ENVIRONMENTAL MANAGEMENT SYSTEM

The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG

Oxford Skip Hire Ltd

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Document History:

Version	Issue date	Author	Checked	Description
1.0	17/06/2021	CP	--	Document issue
1.1	08/12/2025	EG	CP	Permit variation application submission, varying to bespoke and changes to permit boundary

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Site Information & Key Contacts List

Site Address:	The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG		
Site Operator:	Oxford Skip Hire Ltd	National Grid Ref:	SU 51903 98346

Contact	Description	Office Hours	Out of Hours
Benjamin Baker Gemma Haynes Nicolas Wheatley	Directors	01865 951443	07544 159447
Gemma Haynes	Technically Competent Manager	01865 951443	07544 159447
Abingdon Community Hospital Marcham Road, Abingdon Oxfordshire OX14 1AG	Local NHS Hospital (Main)	01865 904346	999
	Accident & Emergency (A&E)	999	999
Long Furlong Medical Centre 45 Loyd Close, Abingdon, Oxfordshire OX14 1XR	Local Doctor Surgery (GP)	01235 522379	999 or 112
Thames Valley Police – Abingdon Outer Police Station Colwell Drive, Abingdon OX14 1AU	Local Police Non-Emergency	01865 841148	999 or 112
	Police Emergency	999 or 112	999 or 112
Oxfordshire Fire and Rescue Service 148 Meadowside, Abingdon OX14 5DJ	Fire and Rescue Service (in Emergency Dial 999)	01865 842999	999 or 112
Environment Agency (Wallingford Office) Red Kite House, Howbery Park Crowmarsh Gifford, Wallingford OX10 8BD	Environmental Regulator	03708 506506	0800 80 70 60
Oxfordshire County Council County Hall, New Road, Oxford OX1 1ND	Local Council General Enquiries	01865 792422	999
Thames Water Clearwater Court, Vastern Road, Reading RG1 8DB	Mains Water Supplier	0800 316 9800	0800 316 9800
Oaktree Environmental Ltd Lime House, 2 Road Two, Winsford, Cheshire CW7 3QZ	Secondary specialist waste and permitting compliance advisors	01606 558833	n/a

1 Introduction

1.1 General

1.1.1 Oaktree Environmental Ltd have been instructed by Oxford Skip Hire Ltd (the operator) to prepare this Environmental Management System (EMS).

1.1.2 This EMS has been prepared in relation to waste operations undertaken at The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG. The site is operated as a household, commercial and industrial (HCI) waste transfer station with treatment facility in accordance with Environmental Permit (EP) Ref. KB3104CQ.

1.1.3 The permit boundary is illustrated in green on Drawing No. 2895-THR-02 Permit Boundary Plan. All reference to 'the site' in this EMS refers to the associated operations, infrastructure, plant, and equipment within this boundary.

1.1.4 The purpose of an EMS is to give instructions to all staff specifying how the site is managed and has been revised with emphasis on managing the waste storage and incoming / outgoing procedures on site.

1.1.5 This EMS has been prepared in accordance with the following guidance:

a) The Environmental Permitting (England and Wales) Regulations 2016.
b) Develop a management system: environmental permits.
c) Technical Guidance WM3: Waste Classification - Guidance on the classification and assessment of waste.
d) The Waste duty of care: code of practice – 2018.
e) Non-hazardous and inert waste: appropriate measures for permitted facilities published 12/07/2021.
f) Climate change: risk assessment and adaption planning in your management system.

1.1.6 A copy of this EMS and the EP will be kept in the site office and made available at all times on site.

1.2 EMS Review

1.2.1 A member of senior management will review this EMS on an annual basis to ensure it is suitable and continues to accurately reflect the operations and systems undertaken on site and evaluate if these are still effective.

1.2.2 If upon review the EMS is considered to not suitably reflect operations or systems / processes undertaken, the relevant procedures will be updated where necessary. The EMS will be reviewed sooner in the event of any of the following:

a) Changes in operations i.e. processes or equipment.
b) Changes / variations to the permit (including the permit boundary).
c) Changes to site infrastructure i.e. buildings.
d) Changes to Environmental Legislation.
e) A pollution incident.

1.3 Relevant Contacts

1.3.1 The contact details for the operator are as follows:

Oxford Skip Hire Ltd The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG	Contact: Gemma Haynes Position: Director Tel: 07544 159447

1.3.2 Contact details for Oaktree Environmental are as follows:

Oaktree Environmental Ltd Lime House Road Two Winsford Cheshire CW7 3QZ	Contact: Chris Parry Position: Director Tel: 01606 558833 E-mail: chris@oaktree-environmental.co.uk

1.3.3 A full list of relevant contacts including emergency contact numbers are provided in the Site Information & Key Contacts List section in the pre-pages of this document.

1.4 Site Location

1.4.1 The site is located at The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG as shown on Drawing Nos. 2895-THR-02 & 03. The national grid reference for the site is SU 51903 98346 and is accessed via Thrupp Lane.

1.4.2 The site is situated in a semi-rural setting, located on the eastern outskirts of Abingdon. Within the immediate vicinity of the site are a collection of industrial and commercial premises.

1.4.3 A full list of receptors within 1km of the site have been included in Table 1.1 overleaf. A Receptor Plan illustrating these receptors is included in Appendix I, see Drawing No. 2895-THR-04 – Receptor Plan.

Table 1.1 - Sensitive Receptors

Receptor	Direction from Site	Approx distance from the site boundary to the receptor boundary (m)
Commercial / Industrial		
AJH Vehicle Repairs	East	0
H&S Fencing and Sheds	East	40
Residential Dwellings		
Thrupp Lane	East	50
Drysdale Close	North	195
Audlett Drive	West	370
Care homes (residential)		
n/a	n/a	n/a
Schools		
n/a	n/a	n/a
Watercourses / Surface Water Features		
Radley Lakes	South	580
Infrastructure (major roads and transport links)		
Great Western Railway Line between Culham and Radley	East	645
Ecological sites		
n/a	n/a	n/a
Recreational		
n/a	n/a	n/a
Scheduled Monuments		
Settlement Site N of Wick Hall	West	0

1.5 Permitted Operations

1.5.1 The EP authorises the acceptance, storage, and treatment of non-hazardous HCI waste and construction, demolition and excavation (CDE) waste.

1.5.2 Treatment activities undertaken on site consist of the following:

a) Sorting (with loading shovel/360° excavator or by hand).
b) Manual separation (by picking line).
c) Mechanical separation (including overband magnets and density separator).
d) Screening (by using appropriate mechanical screening plant / trommel).
e) Storage (prior to removal).

1.5.3 Specified waste management on site includes waste disposal and waste recovery operations listed in Annex IIA and IIB of The Waste Framework Directive 2008/98/EC which are outlined below:

- R3: Recycling/reclamation of organic substances which are not used as solvents.
- R4: Recycling/ reclamation of metals and metal compounds.
- R5: Recycling/reclamation of other inorganic materials.
- R13: Storage of wastes pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced).
- D15: Storage pending any of the operations numbered D1 to D14 (excluding temporary storage, pending collection, on the site where it is produced).

1.6 Hours of Operation

1.6.1 The site will be open during the following hours for waste operations including the delivery, receipt, and processing of waste:

Monday to Friday	07:30 – 17:00
Saturday	07:30 – 13:00
Sundays, Bank/Public holidays	Closed

1.6.2 The only activities on site which will be permitted outside of these hours are onsite maintenance works, emergency deliveries of waste/plant/machinery and general office use.

1.6.3 During times where the site is closed or not in operation, the site will be locked and secured to prevent unauthorised access.

1.7 Staffing and Management

1.7.1 Table 1.2 below details the staff structure for the site and information on roles and responsibilities for staff involved in waste operations.

1.7.2 The roles included in Table 1.2 below are used throughout the EMS to demonstrate the responsibilities for each staffing role.

Table 1.2 - Staffing Levels

Position	Employees	Responsibilities
Site manager(s)	3	Overseeing and co-ordinating all activities which take place at the site
Technically Competent Manager (TCM)	1	Ensuring that the site is being operated in accordance with the EP and in line with attendant regulations
Machine / Plant Operator's	2	Waste handling/processing, reception and plant operation
General operatives	2	To conduct site patrols when the site is not manned / operational
Administration staff	1	Office/administrative duties

1.8 Fit and Proper Persons

1.8.1 Site operations will be supervised by a Technically Competent Manager (TCM) who holds the relevant CIWM/WAMITAB qualification, including a Continuing Competence Certificate, where appropriate. The EA will be notified of changes to the TCM or appointment of temporary replacements before the changes come into effect. The TCM attendance hours per week will be agreed with the EA following issue of the permit but before operations commence.

1.8.2 A record of the TCM attendance, including start and finish times will be recorded in the site diary. These records will be made available to the Environment Agency for inspection on request.

1.8.3 The operator will ensure that in the absence of the TCM a nominated person will take on the appropriate responsibilities and act as competent person. The Environment Agency will be informed of any changes to the TCM and relevant replacement details.

1.9 Health and Safety

1.9.1 All operations on site will be carried out in accordance with the relevant requirements of the Health and Safety at Work Act 1974. Conditions of site use for employees, visitors and contractors are shown in Appendix V. These conditions will be shown to all site users and must be signed prior to using the site. Anyone refusing to comply with the conditions of use will be asked to leave the site.

1.10 Exempt Activities

1.10.1 Exempt activities are those which are outside the scope of the Environmental Permit for the site (listed in Schedule 3 of the Environmental Permitting (England and Wales) Regulations 2016) which are carried out at the site.

1.10.2 At present there are no waste exemptions registered at the site, nor do any exempt activities take place on site.

1.11 Convictions

1.11.1 At the time of application, neither Oxford Skip Hire Ltd nor any of the relevant people within the company had been convicted of a relevant offence.

1.12 Waste Carriers Licence

1.12.1 The operator holds an upper tier waste carriers licence to allow the importation and removal of waste from the site by the operators own vehicles. The operators waste carriers registration number is CBDU335737.

2 Site Engineering and Infrastructure

2.1 Site Description

2.1.1 The site infrastructure is detailed on Drawing No. 2895-THR-03. The drawing illustrates the following areas on site:

a) Different surfaces i.e. impermeable, hardstanding etc.
b) Location of buildings
c) Height/type of perimeter fencing
d) Reception and storage areas of waste
e) Location of fixed plant/equipment i.e. loading hoppers, trommel, conveyors etc..

2.2 Access and parking

2.2.1 Access and egress to/from the site is via Thrupp Lane and ample parking is available adjacent to the permit boundary/site access for Oxford Skip Hire Ltd.

2.3 Site Office

2.3.1 The site office is located as shown on Drawing No. 2895-THR-03 , the documents listed below will be retained in one of the site offices.

Documents to be retained in site office
The Environmental Permit (original & any subsequent variations)
This Environmental Management System (EA agreed document)
Current site diary (to record all inspections/visitors to the site)
Environment Agency inspection (CAR) forms
In-house inspection sheets/recording forms
Duty of care transfer notes (for 2 years minimum)
Duty of care product notes [(aggregates/topsoil (for 2 years minimum)]
Hazardous waste consignment notes (rejected waste, etc., kept for 5 years)
Waste delivery tickets
Accident book (& 1st aid kit)

2.4 Weighing and Categorising Loads

2.4.1 There is a weighbridge situated on the access road leading up to the site adjacent to the site office, the weighbridge will be used for accurate weighing of loads coming onto and being removed from site. During instances where the weighbridge is out of action, the weight of each load into and out of the site will also be estimated using the standard EA/WRAP agreed volume-to-weight conversion factors included in Table 2.1 below or HGV load capacities.

