



Hazardous Waste Division

Incident Management Plan

Stevenage Hazardous Waste Transfer Station

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1 Introduction

Emergency - Definition

The facility manages the bulking, repacking and transfer of a variety of wastes, the majority of which are classed as Hazardous.

For the purpose of this plan, a major emergency is defined as :-

“An event arising from either internal or external causes, which threatens to seriously affect the safety of persons, or cause damage to the environment or property, either on or off site, on a scale that is outside of the immediate and effective control of the site staff and requiring the involvement of outside Agencies, most probably the emergency services”.

2 Emergency Evacuation Procedure

Main Office

To ensure that all employees know what to listen out for, a weekly fire alarm test is carried out on a Friday morning.

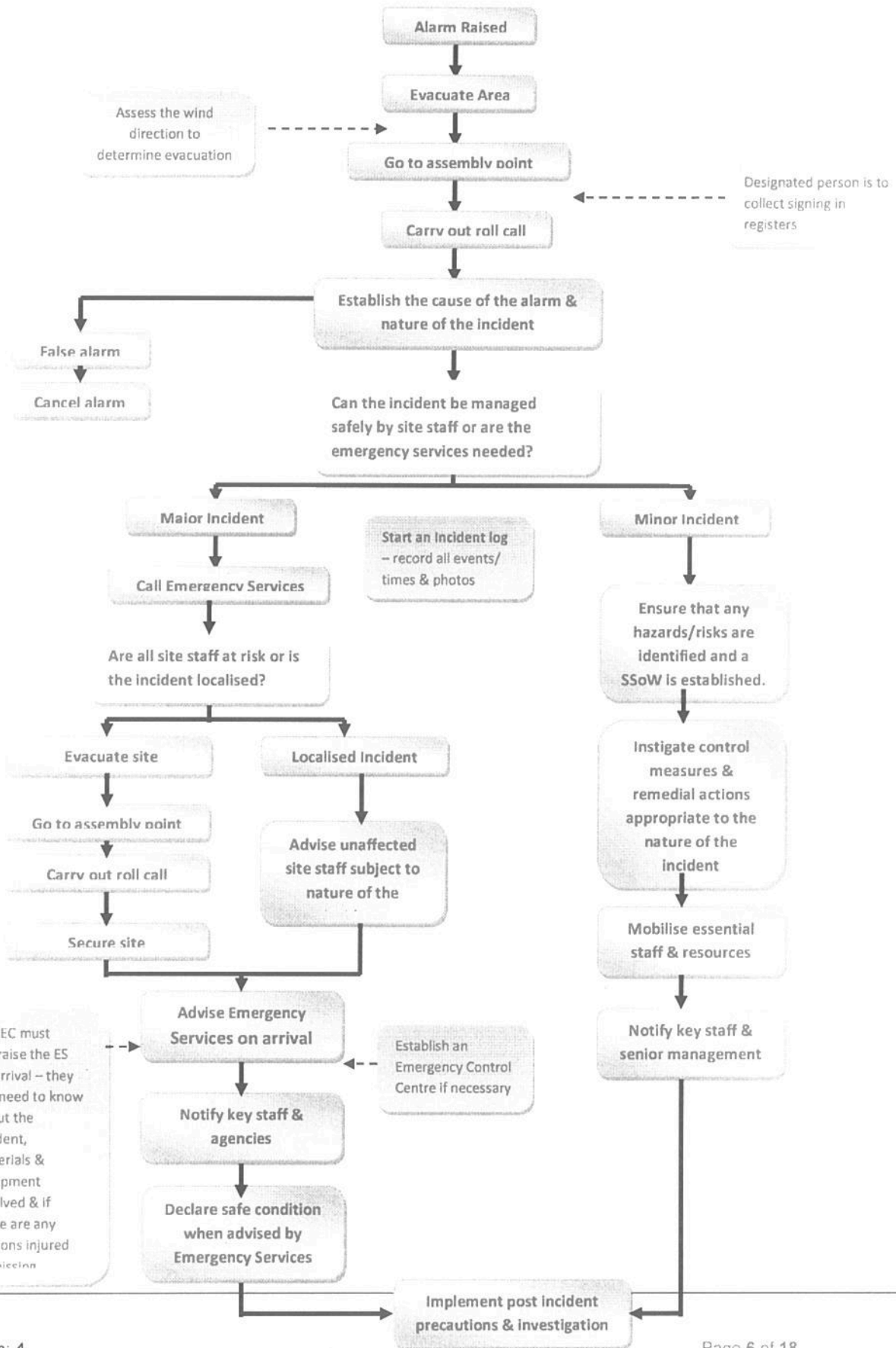
- On discovering an incident, the alarm must be raised immediately. Do not stop to collect personal belongings.
- If it's a fire and it is small, a trained member of staff should put out the fire with an appropriate extinguisher, **if it can be done safely.**
- On hearing the alarm, evacuate the building via the nearest fire exit in an orderly fashion walking to the nearest assembly point without stopping. The principal assembly point is at the **North West corner of the lorry park on Leyden Road or at the South West corner of Unit 11**
- All third party personnel on site at the time will be escorted from site by their host.
- If required, the Emergency Controller will designate an alternative assembly point subject to the type, location and scale of the occurrence, consideration of the wind direction and advice from the Site Incident Controller.
- There are trained Fire Marshals in the offices. Please follow their instructions
- The Fire Marshals will carry out a sweep of the building ensuring that all areas are clear. The Fire Marshal or a delegated person will collect the staff register & visitor register.
- The Emergency Controller must establish the cause of the alarm and call the Emergency Services if necessary.
- The Emergency Controller or another person delegated by them will complete a roll call.
- Under no circumstances should evacuated personnel try and return to the building.
- On arrival at the site, the emergency services must be apprised of the situation by the 'Emergency Controller'. The emergency services will then assume control of the situation.
- Personnel shall only return to the building on the instruction of the Site 'Emergency Controller', following agreement with the senior fire officer that the site is considered 'safe'.

