



# Group Integrated Management System Plan



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## Introduction

The Biffa Board of Directors are committed to conducting business with integrity and to achieve the businesses safety, health, environment and quality objectives to cause no harm or ill health to people and to minimise our impact on the environment.

This encompasses those who work for us directly, those who work with us as suppliers, customers or partners, and all those who may be affected by our activities.

The Group Executive Team are committed to reducing the frequency and severity of accidents and ill health at work and to seek continual improvement of our processes and performance. The Board will regularly review performance and set improvement targets linked to key SHEQ performance indicators. These targets are communicated to the general business in the form of a Balanced Business Plan and both Divisional and individual objectives and targets are established to align campaigns for improvement

The Group Executive Team fully endorse the policies, Integrated Management System Plan and arrangements set out in the Biffa Way document and will develop action plans and KPI's to achieve a culture of continual improvement.



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1.



## Scope

The Administration of Biffa Waste Services Ltd Integrated Management System throughout the Certificated Organisational Structure; The Management and Environmental control of a fully Integrated Resource & Waste Management Service including the Collection, Processing, Treatment, Composting, Recovery, Storage and Energy Outputs

Biffa is committed to operating without causing harm to any employees, partners, members of the public or to the environment, while ensuring that it provides consistently high-quality products and services to its customers.

This commitment extends to working with other parties and stakeholders for the overall protection of people and the environment and towards achieving continuous improvement within Biffa and our industry.

The purpose of Biffa's Group IMS Plan is to provide Biffa with a framework to:

- Meet its Safety, Health, Environmental and Quality responsibilities
- Respond to changing conditions in balance with socio-economic needs.
- Identify requirements that will enable Biffa to achieve the intended outcomes it sets for its IMS.

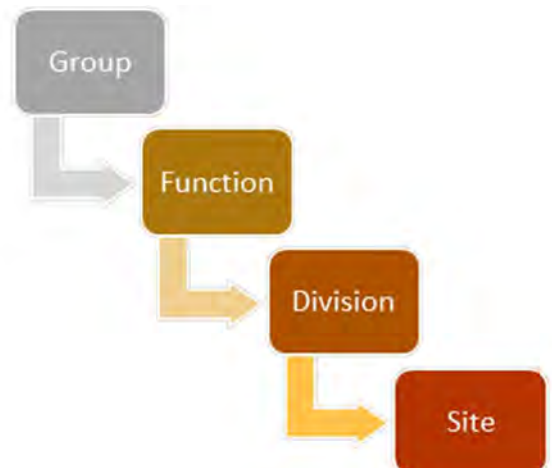
Establish a systematic approach to an IMS that will provide top management with information to build success.

Biffa's IMS plan will demonstrate its ability to consistently provide products and services that:

- Continually improve SHEQ performance
- Achieve SHEQ objectives
- Meet customer needs
- Fulfil compliance obligations,

There are several sites that also hold PAS 100, these are not included within this framework.

Biffa Polymers has its own separate accreditation due to the operations they undertake and their customer requirements.



## 2. Normative references

ISO 9001 2015

ISO14001 2015

OHSAS 18001 2007

The Company currently has accreditation to



OHSAS18001 (Health & Safety)



ISO 9001 (Quality)



ISO 14001 (Environment)

### 3. Terms & Definitions

Abbreviation / Term	Definition
Biffa	Includes Biffa Waste Services Ltd and all Biffa Group companies
OBI	Biffa Group's intranet
IMS	Integrated Management System
RA	Risk Assessment
SHEQ	Safety, Health, Environment & Quality
SIT	Safety Improvement Team
SSoW / SOP	Safe System of Work / Standard Operating Procedure
Policy	Defining, documenting, maintaining and communicating overall intentions relative to an aspect of organizational performance e.g. quality, environment, profit and safety.
Strategy	A method or plan chosen to bring about a desired future, such as achievement of a goal or solution to a problem.
Standard	Written documentation that is the approved standard for compliance; and the standard to which compliance is monitored and measured as a minimum acceptable benchmark.
Procedure	Describes how the policy objectives of the quality manual can be met in practice and how these processes are controlled
Plan	Written account of intended future course of action (scheme) aimed at achieving specific goal(s) or objective(s) within a specific timeframe. It explains in detail what needs to be done, when, how, and by whom, and often includes best case, expected case, and worst-case scenarios.
Report	A document containing information organized in a narrative, graphic, or tabular form. Reports may refer to specific periods, events, occurrences, or subjects.
Guidance Note	Written guidelines which provide broad advice in following a procedure or process, instead of providing a set of precise requirements or standards.
Form	Logically structured document with a fixed arrangement of captioned spaces, designed for entering, extracting, or communicating the required information.