Table 2.1 - Weight Volume Conversion Factors

Waste type	Conversion Factors	
	Tonnes/m3	Tonnes/yd3
Foundry Sand	1.60	1.22
Topsoil/subsoil	1.30	1.00
Clay	1.60	1.22
'Light' loads	0.46	0.35
Metals	0.42	0.32
Mixed builder's skips	1.20	0.92
Paper/cardboard	0.20	0.15
Tree cuttings	0.20	0.15
Glass	0.75	0.57
Industrial sweepings/general rubbish	0.63	0.48
Commercial sweepings/general rubbish	0.33	0.24
Waste packaging/containers	0.20	0.15
Wood	0.70	0.53
Green waste	0.75	0.58

2.5 Notice Board and Signs

2.5.1 A notice board is erected at the site entrance and displays the following information:

a) The site name and address.
b) The name of the permit holder and operator.
c) The Environmental Permit number and accompanying statement stating that the site is permitted by the Environment Agency.
d) Environment Agency contact details, Emergency No. 0800 80 70 60 and
e) General Enquires No. 03708 506 506.
f) Operator's "out of hours" emergency contact details (see contacts table)
g) Operating hours.

2.5.2 Additional signs are displayed around the site for operational / health & safety purposes. All staff and visitors will be required to comply with the requirements of all signs whilst on site.

2.5.3 The notice board will be inspected once per week. In the event of any damage or effectiveness, the board shall be repaired or replaced within one week.

2.6 Site Security

2.6.1 Site security is important to reduce the likelihood of unauthorised access to the site. The site is situated in a semi-rural setting, located on the eastern outskirts of Abingdon. Within the immediate vicinity of the site are a collection of industrial and commercial premises.

2.6.2 The site is located off Thrupp Lane on a no through access road, naturally limiting the amount of traffic surrounding the site. Being situated on a no through access road also means there is limited escape routes for potential offenders which would likely deter criminal activity.

2.6.3 The perimeter of the site is secured with various different fencing with predominantly 3m high interlocking concrete block walls surrounding the majority of the site. Other fencing includes 2m high timber fencing and 2.5m high palisade gates at the site access/egress points.

2.6.4 There are further security features as part of the wider industrial area including a 2.5m high sliding gate on the access road off Thrupp Lane.

2.6.5 In addition to the above, the site has 24-hour CCTV covering all operational and waste storage areas on site as well as the access road leading up to the site entrance. All cameras are pan, tilt and zoom 360-degree coverage over a 50m distance meaning all areas of the site are monitored.

2.6.6 CCTV cameras link to site management's mobile phones and in the event of an incident will directly inform the operator with a text or ring alert, the operator will then be able to review the footage on their phone and decide whether action is required i.e. attend the site or contact the emergency services/EA.

2.6.7 Any unusual or suspicious activity picked up which is not in line with site specific procedures will mean a call to the emergency services which would present the risk of arson.

2.6.8 The site security measures (fencing/gates etc) will be inspected on a weekly basis and any defects which impair the effectiveness of the security will be repaired to the same or better standard within 7 working days. All repairs will be noted on the site diary within 24 hours of the event.

2.6.9 If unauthorised access becomes apparent as a problem at the site, the security measures will be reviewed, and improvements implemented.

2.7 Fuel and Hazardous Substance Storage

2.7.1 No gas cylinders or aerosols will be accepted for storage at the site, nor will there be any chemicals present on site.

2.7.2 Oil and lubricants are stored on site for everyday maintenance of vehicles and plant. These are kept in the workshop on site.

2.7.3 There is a 2,500-litre fuel tank on site, which is stored in accordance with the following procedures:

a) Tanks will be surrounded by a bund capable of containing a minimum of 110% of the volume of fuel stored in the tank.
b) All pipework and associated infrastructure will be enclosed within the bund.
c) A lock will be fitted to the tank valve to prevent unauthorised operation.
d) Any storage of oil will comply with the Control of Pollution (Oil Storage) (England) Regulations 2001 SI No.2954 or any subsequent legislation.
e) All valves and gauges on the tank will be constructed to prevent damage caused by frost.
f) The tanks will be clearly marked showing their capacity and product within.

2.8 Rejected Waste

2.8.1 A waste may be non-conforming and rejected from the site for any of the following reasons:

a) Delivery vehicle is unsuitable for site operations / conditions.
b) The waste types are not acceptable at the site under the Environmental Permit.
c) There is prohibited waste mixed within the load.
d) The load is not accompanied by the correct documentation.
e) The waste does not match the description on the accompanying documentation.
f) The waste is unsuitable for treatment.

2.8.2 Any waste which is rejected will be stored in the quarantine area, either in a skip or stockpiled and removed from site within five working days. The location of a quarantine skip on site may vary as operating conditions permit but the clear labelling and management control will ensure its use as specified.

2.8.3 If waste is identified as being unacceptable at the site entrance or at the point of offloading the site manager will be contacted and a Waste Rejection Form (form THR/RF/2 included in Appendix II or similar) will be issued to the driver. The driver of the load will be informed of the load's rejection, reason for the rejection and requested to leave the site.

2.8.4 If the load is rejected because the description of the waste on the Waste Transfer Note is incorrect, the driver may be given the opportunity to correct the mistake so long as the waste is acceptable at the site.

2.8.5 In the event of a rejected load the Environment Agency may be contacted by telephone and / or email with details of the rejected load. These details should include information relating to the nature and quantity of waste involved, the time and date, the name and address of the waste producer, the registration number of the vehicle delivering the waste and the name and address of the vehicle driver and haulage contractor.

2.9 Drainage

2.9.1 The drainage arrangements for the site are clearly shown on Drawing No. 2895-THR-03 and the majority of the site surface is impermeable. There is a small section of hardstanding which comprises a freely draining surface, only non-hazardous inert material is stored on hardstanding.

2.9.2 Surface water falls to the centre of the site where there are drainage gullies which transfer water to a 15,000-litre underground storage tank, water is collected here prior to being tankered to a suitably permitted facility.

2.9.3 Inspection of the surface water on site will be carried out throughout the day using inspection forms by site staff and in the event of surface water pooling from heavy rainfall events, the operator will inspect the water by eye and anu distinctive colouring from either oil or potentially contaminated wastes will be pumped out using a hired in tanker. If the water is suitable for suppression techniques, it may be scooped and doused on external stockpiles.

2.10 Vehicles, Plant and Equipment

2.10.1 Waste will be handled using the plant listed in Table 2.2. Only trained operatives will be permitted to drive/operate the plant listed below. Any changes to the list will be notified to the EA prior to implementation.

Table 2.2 - Plant & Equipment

Item	Number	Function
18 tonne skip loader	2	Collection/deposit of skips
32 tonne hook loader	3	Collection/deposit of roll on roll off skips
13 tonne waste handler	1	Loading/unloading/movement/sorting
Telehandler	1	Loading/unloading/movement/sorting
Weighbridge	1	Accurately weighing of loads
Trommel	1	Separation of clean inert material from mixed waste
Picking station (including conveyor belt, magnets and blowers)	1	Mechanical and manual separation of wastes by type

Note: The plant/equipment on site may vary and additional equipment may be hired-in to cope with larger jobs, jobs with specific requirements or to prevent over stockpiling leading to a breach of permitting conditions.

2.11 Preventative Maintenance

2.11.1 Plant and vehicles (including engines) will be maintained and serviced in line with manufacturers recommendations. The preventative maintenance checklist included in Appendix II will be populated with all items required to be maintained. Any defects and actions taken as part of inspections and maintenance will be recorded.

2.11.2 Site operatives will undertake preventative maintenance checks i.e. before, during and 1 hour before the end of each working day to ensure the following:

a) Machinery is mechanically sound for use and no presence of black fumes or trailing liquids visible prior to use or following shutoff of plant/equipment.
b) Plant which is not in use for any extended period is stored at least 6 metres from combustible waste.

c) All plant and equipment vehicles are fitted with fire extinguishers.

d) Dust from processing/treatment operations on site can settle throughout the working day but the operator has a continuous training regime to prevent this happening. The plant will be cleaned at least once every 12 hours.

3 Site Operations

3.1 Preliminary procedures

3.1.1 Guidance will be given by site management to all employees, sub-contractors, other waste carriers and customers regarding the waste types and operations which are acceptable at the site i.e. a copy of the relevant authorisations for the site such as the EP.

3.1.2 The operator is a registered waste carrier and generally collect loads from customer sites. However, if waste is to be accepted from sub-contractors or is delivered by other known hauliers, waste carrier registration details will be taken prior to acceptance of a load.

3.1.3 All regular haulage operators delivering waste to the site will be periodically checked with the EA public register to ensure appropriate registration.

3.1.4 The procedures below would be followed prior to the receipt of waste on site.

3.1.5 When a driver employed by the permit holder arrives at the waste producer's premises, he/she will inspect the load for conformity with relevant regulations and safety procedures.

a) If the load is satisfactory the driver will sign the relevant paperwork (Duty of Care transfer note/delivery ticket) and remove the load from the premises.
b) If the waste does not meet the description stated on the controlled waste transfer note the customer is advised to check the note and give a more detailed description of the waste.
c) If the more detailed description of the waste reveals that the waste is not/permitted to be accepted at the site, then the customer is advised that the waste must be taken to another site which is appropriately permitted to accept the waste(s).
d) If further instructions are needed the driver may also report back to the site manager.
e) Where it is suspected that the details given on the transfer note are incorrect the Environment Agency may be contacted for advice.
f) Where the load contains soil from an industrial site the procedures in Section 3.4 will be followed.

g) If further instructions are needed the driver may also report back to the site manager.

3.2 Waste Acceptance (checking in & inspection of loads)

3.2.1 All incoming vehicles are required to report to the site office. Details of the load will be recorded, and the transfer note / accompanying documentation will be further checked to ensure it is acceptable at the site. Transfer notes are checked to ensure they contain the following information:

a) Vehicle Registration and drivers name and signature.
b) Waste haulier name and valid waste carriers' registration number.
c) Name address (of source site) and signature of transferor.
d) Name, address (of destination site) and signature of the person receiving the waste (transferee).
e) Permit number or exemption reference of person receiving the waste (if applicable).
f) Description of waste including waste type, waste source, waste containment and waste quantity.
g) List of Waste (LoW) code.
h) SIC code of the waste holder.
i) Date and time of waste transfer and waste transfer note number.
j) Confirmation that the waste hierarchy has been considered.

3.2.2 All loads are visually inspected prior to offloading, if non-compliant waste is discovered upon visual inspection, there is a discrepancy with the load or its paperwork, then the site manager shall be informed immediately. If the load is not acceptable under the EP, then, it should be rejected from the site and deposited at a suitably permitted facility.

