

Odour Management Plan

Blandford Waste Management Centre

W&S Waste Management Ltd



Document Version: 5.2

Date: 14/02/2024

Site details

Site name: Blandford Waste Management Centre

Site address: Land South East of Sunrise Business Park, Blandford, Dorset, DT11 8ST

Operator name: W&S Waste Management Ltd

Permit number: not yet issued

Who this plan is for

- Site Managers, relevant site staff and Environment Agency officers should be made aware of this plan.
- Environment Agency officers will be aware of this document as it forms part of the Environmental Management System for the site and is part of the permit application.
- Site Managers will be aware of this plan as the site management will approve the plan.
- Relevant site staff (as determined by training needs assessment) will be made aware of the requirements of this document through staff training (induction training, tool box talks etc) and a copy of the plan will be available, on site, to site staff who need it.

Document owner

Document author: Ceri Environmental Consulting Ltd

Approved by : W&S Environmental Working Group

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Appendix 1 Waste Rejection Procedure

Appendix 2 Odour Procedure

Appendix 3 Environmental Complaints Procedure

Appendix 4 Daily Site Inspection Sheet

1.0 Introduction

1.1 Site description

W&S Waste Management Ltd have won the contract to operate the Blandford Waste Management Centre. This facility is being construction by Dorset Council. The Site is located on the outskirts of Blandford at National Grid Reference ST 890 082.

Type of site

The proposal is for a Waste Management Centre comprising of 2 elements :

- a) waste transfer station (WTS) within the Barn building
- b) household recycling centre (HRC)

The Centre will accept a wide variety of household waste and recyclates and will receive and bulk up materials collected from Dorset Council's kerbside collections and from Dorset Council's commercial waste collections.

Site location

The Site is approximately 2.74ha in size and is located to the north east of Blandford Forum in Dorset. It is adjacent to the Sunrise Business Park and is bounded to the south by the A350 (Blandford bypass). To the north and east of the Site is open agricultural land. The Site is located within a wider arable field which is approximately 4.7ha and is bounded by mature hedgerows and a band of young establishing woodland trees to the north and east. The proposed site will sit within a context of a mixture of industrial, commercial, residential and agricultural land. The A350 connects Poole in the south to the M4 and provides a bypass around Blandford Forum.

Days and hours of operation

Except in the cases of emergency to maintain safety no operations will take place outside the following hours :

The WMC will be operated between 0700 and 1900 hours, Monday to Sunday.

The HRC will be open to the public every day except Christmas Day, Boxing Day and New Year's Day between the following times:

1 April – 30 September 09:00 to 18:00

1 October – 31 March 09:00 to 16:00.

1.2 Maintenance and review of the OMP

- The W&S Environmental Working Group is responsible for the OMP and will ensure all relevant staff are appropriately trained – this includes area managers, site managers and all other parties employed to work at the facility.
- the plan will be stored in the site office and will be available for all staff to view as required.
- the plan is reviewed annually, when there has been an odour incident resulting in a complaint and when any relevant changes to operations or infrastructure occur on site.
- staff have received induction training which will include odour awareness and relevant staff will receive odour monitoring training in order to implement the OMP. Induction training occurs when new staff are taken on. There will be annual refresher training for staff relating to the OMP. This training will be delivered by the Operations Manager or their nominated deputy.
- there is an online training matrix which ensures that staff training is undertaken and logged and renewed as required.

1.3 Relevant sector guidance on which this OMP is based

- H4 Odour Management. How to comply with your environmental permit.
Published by Environment Agency. March 2011
- Non Hazardous and inert waste : appropriate measures for permitted facilities. Published by Environment Agency.
- Chemical waste : appropriate measures for permitted facilities. Published by Environment Agency.
- Waste Electrical and Electronic equipment (WEEE) waste : appropriate measures for permitted facilities. Published by Environment Agency.
- Biological waste treatment: appropriate measures for permitted facilities. Published by Environment Agency.

2. Receptors

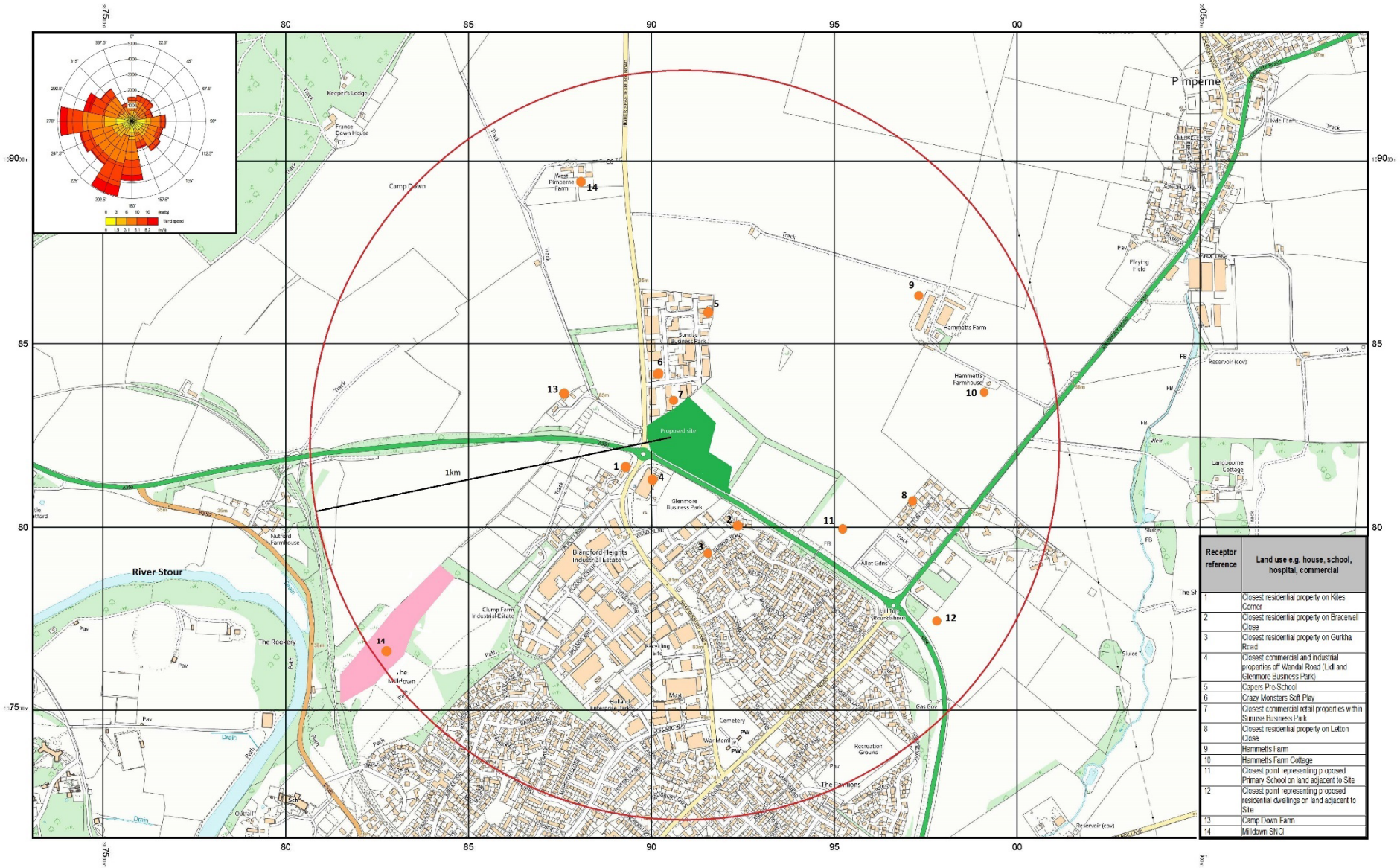
Drawing No CEC/BWMC/001 (p8) shows all of the receptors identified within a 1 km range of the Site

