation & Equipment**

All fixed installations will be tested/inspected for electrical safety every five years for compliance IEE Wiring Regulations (BS 7671). Condition based maintenance will be undertaken as a result of these inspections as required.

All portable electrical appliances including plugs and sockets will be subject to internal inspections by employees daily before use and monthly by Site Manager or nominated deputy. In addition to this all office portable electrical appliances will be tested at least annually. All higher risk equipment used outside (such as portable electric tools) will be tested at least every three months. All tests will be undertaken by competent persons. All portable equipment will be registered and tested annually.

All personal electrical equipment (including tools and welfare items) will form part of the sites electrical inspection procedures and must be inspected and tested as above.

### **5.3 Mechanical Inspections**

All mechanical parts of machines posing significant risk (including mobile plant) will be internally inspected as in 4.1.1 above. In addition to this safety critical mechanical parts will be inspected by competent maintenance contractors when undertaking planned maintenance, see section 4.1.10.

### **5.4 Lifting Equipment**

All lifting equipment will be inspected before use and by site management monthly. All lifting equipment will be registered and inspected by competent contractors in line with LOLER 1998 and records kept.

Competent person inspections will be undertaken.

### **5.5 Towing Chains and Eyes**

All towing chains and towing eyes will be inspected by employees before use and by management monthly. Competent persons will also inspect all towing chains.

All towing chains and straps etc will be registered on a separate section of the lifting equipment register.

### **5.6 Safety Harnesses and Anchor Points**

All safety harness and anchor points will be recorded.



In addition to this all anchor points used for fall arrest will be load tested to 300kg and certified. Safety harness and lanyards/accessories will have manufacturer certificates of conformity (CE) on file.

All anchor points, harnesses and accessories will be inspected by a competent contractor and records kept.

There are currently no safety harnesses and anchor points at the site.

#### **5.7 Sheeting/Access Gantries and Fixed Ladders.**

Will be inspected by management monthly and by a competent person.

#### **5.8 Gas Detection Equipment**

Gas detection equipment used for confined space work and working within DSEAR zoned areas will be inspected by management.

In addition to this all gas detection equipment will be calibrated by a competent supplier.

#### **5.9 Ladders and Other Access Equipment**

All ladders, steps and other access equipment not registered as lifting equipment will be registered and inspected by management.

#### **5.10 Hand/Portable Tools**

In addition to electrical inspection and testing all hand/portable tools posing significant mechanical risk will be registered and inspected for guarding and general mechanical condition by management.

#### **5.11 Planned Preventive and Condition Based Maintenance**

All electrical, mechanical and hydraulic machinery including mobile plant posing significant risk will be subject to planned maintenance. Planned maintenance will be undertaken by competent contractors in line with manufacturer's/supplier's recommendations.

Maintenance planning will be undertaken using a suitable database, wall chart or diary and all machinery/plant subject to planned maintenance will be registered. Records of all planned maintenance will be maintained.

All mobile, static and portable plant posing significant risk will be recorded on a Plant and Machine Register.

The following machines will be subject to the following frequencies of planned maintenance:

Machine	Type of Maintenance	Frequency
Compactor	Mechanical & hydraulic	500hrs

Loading Shovel	Mechanical & hydraulic	500hrs
Excavator	Mechanical & hydraulic	250hrs
Dozer	Mechanical & hydraulic	250hrs
Tractors	Mechanical & hydraulic	600hrs
Pumps	Mechanical and where required electrical	Annual
Generators	Mechanical & electrical	2 Weeks
Eductors	Mechanical and electrical	Annual
Air blowers	Mechanical/electrical	6 Months
Compressors	Pressure systems, mechanical/ electrical	250hrs
Diesel Bowers	Mechanical/ Integrity	Six Months
Pressure Washers	Mechanical/ Pressure Integrity	Six Months
Spare Generators	Mechanical/ Electrical	Six Months
Chain Saws	Mechanical	Six Months
Strimmers	Mechanical	Six Months
Agricultural Tankers	Mechanical/ Pressure Integrity	Six Months
Trailers	Mechanical	Six Months
Quad bike	Mechanical	Six Months
Land Rover	Mechanical	Six Months
Electricity Generating Station	Various	As specified by operator

NB/ The above frequencies may alter when otherwise specified by plant and machinery manufacturers.

The site weighbridge is inspected by a competent contractor every six months and is subject to an annual calibration check.

All road going vehicles transporting Contract Waste will be maintained in a clean (free from major accumulations of dirt which are older than three working days) and serviceable (serviced in line with Vehicle Operator Licence requirements and checked daily for defects) condition.

## 5.12 Maintenance Operations and Permits to Work

Permits are used at the location for high-risk maintenance work, including simple location based maintenance and cleaning where required. Other high-risk work i.e. confined spaces,

ix 2hot work electrical work and height work will be subject to a permit to work system at all times. Examples of all permits used by the location are available.

### **5.13 Spot Hired Plant and Equipment**

Hired plant and equipment will only be hired from competent approved suppliers and will be accompanied with their last service/inspection sheets where required. These will be inspected by management before the equipment is put into use. All hired equipment will be registered on a hired plant and equipment register and will form part of management facilities checks.

Site management must also ensure equipment is inspected by employees before use, erected and used in line with manufacturer's recommendations. Management must also ensure that persons using the equipment have the required training and competence advised by the manufacturers.

## 6. Environmental Protection Plan

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### 6.1 Introduction

The site operates under the scope of CWM's ISO 14001 certification. Staff management at the facility will ensure environmental protection through environmental procedures and control measures, so far as is reasonably practicable. Hespin Wood landfill site has been operational since 1984 and has previously operated in accordance with Resolutions and Waste Disposal Licences issued under the Control of Pollution Act 1974, Waste Management Licences issued under the Environmental Protection Act 1990, PPC permit issued under the Pollution Prevention and Control (England and Wales) Regulations 2000 and now benefits from an Environmental Permit in accordance with the Environmental Permitting (England and Wales) Regulations 2007.

### 6.2 Waste Management Operations

The Site is permitted to landfill controlled and other waste. Specifically the site's permit authorises the Activity defined in Schedule 1 Part 2 Chapter 5 Section 5.2 Part A(1)(a) of the Environmental Permitting (England and Wales) Regulations 2007. That is the disposal of waste by landfill at a site receiving more than 10 tonnes of waste per day with a total capacity of more than 25,000 tonnes and not being an inert waste site.

### 6.3 Permitted Wastes

Hespin Wood is permitted to accept various waste types (by EWC code) for landfill and engineering purposes. These are detailed in the Environmental Permit.

### 6.4 Waste Inputs

The current permitted waste inputs which may be varied from time to time for the Site are:

Category	Limit Tonnes/ Year
Hazardous	Nil
Non-hazardous Waste	132,000
Stable, non-reactive hazardous waste	10,000
Inert Waste	50,000
Annual total of waste for acceptance	192,000

#### 6.4.1 Staffing and Understanding of Permit

The Site is managed by a team of staff including holders of the relevant competence qualification, currently WAMITAB certificates.

At any time waste is being accepted there will be sufficient staff available to safely accept the waste in line with permit requirements.

Copies of all relevant permits, consents and authorisations are available on site and copied to staff who need to take action in accordance with them. Relevant staff undergo formal in house and external training courses and receive tool box talks so as to ensure staff understand the relevant parts of the site's permits etc. that apply to their role.

#### **6.4.2 Control of Mud and Debris**

The dispersal of dirt and mud originating on the landfill onto public roads will be controlled. Unless properly controlled, mud and dirt have the potential to adhere to the tyres and chassis of vehicles and then be deposited beyond the Site.

The following operational procedures will be implemented to ensure that dirt and mud do not reach the public highway and surrounding land:

- Where possible, the Site roads will be constructed of hardcore and/or hard surfaced;
- Internal access roads will be cleaned and maintained on a regular basis using a hired or on-site road sweeper;
- Waste compacting machinery and other plant will be thoroughly cleaned before being allowed off the Site.

In the event of mud or debris being deposited onto the public highway, or fouling or discoloration of the public highway, then immediate arrangements will be made for the use or hire of a mechanical road sweeper in order to cleanse the affected areas as soon as practicably possible to the best standard that the available plant and prevailing conditions allow.

During adverse weather conditions, should failure of road cleaning facilities occur in conjunction with excessive trafficking of mud onto external public highways, the installation will cease to accept waste until measures can be implemented to clean and maintain the cleanliness of the highway.

#### **6.4.3 Potentially Polluting Leaks and Spillages of Waste**

The site has a Site Protection and Monitoring Programme approved by the Environment Agency which has procedures in it to deal with spills and leaks.

#### **6.4.4 Fires on Site**

The site is zoned in accordance with the Dangerous Substances and Explosive Atmosphere Regulations 2002 and otherwise complies with those regulations.

### **6.5 Waste Quantity Measurement System**

All waste accepted for disposal on the site is weighed on a calibrated and serviced weighbridge. If the weighbridge cannot work for some reason, e.g. a power cut has occurred, a system of standard weights will be used and the Authority informed. In this case an average of the previous five load weights for the vehicle will be used and the weighbridge ticket and transaction record will indicate that this was an estimated weight.

## **6.6 Control of Ground and Surface Waters**

The site operates in accordance with its ground water and surface water management plans which are revised from time to time and have has been approved by the Environment Agency.

## **7. Emergency Plan**

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A detailed Emergency Plan will be kept on site, controlled copies held by Site Manager, and critical information displayed on the site notice boards.

### **7.1 Site Evacuation**

In cases of incidents involving serious and imminent danger to persons on site (i.e. from fire, dangerous substances, landfill gas, explosion after fire etc), site management will initiate either a full or partial evacuation of the site after initial assessment. Site management when initiating evacuations will nominate designated muster areas. Muster areas will generally be in site car parks but may be in any areas nominated by site management if car parks pose risk or only partial evacuations are required.

All types of evacuations will be initiated by site management using site radio; the weighbridge operator will hold any vehicles and prevent them entering the site. The weighbridge operator will be nominated to call the emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. The weighbridge operator will meet the emergency services at the site entrance and direct them to the scene of the emergency. Where required the Site Manager will nominate a member of site staff as a guide to accompany the emergency services to the scene.

Site staff will be required to co-ordinate the evacuation and ensure all visitors and contractors proceed on foot to the designated muster areas. Site staff will co-ordinate with each other and management via site radios to ensure all persons have left the danger areas. All vehicles including site plant not responding to the emergency should be parked up in safe areas and persons should proceed to the designated muster areas on foot. Unnecessary vehicle movements could impede the emergency operation and create a hazard to site pedestrians.

Due to the size of many landfills, where necessary site management will position sentries in strategic safe areas (i.e. access roads and paths) to prevent persons entering/re-entering the danger areas.

A member of site staff will be nominated to take visitors books and weighbridge tickets of vehicles still on the sites to site management at the muster points. Site Management will undertake a roll call to ensure all persons have left the danger areas. Management will co-ordinate with the emergency services to search for any missing persons and to tackle the incidents. Site Management will instruct and not allow any persons who are not involved in tackling the incidents to re-enter the danger areas until they have been declared safe after consultation with the emergency services.

### **7.2 Fire**

Any person discovering a fire should inform site management immediately with an assessment of the situation. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

If possible, the person discovering the fire should fight the fire using appliances provided. Staff must not put themselves at risk to fight fires. All non-essential persons should be instructed to leave the area and report to the designated site muster point.

Unless the initial information indicates otherwise site management must immediately go to the vicinity of the fire to assess the situation and decide on a course of action.

Site Management having first assessed the situation should if necessary instruct the Weighbridge Operator to phone the appropriate emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. In this case the Weighbridge Operator will meet the emergency services on arrival at the site and direct them to the scene. Where necessary the Site Management will nominate a member of the site staff to accompany the emergency services. On arrival the emergency services will assume control of the situation, all instructions/advice given by them will be followed.

If the site management decides that the fire can be contained and safely extinguished with on-site equipment (inc. site plant). Using appropriate equipment the fire should be extinguished.

Where necessary Site Management will initiate either a full or partial site evacuation.

Any person discovering a surface landfill gas leak should evacuate the immediate area, upwind. They must alert others in the area verbally by shouting. DO NOT use radios or mobile phones. Alert Site Management. Site Management to assess situation and implement the relevant parts of this procedure on an assessment of the risks.

### 7.3 Unknown dangerous substance

Any member of staff discovering an unknown dangerous substance in an operational area should immediately cease operations in that area and instruct all non-essential personnel to leave the scene.

Site Management should be informed immediately. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

Site Management will go to the site of the incident to assess the situation. If a site chemist is available they should accompany site management to provide advice on the nature of the substance. If no site chemist is available site management will contact the Technical Manager or any company chemist for advice once he has gathered relevant information. If the substance is from a known waste stream the customer will be contacted for relevant information, in this case the Commercial Manager may be able to provide assistance and will be consulted. Applicable COSHH data/assessments or safety data sheets should also be consulted if available.

The Site Manager/Site Chemist should positively identify, if possible, any chemical involved by e.g. odour, colour, labelling of container/s. If any container/substance has to be handled the following minimum protective equipment should be worn and standby man positioned with site communications (unless the substance is known and COSHH data directs otherwise).

- ◆ Microguard 3000 disposable chemical suit
- ◆ Full face respirators with ABEK1 & P3 filters
- ◆ PVC wellingtons & gauntlets
- ◆ Gas detector O<sub>2</sub>, LEL for methane & H<sub>2</sub>S in alarm mode.



If the gas detector goes into alarm mode at any time, personnel should leave the area immediately. Standby men should summon the emergency services where problems are encountered.

Once site management have assessed the situation and received advice from a company chemist or Technical Manager etc. he will formulate a plan of action.

If having assessed the situation and received advice from technical staff site Management feel operations can safely continue they will allow operations to re-commence.

In all other cases the substance should be isolated by coning/fencing off the area until the incident is dealt with. If possible operations can be shifted to an unaffected area of the site and operations will be allowed to re-commence.

If it's considered unsafe to allow operations to continue and persons are judged to be in serious and imminent danger, site management will initiate either a full or partial site evacuation.

Where it is deemed necessary and safe to do so, site personnel may clean up contaminated material following the spillage procedures, below. In all other cases decisions on clear up operations will be left to the emergency services and senior management. Persons should not be subjected to significant risk to clear up spillages.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

#### **7.4 Spillage**

The person finding a spillage of hazardous liquid should clear the immediate area of all personnel and isolate the area and inform site management ASAP. Where safety is not compromised, the person discovering the spill is to attempt to contain it and prevent it entering environmentally sensitive areas.

Site management on arrival at the scene will assess the situation as per unknown dangerous substances procedures, above.

Where it is judged to be safe to clean up spills on site the minimum personal protective equipment detailed above will be worn (unless the substance is definitely known and COSHH data directs otherwise).

Site staff when clearing up spills are to stop the source of the spills if possible and contain them and prevent them from spreading, especially towards any watercourses. Site staff will utilise spill kits, booms, spill absorbent, drums and shovels to clear up any spills. Staff will limit the handling of any waste material using tools i.e. shovels etc. Persons should not be subjected to significant risk to clear up spillages.

On completion any contaminated absorbents should be placed in a container for safe disposal at a site licensed or exempted by the Environment Agency for the material concerned.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

## 7.5 Unlawful Visitors

Site staff encountering unlawful visitors should inform site management immediately. Where possible ensure that trespassers are escorted safely off site. If any trespassers are in an operational area site staff will ensure that operations in that area cease immediately. Operations should not recommence until trespassers are clear of the area.

If required site management will contact the Police for assistance.

Site staff are to report all evidence of break-ins or trespass to site management at the earliest opportunity.

Site staff are to report all broken/compromised or unserviceable security devices e.g. fences, gates, locks, doors, alarms and CCTV to site management at the earliest opportunity.

## 7.6 Fatalities and Serious Injuries

All serious injury or incident is to be reported to site management immediately. The initial report should give an indication of the severity of the injury/incident. Site management will decide from the information received on a course of action.

Site weighbridges will also be contacted via site radio. Weighbridges will hold all traffic entering the site and where necessary contact the emergency services i.e. ambulance, police, fire etc. In cases of serious or imminent danger to persons, site management will initiate full or partial site evacuations as in section 6.1. Where called the management of all incidents will be handed over to the emergency services and their instructions followed.

First aid initial response will be provided by on-site staff where this can be done safely. In all other cases first aid will be left to the emergency services.

Once the threat of serious and imminent danger has passed, site management should ensure that incident areas are isolated, sentries posted and evidence is undisturbed to allow internal and external investigations to be undertaken when required. As soon as possible senior management will be contacted, who will when required, report incidents to the Health and Safety Executive as required by RIDDOR. Senior management will initiate internal investigations where required and ensure the company co-operates with all investigations undertaken by statutory authorities

## 7.7 Major Incidents

If a major incident occurs e.g. major landfill fire or contamination/pollution incident the Site Manager will evacuate the site of all non-essential personnel as per site evacuation procedures detailed in 7:1. Where necessary the emergency services will be called and they will take charge of the incident.

Every effort will be made where possible to minimise the impact of the incident. Staff will not put themselves at risk in doing so. Where required the local population around the site will be informed of the incident and control measures by the Police.

Site Management are to immediately contact and brief the Director (in his absence the Managing Director or any Senior Manager). The Director will then assume overall responsibility for the situation and ensure that, where required, statutory enforcement agencies (i.e. HSE & EA) are informed without delay. Where possible the Director will travel to the site and take charge of the emergency as regards to the CWM's role.

Operations will not re-commence and personnel will not be allowed back into the affected area until the Director, after consultation with the emergency services where necessary, has given his permission to do so.

### **7.8 Incidents at Weekends & Out of Hours**

During manned periods at weekends or outside of normal working hours at least two employees will be required to be on sites at all times. One operative will be nominated to assume the role of site management and the other to assume the role of site weighbridge operators. Operatives will contact senior management via the company emergency contact list as soon as it is possible to do so and hand over management of the incident.

For unmanned periods, site emergency contact details will be given to the local Police so company officials can be contacted should an incident occur out of hours.

### **7.9 Drills**

At least two emergency drills involving site evacuation will be undertaken on each landfill every year. At least one drill will involve fire emergency procedure.

### **7.10 Internal Contact Numbers**

Recycling Manager	P Davidson	07785528680
Managing Director	M. Bareham	07887744182
Director	C. Riddell	07899983674
Commercial Manager	M. Robson	07711483396
Environmental Manager	N. Hughes	07785528706
Health & Safety Manager	A. Frame	07771555704
Technical Manager	Iain Chapman	07823334092
Area Manager	G. Edmondson	07747101587
Area Manager	G. Lafferty	07778230544
HWRC Manager	B. Carruthers	07786626250
Hespin Wood Site Manager	D Millar	07776194274
Head Office		01228 822100

<b>Plan 1.40 Distington Landfill Service Delivery Plan</b>	<b>5</b>
1.1 <b>Introduction</b>	<b>5</b>
1.2 <b>Site Details</b>	<b>5</b>
<b>2.    Operations Plans</b>	<b>7</b>
2.1 <b>Hours of Operation</b>	<b>7</b>
2.2 <b>Facilities available on the site</b>	<b>8</b>
2.3 <b>Site Access</b>	<b>8</b>
2.4 <b>Traffic Management Plan</b>	<b>8</b>
2.5 <b>Acceptable Contract Waste</b>	<b>8</b>
2.6 <b>Acceptance of Waste</b>	<b>8</b>
2.7 <b>Authorised Vehicle Acceptance Procedure</b>	<b>9</b>
2.8 <b>Record Keeping</b>	<b>10</b>
2.9 <b>Site Security</b>	<b>11</b>
2.10 <b>Signage</b>	<b>11</b>
2.11 <b>Local Accident and Emergency Departments</b>	<b>12</b>
2.16 <b>Health and Safety</b>	<b>14</b>
<b>3.    Facility Management Plan</b>	<b>15</b>
3.1 <b>Staffing Structure</b>	<b>15</b>
3.2 <b>Management Procedures</b>	<b>15</b>
3.3 <b>Training</b>	<b>16</b>
3.4 <b>Induction Training</b>	<b>16</b>
3.5 <b>Waste Acceptance and Control Systems and Procedures</b>	<b>17</b>
3.6 <b>Toolbox Talks</b>	<b>17</b>
3.7 <b>Site Staff Management</b>	<b>18</b>
3.8 <b>Materials Marketing Plan</b>	<b>18</b>
3.9 <b>Monitoring and Performance Reporting Plan</b>	<b>18</b>
3.9.1   Gathering of Accurate Information and Data	<b>18</b>
3.10 <b>Inspection Responsibilities and Monitoring Schedules</b>	<b>18</b>
3.11 <b>Nuisance, Litter and Pest Control</b>	<b>19</b>
3.12 <b>Business Continuity Plan</b>	<b>19</b>
3.12.1  Contingency Arrangements	<b>19</b>
3.13 <b>Weighbridge System Failure</b>	<b>19</b>
3.14 <b>Search for Lost Property</b>	<b>20</b>
<b>4.    Health and Safety Plan</b>	<b>21</b>

<b>4.1</b>	<b>Risk Assessment and Safe Systems of Work</b>	<b>21</b>
4.1.1	Inventory of Assessments	21
4.1.2	General Site and Job/Task Specific Assessments	21
4.1.3	Noise Assessments	21
4.1.4	COSHH Assessments	21
4.1.5	Safe Working Procedures	21
4.1.6	Risk Assessment and Safe System of Work Review	21
4.1.7	Employee Involvement	22
4.1.8	Site Rules	22
4.1.9	First Aid Facilities	23
4.1.10	Qualified First Aid Persons	23
4.1.11	Medical Assistance	23
4.1.12	Fire Safety Plan and Other Emergencies	23
4.1.13	Chemical Safety & Emergencies	24
4.1.14	Landfill Gas Safety	24
<b>4.2</b>	<b>Accidents and Incidents</b>	<b>25</b>
4.2.1	Reporting	25
4.2.2	Investigation	25
4.2.3	Documentation	25
4.2.4	Hazard Reporting	26
4.2.5	Safety Inspections	26
<b>4.3</b>	<b>Monitoring and Auditing</b>	<b>26</b>
4.3.1	Proactive Monitoring	26
4.3.2	Safety Inspections	27
4.3.3	Job Safety Monitoring	27
4.3.4	Health and Safety Manager Inspections	27
<b>4.4</b>	<b>Audits</b>	<b>27</b>
4.4.1	Health and safety audits will be carried out at the facility to assess:	27
4.4.2	Health Surveillance	28
4.4.3	COSHH Monitoring	28
4.4.4	Professional Advice and Statutory Bodies	28
<b>4.5</b>	<b>Consultation</b>	<b>29</b>
4.5.1	General Consultation	29
4.5.2	Formal Health and Safety Meeting	29
4.5.3	Safety Representatives	30
4.5.4	Notices	30
4.5.5	Contractors, Visitors and Other Site Users	30
4.5.6	General Controls	30
4.5.7	Further Controls	31
4.5.8	Visitors	31
4.5.9	Visits by Statutory Authorities (i.e. Environment Agency/HSE)	31
<b>4.6</b>	<b>PPE Issue and Usage</b>	<b>31</b>
4.6.1	Issue	31
4.6.2	PPE Usage	32

4.6.3	Housekeeping and Premises	32
4.6.4	Health and Safety Training	32
<b>5.</b>	<b>Quality</b>	<b>33</b>
5.1	Maintenance Plan	33
5.2	Electrical Installation & Equipment	33
5.3	Mechanical Inspections	33
5.4	Lifting Equipment	33
5.5	Towing Chains and Eyes	33
5.6	Safety Harnesses and Anchor Points	33
5.7	Sheeting/Access Gantries and Fixed Ladders.	34
5.8	Gas Detection Equipment	34
5.9	Ladders and Other Access Equipment	34
5.10	Hand/Portable Tools	34
5.11	Planned Preventive and Condition Based Maintenance	34
5.12	Maintenance Operations and Permits to Work	35
5.13	Spot Hired Plant and Equipment	36
<b>6.</b>	<b>Environmental Protection Plan</b>	<b>37</b>
6.1	Introduction	37
6.2	Waste Management Operations	37
6.3	Permitted Wastes	37
6.4	Waste Inputs	37
6.4.1	Staffing and Understanding of Permit	37
6.4.2	Control of Mud and Debris	38
6.4.3	Potentially Polluting Leaks and Spillages of Waste	38
6.4.4	Fires on Site	38
6.5	Waste Quantity Measurement System	38
6.6	Control of Ground and Surface Waters	38
<b>7.</b>	<b>Emergency Plan</b>	<b>39</b>
7.1	Site Evacuation	39
7.2	Fire	39
7.3	Unknown dangerous substance	40
7.4	Spillage	41
7.5	Unlawful Visitors	42
7.6	Fatalities and Serious Injuries	42
7.7	Major Incidents	42
7.8	Incidents at Weekends & Out of Hours	43

<b>7.9</b>	<b>Drills</b>	<b>43</b>
<b>7.10</b>	<b>Internal Contact Numbers</b>	<b>43</b>

## **Plan 1.40 Distington Landfill Service Delivery Plan**

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### **1.1 Introduction**

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This document should be read in conjunction with the following overall contract documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

### **1.2 Site Details**

The landfill site is located at National Grid Reference NY 021 244, approximately 4km southeast of Workington, Cumbria.