3.2.3 The nature of bulk loads makes full inspection difficult until the load is deposited. Accepted waste loads will be directed to the appropriate tipping / waste reception area. Loads are also examined at the point of offloading, if loads are discovered to be unacceptable at this point, if possible, the load should be re-loaded back onto the vehicle and rejected from site. If it is impossible to load a rejected load back ono the delivery vehicle, the load will be put into the

quarantine area for removal. In cases where the presence of unauthorised waste is likely to lead to a breach of permit conditions, the Environment Agency will be contacted immediately to agree a course of action.

3.2.4 Accepted waste will be directed to the appropriate tipping / reception area. Loads are also examined at the point of offloading, if loads are discovered to be unacceptable at this point, if possible, the load should be re-loaded back onto the vehicle and rejected from site. If it is impossible to load a rejected load back ono the delivery vehicle, the load will be put into the quarantine area for removal. In cases where the presence of unauthorised waste is likely to lead to a breach of permit conditions, the Environment Agency will be contacted immediately to agree a course of action.

3.2.5 If only small levels of contamination are noted, they are handpicked and reject material placed in a skip for safe disposal.

3.2.6 If hazardous waste or suspected hazardous waste is deposited on the site, the material will be left alone with precautions taken to absorb any spillages and the area cordoned off. The EA will be contacted as a matter of urgency and the material left in situ until removed under the EA's instruction.

3.3 Gypsum & Plasterboard Assessment

3.3.1 Waste gypsum when mixed with biodegradable material results in the production of hydrogen sulphide which is a toxic gas so all waste gypsum will be kept separate from all other waste on site. This will be done by applying the following procedures which all staff will undergo refresher training on following issues of this EMS:

a) All waste transfer notes will be updated advising no plasterboard is to be deposited in a skip. All existing and new customers will be told the importance of segregating plasterboard at the place of production due to the above issue.
b) The site will only knowingly accept plasterboard in single stream loads and not part of any mixed loads.

c) Prior to delivering a skip to a property, the operator will ask the customer if any plasterboard is likely to be present in the load, i.e. what is the nature of the skip. If the customer is a builder or a householder having building works undertaken at their property, the customer will be provided with a separate bag for plasterboard / gypsum waste and a separate transfer note detailing the EWC code for plasterboard which is 17 08 02.

d) The customer will be advised to place the bag of plasterboard on top of the skip or to the side of the skip prior to collection. The operator, when collecting the skip would ensure the bag is sealed and segregated from the mixed skip when loading on to the HGV.

e) If the customer refuses to segregate the plasterboard from other waste on the place of production, the skip will be subject to a more rigorous sort (shown in the sections below) when delivered to the site and the operator would inform the customer of a penalty charge.

f) Once a mixed load of waste is tipped, plasterboard contamination may still be present, so the driver will take photographs the load before processing. This system is used to prove the presence of contrary items or misdescription, to enable the sales team to levy additional costs on the customer for their correct handling as shown in point iv above.

3.4 Waste Acceptance – POPs Assessment

3.4.1 Staff will be trained on the identification of any waste which could contain POPs, which includes the following:

- Sofas
- Sofa beds
- Armchairs
- Kitchen and dining room chairs
- Stools and foot stool
- Home office chairs
- Futons

- Bean bags, floor and sofa cushions

3.4.2 If any of the wastes listed in this procedure are identified in the waste tipping and sorting area and contain leather, synthetic leather, other fabric, or foam, the items will be segregated and removed. These items are bulked and then sent to a suitably permitted site.

3.4.3 If there is a risk of contamination from the identified POPs waste i.e. if pieces of foam, cover, lining or wadding material are released from the item the whole load will be classified as POPs waste and sent for destruction.

3.5 Waste Acceptance – Soils and Aggregates Recycling

3.5.1 The operator accepts the following EWC codes which have a mirror hazardous entry code. Only non-hazardous EWC codes will be accepted at the site.

- Mixture of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06 – 17 01 07
- Mixed construction and demolition wastes – 17 09 04
- Soil and stones – 17 05 04

3.5.2 All incoming wastes are characterised and coded by the waste producer in accordance with the Waste Duty of Care: Code of Practice. Strictly non-hazardous wastes are accepted at the site as classified under the Joint Agency Guidance Document entitled "Waste Classification. Guidance on the classification and assessment of waste (1st Edition v.1.GB). Technical Guidance WM3" updated October 2021 (WM3).

3.5.3 To ensure that only non-hazardous wastes are accepted, the following information will be requested from waste producers (if relevant) at the start of each contract to ensure compliance with the EP and WM3:

a) A desk survey which has identified past uses of the excavation/construction site.
b) A ground sampling plan including both surface and sub-surface sampling.

c) Following analysis of the samples an environmental / human health risk assessment which identifies areas of the site that require remediation or soil removal.

d) Waste soil classification in line with WM3

e) All information relating to the site investigation was retained and passed to subsequent holders of waste.

f) Name and address of the site from which the waste was excavated/produced.

g) Detailed waste description, including EWC code.

3.5.4 The operator will initiate their own assessment during waste acceptance checks where the Operator will determine / assess if they agree with the waste producers coding of the waste as non-hazardous. The Operator implements a risk-based approach at the site, the following factors are considered when assessing the waste:

- Customer profile
- Source of the waste
- Visual inspection upon arrival

3.5.5 The majority of inert waste accepted at the site comes from domestic projects such as garden excavations, building extensions, or new housing developments, which are classified as low-risk due to prior site remediation or contamination checks before developments begin. The source for all accepted waste is recorded as part of the waste transfer notes.

3.5.6 The operator considers waste accepted from the following types of sites to be low risk:

- Domestic properties (e.g., digging footings, garden soil removal)
- Parks and gardens
- Amenity areas
- Home Building sites and new developments
- Non-industrial sites e.g., care homes, hospital, and leisure facilities
- Greenbelt areas

3.5.7 For medium and high-risk sites such as industrial locations, brown field sites, petrol stations, utility excavations, or highway projects etc, a full WM3 analysis would be required to be

undertaken including a declaration and report from the producer to confirm the waste is non-hazardous. If the producer cannot provide this information, the waste will not be accepted at the site.

3.5.8 Upon the operators assessment if it is considered that wastes have been mis-classified as non-hazardous or mis-coded by the waste producer, the waste will be quarantined in a sealed area pending further testing or removal from site to a suitably authorised facility for further recovery / disposal.

3.5.9 Notwithstanding the above, if a load of incoming waste is found to have substance concentrations which do not cause the waste to be classified as hazardous under WM3, but nevertheless are sufficiently close to the limit values that any fines arising from the treatment of the waste may be classified as hazardous, the operator may have the waste removed from site for recovery / disposal elsewhere rather than treating it at the site for commercial reasons.

3.5.10 The above information will be requested, and waste will be assessed prior to tipping to ensure no contaminated or hazardous waste is deposited onto hardstanding.

3.5.11 The operator reserves the right to refuse such loads and contact the EA where necessary (prior to acceptance of the loads) to ensure that the load is acceptable.

3.5.12 The assessment methods outlined above are considered suitable as assessing waste as non-hazardous.

3.6 Waste Deposit & Handling

3.6.1 Once a load has been accepted by the operator, the contents will be discharged into the appropriate waste reception, storage or treatment area as shown on Drawing No. 2895-THR-03 and is likely to comprise of the following EWC codes:

- 17 09 04 – mixed construction and demolition waste other than those mentioned in 17 09 01, 17 09 02 and 17 09 03
- 20 03 01 – mixed municipal waste

3.7 Waste Storage, Types and Quantities

3.7.1 The locations of waste types and volumes stored on site will be maintained with those outlined in Table 3.1 at the end of this procedure, waste storage locations are illustrated on Drawing No. 2895-THR-03.

3.7.2 The annual throughput at the site will not exceed 24,999 tonnes.

3.7.3 Waste types accepted at the site will comprise of non-hazardous waste only.

3.7.4 In the event of the site reaching maximum storage capacity, no further waste will be accepted, and all incoming loads will be diverted to an alternative site until waste has been removed from the site and there is sufficient storage available.

3.7.5 Waste storage areas are inspected on a regular basis as part of the inspection checklist with care being taken to ensure stockpile sizes are not exceeded and stockpiles do not block drainage paths.

3.7.6 The site manager will consider access and egress of emergency service vehicles and the potential for double handling of waste when planning the position and location of storage areas.

Table 3.1 - Waste Storage Area Details

Storage Area Details											
Plan Ref	Description	Storage type	Containment	Height / width of firewall (m)	Max width of pile (m)	Max length of pile (m)	Max height of pile (m)	Approx. area (m2)	Conversion factor used	Approx. volume (m3)	Max storage time
AREA 1	Mixed waste reception (tipping), inspection and sorting area	Free-standing (unprocessed)	Stockpile against 2-sided concrete bay	3 / 0.6	14	9.4	2	90	0.75	135	<72 hours
AREA 2	<40mm screened fines	Free-standing (processed)	Freestanding stockpile in the external yard	n/a	7.2	7.8	3	56	0.333	56	<72 hours
AREA 3	Residual waste	Container (processed)	8-cubic yard container in waste transfer building	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 4	Wood	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 5	Ferrous metal	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 6	Lights (>75mm)	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 7	Oversize concrete, hardcore and stone from the recycling plant	Free-standing (processed)	Free-standing stockpile in waste transfer building	n/a	4	3.7	3	15	0.333	15	<72 hours
AREA 8	Hand sorted recyclables i.e. plastic, cardboard, metal, greenwaste, plasterboard etc contents in each container may vary	Containers (processed)	40-cubic yard container(s)	n/a	2.5	6	2.62	15	1	40 per container 120 total (3 containers)	<4 weeks
AREA 9	Hand sorted recyclables i.e. plastic, cardboard, metal, greenwaste etc contents in each container may vary	Containers (processed)	As above	n/a	2.5	6	2.62	15	1	40 per container 280 total (7 containers)	<4 weeks
AREA 10	Wood	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	11.6	17.8	2	206	0.75	310	<4 weeks
AREA 11	Soils & hardcore	Free-standing (processed)	Free-standing stockpile	n/a	7	15	3	105	0.333	105	<6 months
AREA 12	Mixed inert and soils	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	7	5.6	2	39	0.75	59	<6 months
AREA 13	Stone, concrete and hardcore	Free-standing (processed)	As above	3 / 0.6	3.4	6	2	20	0.75	30	<6 months
AREA 14	<40mm screened fines (overflow from AREA 2)	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	11.7	5.8	2	68	0.75	102	<6 months

3.8 Waste Treatment Process

3.8.1 Following acceptance, mixed waste is tipped in the main waste reception, inspection and sorting area comprising of a stockpile against a two-sided concrete bay (AREA 1). Following tipping the waste is subject to the following:

a) Tipped waste will undergo an inspection to remove any non-conforming material (if any) which is picked out and immediately quarantined for removal from site.
b) Once any non-conforming material has been removed, the bulkier items will be removed by a grab.
c) Plasterboard typically arrives already segregated from waste loads, however, if any is identified during sorting / separation it will be handpicked and stored in a dedicated plasterboard storage container which will be located in AREA 8 or 9.
d) Following the above, the remaining waste stored in AREA 1 will comprise of wastes to undergo further sorting and separation via the trommel and picking line.
e) Waste will be transferred through the trommel with <40mm screened fines being deposited in a freestanding stockpile outside the waste transfer and treatment building (AREA 2).
f) The other wastes continue via a conveyor belt over a two-bay picking line where recyclables are handpicked and deposited into containers beneath the picking station.
g) Following the picking line there is an overband magnet to separate any ferrous metals from the remaining waste, these are deposited into a container beneath the conveyor (AREA 5). Waste then continues to pass through a density separator (blower) which blows the lighter fractions of residual waste into a container (AREA 6).
h) Following the above the remaining wastes should be heavier items consisting of inert CDE waste (stone, concrete hardcore). This material falls off the end of the conveyor into a freestanding stockpile (AREA 7).
i) Once the wastes stored beneath the picking line reach maximum capacity they are bulked for storage in larger containers in the yard of the site (AREA 8 & 9) prior to removal.
j) Wood is stored in a three-sided concrete bay in the yard (AREA 10).