2.1. Odour Receptor List

Table 2.1. Odour Receptors within 1km range of the Site

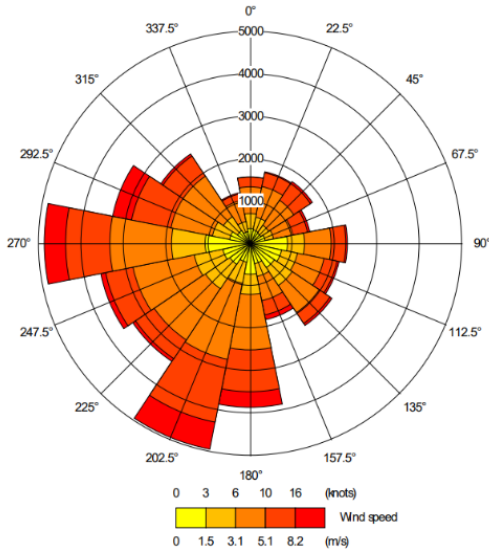
Receptor reference (see Drawing No CEC/BWMC/001)	Land use e.g. house, school, hospital, commercial	Direction from site (North, South, East, West)	Approximate distance to site boundary (m)	Sensitivity to odour - Impact Low (e.g. footpath/road) Medium (e.g. industrial / commercial workplace) High (e.g. housing / pub / hotel etc.)
1	Closest residential property on Kites Corner	Southwest	175m	High
2	Closest residential property on Bracewell Close	Southeast	230m	High
3	Closest residential property on Gurkha Road	Southeast	280m	High
4	Closest commercial and industrial properties off Wendal Road (Lidl and Glenmore Business Park)	Southwest	120m	Medium
5	Capers Pre-School	North	290m	High
6	Crazy Monsters Soft Play	Northwest	130m	High
7	Closest commercial retail properties within Sunrise Business Park	North	40m	Medium
8	Closest residential property on Letton Close	Southeast	610m	High
9	Hammetts Farm	Northeast	650m	Low
10	Hammetts Farm Cottage	Northeast	800m	High
11	A mixed-use development to include residential dwellings is being brought forward on land adjacent to the Site. The layout plan identifies that the land immediately adjacent to the Site will be used for allotments and a recreation ground. The closest high sensitivity receptor will be the proposed primary school approximately	Southeast	350m	High

	350m southeast of the Site boundary.			
12	Closest point representing proposed residential dwellings on land adjacent to Site	Southeast	810m	High
13	Camp Down Farm	Northwest	200m	High



Local Windrose

(source : WSP Environmental Statement Blandford Waste Management Centre Appendix 11.3 . This windrose was generated using the meteorological data for the period 2015-2019, from the Yeovilton meteorological site)



The pathways for odour is via air dispersion and with the prevailing wind direction from the southwest this will take emissions such as odour away from most the sensitive receptors for the majority of the time. However, Hammetts Farm and Hammetts Farm Cottage are upwind of the site but at some distance :

9	Hammetts Farm	North east	650m
10	Hammetts Farm Cottage	North east	800m

3. Sources of odour and Site processes

3.1 Odorous materials entering and leaving site

- Deliveries are made to the Site by road and so any odorous waste will be accepted via this route.
- At the HRC deliveries will be made throughout the opening hours of the day by personal vehicles. Dorset Council waste team have stated that current visitors to the existing HRC is in the region of 140,000 per annum. This equates to an average of 387 visitors per day.
- The operational trips to the WTS consist of trips made by refuse collection vehicles, bulkers and hook lifts.
- It is predicted the proposed site will receive up to 30 waste and recycling vehicles per weekday. With regards to bulkers and hook lifts it is predicted that there will be approximately 23 two-way trips per day.

(Source : BLANDFORD FORUM WMC Transport Assessment. WSP February 2021)

- Generally, waste into the HRC will be inside vehicles or covered trailers and the waste collection vehicles are generally covered or sealed vehicles.
- Member of the public are not provided with any special instructions about odorous loads but operatives will reject waste considered to be malodorous.
- The site operator has a Waste Rejection Protocol and this is included in the Environmental Management System (see Appendix 1). Malodorous wastes will be rejected from the site upon arrival in accordance with this Protocol.

3.2 Inventory of Odorous materials held on Site

Table 3.2 Odorous materials

Odorous and potentially odorous material (any solid, liquid or gas)	Odour potential High Risk / Medium Risk / Low Risk	Maximum quantity on site at any given day (tonnes per day)	Maximum time held on site (hours or days)	Location of odorous materials on site
Municipal waste (black bag waste) (200301) and waste from markets (200302)	High	1 or 2 bays in Barn plus 2 skips in HRC	2 weeks	Waste transfer barn (WTS) and HRC skips
Food waste (200108)	High	2 x 30m3 skips/vehicles in Barn plus wheely bin in HRC	7 days	In waste transfer barn (WTS) and HRC bin
Green waste including garden waste (200201), plant tissue (20103), green	Medium	1 or 2 bays in Barn plus 2 x 30m3 skips in HRC	2 weeks	Waste transfer barn (WTS) and HRC skips

forestry waste (020107), off specification compost (190503)				
Cardboard	Low	1 or 2 bays in Barn plus 2 x 30m3 skips in HRC	1 month	Waste transfer barn and HRC skips
Premixed waste composed only of non hazardous waste (190203)	High	1 bay in Barn	2 weeks	Waste transfer barn
Combustible waste (190210)	High	1 bay in Barn	2 weeks	Waste transfer barn
Non composted fraction of municipal and similar waste (190501) and non composted fraction of animal and vegetable wastes(190502)	High	2 x 30m3 skips	7 days	Waste transfer barn
Screenings (190801), waste from desanding (190802)	Medium	2 x 30m3 skips in Barn	7 days	Waste transfer barn
Refuse derived fuel (191210)	High	1 or 2 bays in Barn	2 weeks	Waste transfer barn
Hazardous Chemicals	Medium	All contained in sealed containers and within chem store in HRC	1 month	Chem store in HRC

3.3 Overview of odorous processes and emissions

The Blandford facility will include a Waste Transfer Station (WTS) Barn and Household Recycling Centre (HRC).