#### **Area**

The site covers an area of approximately 55 ha.

#### **Nature of the site**

The landfill classification of the landfill site is non hazardous. Only non-hazardous and inert solid wastes will be deposited within the landfill.

#### **Age of the site**

The site has been operational since 1990.

#### **Capacity**

Remaining void space 70,000 cubic metres.

#### **Planning**

Planning consent was granted on not Known.

#### **Environmental Permit**

Permit No. BV 87251 T.



Shanks will be provided with a copy of the Environmental Permit within one month of Contract commencement and any subsequent amendments within one month of their receipt by CWM.

**Owner of the site**

The land is owned by Cumbria County Council.

**Operator**

Operated by the Cumbria Waste Management Limited.

## **2. Operations Plans**

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### **2.1 Hours of Operation**

The normal hours of operation of the landfill will be 08:00 to 17:00 hours Monday to Friday and 08:00 to 12:00 hours on a Saturday during summer months. The Opening Hours in the months of November, December, January and February shall be 08:00 to 16:00 from Monday to Friday and 08:00 to 12:00 on Saturdays.

If outside these months the Contractor has health and safety concerns about landfilling under poor light conditions the Contractor will notify the Authority and detail the additional days or weeks when the Contractor would like the opening hours to be 16:00. The Authority will consider this request reasonably.

The Contractor may request the Authority to restrict the deposit of some waste types (e.g. difficult wastes) to certain times (which may vary according to circumstances) to allow for inspection, sampling and specialised handling practices on-site, which require additional depths of other wastes as cover material. In this case the Authority's consent will not be unreasonably withheld.

The site normally will be managed by a team including a Site Manager, a Site Chargehand, and Landfill Operatives.

The Contractor shall receive Contract Waste at the Landfill Sites outside the Opening Hours where requested by the Authority, given reasonable notice of any such request by the Authority, provided that:

- the Contractor has in place or has been able to obtain any Necessary Consents and approvals from a Relevant Authority;
- the relevant Landfill Site has, or can secure, adequate storage capacity, including, without limitation, by clearing any netted areas.

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, Landfill Sites shall be available for the reception of Contract Waste on bank holidays and weekend days worked by WCAs in lieu of bank holidays except for Christmas Day, Boxing Day and New Years Day when requested by the Authority, provided that the Authority gives not less than [twenty] Working Days' notice of such days to the Contractor.

Provision shall be made for emergency opening outside the Opening Hours to accommodate late deliveries by WCAs, or their sub-contractors or agents, or civil emergencies caused by exceptional events. The Contractor will use all reasonable endeavours to make such provision available, but if unable to open as requested the Contractor will notify the Authority and make available alternative disposal points where possible.

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, Landfill Sites should be open on Saturday afternoons and Sundays by prior arrangement with the Operator provided that the Operator gives not less than [twenty] Working Days notice to the Contractor on a scheduled basis to accommodate additional general collection campaigns or events.

## **2.2 Facilities available on the site**

The site reception area comprises a manager's office, weighbridge office, meteorological station, technical operative's office, laboratory, mess room, storage areas and toilet block. They are connected to mains electricity and telephone. There is also adequate parking for both staff and visitors.

Other activities that form part of the installation are:

- Leachate treatment and gas management plant
- Litter net to provide an alternative tipping location for contract waste when the landfill site is unavailable (currently Hespian Wood only but also planned at Distington and Flusco landfill subject to planning consent and environmental permitting).

## **2.3 Site Access**

Access to the site is via Pitwood Road, Lillyhall Industrial Site. The access road leading to the site reception area is constructed from tarmac and concrete. The access has secure metal gates to prevent non-operational vehicle access to the landfill when closed. Access to the landfill and directly associated activities shall be provided by the existing internal access roads. The internal access routes from the reception area to the tipping areas are constructed from crushed hardcore.

## **2.4 Traffic Management Plan**

On-site vehicle speeds will be monitored periodically and appropriate controlling action will be taken, if necessary. A crawling speed limit will be imposed and maintained at all times, aided by traffic calming measures. Signs giving safety information, traffic directions and speed limit will be erected where appropriate and will be moved or modified as required.

## **2.5 Acceptable Contract Waste**

The site shall accept all Contract Waste in line with Necessary Consents and the Specific Waste Items in Appendix 41.

## **2.6 Acceptance of Waste**

Waste will be accepted in line with the Waste Acceptance Protocol.

### **2.6.1 Disposal Plan (Landfilling and Unloading of Contract Waste)**

#### **Waste going direct to landfill**

For waste that is to be landfilled at the site the Authorised Vehicle will be directed to the landfill tipping area.

When the waste is being discharged and as the waste is being landfilled the compactor driver will be vigilant and identify:

- Smouldering Waste
- Non Permitted Waste

- Specific Waste Items

### **Waste going into the transfer net**

During inclement weather or due to operational problems the Contract Waste destined for landfill may be redirected to a transfer/holding net. If this is a temporary arrangement the Contractor will notify the Authority with an estimate of the likely time this arrangement will be in place. If the arrangement is permanent, i.e. not as a consequence of inclement weather or operational problems, the Contractor will seek authorisation from the Authority such authorisation not to be unreasonably withheld or delayed.

During the unloading and pushing up of waste within the net the loading shovel operator will be vigilant and identify smouldering waste, non permitted waste and Specific Waste Items.

### **Specific Waste Items**

For List of Specific Waste Items see Appendix 41.

For Specific Waste Items that require handling on site in order to be off-loaded the Authorised Vehicle will be directed to an appropriate off-loading area and the WCA or other relevant body must supply sufficient crew members to off-load the waste into the storage containers provided in accordance with the site rules. Containers must be loaded to ensure that they do not pose a risk while being stored.

Turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

#### **2.6.2 Quarantine Areas**

Quarantine areas will be identified within the site for:

- Vehicles that pose a health and safety or litter risk.
- Vehicles where CWM are awaiting clarification on the status of the vehicle or the waste.
- Waste that is rejected.

### **2.7 Authorised Vehicle Acceptance Procedure**

Only vehicles notified to the Contractor by the Authority as authorised to deliver Contract Waste will be allowed entry to the site under the terms of the Contract as set out below:

#### **ACCEPTANCE OF AUTHORISED VEHICLES**

1 When a vehicle arrives on site carrying Waste during the applicable Opening Hours it will be directed by site signage to the weighbridge.

2 The weighbridge operator shall, upon presentation at the weighbridge of a vehicle wishing to deposit Waste during the relevant Opening Hours:

- 2.1 enter the vehicle registration number into the weighbridge system, and identify whether the vehicle is on the Authorised Vehicle List; and

- 2.2 seek oral confirmation from the driver that the vehicle is carrying Contract Waste.
- 3 If the vehicle is an Authorised Vehicle confirmed by the driver to be carrying Contract Waste both the weighbridge operator and the driver will:
- 3.1 check that the vehicle does not contain smouldering loads or is a health and safety risk or breach the relevant Necessary Consents;
  - 3.2 check that the vehicle does not pose a litter hazard;
  - 3.3 enquire as to the type of Contract Waste being carried and then check associated paperwork, if any, where required. Where possible the weighbridge operator will visually check that the vehicle is not carrying any Waste which the Landfill Site is not permitted to accept in accordance with Necessary Consents; and
  - 3.4 ensure that the driver provides all information required under the Duty of Care Obligations as set out in Section 34 of the Environmental Protection Act and associated regulations.
  - 3.5 record the number of operatives in the vehicle when the weight is taken and instruct all operatives to remain within the vehicle, excluding the driver whilst ejecting the load, or crews depositing Specific Waste Items, until the full weighing process is complete.

If the weighbridge operator is satisfied that the vehicle is approved to proceed, the gross weight (via the calibrated weighbridge), waste type, vehicle registration number, and time will be recorded by the weighbridge operator in the weighbridge system. The Collection Authority district the waste was collected from will also be recorded. The vehicle will then be directed to a tipping area or where on site to unload the waste.

Thereafter the vehicle will be managed as set out in the WAP.

### **2.7.1 Third Party Waste**

Third party waste will be accepted at the site.

## **2.8 Record Keeping**

The following documents will be kept on site.

- 1) Site Environmental Permit and any variations
- 2) Site PPC Application and any associated documents (e.g. variation applications and schedule 4 Notice responses)
- 3) Site Planning permission
- 4) Site diary (in accordance with 4.4.4 of the Output Specification)
- 5) Copies of Environment Agency Compliance Assessment Report (CAR 1) form

Copies of weighbridge tickets will be retained for 6 years.

Information relating to the Services will be provided to the Authority in accordance with the provisions of the Monitoring and Performance Reporting Plan.

## 2.9 Site Security

The installation boundary will encompass the landfill, the site reception area, the landfill gas management compound, leachate management compound, fridge storage and transfer management facility, hazardous and clinical waste transfer facility.

The purpose of introducing security procedures is to prevent unauthorised waste disposal and safeguard company property from thieves and vandals. This is achieved by:

- Preventing unauthorised access to the site;
- Making buildings secure;
- Immobilising plant out of working hours;
- Locking up property or otherwise making it secure;
- Utilising alarms, lights or other means to discourage intruders;
- Prosecuting offenders whenever possible;
- CCTV

Vehicular access to the site is via the main the main entrance gate off Pitwood Road. The gate will be locked outside operating hours, as will gates to operational areas of the site. CCTV is in operation at the weighbridge and the site office compound.

The site is bounded on all sides by a combination of either 1.8m high wire mesh on 1m high agricultural fencing with barbed wire. Additionally the site reception compound and the gas compound are enclosed with galvanised steel fencing. The leachate treatment compound is also enclosed by a 2m high security fence.

## 2.10 Signage

An identification board is situated at the entrance to the facility displaying the following information:

- Operator's name and address;
- Site name and address;
- Opening hours;
- Environment Agency contact details;
- Emergency out-of-hours contact details;
- PPC Permit No.

This notice will be maintained in good order throughout the operational life of the site.

Additional signage identifying the following will be maintained on site:

- Site Safety Rule notice board
- Traffic calming
- Speed limit
- Directional informational signage
- Dangerous Substances Explosive Atmosphere Regulations (DSEAR).

## **2.11 Local Accident and Emergency Departments**

### **Workington Infirmary**

Infirmary Road

Workington

Tel: 01900 602244

### **Police Stations**

Workington Police Station

Hall Brow

Workington

Tel: 0845 33 00 247

### **Fire Services**

Workington Fire Station

King Street

Workington

Tel: 01900 602543

### **Emergency Services**

Tel: 999

## **2.13 Smouldering Loads**

In the event of a smouldering load being identified when entering the site, the weighbridge operator will immediately report it to the Site Manager or their deputy and provided it is safe to do so, direct the driver to deposit the load in an area identified for smouldering loads and will be dealt with by site staff.

If the vehicle poses an immediate risk or site staff are unable to extinguish the load the Emergency Services will be asked to attend.

#### **2.14 Non permitted waste, non conforming waste and/or Specific Waste Items identified after discharge from the vehicle**

If non permitted waste, non conforming waste or Specific Waste Items are identified post discharge from the vehicle, provided it is safe to do so site staff will attempt to remove such items of waste and take to an appropriate quarantine or storage area. The Authority will be notified.

If it is not possible to separate the load or the full load is identified as non permitted or non-conforming after it has been discharged from the vehicle then it will be loaded into containers, quarantined, the Authority informed, the Environment Agency informed as is required under the Environmental Permit and the waste removed from the site and disposed of at an appropriately permitted facility as directed by the Contractor.

If the load contains Specific Waste Items and it is not possible to separate the load then the Authority will be informed and further instructions will be requested.

In all cases of loads being rejected from site the registration number of the vehicle, date, time and reason for determining the load to be rejected will be recorded in the site record book and any performance deductions shall not apply.

Where problems are identified with a discharged load photographs will be taken of the waste in situ.

Any vehicles sent to the quarantine area that cannot be unloaded at the site will be allowed to park prior to contact being made with the Operator and the vehicle being rejected and redirected to an alternative disposal location.

Any vehicle which is initially rejected or quarantined where the issue is subsequently resolved, the waste will be accepted and the transaction will be handled in accordance with the procedure set out above.

#### **2.15 Vehicle Turnaround Times**

If a vehicle exceeds the 30 minute turnaround time, the driver will be asked to explain the reason for the delay to the weighbridge operator who will complete a delay notice form which will be signed by the driver and weighbridge operator.

This will detail;

- The time the vehicle weighed on and off site
- The vehicle registration
- The reason for the delay

Should any Authorised Vehicle personnel depositing waste other than Specific Waste Items wish to use on site welfare facilities they will only be allowed to do so either before or after the weighbridge procedure to avoid compromising the turnaround time target.

The vehicle driver will expedite the process of landfill disposal safely without delay or distraction. If the driver does not the turnaround times will not apply.



In the case of Specific Waste Items turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

## 2.16 Health and Safety

All reasonable measures will be taken to achieve a 30 minute turnaround time for each vehicle. Where issues arise that in CWM's opinion may compromise the health and safety of the vehicle crew or the landfill staff and also impact on CWM's ability to achieve the 30 minute turnaround CWM will:

- Irrespective of turnaround times ensure the health and safety of the vehicle crew and landfill staff.
- Record full details of the issue/incident including if appropriate photographs.
- Provide details to The Operator. Where vehicles have not achieved a 30 minute turnaround time due to health and safety concerns mitigation will be considered.

### 3. Facility Management Plan

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#### 3.1 Staffing Structure

There are five specific roles; Site Manager, Site Supervisor, Plant Operative, Weighbridge Administrator and General Operative.

The Site Manager will hold as a minimum a Certificate of Technical Competence (COTC) for managing landfill of special waste (LS4) or landfill of non-hazardous waste (4LNH) and an Institute of Occupational Safety and Health (IOSH) Managing Safely Certificate.

The list of current holders of the relevant COTC certificate is Gary Edmondson, Jim Morgan, Pam Woodhouse, George Lafferty, David Lowthian, Duncan Millar and Charles Riddell.

#### 3.2 Management Procedures

The nominated person will be responsible for making sure that the monitoring and reporting requirements are completed in accordance this Service Delivery Plan. Records will be maintained in respect of the following:

##### Daily Control Sheets

Site Diary	Incidents of note etc
Health and Safety Nuisance Plan	Checks completed twice daily at environmental monitoring points
Visitors Book	All visitors/contractors to sign upon arrival
Site Safety Rules	Visitors/contractors to sign before commencing on site.
Incident Reporting Form	Accidents/Incidents/Near miss reporting form
Accident Book	Records all site accidents

##### Monthly Control Sheets

Monthly Facility Check Sheets	Management/staff carry out site audits
Health & Safety Report	Log sheet recording accidents/incidents/inductions etc
Job Safety Monitoring	Management Procedure conformance monitoring record.
Tool Box Talks	Staff training on company procedures and activities.

##### Quarterly Control Sheets

Environment Agency Waste Returns	Details of the Waste inputs and outputs
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##### Annual Control Sheets

Environment Agency Waste Return	Details of the Waste inputs and outputs
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### **3.3 Training**

All persons working at the Landfill Sites engaged in the provision of the Services will have completed the following documentation/training as a minimum:

Medical questionnaire approved by the occupational health consultants, within 2 weeks.

- Site safety induction undertaken by the relevant Site Manager or nominated deputy, on arrival at site.
- Training on specific procedures applicable to the employee's role.
- Instruction on the risks and actions in the event of Weils Disease and issue of a Weils disease information sheet.

Professional training will be given as necessary:

- Certificate of Technical Competence Landfill – Site Manager
- IOSH Managing Safely – Site Manager, Site Chargehand
- IOSH Working Safely qualification – All permanent employees
- Certificate of authorisation where applicable to operate plant/machinery signed by the Site Manager – Compactor Operators/CPCS plant operator
- Manual Handling – Site staff
- Fire Awareness – Site staff

Additionally site employees will be selected to attain the HSE approved First Aid at Work Certificate to ensure a minimum of one qualified first aider on site at all operational times. This certificate will be revalidated within three years.

The original records will be kept by the Personnel Manager in the individual's personnel record. A central log of all safety related training is also retained by the H&S department along with copies of supporting evidence of training. Refresher training will then be planned between and executed via liaison between Managers and the Personnel Manager.

### **3.4 Induction Training**

All new workers and sub-contractors are inducted on the contents of this Plan on employment. This induction covers:

- Highlighting the main site hazards and control measures
- Specific work related procedures, method statements and risk assessments
- Details of health and safety consultation arrangements and the name of the local health and safety representative

- CWM health and safety policy
- The procedures on discovering a fire or hearing the alarm.
- The location of fire equipment and the assemble point
- Work control procedures and when permits are required
- Procedures for hazard and incident reporting
- Action in the event of a spillage
- Actions in the event of suspicious article being identified
- Controls relating to smoking
- Controls relating to working in zoned areas
- Notification requirements in the event of an emergency
- Emergency contact details
- Procedures for dealing with equipment failure
- Medical questionnaire
- Vaccination statement read and understood
- Weils disease card given
- Rules relating to Personal Protective Equipment

### **3.5 Waste Acceptance and Control Systems and Procedures**

Distington Landfill is classified as a non-hazardous landfill and will accept non-hazardous and inert wastes. Waste will only be received via the site entrance. Upon arrival at the site, all waste delivery vehicles will be directed to the site weighbridge.

Waste will be deposited at the top of the waste face. A steel-wheeled landfill compactor will be used on the operational areas to level and compact the waste. A number of passes will be made over the waste by the compactor, or other suitable equipment, to achieve satisfactory compaction of the wastes.

The surface of the landfill will be covered progressively with inert materials, including imported waste materials.

### **3.6 Toolbox Talks**

A programme of toolbox talks will be set up and administered to all relevant employees. Toolbox talks will either be taken from a generic toolbox talk manual covering a variety of relevant topics or based around safe working procedures. Toolbox talks may also be given to instruct employees on new control measures after accidents and other incidents have occurred.

Records of talks will be kept and a copy of the record issued to the Health & Safety Manager.

### **3.7 Site Staff Management**

The site will be staffed to or in excess of the requirements required by the site's Environmental Permit.

Annual leave, periods of sickness or any other unforeseen absence will firstly be covered by our existing staff from other landfill sites, then by other staff from within the CWM's other activities or temporary staff as appropriate. Temporary staff are generally sourced through local plant hire companies or recruitment agencies depending on the nature of the work to be undertaken. Any temporary staff used will be trained as required in line with 2.1.2 above.

Communication with site staff will be through site meetings, toolbox talks, informal discussions, site diary for recording key events and the notice boards for information such as health and safety requirements, rotas, emergency information, contacts etc.

### **3.8 Materials Marketing Plan**

CWM shall ensure that Contract Waste, including Reclaimed Materials, shall not be transported outside of the UK for the purpose of Landfill disposal. All other Reclaimed Materials shall be dealt with in accordance with the HWRC Material Marketing Plan.

### **3.9 Monitoring and Performance Reporting Plan**

Information in relation to the Services will be held, reported and provided to the Authority as set out in the Performance Monitoring and Reporting Plan. The data will be gathered as set out below.