3.9 Waste / Product Removal and Export

3.9.1 When a collection vehicle arrives at the site to remove waste material or product, the driver will be instructed to report to the site office to confirm their identity. All relevant documentation will be completed, and the vehicle will be passed to pick up the load and take it to the designated recycler/disposal site (if the outgoing material has not been fully recovered on site). The product or waste will then be loaded using the loading shovel.

3.9.2 The operational outputs and residues produced by the site and the disposal or recovery routes envisaged are detailed as follows:

a) Brick/rubble – sent for crushing to produce 6f5 aggregate or similar product.
b) Some materials will not be recovered after processing (or will not be fit for use at recovery sites) such as clays and some soils. These materials may be disposed at suitably permitted landfill site or sent to a suitably permitted site to be washed.
c) Plasterboard/gypsum – sent to a permitted site for further recycling
d) Fines - as material for site restoration works on site or used as landfill cover.
e) Metals – will be taken to a suitably permitted site for further recovery.
f) Separated recyclables (i.e. plastic, cardboard etc) – will be taken to a suitably permitted site for further recycling and recovery.
g) Rejected material will be removed from site as detailed in Section 2.8.

3.9.3 The operator will produce the following MNH waste codes on site which will be sent to the following locations depending on sampling analysis:

- trommel fines (<40mm) = 19 12 12 – landfill over or other suitably permitted site.

3.9.4 In order to demonstrate the above codes are non-hazardous leaving the site, basic characterisation testing will take place of the above wastes initially and assuming they are non-hazardous, the operator will drop to compliance testing in accordance with the operators Sampling and Inspection Plan.

3.10 Record keeping

3.10.1 Oxford Skip Hire Ltd use detailed waste transfer and product notes in paper and electronic form to ensure compliance with the Waste Duty of Care Code of Practice - March 2016 (Section 34(9) of the Environmental Protection Act 1990). The following points detail the correct information required in order to comply with the Waste Duty of Care Code of Practice which the operator will provide on all documentation:

a) A written description of the waste which has been agreed and signed by the operator and the next holder. The description is part of the waste information the operator will provide.
b) A statement confirming that the operator has fulfilled the duty to apply the waste hierarchy as required by regulation 12 of the Waste (England and Wales) Regulations 2011 (see Waste Hierarchy Guidance for England and Wales)
c) The description of the waste is accurate and contains all the information required to ensure the lawful and safe handling, transport, treatment, recovery or disposal by subsequent holders, including classification of the waste by using the appropriate codes (referred to as the List of Wastes (LoW) or European Waste Catalogue (EWC)) - Appendix A of the Waste Classification Technical Guidance provides a list of the codes as well as advice on how to assess and classify waste.
d) The quantity and nature and whether it is loose or in a container, if in a container, the type of container.
e) The time and place of transfer.
f) The SIC code of the transferor (current holder of the waste).
g) The name and address of the transferor and transferee (person receiving the waste) and their signatures (the signature can be electronic as long as an enforcement officer can view it).
h) The capacity in which the transferor and transferee are acting (e.g. as a producer, importer or registered waste carrier, broker, or dealer) and their relevant authorisation to act in that capacity (e.g. their permit number or registration number).

3.10.2 For non-hazardous waste this will be done by using:

a) a paper WTN and form to fill in or alternative documentation e.g. an invoice, as long as it contains all the required information.

b) a season ticket which is a single waste transfer note that covers a series of non-hazardous waste transfers. The season ticket will last up to one year and be used for regular transfers of the same type of non-hazardous waste with the same carrier. If the operator has several sites serviced by the same carrier with the same types of waste collected, these can be listed in a schedule to the season ticket. The operator will keep a record of the collection times and the quantity of waste.

3.10.3 A waste information note will not be required for non-hazardous waste if the waste holder does not change on the transfer of waste e.g. the waste is moved to other premises belonging to the same business. However, it is best practice that the business understands who has responsibility for that waste and a record is kept of internal transfers for audit purposes.

3.10.4 Hazardous waste: The operator will not be accepting any hazardous waste into the site and if any hazardous waste or non-conforming waste is to be removed, it will be done so using a fully completed hazardous waste consignment note and sent to a suitably permitted site. The records of which will be kept for 5 years.

3.10.5 A summary of waste types and quantities deposited at and removed from the site and origin and destination details are then forwarded to the EA, with submission due within one month of the end of each quarter as below:

a) Quarter 1: January to March (due on or before 30th April)
b) Quarter 2: April to June (due on or before 31st July)
c) Quarter 3: July - September (due on or before 31st October)
d) Quarter 4: October - December (due on or before 31st January of the following year)

3.10.6 Outcomes of inspections of waste types, transfer/treatment areas, storage areas, drainage, infrastructure etc., will be recorded on-site inspection form and detailed comments will be entered into the site diary (including action taken or proposed). THR/RF/4 (or similar).

3.10.7 Visitors to the site will sign the sites visitor's book located in the site office upon arrival stating the purpose of their visit and whom they represent.

3.10.8 Complaints will be recorded; THR/RF/7 is included as an advisory. Section 4.9 demonstrates further action on the event of any complaints received.

3.11 Management Techniques

3.11.1 All measures necessary to achieve a high level of protection of the environment and to ensure that the site is operated in accordance with this EMS and EP conditions will be strictly adhered to.

3.11.2 The manner in which the facility is managed is a critical element in ensuring emissions from the site operations are minimised. Therefore, management of this facility will ensure:

a) staff are competent to manage and operate the facility i.e. fit and proper persons;
b) waste acceptance procedures are in place;
c) appropriate storage and handling procedures are in place;
d) waste/product despatch procedures are in place;

e) procedures and control techniques in place to minimise potential emissions to air, land and water;

f) there is an EMS, i.e. this document, in place to ensure standards are maintained, including incidents and complaints management procedures;

g) a communication programme is in place; and,

h) a health and safety programme is in place and is coherently conveyed to all staff and rigorously enforced throughout the whole of the organisation.

3.12 Site Closure Plan

3.12.1 In the event that the site ceases to operate as a waste transfer/treatment facility as set out in the site's EP, the following steps will be followed to achieve site closure:

a) Contact the EA to advise the Environment Officer(s) that the site is planned to cease / has ceased the acceptance of wastes under the permit.

b) The amount of residual processed and unprocessed waste on site will be assessed by the TCM to set a timetable for the final processing and timely removal of waste from site.

c) Following removal of all waste, plant and machinery from site a Site Investigation will be undertaken to ascertain the ground conditions of the land to which the site relates.

4 Environmental Control, Monitoring and Reporting

4.1 Breakdowns and spillages

4.1.1 In the event of breakdown of the loading plant, an alternative machine will be brought on site until it is repaired. If an alternative machine cannot be used, then waste will be stored securely until the plant is repaired. The repair will be carried out at the most convenient location with absorbents used to clear oil or fuel spillages.

4.1.2 All site surfaces will be inspected daily when the site is in operation. Debris will be swept as required and placed in a skip for disposal to a suitably permitted site.

4.1.3 Any spillages of fuel/oil will be cleared immediately by depositing sand or absorbents on the affected area. The sand or absorbents will be placed in a skip to be taken to a suitably permitted site for disposal. All spillages of waste and windblown litter will be cleared by the end of the working day in which they occur. Spillage clearance procedures are detailed in Section 5.4.

4.1.4 All wastes liable to give rise to contamination will be removed from the site if the site is not secure or if operations cease or are temporarily suspended.

4.2 Site Inspections and Maintenance

4.2.1 The type and inspection frequencies for maintenance/housekeeping are listed on record form THR/RF/4 as an advisory. The inspection form will be completed by a person who is familiar with the requirements of the EMS and EP for the site. All details of defects, problems and repairs carried out will be recorded on the form on the day that each event occurs. Detailed comments may also be recorded in a site diary. All repairs will be carried out within 5 days unless otherwise agreed with the EA.

4.2.2 All repairs to site security will be made within 5 working days of the discovery of the damage and the site will be made secure until the repair has been carried out.

4.2.3 Any major defects found during the daily site inspection which are likely to lead to a breach of permit conditions will be repaired by the end of the working day in which they are found, where possible. If a repair is not possible by the end of the working day, the EA will be contacted to agree a suitable timescale for repair.

4.3 Control of Mud and Debris

4.3.1 It is considered because most of the site has an impermeable surface, vehicle movements are unlikely to generate mud or debris, and the risk of material being carried off-site is therefore low

4.3.2 Vehicles will be visually inspected before exit to check that loads are safe and that no mud is carried out onto Thrupp Lane on the wheels or bodies of HGVs. Visual inspections of the vehicle running surfaces at the site will be carried out daily (see THR/RF/4), however, staff will report any problems with mud or debris on the site roads immediately to the site manager.

4.3.3 The deposit of material on the access road or public highway will be treated as an emergency and will be cleared immediately by the operator using either a brush and shovel or vacuum tanker/road sweeper if necessary. Silt will not be washed into roadside drains or gullies.

4.4 Dust Control

4.4.1 The operator has access permanent access to mains water and hoses on site which can be utilised for dust suppression.

4.4.2 Weather conditions will be monitored and checked at the start of each day so that suppression and dust mitigation measures can be planned accordingly.

4.4.3 The operator implements the requirements of a site-specific Dust & Emissions Management Plan which provides comprehensive dust control and mitigation measures, see document ref. 2895-THR-DEMP.

4.5 Odour Control

4.5.1 The implementation of strict waste acceptance procedures will minimise the risk of odour from the site. If any malodorous waste is detected upon initial inspection of a load the waste will be rejected.

4.5.2 The operator implements the requirements of a site-specific Odour Management Plan which provides comprehensive odour control and mitigation measures, see document ref. 2895-THR-OMP.

4.6 Litter Control

4.6.1 Given the nature of wastes accepted at the site (i.e. light wastes including paper/cardboard), there is a risk of litter escaping the site boundary and therefore careful management is required to reduce the risk to low/negligible.

4.6.2 The greatest risk of litter would be during windy conditions. The site will be operated to a lesser degree during these conditions if required, giving due regard to the potential effects of windblown litter.

4.6.3 The processing of waste within a building will significantly reduce the risk for items of litter becoming windblown.

4.6.4 Waste stored in containers will not be overfilled higher than the height of the container to prevent waste being easily windblown.

4.6.5 Daily inspections for litter will be carried out for the presence of windblown litter and operatives will be instructed to collect the litter and place it in a skip / general waste bin for disposal/recovery before the end of the working day. In any event, all light waste will be placed in skips before the end of the working day. Regular checks of the areas immediately beyond the site boundary will be carried out by site operatives.