3 Emergency Evacuation Procedure

Transfer Station

- In the event of an incident, the alarm must be raised immediately.
- If a fire is noticed a trained member of staff should put out the fire with an appropriate extinguisher, **if it can be done safely.**
- On hearing/raising the alarm in your work area, evacuate the area in an orderly fashion walking to the assembly point up wind of the incident without stopping. The wind direction will be determined by the Emergency Controller.
- The principal assembly point is at the **North West corner of the lorry park on Leyden Road or at the South West corner of Unit 11**
- A delegated member of staff will close the main entrance gates and stop traffic entry at the office car park entrance if safe to do so.
- The appointed Fire Marshall will carry out a sweep of the zone ensuring that all areas are clear.
- The Fire Marshall or a delegated person will collect the visitor's book.
- The Emergency Controller or another person appointed by them will complete a roll call.
- Under no circumstances should evacuated personnel try and return to their work area.
- The Emergency Controller must establish the cause of the alarm, assess the situation and decide if the incident can be managed or whether to declare an emergency situation.
- At the request of the Emergency Controller or Site Incident Controller, staff trained in the use of respirators may be requested to investigate the incident, or implement control measures
- In the event that a site emergency is declared, the Emergency Controller must take charge of the situation and call the Emergency Services.
- The Emergency Controller will advise staff in what course of action they are to take: for example, remain at work place and close doors/windows until advised.
- The Emergency Controller will instruct site staff to man the site access gate, marshal traffic and await the arrival of the emergency services.

4 Incident Management Flow Summary



5 Incident Management Guidelines

Role of the Emergency Controller

The site Emergency Controller shall take overall management control of an incident.

The Emergency Controller will:-

- Assess the event and decide a course of action to control or mitigate the effects. If the incident is deemed to be outside of our ability to manage it, then:-
- Nominate a deputy/key staff to assist with co- ordination and communication and delegate key responsibilities, such as:-
- Ensure the site alarms are sounded and direct the evacuation of the area/site to an appropriate assembly point.
- Notify the emergency services and Environment agency
- Ensure that all staff are accounted for
- Secure the site, close the gates and stop traffic movement into and around the site.
- Commence an 'Incident Log', noting all events, times, actions, persons involved etc.
- Mobilise key staff and resources.
- Inform Senior Managers and the site SHEQ advisor. They will appraise Biffa 'Press office' of the incident.
- Advise and inform the emergency services, usually the senior fire officer, about the nature of the incident, any casualties and hazards that can be present. Liaise with and assist the fire service with any rescue, process shut down or containment activities, where applicable.
- Establish an Emergency Control Centre, to be located following consultation with the senior fire officer.
- Liaise with key representatives of external agencies i.e., senior fire officer, police officer, Environment Agency and others. Provide advice on any possible offsite impact.
- Provide welfare needs for personnel.
- Review, assess and communicate developments during the course of the incident.
- Ensure that any injured persons receive immediate first aid.
- Give consideration to the preservation of any evidence.
- Initiate clean up, remediation work and commence incident investigation.

