

1. Purpose

This document defines the procedure that must be taken when a non-conformance is raised at the Technical Transfer Station.

2. Intended Audience

- Technical Transfer Station personnel
- Technical Department personnel

3. Introduction

A non-conformance can be raised to deal with a compliance issue that relates specifically to the acceptance of waste at the Technical Transfer Station. Any non-compliance issues that relate to site infrastructure, plant, equipment, health and safety or personnel must be dealt with using the individual company approved standards. A non-conformance covered by this procedure can apply to the waste, the container, and the delivery vehicle or haulage company. Non-conformances fall into a number of categories, some of which are detailed below:

- Documentation inaccuracies.
- Waste that is non-compliant with the PPC Permit.
- Waste that is not packed or labelled in compliance with The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations.
- Breaches in Health, Safety and Welfare practise or legislation.
- Incorrect description of waste.
- Where processing of the waste would incur additional costs.

When non-compliances are as a result of the actions of the customer, they must be notified as soon as possible. In some cases, input from the customer is required to complete the procedure. Notification does not in all cases have to be in writing.

4. Procedure

4.1 Raising of a Non-Conformance

4.1.1 The Site Reception Chemist must:

- Consider whether the load is non-conforming.
- Inform the Technical Transfer Station Manager or Deputy of all non-conformances.
- Complete a Non-Compliance Best Practice Report on the Grundon Action Manager and pass this to the appropriate sales representative or Manager in the Technical Department for assessment.

- Assist with the Technical Department to close out the non-conformance.
- Consider whether the Environment Agency should be notified.
- Quarantine the waste and/or delivery vehicle if required.

4.1.2 The Technical Transfer Station Manager must:

- Inform the Environment Agency if required.
- Assist with the Technical Department to close out the non-conformance.

4.2 Close Out of Non-Conformance

4.2.1 Upon receiving a non-conformance, the Sales Representative or Manager must:

- Inform the customer of the non-conformance ensuring that they are told the error that has led to the non-conformance, what action is required and the cost/health and safety implications.
- Assess and take appropriate action to complete the non-conformance.
- Ensure that the information is passed back to the Technical Transfer Station Chemist.
- Each non-conformance can be very different, in that a wide range of determinants can initiate them. Close liaison between the Technical Transfer Station Staff, Technical Department is required to ensure that each non-conformance is resolved adequately.

4.3 Quarantined Vehicles

4.3.1 The Transfer Station Manager or Nominee must:

- Ensure that quarantined vehicles are parked outside the Transfer Station and held until the non-conformance has been resolved.
- Any leaking containers on a quarantined vehicle are dealt with inside the Transfer Station and by following the Emergency Procedures as detailed in SO-EWE-TD-021 Handling Chemical Spillages.

4.4 Quarantined Waste

4.4.1 The Transfer Station Manager or Nominee must:

- Designate an appropriate area as a quarantine area.
- Affix quarantine labels to the quarantine items. These items must **not be processed**, and the label must **not be removed** until the quarantine issues have been addressed.
- Notify the Waste Producer and Carrier by telephone, and in writing about the waste quarantined.
- If deemed necessary, contact the HSE with regards to any dangerous practice.

- **Not** process or transfer quarantined wastes from site until outstanding non-conformances have been resolved.
- Notify the Technical Department.
- Inform the Environment Agency if quarantined wastes are held on site beyond the time limits determined by the Site Permit. This information must be submitted in accordance with the Site Permit requirements.
- Remove item from the quarantine area when the non-conformance has been resolved.

4.5 Records

4.5.1 The Technical Transfer Station Manager or Deputy **must**:

- Ensure that non-conformance reports are completed and passed to the correct person to action and ensure accurate records are kept.
- Inform company DGSA if required.

5. Associated Documents/Records

- SO-EWE-TD-003 Receiving Waste at the Technical Transfer Station
- SO-EWE-TD-007 Rejection of Waste
- SO-EWE-TD-008 Documentary Tracking of Waste
- SO-EWE-TD-021 Handling Chemical Spillages
- EPR Permit- WP3231SX
- MP-GEN-GR-010b Grundon Action Manager (GAM) - User Guide
- Grundon Action Manager