4.7 Control of Pests, Birds, and Other Scavengers

4.7.1 The site will be inspected daily for the presence of vermin and the results of the inspection noted in the site diary or site inspection form. If any occurrences are notes, an approved pest controller will be called to site to eradicate the problem.

4.7.2 Due to the semi-rural surroundings of the site and the close proximity to a water body / woodland habitat there will likely be a natural presence of birds etc.

4.8 Control and monitoring of noise & vibration

4.8.1 Waste operations will be carried out using the Best Practicable Means at all times. These measures will ensure the noise levels at the site are managed appropriately by identifying: the likely sources of noise arising from the development; and the actions to be taken / procedures to be followed or planned in order to prevent or minimise levels.

Table 4.1 - Noise Management Table

Potential Noise Source	Action to be taken to prevent or minimise noise
HGVs travelling to and from the site for delivery/collection of wastes/products.	• All vehicles are required to be driven onto and off site with due consideration for neighbouring premises. • HGV movements will be spread out evenly throughout the day.
Loading/unloading of waste delivery vehicles	• Vehicles must be well maintained and operated with silencers. Moving parts to be regularly lubricated. All vehicles must be driven slowly around the site (5mph site speed limit). • Engines to be switched off when not in use. • Reversing alarms to be preferentially fitted with white noise alarms to minimise impacts on neighbouring sites. • No shaking of vehicle bodies whilst raised.
Operation of mechanical treatment plant i.e. trommel	• Engines to be switched off when not in use. • Plant to be well maintained and operated with silencers. Moving parts to be regularly lubricated. • Operation of plant is strictly in accordance with the hours set out in Section 1.5 of this EMS, this will ensure any impact on the surrounding area is minimised during 'unsociable' hours when surrounding industrial operations are less intensive or dormant.
Operation of loading plant (i.e. telehandler/360)	• Drop heights to be kept to a minimum, particularly when loading empty tipper wagon/skip/container to minimise noise/vibration.

	• Engines to be switched off when not in use. • Plant to be well maintained and operated with silencers. Moving parts to be regularly lubricated. All vehicles must be driven slowly around site. • Loading plant/machinery will only be operated at ground level, i.e. never on stockpiles.
Small vehicles travelling to and from the site (e.g. staff and visitor's cars, courier van deliveries etc.)	• All those working on and visiting the site to be made aware of need for considerate driving and keeping vehicles well maintained. • Small vehicles will arrive marginally earlier than the main site operating hours.

4.8.2 The operator implements the requirements of a site-specific Noise Management Plan, see document ref. NP-012424-2.

4.9 Complaint's Procedure

4.9.1 Any third-party complaints received will be recorded on form THR/RF/7 and will include a record of the complaint, particulars of the complainant and details of any action taken to alleviate the problem to ensure the likelihood of a future third party complaint is minimised.

5 Emergency & Contingency Procedures

5.1 General

5.1.1 In addition to obligations imposed by RIDDOR '13 (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) the permit holder will notify the EA of any serious injuries to employees of Oxford Skip Hire Ltd, other site users or members of the public arising as a result of operations on site. Minor injuries such as cuts and grazes etc. will be recorded in the accident book on site. Separate procedures will be used for different types of emergencies. An emergency at the site is defined by the site management as follows:

"Any incident which is likely to result in harm to human health or pollution of the environment or serious breach of permit conditions and serious detriment to the amenities of the locality."

5.1.2 For all emergency situations, the deposit of any further waste will be suspended where necessary to allow action to be taken safely. If necessary, staff and other users of the site will be evacuated to an area which is a safe distance away from the hazards. Staff handling the emergency will be provided with and trained to use the necessary PPE (personal protective equipment) unless the manager instructs them that the hazard is too severe and outside help is needed from the emergency services or specialist waste contractors. A visitor's book will be kept recording who is on site at all times.

5.2 Fire

5.2.1 The site will be operated in accordance with an approved Fire Prevention Plan (FPP) which is a stand-alone document dealing with the prevention, mitigation and handling of any fires on site (please refer to document ref. 2895-THR-FPP). The FPP should be referred to as the main site management document pertaining to fire-related issues and management, control and emergency procedures for fire on site.

5.2.2 For quick reference, the following actions will be taken when fire is detected or suspected (site operatives):

a) DON'T PANIC
b) RAISE THE ALARM (IF NOT DONE SO ALREADY)
c) NOTIFY THE SITE MANAGER (IF SAFE TO DO SO)
d) DO NOT TRY TO TACKLE THE FIRE YOURSELF UNLESS YOU ARE TRAINED IN DOING SO AND YOU ARE SURE OF THE NATURE AND SOURCE OF THE FIRE
e) LEAVE THE SITE USING THE MAIN ACCESS GATES AS QUICKLY AND AS ORDERLY AS POSSIBLE
f) ASSEMBLE AT THE SPECIFIED FIRE ASSEMBLY POINT WHICH IS LOCATED BY THE SITE ACCESS GATES.
g) THE SITE MANAGER OR DELEGATED OPERATIVE WILL BE IN CHARGE OF CALLING THE EMERGENCY SERVICES ON A999" AND ENSURING THAT ALL PERSONS WHO WERE WORKING ON THE SITE OR WHO SIGNED IN TO THE VISITOR'S BOOK ARE ASSEMBLED SAFELY
h) INFORM ALL NEIGHBOURING PREMISES WHO ARE LIKELY TO BE AFFECTED
i) INFORM THE ENVIRONMENT AGENCY
j) DO NOT RETURN TO THE SITE UNTIL YOU HAVE BEEN GIVEN THE ALL CLEAR BY THE EMERGENCY SERVICES AND THE SITE MANAGER

5.3 Breakdowns

5.3.1 In the event of plant breakdowns, alternative plant will be sourced until the existing plant is repaired to prevent potential over stockpiling of waste. If an alternative plant cannot be used then waste will be stored securely until the plant is repaired and if necessary, waste will be diverted to an alternative site. The repair will be carried out at the most convenient location with absorbents used to clear oil or fuel spillages.

5.3.2 Essential spares for plant maintenance are kept on site to ensure a repair can be carried out efficiently.

5.4 Spillages

5.4.1 Fuel stored on site will be contained within a bunded container which will hold any primary leaks. If any oil and or vehicle maintenance chemicals are kept on site, they will be stored securely. In the event of a spillage, spill containment kits (absorbent pads, booms or granules) will be used to prevent further spillage and the contaminated absorbents placed in a skip for disposal at a suitably permitted facility.

5.4.2 Any wastes which would be classified as having the potential to cause polluting runoff are stored within the concrete area which has a sealed drainage system.

5.4.3 All site surfaces will be inspected daily for the presence of spillages when the site is in operation. Debris will be swept as required and placed in a skip for further processing on site and sent to a suitably permitted site.

5.4.4 All wastes liable to give rise to contamination will be removed from the site within an EA agreed timescale.

5.5 Drums

5.5.1 The deposit of drummed waste will not be allowed at the site. If a drum is concealed within a skip and is not observed until the skip is deposited in the waste reception / tipping area, then the following procedure will apply:

a) The staff member will visually check the condition of the drum from a safe distance, noting any labels referring to the possible contents or hazards.
b) The site manager will be contacted to verify the observations and to decide on further action.
c) The producer of the waste and the EA will be contacted for advice and further information if necessary and both will be informed that a breach of the Duty of Care and site permit conditions has occurred as the result of the unauthorised deposit.
d) No further waste will be deposited until the emergency has been dealt with.

e) All spillages will be cleared using a spill containment kit and all contaminated absorbents placed in a skip for disposal to a suitably permitted waste management site.

f) If the deposit results in serious reactions with other waste or harmful emissions or the drum contents cannot be identified, then the emergency services and/or specialist waste contractors will be brought in to assist. If necessary, staff will be evacuated from the site or to a safe area within the site and all occupants of neighbouring properties will be informed.

5.6 Adverse Reactions

5.6.1 No wastes are accepted which will react to present such a hazard. If unauthorised waste is found in a load and does present such a hazard the same procedures as for the deposit of drums (above) shall apply.

5.7 Staff Shortages

5.7.1 In the event of unforeseen staff shortages arising from illness, suspension or no shows, the operator will make a judgement whether to reduce the number of incoming loads and divert material to an alternative site. The operator will then seek further employment within a timely manner to ensure the site can continue to operate at its required capacity.

5.8 Operational Failure

5.8.1 The site manager will be contacted by staff in the event of any operational failure such as the breakdown of plant, systems or equipment and will decide whether operations are to continue or be suspended prior to corrective action being taken. Serious operational failures, which result in the closure of the site, will be recorded in the site diary.

5.9 Closure of Destination Sites

5.9.1 In the event of destination site closures or seasonal demands for wastes leading to a longer storage duration, the operator can divert incoming waste and send stored waste to alternative sites or use the EA's public register to search for alternative sites who could take this material and then contact the destination site. The operator has more than one contract set up for outlets of material to plan for this event.

5.10 Bomb Scare

5.10.1 In the unlikely event of a bomb scare, the site will be evacuated, and the police contacted. The police will then assume control of the site until the threat has been verified, or the device defused and removed. The EA will be kept informed of the events on site.

6 Adapting to climate change & weather conditions

6.1 Climate change

6.1.1 The Met Office UK Climate Projections (UKCIP) has developed scenarios of climate change summarised below:

- Warmer, wetter winters
- Hotter, drier summers
- Increased frequency and intensity of extreme weather (storms, droughts, intense downpours)

6.1.2 Reflecting these, the UK Climate Change Risk Assessment (CCRA) identifies a number of priority risks and opportunities. The likely direct climate change-related threats that can be considered to be of most relevance to minerals planning and management are:

- Increases in the probability and severity of flooding (fluvial, groundwater, surface);
- Exposure to high temperatures and heatwaves; and
- Shortages in availability of water

6.2 Flood Risk / Increased Rainfall

6.2.1 The site is within Flood Zone 1, which is classified as having the lowest category of flood risk.

6.2.2 The existing site surface water drainage system includes a sealed drainage system. It is not considered the site will be affected by increased rainfall due to treatment operations being within a building and most waste being stored in containers.

6.2.3 The site is sealed which prevents run-off from the site escaping into the surrounding area.

6.2.4 The position of electrics at the site are stored suitably above ground in the event the site did flood, this scenario is unlikely though.

6.2.5 Therefore, it is considered that the proposed operations would not likely be at risk from flooding and would not increase the risk of flooding elsewhere.

6.3 High temperatures and heatwaves

6.3.1 Staff operating outside or within the building would be potentially vulnerable to high temperatures and heatwaves. The building is open fronted to enable access and egress by vehicles delivering materials for processing. The open fronted entrance to the building provides a flow of air through the building for staff. Being within a building will provide shelter from direct sunlight for site operatives.

6.3.2 Periods of dry weather may increase the risk of dust arising from stockpiles of inert material. In this instance dust management and mitigation measures would increase i.e. more frequent dampening of stockpiles.

6.3.3 In terms of increased winter temperatures which could exacerbate odour, the operator does not accept malodorous wastes on site therefore this is not considered to present an issue and the risk is very low.

6.4 Availability of Water

6.4.1 The main water use on site would be dowsing and dampening stockpiles and surfaces, during dry and windy conditions. Mains water is typically used for this purpose, however, in the event of a hosepipe ban the operator can source IBC containers to fill with water.