## Planning

### 4. Context of the organisation



#### Understanding the organization and its context

Biffa operates in a highly regulated competitive arena across all elements of the waste sector and is recognised as an industry leader.

Biffa provides and operates a wide range of waste management services via a divisional structure, this includes:



There is a high degree of responsibility that comes with being an industry leader – this includes working with our regulators, consulting on external affairs and regulatory changes, working with our trade bodies, leading industry working groups; as well as meeting and exceeding our customer demands, but also by acting responsibly in the communities where we work.

By understanding the importance of issues that can impact either positively or negatively on the way the organisation manages its business Biffa will be able to fulfil these responsibilities

The “Balanced Business Plan” is used as a process for establishing an understanding of the organisation and its context. The key issues, to be gained from undertaking this process, fall into the following key categories:

- Conditions that can affect Biffa’s business
- Factors external to Biffa, whether international, national or local
- Biffa’s Internal conditions

The knowledge gained from understanding the context of the Biffa organisation will be used to establish, implement, maintain and continually improve Biffa’s IMS. In addition, Biffa can identify the issues that present both opportunities and risk to the organisation and determine those issues that need to be addressed. The context review matrix, appendix B illustrates factors and impacts that are used to support the development of the group and divisional balanced business plan.



## Understanding the needs and expectations of interested parties

Biffa is a customer driven organisation, there are regular reviews in place to ensure that the needs of customers, and other interested parties are met. This will include engagement with the local communities to ensure operations will consider neighbours affected.

Biffa will fully review and take into account the expectations of interested parties when developing strategy and plans for the business. Typically, this includes an assessment of the management of Employees, Customers, Shareholders, Regulators and Contractors as illustrated in the “Interested Parties table” Appendix C

## Determining the scope of the management system

Safety, Health, Environment & Quality (SHEQ) maintain a scoping document which identifies:

- Scope of certification (the product or service it provides to service a need) e.g. The provision of Fleet Workshops and vehicle maintenance activities.
- Scope of the system (the parts of the business the management system covers) e.g. I&C Transfer Stations
- The applicable standards (E.G. ISO 9001, 14001 and OHSAS 18001) or any combination of the three key standards

The scope at any one location, activity or Part of Biffa is thus identified as a combination of the scope of the certification and the scope of the system and the designated standard. For example: Aldridge provides Materials Recovery Operations and Waste Processing, it is a MRF and it operates in accordance with all three standards.

Accreditation is at the discretion of the Divisional Leadership team and Managing Director (MD) but in general terms the table in Appendix A provides an indication of the Certifications covered within the scope.

The scope of this IMS is to clarify the physical and organizational boundaries to which the IMS applies. In establishing these boundaries Biffa has identified the extent of control and influence the IMS has over activities, products and services as detailed in the “Context of the organisation & roles and responsibilities” document

The IMS will address all internal and external issues and relevant interested parties as detailed in appendices B & C.

## The management system

Biffa recognises that its business activities involve hazards and risks and has therefore developed policies and an IMS to minimise the impacts of its activities on its employees, the environment and people coming into contact (whether directly or indirectly) with them.

The IMS is structured in such a way to provide structure and governance to the functions and operating divisions but retaining flexibility to meet their needs. The IMS will also include Divisional SHEQ plans which provide the framework for implementing the group requirements within the context of the divisional operations. These are documented in appendices E-H and are an integral part of the Group IMS Plan. By defining the processes and interactions needed to effectively implement the IMS, it will help to establish:

- Confidence in processes to ensure they are controlled, carried out as planned and achieve the desired results;
- That the management system requirements apply to various business processes, such as design and development, procurement, human resources, sales and marketing;
- And will addresses issues associated with the context of the organisation and interested party requirements

The basis for the approach underlying the management system is founded on the concept of Plan-Do-Check-Act (PDCA).