The WTS will receive waste and recyclables from collections in the Dorset area for bulking up and onward transportation. There is the potential to also let commercial customers from the surrounding area deposit waste at the facility. The waste received by the WTS will include:

- Inert wastes
- Putrescible household and commercial wastes including food waste; and
- Dry recyclable

- Limited hazardous wastes such as asbestos, WEEE and oils.

The delivery and off-loading of waste and recycling materials from the waste and recycling vehicles will take place within the enclosed WTS building. The wastes delivered will, in general, be stored in designated bay areas within the building, which will have impermeable floors and the roof of the building will prevent water ingress. The food waste will be stored in a contained skip or vehicle and, generally, will be removed daily to prevent the risk of nuisance such as odours and vermin. The collection of stored waste will be carried out by articulated bulker vehicles and out-going vehicles will be sheeted to prevent windblown debris and odour emissions.

The WTS building will have fast opening and closing doors, so minimising any odour release from the building.

The HRC will be on a split level separating the public from the bulking up operations. The public will place waste within open skips or recycling bins. 50% of these skips will have a canopy over them so reducing the risk of rainwater entering the skips. This will also assist in reducing odours. These skips and bins will be moved to the WTS and bulked up inside the WTS Barn.

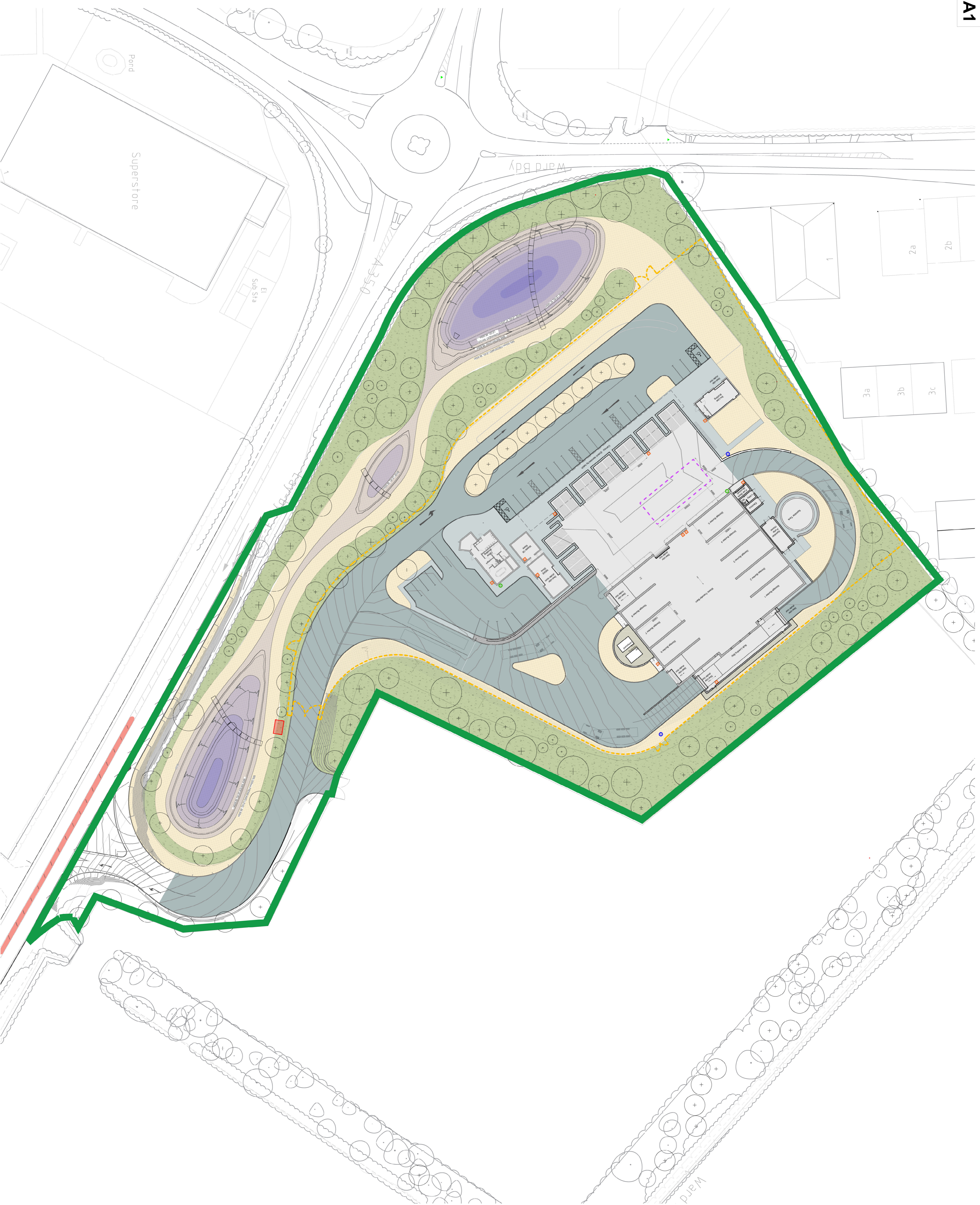
There will be minimal treatment on site with all bulking up taking place within the WTS and with the only treatment be the baling of wastes such as cardboard within the WTS.

The odour potential of the black bag, food waste and green waste will be dependent on the volume being stored, the length of the storage and time of year. The black bag waste and food waste received at the WTS will usually be removed daily (except for Sundays and Bank holidays). However, due to bank holidays and contingencies black bag waste may be on site for 2 weeks and food waste may be on site for up to 7 days. Green wastes may be on site for up to 2 weeks. Cardboard waste may be on site for up to 1 month.

As waste will be storing in bays within the WTS we will ensure that we carry out full and frequent stock rotation. We have a first in, first out policy. The main issue is that we need to ensure that waste does not building up at the back of the bays in the barn and never gets removed or is in the bay long enough to become odorous. This will be done by emptying and cleaning the bays which contain odorous wastes by working down one side of the bay and then the other side on a regular basis. This will mean that the waste is stored for as little time as possible and only as long as detailed in the Table 3.2. Records will be kept of the date the bay is cleared to the back. This will be done using a dated photograph.

As the WTS is in a covered building, any odorous emissions will leave either via the ventilation system or through the main doorways. To reduce the risk of odours escaping via the doorways these are fast opening and closing doors which operate with a sensor and so close immediately behind the vehicles upon entry. The design and installation of the ventilation system will include best practice control measures to reduce the potential for odour nuisance.