6.5 Weather Conditions

6.5.1 The operator is set up to receive weather alerts from the Met Office for the following weather conditions which could cause a potential complaint off site or potential breach of permit:

a) Prolonged periods of heavy rainfall (three wet days) causing mud and surface water ponding; this could also lead to waste becoming wet and causing odour
b) Periods of cold weather leading to stockpiles freezing reducing processing operations causing over stockpiling of waste
c) High winds (above 6 on the Beaufort Scale) creating a risk of litter and dust escaping beyond the site boundary
d) Droughts or periods of hot weather (above 75^0F / three dry days) which could lead to heating of combustible waste, water shortages, hosepipe bans and excessive dust.
e) Dense fog leading to poor visibility causing accidents.

6.5.2 The operator will install the following preventative measures to ensure the above do not hinder operations:

HEAVY RAINFALL

- Waste treatment operations are undertaken within a building, therefore it is not considered treatment operations would be significantly affected by increases in heavy rainfall.
- In periods of heavy rainfall, the operator may cover open containers with lids or tarpaulin to prevent the ingress of water to the waste.
- Vehicles exiting the site will undergo a more thorough check to ensure mud is not tracked off site.

HIGH WINDS

- Treatment operations are located within a building, therefore is not considered to be significantly affected by increase in high winds.
- The building structure will provide protection from winds, waste within the building is largely stored in containers.
- Stored waste in containers will be protected by the container acting as a barrier, in high winds >7 on the Beaufort wind scale the operator may choose to cover containers with lids or tarpaulin to prevent waste escaping the container.
- In the event of gale force winds, causing unsafe working conditions the operator may decide to temporarily cease operations until conditions have improved.
- In periods of high wind >7 on the Beaufort wind scale the height of stockpiles may be reduced to create a 2m freeboard from the height of the bay walls.

DROUGHTS/WARM, DRY WEATHER

- In extreme cases such as a hosepipe ban or water shortage, the operator will ensure there is additional water available i.e. tanks which can be used for filling the mobile bowser to ensure suppression of the external site surface can still be undertaken.
- The building will provide shelter from direct sunlight.
- Where dust is becoming a major concern then the operator will stop processing the material until conditions or dust suppression techniques are considered effective.

DENSE FOG (POOR VISIBILITY)

- Due to site operations being within a building it is not considered poor visibility will affect treatment operations directly.
- If fog / poor visibility presents as an issue within the building, the site will not operate to reduce the risk of potential accidents.

6.6 Conclusion

6.6.1 The options to mitigate and adapt to climate change are also limited. The options identified in this section are considered to be proportionate, practicable and deliverable and it is considered this site would not be affected by climate change or adverse weather conditions.

7 Training for Site Staff

7.1 Training needs assessment

7.1.1 All new and existing site staff are subject to a specific training regime based on their responsibilities to ensure all operations are carried out without harm to the environment or amenity of the surrounding area. Training in all aspects of the site and waste operations at the site with regard to the individual responsibilities of the site staff will help to prevent incidents occurring which may have an adverse impact on the environment and/or the employees and their co-workers.

7.1.2 An employee training record THR/RF/6 is provided in Appendix II which details a list of the training needs of all new site staff and also serves as a training review for existing site staff which will be carried out annually or a period set at the operator's preference.

7.2 Site Rules and Infrastructure Training

7.2.1 This information is provided to all employees, visitors and contractors with a full understanding of the site's conditions of use, which is communicated and documented at induction for all staff with specific induction for visitors and contractors.

7.2.2 Competency should be demonstrated within this field to ensure the employee is fully aware of the site's surroundings and operations to ensure their safety and compliance with specific operating conditions at the site.

7.3 Emergency Procedures Training

7.3.1 All employees are required to be familiar with the Environmental Controls in Section 4.0 and the Emergency Procedures as detailed in the Section 5.0.

7.3.2 In addition to normal operating conditions as specified in the site rules, employees must also be trained in dealing with eventualities which may occur outside the scope of normal operating conditions, so they are aware of how to deal with these situations in advance of an occurrence.

7.4 Fire safety / firefighting training

7.4.1 Management must provide all employees with appropriate fire safety training with regard to their individual responsibilities.

7.4.2 Emergency procedures detailing what measures employees should adopt should a fire occur at the site are detailed in Section 5.2 and are covered by the 'emergency procedures' training (see Section 7.3).

7.4.3 Regular fire drills are undertaken by site management to ensure proper procedures are followed by employees in the unlikely event that a fire incident occurs. These will be unannounced drills and will not form part of the induction or review training as specified in Section 7.1.

7.4.4 All training in relation to fire will be undertaken by site management who have been trained by a suitable Fire Risk Consultant. All training records will be kept within the site office.

7.5 Recognition of waste types training

7.5.1 All employees are given induction training and subsequent regular training to identify those waste types which are permitted for acceptance at the site under the site's EP and those wastes which are not. This will include specific training to identify those common wastes

which may be found following deposit and are not permitted at the site and will also include more obscure wastes and how to handle these wastes safely. All employees are advised that they should refer any unrecognisable or unknown wastes to senior management, who should, in turn, follow procedures outlined in the EMS and/or contact the EA to agree a suitable method for removal.

7.5.2 Training is provided to all site users who handle waste on site and those in charge of administration and reporting. In-depth training will also be provided to drivers responsible for collecting wastes from the site of production in accordance with Section 3.0. They will be trained to identify any wastes not covered by the EP for the site and inform the producer that an alternative facility must be sought for any non-compliant wastes.

7.6 Storage areas / limits training

7.6.1 Those employees who carry out their responsibilities at the site and those in senior posts must be trained to identify appropriate waste storage areas to ensure that waste storage operations comply with the requirements of the EP for the site.

7.6.2 Employees in these roles must also be trained to recognize storage limits to ensure that they are in accordance with those specified in Section 3.7.

7.7 Vehicle / plant preventative maintenance training

7.7.1 This training is provided specifically for the vehicle and plant operators in order to ensure that all plant and machinery is checked regularly to prevent any occurrences which may lead to any adverse impacts on the environment or human health.

7.7.2 Training will be in accordance with Section 2.11 of this document and will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.

7.7.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

7.8 Duty of Care Training

7.8.1 All employees dealing with consignments of waste are trained in the completion of Duty of Care Waste Transfer Notes and the appropriate auditing of destination sites and/or contractors to ensure compliance.

7.9 Plant Operation Training

7.9.1 Any employees who are required to operate loading or treatment plant for the movement or processing of waste will be required to undertake the necessary qualifications for the operation of the specific item of plant in question. This will be required prior to operating the plant and will be obtained through necessary external certification programmes.

7.9.2 Regardless of general plant operation certification, all operatives will be fully inducted in the operation of the specific make and/or model of plant used on site.

7.10 Permit / Management System training

7.10.1 All employees will be inducted into the operating conditions as prescribed in the EP for the site. Whilst much of the above training will provide specific guidance on many aspects of these documents, all employees will be made aware of the location of the EP and EMS in the site office. All managerial positions will be made fully aware of the site's operating conditions.

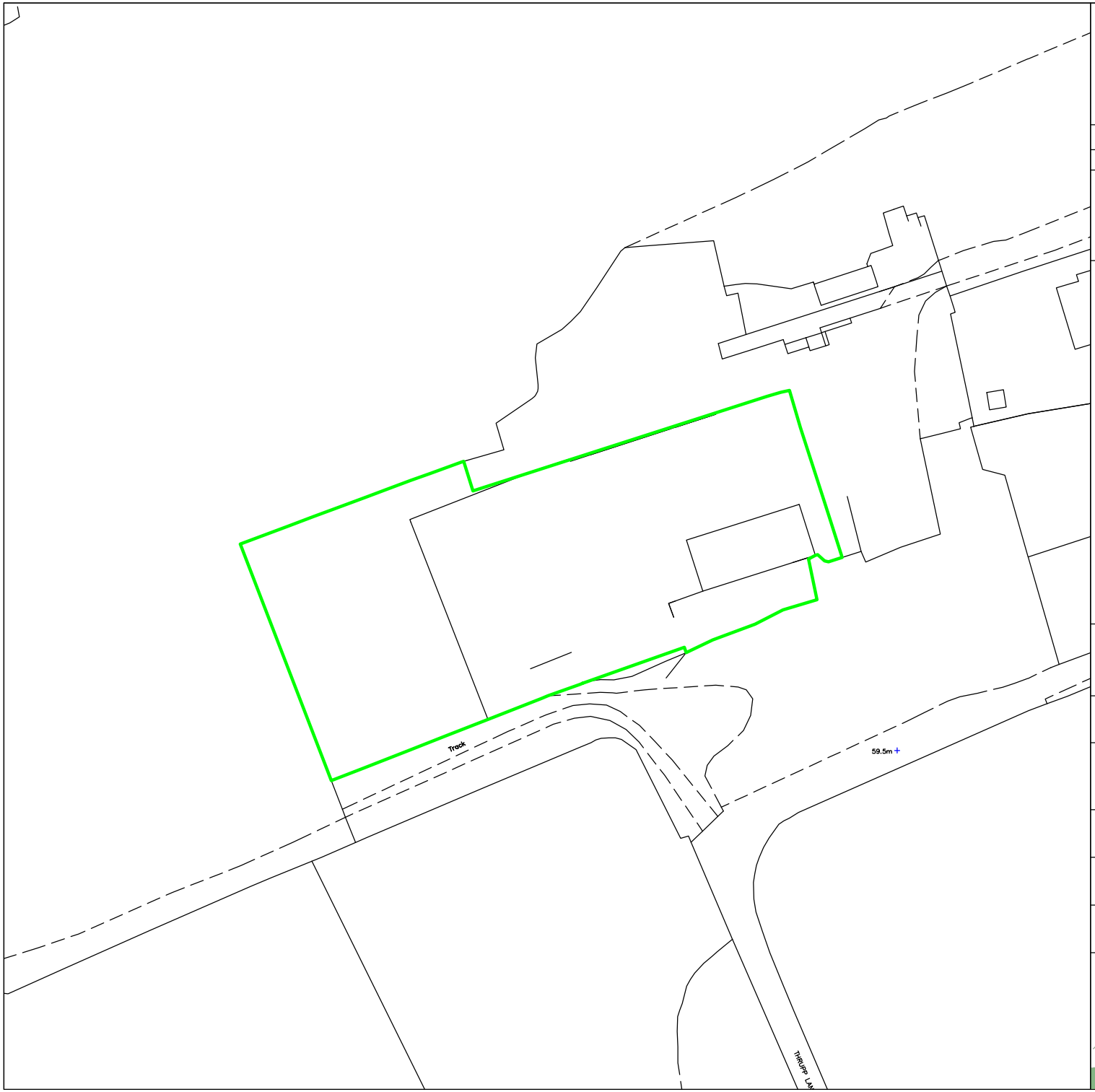
7.11 Training for Contractors

7.11.1 General site training will be provided to any contractors who are working on the site on a temporary basis.

7.11.2 Additional training will be provided to contractors in their area of expertise. If they are dealing with specific items of plant/machinery, site operating conditions and a general understanding of the permit conditions will be provided to prevent any adverse impacts on the environment.

