

BFWRF Rejection Procedure

Purpose

The aim of this document is:

- To demonstrate continued compliance with the requirements outlined in 'Guidance for the Recovery and the Disposal of Hazardous and Non-Hazardous Waste', Environment Agency, Sector Guidance Note. IPPC S5.06, issue 5, 2013. See [here](#).
- To ensure that personnel involved with the activities are clear of roles & responsibilities.
- To provide a procedure for the rejection of both hazardous and non-hazardous waste including a rejection process flow diagram, notification frequency table, hazardous waste rejection procedure and quarantine of rejected waste. This includes partial rejection of a delivery by removing contaminants.

Scope

This document is to be used by Bristol Food Waste Recycling Facility operated by Wessex Water Enterprises Ltd under Environmental Permit PP3734LK.

Criteria for rejecting a delivery.

- Delivery has not been through the Pre-acceptance procedures (see [PACWAC Volume, Quality & Quantity GENWMP144](#)) except for EA emergencies.
- If the delivery is liquid waste, the load has failed the Sampling Regime as established in [Acceptance Procedure – BFWRF Liquid Waste Reception Tank \(LWRT\) \(GENWMP158\)](#).
- If solid waste, the delivery has failed the acceptance procedure checks & inspections as described in [Acceptance Procedure for Food Waste Destined for the Waste Reception Hall \(GENWMP152\)](#). This includes:
 - Waste Transfer Note is missing, incomplete or contains errors.
 - More than 10 percent contaminant material is found in the delivery.
- Where required (i.e., no room available in liquid reception tank, or telehandler needed to unload the waste), the customer has failed to book the load in advance.
- The customer's account has been placed on stop due to continuous outstanding invoices.

The above list is not exhaustive. Seek advice from COTC or Food Waste Treatment Plant Supervisor as required.

How to reject a delivery

If a load is fully rejected, the driver should notify his company to ascertain where the next and final destination of the load will be. This is important as the final disposal site is required to complete a Waste Rejection Receipt. If the required information cannot be provided, contact the Customer Service Team for assistance.

Once the final destination is provided, fill out all the relevant parts of the Waste Rejection Receipt, give the driver a copy and keep a copy in a separate folder in the weighbridge cabin (so it is easily retrievable to interested parties).

The driver is then free to leave. The rejected delivery is then logged in Salesforce. Inform the Food Waste Treatment Plant Supervisor or Head of Organic Waste as soon as reasonably possible.

How to fill out a Waste Rejection Receipt

All information needed should be available on the waste transfer note provided. Ascertain where the rejected load will be taken from the customer/carrier as well as its final destination.

1. Tick the relevant permit number: PP3734LK
2. Fill out customer/carrier name, Vehicle registration number and address including postcode.
3. Fill out the producer's name and address including postcode.
4. Fill out the waste description including SIC code and EWC code.
5. Provide a reason for rejection and its weight or approximate.

6. Add the final destination of the waste, preferably with EA permit numbers.
7. Input if the waste is hazardous and if it was labelled correctly.
8. Sign and date the receipt. Ask the customer/carrier to do the same.
9. Send a copy to the Customer Service Team so they can add it the customer's file on Salesforce.

How to enter a rejection on to Salesforce

To enter a rejection on to Salesforce:

1. Go to Salesforce and click on Bookings.
2. Select "FW Avonmouth"
3. Depending on the type of waste, select Bristol Food Waste Recycling Facility – Solid/Liquid as the Geneco Site
4. Enter the name of the Customer, Depot, and Producer
5. Enter the Waste Stream Detail
6. Change the FW/BCF Booking Status to "Rejected Delivery"
7. Input the weight or approximate on Te Bk) and leave Te (Ac) blank.
8. Fill out the "Cancellation/Rejection Details" section with the date and time of rejection, the name of the operator and the reason for rejection in the Comments subsection.
9. Click on Save.

Quarantine Area

The quarantine area can be allocated depending on the quantity of material to be rejected.

