**Materials Acceptance, Inspection, Quarantine and Rejection Procedure**

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| **Procedure Definition** | | |
| To ensure that contamination in loads of deposited material is conforming to the site’s Environmental Permits the site’s legal requirements and voluntary commitments, in line with Envars’ business plan are charged, weighed, stored, and accounted for appropriately.  The following procedure is linked and supported by other Envars’ procedures, particularly the Non-Conformance, Corrective and Preventative Action Procedure (Envar MS). In the event of a non-conformance against this process, the Non-Conformance, Corrective and Preventative Action Procedure should be referred to. | | |
| **Conformity to Standards** | | |
| **ISO 14001** | **ISO 45001** | **ISO 9001** |
|  |  | 8.3/8.5.2/8.5.3 |
| **Objectives** | | |
| * To correctly identify non-conforming and contaminating wastes within incoming loads and to apply the relevant charges * Non-conforming and contaminating wastes will be correctly identified, segregated and evidenced so that the relevant charges can be applied to the load * Ensure wastes are directed to the appropriate place in the appropriate volumes and not inadvertently put into the wrong place for treatment. | | |
| **Risks** | | |
| * Reoccurring non-conforming and contaminating wastes from regular or repeating customers are concealed with loads * Non-conforming or contaminating loads are processed through on-site plant causing health and safety or environmental impacts | | |
| **Opportunities** | | |
| * Charges applied to cover the cost of disposing of non-conforming or contaminating wastes * Customers are discouraged from concealing non-conforming or contaminating wastes in load and informs customers who are unaware * Fines (knocks) may be levied on customers who offend over and above the actual cost of dealing with the waste content. | | |
| **Primary Interactions** | | |
| * **Operations –** Identification, segregation and evidencing of non-conforming or contaminating wastes | | |
| **Secondary Interactions** | | |
| * **Compliance –** Documentation of non-conforming or contaminating wastes onto a Corrective Action Record | | |
| **External Interactions** | | |
| * **Customers –** Informed and charged according to the type and level of non-conforming and/or contaminating wastes | | |
| **Other Interactions** | | |
| * **Weighbridge –** Charges to be applied to load on electronic management systems | | |
| **Responsibilities** | | |
| **Site, Area or Department Managers**   * Oversee the non-conforming waste and contaminated loads procedure to ensure customers are appropriately charged * Provide further confirmation or identification on non-conforming and/or contaminating wastes (if required)   **Specific Employees**   * Report non-conforming or contaminating wastes to a member of the SHEQ team so a Corrective Action Record can be raised on the IMS * Provide the SHEQ team with load photos so they can be attached to the Corrective Action Record   **General Employees**   * Identify any non-conforming or contaminating wastes within incoming loads * Report any non-conforming or contaminating wastes to the Specific Employees or Senior Department Manager * Evidence non-conforming or contaminating wastes by photographing the load | | |
| **Procedure Stages** | | |
| ***Procedure at the Enquiry Stage:***  A customer may enquire about the services provided by Envar through several channels. These may be formal or informal, however, at the enquiry stage, Envar must take appropriate action and ensure to ask the correct questions in order to ensure that the material being transferred is suitable, compliant, risk controlled and makes good commercial business sense.  A customer may enquire in the following ways:   * A Government/Local Authority Tender – Please see Contract Tendering Procedure * A formal tender – Please see Contract Tendering Procedure * A formal request to quote – see the “Sales” procedure. * An online booking/email enquiry – Refer to Terms and Conditions * A telephone booking * A walk-in enquiry   All these methods of enquiry are acceptable, so long as the material complies with the requirements of Envar outlined below. Details of the material shall be procured before accepting the materials.  Below are a list of examples, this list is not exhaustive and is designed to get you thinking about the types of things to look for or think about.  All these methods of enquiry are acceptable, so long as the material complies with the requirements of Envar outlined below. Details of the material shall be procured before accepting the materials.  Below is a list of examples, this list is not exhaustive and is designed to get you thinking about the types of things to look for or think about.  In order for a material to be accepted on site it must have been pre-approved as part of the following   * A local authority or similar tender which includes a contract being made. In this contract the contract clauses must be in line with the site permit, specific to that site * Have a pre-acceptance form completed and reviewed by the commercial team * Small customers may be accepted at a site level with pre-acceptance taking place as part of a disussin before tipping. * The material must be acceptable under the site permit * There must be a clause in the permit which allows for rejection based upon the sites own acceptance SOP * Does the material comply with the specified acceptance guidelines for that specific waste? * Does the EWC code match with what is one the paperwork and provided by the weighbridge * Is the material a form or nature that it may present a problem on site, such as a fine dust containing residual liquid or something that could become a liquid if it becomes wet (rains, dissolves)? * Is it flammable, reactive, self-heating or acidic? * Does it have the possibility of being odorous or becoming odorous when delivered to site to such an extent it may cause a problem if it cannot be treated within a timescale appropriate or if delivered in a bad or odorous way? * How is the material contained and is it mixed or containing hazardous materials IE ivy pulled from a shed with asbestos entangled in it? * Is there enough capacity on site to treat or store the material? * Is it an accepted waste stream under the sites Environmental Permit? * Does it comply with our quality commitments? * Is the material sourced from outside the UK? * Is the material suitable for being put directly to OWC or does it require IVC treatment? * If we cannot take the waste, could we broker the job to another business?   