Appendix I

Drawings



NOTES

REVISION HISTORY

Rev:	Date:	Init:	Description:
-	08.12.25	EG	Initial drawing

KEY:

Existing permit boundary

Proposed extension area

N

Scale Bar (1:1,250)

0 10 20 30 40 50m

TITLE:

PERMIT BOUNDARY PLAN

CLIENT:

Oxford Skip Hire Ltd

PROJECT/SITE:

The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG

SCALE @ A4:	CLIENT NO:	JOB NO:
1:1,250	2895	015

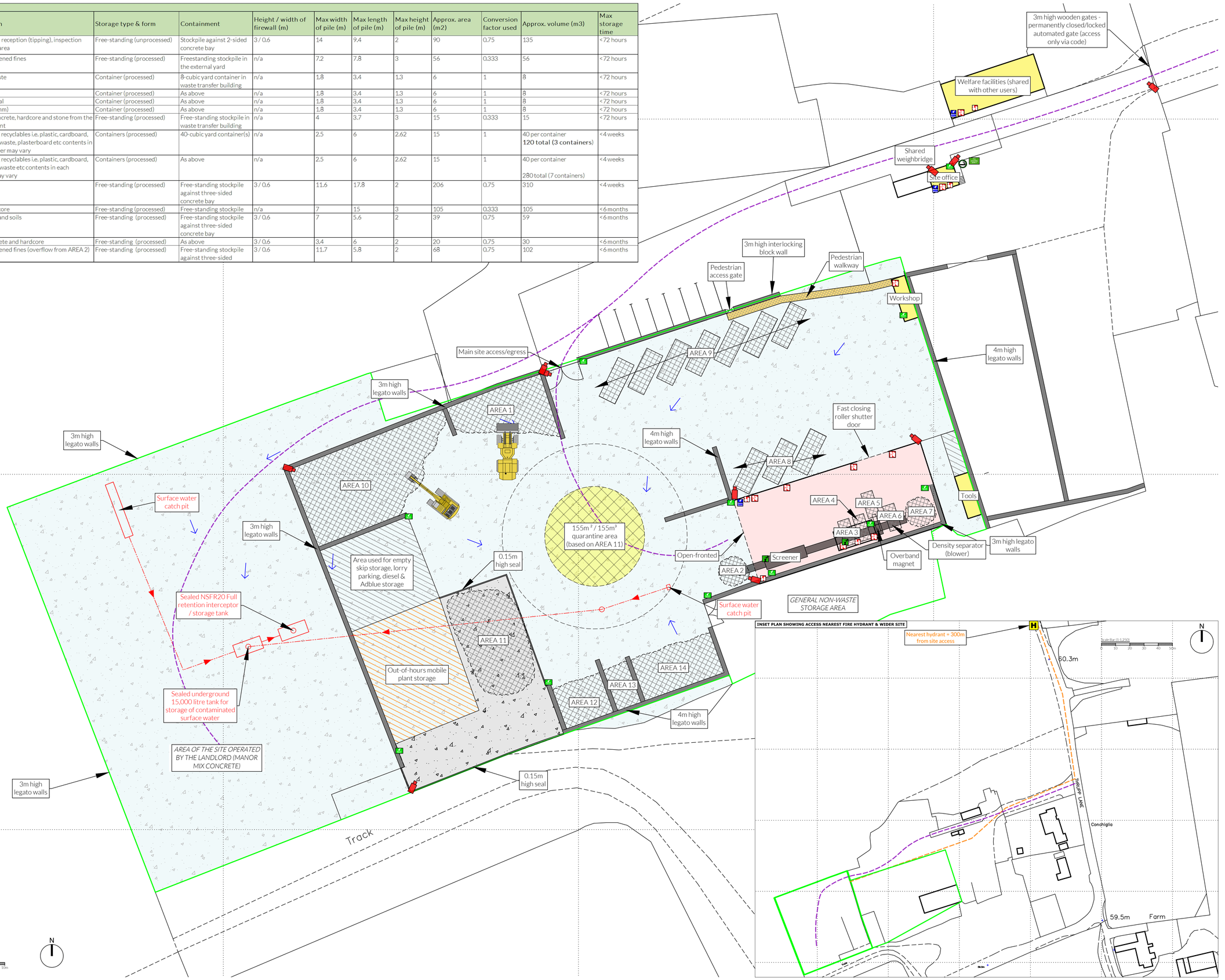
DRAWING NO:	REV:	STATUS:
2895-THR-02	-	Issued

DATE:	DRAWN:	CHECKED:
08.12.25	EG	CP

Oaktree Environmental

Waste, Planning & Environmental Consultants

Storage Area Details											
Plan Ref	Description	Storage type & form	Containment	Height / width of firewall (m)	Max width of pile (m)	Max length of pile (m)	Max height of pile (m)	Approx. area (m2)	Conversion factor used	Approx. volume (m3)	Max storage time
AREA 1	Mixed waste reception (tipping), inspection and sorting area	Free-standing (unprocessed)	Stockpile against 2-sided concrete bay	3 / 0.6	14	9.4	2	90	0.75	135	<72 hours
AREA 2	<40mm screened fines	Free-standing (processed)	Freestanding stockpile in the external yard	n/a	7.2	7.8	3	56	0.333	56	<72 hours
AREA 3	Residual waste	Container (processed)	8-cubic yard container in waste transfer building	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 4	Wood	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 5	Ferrous metal	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 6	Lights (>75mm)	Container (processed)	As above	n/a	1.8	3.4	1.3	6	1	8	<72 hours
AREA 7	Oversize concrete, hardcore and stone from the recycling plant	Free-standing (processed)	Free-standing stockpile in waste transfer building	n/a	4	3.7	3	15	0.333	15	<72 hours
AREA 8	Hand sorted recyclables i.e. plastic, cardboard, metal, greenwaste, plasterboard etc contents in each container may vary	Containers (processed)	40-cubic yard container(s)	n/a	2.5	6	2.62	15	1	40 per container **120 total (3 containers)**	<4 weeks
AREA 9	Hand sorted recyclables i.e. plastic, cardboard, metal, greenwaste etc contents in each container may vary	Containers (processed)	As above	n/a	2.5	6	2.62	15	1	40 per container 280 total (7 containers)	<4 weeks
AREA 10	Wood	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	11.6	17.8	2	206	0.75	310	<4 weeks
AREA 11	Soils & hardcore	Free-standing (processed)	Free-standing stockpile	n/a	7	15	3	105	0.333	105	<6 months
AREA 12	Mixed inert and soils	Free-standing (processed)	Free-standing stockpile against three-sided concrete bay	3 / 0.6	7	5.6	2	39	0.75	59	<6 months
AREA 13	Stone, concrete and hardcore	Free-standing (processed)	As above	3 / 0.6	3.4	6	2	20	0.75	30	<6 months
AREA 14	<40mm screened fines (overflow from AREA 2)	Free-standing (processed)	Free-standing stockpile against three-sided	3 / 0.6	11.7	5.8	2	68	0.75	102	<6 months



NOTES

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REVISION HISTORY

Rev:	Date:	Init:	Description:
-	08.12.25	CP	Initial drawing

KEY:

- Permit boundary
- Waste storage areas
- Non-waste storage areas
- Waste recycling / storage buildings (impermeable surface with sealed drainage)
- Other buildings i.e. workshops/offices
- Impermeable surface with sealed drainage
- Hardstanding areas
- Quarantine area
- Contaminated surface water drainage
- Surface water fall direction
- Gully
- Manhole / access chamber
- Mains water
- Designated smoking area
- Firefighting equipment/extinguishers (indicative locations)
- Fire alarms (indicative locations)
- Spill kits (indicative locations)
- Plant shut off
- Access route for emergency services
- Fire hydrant
- Fire assembly point
- Pan,tilt & zone cameras with 360° & 50m coverage
- Out-of-hours plant storage

TITLE: SITE LAYOUT & FIRE PLAN

CLIENT: Oxford Skip Hire Ltd

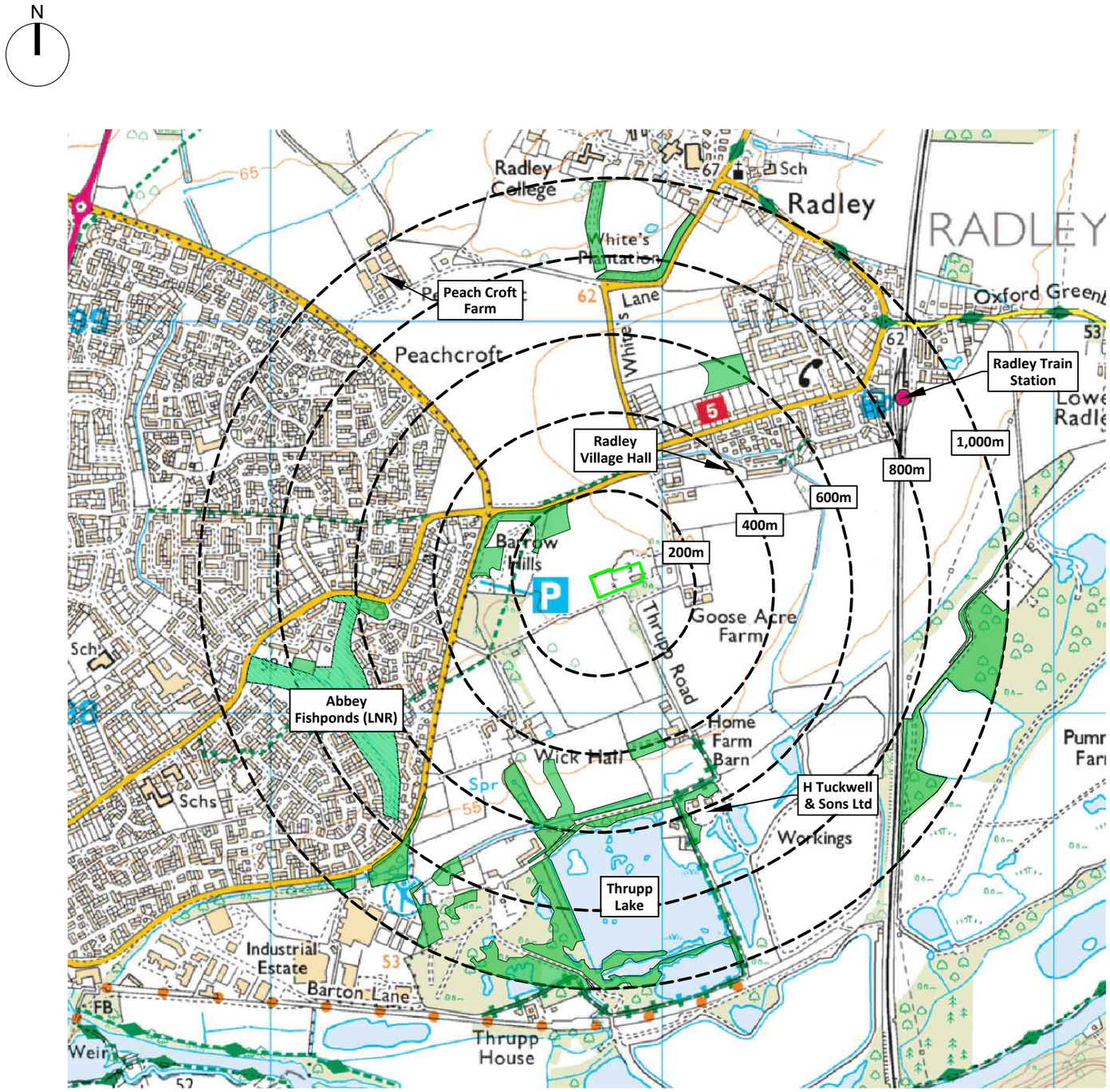
PROJECT/SITE: The Former Coal Yard, Thrupp Lane, Abingdon, Oxford OX14 3NG

