

DELIVERY OFF-LOADING PROCEDURE

1. Procedure Objectives

- 1.1. To ensure all food waste deliveries into the Reception Hall are undertaken in a controlled and safe manner.

2. Scope

- 2.1. This Procedure covers food waste deliveries at all of Biogen's AD Plants.

3. Health and Safety considerations

- 3.1. All vehicle movements are to be undertaken under the control and direction of a competent Banksman.
- 3.2. All off-loading of vehicles is strictly a 2 or more-person operation
- 3.3. Drivers shall receive a Driver's Induction upon arrival to weighbridge and these inductions shall be refreshed annually or as required.
- 3.4. All persons within the Reception Hall are to wear the PPE as explained in **Site Rules**.

4. Environmental considerations

- 4.1. All activities are to be undertaken in a manner that reduces noise and odour pollution to as low a level as is possible by keeping the access door's to the reception hall shut during off-loading activities.
- 4.2. All vehicles are to be cleaned and disinfected prior to departing to ensure no off-site contamination is realised as per **Vehicle and Floor Washing Procedure**.

5. Responsibility

- 5.1. The Site Manager and his deputies are responsible for ensuring this Procedure is adhered to.
- 5.2. The vehicle operator is responsible for ensuring he follows the instructions of the Banksman at all times
- 5.3. The Banksman is responsible for ensuring the vehicle enters the Reception Hall in a safe manner, and that pedestrians and plant operators are made aware of the operation being undertaken and are kept clear of moving vehicles
- 5.4. The vehicle operator is responsible for ensuring that the vehicle is fit for road use after it leaves the reception hall and that all ratchets / safety clips are secure.
- 5.5. The Site Manager is responsible for ensuring 2 competent persons are available for off-loading any vehicle.
- 5.6. If vehicles area damaged, site personnel are responsible for assessing the nature of the damage and associated risks, if any, involved in offloading the damaged vehicle/skip/bin.
- 5.7. Site personnel are responsible for entering such instances on to the **Activ Incident Log** for Commercial Team to investigate and resolve.
- 5.8. Site personnel are responsible for taking good quality photographs showing the damage and sending these to the Commercial Team for assessment.
- 5.9. The Commercial Team is responsible for contacting the customer/haulier whose vehicle/skip/bin is damaged
- 5.10. Site personnel operating the weighbridge is responsible for ensuring all associated duty of care paperwork/transfer notes contain correct information prior to accepting waste. Where discrepancies are identified, site shall notify Commercial Team to ensure they are rectified.

Delivery Off-Loading Procedure	Version 02	Issue date: 9.9.21	Issued by: Kate Lister
Uncontrolled when printed			PAGE 1 OF 4

6. Definitions

6.1. A Banksman is an operative who has been trained to control vehicle movements in a safe manner.

7. Associated Documents

7.1. All associated documents referred to in this Procedure are highlighted in bold and underlined.

8. Procedure

- 8.1. When a vehicle arrives, it is to be weighed and the driver is to receive a full **Drivers Induction** prior to being allowed to off-load.
 - 8.1.1. The driver is to notify the weighbridge operator if he is to open his own trailer. In such cases, the necessary RAMS shall be provided to site staff for review to ensure the task will not endanger anyone within the vicinity.
 - 8.1.2. The driver is to notify the weighbridge operator if he requires the trailer washing facilities. **Following Vehicle Washing Out Procedure.**
- 8.2. Weighbridge operator will check all waste transfer paperwork, confirming correct waste codes and DOC is in place.
- 8.3. Once the vehicle has been weighed the Weighbridge operator will inform the Banksman to prepare for the vehicles arrival.
- 8.4. Weighbridge operator will direct waste delivery to offloading area, indicating which door he will be entering.
- 8.5. When a vehicle arrives at the door, the Banksman is to make himself known to the driver.
- 8.6. ALL off-loading procedures require a minimum of 2 or more persons, to be carried out by trained and competent staff.
- 8.7. The Banksman is to direct the vehicle into the Reception Hall.
- 8.8. If at any time the driver loses sight of the Banksman he is to stop his vehicle immediately.
- 8.9. The vehicle should be directed by the Banksman to such a position that the load can be tipped without posing an increased risk to the workforce.
- 8.10. If a vehicle is found to be damaged, a picture shall be taken where safe and practical to do so, and sent to the Commercial Team.
 - 8.10.1. If the site deems the damage too severe to safely off load the vehicle then the rejected load procedure should be followed as per the **Contaminated Food Waste Procedure.**
 - 8.10.2. Where a load is rejected due to a damaged vehicle, the rejection box shall be ticked accordingly on the weighbridge system and the reason for rejection entered. Further instructions can be found in the **Waste Metrics Work Instruction.**
 - 8.10.3. At TW, the **Rejected Load Book** shall be completed by Site Operative with a copy of the form provided to both the driver and the Commercial team.
 - 8.10.4. If the damage is minor and the site team are happy and confident to off load the waste, then once the vehicle has tipped they should report the damage to the commercial team who will contact the customer/haulier.
 - 8.10.5. **Note*** All records of delivery vehicle damages or failures shall be reported to the Site Manager and recorded on the **Activ Incident Database.** The responsibility of investigating and resolving all such incidents shall be allocated to the Commercial Team.
 - 8.10.5.1. The incident log shall contain the following to aid Commercial in their investigation:

Delivery Off-Loading Procedure	Version 02	Issue date: 9.9.21	Issued by: Kate Lister
Uncontrolled when printed			PAGE 2 OF 4

1. Photographs of the damage
 2. Date of the issue
 3. Customer and Haulier involved (where known)
 4. Weighbridge ticket number (where known)
 5. Details of any downtime or damage to equipment
- 8.10.5.2. The Commercial Team shall ensure each incident is sufficiently closed with measures that prevent re-occurrence.
- 8.11. Once the vehicle is in the position, at no time is any operatives or pedestrians to walk behind any vehicle or skip.
- 8.12. Every bin is different so ensure off-loading operators are familiar with the type of vehicle, if unsure ask a colleague or the driver.
- 8.12.1. If you encounter problems tipping the load, doesn't follow this tipping method, need of additional tools etc, this needs a specific permit to be written and signed by a senior person on site.
- 8.13. The operatives are to release all the securing locks on the vehicle by gaining access from the sides only.
- 8.14. Removal of the final securing locks and ratcheting system should be undertaken with great care, as the load may be dynamic in nature and could under certain circumstances exit the vehicle under pressure and at high speed without warning once the securing clips are free.
- 8.15. Once the load is ready to tip and all securing clips have been removed, the operative is to ensure no persons are in the vicinity of the load before giving the signal through the banksman for the driver to tip the load.
- 8.16. The second person, if not involved in the actual unloading activity, must be carrying out a pedestrian activity – at no time is he to use a telehandler, or other machinery (mobile or static) that requires his full attention.
- 8.17. Once the load has been tipped, the vehicle is to be moved forward under the control of the banksman to a safe position away from the tipped load.
- 8.18. Once the vehicle is in a safe position, the banksman is to signal to the driver to lower the skip/trailer of the tipping vehicle.
- 8.19. Once the skip/trailer has been lowered and is secure onto the vehicle, the rear of the skip/trailer is to be re-secured using all locking clips and ratcheting systems.
- 8.20. Once the skips/trailer is secured shut, the complete rear end of the vehicle is to be deep cleaned and disinfected prior to being allowed out of the reception hall, all wheels are to be deep cleaned to ensure no waste is carried outside on the vehicle. **Following Vehicle and Floor Washing Procedure.**
- 8.21. When both the driver and Banksman are satisfied the vehicle has been cleaned, the Banksman is to advise the driver to return to the Weighbridge.
- 8.22. Once the vehicle has left the reception hall the Biogen staff are to inspect the waste for compliance, place any unacceptable waste in the quarantine area

Delivery Off-Loading Procedure	Version 02	Issue date: 9.9.21	Issued by: Kate Lister
Uncontrolled when printed			PAGE 3 OF 4

(appropriate gloves MUST be worn and relevant tools used to pick contaminants out).

8.22.1. Any unacceptable material must be photographed and emailed with detail of the load to the commercial operations department as per the **Contaminated Food Waste Procedure.**

8.22.2. Once the load has been inspected and adjudges to be acceptable, the material is ready for processing.

8.22.3. Any unacceptable material must be quarantined in the quarantine area and commercial notified as per the **Contaminated Food Waste Procedure.**

Delivery Off-Loading Procedure	Version 02	Issue date: 9.9.21	Issued by: Kate Lister
Uncontrolled when printed			PAGE 4 OF 4