Figure 3.3 – Site plan showing odorous locations of storage and hence emission sources

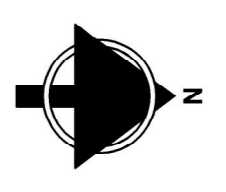


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Ordnance Survey 0100039633



Notes:

- Key**
- Proposed Native Planting
 - Proposed Wildflower Meadow,
 - Macadam area vehicular
 - Macadam area pedestrian
 - Concrete surface
 - Suds basin
 - Gravel
 - Permit Application Boundary
 - Security Fence, 2m min. height
 - Quarantine area 180m³ capacity
 - Location of fire box (not actual size)
 - Location of fire hydrant (not actual size)
 - Location of foam inlet (not actual size)
 - Location of spill kits (not actual size)
 - All areas not showing hatched (excluding building) are areas of soft landscape

Issue	Revision Description	Date	Drawn	Checked
P2	Total information added from drawing 1551	09/02/2024	KM	CS
P1	Issued for information	09/02/2024	KM	CS

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Client
Dorset Council - waste team

Job Title
Proposed Waste Transfer Building & Household Recycling Centre

Drawing Title
EA Permit - Whole Site Plan Context Plan

Site Number 4522 **Drawing No.** 1 553 **Status Code** S2

891192 - File Name
008862_D02_ZZ_DR_A_1553_EAperm_WholeSitePlan_ContextPlan_P2

4. Control measures and process monitoring.

4.1 Appropriate measures

Table 4.1 Control Measure and Monitoring procedures for appropriate measures

Odorous and potentially odorous process / material	Control measures (Appropriate Measure)	Monitoring frequency	Monitoring procedure and optimum process parameters	Trigger level	Action taken if outside optimum process parameters
Municipal (black bag) waste – stored in outside yard skip in HRC	<p>i) Managing inventory When skip is full it is removed to Barn and exchanged for empty skip.</p> <p>ii) Containment</p> <p>Waste is mainly bagged and will be contained within a skip on a concreted area which can be kept clean.</p> <p>Roof over HRC skips help prevent rainwater entering waste which would increase risk of odours.</p> <p>iii)Controlling evaporation and dispersion</p> <p>Waste is mainly bagged and will be contained within a skip so reducing airflow over the surface of odour releasing material and</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift.</p> <p>Daily site inspection which is recorded and included sniff test</p>	<p>Visual monitoring by site staff during the day to check when skip is full.</p> <p>Daily site inspection which is recorded which includes sniff test.</p>	<p>When skip is full</p> <p>When Site concrete needs cleaning</p>	<p>When skip is full it is removed to Barn and exchanged for empty skip. If storage is reaching capacity, municipal waste deliveries will be ceased until process back under control.</p> <p>Clean site concrete with either hose and brushes or sweeper or treat as spillage under spillage procedure if material is hazardous or could result in contamination of drainage system.</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>

	<p>keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and Abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>				
<p>Municipal waste (black bag waste) (200301) and waste from markets (200302) – stored in bay in enclosed Barn</p>	<p>i) Managing Inventory</p> <p>First In First Out (FIFO) and as a minimum standard waste remove from site every 2 weeks.</p> <p>Limited volume storage at any one time – maximum 2 bays within Barn</p> <p>ii) Containment</p> <p>Waste is mainly bagged and will be contained within a concreted bay within the covered Barn building.</p> <p>iii)Controlling evaporation and dispersion</p> <p>Waste is mainly bagged and will be contained within a building so reducing airflow over the surface of odour releasing material and</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded and includes sniff test</p>	<p>Ongoing visual monitoring by site staff during the day. If 1 bay is being used, the bay will be emptied and cleaned by working down one side of the bay and then the other side on a regular basis. Records will be kept of the date the bay is cleared to the back. This will be done using a dated photograph.</p> <p>If 2 bays are being used visual inspection by site staff to ensure the bay with the oldest material is emptied first and the second bay isn't allowed to fill completely. Each bay will be completely emptied and cleaned, as needed, on a rolling basis every 2 weeks and a dated photo taken.</p> <p>Daily site inspection which is recorded.</p>	<p>The trigger for action is that if 2 bays are being used and Bay 1 is full and not being emptied, and Bay 2 is more than half full.</p> <p>Alternatively if 1 bay is being used for this type of waste, then the trigger for action is when the bay is full no further waste deliveries of this waste type are allowed until it is emptied.</p>	<p>If storage trigger is reaching capacity, municipal waste deliveries will be ceased until the process is back under control.</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>

	<p>keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>				
<p>Food waste (200108) – stored in enclosed wheely bin in HRC</p>	<p>i) Managing inventory When wheely bin is full it is removed to Barn and exchanged for empty wheely bin.</p> <p>ii) Containment</p> <p>Waste will be contained within a covered wheely bin on a concreted area which can be kept clean.</p> <p>iii) Controlling evaporation and dispersion</p> <p>Waste will be contained within a wheely bin so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Visual monitoring by site staff during the day to check when wheely bin is full.</p> <p>Daily site inspection which is recorded which includes sniff test.</p>	<p>Wheely bin is full</p> <p>Site concrete needs cleaning</p>	<p>When wheely bin is full it is removed to Barn and exchanged for empty wheely bin. If storage capacity in Barn is reaching capacity, food waste deliveries will be ceased until process back under control.</p> <p>Clean site concrete with either hose and brushes or sweeper or treat as spillage under spillage procedure if material is hazardous or could result in contamination of drainage system.</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>

	<p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>				
<p>Food waste (200108) and Non composted fraction of municipal and similar waste (190501) and non composted fraction of animal and vegetable wastes(190502) – stored in enclosed container skip or enclosed vehicle in enclosed Barn</p>	<p>i) Managing inventory</p> <p>When skip/vehicle is full exchange for empty skip and as a minimum remove from site every 7 days.</p> <p>ii) Containment</p> <p>Waste will be contained within a skip/enclosed vehicle on a concreted area which can be kept clean.</p> <p>iii)Controlling evaporation and dispersion</p> <p>Waste will be contained within a skip/enclosed vehicle so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Visual monitoring by site staff during the day to check when skip/enclosed vehicle is full.</p> <p>Daily site inspection which is recorded which includes sniff test.</p>	<p>Skip/enclosed vehicle is full</p> <p>Site concrete needs cleaning</p>	<p>If storage is reaching capacity, food and non composted fractions of waste deliveries will be ceased until process back under control.</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>

	<p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>				
<p>Green waste including garden waste (200201), plant tissue (020103), green forestry waste (020107), off specification compost (190503) – stored in HRC</p>	<p>i) Managing inventory</p> <p>When skip is full exchange for empty skip</p> <p>ii) Containment</p> <p>Waste will be contained within a skip on a concreted area which can be kept clean.</p> <p>iii) Controlling evaporation and dispersion</p> <p>Waste will be contained within a skip so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Visual monitoring by site staff during the day to check when skip is full.</p> <p>Daily site inspection which is recorded which includes sniff test.</p>	<p>Skip is full</p> <p>Site concrete needs cleaning</p>	<p>When skip is full it is removed to Barn and exchanged for empty skip. If green waste storage is reaching capacity and Barn capacity is full, green waste deliveries will be ceased until process back under control.</p> <p>Clean site concrete with either hose and brushes or sweeper or treat as spillage under spillage procedure if material is hazardous or could result in contamination of drainage system.</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>