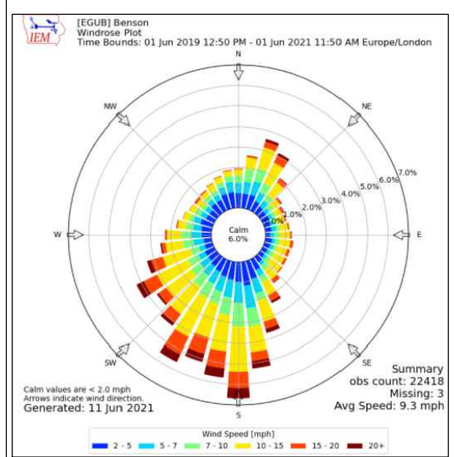
SCALE @ A1:	CLIENT NO:	JOB NO:
1:250	2895	015
DRAWING NO:	REV:	STATUS:
2895-THR-03	-	Issued
DATE:	DRAWN:	CHECKED:
08.12.25	CP	OSH

Oaktree Environmental
Waste, Planning & Environmental Consultants

KEY:

- Permit boundary
- Surface water body (pond / pool / lake)
- Stream, river, beck
- Buildings includes Agricultural, industry, commerce and retail - could also include small houses)
- Residential blocks
- Class A roads
- Class B roads
- Class C roads
- Priority Habitat - Deciduous Woodland
- Local Nature Reserve (Abbey Fishponds)
- SCH — Schools including primary, high, colleges and Universities
- CH — Care homes
- Places of worship
- H — Fire hydrants (indicative)





Compass Wind Rose for Benson (nr. Wallingford)
(EGCC) Period 2019-2021
- source: Iowa State University

Scale Bar (1:12,500)

0 km 500 m 1 km

NOTES

1. Boundaries are shown indicatively.
2. Wind rose data shows the prevailing wind direction to be Southerly.

REVISION HISTORY

Rev:	Date:	Init:	Description:
-	17.06.21	CP	Initial drawing
A	08.12.25	EG	Permit variation

KEY:

- Permit boundary

TITLE:
RECEPTOR PLAN

CLIENT:
Oxford Skip Hire Ltd

PROJECT/SITE:
The Former Coal Yard, Thrupp Lane, Abingdon, Oxfordshire, OX14 3NG

SCALE @ A3:	CLIENT NO:	JOB NO:
1:12,500	2895	015

DRAWING NO:	REV:	STATUS:
2895-THR-04	A	Issued

DATE:	DRAWN:	CHECKED:
08.12.25	CP	--

Oaktree Environmental
Waste, Planning & Environmental Consultants

Appendix II

Record Keeping Forms

OXFORD SKIP HIRE LTD
REJECTED WASTE - RECORD FORM THR/RF/2

DATE	
TIME	
WASTE DESCRIPTION	
QUANTITY OF WASTE	
PRODUCER/HOLDER'S NAME, ADDRESS & TELEPHONE No.	
NAME OF CARRIER	
VEHICLE REGISTRATION	
CARRIER REG. No.	
REASON FOR REJECTION OF WASTE	
ACTION TAKEN	

OXFORD SKIP HIRE LTD
SITE INSPECTION FORM – THR/RF/4

WEEK STARTING									
TYPE OF INSPECTION		FREQ	DAY						
			M	T	W	T	F	S	S
SITE ENTRANCE/NOTICE BOARD		**WEEKLY**							
SECURITY - GATES		**WEEKLY**							
SECURITY - FENCING		**WEEKLY**							
SITE ROADS (CLEAR FROM HAZARDS)		**DAILY**							
WATER DRAINING (FUNCTIONING)		**DAILY**							
WASTE CONTAINERS		**DAILY**							
WASTE STORAGE LIMITS	SOILS	**WEEKLY**							
WASTE STORAGE LIMITS	HARDCORE	**WEEKLY**							
WASTE STORAGE LIMITS	OTHER	**WEEKLY**							
REJECTED WASTE TYPES / STORAGE		**WEEKLY**							
NOISE LEVELS		**DAILY**							
FIRES (ANY INCIDENTS REPORTED)		**DAILY**							
NO SMOKING SIGNS IN PLACE		**MONTHLY**							
SPILLAGES & ABSORBENTS		**DAILY**							
FUEL TANK/BUND INTEGRITY		**WEEKLY**							
LITTER		**DAILY**							
DUST		**DAILY**							
ODOUR		**DAILY**							
VERMIN		**DAILY**							
RECORDS		**WEEKLY**							
COMPLAINTS RECEIVED		**AS REQUIRED**							
OTHER (SEE NOTES BELOW)		**AS REQUIRED**							
INSPECTION CARRIED OUT BY									

NOTES/ACTION (CONTINUE ON A SEPARATE SHEET IF NECESSARY):	

CHECKED BY		SIGNATURE	
POSITION		DATE	
Sheet		*of*	

OXFORD SKIP HIRE LTD
EMPLOYEE TRAINING NEEDS ASSESSMENT / REVIEW - THR/RF/6

EMPLOYEE NAME				DATE COMPLETED			
POSITION				REVIEW DUE			
TRAINER				OUTCOME	PASSED		
POSITION					FURTHER TRAINING REQUIRED		
CARRIED OUT /SIGN OFF >	Y/N	SIGNED BY EMPLOYEE	SIGNED BY TRAINER		Y/N	SIGNED BY EMPLOYEE	SIGNED BY TRAINER
ENVIRONMENTAL PERMIT				FIRE PREVENTION PLAN			
MANAGEMENT SYSTEM				FIRE SAFETY			
SITE RULES				EMERGENCY PROCEDURES			
RECORD KEEPING / TRANSFER NOTES				STORAGE /PILE SIZE LIMITS			
RECOGNITION OF WASTE TYPES				STORAGE DURATION			
SECURITY				FIRE DETECTION			
VEHICLE CHECKS				FIRE ALARMS			
PLANT OPERATION				FIRE FIGHTING EQUIPMENT			
PLANT CHECKS				FIRE WATER CONTAINMENT MEASURES			
AMENITY - LITTER, ODOUR, PESTS etc.				SPILL CLEARANCE			
NOTES AND ACTIONS:							

OXFORD SKIP HIRE LTD
COMPLAINTS REPORT FORM (THR/RF/7)

Date Recorded:		Reference Number:	
Name and address of caller			
Telephone number of caller			
Time and Date of call			
Nature of complaint (noise, odour, dust, other) (date, time, duration)			
Weather at the time of complaint (rain, snow, fog, etc.)			
Wind (strength, direction)			
Any other complaints relating to this report			
Any other relevant information			
Potential reasons for complaint			
The operations being carried out on site at the time of the complaint			
Follow Up			
Actions taken			
Date of call back to complainant			
Summary of call back conversation			
Recommendations			
Change in procedures			
Changes to Environmental Management System (EMS)			
Date changes implemented			
Form completed by (Print)		Signed	
Date Completed			

COMPLAINT RECORDING PROCEDURE:

Any complaints received will be recorded on form THR/RF/7. This form will normally be completed, signed and dated by the Site Manager; if they are not available the Office Manager will complete the form.

1) The name, address and telephone number of the caller will be requested.

2) Each complaint will be given a reference number.

3) The caller will be asked to give details of:

   a) the nature of the complaint;
   b) the time;
   c) how long it lasted;
   d) how often it occurs;
   e) Is this the first time the problem has been noticed; and
   f) what prompted them to complain.

4) The person completing the form will then, if possible, make a note of:

   a) the weather conditions at the time of the problem (rain, snow, fog etc.);
   b) strength and direction of the wind; and
   c) the activity or activities taken place on the site at the time the noise was detected, particularly anything unusual.

5) The reason for the complaint will be investigated and a note of the findings added to the report.

6) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

7) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be invited to contact the Environment Agency and/or the Local Authority.

Note: Following any complaint the relevant management plan(s) will be reviewed to ensure appropriate actions are in place to counter any problems.

Appendix III

Environmental Permit

Appendix IV

Health & Safety – Conditions of Site Use

HEALTH AND SAFETY - CONDITIONS OF SITE USE

The following guidelines apply to all site personnel, contractors and visitors using the site (where applicable).

1) The site is covered by the Health and Safety at Work Act 1974 and its associated regulations and all users must abide by any relevant provisions. Any person found to be in contravention of the requirements of this Health and Safety Statement will be asked to leave the site.

2) All visitors must sign the visitor's book upon entry to and exit from the site. All vehicle drivers must report to the office and await instruction from the site manager/deputy before proceeding to deposit waste at the site.

3) All accidents, diseases, injuries or dangerous occurrences shall be reported to the site manager. All instructions issued by the site manager in respect of health and safety at the site must be followed by all site users.

4) A first aid box (including eye-wash bottles) will be kept in the site office. If you are injured on site please alert a member of staff/trained first-aider for assistance.

5) All persons must wear the appropriate PPE on site including high visibility jackets and hard hat.

6) Safety boots must be worn by all persons in the waste processing/storage areas.

7) Protective gloves must be worn for any operations which present a hazard of puncture to or laceration of the skin or for any manual handling work carried out on site.

8) Ear defenders, safety helmets (hard hats) and eye protection will be issued when deemed necessary and must be worn by all employees and contractors where required by the site manager or other site representatives.

9) Fire extinguishers are kept on site to deal with any fires - fires shall only be dealt with by employees of Oxford Skip Hire Ltd unless alternative instructions are given by the site manager. Access to fire exits and firefighting equipment must be kept clear at all times. If a fire alarm sounds please follow instructions and leave the site in an orderly fashion.

10) Persons who are suspected to be under the influence of drugs or alcohol will be removed from the site.

11) Smoking is not permitted on the site.

12) Observe and follow all traffic directions and traffic/safety signs.

13) Drivers must comply with all safety instructions given by the site manager or appointed deputy.

14) All drivers are responsible for ensuring that their vehicle is safely loaded. Unsafe loads will not be accepted at the site and will not be allowed to leave the site until they have been made safe.

15) Drivers waiting to tip at the site will follow the instructions of the operator and only tip in the designated area, unless advised otherwise. No tipping will take place over sorted stockpiles.

16) Drivers must remain in the cab or stand well clear of the vehicle during loading or tipping. Once the vehicle has been loaded it must be securely sheeted (if necessary) before leaving the site. When sheeting and unsheeting the vehicle ensure that the engine is switched off, the ignition key removed and the parking brake is on. Do not gain access using the mudguards and wheels. Ensure that ropes, hooks and sheets are in good condition.

17) Never travel with the vehicle body raised and ensure the maximum height of the raised body the vehicle is known.

Declaration: To be completed by site users

I have read and understand the conditions of use for this site and agree to comply with them at all times. I accept that neither Oxford Skip Hire Ltd nor their employees shall be liable for any loss or injury arising from my non-compliance with the above conditions.

Signed..... Print name.....

Company/Organisation..... Date.....

Note: these conditions are included in the EMS for information only and may be revised regularly as part of the site health and safety policy.