A small volume can be stored temporarily on the floor adjacent to the shredder if barriers are put around it and signs erected.

Larger volumes may require a skip to be hired. This can be kept outside awaiting collection providing pest control and odour control is monitored.

The skip will need to be covered to maintain biosecurity. Food materials should be washed off before placing them in quarantine outside the FWRH building. Disinfection maybe necessary.

In any case of material being quarantined, the Food Waste Treatment Plant Supervisor or COTC person should be notified.

Biosecurity

Appropriate care will be taken to ensure that rejected materials and any materials being stored awaiting rejection do not contaminate other materials on site. This will be achieved through use of containers, barriers, signage or sectioned off area, as appropriate.

Contaminants

A small amount of contaminants (a reasonable amount of packaging) is expected but not preferred.

If contaminants such as cloths, batteries, electrical and electronic equipment waste pallets, etc. are found they will be dealt with on a case-by-case basis. A segregated bin to sort the contaminants should be provided and they should be disposed of properly.

If contaminants are found in a delivery, whether it was rejected or not, a summary of what was found should be entered on the BFWRF site log and the supervisor or COTC person made aware so they can feed back to the customer. A partial rejection is not favoured due to ensuring the duty of care of disposal.

Partial rejection - return to customer.

If a partial rejection is necessary. The rejected portion of the delivery will be either moved into quarantine ready to be loaded into a skip/bin and collected or preferably reloaded on to the delivery vehicle. In either case the portion will need to be weighed, a waste rejection receipt filled out and entered on to Salesforce. The supervisor or COTC person should also be notified.

Rejection of Hazardous Waste



Please refer to the Environment Agency Guidance titled '[Hazardous waste: consignment note guidance](#)' for instructions and requirements to correctly fill in the necessary paperwork.

Recording Rejections

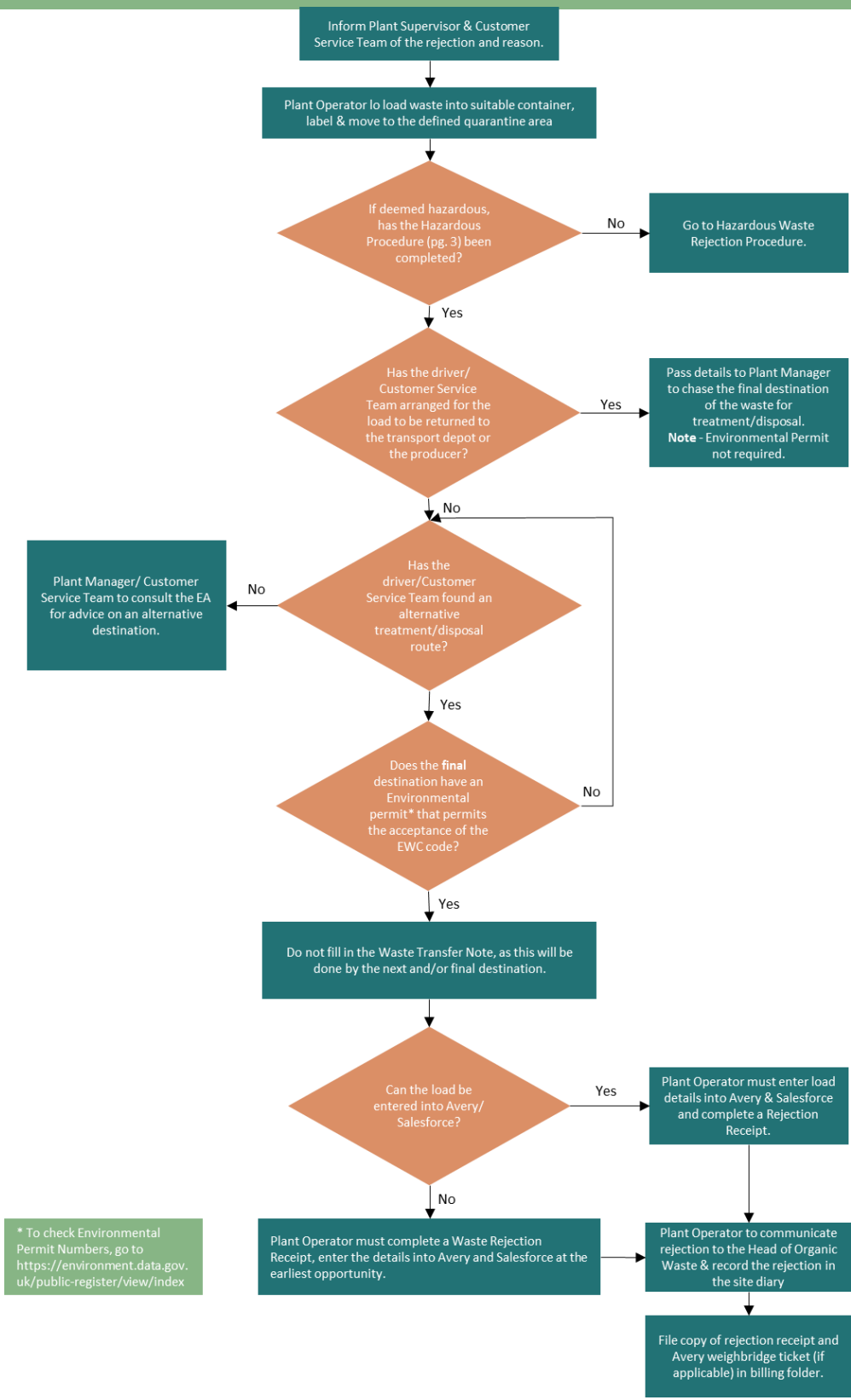
Contaminants will be recorded on the BFWRF site log. Copies of Waste Rejection Receipts will be sent to the Customer Service Team. Rejections will be filed in the facility office and entered on to Salesforce. A report of all rejections can then be generated if needed (see [Salesforce User Guide GENWMP182](#)).