<p>Garden waste including garden waste (200201), plant tissue (020103), green forestry waste (020107), off specification compost (190503) – stored in enclosed Barn</p>	<p>i) Managing Inventory</p> <p>First In First Out (FIFO) and as a minimum standard waste remove from site every 2 weeks.</p> <p>Limited volume storage at any one time – maximum 2 bays within Barn</p> <p>ii) Containment</p> <p>Waste will be contained within a concreted bay within the covered Barn building.</p> <p>iii)Controlling evaporation and dispersion</p> <p>Waste will be contained within a building so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Visual during the day. If 1 bay is being used, empty and clean the bay by working down one side of the bay and then the other side on a regular basis. Records will be kept of the date the bay is cleared to the back. This will be done using a dated photograph.</p> <p>Visual inspection to ensure the bay with the oldest material is emptied first and the second bay isn't allowed to fill completely. Each bay will be completely emptied on a rolling basis every 2 weeks and a dated photo taken.</p>	<p>If 2 bays are being used Bay 1 full and not being emptied, Bay 2 more than half full.</p> <p>If 1 bay is being used for this type of waste, then when bay is full no further waste deliveries of this waste type until it is emptied.</p>	<p>If storage trigger is reaching capacity, green waste deliveries will be ceased until the process is back under control</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>
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<p>Cardboard – stored in outside yard skip in HRC</p>	<p>i) Managing inventory</p> <p>When skip is full exchange for empty skip</p> <p>ii) Containment</p> <p>Waste will be contained within a skip on a concreted area which can be kept clean.</p> <p>iii)Controlling evaporation and dispersion</p> <p>Waste will be contained within a skip so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Visual monitoring by site staff during the day to check when skip is full.</p> <p>Daily site inspection which is recorded .which includes sniff test</p>	<p>Skip is full</p> <p>Site concrete needs cleaning</p>	<p>When skip is full it is removed to Barn and exchanged for empty skip. If storage is reaching capacity within the Barn, cardboard waste deliveries will be ceased until process back under control.</p> <p>Clean site concrete with either hose and brushes or sweeper or treat as spillage under spillage procedure if material is hazardous or could result in contamination of drainage system.</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>
<p>Cardboard -stored in enclosed Barn</p>	<p>First In First Out (FIFO) and as a minimum standard waste remove from site every 2 weeks.</p> <p>Limited volume storage at any one time – maximum 2 bays within Barn</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p>	<p>Visual during the day. If 1 bay is being used, empty and clean the bay by working down one side of the bay and then the other side on a regular basis. Records will be kept of the date the bay is cleared to the back. This will be done using a dated photograph.</p>	<p>If 2 bays are being used Bay 1 full and not being emptied, Bay 2 more than half full.</p> <p>If 1 bay is being used for this type of waste,</p>	<p>If storage trigger is reaching capacity, cardboard waste deliveries will be ceased until the process is back under control</p> <p>Complaints procedure in place (see section 5 of OMP)</p>

	<p>ii) Containment</p> <p>Waste will be contained within a concreted bay within the covered Barn building.</p> <p>iii) Controlling evaporation and dispersion</p> <p>Waste will be contained within a building so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>	<p>Daily site inspection which is recorded which includes sniff test</p>	<p>Visual inspection to ensure the bay with the oldest material is emptied first and the second bay isn't allowed to fill completely. Each bay will be completely emptied on a rolling basis every 2 weeks and a dated photo taken.</p>	<p>then when bay is full no further waste deliveries of this waste type until it is emptied.</p>	<p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>
<p>Premixed waste composed only of non hazardous waste (190203) - stored in bays enclosed Barn building</p>	<p>i) Managing Inventory</p> <p>First In First Out (FIFO) and as a minimum standard waste remove from site every 2 weeks.</p> <p>Limited volume storage at any one time – maximum 2 bays within Barn</p> <p>ii) Containment</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded</p>	<p>Ongoing visual monitoring by site staff during the day. If 1 bay is being used, the bay will be emptied and cleaned by working down one side of the bay and then the other side on a regular basis. Records will be kept of the date the bay is cleared to the back. This will be done using a dated photograph.</p> <p>If 2 bays are being used visual inspection by site staff to ensure the bay with the oldest material is emptied</p>	<p>The trigger for action is that if 2 bays are being used and Bay 1 is full and not being emptied, and Bay 2 is more than half full.</p> <p>Alternatively if 1 bay is being used for this type of waste, then the trigger for action is when the bay is full no</p>	<p>If storage trigger is reaching capacity, premixed waste (190203) deliveries will be ceased until the process is back under control</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>

	<p>Waste will be contained within a concreted bay within the covered Barn building.</p> <p>iii) Controlling evaporation and dispersion</p> <p>Waste will be contained within a building so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>	<p>which includes sniff test</p>	<p>first and the second bay isn't allowed to fill completely. Each bay will be completely emptied and cleaned, as needed, on a rolling basis every 2 weeks and a dated photo taken.</p> <p>Daily site inspection which is recorded.</p>	<p>further waste deliveries of this waste type are allowed until it is emptied.</p>	<p>Contingency Control measures (see section 7 of OMP)</p>
<p>Combustible waste (190210) – stored in bays enclosed Barn building</p>	<p>i) Managing Inventory</p> <p>First In First Out (FIFO) and as a minimum standard waste remove from site every 2 weeks.</p> <p>Limited volume storage at any one time – maximum 2 bays within Barn</p> <p>ii) Containment</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Ongoing visual monitoring by site staff during the day. If 1 bay is being used, the bay will be emptied and cleaned by working down one side of the bay and then the other side on a regular basis. Records will be kept of the date the bay is cleared to the back. This will be done using a dated photograph.</p> <p>If 2 bays are being used visual inspection by site staff to ensure the bay with the oldest material is emptied first and the second bay isn't allowed</p>	<p>The trigger for action is that if 2 bays are being used and Bay 1 is full and not being emptied, and Bay 2 is more than half full.</p> <p>Alternatively if 1 bay is being used for this type of waste, then the trigger for action is when the bay is full no further waste</p>	<p>If storage trigger is reaching capacity, combustible (190210) waste deliveries will be ceased until the process is back under control</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>