#### **3.9.1 Gathering of Accurate Information and Data**

Transaction data – CWM currently uses 'Weighsoft 4' weighbridge operating software to record all transaction data. This system has a telemetric link to the weighbridge head unit which is an Avery Berkel supplied and maintained system. The weighbridge head unit holds an independent record of all weights recorded on the weighbridge deck. Weighsoft 4 holds all customer, vehicle, tare weight, waste type, load weight, dates, times and ticket reference number information, which is uploaded to CWM's central computer server which is 'backed up' each night. Each transaction is evidenced by a paper copy three or four part weighbridge ticket signed by the driver. One part is handed to the driver and the others retained by CWM.

Weighsoft 4 will be used to generate daily transaction reports of all movements of Contract Waste which will be saved into an Excel spreadsheet which will be provided to the Operator.

### **3.10 Inspection Responsibilities and Monitoring Schedules**

The Site Manager or Chargehand will be responsible for monitoring performance at site level and will check compliance each working day reporting all issues to the CWM Representative or a member of that person's team.

### 3.11 Nuisance, Litter and Pest Control

The landfill shall be managed to prevent statutory nuisance and to minimise noise and vibration, odour, particulate matter, litter, birds, vermin and insects, mud on roads.

### 3.12 Business Continuity Plan

In the event that it is not possible to landfill waste at the site the most likely cause being high winds then it may be necessary to implement special measures. In these conditions vehicles will be directed to tip in an enclosed litter net where such is available at the site.

The Authority shall be notified of such occasions and kept informed of the ongoing situation.

#### 3.12.1 Contingency Arrangements

Should the site and the net be unavailable, vehicles will be diverted to;

- Lillyhall Transfer Station/Landfill (WRG, Workington), or;
- Flusco Landfill

In this event the Authority will be advised of the beginning and end of such period of diversion and the reason for it.

### 3.13 Weighbridge System Failure

In the event of a complete systems failure, a manual recording system will be put into place for a period of time to be agreed between SWM and The Authority. This will include using averaged gross weights from the previous four weeks from the same collection route and day (excluding exceptional weeks e.g. containing public holidays etc)

The period of time agreed will take into account the view of the weighbridge maintenance contractor. The Authority will act reasonably when considering such a request.

#### Manual Tickets

Manual tickets will be entered promptly to ensure that all transactions are charged for and accurate tonnages are available.

Manual tickets will be completed in full, (as it may not be the same Weighbridge Operator back entering the ticket details) this includes;

- Consignment note or EA numbers for hazardous goods
- Time in and out of site
- Direction of the load i.e. Goods In or Goods Out

To aid in the writing of Manual Tickets the following will be kept in the weighbridge;

- A list of frequently used EWC codes and descriptions
- An up to date list of the Hauliers' Registered Waste Carriers numbers

All manual tickets will be back entered into Weighsoft within 2 working days of the system being recommissioned and if required recalibrated, with the following information;

- Manual ticket number
- Times in and out

- Reason for manual ticket

Once entered, the following will be detailed on the manual ticket;

- Signature of person entering the ticket

Copies of the manual ticket will be attached to the manually inputted Weighsoft ticket

### 3.14 Search for Lost Property

Vehicles associated with the search for lost property or vehicles delayed as a consequence of the search will be excluded from turnaround time or any deductions and penalties associated with the delays.

- To enable the search for lost property to be initiated the Authority shall inform the Contractor of the details of the lost property, the vehicle it is believed to be in and of all details regarding the nature and timing of its arrival on site.
- If the vehicle carrying the lost property has already deposited the waste no search will be initiated.
- Any searches will be carried out in accordance with relevant health and safety guidelines.
- The vehicle carrying the lost item will deposit the load in a designated area, the waste will be searched using mechanical means only i.e. a loading shovel or a tracked excavator whichever is available.
- If the lost property cannot be located within twenty (20) minutes the search will be called off.

If requested by the Authority a longer search may be instigated. Such a search shall be at the Authority's cost.

## **4. Health and Safety Plan**

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This site will operate under the scope of CWM's OHSAS 18001 certification. The site Safety Action Plan contains the actions required to enable the business to operate safely and it will be formally reviewed.

Staff management at the facility will ensure, through health and safety procedures and control measures, the safety and welfare of all those using or working on the site so far as is reasonably practicable.

### **4.1 Risk Assessment and Safe Systems of Work**

#### **4.1.1 Inventory of Assessments**

A full inventory of the risk assessments and safe working procedures applicable to the Site are detailed in the company working instructions file available at the Site offices. Other risk assessments will be undertaken by site management to cover extra jobs/tasks as required.

#### **4.1.2 General Site and Job/Task Specific Assessments**

The Site Manager and nominated deputy will be responsible for undertaking all risk assessments at Distington.

#### **4.1.3 Noise Assessments**

Noise assessments are undertaken every two years.

#### **4.1.4 COSHH Assessments**

All COSHH assessments will be undertaken in compliance with company Procedure CP003, Control of Substances Hazardous to Health and the Environment.

COSHH monitoring and health surveillance requirements will be identified in individual COSHH assessments.

All COSHH assessments will be reviewed at least every two years or after faults have been found by active and reactive monitoring.

#### **4.1.5 Safe Working Procedures**

Safe working procedures will be written as a result of risk assessments where required.

#### **4.1.6 Risk Assessment and Safe System of Work Review**

All risk assessments and safe systems of work will be reviewed by Site Management at the following frequencies:

- After deficiencies have been highlighted due to accidents, incidents or via safety inspections and auditing.
- When changes in working methods, locations and processes could pose significant risk.
- Every Two years in all other cases.



Risk assessments will be made available to the Authority upon request.

#### 4.1.7 Employee Involvement

The Site Manager will ensure that where required Safety Representatives and employees are included in the risk assessment formulation and review process.

#### 4.1.8 Site Rules

The General Site Rules and the Site Rules specific to Vehicles and the crew of Authorised Vehicles.

All Authority and Authority related parties must comply with all Site Rules. A “three strike” system has been introduced to record non-compliance and/or unsafe acts related to Site Rules, which will be rigorously enforced. Where breaches are identified and action is to be taken against a driver/individual the Contractor will:

- Ensure all cases are investigated thoroughly
- Avoid **any** discrimination
- Follow this procedure so as to be consistent in approach (this may be supplemented by their own internal procedures which may provide further details)
- Contact the driver’s employer to inform them of the situation at each stage

##### 4.1.8.1 Initial verbal warning

If the issue is minor and there are mitigating circumstances then site management may choose to issue a verbal warning. In this case the issue will be discussed with the site user concerned and the correct action confirmed.

##### 4.1.8.2 1<sup>st</sup> Breach

If any site user does not comply with the site rules, an initial formal warning will be issued. Where possible/reasonable this will be given verbally to the individual whilst he/she is on site. In **all** cases his/her employer will be notified via letter or by email directly from the Contractor as soon as possible after the event and also via the Operator/the Authority to the relevant collection authority. The warning will be kept on record and remain effective for 6 months from the date of the first offence.

##### 4.1.8.3 2<sup>nd</sup> Breach

If there is a second breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via the Operator/the Authority to the relevant collection authority that the driver may be subject to exclusion from using the site if further breaches occur. The warning will be kept on record and remain effective for 9 months from the date of the second offence. Any subsequent breaches will result in the user being excluded from the waste disposal site.

##### 4.1.8.4 3<sup>rd</sup> Breach

If there is a third breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via the Operator/the Authority to the relevant collection authority that the site user is excluded from that site and all other sites managed by the Contractor for a specified period. The period of the exclusion will be decided by the Contractor and will vary dependant on the gravity of the offence but generally will not be for less than one month. The removal of the exclusion

will be conditional on written confirmation from the employer of the user involved that they will comply with all site rules. A record of this action will be kept for a period of 9 months from the date of removal of the exclusion. If there are any repeat breaches then the user will be excluded again and this exclusion may be permanent, dependant on the circumstances of the case.

#### 4.1.8.5 Probation period

Upon expiry of a ban the individual will be subject to a 3 month probation period. If he/she breaches any site rules in this time they will again be banned from site immediately for a period of time to be determined by the site management. A ban from one site constitutes a ban from all facilities operated by the Contractor. For this reason the ban will be notified to all relevant sites in the area by the relevant site management.

#### 4.1.9 First Aid Facilities

First Aid Facilities will be available in the following locations

- ◆ Weighbridge
- ◆ Medical Room (located in the mess room building)
- ◆ Laboratory
- ◆ Canteen
- ◆ Site Compactor
- ◆ Site Loading Shovel

In addition to this the following further facilities will be provided:

- ◆ Emergency Shower in the leachate treatment plant
- ◆ Eye wash facilities in the laboratory, canteen, medical room and in all mobile plant cabs

#### 4.1.10 Qualified First Aid Persons

At least two adequately qualified first aid personnel will be employed at the location to administer first aid. A qualified first aid person will be present during all operational hours where reasonably practicable to do so. Where this is not reasonably practicable the Site Manager or nominated deputy will appoint persons to call the emergency services. The names of all qualified first aid persons will be posted in mess rooms.

#### 4.1.11 Medical Assistance

The local casualty hospital is the WORKINGTON INFIRMARY, WORKINGTON. In less urgent cases casualties will be transferred to the hospital in a company vehicle accompanied by a first aid person or other responsible employee. In urgent cases ambulances/fire service will be called by dialling 999.

#### 4.1.12 Fire Safety Plan and Other Emergencies

A full fire risk assessment will be undertaken at the location and actions implemented. The fire risk assessment will be reviewed every two years.

All foreseeable emergencies including fire will form part of risk assessments and where required procedures will be drafted in relation to serious and imminent danger.

All escape routes from the buildings will be marked with pictograms in accordance with the signs and signals regulations.

All exits of occupied buildings will be kept unlocked and will remain open during operational hours.

Raising the alarm in the site buildings is achieved either manually, by operating a break glass fire point, or automatically where a smoke detector is activated. Both methods activate a siren.

On site the alarm will be by human voice (clearly shouting the type of incident) or via site radios.

Emergency muster points will be situated in the main car park unless other areas are established by Site Management to respond to individual incidents.

All site personnel will be trained to be competent at implementing the emergency arrangements and will assist all visitors to leave areas of serious or imminent danger and to proceed to areas of safety. Where required sentries will be posted to prevent persons re-entering danger areas.

All fire extinguishers will be registered and inspected by Management monthly. In addition to this all fire extinguishers will be serviced by a competent person at least annually.

At least one full emergency drill will be undertaken at the location annually and details including escape times recorded.

#### 4.1.13 Chemical Safety & Emergencies

Only chemical wastes permitted by the relevant Environmental Permit or exemptions and set out in this SDP will be accepted at the site.

In addition all chemical wastes will be subject to a generic COSHH assessment as well as an incoming substance specific assessment as per the company's COSHH procedure.

Spill response equipment will be maintained within the facility to be used in the event of spillages.

In the event of serious spills, the site will be evacuated if required and the emergency services, Environment Agency, HSE and senior management will be informed as soon as possible.

Relevant site emergency procedures will be implemented for all emergency situations.

#### 4.1.14 Landfill Gas Safety

The entrance to the site has a sign to warn of the risk of explosive atmospheres on site. Smoking is not permitted anywhere on the landfill and only in a designated place in the compound. Areas where there is a risk of flammable atmospheres have been assessed and flammable zones have been established and marked. Equipment utilised within these zones is Atex approved or non sparking. All workers are trained on the Dangerous Substances and Explosive Atmosphere Regulations (DSEAR). All work within these areas is covered by

either a work instruction or undertaken under permit to work control and Site Management approval.

Offsite landfill gas migration boreholes will be monitored for methane, carbon dioxide, oxygen and atmospheric pressure by approved contractors as per the site's Environmental Permit. Reports will be submitted to the Site Manager, Director and Environmental Manager and appropriate corrective actions implemented where problems are encountered.

The integrity of the landfill gas extraction system is monitored monthly using a flame ionisation detector (FID). Results are recorded, corrective actions identified and controlled.

## **4.2 Accidents and Incidents**

### **4.2.1 Reporting**

All accidents and incidents will be reported immediately to the Site Manager.

The Site Manager, or nominated representative, will immediately advise the Health and Safety Manager of any RIDDOR reportable accident/disease or dangerous occurrence or where it is suspected that the incident will become RIDDOR reportable.

The Site Manager will be responsible for reporting all RIDDOR reportable incidents to the HSE after consultation with the Health and Safety Manager or Executive Directors. These persons may opt to undertake this function when required. RIDDOR incidents will be reported via the HSE central reporting line 0845 300 9923 or via the HSE website.

All accidents involving injury to any persons including contractors, visitors and members of the public will be recorded on the following documentation:

- B1 510 Accident book (situated in site offices)
- Internal company accident report form.

All other accidents/unplanned events e.g. near misses, property damage, theft and unlawful visitors will be recorded on internal company accident reports or employee hazard and near miss reports only.

### **4.2.2 Investigation**

All accidents/unplanned events will be investigated by the Site Manager to determine corrective and preventive actions for both immediate and underlying causes. Risk assessments will be updated as required. Site Management will involve the Director and Health and Safety Manager in investigations as required. Details of investigations and identified actions will be recorded on internal accident reports utilising extra sheets as required.

### **4.2.3 Documentation**

Copies of completed accident report forms will be sent to the following personnel within one working day from the incident occurring (excluding incidents/losses but including all RIDDOR reportable incidents which must be reported within one [1] hour by telephone):

- Director

- Health and Safety Manager

#### 4.2.4 Hazard Reporting

Employees are able to report all hazards causing concern to site management by completing hazard report forms.

In addition to this, employees can report hazards directly to the Health and Safety Manager anonymously where required using pre-paid envelopes, fax and or telephone.

Site Management will respond to any hazards reported and send copies of completed forms to the Health & Safety Manager.

#### 4.2.5 Safety Inspections

All safety critical items on the landfill will be subject to both internal and external inspections. Inspections will be undertaken on all machines, mobile plant, electrics, lifting equipment and other work equipment posing significant risk.

Internal inspections will be undertaken by:

- Employees daily before using machines and mobile plant
- Monthly by the Site Manager, or nominated deputy.

Where plant/machine operators consider that any defect observed is safety critical, plant and machinery will not be used. Defect reports will be handed into to site management who will decide on an appropriate course of action i.e. isolate and call out maintenance contractors. Site Management must approve the re-use of all plant and machinery reported as having safety critical defects.

Completed plant daily defect inspections will be handed into and reviewed by site management weekly.

External inspections will be undertaken by competent contractors for all machines and mobile plant in line with manufacturer's recommendations and statutory obligations.

Any faults will be remedied as soon as possible. Where faults pose significant risk equipment will be taken off line, isolated and/or quarantined until repairs are undertaken.

Management will also undertake job/task safety inspections of employees, contractors and delivery drivers to ensure that controls identified in safe working procedures are both adequate and implemented. Management will correct any deficiencies discovered as soon as possible. Where deficiencies pose significant risk operations will cease.

### 4.3 Monitoring and Auditing

#### 4.3.1 Proactive Monitoring

The following systems for proactive monitoring will be undertaken to assess the adequacy of the policy and implemented control measures.

#### 4.3.2 **Safety Inspections**

Safety inspections will be carried out by site management, supervisors and safety representatives. Safety inspections will be undertaken to assess compliance with this policy and subsequent safe working procedures for the following key areas: -

- Personnel
- Plant
- Contractors
- Visitors
- Workplace

Details of all safety inspections will be passed to the Health and Safety Manager for review.

#### 4.3.3 **Job Safety Monitoring**

Job safety monitoring will be undertaken by the Site Manager or nominated deputy.

#### 4.3.4 **Health and Safety Manager Inspections**

The aim of these visits is to provide a safety practitioner's view of site health and safety compliance. The Health and Safety Manager, or another competent practitioner nominated by him, will inspect the site.

The Site Manager will generally be informed of inspection but some will be unannounced.

All site inspections will generate an inspection report. This contains details of issues identified and actions required to address these. They are priorities, based on risk, and actions, and timelines are agreed with site management. The degree of risk denotes the distribution of the report. Minor risks remain with site management where as high risk are also sent to Directors and senior managers.

### 4.4 **Audits**

#### 4.4.1 **Health and safety audits will be carried out at the facility to assess:**

- Compliance legal requirements
- The effectiveness of the health and safety management systems employed at the site
- That the documentation is up to date and relevant to the activities taking place

The Health & Safety Manager will draft a suitable internal audit program and schedule based on company policy, procedures, approved Codes of Practice and HSE guidance. Audit frequencies, depth and planning will be based on risk.

Non conformance records are retained by the local site and the Health & Safety Manager. Corrective actions are logged in the corrective action database and allocated to specific managers for action.

The findings and recommendations will be brought to the attention of the Board for review when required.

#### 4.4.2 **Health Surveillance**

Occupational health consultants will be appointed to give advice, undertake pre-employment health screening and carry out health surveillance; all records will be retained for forty years.

All operational company employees will be given:

- Pre-employment health screening
- Annual medical (when identified in risk assessment)
- Hepatitis A, B and Tetanus vaccinations (where handling wastes)

#### 4.4.3 **COSHH Monitoring**

Specialist consultants will be appointed to undertake appropriate monitoring when deemed required by the Health & Safety Manager. For example, employees exposed to hazardous wastes or excessive dusts or bio aerosols in the workplace.

#### 4.4.4 **Professional Advice and Statutory Bodies**

Statutory Enforcement Agency for Health and Safety is the Health and Safety Executive (HSE) whose details are as follows:

- 2 Victoria Place, Carlisle, CA1 1ER - TEL: 01228 539 321
- Central Help Line - TEL: 08701 545 500
- Central Incident Reporting Line - TEL: 0845 300 9923

#### General Health and Safety Advice

This is available from the Health and Safety Manager whose details are as follows:

- Unit 5A Wavell Drive Rosehill Estate Carlisle - TEL: 01228 822 123
- Mobile - TEL: 0777 1555 704

#### Occupational Health Advice

Occupational Health Advice is available from the company's occupational health consultants. All enquiries should be passed via the Health and Safety Manager (as above) or the company's Personnel Manager 01228 822102.

#### Chemicals, COSHH and Dangerous Goods

Advice can be obtained from the Technical Manager whose details are as follows:

- Hespinwood Landfill, Rockcliffe, Carlisle - TEL: 01228 673523
- Mobile - TEL: 0778 5528 705

## Health and Safety Literature and Guidance

Internal and external procedures and guidance will be issued centrally to respective Managers.

### **4.5 Consultation**

Will be based around the following:

#### **4.5.1 General Consultation**

General health and safety consultation will be via discussion and written instructions following the general day to day management process of the business.

#### **4.5.2 Formal Health and Safety Meeting**

A Health & Safety meeting will be held approximately every three months and will be attended by the following people where possible:

- Site Manager
- Technical Manager
- Safety Representative
- Health and Safety Manager

The agenda will be controlled by the Site Manager and will be set via consultation. The agenda will include as a minimum the following elements:

- Minutes & Actions of Last Meeting
- Incidents of Note, Goals, Statistics & Trends
- Issues Landfill
- Interface Issues Transport
- Any other business

The meeting will be recorded and the minutes distributed within seven days to the following:

- Site notice boards
- Those present
- Managing Director & Director
- Health and Safety Manager
- Landfill Management
- Recycling Manager



#### 4.5.3 **Safety Representatives**

Employees will be encouraged to appoint safety representatives to act on their behalf in relation to health and safety. All employees and personnel appointed as safety representatives will be given all the rights detailed in the Safety Representatives and Safety Committees Regulations regardless of trade union membership. Details of appointed safety representatives will be posted in mess rooms and site office.

Safety Representative:

- Thomas Johnson

#### 4.5.4 **Notices**

The following notices will be displayed on the site notice board:

- CWM Group Health, Safety and Loss Control Policy Statement
- Site Rules
- Certificate of Employers Liability Insurance
- Environmental Permit Number
- Health and Safety Law Poster
- Location of the Safety Action Plan
- Any other relevant health and safety documentation

#### 4.5.5 **Contractors, Visitors and Other Site Users**

- Routine – Involving low risk activities i.e. routine deliveries of waste, deliveries of supplies and low risk maintenance work.
- Non-routine – Involving medium to high risk activities such as engineering works, maintenance of plant, work falling under the Construction Design Management Regulations or tasks involving high risk elements i.e. confined spaces, working at height and lifting/sliding etc.

#### 4.5.6 **General Controls**

The following controls will be applicable to all contractors, visitors and site users:

- None shall enter site without the permission of management
- Persons under the age of 18 years will not be permitted onto the landfill without the permission of site management. Site Management must risk assess any increased risk posed by a persons age in line with CWM policy, and obtain permission from the Director, prior to giving authorisation.
- All contractors/visitors not delivering waste should sign the visitors book which is situated in the weighbridge.

- Site rules will be posted in strategic places around the site.
- A copy of the site rules will be furnished to relevant employers where required at the start of any contracts/ operations and annually thereafter.
- Copies of the site rules will be positioned in the weighbridge next to the visitors book to be given at to persons as required. Copies will also be given to visiting drivers at periodic intervals and when accessing the site for the first time.
- A sign will be positioned within the weighbridge requesting people to make themselves known if they are unfamiliar with the site or the site rules.

#### 4.5.7 Further Controls

In addition to the controls in 1.5.6 the following control will be applicable to all contractors, customers and suppliers performing non-routine activities:

- Only contractors approved by CWM and on the approved contractors list will be used
- The Non-Routine Contractor Checklist will be completed by location management/Company Engineer as required.
- Individual job specific risk assessments will be undertaken by the contractors/visitors or site personnel and approved by location management.
- All persons will be site inducted by location management using an induction record, trained on relevant safe systems of work and site rules.
- Location management/Company Engineer will reference the company procedure/HSE Guidance on CDM to assess if these regulations apply.

#### 4.5.8 Visitors

All controls detailed in 4.5.6 will be applicable to site visitors. In addition to this unless visitors have undertaken a site induction they will be accompanied at all times by site staff.

#### 4.5.9 Visits by Statutory Authorities (i.e. Environment Agency/HSE)

Statutory authorities are required to follow these rules unless they required to deviate from them to adequately exercise statutory powers. All decisions relating to deviation from these requirements will be exclusively at the discretion of the relevant statutory authorities.