Notifications

The operator will notify the Customer Service Team, which in turn will notify the customer of any waste rejections.

The EA will not be notified of any rejections from the facility. Instead, records will be available for review at the request of the PPC Compliance Officer. These are recorded in Salesforce as per the above section.

Rejection Process Flow Diagram



Revision history

| Issue | Date | Prepared by | Description |
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|-----|------------|----------------------|--|
| 1 | 22/06/12 | Rachel Creed | New document |
| 2 | Jan 2015 | R Creed | General review |
| 3 | 22/11/16 | Matthew Williams | Update – Partial rejection: scope changed Notification: contact changed, and method of recording added Flowchart Edited to remove Tanker waste and include Avery/Salesforce General review and update |
| 4 | 4/1/18 | T Phelps | Biosecurity paragraph added to comply with PAS110:2014 section 7.1.2. Closing ISOA1016. |
| 5 | 29/04/21 | Z Strange & T Phelps | Added a section about recording rejections. Changed custodian to technical operator. |
| 5.1 | 22/06/21 | Z Strange | Changed scope to state WW Enterprises not services. |
| 5.2 | 24/08/21 | Z Strange | Audit had picked up on gaps relating to tracking rejections. How to reject a delivery section added to give clear instructions on how to reject a delivery and how file rejections for better trackability |
| 5.3 | 22/12/22 | Z Strange | Updated format. Changed acceptance criteria to substantial contaminants. Slight change to how to reject section wording. Slight change to quarantine area including adding the need to contact someone. Added a heading contaminants. Added how to fill out a rejection slip. Added how to enter on salesforce. removed tracking and review. |
| 6 | 13/03/2024 | F Ramirez Diaz | Updated format and improved language Revised section Acceptable criteria for rejecting a delivery and added references to GENWMP158 and GENWMG144. Reworded section “How to reject a delivery”. Revised section “How to enter a rejection on to Salesforce”. Updated Rejection Process Flow Diagram Updated roles and changed rejection slip to Waste Rejection Receipt |