	<p>Waste will be contained within a concreted bay within the covered Barn building.</p> <p>iii)Controlling evaporation and dispersion</p> <p>Waste will be contained within a building so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>		<p>to fill completely. Each bay will be completely emptied and cleaned, as needed, on a rolling basis every 2 weeks and a dated photo taken.</p> <p>Daily site inspection which is recorded.</p>	<p>deliveries of this waste type are allowed until it is emptied.</p>	<p>Contingency Control measures (see section 7 of OMP)</p>
<p>Screenings (190801), waste from desanding (190802)- stored in enclosed skip in enclosed Barn</p>	<p>i) Managing inventory</p> <p>When skip is full exchange for empty skip and as a minimum remove from site every 7 days.</p> <p>ii) Containment</p> <p>Waste will be contained within a skip/enclosed vehicle on a concreted area which can be kept clean.</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Visual monitoring by site staff during the day to check when skip is full.</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Skip is full</p> <p>Site concrete needs cleaning</p>	<p>If storage is reaching capacity, deliveries of screenings and wastes from desanding will cease until process back under control.</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>

	<p>iii) Controlling evaporation and dispersion</p> <p>Waste will be contained within a skip/enclosed vehicle so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>				Contingency Control measures (see section 7 of OMP)
Refuse derived fuel (191210)- stored in bay in enclosed Barn	<p>i) Managing Inventory</p> <p>First In First Out (FIFO) and as a minimum standard waste remove from site every 2 weeks.</p> <p>Limited volume storage at any one time – maximum 2 bays within Barn</p> <p>ii) Containment</p> <p>Waste is mainly baled and wrapped and will be contained within a concreted bay within the covered Barn building.</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Ongoing visual monitoring by site staff during the day. If 1 bay is being used, the bay will be emptied and cleaned by working down one side of the bay and then the other side on a regular basis. Records will be kept of the date the bay is cleared to the back. This will be done using a dated photograph.</p> <p>If 2 bays are being used visual inspection by site staff to ensure the bay with the oldest material is emptied first and the second bay isn't allowed to fill completely. Each bay will be completely emptied and cleaned, as</p>	<p>The trigger for action is that if 2 bays are being used and Bay 1 is full and not being emptied, and Bay 2 is more than half full.</p> <p>Alternatively if 1 bay is being used for this type of waste, then the trigger for action is when the bay is full no further waste deliveries of this waste</p>	<p>If storage trigger is reaching capacity, RDF waste deliveries will be ceased until the process is back under control.</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>

	<p>iii) Controlling evaporation and dispersion</p> <p>Waste is mainly baled and wrapped and will be contained within a building so reducing airflow over the surface of odour releasing material and keeping surface area to a minimum.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>		<p>needed, on a rolling basis every 2 weeks and a dated photo taken.</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>type are allowed until it is emptied.</p>	
<p>Hazardous Chemicals – all will be in self contained leak proof containers and will be stored in a proprietary, bunded and contained household chemical waste store in HRC</p>	<p>i) Managing inventory</p> <p>When store is half full a specialist contractor will be contacted to attend site and remove the waste from the chem store.</p> <p>ii) Containment</p> <p>Waste will all be in self-contained leak-proof containers and will be stored in a proprietary, bunded and contained household chemical</p>	<p>Constant visual managing of inventory throughout day and sniff test ongoing throughout shift</p> <p>Daily site inspection which is recorded which includes sniff test</p>	<p>Visual monitoring by site staff during the day to check when chem store is half full.</p> <p>Daily site inspection which includes sniff test i which is recorded</p>	<p>Chem store is full</p>	<p>If storage is reaching capacity, acceptance of chem waste will cease until process back under control.</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>Abnormal events actions in place (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p> <p>Contingency Control measures (see section 7 of OMP)</p>

	<p>waste store, on a concreted area.</p> <p>iii)Controlling evaporation and dispersion</p> <p>Waste will all be contained so preventing evaporation and dispersion of odours.</p> <p>iv) Reducing Impacts</p> <p>Complaints procedure in place (see section 5 of OMP)</p> <p>and abnormal events action (see Section 6 of the OMP)</p> <p>Rejection procedure if odorous waste arrives at site (see Appendix 1 of OMP)</p>				
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5.Odour reporting

5.1 Odour Procedure

There is an Odour Procedure within the Environmental Management System (see Appendix 2) and there is an Environmental Complaints Procedure in the EMS (see Appendix 3) .

A copy of a completed Complaints Report Form will be forwarded to the Environmental (HSE) Manager and the reporting person's Line Manager. If the reporting person's Line Manager is the Site Manager, then the Site Manager will forward the Report Form to his Line Manager.

5.2 Reactive monitoring

In the event of any complaints regarding odours from the Site the first action will be for the site manager or his nominated deputy to perform olfactory monitoring (sniff test) at the source of the complaint and at several points around the boundary close to the complainant.

A record will be made of the qualitative odour strength and type of odour.

When investigating an odour complaint we will consider the following :

- Is the process on site under control ? Has any odorous waste been accepted on site? Have storage volumes and times been exceeded ?
- Have odour containment measures failed ? Has a door been left open ? Have odorous materials been left outside containment areas ? Have there been adverse weather conditions for example hot or wet?
- Have atmospheric conditions created an odour problem ?
- Is there any health risk to the local community ?

If the source could be from the storage areas of the site, then these areas should be assessed. Any odour sources should be recorded and an investigation into the cause of the odours made. Action will be taken to remove or reduce the odour as appropriate and as informed by the investigation. Usually this will involve removal of any odorous waste off Site but other actions may be needed such as control of waste volumes, storage times, infrastructure maintenance and training may be needed etc. Consideration could be given to using odour neutralising sprays but it is always better to deal with the cause of the odour first.

A record will be kept of any inspections and remedial works carried out.

5.3 Complaints reporting

For each recorded complaint ER-05 Report Form will be completed which will include: Section 2.0 Description of Investigation Undertaken

Section 3.0 Description of Corrective Actions taken

Section 4.0 Description of Preventive Actions Undertaken

The Report Form will be completed by a Line Manager/Site Manager/Environmental (HSE) Manager, as appropriate.

The completed Report Form will be returned to the Environmental (HSE) Manager together with a copy of the original complaint correspondence.

Upon receipt the Environmental Manager (HSE) will verify that the actions have been completed (or that actions are 'in progress' where this is the case).

Details of persistent or unresolved and repeated complaints will first be passed to the relevant representative on the Environmental Working Group and then, if necessary, to the Company Director for action, in accordance with the provisions of the procedure.

Customer complaints will be evaluated on a regular frequency, at least annually and prior to the EMS Management Review, to determine trends in service quality, performance and any EMS programme implications.

The Environment Agency will be notified without delay following the detection of:

- (a) any malfunction, breakdown or failure of equipment or techniques, accident or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution
- (b) the breach of a limit specified in the permit or
- (c) any significant adverse environmental effects.

Written confirmation of actual or potential pollution incidents and breaches of emission limits will be submitted within 24 hours.

5.4 Community engagement

Any complainant will be informed of the actions being taken as a consequence of any complaint, as soon as possible, but at least within 21 days of the complaint first being received.