If the material is acceptable under these criteria and the environmental permit, then an agreement may be made. It may be required to seek further assistance, inspect the load prior to tipping (go to the premises it is being held at or send samples of the material for testing. If in any doubt, seek management or SHEQ assistance.  If the load is not deemed acceptable when received, then the customer should be advised on the reason for the material being rejected and the rejection to be noted on the site diary. Additional pages can be added if required.  Where the rejection constitutes a significant environmental hazard, the appropriate authority shall be notified, and a Corrective Action Report raised.  Mirror code wastes shall be assessed by the SHEQ team before acceptance, Envar shall risk assess all mirror codes they are planning to accept and keep a record. We can undertake this procedure by creating a risk assessment as can be reviewed in procedure Envar MS 2.5  ***Procedure on Site***  Each site has its own, site specific requirements for the acceptance of waste into the process depending on the site particulars.  These on site actions ensure that this procedure is being followed and the waste being accepted is   * is suitable for the activity * is allowed by the permit * is considered in your risk assessment for the site   each site shall have an acceptance criteria for each activity being undertaken. When a load is accepted under the above pre-acceptance procedures the site shall follow the following on site procedure:  Wastes shall only be accepted at the site if the following applies:   * It is within the quantities codes and descriptions specified within the permit and is not excluded waste. * It conforms to the waste description as is agreed in contract or is detailed within the corresponding paperwork. * It is not significantly contaminated and not contaminated with hazardous substances. * The site capacity is sufficient. * The customer is of good credit and is not on stop.   Envar Composting have a waste acceptance procedure which details the steps one must take from a procedural perspective when they are looking at taking on a contract or a new waste stream  Weighbridge employees shall be trained in this procedure during their training period.   * Inspection and Processing * Incoming Waste   Incoming loads are tipped from a variety of vehicle styles including kerbside collecting RCVs, HGV walking floors and roll on off skip vehicles. Each one of these different vehicles collects green waste from different sources such as from kerbside or from transfer stations or civic amenity sites.  They all eject their loads into the designated storage area where it is inspected before and as it is “pushed up”. Pushing up of a load is the first treatment step in the process, this is simply the consolidation of the load into a stockpile. The plant operator checks the load for contrary items and contamination during this process and as the load is tipped.  The operators are trained on what to look for and when to stop and ask for advice by the in house SHEQ team. This is recorded on the internal training records.  The operatives are not expected to be able to identify every possible type of waste they may encounter, and information is given based upon the various specification sheets which can be seen in Envar MS 2.31.2. All operatives are trained to understand when to ask for further advice if they are unsure. The Envar management team and SHEQ team are contactable during all operational hours.  Steps for assessment on site   1. Check the paperwork for the load against the pre-acceptance details 2. As the load is tipped it shall be inspected by trained plant operators or other responsible persons (envar employees) in line with the relevant acceptance sheet 3. The load is graded in line with the acceptance training. 4. The weighbridge operator grades the load as per the procedure below 5. Any non-conformances are raised with the management so as they can be investigated 6. The EA may need to be involved if there is significant non-conformity or if a load is rejected   The in house training for weighbridge operatives shall be as per the weighbridge handbook and training module. The operatives shall undertake the training module and instruction from their manager on the permit acceptance materials. | | |

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| **Date** | **Authoriser** | **Details of review** | **Previous version** |
| 09/04/2021 | Andy Sibley | New Procedure | None in Existence |
| 17/4/22 | Andy Sibley | Annual Review | V1 |
| 2/2/23 | James Cooper | Annual Review – strengthening of the telephone enquiry stage | V2 |
| 03/06/24 | James Cooper | Signposting to the HW Procedure for enquiry stage mirror codes | V3 |
| 30/9/2024 | James Cooper | Changes to make the procedure refer to the site-specific SOP for onsite acceptance procedures | V4 |