### 4.6 PPE Issue and Usage

#### 4.6.1 Issue

A PPE issue log will be maintained by Site Management. The issue of all PPE to employees and third parties will be recorded. All PPE will be maintained and stored in compliance to manufacturer's recommendations where this is required. PPE requiring maintenance & inspection will be recorded.

#### 4.6.2 PPE Usage

Safety footwear with steel toecaps, steel insoles and high visibility vests/coats will be mandatory in all areas with the exception of offices and mess rooms. Hard hats will be mandatory for all persons not in protective vehicle cabs in all operational areas where required.

Further PPE will be specified by individual risk assessments and safe-working procedures when required.

#### 4.6.3 Housekeeping and Premises

All offices, transport and pedestrian routes are to be kept clear of obstructions

All offices and welfare facilities will be cleaned daily or more frequently as required.

Waste is to be placed in a suitable storage bins or containers prior to deposit in the active cells of the landfill.

All light equipment and PPE is to be stored in internal stores with heavy equipment being stored outside in designated areas.

All chemicals for site use will be labelled, appropriate data sheets kept and stored in designated areas.

All ladders will be stored in designated areas only and will be checked by management monthly.

#### 4.6.4 Health and Safety Training

As per section 4 above.

## **5. Quality**

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### **5.1 Maintenance Plan**

The maintenance of the Site infrastructure and key plant and equipment will managed as set out below.

### **5.2 Electrical Installation & Equipment**

All fixed installations will be tested/inspected for electrical safety every five years for compliance IEE Wiring Regulations (BS 7671). Condition based maintenance will be undertaken as a result of these inspections as required.

All portable electrical appliances including plugs and sockets will be subject to internal inspections by employees daily before use and monthly by Site Manager or nominated deputy. In addition to this all office portable electrical appliances will be tested at least annually. All higher risk equipment used outside (such as portable electric tools) will be tested at least every three months. All tests will be undertaken by competent persons. All portable equipment will be registered and tested annually.

All personal electrical equipment (including tools and welfare items) will form part of the sites electrical inspection procedures and must be inspected and tested as above.

### **5.3 Mechanical Inspections**

All mechanical parts of machines posing significant risk (including mobile plant) will be internally inspected as in 4.1.1 above. In addition to this safety critical mechanical parts will be inspected by competent maintenance contractors when undertaking planned maintenance, see section 4.1.10.

### **5.4 Lifting Equipment**

All lifting equipment will be inspected before use and by site management monthly. All lifting equipment will be registered and inspected by competent contractors in line with LOLER 1998 and records kept.

Competent person inspections will be undertaken.

### **5.5 Towing Chains and Eyes**

All towing chains and towing eyes will be inspected by employees before use and by management monthly. Competent persons will also inspect all towing chains.

All towing chains and straps etc will be registered on a separate section of the lifting equipment register.

### **5.6 Safety Harnesses and Anchor Points**

All safety harness and anchor points will be recorded.

In addition to this all anchor points used for fall arrest will be load tested to 300kg and certified. Safety harness and lanyards/accessories will have manufacturer certificates of conformity (CE) on file.

All anchor points, harnesses and accessories will be inspected by a competent contractor and records kept.

There are currently no safety harnesses and anchor points at the site.

#### **5.7 Sheeting/Access Gantries and Fixed Ladders.**

Will be inspected by management monthly and by a competent person.

#### **5.8 Gas Detection Equipment**

Gas detection equipment used for confined space work and working within DSEAR zoned areas will be inspected by management.

In addition to this all gas detection equipment will be calibrated by a competent supplier.

#### **5.9 Ladders and Other Access Equipment**

All ladders, steps and other access equipment not registered as lifting equipment will be registered and inspected by management.

#### **5.10 Hand/Portable Tools**

In addition to electrical inspection and testing all hand/portable tools posing significant mechanical risk will be registered and inspected for guarding and general mechanical condition by management.

#### **5.11 Planned Preventive and Condition Based Maintenance**

All electrical, mechanical and hydraulic machinery including mobile plant posing significant risk will be subject to planned maintenance. Planned maintenance will be undertaken by competent contractors in line with manufacturer's/supplier's recommendations.

Maintenance planning will be undertaken using a suitable database, wall chart or diary and all machinery/plant subject to planned maintenance will be registered. Records of all planned maintenance will be maintained.

All mobile, static and portable plant posing significant risk will be recorded on a Plant and Machine Register.

The following machines will be subject to the following frequencies of planned maintenance:

Machine	Type of Maintenance	Frequency
Compactor	Mechanical & hydraulic	500hrs

Loading Shovel	Mechanical & hydraulic	500hrs
Excavator	Mechanical & hydraulic	250hrs
Dozer	Mechanical & hydraulic	250hrs
Tractors	Mechanical & hydraulic	600hrs
Pumps	Mechanical and where required electrical	Annual
Generators	Mechanical & electrical	2 Weeks
Eductors	Mechanical and electrical	Annual
Air blowers	Mechanical/electrical	6 Months
Compressors	Pressure systems, mechanical/ electrical	250hrs
Diesel Bowers	Mechanical/ Integrity	Six Months
Pressure Washers	Mechanical/ Pressure Integrity	Six Months
Spare Generators	Mechanical/ Electrical	Six Months
Chain Saws	Mechanical	Six Months
Strimmers	Mechanical	Six Months
Agricultural Tankers	Mechanical/ Pressure Integrity	Six Months
Trailers	Mechanical	Six Months
Quad bike	Mechanical	Six Months
Land Rover	Mechanical	Six Months
Electricity Generating Station	Various	As specified by operator

NB/ The above frequencies may alter when otherwise specified by plant and machinery manufacturers.

The site weighbridge is inspected by a competent contractor every six months and is subject to an annual calibration check.

All road going vehicles transporting Contract Waste will be maintained in a clean (free from major accumulations of dirt which are older than three working days) and serviceable (serviced in line with Vehicle Operator Licence requirements and checked daily for defects) condition.

## 5.12 Maintenance Operations and Permits to Work

Permits are used at the location for high-risk maintenance work, including simple location based maintenance and cleaning where required. Other high-risk work i.e. confined spaces,

ix 2hot work electrical work and height work will be subject to a permit to work system at all times. Examples of all permits used by the location are available.

### **5.13 Spot Hired Plant and Equipment**

Hired plant and equipment will only be hired from competent approved suppliers and will be accompanied with their last service/inspection sheets where required. These will be inspected by management before the equipment is put into use. All hired equipment will be registered on a hired plant and equipment register and will form part of management facilities checks.

Site management must also ensure equipment is inspected by employees before use, erected and used in line with manufacturer's recommendations. Management must also ensure that persons using the equipment have the required training and competence advised by the manufacturers.

## 6. Environmental Protection Plan

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### 6.1 Introduction

The site operates under the scope of CWM's ISO 14001 accreditation. Staff management at the facility will ensure environmental protection through environmental procedures and control measures, so far as is reasonably practicable. Distington landfill site has been operational since 1990 and has previously operated in accordance with Resolutions and Waste Disposal Licences issued under the Control of Pollution Act 1974, Waste Management Licences issued under the Environmental Protection Act 1990, PPC permit issued under the Pollution Prevention and Control (England and Wales) Regulations 2000 and now benefits from an Environmental Permit in accordance with the Environmental Permitting (England and Wales) Regulations 2007.

### 6.2 Waste Management Operations

The Site is permitted to landfill certain wastes, waste in this context being defined by directive 2006/12/EC. Specifically the site's permit authorises the Activity defined in Schedule 1 Part 2 Chapter 5 Section 5.2 Part A (1)(a) of the Environmental Permitting (England and Wales) Regulations 2007. That is the disposal of waste by landfill at a site receiving more than 10 tonnes of waste per day with a total capacity of more than 25,000 tonnes and not being an inert waste site.

### 6.3 Permitted Wastes

Distington is permitted to accept various waste types (by EWC code) for landfill and engineering purposes. These are detailed in the Environmental Permit.

### 6.4 Waste Inputs

The current permitted waste inputs which may be varied from time to time for the Site are:

Category	Limit Tonnes/ Year
Hazardous	Nil
Non-hazardous Waste	120,000
Inert Waste	25,000
Annual total of waste for acceptance	145,000

#### 6.4.1 Staffing and Understanding of Permit

The Site is managed by a team of staff including holders of the relevant competence qualification, currently WAMITAB certificates.

At any time waste is being accepted there will be sufficient staff available to safely accept the waste in line with permit requirements.

Copies of all relevant permits, consents and authorisations are available on site and copied to staff who need to take action in accordance with them. Relevant staff undergo formal in



house and external training courses and receive tool box talks so as to ensure staff understand the relevant parts of the site's permits etc. that apply to their role.

#### 6.4.2 Control of Mud and Debris

The dispersal of dirt and mud originating on the landfill onto public roads will be controlled. Unless properly controlled, mud and dirt have the potential to adhere to the tyres and chassis of vehicles and then be deposited beyond the Site.

The following operational procedures will be implemented to ensure that dirt and mud do not reach the public highway and surrounding land:

- Where possible, the Site roads will be constructed of hardcore and/or hard surfaced;
- Internal access roads will be cleaned and maintained on a regular basis using a hired or on-site road sweeper;
- Waste compacting machinery and other plant will be thoroughly cleaned before being allowed off the Site.

In the event of mud or debris being deposited onto the public highway, or fouling or discoloration of the public highway, then immediate arrangements will be made for the use or hire of a mechanical road sweeper in order to cleanse the affected areas as soon as practicably possible to the best standard that the available plant and prevailing conditions allow.

During adverse weather conditions, should failure of road cleaning facilities occur in conjunction with excessive trafficking of mud onto external public highways, the installation will cease to accept waste until measures can be implemented to clean and maintain the cleanliness of the highway.

#### 6.4.3 Potentially Polluting Leaks and Spillages of Waste

The site has a Site Protection and Monitoring Programme approved by the Environment Agency which has procedures in it to deal with spills and leaks.

#### 6.4.4 Fires on Site

The site is zoned in accordance with the Dangerous Substances and Explosive Atmosphere Regulations 2002 and otherwise complies with those regulations.

### 6.5 Waste Quantity Measurement System

All waste accepted for disposal on the site is weighed on a calibrated and serviced weighbridge. If the weighbridge cannot work for some reason, e.g. a power cut has occurred, a system of standard weights will be used and the Authority informed. In this case an average of the previous five load weights for the vehicle will be used and the weighbridge ticket and transaction record will indicate that this was an estimated weight.

### 6.6 Control of Ground and Surface Waters

The site operates in accordance with its ground water and surface water management plans which are revised from time to time and have been approved by the Environment Agency.

## 7. Emergency Plan

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A detailed Emergency Plan will be kept on site, controlled copies held by Site Manager, and critical information displayed on the site notice boards.

### 7.1 Site Evacuation

In cases of incidents involving serious and imminent danger to persons on site (i.e. from fire, dangerous substances, landfill gas, explosion after fire etc), site management will initiate either a full or partial evacuation of the site after initial assessment. Site management when initiating evacuations will nominate designated muster areas. Muster areas will generally be in site car parks but may be in any areas nominated by site management if car parks pose risk or only partial evacuations are required.

All types of evacuations will be initiated by site management using site radio; the weighbridge operator will hold any vehicles and prevent them entering the site. The weighbridge operator will be nominated to call the emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. The weighbridge operator will meet the emergency services at the site entrance and direct them to the scene of the emergency. Where required the Site Manager will nominate a member of site staff as a guide to accompany the emergency services to the scene.

Site staff will be required to co-ordinate the evacuation and ensure all visitors and contractors proceed on foot to the designated muster areas. Site staff will co-ordinate with each other and management via site radios to ensure all persons have left the danger areas. All vehicles including site plant not responding to the emergency should be parked up in safe areas and persons should proceed to the designated muster areas on foot. Unnecessary vehicle movements could impede the emergency operation and create a hazard to site pedestrians.

Due to the size of many landfills, where necessary site management will position sentries in strategic safe areas (i.e. access roads and paths) to prevent persons entering/re-entering the danger areas.

A member of site staff will be nominated to take visitors books and weighbridge tickets of vehicles still on the sites to site management at the muster points. Site Management will undertake a roll call to ensure all persons have left the danger areas. Management will co-ordinate with the emergency services to search for any missing persons and to tackle the incidents. Site Management will instruct and not allow any persons who are not involved in tackling the incidents to re-enter the danger areas until they have been declared safe after consultation with the emergency services.

### 7.2 Fire

Any person discovering a fire should inform site management immediately with an assessment of the situation. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

If possible, the person discovering the fire should fight the fire using appliances provided. Staff must not put themselves at risk to fight fires. All non-essential persons should be instructed to leave the area and report to the designated site muster point.

Unless the initial information indicates otherwise site management must immediately go to the vicinity of the fire to assess the situation and decide on a course of action.

Site Management having first assessed the situation should if necessary instruct the Weighbridge Operator to phone the appropriate emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. In this case the Weighbridge Operator will meet the emergency services on arrival at the site and direct them to the scene. Where necessary the Site Management will nominate a member of the site staff to accompany the emergency services. On arrival the emergency services will assume control of the situation, all instructions/advice given by them will be followed.

If the site management decides that the fire can be contained and safely extinguished with on-site equipment (inc. site plant). Using appropriate equipment the fire should be extinguished.

Where necessary Site Management will initiate either a full or partial site evacuation.

Any person discovering a surface landfill gas leak should evacuate the immediate area, upwind. They must alert others in the area verbally by shouting. DO NOT use radios or mobile phones. Alert Site Management. Site Management to assess situation and implement the relevant parts of this procedure on an assessment of the risks.

### **7.3 Unknown dangerous substance**

Any member of staff discovering an unknown dangerous substance in an operational area should immediately cease operations in that area and instruct all non-essential personnel to leave the scene.

Site Management should be informed immediately. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

Site Management will go to the site of the incident to assess the situation. If a site chemist is available they should accompany site management to provide advice on the nature of the substance. If no site chemist is available site management will contact the Technical Manager or any company chemist for advice once he has gathered relevant information. If the substance is from a known waste stream the customer will be contacted for relevant information, in this case the Commercial Manager may be able to provide assistance and will be consulted. Applicable COSHH data/assessments or safety data sheets should also be consulted if available.

The Site Manager/Site Chemist should positively identify, if possible, any chemical involved by e.g. odour, colour, labelling of container/s. If any container/substance has to be handled the following minimum protective equipment should be worn and standby man positioned with site communications (unless the substance is known and COSHH data directs otherwise).

- ◆ Microguard 3000 disposable chemical suit
- ◆ Full face respirators with ABEK1 & P3 filters
- ◆ PVC wellingtons & gauntlets
- ◆ Gas detector O<sub>2</sub>, LEL for methane & H<sub>2</sub>S in alarm mode.

If the gas detector goes into alarm mode at any time, personnel should leave the area immediately. Standby men should summon the emergency services where problems are encountered.

Once site management have assessed the situation and received advice from a company chemist or Technical Manager etc. he will formulate a plan of action.

If having assessed the situation and received advice from technical staff site Management feel operations can safely continue they will allow operations to re-commence.

In all other cases the substance should be isolated by coning/fencing off the area until the incident is dealt with. If possible operations can be shifted to an unaffected area of the site and operations will be allowed to re-commence.

If it's considered unsafe to allow operations to continue and persons are judged to be in serious and imminent danger, site management will initiate either a full or partial site evacuation.

Where it is deemed necessary and safe to do so, site personnel may clean up contaminated material following the spillage procedures, below. In all other cases decisions on clear up operations will be left to the emergency services and senior management. Persons should not be subjected to significant risk to clear up spillages.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

#### **7.4 Spillage**

The person finding a spillage of hazardous liquid should clear the immediate area of all personnel and isolate the area and inform site management ASAP. Where safety is not compromised, the person discovering the spill is to attempt to contain it and prevent it entering environmentally sensitive areas.

Site management on arrival at the scene will assess the situation as per unknown dangerous substances procedures, above.

Where it is judged to be safe to clean up spills on site the minimum personal protective equipment detailed above will be worn (unless the substance is definitely known and COSHH data directs otherwise).

Site staff when clearing up spills are to stop the source of the spills if possible and contain them and prevent them from spreading, especially towards any watercourses. Site staff will utilise spill kits, booms, spill absorbent, drums and shovels to clear up any spills. Staff will limit the handling of any waste material using tools i.e. shovels etc. Persons should not be subjected to significant risk to clear up spillages.

On completion any contaminated absorbents should be placed in a container for safe disposal at a site licensed or exempted by the Environment Agency for the material concerned.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

## 7.5 Unlawful Visitors

Site staff encountering unlawful visitors should inform site management immediately. Where possible ensure that trespassers are escorted safely off site. If any trespassers are in an operational area site staff will ensure that operations in that area cease immediately. Operations should not recommence until trespassers are clear of the area.

If required site management will contact the Police for assistance.

Site staff are to report all evidence of break-ins or trespass to site management at the earliest opportunity.

Site staff are to report all broken/compromised or unserviceable security devices e.g. fences, gates, locks, doors, alarms and CCTV to site management at the earliest opportunity.

## 7.6 Fatalities and Serious Injuries

All serious injury or incident is to be reported to site management immediately. The initial report should give an indication of the severity of the injury/incident. Site management will decide from the information received on a course of action.

Site weighbridges will also be contacted via site radio. Weighbridges will hold all traffic entering the site and where necessary contact the emergency services i.e. ambulance, police, fire etc. In cases of serious or imminent danger to persons, site management will initiate full or partial site evacuations as in section 6.1. Where called the management of all incidents will be handed over to the emergency services and their instructions followed.

First aid initial response will be provided by on-site staff where this can be done safely. In all other cases first aid will be left to the emergency services.

Once the threat of serious and imminent danger has passed, site management should ensure that incident areas are isolated, sentries posted and evidence is undisturbed to allow internal and external investigations to be undertaken when required. As soon as possible senior management will be contacted, who will when required, report incidents to the Health and Safety Executive as required by RIDDOR. Senior management will initiate internal investigations where required and ensure the company co-operates with all investigations undertaken by statutory authorities.

## 7.7 Major Incidents

If a major incident occurs e.g. major landfill fire or contamination/pollution incident the Site Manager will evacuate the site of all non-essential personnel as per site evacuation procedures detailed in 7:1. Where necessary the emergency services will be called and they will take charge of the incident.

Every effort will be made where possible to minimise the impact of the incident. Staff will not put themselves at risk in doing so. Where required the local population around the site will be informed of the incident and control measures by the Police.

Site Management are to immediately contact and brief the Director (in his absence the Managing Director or any Senior Manager). The Director will then assume overall responsibility for the situation and ensure that, where required, statutory enforcement agencies (i.e. HSE & EA) are informed without delay.

Operations will not re-commence and personnel will not be allowed back into the affected area until the Director, after consultation with the emergency services where necessary, has given his permission to do so.

### **7.8 Incidents at Weekends & Out of Hours**

During manned periods at weekends or outside of normal working hours at least two employees will be required to be on sites at all times. One operative will be nominated to assume the role of site management and the other to assume the role of site weighbridge operators. Operatives will contact senior management via the company emergency contact list as soon as it is possible to do so and hand over management of the incident.

For unmanned periods, site emergency contact details will be given to the local Police so company officials can be contacted should an incident occur out of hours.

### **7.9 Drills**

At least two emergency drills involving site evacuation will be undertaken on each landfill every year. At least one drill will involve fire emergency procedure.