6 External Communications

Emergency Services

When contacting the Emergency Services give them the following information:-

- Your name and the name of the Site Manager and/or Emergency Controller.
- Tell them you are from Biffa Waste Services and the address; Leyden Road, Stevenage, Hertfordshire, SG1 2BW.
- Details of the incident i.e. fire on site, reaction, number of people injured, and type of injury.

On arrival :

The initial contact and briefing with the Emergency Services is a crucial step in managing any emergency, so be prepared. On arrival at the site the Senior Officer will demand as much information as possible from the Emergency Controller, they will need to know:-

- The nature of the incident - fire, reaction, release, spillage, collision, plant failure etc. What is involved – chemicals, buildings, tanks, vehicles etc.
- Scale and location of the incident.
- If there are any casualties, if so how many and what is the extent of their injuries.
- If anyone is missing, if so when and where they were last seen.
- If the incident involves any chemicals or a reaction, what they are and what are the hazards and risks associated with handling them.
- Or, if there are any smoke/fumes/vapours or gases, what are the hazards and risks of approaching the area.
- If there are any secondary hazards that can arise from dealing with the incident, for example gas cylinders located close to the scene of a fire etc.

7 External Communications

Press Enquiries

If the press or media contact the site about a complaint or site issue:

- Don't provide any information other than normal sales/customer information.
- Be polite. Simply tell them that it is company policy for all press enquiries are dealt with by the press office.
- Notify the Biffa Press Office **01457 819 386** or **07767 677442** that they are likely to get a call and also what it might be about
- The Press Office will co-ordinate any contact with the press or media on issues which could have an impact upon the business.

8 Incident Management Guidelines

Precautions following an incident

The site is declared as safe and the emergency over by the Emergency Controller following advice from the Senior Fire or Police Officer(s).

Some items of consideration that should be taken into account before any clean up or operations commence are:-

- Are there any harmful or flammable fumes/vapours present in the area?
The area should be gas tested prior to allowing access. 2 skips used for the purpose of storage of bonded asbestos sheets and products will be present on the transfer offloading area. These will need special consideration.
- Are there any toxic or corrosive substances present in the area?
The area may need to be pumped out and pipe-work drained down.
- Are there any structural or electrical hazards present?
These will need to be isolated, or a structure may need to be demolished, shored –up or otherwise secured.
- Does evidence need to be preserved for investigations?
This may be required by Enforcing Authorities, Insurers or for internal investigations.
- Does permission need to be obtained from the authorities before any clean up can commence?
- Photographs should be taken.
- An internal investigation is to be carried out in line with group procedures.
- Ensure that the premises are secure from intruders and un-authorized entry and access to the incident area is restricted.
- Have staff involved with the cleaning up operation been instructed with respect to potential hazards that may be present, advised of a Safe System of Work and issued with the appropriate PPE.
- Does any waste material produced or stored as a result of the incident need to be removed offsite?
- Does the local planning authority need to be notified before any damage repair is carried out?

9 Personal Injury

First Aid

- Inform a first aider.
- Inform other staff and ask for assistance if necessary
- If deemed necessary by the first aider contact Emergency Services
- Control traffic and access to immediate area if the injured person cannot be moved and is in an area of traffic flow or mobile plant.
- Never try to rescue an injured party unless it is safe to do so.
- Notify site management or senior management and ask for guidance if required.
- If the injury has occurred as a consequence of work activity the circumstances must be investigated without delay. Contact your SHEQ coach for assistance.
- In cases of serious injury preserve the scene of the incident until investigation has been carried out.
- In cases of a fatality inform site management and your SHEQ coach immediately.

10 Incident management Guidance -

Fire in Transfer Station

A fire in the transfer station can be caused by various means, such as chemical reaction or arson and spread to other combustible wastes.