The PDCA model provides an iterative process to achieve continual improvement and can be applied to a Health & Safety, Environmental and Quality management system and to each of its individual elements.



## Support Documents

Document	Location
GS01 Group IMS Standard	OBi
The Biffa Way	OBi
Transition Gap Analyses	SHEQ team SharePoint
Annual Report	External Website

## 5. Leadership



### Leadership and commitment

Leading and Managing SHEQ the Biffa Way reinforces the leadership commitment to maintaining an IMS.

The Group Executive Team will demonstrate leadership and commitment with respect to the IMS by:

- Ensuring that the four key policy statements and objectives are established and are compatible with the strategic direction, the context of the organisation and are being achieved through the development of the Group and Divisional Balanced Business Plans
- Taking accountability for the resource and effectiveness of the IMS and promoting its continual improvement;
- Ensuring the integration of the IMS requirements into the organisation's business processes and promoting the use of a process approach and risk-based thinking.
- Communicating the importance of an effective IMS and the conformance to its requirements;
- Ensuring that the IMS achieves its intended outcomes;
- Directing and supporting persons to contribute to the effectiveness of the IMS and protecting workers from reprisals when reporting on incidents, hazards risks & opportunities.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibilities
- Ensuring that customer and compliance obligations are understood and met through correctly identified and maintained products and services.

All Divisions will specify the procedures and / or process flows that apply to the individual sites (or groups of sites) within their element of the business and review this at least annually.

The Group Health & Safety Director is responsible for keeping the Group Executive Team informed of relevant Health, Safety, Welfare and Quality management issues.

The Group Environment Manager is responsible for keeping the Group Executive Team informed of relevant Environmental and Sustainability management issues

The responsibility for site Health & Safety is specifically allocated to the Location Manager at each location, whose name is recorded on the location page of the Compliance Database on OBI. Where multi divisional business units and operations share a location, an accountable manager is identified with duties to ensure alignment with Group Standards and local procedures. The accountable Manager ensures that individual Business Managers carry out their individual duties and responsibilities in accordance with Group Standards

Location Managers are responsible for planning and for monitoring work performance in line with Group, Divisional, and Location IMS Documentation. They will ensure that necessary corrective actions are taken where issues are identified and ensure that remedial actions are recorded on the CDB or local trackers. Locally produced documents will be controlled following the central guidelines.

## Policy

Biffa recognises that a successful IMS requires planning and must align to business objectives. Biffa's four key policies define the business strategy and direction with annual setting of objectives, targets and action plans. Biffa's Group Executive Team will establish, implement and maintain the four key policies within the defined scope of its IMS and will ensure they:



- Are appropriate to the purpose and context of the organisation, including the nature, scale of its activities, products and services;
- Provide a framework for setting objectives through the group Balanced Business Plan.
- Include a commitment to fulfil its compliance obligations and to continual improvement of the IMS to enhance performance.
- Remain relevant and appropriate policy documentation is reviewed annually by the Directors.
- Are available to all Biffa interested parties including employees, customers, potential customers, regulating authorities and external auditors.

Biffa's four key policy statements relevant to IMS are available and are displayed on the external website, OBI and on-site notice boards around the business.

The policy statements are brought to life by the strategy document "*Leading and Managing SHEQ the Biffa Way*" – which sets the framework for the operating divisions.

### Organisational roles, responsibilities and authorities

The Group Executive Team will ensure that the relevant roles and responsibilities and authorities are assigned and communicated within the organisation in line with the "Context of the organisation" shown in Appendix A

Senior management have roles and responsibilities for:

- Ensuring that the IMS conforms to the requirements of international standards.
- Reporting on the performance of Biffa's IMS to the Group Executive Team.
- Implementing and maintaining processes for consultation and participation of workers at all relevant levels within the business

To support the effective implementation of individuals roles and responsibilities Biffa will ensure:

- All roles across the organisation have a job description and person specification.
- All roles and responsibilities are communicated, and training will be identified to successfully carry out actions in line with appendix A "Context of the organisation and roles and responsibilities".