### **7.10 Internal Contact Numbers**

Recycling Manager	P Davidson	07785528680
Managing Director	M. Bareham	07887744182
Director	C. Riddell	07899983674
Commercial Manager	M. Robson	07711483396
Environmental Manager	N. Hughes	07785528706
Health & Safety Manager	A. Frame	07771555704
Technical Manager	G. Mattinson	07785528705
Area Manager	G. Edmondson	07747101587
Area Manager	G. Lafferty	07778230544
HWRC Manager	B. Carruthers	07786626250
Distington Site Manager	G. Edmondson	07747101587
Head Office		01228 822100

<b>Plan 1.41 Flusco Landfill Service Delivery Plan</b>	<b>4</b>
1.1 <b>Introduction</b>	<b>4</b>
1.2 <b>Site Details</b>	<b>4</b>
<b>2.    Operations Plans</b>	<b>6</b>
2.1 <b>Hours of Operation</b>	<b>6</b>
2.2 <b>Facilities available on the site</b>	<b>7</b>
2.3 <b>Site Access</b>	<b>7</b>
2.4 <b>Traffic Management Plan</b>	<b>7</b>
2.5 <b>Acceptable Contract Waste</b>	<b>7</b>
2.6 <b>Acceptance of Waste</b>	<b>7</b>
2.7 <b>Authorised Vehicle Acceptance Procedure</b>	<b>8</b>
2.8 <b>Record Keeping</b>	<b>9</b>
2.9 <b>Site Security</b>	<b>10</b>
2.10 <b>Signage</b>	<b>10</b>
2.11 <b>Local Accident and Emergency Departments</b>	<b>11</b>
<b>3.    Facility Management Plan</b>	<b>14</b>
3.1 <b>Staffing Structure</b>	<b>14</b>
3.2 <b>Management Procedures</b>	<b>14</b>
3.3 <b>Training</b>	<b>15</b>
3.4 <b>Induction Training</b>	<b>15</b>
3.5 <b>Waste Acceptance and Control Systems and Procedures</b>	<b>16</b>
3.6 <b>Toolbox Talks</b>	<b>17</b>
3.7 <b>Site Staff Management</b>	<b>17</b>
3.9.1   Gathering of accurate information and data	<b>17</b>
3.7.1   Inspection Responsibilities and Monitoring Schedules	<b>17</b>
3.8 <b>Materials Marketing Plan</b>	<b>17</b>
3.9 <b>Nuisance, Litter and Pest Control</b>	<b>18</b>
3.10 <b>Business Continuity Plan</b>	<b>18</b>
3.10.1  Contingency Arrangements	<b>18</b>
3.10.2  Weighbridge System Failure	<b>18</b>
3.11 <b>Search for Lost Property</b>	<b>19</b>
<b>4.    Health and Safety Plan</b>	<b>20</b>
4.1 <b>Risk Assessment and Safe Systems of Work</b>	<b>20</b>
4.1.1   Inventory of Assessments	<b>20</b>

4.1.2	General Site and Job/Task Specific Assessments	20
4.1.3	Noise Assessments	20
4.1.4	COSHH Assessments	20
4.1.5	Safe Working Procedures	20
4.1.6	Risk Assessment and Safe System of Work Review	20
4.1.7	Employee Involvement	21
4.1.8	Site Rules	21
4.1.9	First Aid Facilities	22
4.1.10	Qualified First Aid Persons	22
4.1.11	Medical Assistance	22
4.1.12	Fire Safety Plan and Other Emergencies	23
4.1.13	Chemical Safety & Emergencies	24
4.1.14	Landfill Gas Safety	24
<b>4.2</b>	<b>Accidents and Incidents</b>	<b>24</b>
4.2.1	Reporting	24
4.2.2	Investigation	25
4.2.3	Documentation	25
4.2.4	Hazard Reporting	25
4.2.5	Safety Inspections	25
<b>4.3</b>	<b>Monitoring and Auditing</b>	<b>26</b>
4.3.1	Proactive Monitoring	26
4.3.2	Safety Inspections	26
4.3.3	Job Safety Monitoring	26
4.3.4	Health and Safety Manager Inspections	26
<b>4.4</b>	<b>Audits</b>	<b>27</b>
4.4.1	Health and safety audits will be carried out at the facility to assess:	27
4.4.2	Health Surveillance	27
4.4.3	COSHH Monitoring	27
4.4.4	Professional Advice and Statutory Bodies	27
<b>4.5</b>	<b>Consultation</b>	<b>28</b>
4.5.1	General Consultation	28
4.5.2	Formal Health and Safety Meeting	28
4.5.3	Safety Representatives	29
4.5.4	Notices	29
4.5.5	Contractors, Visitors and Other Site Users	30
4.5.6	General Controls	30
4.5.7	Further Controls	30
4.5.8	Visitors	31
4.5.9	Visits by Statutory Authorities (i.e. Environment Agency/HSE)	31
<b>4.6</b>	<b>PPE Issue and Usage</b>	<b>31</b>
4.6.1	Issue	31
4.6.2	PPE Usage	31
4.6.3	Housekeeping and Premises	31
4.6.4	Health and Safety Training	32



<b>5.</b>	<b>Quality</b>	<b>33</b>
5.1	Maintenance Plan	33
5.2	Electrical Installation & Equipment	33
5.3	Mechanical Inspections	33
5.4	Lifting Equipment	33
5.5	Towing Chains and Eyes	33
5.6	Safety Harnesses and Anchor Points	33
5.7	Sheeting/Access Gantries and Fixed Ladders.	34
5.8	Gas Detection Equipment	34
5.9	Ladders and Other Access Equipment	34
5.10	Hand/Portable Tools	34
5.11	Planned Preventive and Condition Based Maintenance	34
5.12	Maintenance Operations and Permits to Work	36
5.13	Spot Hired Plant and Equipment	36
<b>6.</b>	<b>Environmental Protection Plan</b>	<b>37</b>
6.1	Introduction	37
6.2	Waste Management Operations	37
6.3	Permitted Wastes	37
6.4	Waste Inputs	37
6.4.1	Staffing and Understanding of Permit	38
6.4.2	Control of Mud and Debris	38
6.4.3	Potentially Polluting Leaks and Spillages of Waste	38
6.4.4	Fires on Site	38
6.5	Waste Quantity Measurement System	39
6.6	Control of Ground and Surface Waters	39
<b>7.</b>	<b>Emergency Plan</b>	<b>40</b>
7.1	Site Evacuation	40
7.2	Fire	40
7.3	Unknown dangerous substance	41
7.4	Spillage	42
7.5	Unlawful Visitors	43
7.6	Fatalities and Serious Injuries	43
7.7	Major Incidents	43
7.8	Incidents at Weekends & Out of Hours	44
7.9	Drills	44
7.10	Internal Contact Numbers	44

## **Plan 1.41 Flusco Landfill Service Delivery Plan**

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### **1.1 Introduction**

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This document should be read in conjunction with the following overall contract documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

### **1.2 Site Details**

The landfill site is located at National Grid Reference NY 465 293, approximately 5km east of Penrith, Cumbria.

#### **Area**

The site covers an area of approximately 37 ha.

#### **Nature of the site**

The landfill classification of the landfill site is non hazardous. Only non-hazardous and inert solid wastes will be deposited within the landfill.

#### **Age of the site**

The site has been operational since 1992.

#### **Capacity**

Remaining void space 2.4 Million cubic metres.

#### **Planning**

Planning consent was granted on 14<sup>th</sup> July 1993 3/91/0396

#### **Environmental Permit**

Permit No. BM 5941 1H

Shanks will be provided with a copy of the Environmental Permit within one month of Contract commencement and any subsequent amendments within one month of their receipt by CWM.

**Owner of the site**

The land is owned by Inglewood Properties Ltd.

**Operator**

Operated by the Lakeland Waste Management Limited.

## **2. Operations Plans**

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### **2.1 Hours of Operation**

The normal hours of operation of the landfill will be 08:00 to 17:00 hours Monday to Friday and 08:00 to 12:00 hours on a Saturday during summer months. The Opening Hours in the months of November, December, January and February shall be 08:00 to 16:00 from Monday to Friday and 08:00 to 12:00 on Saturdays.

If outside these months the Contractor has health and safety concerns about landfilling under poor light conditions the Contractor will notify the Authority and detail the additional days or weeks when the Contractor would like the opening hours to be 16:00. The Authority will consider this request reasonably.

The Contractor may request the Authority to restrict the deposit of some waste types (e.g. difficult wastes) to certain times (which may vary according to circumstances) to allow for inspection, sampling and specialised handling practices on-site, which require additional depths of other wastes as cover material. In this case the Authority's consent will not be unreasonably withheld.

The site normally will be managed by a team including a Site Manager, a Site Chargehand, and Landfill Operatives.

The Contractor shall receive Contract Waste at the Landfill Sites outside the Opening Hours where requested by the Authority, given reasonable notice of any such request by the Authority, provided that:

- the Contractor has in place or has been able to obtain any Necessary Consents and approvals from a Relevant Authority;
- the relevant Landfill Site has, or can secure, adequate storage capacity, including, without limitation, by clearing any netted areas.

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, Landfill Sites shall be available for the reception of Contract Waste on bank holidays and weekend days worked by WCAs in lieu of bank holidays except for Christmas Day, Boxing Day and New Years Day when requested by the Authority, provided that the Authority gives not less than [twenty] Working Days' notice of such days to the Contractor.

Provision shall be made for emergency opening outside the Opening Hours to accommodate late deliveries by WCAs, or their sub-contractors or agents, or civil emergencies caused by exceptional events. The Contractor will make use all reasonable endeavours to make such provision available, but if unable to open as requested the Contractor will notify the Authority and make available alternative disposal points where possible.

Subject to paragraphs 5.5.2(a) and (b) of the Output Specification, Landfill Sites should be open on Saturday afternoons and Sundays by prior arrangement with the Operator provided that the Operator gives not less than [twenty] Working Days notice to the Contractor on a scheduled basis to accommodate additional general collection campaigns or events.

## **2.2 Facilities available on the site**

The site reception area comprises a manager's office, weighbridge office, meteorological station, technical operative's office, laboratory, mess room, storage areas and toilet block. They are connected to mains electricity and telephone. There is also adequate parking for both staff and visitors.

Other activities that form part of the installation are:

- Leachate treatment and gas management plant
- Litter net to provide an alternative tipping location for contract waste when the landfill site is unavailable (currently Hespian Wood only but also planned at Distington and Flusco landfill subject to planning consent and environmental permitting).

## **2.3 Site Access**

Access to the site is via a minor road, U3149 from the U3148 to the village of New Biggin. The access road leading to the site reception area is constructed from tarmac and concrete. The access has secure metal gates to prevent non-operational vehicle access to the landfill when closed. Access to the landfill and directly associated activities shall be provided by the existing internal access roads. The internal access routes from the reception area to the tipping areas are constructed from crushed hardcore.

## **2.4 Traffic Management Plan**

On-site vehicle speeds will be monitored periodically and appropriate controlling action will be taken, if necessary. A crawling speed limit will be imposed and maintained at all times, aided by traffic calming measures. Signs giving safety information, traffic directions and speed limit will be erected where appropriate and will be moved or modified as required.

## **2.5 Acceptable Contract Waste**

The site shall accept all Contract Waste in line with Necessary Consents and the Specific Waste Items in Appendix 41.

## **2.6 Acceptance of Waste**

Waste will be accepted in line with the Waste Acceptance Protocol.

### **2.6.1 Disposal Plan (Landfilling and Unloading of Contract Waste)**

#### **Waste going direct to landfill**

For waste that is to be landfilled at the site the Authorised Vehicle will be directed to the landfill tipping area.

When the waste is being discharged and as the waste is being landfilled the compactor driver will be vigilant and identify:

- Smouldering Waste
- Non Permitted Waste

- Specific Waste Items

### **Waste going into the transfer net**

During inclement weather or due to operational problems the Contract Waste destined for landfill may be redirected to a transfer/holding net. If this is a temporary arrangement the Contractor will notify the Authority with an estimate of the likely time this arrangement will be in place. If the arrangement is permanent, i.e. not as a consequence of inclement weather or operational problems, the Contractor will seek authorisation from the Authority such authorisation not to be unreasonably withheld or delayed.

During the unloading and pushing up of waste within the net the loading shovel operator will be vigilant and identify smouldering waste, non permitted waste and Specific Waste Items.

### **Specific Waste Items**

For a list of Specific Waste Items please refer to Appendix 41

For Specific Waste Items that require handling on site in order to be off-loaded the Authorised Vehicle will be directed to an appropriate off-loading area and the WCA or other relevant body must supply sufficient crew members to off-load the waste into the storage containers provided in accordance with the site rules. Containers must be loaded to ensure that they do not pose a risk while being stored.

Turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

#### **2.6.2 Quarantine Areas**

Quarantine areas will be identified within the site for:

- Vehicles that pose a health and safety or litter risk.
- Vehicles where CWM are awaiting clarification on the status of the vehicle or the waste.
- Waste that is rejected.

### **2.7 Authorised Vehicle Acceptance Procedure**

Only vehicles notified to the Contractor by the Authority as authorised to deliver Contract Waste will be allowed entry to the site under the terms of the Contract as set out below:

#### **ACCEPTANCE OF AUTHORISED VEHICLES**

- 1 When a vehicle arrives on site carrying Waste during the applicable Opening Hours it will be directed by site signage to the weighbridge.
- 2 The weighbridge operator shall, upon presentation at the weighbridge of a vehicle wishing to deposit Waste during the relevant Opening Hours:

- 2.1 enter the vehicle registration number into the weighbridge system, and identify whether the vehicle is on the Authorised Vehicle List; and
  - 2.2 seek oral confirmation from the driver that the vehicle is carrying Contract Waste.
- 3 If the vehicle is an Authorised Vehicle confirmed by the driver to be carrying Contract Waste both the weighbridge operator and the driver will:
- 3.1 check that the vehicle does not contain smouldering loads or is a health and safety risk or breach the relevant Necessary Consents;
  - 3.2 check that the vehicle does not pose a litter hazard;
  - 3.3 enquire as to the type of Contract Waste being carried and then check associated paperwork, if any, where required. Where possible the weighbridge operator will visually check that the vehicle is not carrying any Waste which the Landfill Site is not permitted to accept in accordance with Necessary Consents; and
  - 3.4 ensure that the driver provides all information required under the Duty of Care Obligations as set out in Section 34 of the Environmental Protection Act and associated regulations.
  - 3.5 record the number of operatives in the vehicle when the weight is taken and instruct all operatives to remain within the vehicle, excluding the driver whilst ejecting the load, or crews depositing Specific Waste Items, until the full weighing process is complete.

If the weighbridge operator is satisfied that the vehicle is approved to proceed, the gross weight (via the calibrated weighbridge), waste type, vehicle registration number, and time will be recorded by the weighbridge operator in the weighbridge system. The Collection Authority district the waste was collected from will also be recorded. The vehicle will then be directed to a tipping area or where on site to unload the waste.

Thereafter the vehicle will be managed as set out in the WAP.

### **2.7.1 Third Party Waste**

Third party waste will be accepted at the site.

### **2.8 Record Keeping**

The following documents will be kept on site.

- 1) Site Environmental Permit and any variations
- 2) Site PPC Application and any associated documents (e.g. variation applications and schedule 4 Notice responses)
- 3) Site Planning permission
- 4) Site diary in accordance with 4.4.4 of the Output Specification

5) Copies of Environment Agency Compliance Assessment Report (CAR 1) form

Copies of weighbridge tickets will be retained for 6 years.

Information relating to the Services will be provided to the Authority in accordance with the provisions of the Monitoring and Performance Reporting Plan.

## **2.9 Site Security**

The installation boundary will encompass the landfill, the site reception area, the landfill gas management compound, leachate management compound, fridge storage and transfer management facility, hazardous and clinical waste transfer facility.

The purpose of introducing security procedures is to prevent unauthorised waste disposal and safeguard company property from thieves and vandals. This is achieved by:

- Preventing unauthorised access to the site;
- Making buildings secure;
- Immobilising plant out of working hours;
- Locking up property or otherwise making it secure;
- Utilising alarms, lights or other means to discourage intruders;
- Prosecuting offenders whenever possible;
- CCTV

Vehicular access to the site is via the main entrance off U3149. The gate will be locked outside operating hours, as will gates to operational areas of the site. CCTV is in operation at the weighbridge and the site office compound.

The site is bounded on all sides by a 1m high agricultural fencing with barbed wire. Additionally the site compound and the gas compound are enclosed with galvanised steel fencing. The leachate treatment compound is also enclosed by a 2m high security fence.

## **2.10 Signage**

An identification board is situated at the entrance to the facility displaying the following information:

- Operator's name and address;
- Site name and address;
- Opening hours;
- Environment Agency contact details;
- Emergency out-of-hours contact details;



- PPC Permit No.

This notice will be maintained in good order throughout the operational life of the site.

Additional signage identifying the following will be maintained on site:

- Site Safety Rule notice board
- Traffic calming
- Speed limit
- Directional informational signage
- Dangerous Substances Explosive Atmosphere Regulations (DSEAR).

## **2.11 Local Accident and Emergency Departments**

### **Penrith New Hospital**

Bridge Lane

Penrith

Tel: 01768 245300

### **Police Stations**

Penrith Police Station

Hunter Lane

Penrith

Tel: 0845 33 00 247

### **Fire Services**

Penrith Fire Station

Bridge lane

Penrith

Tel: 01768 862268

### **Emergency Services**

Tel: 999

## **2.13 Smouldering Loads**

In the event of a smouldering load being identified when entering the site, the weighbridge operator will immediately report it to the Site Manager or their deputy and provided it is safe

to do so, direct the driver to deposit the load in an area identified for smouldering loads and will be dealt with by site staff.

If the vehicle poses an immediate risk or site staff are unable to extinguish the load the Emergency Services will be asked to attend.

#### **2.14 Non permitted waste, non conforming waste and/or Specific Waste Items identified after discharge from the vehicle**

If non permitted waste, non conforming waste or Specific Waste Items are identified post discharge from the vehicle, provided it is safe to do so site staff will attempt to remove such items of waste and take to an appropriate quarantine or storage area. The Authority will be notified.

If it is not possible to separate the load or the full load is identified as non permitted or non-conforming after it has been discharged from the vehicle then it will be loaded into containers, quarantined, the Authority informed, the Environment Agency informed as is required under the Environmental Permit and the waste removed from the site and disposed of at an appropriately permitted facility as directed by the Contractor.

If the load contains Specific Waste Items and it is not possible to separate the load then the Authority will be informed and further instructions will be requested.

In all cases of loads being rejected from site the registration number of the vehicle, date, time and reason for determining the load to be rejected will be recorded in the site record book and any performance deductions shall not apply.

Where problems are identified with a discharged load photographs will be taken of the waste in situ.

Any vehicles sent to the quarantine area that cannot be unloaded at the site will be allowed to park prior to contact being made with the Operator and the vehicle being rejected and redirected to an alternative disposal location.

Any vehicle which is initially rejected or quarantined where the issue is subsequently resolved, the waste will be accepted and the transaction will be handled in accordance with the procedure set out above.

#### **2.15 Vehicle Turnaround Times**

If a vehicle exceeds the 30 minute turnaround time, the driver will be asked to explain the reason for the delay to the weighbridge operator who will complete a delay notice form which will be signed by the driver and weighbridge operator.

This will detail;

- The time the vehicle weighed on and off site
- The vehicle registration
- The reason for the delay

Should any Authorised Vehicle personnel depositing waste other than Specific Waste Items wish to use on site welfare facilities they will only be allowed to do so either before or after the weighbridge procedure to avoid compromising the turnaround time target.

The vehicle driver will expedite the process of landfill disposal safely without delay or distraction. If the driver does not the turnaround times will not apply.

Turnaround times will apply to each separate waste stream that need to be separately weighed or counted, in and out times will be recorded each time the vehicle goes over the weighbridge.

### 3. Facility Management Plan

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#### 3.1 Staffing Structure

There are five specific roles; Site Manager, Site Supervisor, Plant Operative, Weighbridge Administrator and General Operative.

The Site Manager will hold as a minimum a Certificate of Technical Competence (COTC) for managing landfill of special waste (LS4) or landfill of non-hazardous waste (4LNH) and an Institute of Occupational Safety and Health (IOSH) Managing Safely Certificate.

The list of current holders of the relevant COTC certificate is Gary Edmondson, Jim Morgan, Pam Woodhouse, George Lafferty, David Lowthian, Duncan Millar, Jim Smith and Charles Riddell.

#### 3.2 Management Procedures

The nominated person will be responsible for making sure that the monitoring and reporting requirements are completed in accordance this Service Delivery Plan. Records will be maintained in respect of the following:

##### Daily Control Sheets

Site Diary	Incidents of note etc
Health and Safety Nuisance Plan	Checks completed twice daily at environmental monitoring points
Visitors Book	All visitors/contractors to sign upon arrival
Site Safety Rules	Visitors/contractors to sign before commencing on site.
Incident Reporting Form	Accidents/Incidents/Near miss reporting form
Accident Book	Records all site accidents

##### Monthly Control Sheets

Monthly Facility Check Sheets	Management/staff carry out site audits
Health & Safety Report	Log sheet recording accidents/incidents/inductions etc
Job Safety Monitoring	Management Procedure conformance monitoring record.
Tool Box Talks	Staff training on company procedures and activities.

##### Quarterly Control Sheets

Environment Agency Waste	Details of the Waste inputs and outputs
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Returns	
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### Annual Control Sheets

Environment Agency Waste Return	Details of the Waste inputs and outputs
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### 3.3 Training

All persons working at the Landfill Sites engaged in the provision of the Services will have completed the following documentation/training as a minimum:

Medical questionnaire approved by the occupational health consultants, within 2 weeks.

- Site safety induction undertaken by the relevant Site Manager or nominated deputy, on arrival at site.
- Training on specific procedures applicable to the employee's role.
- Instruction on the risks and actions in the event of Weils Disease and issue of a Weils disease information sheet.

Professional training will be given as necessary:

- Certificate of Technical Competence Landfill – Site Manager
- IOSH Managing Safely – Site Manager, Site Chargehand
- IOSH Working Safely qualification – All permanent employees
- Certificate of authorisation where applicable to operate plant/machinery signed by the Site Manager – Compactor Operators/CPCS plant operator
- Manual Handling – Site staff
- Fire Awareness – Site staff

Additionally site employees will be selected to attain the HSE approved First Aid at Work Certificate to ensure a minimum of one qualified first aider on site at all operational times. This certificate will be revalidated within three years.

The original records will be kept by the Personnel Manager in the individual's personnel record. A central log of all safety related training is also retained by the H&S department along with copies of supporting evidence of training. Refresher training will then be planned between and executed via liaison between Managers and the Personnel Manager.

### 3.4 Induction Training

All new workers and sub-contractors are inducted on the contents of this Plan on employment. This induction covers:

- Highlighting the main site hazards and control measures

- Specific work related procedures, method statements and risk assessments
- Details of health and safety consultation arrangements and the name of the local health and safety representative
- CWM health and safety policy
- The procedures on discovering a fire or hearing the alarm.
- The location of fire equipment and the assemble point
- Work control procedures and when permits are required
- Procedures for hazard and incident reporting
- Action in the event of a spillage
- Actions in the event of suspicious article being identified
- Controls relating to smoking
- Controls relating to working in zoned areas
- Notification requirements in the event of an emergency
- Emergency contact details
- Procedures for dealing with equipment failure
- Medical questionnaire
- Vaccination statement read and understood
- Weils disease card given
- Rules relating to Personal Protective Equipment

### **3.5 Waste Acceptance and Control Systems and Procedures**

Flusco Landfill is classified as a non-hazardous landfill and will accept non-hazardous and inert wastes. Waste will only be received via the site entrance. Upon arrival at the site, all waste delivery vehicles will be directed to the site weighbridge.

Waste will be deposited at the top of the waste face. A steel-wheeled landfill compactor will be used on the operational areas to level and compact the waste. A number of passes will be made over the waste by the compactor, or other suitable equipment, to achieve satisfactory compaction of the wastes.

The surface of the landfill will be covered progressively with inert materials, including imported waste materials.

### 3.6 Toolbox Talks

A programme of toolbox talks will be set up and administered to all relevant employees. Toolbox talks will either be taken from a generic toolbox talk manual covering a variety of relevant topics or based around safe working procedures. Toolbox talks may also be given to instruct employees on new control measures after accidents and other incidents have occurred.

Records of talks will be kept and a copy of the record issued to the Health & Safety Manager.

### 3.7 Site Staff Management

The site will be staffed to or in excess of the requirements required by the site's Environmental Permit.

Annual leave, periods of sickness or any other unforeseen absence will firstly be covered by our existing staff from other landfill sites, then by other staff from within the CWM's other activities or temporary staff as appropriate. Temporary staff are generally sourced through local plant hire companies or recruitment agencies depending on the nature of the work to be undertaken. Any temporary staff used will be trained as required in line with 2.1.2 above.