- The alarm must be raised immediately on discovering a fire.
- The fire should be put out with an appropriate extinguisher, by a trained member of staff, if it can be done safely. If not, commence evacuation of the area.
- The alarm is to be sounded and the chemist must inform the 'Emergency Controller'.
- The Emergency Controller must take charge of the situation and call the fire brigade.
- The Emergency Controller will evacuate the site staff to a designated assembly point subject to the type, location and scale of the occurrence, consideration of the wind direction and advice from the chemist.
- The Emergency controller or a person appointed by him will complete a roll call.
- Under no circumstances should evacuated personnel attempt to return to a building or scene of the incident.
- The Emergency Controller will instruct site staff to isolate the area and close the site accesses, pending the arrival of the emergency services.
- On arrival at the site the emergency services must be appraised of the situation by the Emergency Controller and directed to the emergency area. The emergency services will assume control of the situation.
- The 'Emergency Controller' will inform the Emergency services of potential hazards that may exist due to either combustion of a type of waste and risk due to proximity of other stored wastes, e.g., gas cylinders, flammable materials, water reactive waste etc.
- Staff shall only return to the process areas on the instruction of the Site Emergency Controller, following agreement with the senior fire officer that the site is considered "safe".
- Refer to COSHH & decomposition products from the waste lists.

11 Incident Management Procedure

Reaction in a container

Explosive pressurisation or release of gases/fumes from containers as a consequence of either a chemical reaction or decomposition of the contents.

- Notify the chemist immediately.
- Isolate the container **if it is safe to do so**. If not or the reaction is vigorous leave in situ.
- Clear/evacuate the area ensuring that all personnel are upwind of the incident.
- The chemist must assess the situation and inform the 'Emergency Controller'
- The chemist will inform the 'Emergency Controller' with regards to the nature of the reaction and if there is any release.
- The 'Emergency Controller'/chemist will decide if the alarm is to be sounded and the site evacuated. In this event the Emergency Services are to be called.
- The container is only to be approached under the direction of a chemist.
- Any inspection of the drum should be undertaken by the chemist wearing a full chemically protective suit and full face mask with an A2B2E2K2P3 filter as a minimum. This is only to be done if the chemist considers the container safe to approach and the RPE is appropriate for the material.
- Establish what the material is. This can be found initially from the label on the container, transfer/consignment notes, and bay log records. This information should be confirmed with data from pre-acceptance records such as MSDS and/or lab analysis.
- All spillages should be managed in accordance with the safety measures & controls given in MSDS's for individual wastes. These can be accessed through the pre-acceptance information or from the Internet.
- Generic guidance by hazard classification can be found in the 'Spillage Hazards Guidance' within this plan and COSHH assessments.
- If the spillage is considered to be outside of our control a site manager shall assume the role of Incident Controller and notify the emergency services.
- In the event that staff have been exposed or splashed by chemicals/waste, they should be seen by a first aider. The material involved should be noted and any hazard data consulted.

12 Incident Management Procedure - Spillages

Transfer Station – Waste in containers

Spillages from containers can occur for several reasons, for example; loss of integrity, open valves, physical handling, loss during transfer around site, sampling, fitting failure if bulking or as a consequence of another incident such as a fire. Spillages must be contained within the site and not be discharged from site.

- The management of any spillage is determined by a number of influencing factors. These principally include:-
 - The chemical composition and physical form of the waste.
 - The volume of spillage
 - The location or area in which the spillage as occurred.
- On discovering/causing a leak or spillage, notify the chemist immediately.
- The drain covers should be deployed to prevent the escape of any spillage and not removed until the spillage has been cleaned up.
- Establish what the material is. This can be found initially from the label on the container, transfer/consignment notes, and bay log records.
- This information should be confirmed with data from pre-acceptance records such as MSDS and/or lab analysis records.
- Wear PPE/RPE appropriate for the waste/chemical involved, e.g.; full chemical suit and visor/goggles for corrosives such as acid and caustic, toxics, oxidizers and any unknown waste.
- Sample and test the pH of any spilled material.
- **If it is safe to do so** stop the spillage at source, subject to the size of the leakage and chemical hazards. Leaking drums should be segregated and absorbent spill material placed around them.
- Clear/evacuate the area if any fumes are present or you have any concerns. Ensuring that all personnel are upwind of the spillage
- Notify site management
- Site manager(s)/chemists will assess the problem and advise or decide on a course of action.

- Small spillages can be managed by either washing down the area with water into a blind sump or contained area or use of non-combustible absorption media but care must be taken to ensure that the method employed is suitable for the waste involved.
- All spillages should be managed in accordance with the safety measures & controls given in MSDS's for individual wastes. These can be accessed through the pre-acceptance information or from the Internet.
- Generic guidance by hazard classification can be found in the 'Spillage Hazards Guidance' within this plan and COSHH assessments.
- If the spillage is considered to be outside of our control a site manager shall assume the role of Incident Controller and notify the emergency services.
- In the event that staff have been exposed/splashed by chemicals/waste, they should be seen by a first aider. The material involved should be noted and any hazard data consulted.
- The Environment Agency may need to be notified of spillages >200L, offsite odour emissions or if the spillage has escaped from the site into the surface water drains.
- Thames Water must be notified if a spillage has escaped from the site into the surface water drains.
- All major incidents will be investigated as per the group procedure. Reports will be submitted to the Environment Agency if deemed necessary.