Demonstrate commitment to focus on:

- Its customer's requirements and corporate responsibility
- The delivery of products and services, compliant with the requirements of customer, statutory and regulatory requirements
- To set objectives to deliver continual improvement in the areas of Social and Environmental Sustainability

**Support Documents**

<b>Document</b>	<b>Location</b>
Biffa Health, Safety & Wellbeing Policy	OBi
Biffa Environment and Carbon Management Policy	OBi
Biffa Quality Policy	OBi
Biffa Corporate Responsibility Policy	OBi
Group Business Strategy and Balanced Business Plans 2018/19	Group Executive Team
Accident & Incident Management Group Standard	OBi
Behaviours, Communications & Competence Group Standard	OBi
Aspects & Impacts Register	OBi
Legal Register	OBi

## 6. Planning



### Actions to address risks and opportunities

Biffa will establish, implement and maintain processes that will address the risks and opportunities that present themselves to the organisation through the development of Balanced Business Plans.

When planning for the IMS Biffa will:

- Consider any issues that have been identified through the process of understanding the organisation and its context.
- Understand the needs and expectations of interested parties.
- Provide assurance of the intended implementation of the IMS
- Enhance desired effects, but prevent or reduce undesired effects,
- Maintain continual improvement
- Determine potential emergency situations
- Maintain documents to address the above
- Identify specific Health, Safety & Environmental hazards,
- Assess and implement control measures to mitigate or reduce inherent risk.

### Management system objectives and planning to achieve them

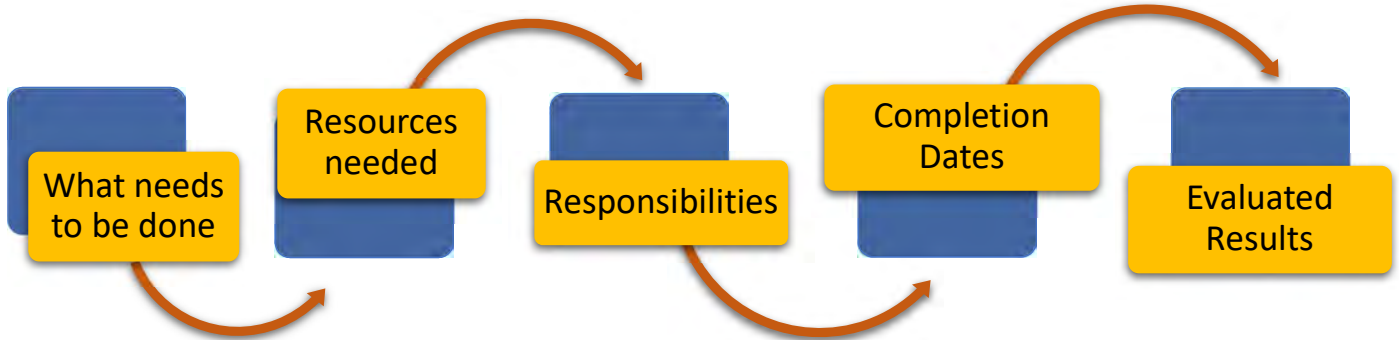
Biffa will establish Health and Safety, Environmental and Quality objectives for relevant functions and levels within the organisation. As part of this process outputs are analysed when setting Company SHEQ objectives.

These will address the organisation's significant issues and associated compliance obligations whilst also considering its risks and opportunities.

These objectives shall be:

- Consistent with the four key policies
- Measurable where practicable
- Monitored in line with recognised requirements
- Communicated to relevant internal and external stake holders
- Updated as appropriate.

Biffa will keep and maintain documented information on the four key policy objectives. When planning to achieve these objectives they will determine:



Where the need for change to the IMS system has been identified this will be addressed through planning, considering:

- Purpose and consequence of the change
- Integrity of the IMS
- Required and availability of resources
- Change of responsibilities.