Communication with site staff will be through site meetings, toolbox talks, informal discussions, site diary for recording key events and the notice boards for information such as health and safety requirements, rotas, emergency information, contacts etc.

#### 3.9.1 Gathering of accurate information and data

Transaction data – CWM currently uses 'Weighsoft 4' weighbridge operating software to record all transaction data. This system has a telemetric link to the weighbridge head unit which is an Avery Berkel supplied and maintained system. The weighbridge head unit holds an independent record of all weights recorded on the weighbridge deck. Weighsoft 4 holds all customer, vehicle, tare weight, waste type, load weight, dates, times and ticket reference number information, which is uploaded to CWM's central computer server which is 'backed up' each night. Each transaction is evidenced by a paper copy three or four part weighbridge ticket signed by the driver. One part is handed to the driver and the others retained by CWM's.

Weighsoft 4 will be used to generate daily transaction reports of all movements of Contract Waste which will be saved into an Excel spreadsheet which will be provided to the Operator.

#### 3.7.1 Inspection Responsibilities and Monitoring Schedules

The Site Manager or Chargehand will be responsible for monitoring performance at site level and will check compliance each working day reporting all issues to the CWM Representative or a member of that person's team.

### 3.8 Materials Marketing Plan

The Contractor shall ensure that Contract Waste, including Reclaimed Materials, shall not be transported outside of the UK for the purpose of Landfill disposal. All other Reclaimed Materials shall be dealt with in accordance with the HWRC Material Marketing Plan.

### 3.9 Nuisance, Litter and Pest Control

The landfill shall be managed to prevent statutory nuisance and to minimise noise and vibration, odour, particulate matter, litter, birds, vermin and insects, mud on roads.

### 3.10 Business Continuity Plan

In the event that it is not possible to landfill waste at the site the most likely cause being high winds then it may be necessary to implement special measures. In these conditions vehicles will be directed to tip in an enclosed litter net where such is available at the site.

The Authority shall be notified of such occasions and kept informed of the ongoing situation.

#### 3.10.1 Contingency Arrangements

Should the site and the net be unavailable, vehicles will be diverted to;

- Hespin Wood Landfill, or;
- Lillyhall Transfer Station, or;
- Trotters Landfill/Transfer facility.

In this event the Authority will be advised of the beginning and end of such period of diversion and the reason for it.

#### 3.10.2 Weighbridge System Failure

In the event of a complete systems failure, a manual recording system will be put into place for a period of time to be agreed between SWM and The Authority. This will include using averaged gross weights from the previous four weeks from the same collection route and day (excluding exceptional weeks e.g. containing public holidays etc)

The period of time agreed will take into account the view of the weighbridge maintenance contractor. The Authority will act reasonably when considering such a request.

#### Manual Tickets

Manual tickets will be entered promptly to ensure that all transactions are charged for and accurate tonnages are available.

Manual tickets will be completed in full, (as it may not be the same Weighbridge Operator back entering the ticket details) this includes;

- Consignment note or EA numbers for hazardous goods
- Time in and out of site
- Direction of the load i.e. Goods In or Goods Out

To aid in the writing of Manual Tickets the following will be kept in the weighbridge;

- A list of frequently used EWC codes and descriptions
- An up to date list of the Hauliers' Registered Waste Carriers numbers

All manual tickets will be back entered into Weighsoft within 2 working days of the system being recommissioned and if required recalibrated, with the following information;



- Manual ticket number
- Times in and out
- Reason for manual ticket

Once entered, the following will be detailed on the manual ticket;

- Signature of person entering the ticket

Copies of the manual ticket will be attached to the manually inputted Weighsoft ticket

### **3.11 Search for Lost Property**

Vehicles associated with the search for lost property or vehicles delayed as a consequence of the search will be excluded from turnaround time or any deductions and penalties associated with the delays.

- To enable the search for lost property to be initiated the Authority shall inform the Contractor of the details of the lost property, the vehicle it is believed to be in and of all details regarding the nature and timing of its arrival on site.
- If the vehicle carrying the lost property has already deposited the waste no search will be initiated.
- Any searches will be carried out in accordance with relevant health and safety guidelines.
- The vehicle carrying the lost item will deposit the load in a designated area, the waste will be searched using mechanical means only i.e. a loading shovel or a tracked excavator whichever is available.
- If the lost property cannot be located within twenty (20) minutes the search will be called off.

If requested by the Authority a longer search may be instigated. Such a search shall be at the Authority's cost.

## **4. Health and Safety Plan**

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This site will operate under the scope of CWM's OHSAS 18001 certification. The site Safety Action Plan contains the actions required to enable the business to operate safely and it will be formally reviewed.

Staff management at the facility will ensure, through health and safety procedures and control measures, the safety and welfare of all those using or working on the site so far as is reasonably practicable.

### **4.1 Risk Assessment and Safe Systems of Work**

#### **4.1.1 Inventory of Assessments**

A full inventory of the risk assessments and safe working procedures applicable to the Site are detailed in the company working instructions file available at the Site offices. Other risk assessments will be undertaken by site management to cover extra jobs/tasks as required.

#### **4.1.2 General Site and Job/Task Specific Assessments**

The Site Manager and nominated deputy will be responsible for undertaking all risk assessments at Flusco.

#### **4.1.3 Noise Assessments**

Noise assessments are undertaken every two years.

#### **4.1.4 COSHH Assessments**

All COSHH assessments will be undertaken in compliance with company Procedure CP003, Control of Substances Hazardous to Health and the Environment.

COSHH monitoring and health surveillance requirements will be identified in individual COSHH assessments.

All COSHH assessments will be reviewed at least every two years or after faults have been found by active and reactive monitoring.

#### **4.1.5 Safe Working Procedures**

Safe working procedures will be written as a result of risk assessments where required.

#### **4.1.6 Risk Assessment and Safe System of Work Review**

All risk assessments and safe systems of work will be reviewed by Site Management at the following frequencies:

- After deficiencies have been highlighted due to accidents, incidents or via safety inspections and auditing.
- When changes in working methods, locations and processes could pose significant risk.

- Every Two years in all other cases.

Risk assessments will be made available to the Authority upon request.

#### 4.1.7 Employee Involvement

The Site Manager will ensure that where required Safety Representatives and employees are included in the risk assessment formulation and review process.

#### 4.1.8 Site Rules

The General Site Rules and the Site Rules specific to Vehicles and the crew of Authorised Vehicles.

All Authority and Authority related parties must comply with all Site Rules. A “three strike” system has been introduced to record non-compliance and/or unsafe acts related to Site Rules, which will be rigorously enforced. Where breaches are identified and action is to be taken against a driver/individual CWM will:

- Ensure all cases are investigated thoroughly
- Avoid **any** discrimination
- Follow this procedure so as to be consistent in approach (this may be supplemented by their own internal procedures which may provide further details)
- Contact the driver’s employer to inform them of the situation at each stage

##### 4.1.8.1 Initial verbal warning

If the issue is minor and there are mitigating circumstances then site management may choose to issue a verbal warning. In this case the issue will be discussed with the site user concerned and the correct action confirmed.

##### 4.1.8.2 1<sup>st</sup> Breach

If any site user does not comply with the site rules, an initial formal warning will be issued. Where possible/reasonable this will be given verbally to the individual whilst he/she is on site. In **all** cases his/her employer will be notified via letter or by email directly from CWM as soon as possible after the event and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority. The warning will be kept on record and remain effective for 6 months from the date of the first offence.

##### 4.1.8.3 2<sup>nd</sup> Breach

If there is a second breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority that the driver may be subject to exclusion from using the site if further breaches occur. The warning will be kept on record and remain effective for 9 months from the date of the second offence. Any subsequent breaches will result in the user being excluded from the waste disposal site.

##### 4.1.8.4 3<sup>rd</sup> Breach

If there is a third breach then the site user will be re-instructed and their employer informed in writing or by email directly and also via Shanks Waste Management/Cumbria County Council to the relevant collection authority that the site user is excluded from that site and all other sites managed by CWM for a specified period. The period of the exclusion will be decided by CWM and will vary dependant on the gravity of the offence but generally will not be for less than one month. The removal of the exclusion will be conditional on written confirmation from the employer of the user involved that they will comply with all site rules. A record of this action will be kept for a period of 9 months from the date

of removal of the exclusion. If there are any repeat breaches then the user will be excluded again and this exclusion may be permanent, dependant on the circumstances of the case.

#### 4.1.8.5 Probation period

Upon expiry of a ban the individual will be subject to a 3 month probation period. If he/she breaches any site rules in this time they will again be banned from site immediately for a period of time to be determined by the site management. A ban from one site constitutes a ban from all facilities operated CWM. For this reason the ban will be notified to all relevant sites in the area by the relevant site management.

#### 4.1.9 First Aid Facilities

First Aid Facilities will be available in the following locations

- ◆ Weighbridge
- ◆ Medical Room (located in the mess room building)
- ◆ Laboratory
- ◆ Canteen
- ◆ Site Compactor
- ◆ Site Loading Shovel

In addition to this the following further facilities will be provided:

- ◆ Emergency Shower in the leachate treatment plant
- ◆ Eye wash facilities in the laboratory, canteen, medical room and in all mobile plant cabs

#### 4.1.10 Qualified First Aid Persons

At least two adequately qualified first aid personnel will be employed at the location to administer first aid. A qualified first aid person will be present during all operational hours where reasonably practicable to do so. Where this is not reasonably practicable the Site Manager or nominated deputy will appoint persons to call the emergency services. The names of all qualified first aid persons will be posted in mess rooms.

#### 4.1.11 Medical Assistance

The local casualty hospital is the PENRITH NEW HOSPITAL, PENRITH. In less urgent cases casualties will be transferred to the hospital in a company vehicle accompanied by a first aid person or other responsible employee. In urgent cases ambulances/fire service will be called by dialling 999.

<b>Emergency Contact Details for all areas</b>			
North	East	South	West
<b>Cumberland Infirmary</b>	<b>Penrith Hospital</b>	<b>Furness General Hospital</b>	<b>West Cumberland Hospital</b>
Newtown Road	Bridge Lane	Dalton Lane	Hensingham
Carlisle	Penrith	Barrow in Furness	Whitehaven

<b>Tel:01228 523444</b>	<b>Tel: 01768 245300</b>	<b>Tel: 01229 870870</b>	<b>Tel: 01946 693181</b>
<b>Police Stations</b>			
<b>Carlisle Police Station</b>	<b>Penrith Police Station</b>	<b>Barrow Police Station</b>	<b>Workington police Station</b>
Brunel Way	Hunter Lane	Market Street	Nook Street
Carlisle	Penrith	Barrow in Furness	Workington
<b>Tel: 0845 33 00 247</b>	<b>Tel: 0845 33 00 247</b>	<b>Tel: 0845 3300247</b>	<b>Tel: 0845 3300247</b>
<b>Fire Services</b>			
<b>Carlisle Fire Station</b>	<b>Penrith Fire Station</b>	<b>Barrow Fire Station</b>	<b>Workington Fire Station</b>
Warwick St	Bridge Lane	Phoenix Way	King Street
Carlisle	Penrith	Barrow in Furness	Workington
<b>Tel: 01228 593350</b>	<b>Tel: 01768 869426</b>	<b>Tel: 01229 433461</b>	<b>Tel: 01900 609566</b>

#### 4.1.12 Fire Safety Plan and Other Emergencies

A full fire risk assessment will be undertaken at the location and actions implemented. The fire risk assessment will be reviewed every two years.

All foreseeable emergencies including fire will form part of risk assessments and where required procedures will be drafted in relation to serious and imminent danger.

All escape routes from the buildings will be marked with pictograms in accordance with the signs and signals regulations.

All exits of occupied buildings will be kept unlocked and will remain open during operational hours.

Raising the alarm in the site buildings is achieved either manually, by operating a break glass fire point, or automatically where a smoke detector is activated. Both methods activate a siren.

On site the alarm will be by human voice (clearly shouting the type of incident) or via site radios.

Emergency muster points will be situated in the main car park unless other areas are established by Site Management to respond to individual incidents.

All site personnel will be trained to be competent at implementing the emergency arrangements and will assist all visitors to leave areas of serious or imminent danger and to proceed to areas of safety. Where required sentries will be posted to prevent persons re-entering danger areas.

All fire extinguishers will be registered and inspected by Management monthly. In addition to this all fire extinguishers will be serviced by a competent person at least annually.

At least one full emergency drill will be undertaken at the location annually and details including escape times recorded.

#### 4.1.13 Chemical Safety & Emergencies

Only chemical wastes permitted by the relevant Environmental Permit or exemptions and set out in this SDP will be accepted at the site.

In addition all chemical wastes will be subject to a generic COSHH assessment as well as an incoming substance specific assessment as per the company's COSHH procedure.

Spill response equipment will be maintained within the facility to be used in the event of spillages.

In the event of serious spills, the site will be evacuated if required and the emergency services, Environment Agency, HSE and senior management will be informed as soon as possible.

Relevant site emergency procedures will be implemented for all emergency situations.

#### 4.1.14 Landfill Gas Safety

The entrance to the site has a sign to warn of the risk of explosive atmospheres on site. Smoking is not permitted anywhere on the landfill and only in a designated place in the compound. Areas where there is a risk of flammable atmospheres have been assessed and flammable zones have been established and marked. Equipment utilised within these zones is Atex approved or non sparking. All workers are trained on the Dangerous Substances and Explosive Atmosphere Regulations (DSEAR). All work within these areas is covered by either a work instruction or undertaken under permit to work control and Site Management approval.

Offsite landfill gas migration boreholes will be monitored for methane, carbon dioxide, oxygen and atmospheric pressure by approved contractors as per the site's Environmental Permit. Reports will be submitted to the Site Manager, Director and Environmental Manager and appropriate corrective actions implemented where problems are encountered.

The integrity of the landfill gas extraction system is monitored monthly using a flame ionisation detector (FID). Results are recorded, corrective actions identified and controlled.

## 4.2 Accidents and Incidents

### 4.2.1 Reporting

All accidents and incidents will be reported immediately to the Site Manager.

The Site Manager, or nominated representative, will immediately advise the Health and Safety Manager of any RIDDOR reportable accident/disease or dangerous occurrence or where it is suspected that the incident will become RIDDOR reportable.

The Site Manager will be responsible for reporting all RIDDOR reportable incidents to the HSE after consultation with the Health and Safety Manager or Executive Directors. These persons may opt to undertake this function when required. RIDDOR incidents will be reported via the HSE central reporting line 0845 300 9923 or via the HSE website.

All accidents involving injury to any persons including contractors, visitors and members of the public will be recorded on the following documentation:

- B1 510 Accident book (situated in site offices)
- Internal company accident report form.

All other accidents/unplanned events e.g. near misses, property damage, theft and unlawful visitors will be recorded on internal company accident reports or employee hazard and near miss reports only.

#### 4.2.2 Investigation

All accidents/unplanned events will be investigated by the Site Manager to determine corrective and preventive actions for both immediate and underlying causes. Risk assessments will be updated as required. Site Management will involve the Director and Health and Safety Manager in investigations as required. Details of investigations and identified actions will be recorded on internal accident reports utilising extra sheets as required.

#### 4.2.3 Documentation

Copies of completed accident report forms will be sent to the following personnel within one working day from the incident occurring (excluding incidents/losses but including all RIDDOR reportable incidents which must be reported within one [1] hour by telephone):

- Director
- Health and Safety Manager

#### 4.2.4 Hazard Reporting

Employees are able to report all hazards causing concern to site management by completing hazard report forms.

In addition to this, employees can report hazards directly to the Health and Safety Manager anonymously where required using pre-paid envelopes, fax and or telephone.

Site Management will respond to any hazards reported and send copies of completed forms to the Health & Safety Manager.

#### 4.2.5 Safety Inspections

All safety critical items on the landfill will be subject to both internal and external inspections. Inspections will be undertaken on all machines, mobile plant, electrics, lifting equipment and other work equipment posing significant risk.

Internal inspections will be undertaken by:

- Employees daily before using machines and mobile plant
- Monthly by the Site Manager, or nominated deputy.

Where plant/machine operators consider that any defect observed is safety critical, plant and machinery will not be used. Defect reports will be handed into to site management who will decide on an appropriate course of action i.e. isolate and call out maintenance contractors.

Site Management must approve the re-use of all plant and machinery reported as having safety critical defects.

Completed plant daily defect inspections will be handed into and reviewed by site management weekly.

External inspections will be undertaken by competent contractors for all machines and mobile plant in line with manufacturer's recommendations and statutory obligations.

Any faults will be remedied as soon as possible. Where faults pose significant risk equipment will be taken off line, isolated and/or quarantined until repairs are undertaken.

Management will also undertake job/task safety inspections of employees, contractors and delivery drivers to ensure that controls identified in safe working procedures are both adequate and implemented. Management will correct any deficiencies discovered as soon as possible. Where deficiencies pose significant risk operations will cease.

### **4.3 Monitoring and Auditing**

#### **4.3.1 Proactive Monitoring**

The following systems for proactive monitoring will be undertaken to assess the adequacy of the policy and implemented control measures.

#### **4.3.2 Safety Inspections**

Safety inspections will be carried out by site management, supervisors and safety representatives. Safety inspections will be undertaken to assess compliance with this policy and subsequent safe working procedures for the following key areas: -

- Personnel
- Plant
- Contractors
- Visitors
- Workplace

Details of all safety inspections will be passed to the Health and Safety Manager for review.

#### **4.3.3 Job Safety Monitoring**

Job safety monitoring will be undertaken by the Site Manager or nominated deputy.

#### **4.3.4 Health and Safety Manager Inspections**

The aim of these visits is to provide a safety practitioner's view of site health and safety compliance. The Health and Safety Manager, or another competent practitioner nominated by him, will inspect the site.

The Site Manager will generally be informed of inspection but some will be unannounced.



All site inspections will generate an inspection report. This contains details of issues identified and actions required to address these. They are priorities, based on risk, and actions, and timelines are agreed with site management. The degree of risk denotes the distribution of the report. Minor risks remain with site management where as high risk are also sent to Directors and senior managers.

#### **4.4 Audits**

##### **4.4.1 Health and safety audits will be carried out at the facility to assess:**

- Compliance legal requirements
- The effectiveness of the health and safety management systems employed at the site
- That the documentation is up to date and relevant to the activities taking place

The Health & Safety Manager will draft a suitable internal audit program and schedule based on company policy, procedures, approved Codes of Practice and HSE guidance. Audit frequencies, depth and planning will be based on risk.

Non conformance records are retained by the local site and the Health & Safety Manager. Corrective actions are logged in the corrective action database and allocated to specific managers for action.

The findings and recommendations will be brought to the attention of the Board for review when required.

##### **4.4.2 Health Surveillance**

Occupational health consultants will be appointed to give advice, undertake pre-employment health screening and carry out health surveillance; all records will be retained for forty years.

All operational company employees will be given:

- Pre-employment health screening
- Annual medical (when identified in risk assessment)
- Hepatitis A, B and Tetanus vaccinations (where handling wastes)

##### **4.4.3 COSHH Monitoring**

Specialist consultants will be appointed to undertake appropriate monitoring when deemed required by the Health & Safety Manager. For example, employees exposed to hazardous wastes or excessive dusts or bio aerosols in the workplace.

##### **4.4.4 Professional Advice and Statutory Bodies**

Statutory Enforcement Agency for Health and Safety is the Health and Safety Executive (HSE) whose details are as follows:

- 2 Victoria Place, Carlisle, CA1 1ER - TEL: 01228 548482

- Central Help Line - TEL: 08701 3450055
- Central Incident Reporting Line - TEL: 0845 300 9923

#### General Health and Safety Advice

This is available from the Health and Safety Manager whose details are as follows:

- Unit 5A Wavell Drive Rosehill Estate Carlisle - TEL: 01228 822 123
- Mobile - TEL: 0777 1555 704

#### Occupational Health Advice

Occupational Health Advice is available from the company's occupational health consultants. All enquiries should be passed via the Health and Safety Manager (as above) or the company's Personnel Manager 01228 822102.

#### Chemicals, COSHH and Dangerous Goods

Advice can be obtained from the Technical Manager whose details are as follows:

- Hespin Wood Landfill, Rockcliffe, Carlisle - TEL: 01228 673523
- Mobile - TEL: 0778 5528 705

#### Health and Safety Literature and Guidance

Internal and external procedures and guidance will be issued centrally to respective Managers.

## **4.5 Consultation**

Will be based around the following:

### **4.5.1 General Consultation**

General health and safety consultation will be via discussion and written instructions following the general day to day management process of the business.

### **4.5.2 Formal Health and Safety Meeting**

A Health & Safety meeting will be held approximately every three months and will be attended by the following people where possible:

- Site Manager
- Technical Manager
- Safety Representative
- Health and Safety Manager

The agenda will be controlled by the Site Manager and will be set via consultation. The agenda will include as a minimum the following elements:

- Minutes & Actions of Last Meeting
- Incidents of Note, Goals, Statistics & Trends
- Issues Landfill
- Interface Issues Transport
- Any other business

The meeting will be recorded and the minutes distributed within seven days to the following:

- Site notice boards
- Those present
- Managing Director & Director
- Health and Safety Manager
- Landfill Management
- Recycling Manager

#### **4.5.3 Safety Representatives**

Employees will be encouraged to appoint safety representatives to act on their behalf in relation to health and safety. All employees and personnel appointed as safety representatives will be given all the rights detailed in the Safety Representatives and Safety Committees Regulations regardless of trade union membership. Details of appointed safety representatives will be posted in mess rooms and site office.

Safety Representative:

- Jim Smith

#### **4.5.4 Notices**

The following notices will be displayed on the site notice board:

- CWM Group Health, Safety and Loss Control Policy Statement
- Site Rules
- Certificate of Employers Liability Insurance
- Environmental Permit Number

- Health and Safety Law Poster
- Location of the Safety Action Plan
- Any other relevant health and safety documentation

#### 4.5.5 Contractors, Visitors and Other Site Users

- Routine – Involving low risk activities i.e. routine deliveries of waste, deliveries of supplies and low risk maintenance work.
- Non-routine – Involving medium to high risk activities such as engineering works, maintenance of plant, work falling under the Construction Design Management Regulations or tasks involving high risk elements i.e. confined spaces, working at height and lifting/sliding etc.