13 Extreme Weather

Flooding

The site lies outside of a designated natural flood plain and outside of a flood alert. However, Site flooding can occur as a consequence of persistent heavy rainfall or isolated severe storms.

If flooding occurs or there is a potential for flooding services may need to be isolated.

Service cut off points;

- **Electricity;** located at the back of the office building, and lower right hand corners of Unit 11 and 12
- **Gas;** located at the back of the office building and corner of lorry park
- **Water;** Water to office, warehouse and unit 11 can be found at the rear of unit 11. Water to unit 12 is located at the rear of unit 12

General

- Personnel to monitor discharge into the brook for any signs of contamination.
- If contamination suspected contact Haz Response **0845 504 9373**.
- Arrange for tankers to remove water from sumps and bunds
- Protect any weak points such as gates and entrances with sand bags/booms

If advance warning of flooding is given it may be possible to remove waste from site. Priority should be given to water reactive substances. If this is not possible containers should be raised off the ground using pallets.

14 Extreme Weather Conditions

Winterisation

General

- All pedestrian walkways should be gritted as soon as possible.
- Notify respective customers ASAP if the site cannot accept any scheduled waste loads
- If required we may need to hire plant such as a telescopic digger which can be used to clear snow from vehicle access routes. These should be gritted afterwards.
- Don't let vehicles tip or load until areas that require gritting / snow clearing have been cleared.
- Frost/freezing conditions can change the way that certain wastes will behave, and their form, and that extra care may be required in their handling / treatment.

Transfer Station

- Mobile plant – Fork Lift Truck :-
 - Check that all lights, beacons, and other safety devices fitted are working properly, and are clean.
 - Check that the mirrors and windscreen are clean. Be especially careful at times of limited visibility, in poor weather and first and last thing in the day.
 - If mobile plant won't start, remove the FLT away from any potential flammable atmospheres

15 Business Continuity

Service Recovery

Should the site have to be evacuated for a period of time or become unfit for use a number of measures shall be implemented in line with Stevenage Business Continuity Plan, attached to this IMP

Office Relocation

The office staff will relocate to St Albans depot where there will be computers available for use. The customer information from the shared drive is backed up to the main server and IT will be contacted to download this to a new location. The phones will be diverted to

Vehicle Parking

The vehicles normally parked at Stevenage overnight will relocate to St Albans depot.

Service Delivery

All customers with scheduled deliveries will be contacted and informed of possible delays to their collections should alternative disposal sites be required.

Emergency Contact List

Stevenage WMRC - Emergency Contacts			
Role / Responsibility	Contact	Role / Responsibility	Contact
<u>Site Emergency Controllers</u>		<u>Emergency services</u>	
Jasmin Gray	07887 588905	Fire Service	(999) 01438 202500
		Police	(999) 01707 354000
<u>Deputy Emergency Controllers</u>		Ambulance	(999)
Peter Littleford	07753 977131	Lister Hospital (4 miles)	01438 314333
Darren Melton	01438 759850		
<u>Management Contacts</u>		<u>First Aiders</u>	
Simon Dale	07841198451	Peter Littleford	07753 977131
Dominic Travis	07736 598224	Darren Melton	01438 759850
<u>Key support staff</u>		<u>Fire Marshalls</u>	
Jane Mannheim (SHEQ)	07802 815500	Jasmin Gray	
Peter Flounders	07802 452493	Darren Melton	
Biffa Press Office	01457 819 386	Peter Littleford	
<u>Regulators</u>		<u>Utilities</u>	
Health & Safety Executive	01603 828000	Gas (National Grid)	0800 111 999
Environment Agency Incident Hotline	0800 80 70 60	Electric (UK Power Networks)	0800 783 8838
Environment Agency Local Office	0203 025 9061	Water (Thames Water)	0843 479 666
		<u>Facilities Management</u>	
		Engie	0333 666 1053
		<u>Neighbours</u>	
		Alroy Sheet Metals	01438 355687
		Leyden Car Centre	01438 355679
		William Design	01438 742100
		Micks Minis	01438 351982