Document	Location
Divisional SHEQ Profile	OBi
Consolidated risk register	Risk Manager
Group Business Strategy and Balanced Business Plans 2018/19	Group Executive Team
Legal Register	OBi

## 7. Support

### Resources

Group Policies and Group Standards have been produced to provide overarching minimum requirements for each Division to follow. Each Division is then responsible for ensuring that it develops its own specific Divisional Procedures and Work Instructions to provide further controls for each of its main SHEQ risks. Additional Guidance identified through compliance requirements are available for site locations to ensure that it meets the Company obligations in their entirety. These will focus on:

- People
- Infrastructure
- Environment for the operation of processes and services.
- Monitoring and measuring resources
- Organisational Knowledge

### Competence

Biffa will determine the competence required by those carrying out work under their control to meet the necessary performance and compliance obligations.

Competence will be based on education, training and experience to support the needs of the IMS. Where gaps in competence exists, Biffa will take the required action to ensure the required competence is acquired by those carrying out the work and its effectiveness is evaluated.

There are divisional training matrices in place that identifies the minimum training levels for roles. The organisation is in the initial stages of developing succession planning and talent management schemes.

Biffa will achieve this by ensuring:

- General responsibilities are made known to other personnel through the provision of guidance notes
- The setting of objectives and targets
- All new starters receive an induction that is aligned to the role that they will be undertaking in the organisation

### Awareness

SHEQ awareness training will be completed by:

- The undertaking of focused internal and external training courses
- The delivery of workplace 'toolbox talks', and participation in local meetings
- Completion of awareness sessions
- Access to the articles in the in-house magazine and notices. The training will consider various levels of responsibility and ability, the risks involved in the activities and the appropriate methods.
- The training will be recorded, competencies confirmed, and a periodic performance /training review will be conducted to identify any training needs

Biffa will ensure that persons working under their control are aware of:

- The four key policies and what they mean to them
- The significant SHEQ issues associated with their work;
- The importance of their contribution to the effectiveness and benefits from a continually improved IMS
- The importance of meeting the requirements of the Management System as it applies to their work;
- The benefits of improved personal performance and the possible consequences of not complying with the procedures
- Their responsibilities within the procedures including emergency plans
- Customer and regulatory requirements as identified by line management



## Communication

Biffa will implement and maintain the processes needed for internal and external communications relevant to the IMS, these processes will identify what, when, whom and how to communicate.

Biffa will:

- Consider its compliance obligations;
- Ensure that information communicated is consistent with information generated within the IMS and is reliable.
- Responded to relevant communications on its IMS.
- Require and retain the documented evidence as appropriate

The mechanisms used for communication to employees, customers, and other interested parties include:

- Safety Improvement Team meetings;
- Staff surveys held annually;
- Company performance reviews providing the opportunity for two-way feedback which is conducted on an annual basis.
- Employee Champions appointed across the Business;
- Union Representatives on some sites consult and co-ordinate with on-site management.
- Contractor and Customer rules and inductions.

Information is cascaded via the in-house publications, internal notices, OBI, SHEQ Alerts, Bulletins & Circulars, I for Safety News – Quarterly Newsletter, the Compliance Database and relevant external bulletins as required.

Employees are:

- Invited and encouraged to become involved in the development and review of SHEQ standards and procedures via Best Practice Groups or local meetings.
- Consulted and informed when change will affect their workplace;
- Informed of the identity of their local SHEQ Coach, representative and responsible line manager

## Documented information

Biffa's IMS will include:

- Documented information required by the International Standards;
- Documented information determined by the organisation as being necessary for the effectiveness of the IMS.

Biffa will also ensure appropriate:

- Identification and description (e.g. a title, date, author, or reference number);
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- Review and approval for suitability and adequacy.

Documented information required by the IMS and by International Standards shall be controlled to ensure:

- It is available and suitable for use, where and when it is needed;
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

For the control of documented information, Biffa will address the following activities as applicable:

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes (e.g. version control);
- Retention and disposition.

External documented information identified by Biffa to be necessary for the planning and operation of the IMS shall be identified, as appropriate, and controlled.