#### 4.5.6 General Controls

The following controls will be applicable to all contractors, visitors and site users:

- None shall enter site without the permission of management
- Persons under the age of 18 years will not be permitted onto the landfill without the permission of site management. Site Management must risk assess any increased risk posed by a persons age in line with CWM policy, and obtain permission from the Director, prior to giving authorisation.
- All contractors/visitors not delivering waste should sign the visitors book which is situated in the weighbridge.
- Site rules will be posted in strategic places around the site.
- A copy of the site rules will be furnished to relevant employers where required at the start of any contracts/ operations and annually thereafter.
- Copies of the site rules will be positioned in the weighbridge next to the visitors book to be given at to persons as required. Copies will also be given to visiting drivers at periodic intervals and when accessing the site for the first time.
- A sign will be positioned within the weighbridge requesting people to make themselves known if they are unfamiliar with the site or the site rules.

#### 4.5.7 Further Controls

In addition to the controls in 1.5.6 the following control will be applicable to all contractors, customers and suppliers performing non-routine activities:

- Only contractors approved by CWM and on the approved contractors list will be used
- The Non-Routine Contractor Checklist will be completed by location management/Company Engineer as required.

- Individual job specific risk assessments will be undertaken by the contractors/visitors or site personnel and approved by location management.
- All persons will be site inducted by location management using an induction record, trained on relevant safe systems of work and site rules.
- Location management/Company Engineer will reference the company procedure/HSE Guidance on CDM to assess if these regulations apply.

#### 4.5.8 Visitors

All controls detailed in 4.5.6 will be applicable to site visitors. In addition to this unless visitors have undertaken a site induction they will be accompanied at all times by site staff.

#### 4.5.9 Visits by Statutory Authorities (i.e. Environment Agency/HSE)

Statutory authorities are required to follow these rules unless they required to deviate from them to adequately exercise statutory powers. All decisions relating to deviation from these requirements will be exclusively at the discretion of the relevant statutory authorities.

### 4.6 PPE Issue and Usage

#### 4.6.1 Issue

A PPE issue log will be maintained by Site Management. The issue of all PPE to employees and third parties will be recorded. All PPE will be maintained and stored in compliance to manufacturer's recommendations where this is required. PPE requiring maintenance & inspection will be recorded.

#### 4.6.2 PPE Usage

Safety footwear with steel toecaps, steel insoles and high visibility vests/coats will be mandatory in all areas with the exception of offices and mess rooms. Hard hats will be mandatory for all persons not in protective vehicle cabs in all operational areas where required.

Further PPE will be specified by individual risk assessments and safe-working procedures when required.

#### 4.6.3 Housekeeping and Premises

All offices, transport and pedestrian routes are to be kept clear of obstructions

All offices and welfare facilities will be cleaned daily or more frequently as required.

Waste is to be placed in a suitable storage bins or containers prior to deposit in the active cells of the landfill.

All light equipment and PPE is to be stored in internal stores with heavy equipment being stored outside in designated areas.

All chemicals for site use will be labelled, appropriate data sheets kept and stored in designated areas.

All ladders will be stored in designated areas only and will be checked by management monthly.

#### 4.6.4 **Health and Safety Training**

As per section 4 above.

## **5. Quality**

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### **5.1 Maintenance Plan**

The maintenance of the Site infrastructure and key plant and equipment will be managed as set out below.

### **5.2 Electrical Installation & Equipment**

All fixed installations will be tested/inspected for electrical safety every five years for compliance IEE Wiring Regulations (BS 7671). Condition based maintenance will be undertaken as a result of these inspections as required.

All portable electrical appliances including plugs and sockets will be subject to internal inspections by employees daily before use and monthly by the Site Manager or nominated deputy. In addition to this all office portable electrical appliances will be tested at least annually. All higher risk equipment used outside (such as portable electric tools) will be tested at least every three months. All tests will be undertaken by competent persons. All portable equipment will be registered and tested annually.

All personal electrical equipment (including tools and welfare items) will form part of the sites electrical inspection procedures and must be inspected and tested as above.

### **5.3 Mechanical Inspections**

All mechanical parts of machines posing significant risk (including mobile plant) will be internally inspected as in 4.1.1 above. In addition to this safety critical mechanical parts will be inspected by competent maintenance contractors when undertaking planned maintenance, see section 4.1.10.

### **5.4 Lifting Equipment**

All lifting equipment will be inspected before use and by site management monthly. All lifting equipment will be registered and inspected by competent contractors in line with LOLER 1998 and records kept.

Competent person inspections will be undertaken.

### **5.5 Towing Chains and Eyes**

All towing chains and towing eyes will be inspected by employees before use and by management monthly. Competent persons will also inspect all towing chains.

All towing chains and straps etc will be registered on a separate section of the lifting equipment register.

### **5.6 Safety Harnesses and Anchor Points**

All safety harness and anchor points will be recorded.

In addition to this all anchor points used for fall arrest will be load tested to 300kg and certified. Safety harness and lanyards/accessories will have manufacturer certificates of conformity (CE) on file.

All anchor points, harnesses and accessories will be inspected by a competent contractor and records kept.

There are currently no safety harnesses and anchor points at the site.

#### **5.7 Sheeting/Access Gantries and Fixed Ladders.**

Will be inspected by management monthly and by a competent person.

#### **5.8 Gas Detection Equipment**

Gas detection equipment used for confined space work and working within DSEAR zoned areas will be inspected by management.

In addition to this all gas detection equipment will be calibrated by a competent supplier.

#### **5.9 Ladders and Other Access Equipment**

All ladders, steps and other access equipment not registered as lifting equipment will be registered and inspected by management.

#### **5.10 Hand/Portable Tools**

In addition to electrical inspection and testing all hand/portable tools posing significant mechanical risk will be registered and inspected for guarding and general mechanical condition by management.

#### **5.11 Planned Preventive and Condition Based Maintenance**

All electrical, mechanical and hydraulic machinery including mobile plant posing significant risk will be subject to planned maintenance. Planned maintenance will be undertaken by competent contractors in line with manufacturer's/supplier's recommendations.

Maintenance planning will be undertaken using a suitable database, wall chart or diary and all machinery/plant subject to planned maintenance will be registered. Records of all planned maintenance will be maintained.

All mobile, static and portable plant posing significant risk will be recorded on a Plant and Machine Register.

The following machines will be subject to the following frequencies of planned maintenance:

Machine	Type of Maintenance	Frequency
Compactor	Mechanical & hydraulic	500hrs



Loading Shovel	Mechanical & hydraulic	500hrs
Excavator	Mechanical & hydraulic	250hrs
Dozer	Mechanical & hydraulic	250hrs
Tractors	Mechanical & hydraulic	600hrs
Pumps	Mechanical and where required electrical	Annual
Generators	Mechanical & electrical	2 Weeks
Eductors	Mechanical and electrical	Annual
Air blowers	Mechanical/electrical	6 Months
Compressors	Pressure systems, mechanical/ electrical	250hrs
Diesel Bowers	Mechanical/ Integrity	Six Months
Pressure Washers	Mechanical/ Pressure Integrity	Six Months
Spare Generators	Mechanical/ Electrical	Six Months
Chain Saws	Mechanical	Six Months
Strimmers	Mechanical	Six Months
Agricultural Tankers	Mechanical/ Pressure Integrity	Six Months
Trailers	Mechanical	Six Months
Quad bike	Mechanical	Six Months
Land Rover	Mechanical	Six Months
Electricity Generating Station	Various	As specified by operator

NB/ The above frequencies may alter when otherwise specified by plant and machinery manufacturers.

The site weighbridge is inspected by a competent contractor every six months and is subject to an annual calibration check.

All road going vehicles transporting Contract Waste will be maintained in a clean (free from major accumulations of dirt which are older than three working days) and serviceable (serviced in line with Vehicle Operator Licence requirements and checked daily for defects) condition.

## 5.12 Maintenance Operations and Permits to Work

Permits are used at the location for high-risk maintenance work, including simple location based maintenance and cleaning where required. Other high-risk work i.e. confined spaces, hot work electrical work and height work will be subject to a permit to work system at all times. Examples of all permits used by the location are available.

## 5.13 Spot Hired Plant and Equipment

Hired plant and equipment will only be hired from competent approved suppliers and will be accompanied with their last service/inspection sheets where required. These will be inspected by management before the equipment is put into use. All hired equipment will be registered on a hired plant and equipment register and will form part of management facilities checks.

Site management must also ensure equipment is inspected by employees before use, erected and used in line with manufacturer's recommendations. Management must also ensure that persons using the equipment have the required training and competence advised by the manufacturers.

## 6. Environmental Protection Plan

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### 6.1 Introduction

The site operates under the scope of CWM's ISO 14001 accreditation. Staff management at the facility will ensure environmental protection through environmental procedures and control measures, so far as is reasonably practicable. Flusco landfill site has been operational since 1992 and has previously operated in accordance with Resolutions and Waste Disposal Licences issued under the Control of Pollution Act 1974, Waste Management Licences issued under the Environmental Protection Act 1990, PPC permit issued under the Pollution Prevention and Control (England and Wales) Regulations 2000 and now benefits from an Environmental Permit in accordance with the Environmental Permitting (England and Wales) Regulations 2007.

### 6.2 Waste Management Operations

The Site is permitted to landfill certain wastes, waste in this context being defined by directive 2006/12/EC. Specifically the site's permit authorises the Activity defined in Schedule 1 Part 2 Chapter 5 Section 5.2 Part A (1)(a) of the Environmental Permitting (England and Wales) Regulations 2007. That is the disposal of waste by landfill at a site receiving more than 10 tonnes of waste per day with a total capacity of more than 25,000 tonnes and not being an inert waste site.

### 6.3 Permitted Wastes

Flusco is permitted to accept various waste types (by EWC code) for landfill and engineering purposes. These are detailed in the Environmental Permit.

### 6.4 Waste Inputs

The current permitted waste inputs which may be varied from time to time for the Site are:

Category	Limit Tonnes/ Year
Hazardous	Nil
Non-hazardous Waste	66,000
Gypsum and high Sulphate bearing waste	10,000
Inert Waste	25,000
Annual total of waste for acceptance	101,000

#### 6.4.1 Staffing and Understanding of Permit

The Site is managed by a team of staff including holders of the relevant competence qualification, currently WAMITAB certificates.

At any time waste is being accepted there will be sufficient staff available to safely accept the waste in line with permit requirements.

Copies of all relevant permits, consents and authorisations are available on site and copied to staff who need to take action in accordance with them. Relevant staff undergo formal in house and external training courses and receive tool box talks so as to ensure staff understand the relevant parts of the site's permits etc. that apply to their role.

#### 6.4.2 Control of Mud and Debris

The dispersal of dirt and mud originating on the landfill onto public roads will be controlled. Unless properly controlled, mud and dirt have the potential to adhere to the tyres and chassis of vehicles and then be deposited beyond the Site.

The following operational procedures will be implemented to ensure that dirt and mud do not reach the public highway and surrounding land:

- Where possible, the Site roads will be constructed of hardcore and/or hard surfaced;
- Internal access roads will be cleaned and maintained on a regular basis using a hired or on-site road sweeper;
- Waste compacting machinery and other plant will be thoroughly cleaned before being allowed off the Site.

In the event of mud or debris being deposited onto the public highway, or fouling or discoloration of the public highway, then immediate arrangements will be made for the use or hire of a mechanical road sweeper in order to cleanse the affected areas as soon as practicably possible to the best standard that the available plant and prevailing conditions allow.

During adverse weather conditions, should failure of road cleaning facilities occur in conjunction with excessive trafficking of mud onto external public highways, the installation will cease to accept waste until measures can be implemented to clean and maintain the cleanliness of the highway.

#### 6.4.3 Potentially Polluting Leaks and Spillages of Waste

The site has a Site Protection and Monitoring Programme approved by the Environment Agency which has procedures in it to deal with spills and leaks.

#### 6.4.4 Fires on Site

The site is zoned in accordance with the Dangerous Substances and Explosive Atmosphere Regulations 2002 and otherwise complies with those regulations.

## 6.5 Waste Quantity Measurement System

All waste accepted for disposal on the site is weighed on a calibrated and serviced weighbridge. If the weighbridge cannot work for some reason, e.g. a power cut has occurred, a system of standard weights will be used and the Authority informed. In this case an average of the previous five load weights for the vehicle will be used and the weighbridge ticket and transaction record will indicate that this was an estimated weight.

## 6.6 Control of Ground and Surface Waters

The site operates in accordance with its ground water and surface water management plans which are revised from time to time and have been approved by the Environment Agency.

## 7. Emergency Plan

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A detailed Emergency Plan will be kept on site, controlled copies held by Site Manager, and critical information displayed on the site notice boards.

### 7.1 Site Evacuation

In cases of incidents involving serious and imminent danger to persons on site (i.e. from fire, dangerous substances, landfill gas, explosion after fire etc), site management will initiate either a full or partial evacuation of the site after initial assessment. Site management when initiating evacuations will nominate designated muster areas. Muster areas will generally be in site car parks but may be in any areas nominated by site management if car parks pose risk or only partial evacuations are required.

All types of evacuations will be initiated by site management using site radio; the weighbridge operator will hold any vehicles and prevent them entering the site. The weighbridge operator will be nominated to call the emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. The weighbridge operator will meet the emergency services at the site entrance and direct them to the scene of the emergency. Where required the Site Manager will nominate a member of site staff as a guide to accompany the emergency services to the scene.

Site staff will be required to co-ordinate the evacuation and ensure all visitors and contractors proceed on foot to the designated muster areas. Site staff will co-ordinate with each other and management via site radios to ensure all persons have left the danger areas. All vehicles including site plant not responding to the emergency should be parked up in safe areas and persons should proceed to the designated muster areas on foot. Unnecessary vehicle movements could impede the emergency operation and create a hazard to site pedestrians.

Due to the size of many landfills, where necessary site management will position sentries in strategic safe areas (i.e. access roads and paths) to prevent persons entering/re-entering the danger areas.

A member of site staff will be nominated to take visitors books and weighbridge tickets of vehicles still on the sites to site management at the muster points. Site Management will undertake a roll call to ensure all persons have left the danger areas. Management will co-ordinate with the emergency services to search for any missing persons and to tackle the incidents. Site Management will instruct and not allow any persons who are not involved in tackling the incidents to re-enter the danger areas until they have been declared safe after consultation with the emergency services.

### 7.2 Fire

Any person discovering a fire should inform site management immediately with an assessment of the situation. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

If possible, the person discovering the fire should fight the fire using appliances provided. Staff must not put themselves at risk to fight fires. All non-essential persons should be instructed to leave the area and report to the designated site muster point.

Unless the initial information indicates otherwise site management must immediately go to the vicinity of the fire to assess the situation and decide on a course of action.

Site Management having first assessed the situation should if necessary instruct the Weighbridge Operator to phone the appropriate emergency services by dialling 999, plus an extra 9 if necessary to get an outside line. In this case the Weighbridge Operator will meet the emergency services on arrival at the site and direct them to the scene. Where necessary the Site Management will nominate a member of the site staff to accompany the emergency services. On arrival the emergency services will assume control of the situation, all instructions/advice given by them will be followed.

If the site management decides that the fire can be contained and safely extinguished with on-site equipment (inc. site plant). Using appropriate equipment the fire should be extinguished.

Where necessary Site Management will initiate either a full or partial site evacuation.

Any person discovering a surface landfill gas leak should evacuate the immediate area, upwind. They must alert others in the area verbally by shouting. DO NOT use radios or mobile phones. Alert Site Management. Site Management to assess situation and implement the relevant parts of this procedure on an assessment of the risks.

### **7.3 Unknown dangerous substance**

Any member of staff discovering an unknown dangerous substance in an operational area should immediately cease operations in that area and instruct all non-essential personnel to leave the scene.

Site Management should be informed immediately. The site weighbridge should be contacted via site radio and told to hold all incoming traffic at the weighbridge and await further instructions from site management.

Site Management will go to the site of the incident to assess the situation. If a site chemist is available they should accompany site management to provide advice on the nature of the substance. If no site chemist is available site management will contact the Technical Manager or any company chemist for advice once he has gathered relevant information. If the substance is from a known waste stream the customer will be contacted for relevant information, in this case the Commercial Manager may be able to provide assistance and will be consulted. Applicable COSHH data/assessments or safety data sheets should also be consulted if available.

The Site Manager/Site Chemist should positively identify, if possible, any chemical involved by e.g. odour, colour, labelling of container/s. If any container/substance has to be handled the following minimum protective equipment should be worn and standby man positioned with site communications (unless the substance is known and COSHH data directs otherwise).

- ◆ Microguard 3000 disposable chemical suit

- ◆ Full face respirators with ABEK1 & P3 filters
- ◆ PVC wellingtons & gauntlets
- ◆ Gas detector O<sub>2</sub>, LEL for methane & H<sub>2</sub>S in alarm mode.

If the gas detector goes into alarm mode at any time, personnel should leave the area immediately. Standby men should summon the emergency services where problems are encountered.

Once site management have assessed the situation and received advice from a company chemist or Technical Manager etc. he will formulate a plan of action.

If having assessed the situation and received advice from technical staff site Management feel operations can safely continue they will allow operations to re-commence.

In all other cases the substance should be isolated by coning/fencing off the area until the incident is dealt with. If possible operations can be shifted to an unaffected area of the site and operations will be allowed to re-commence.

If it's considered unsafe to allow operations to continue and persons are judged to be in serious and imminent danger, site management will initiate either a full or partial site evacuation.

Where it is deemed necessary and safe to do so, site personnel may clean up contaminated material following the spillage procedures, 6.4 below. In all other cases decisions on clear up operations will be left to the emergency services and senior management. Persons should not be subjected to significant risk to clear up spillages.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

#### **7.4 Spillage**

The person finding a spillage of hazardous liquid should clear the immediate area of all personnel and isolate the area and inform site management ASAP. Where safety is not compromised, the person discovering the spill is to attempt to contain it and prevent it entering environmentally sensitive areas.

Site management on arrival at the scene will assess the situation as per unknown dangerous substances procedures, above.

Where it is judged to be safe to clean up spills on site the minimum personal protective equipment detailed above will be worn (unless the substance is definitely known and COSHH data directs otherwise).

Site staff when clearing up spills are to stop the source of the spills if possible and contain them and prevent them from spreading, especially towards any watercourses. Site staff will utilise spill kits, booms, spill absorbent, drums and shovels to clear up any spills. Staff will limit the handling of any waste material using tools i.e. shovels etc. Persons should not be subjected to significant risk to clear up spillages.



On completion any contaminated absorbents should be placed in a container for safe disposal at a site licensed or exempted by the Environment Agency for the material concerned.

Where necessary, and as soon as practicable, site management will contact the Director or in his absence the Managing Director to inform of the incident.

## 7.5 Unlawful Visitors

Site staff encountering unlawful visitors should inform site management immediately. Where possible ensure that trespassers are escorted safely off site. If any trespassers are in an operational area site staff will ensure that operations in that area cease immediately. Operations should not recommence until trespassers are clear of the area.

If required site management will contact the Police for assistance.

Site staff are to report all evidence of break-ins or trespass to site management at the earliest opportunity.

Site staff are to report all broken/compromised or unserviceable security devices e.g. fences, gates, locks, doors, alarms and CCTV to site management at the earliest opportunity.

## 7.6 Fatalities and Serious Injuries

All serious injury or incident is to be reported to site management immediately. The initial report should give an indication of the severity of the injury/incident. Site management will decide from the information received on a course of action.

Site weighbridges will also be contacted via site radio. Weighbridges will hold all traffic entering the site and where necessary contact the emergency services i.e. ambulance, police, fire etc. In cases of serious or imminent danger to persons, site management will initiate full or partial site evacuations as in section 6.1. Where called the management of all incidents will be handed over to the emergency services and their instructions followed.

First aid initial response will be provided by on-site staff where this can be done safely. In all other cases first aid will be left to the emergency services.

Once the threat of serious and imminent danger has passed, site management should ensure that incident areas are isolated, sentries posted and evidence is undisturbed to allow internal and external investigations to be undertaken when required. As soon as possible senior management will be contacted, who will when required, report incidents to the Health and Safety Executive as required by RIDDOR. Senior management will initiate internal investigations where required and ensure the company co-operates with all investigations undertaken by statutory authorities

## 7.7 Major Incidents

If a major incident occurs e.g. major landfill fire or contamination/pollution incident the Site Manager will evacuate the site of all non-essential personnel as per site evacuation procedures detailed in 7:1. Where necessary the emergency services will be called and they will take charge of the incident.

Every effort will be made where possible to minimise the impact of the incident. Staff will not put themselves at risk in doing so. Where required the local population around the site will be informed of the incident and control measures by the Police.

Site Management are to immediately contact and brief the Director (in his absence the Managing Director or any Senior Manager). The Director will then assume overall responsibility for the situation and ensure that, where required, statutory enforcement agencies (i.e. HSE & EA) are informed without delay.

Operations will not re-commence and personnel will not be allowed back into the affected area until the Director, after consultation with the emergency services where necessary, has given his permission to do so.

## 7.8 Incidents at Weekends & Out of Hours

During manned periods at weekends or outside of normal working hours at least two employees will be required to be on sites at all times. One operative will be nominated to assume the role of site management and the other to assume the role of site weighbridge operators. Operatives will contact senior management via the company emergency contact list as soon as it is possible to do so and hand over management of the incident.

For unmanned periods, site emergency contact details will be given to the local Police so company officials can be contacted should an incident occur out of hours.

## 7.9 Drills

At least two emergency drills involving site evacuation will be undertaken on each landfill every year. At least one drill will involve fire emergency procedure.