5.5 Pro-active odour monitoring

There is daily monitoring of the site and this includes olfactory monitoring which is carried out regardless of complaints of odour and this is recorded (see Appendix 4). If odour is detected it is important to assess the potential impact of the odour and the source(s) of the odour to prevent it becoming likely to cause odour emissions which will be detectable, beyond the boundary of the site. When assessing the odour it is important to consider :

- Is the process on site under control ? Has any odorous waste been accepted on site? Have storage volumes and times been exceeded ?
- Have odour containment measures failed ? Has a door been left open ? Have odorous materials been left outside containment areas ? Have there been adverse weather conditions for example hot or wet?
- Have atmospheric conditions created an odour problem ?
- Is there any health risk to the local community ?

It is important to assess the nature of the odour :

- How frequently are we detecting odour ?
- How intense is the odour ?
- What is the duration of the odour ?
- How offensive is the odour ?
- How sensitive are any receptors ?

6. Abnormal events which could increase risk of odour.

Table 6.1 Abnormal events

Abnormal event	Recovery steps
Equipment Breakdown/maintenance	We have our own in-house maintenance team so that break downs can be deal with very quickly. We have equipment at our other wastes sites which can be brought in for use if needed or equipment can be hired in.
Failure of fast closing doors	Use alternative entrance to facility. If not possible close site and diverted waste vehicles to one of our other sites until the incident is over and the site is able to reopen.
Power failure	This may affect the operation of the site if safety systems fail. If this is the case waste will be diverted to one of our other sites until the incident is over and the site is able to reopen.
Flood – not likely to happen as the Site lies within Flood Zone 1, where the risk of flooding from fluvial and tidal sources is less than 1 in 1000 (0.1%) in any one year. In addition large fire water underground tank within drainage system which could hold 550m ³ of flood water	Waste will be diverted to one of our other sites until the incident is over and the site is able to reopen. If there is very wet waste on site it will be removed as soon as possible to prevent odours developing. Remove any flood water from underground tank.
Staff shortages which could mean process is not under control	Agency staff will be used if needed.
IT issues	Paper based systems can be used in the short term and this should not prevent the removal of waste from the site.
Failure of waste acceptance procedure – odours waste found upon deposit of waste	Reload waste, if possible, and remove from site to authorised facility. If the vehicle has left site, remove odorous waste from site as soon as is practical.

7. Contingency Control Measures

After any odour investigations have concluded action needs to be taken to resolve the problem. Contingency measures will most likely involve removal of any odorous waste off site as soon as practical or bringing the process back under control. This may include, for example, closing containment doors on building, maintaining infrastructure, staff training.

Consideration could be given to using odour neutralising sprays but it is always better to deal with the cause of the odour first.

If it is found that there is an ongoing problem with odours a monitoring plan will need to be started which could include a detailed odour diary. Consideration would be given to using independent contractors or members of the community (if related to complaints) as on site staff may have become less sensitive to site odours over time. In the unlikely event of there being long term odour which are likely to cause problems outside the site, and where the source and cause cannot be identified and resolved, external consultants will be used to develop an odour monitoring strategy. This should help identify the problem and allow it to be resolved.

Appendix 1 Waste Rejection Procedure



WASTE ACCEPTANCE AND REJECTION PROCEDURE

Waste Acceptance

- Waste can only be accepted if the EWC code is part of the permitted condition of the Environmental Permit. All waste arriving at site will be subject to visual inspections.
- Permanent supervision of public areas (HRC) is provided to ensure only household wastes are brought to site in accordance with permit.
- Waste is only accepted on site (WTS) when accompanied by an appropriate hazardous waste consignment note or a controlled waste transfer note.
- Where an annual controlled waste transfer note is used, a copy is kept on file and weighbridge tickets used to note related tonnages. For vehicles using the digitalised Waste Logics system refer to document MS339.

On Arrival

As a company, we must ensure compliance with its legal obligations and is also determined to protect its reputation in respect of the professional handling of waste.

The following procedure has been established in order to eliminate ambiguity and to clarify and document the roles and responsibilities of company employees in the acceptance of waste. Adherence to this procedure is mandatory and any proposed deviation must be authorised in advance by a Company Director.

- Upon arrival of any incoming load of waste at the weighbridge, it is the responsibility of the weighbridge operator to seek the accompanying Hazardous Waste Consignment note(s) (HWCN(s)) or controlled waste transfer note from the operator of the vehicle carrying the load.
- The weighbridge operator and the tipping area supervisor will inspect the load while in the vehicle whenever practicable. Should any substance or material be identified as not permitted, the load will not be tipped on site.
- Hot loads are not received on site. If the weighbridge operator or site supervisor perceive signs of hot materials or fire within a load, a handheld thermal imaging camera will be used to check the shipment.

- Where a load is rejected, the subsequent actions will vary according to the reason for rejection. Whatever the circumstances, if the load was tipped on site, it will be stored within the designated quarantine area and removed as soon as practicable -less than 5 working days- if it is causing (or poses the risk of causing) pollution.
- In all circumstances, where a load is rejected, the original producer, together with the Environment Agency will be contacted and informed that the load has been rejected and the reason for rejection stated
- In all other circumstances, the weighbridge operator must weigh the vehicle carrying the incoming load, ensuring that there are no factors which will adversely affect the accuracy of the weight. The gross weight which is established must be recorded.
- The weighbridge operator must then direct the driver to the appropriate off-load area.
- It is the responsibility of the Weighbridge operator to ensure that the documents for the load are correctly completed.

Beyond the procedures identified, above and in general:

- Loads cannot be accepted onto site unless sufficient storage capacity exists and site is adequately manned to receive the waste.
- Hazardous wastes are only be received under the supervision of a suitably qualified person
- On-site verification and compliance testing is undertaken to confirm:

The identity of the waste

The description of the waste

Compliance with permit.

Wastes are not deposited within a reception area without adequate space.

All records relating to pre-acceptance are maintained and kept readily available for cross-reference and verification at the waste acceptance stage and records are held for a minimum of three years after the waste has been treated or removed off-site.

Back-up copies of computer records are maintained off-site.

Waste Rejection

This procedure outlines the waste rejection process for all non-conforming wastes that cannot be processed on site. Acceptance of non-conforming wastes is a direct breach of the permitted condition of the sites Environmental Permit.

At the Weighbridge or identified by HRC staff

1. Any waste coming across the weighbridge or into the HRC that does not meet the EWC code description *WILL BE REFUSED ENTRY* to the site at the weighbridge or will not be allowed to be deposited at the HRC. The site can only accept materials that conform to the EWC Waste Codes provided within the site environmental permit;

2. If any waste arriving at site is observed to contain any of the following *IT MUST BE REFUSED ENTRY TO THE SITE*:

- Explosive materials
- Radioactive materials
- Infectious materials
- Animal waste (blood, faeces etc)
- Hazardous waste other than WEEE and batteries
- Liquid, powder or sludge
- Malodorous wastes likely to cause odour emissions which will be detectable, beyond the boundary of the site

Any waste that is rejected or may be subject to rejection at the weighbridge should be brought to the attention of the Site Supervisor for further inspection and action. Also copy of “*ENVIRONMENTAL NON-CONFORMANCE REPORT FORM*” (doc. No ER05) must be completed by a Weighbridge Operative and passed to the Compliance Officer, to be investigated, so that the consignor of the waste can be contacted and made aware that the waste has been rejected. Compliance officer will discuss remedial actions with consignor in order to prevent recurrence.