## 7.10 Internal Contact Numbers

Recycling Manager	P Davidson	07785528680
Managing Director	M. Bareham	07887744182
Director	C. Riddell	07899983674
Commercial Manager	M. Robson	07711483396
Environmental Manager	N. Hughes	07785528706
Health & Safety Manager	A. Frame	07771555704
Technical Manager	Iain Chapman	07823334092
Area Manager	G. Edmondson	07747101587
Area Manager	G. Lafferty	07778230544
HWRC Manager	B. Carruthers	07786626250
Flusco Site Manager	G. Laferty	07778230544
Head Office		01228 822100

<b>PLAN 1.42 BENNETT BANK LANDFILL SERVICE DELIVERY PLAN</b>	<b>3</b>
1.1 Introduction	3
1.2 Site Details	3
<b>2 OPERATIONS PLAN</b>	<b>4</b>
2.1 Opening Hours	4
2.2 Delivery Points	4
2.2.1 Bennett Bank Landfill	4
2.3 Operational Plan	4
2.3.1 Waste Acceptance, Handling and Disposal Procedures	4
2.3.2 Site Rules and Requirements	5
2.3.3 Waste Rejection Procedures	5
2.3.4 Movement of Delivery Vehicles	6
2.4 Contingency Plan	6
2.5 Plant and Equipment	7
2.5.1 Site Facilities	7
2.5.2 Site Security	7
2.6 Management	7
2.6.1 Support Services	7
<b>3 HUMAN RESOURCES</b>	<b>8</b>
3.1 Training and Development	8
3.2 Recruitment, Induction and Retention	8
3.3 Incident Management	8
3.4 Equal Opportunity	8
<b>4 HEALTH AND SAFETY</b>	<b>10</b>
4.1 PPE	10
4.2 Risk Assessments	10
4.3 Safety Alerts	10
4.4 Staff Qualifications, Induction and Other Training	10
4.5 Emergency Plans	12
4.6 Checklists	12

<b>4.7</b>	<b>Arrangements for Inspections</b>	<b>12</b>
<b>4.8</b>	<b>Staff Welfare</b>	<b>12</b>
<b>4.9</b>	<b>Accidents and Incidents</b>	<b>12</b>
<b>5</b>	<b>ENVIRONMENTAL AND QUALITY MANAGEMENT</b>	<b>13</b>
<b>5.1</b>	<b>Integrated Management System</b>	<b>13</b>
<b>5.2</b>	<b>Environmental Management Systems (EMS)</b>	<b>13</b>
<b>6</b>	<b>FEEDBACK AND COMPLAINTS</b>	<b>14</b>

## **Plan 1.42 Bennett Bank Landfill Service Delivery Plan**

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### **1.1 Introduction**

This Schedule 2 (Service Delivery Plan) ("**Service Delivery Plan**") to the agreement between the Authority and the Contractor ("**Project Agreement**") comprises of a suite of documents ("**Plans**") which describe the manner in which the Services will be provided to the Authority by the Contractor. Each Plan makes reference to other Plans within the Service Delivery Plan and all such Plans should be read together.

This document should be read in conjunction with the following overall contract documents;

- Project Agreement;
- Output Specification; and
- Schedule 5 (Payment Mechanism) (the "Payment Mechanism").

All references in this document to the Authority Representative, or the Contractors Representative includes reference to their nominated deputies. Unless expressly defined in the Service Delivery Plan, capitalised words and phrases shall have the meaning given in the Project Agreement.

### **1.2 Site Details**

The landfill site is located at National Grid Reference 214758.

#### **Area**

The site covers an area of approximately 42 hectares.

#### **Nature of the site**

The site is a landfill facility.

#### **Environmental Permit**

Permit No. 57568 / 57500.

#### **Owner of the site**

The land is owned by the Waste Recycling Group.

#### **Operator**

Operated by the Waste Recycling Group.

## 2 Operations Plan

### 2.1 Opening Hours

The hours for the acceptance of Waste and the permitted operating hours of the Delivery Points are given below.

The latest time for the acceptance of Waste is the time at which the delivery vehicle arrives at the Delivery Point weighbridge.

Deliveries that arrive outside of the hours for the acceptance of Waste may not be accepted.

	Permitted	Acceptance
	Monday to Friday 08:00 to 18:00 hrs. Saturday 08:00 to 12:00 hrs.	Monday to Friday 08:00 to 16:30 hrs. Saturday 08:00 to 12:00 hrs.
Bennett Bank Landfill	Written permission obtained from LPA and EA in advance for each and every bank Holiday and days in lieu of Bank Holidays (sat afternoon and Sunday) for Domestic Collections only.	Written permission obtained from LPA and EA in advance for each and every bank Holiday and days in lieu of Bank Holidays (sat afternoon and Sunday) for Domestic Collections only.

### 2.2 Delivery Points

WRG will provide existing and prospective Delivery Points and Contingency Delivery Points. The Delivery Points include Bennett Bank Landfill site. WRG also offers operational Contingency Delivery Points, which will support Bennett Bank Landfill as and when required at the following Delivery Point:

Main Delivery Point	Contingency Delivery Point
<ul style="list-style-type: none"> <li>Bennett Bank Landfill</li> </ul>	<ul style="list-style-type: none"> <li>Netted enclosure for limited inclement weather coverage.</li> <li>Walney Road Transfer Station</li> </ul>

#### 2.2.1 Bennett Bank Landfill

Bennett Bank Landfill has the benefit of planning permission and a Pollution Prevention and Control Permit (PPC Permit) for the receipt and disposal of non-hazardous waste.

A copy of the main planning permission for Bennett Bank Landfill is given in Appendix 61

The waste types which can be received and disposed of at Bennett Bank Landfill are set out in the site's PPC permit which is provided in Appendix 61.

### 2.3 Operational Plan

#### 2.3.1 Waste Acceptance, Handling and Disposal Procedures

Waste Recycling Group (WRG) has environmental and quality procedures which form part of the WRG's Integrated Management System (IMS) and ensure compliance with the Duty of Care, relating to Waste acceptance, handling and disposal.

The relevant procedures for non-hazardous Landfill are as follows, and are provided in **Appendix 61**:

#### Non Hazardous Landfill:

- LMS02 Waste Acceptance
- LMS04 Handling and Disposal

In summary all vehicles will report to the weighbridge, vehicle registration numbers will be verified, waste type confirmed, vehicle weighed prior to being directed to the tipping area. Once the vehicle had finished discharging the load it will return to the weighbridge, and the tare off procedure completed and signed for by the driver, who will be issued with a hard copy of weighbridge ticket.

#### **2.3.2 Site Rules and Requirements**

All drivers and visitors must adhere to the Delivery Point site rules and the directions of WRG and its staff. Copies of the site rules for the Delivery Points are provided in **Appendix 61**: These site rules will be displayed prominently at all of the Delivery Points. WRG's drivers and contractor site disciplinary procedure', including guidance on gross misconduct, misconduct and poor performance, is provided in Appendix 61.

These site rules and procedures may be reviewed and amended by the WRG during the course of the Contract. WRG reserves the right to prohibit from its sites, any company or individual driver who fails to adhere to the prevailing site rules or the directions of the WRG and its staff. The Authority will be notified immediately if any company or driver has infringed the site rules or disciplinary procedure, and will be consulted in any instance where removal from site may have to be considered due to serious or repeated breaches of the Site Rules.

Each delivery of Contract Waste must be covered by a transfer note that satisfies the Duty of Care Regulations and is in an agreed format and clearly and legibly presented. Separate duty of care transfer notes are required for each Delivery Point, for each origin of the Waste and for each different carrier or haulier. WRG reserves the right to refuse entry to any party or vehicle that does not comply with the transfer note and delivery recording requirements.

In addition and prior to the delivery of Contract Waste by any party authorised by the Authority, the relevant party must provide the following to the Contractor's satisfaction:

- a copy of the Waste carrier's registration certificate
- details of vehicles, registrations and tare weights
- names of drivers, and details of any disabilities or language or other constraints
- details of insurances
- copies of any risk assessments relating to the delivery and discharge of Waste at the Delivery Points and the undertaking of repairs or works on delivery vehicles whilst on-site
- formal understanding and acceptance of the WRG's site rules and disciplinary procedures, including a copy signed by each driver that uses the WRG's facilities

#### **2.3.3 Waste Rejection Procedures**

In the event an unauthorised vehicle, not previously notified to the Contractor, attends the disposal site the following protocol will be followed:

- The vehicle including crew, are to be parked in a quarantine area. Crew members will be asked to remain with the vehicle and must request authorisation from the weighbridge operator to use any designated welfare facility. The Contractor will notify the Authority of the unauthorised vehicle.

- The Contractor will request the Authority to confirm in writing (via e mail) that this vehicle should be accepted as an authorised vehicle, upon which the vehicle will be given entrance to deposit the contract waste.
- In the event authorisation is not received or is declined the vehicle and crew will be rejected from the site.

WRG has additional waste rejection procedures which for Landfill sites are contained in document 'LMS02 Waste Acceptance', which are provided in Appendix 61.

Specific waste items will be subject to conformity with the individual disposal location specified, and disposal procedure agreed for each individual Specific Waste stream. This will apply to any waste stream whereby pre-notification of the load is required because of specific handling requirements.

### 2.3.4 Movement of Delivery Vehicles

The Landfill sites have suitable internal roads, which will be maintained in a safe and serviceable condition in order to prevent damage to vehicles delivering Contract Waste and for drivers' safety. In the event that an incident or damage occurs to a delivery vehicle whilst disposing of Waste at the Delivery Points, the driver of the vehicle must complete the Contractor's vehicle damage report, a copy of which is provided in **Appendix 61**, before leaving the facility.

The following good operational practices will continue to be applied at the WRG's Landfills to ensure turnaround times are kept to a minimum:

- traffic management controls are in place on site and are adhered to by drivers of delivering vehicles;
- internal roads are well maintained;
- good compaction is achieved;
- two tipping faces are provided when necessary and feasible.

## 2.4 Contingency Plan

WRG will adopt good operational measures to minimise the interruption of the Service during periods of inclement weather or severe operational constraint at its Landfill Delivery Point.

These measures include:

- obtaining long-term and daily forecasts from the local meteorological office in order that operational planning can take place well in advance of inclement weather;
- using appropriate litter fencing and netting systems around operational areas; and
- where appropriate and feasible, creating a lower or less exposed tipping face which reduces the potential for windblown litter.
- Redirection to its contingency Transfer Station to enable continuity of service.

In the event of a systems failure, a manual recording system will be put into place. This will include using averaged gross weights from the previous four weeks.

In the event that a Delivery Point is unavailable, the Contractor will make available Contingency Delivery Points that are existing operational facilities, and are controlled by WRG. Details provided in paragraph 2.2 'delivery points'.



In the event of a delivery point being unavailable, the Contractor will give the Authority as much prior notice as reasonably practicable and will direct Authorised Vehicles to the Contingency Delivery Point.

## 2.5 Plant and Equipment

WRG's weighbridges will be inspected at regular intervals and calibrated at least annually. Copies of the current weighbridge inspection and calibration certificates for Bennett Bank landfill site are shown in Appendix 61.

### 2.5.1 Site Facilities

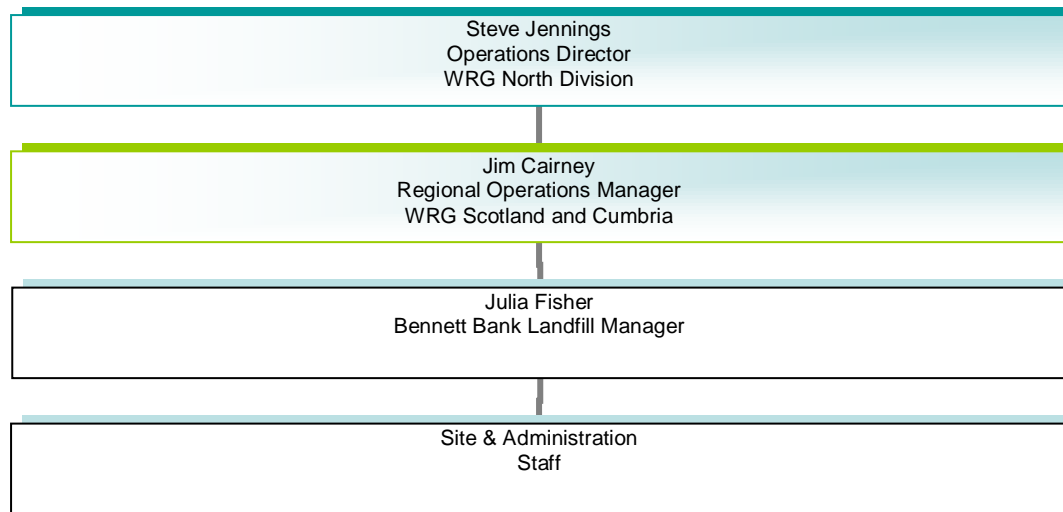
All of WRG's facilities have welfare facilities comprising site office, mess room, washroom and toilet facilities.

### 2.5.2 Site Security

All sites use mobile lighting during periods of darkness. During non-operational times, site offices are alarmed or secured and entrance gates securely locked.

## 2.6 Management

The operational management structure for this Bennett Bank is shown below:



The Contract Manager will receive operational support from the individual site manager, who holds the necessary certificate of technical competence (CoTC) to manage the Landfill. A copy of each of these CoTCs is provided in Appendix 61.

The operational and administration staff on site report directly to the site managers.

### 2.6.1 Support Services

The operational management is supported, as and when required, by WRG's personnel from other functions based at the WRG's regional and corporate offices.

### **3 Human Resources**

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WRG will ensure that its Employees have the skills and knowledge to do their job effectively and are encouraged to work to their full potential. This will be achieved by a structured training and development policy, which is regularly evaluated to assess its effectiveness and performance.

WRG has well-developed human resource (HR) practices and policies that are applied at Bennett Bank.

#### **3.1 Training and Development**

Training and development and the upgrading of Employees' skills will be supported by welfare and communication initiatives that are reflected in the WRG's values and behaviours, and instilled into the organisation through the 'individual development scheme'. WRG has an incentive scheme for its Employees and the performance of its site staff at Delivery Points will be measured as a team against key performance indicators relating to matters such as customer satisfaction, plant maintenance, environmental performance and cost control.

WRG undertakes regular assessments of the training needs of all its employees. WRG's annual individual development scheme provides a means for individual employee performance to be measured and for training needs to be identified.

WRG's staff welfare and management policies are set out in the employee handbook which is made available to all staff.

#### **3.2 Recruitment, Induction and Retention**

WRG will ensure that recruitment and employment practices take into account relevant current legislation: the Equal Pay Act 1970, the Sex Discrimination Act 1975, the Race Relations Act 1976, the Race Relations (Amendment) Act 2000 and the Disability Discrimination Act 1995.

Opportunities for advancement are open to all Employees based on ability alone, with a policy objective that individuals are selected, promoted and otherwise treated solely on this basis of their relevant aptitude, skills and competencies.

Employees will be given induction training to enable them to adjust to their new role. In addition, specific training and development will be given to Employees in relation to requirements of the Health and Safety Policy and the Health and Safety Plan and customer care.

#### **3.3 Incident Management**

WRG provides a programme of road shows to train staff to recognise signs of conflict escalation, non-confrontational techniques to handle it, and what their rights are in law

WRG has a clear policy on harassment including extreme forms, such as violence, and will take prompt action to defend its Employees, stop the harassment and prevent its recurrence.

#### **3.4 Equal Opportunity**

WRG's equal opportunity policy is shown in Appendix 61 and is included in the employment and personnel manual provided to managers and in the employee handbook. In addition the employment and personnel manual gives guidance on the avoidance of discrimination in recruitment and other employment processes.

The Policy highlights issues of discrimination, both direct and indirect, and the appropriate codes of conduct for management, supervisory and other staff.

WRG's human resources director has overall responsibility for the equal opportunities policy, which includes:

- ensuring that the policy is understood and implemented at all levels of the company;
- ensuring that the company is fair in its employment practices and is complying with legislation; and
- ensuring that the company makes known its commitment to equal opportunity to both job applicants and existing Employees.

WRG places a duty on all Employees to accept their personal responsibility for the practical application of the equal opportunity policy.

Staff engaged in the recruitment and selection procedures have additional responsibilities and will be aware of:

- the relevant sections of the Sex Discrimination Act 1975; the Race Relations Act 1976 and the Code of Practice for the Elimination of Racial Discrimination;
- the Promotion of Equality of Opportunity in Employment and the Disability Discrimination Act 1996;
- their personal liability in law; and
- the Company's policy of ensuring that no Employee or job applicant is rejected solely on the grounds of sex, race, age or disability.

## **4 Health and Safety**

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WRG and its Employees and Sub-Contractors will adopt safe working practices in providing the Service in accordance with the WRG's Health and Safety Policy, which is reproduced in Appendix 61.

### **4.1 PPE**

All staff retained by WRG are issued with, and required to adhere to Company standards relating to the care and use of PPE on all site. All visitors or customers accessing a WRG site are also detailed within the visitors Site Rules and Drivers Disciplinary Procedures to as a minimum have appropriate PPE for the task being undertaken which must be used while on site.

### **4.2 Risk Assessments**

WRG will undertake risk assessments at each Delivery Point as necessary to ensure that the sites are safe places to work and for customers to visit.

WRG's guidelines on risk assessments are contained in 'HS01-17 Risk Assessment' which forms part of the WRG's management system and is provided in Appendix 61. Where appropriate, risk assessments for this contract will include the following:

- traffic management risk assessment;
- various plant risk assessments;
- fire risk assessment; and
- environmental risk assessment.

### **4.3 Safety Alerts**

WRG's safety, health and environment (SHE) department regularly issues safety alerts to sites and Employees which reinforces key safety issues.

### **4.4 Staff Qualifications, Induction and Other Training**

WRG will carry out regular assessment of the training needs of its Employees as part of its training programme. Individual performance will be measured and supported by coaching, and formal training will be given to improve performance.

Training will be categorised into 'job-essential', 'job-related' and 'career-related' (continuing professional development). Employees may also attend specialist job-specific courses and seminars.

Specific health and safety instruction is given in a variety of ways and includes the following methods:

- formal induction process;
- specific operational training given by managers including codes of safe working practice, environmental training, manual handling and lifting, and fire and emergency procedures;
- specific training by WRG's safety, health and environment manager;
- external training as required;
- emailed safety alerts sent to Employees from WRG's safety, health and environment department;

- use of a specific health and safety area on WRG's intranet with copies of all health and safety codes of safe working practice and other pertinent information; and
- health and safety assessments carried out on a regular basis.

For each Delivery Point provided under this Contract, WRG will carry out the following:

- hold quarterly 'toolbox talks' at each site. The agenda of these will cover training on risk assessments, current safety, health and environmental issues on the site and identify improvements;
- a designated attendee from each Delivery Point will be present at WRG's regional safety meetings that are held on a quarterly basis to discuss regional SHE issues and improvements;
- all managers will attend a monthly site managers' meeting, at which SHE, operational, customer service, transport and training issues are discussed;
- daily SHE checks will be carried out and recorded for each site;
- any health and safety incidents will be recorded on the incident report form. These will then be discussed and actions agreed at the relevant operations meetings which are held monthly; and
- each site will have a SHE file which will identify any SHE training that has been carried out and future training requirements.

The appropriate Employees will hold, as a minimum, the following qualifications, with Health and Safety training being updated on a periodic basis:

- all unit managers - Certificates of Technical Competence (CoTC) and IOSH certificate; (i.e. Contract Manager and Supervisors for this service)
- many operations staff - NVQs in area of expertise;
- operations manager & operations director relevant degree;
- Health and Safety Staff - National General Certificate in Health and Safety.

Particular areas of assessment and training focus for those working at the Delivery Points will cover:

- SHE;
- Safety;
- Plant;
- Waste-related – relevant CoTC training; and
- duty of care.

Regular first-aid and fire training is also provided for staff at Bennett Bank. First-aid procedures will be maintained at the Delivery Points and appropriate training provided. Each site will have the required number of trained first aid personnel as dictated by current regulatory requirements.

#### **4.5 Emergency Plans**

WRG will nominate one or more Employees to be available for call-out at any time. Each Delivery Point will have trained personnel and practised site-specific emergency plans for a range of potential emergencies, both general and business-specific.

#### **4.6 Checklists**

Emergency-specific checklists have been established for a range of potential emergencies including fire, spillage of Hazardous Waste, bomb threats, incidents, protests and demonstrations, major environmental release, fatal/serious injury etc. Guidance on business/site specific emergency procedures are contained within the WRG's safety, health and environmental guidelines and will be employed at the Delivery Points.

#### **4.7 Arrangements for Inspections**

WRG's safety, health and environmental department, will carry out an audit of each Delivery Point at regular intervals, with spot-check inspections in between. External auditing of Health and Safety performance will also take place on a regular basis. This is in addition to the routine checks carried out by managers together with risk assessments on specific areas of work or equipment, dependent on the type of facility.

#### **4.8 Staff Welfare**

Welfare arrangements for WRG operatives will, as a minimum, comply with the Workplace (Health, Safety and Welfare) Regulations 1992 and will include:

- first aid equipment available at each Delivery Point;
- clean and dry area to change;
- suitable toilet and washing facilities;
- mess room and office facilities;
- all offices will be fitted with telephone and fax; and
- appropriate uniform and PPE.

#### **4.9 Accidents and Incidents**

WRG will operate an accident, incident, 'near-miss' and 'stop-and-think' reporting system. Incidents will be investigated and analysed to enable corrective measures to be taken to prevent recurrence. An incident register will be maintained at each Delivery Point.

## **5 Environmental and Quality Management**

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### **5.1 Integrated Management System**

WRG operates using an IMS, which includes health and safety and environmental management systems, and is certified under the independently accredited and monitored ISO14001 standard. The current ISO14001 certificate for the WRG is reproduced in Appendix 61.

### **5.2 Environmental Management Systems (EMS)**

WRG's IMS incorporates the WRG's environmental management system (EMS).

WRG's Environmental Policy is reproduced in Appendix 61.

#### ***Internal and External Audits***

WRG will undertake daily, weekly, monthly, six-monthly and annual checks and site inspections, on various health and safety and environmental issues.

## **6 Feedback and Complaints**

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Comments, compliments and complaints regarding the provision of the service may be forwarded to the Contractor by WRG as appropriate.

As part of the WRG's IMS, procedures are in place to monitor and manage any complaints received regarding the service, whether they come from the public, customers or other sources. All such complaints are logged in the complaints book, site diary and on the management information system.

WRG has a proactive system in place for recording complaints, responding to complainants and taking necessary action to rectify any matters that may have given rise to the complaint in the first place.

If a complaint is received regarding the conduct of one of WRG's employees or sub-contractors then, subject to the outcome of any investigation, disciplinary action could be taken as appropriate.