All waste rejection at the weighbridge shall also be recorded in the Site Diary by the Weighbridge Operative.

Appendix 2 Odour Procedure



ODOUR PROCEDURE

Due to the nature of the waste materials accepted and subject to waste management operations on site, odours arising from site will be extremely rare.

1. Any waste generating odours considered to be a nuisance will be reported to the Operations Manager
2. Odour or nuisance waste will be removed from site immediately or as soon as reasonably practicable
3. Disinfectants should be available and used when considered appropriate to alleviate any offensive odours
4. Daily litterpicks and good housekeeping standards to be implemented and maintained
5. The detection of odour by sense of smell, should be recorded daily

The risk of waste of an odorous nature at the facility is not considered to be significant; however, the above control measures apply.

Further information is contained within the EMS system

Appendix 3 Environmental Complaints Procedure

OP 05: ENVIRONMENTAL COMPLAINT PROCEDURE

PURPOSE & SCOPE:

- To define the process for recording and responding to an environmental complaint received by W&S.
- This procedure covers all formal environmental complaints relating to the activities, products and services

APPLICABILITY & RESPONSIBILITIES:

Applicability:

- Applies to complaints received from:
 - external parties including users of the site, visitors to the site and users of the Roads and any public areas in the vicinity of the site;
 - complaints received by Local Authority contracts including Dorset County Council, Oxford County Council, and all W&S activities and operational facilities registered through the ISO14001 standard.
 - employees, contractors and other site service providers.
- Customer concerns will be analyzed, appropriate corrective action taken, and the customer contacted to promptly resolve the issue.

Responsibilities

- The person who receives a complaint is responsible for ensuring that action is taken that follows the provisions of this procedure. The person is responsible for forwarding the complaint to their Line Manager and to the Environmental (HSE) Manager within 24 hours of the complaint being received.
- Complaints will be verified by the Line Manager and the Environmental (HSE) Manager to determine validity.
- The Proprietor is ultimately responsible for ensuring appropriate actions are taken to investigate all environmental complaints documented in accordance with this procedure, and that where necessary, communications are held with the relevant interested parties.
- Line Managers and the Site Managers are responsible for ensuring that environmental complaints, which relate to their area of responsibility, are investigated and the results of investigations forwarded to the Environmental (HSE) Manager.
- All employees are responsible for contributing to the planned resolution of complaints, in so far as they relate to matters within their control.

DEFINITIONS:

An *environmental complaint* is a verbal or written critical observation or query about any aspect of W&S policy, procedures, operations or relevant contracts which the company operate from any interested parties requesting a response or remedial action, or otherwise deemed worthy of response.

PROCEDURE:

- 1.1 All environmental complaints will be reported and recorded in Section 2.0 *Description of the Event* of an ER-05 Environmental Complaint Report Form. It is important that

the *Name and address/contact details of the complainant* are recorded in the Report Form.

- 1.2 The complainant will be informed of the actions being taken as a consequence of the complaint, within 21 days of the complaint first being received.
- 1.3 A copy of a completed ER-05 Report Form will be forwarded to the Environmental (HSE) Manager and the reporting person's Line Manager within 48 hours of the initial receipt of the complaint (where practicable). If the reporting person's Line Manager is the Site Manager, then the Site Manager will forward the Report Form to his Line Manager within 48 hours of the complaint being received.
- 1.4 A plan will be drawn up by company employees involved and implemented to resolve the immediate problem and eliminate the potential for future recurrences.
- 1.5 An investigation into the complaint and its cause will be made by the Line Manager, Site Manager and appropriate persons.
- 1.6 For each recorded complaint, Section 2.0 *Description of Investigation Undertaken*; Section 3.0 *Description of Corrective Actions taken*; and Section 4.0 *Description of Preventive Actions Undertaken* of the Report Form will be completed by a Line Manager/Site Manager/Environmental (HSE) Manager, as appropriate.
- 1.7 The completed Report Form will be returned to the Environmental (HSE) Manager within 28 days, where practicable, together with a copy of the original complaint correspondence. Upon receipt the Environmental Manager (HSE) will verify that the actions have been completed (or that actions are 'in progress' where this is the case).
- 1.8 Details of persistent or unresolved and repeated complaints will first be passed to the relevant representative on the Environmental Working Group and then, if necessary, to the Proprietor for action, in accordance with the provisions of this procedure.
- 1.9 Customer complaints will be evaluated on a regular frequency, at least annually and prior to the EMS Management Review, to determine trends in service quality, performance and any EMS programme implications.

Related Documents:

1. EP05 Non-Conformance and Corrective Action Procedure
2. ER05 Environmental Non-Conformance/Incident/Complaint Report Form

Appendix 4 Daily Site Inspection Sheet



W & S RECYCLING

DAILY SITE INSPECTION SHEET

SITE NAME: _____

WEEK COMMENCING: _____

Inspected Items	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
1. Condition of site entrance road							
2. Fly tipping at entrance							
3. Condition of P.P.E							
4. Condition of skips / containers							
5. Condition of oil recovery bank							
6. Condition of weighbridge / equipment							
7. Condition of public areas							
8. Condition of access platforms / walkways							
9. Waste acceptance and control							
10. Control of litter / daily litter pick							
11. Control of odours / dust							
12. Control of pests / vermin, rats etc							
13. Condition of fuel tanks / machine oil drums storage							
14. Control of WEEE and ODS Equipment storage							
15. Condition of buildings							
16. Condition of shutters / doors							
17. Condition of site office / welfare facilities							
18. Condition of site identification boards							
19. Condition of site signage							
20. Condition of fencing and gates							
21. Condition of drainage system							
22. Condition of hazard storage and locks							
23. Condition hazard containers, battery boxes, flo tubes etc							
24. Availability of spill materials							
25. Condition of pump room							
26. Condition of traffic management systems / lights etc							
Name of Operator / Inspector (Initials)							
√ = Satisfactory		X = Unsatisfactory		NI = Not Inspected		N/A = Not Applicable	

Weekly Inspected Items	
1. First aid equipment	
2. Accident book	
3. Fire extinguishers and Fire Marshall Record Book	
4. Availability of relevant paperwork, i.e., permits to work, accident / incident sheets, holidays forms etc.	
3. Sprinkler pump suppression system	

Comments / Action Taken (complete overleaf if more space needed).

Managers Signature: _____

Date: _____

Area Manager Signature: _____