The IMS is available to all Biffa personnel. Personnel are encouraged to utilise OBI to view corporate controlled documents, whenever possible, to minimise paper usage. Whilst it is possible to print out documents locally, such documents will be by definition 'uncontrolled' and valid on the day of printing only. The 'controlled' documents are subject to regular review. The latest controlled version of all documents is available via the intranet systems.

Retention time for documentation is defined and complies with Company Policy and statutory legislation.

### Support Documents

Document	Location
Compliance Matrices	OBI
Training matrices	Divisional
Std-SHEQ-IMS-Communication, Competence & Behaviour	OBI
Contractor control booklet	OBI
IMS Group Standard	OBI
Biffa News	Distributed to sites
SHEQ ABC notices	OBI
SHEQ Reports & Dashboard	SHEQ SharePoint site

8.



## Operations



### Operational planning and control

Biffa will establish, implement, control and maintain the processes needed to meet IMS requirements, and to implement the actions to address risk and opportunities and reach organisational targets identified within the four key polices. This will be achieved by:

- Establishing operating criteria for the processes.
- Implementing control of the processes, in accordance with operating criteria.

Controls will be implemented following a hierarchy (e.g. elimination, substitution, administrative) and can be used individually or in combination.

Biffa will control planned changes and review the consequences of unintended changes, acting to mitigate any adverse effects, as necessary.

Biffa will also ensure that outsourced processes are controlled or influenced. The type and extent of control or influence to be applied to the processes shall be defined within the IMS.

Consistent with a life cycle perspective, Biffa will:

#### Establish

- Controls as appropriate to ensure that its performance and compliant requirements are addressed in the design and development process for the product or service, considering each life cycle stage.

#### Determine

- Its performance and compliant requirements for the procurement of products and services, as appropriate

#### Communicate

- Its relevant performance and compliant requirements to external providers, including contractors

#### Consider

- The need to provide information about potential significant hazards and environmental impacts associated with the transportation or delivery, use, end-of-life treatment and final disposal of its products and services

Biffa will maintain documented information to the extent necessary to have confidence that the processes have been carried out as planned. Biffa will achieve effective operational planning and control by:

- Effective delivery of the IMS, which involves planning, implementation, performance monitoring, feedback processes and management review.
- These stages will be repeated to produce a 'closed loop' system to facilitate the continual improvement goal.

Procedures will be derived from several sources including risk assessments and process maps. These procedures include:

- Correct methodology for completing tasks, stating who is responsible for doing the task and records to be kept;
- Methodology for performing maintenance activities;
- Guidelines for the procurement of goods/services including provision of specific detailed requirements for suppliers and sub-contractors to address Environment, Quality and Health & Safety or customer requirements and improvement plans;
- Methodology required for purchase orders and subsequent checking of received goods and matching to the purchase requirements;
- Specific procedures for infrequently performed tasks;
- Necessary controls of customer property whilst in Biffa's responsibility;
- Methodology necessary for the tracing of waste as required by legislation or local needs;
- Methodology for managing equipment requiring regulatory calibration or statutory inspection; and
- Design principles appertaining to the workplace, company processes, installations, machinery and safe working methods to mitigate or reduce Health & Safety risks at source;
- Emergency preparedness and response will be addressed through the relevant standards i.e. environmental, SHEQ as part of these standards emergency preparedness and response will also address issues relating to business continuity planning.

All procedures and processes will be reviewed, to ensure continuing relevance to Legislation, industry best practice, Biffa Group policies and standards.

### Support Documents

Document	Location
Group Standards	OBi
Contractor control Booklet	OBi
Central System Reports	Central System
Compliance Database (including risk assessments)	OBi
Group IRS System	OBi
BEDS System	OBi
Enforcement Log	OBi
Toolbox Talks & Training Tools	OBi

## 9. Performance Evaluation



### Monitoring, measurement, analysis & evaluation

Biffa will monitor, measure, analyse and evaluate its health and safety environmental and quality performance data.

Biffa will establish:

- What needs to be monitored and measured;
- The methods and resources for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results
- Traceability where required to establish confidence in the validity of measurement results
- The criteria against which the organization will evaluate its performance and compliance obligations, and appropriate indicators
- When the monitoring and measuring shall be performed and frequency.
- When the results from monitoring and measurement shall be analysed and evaluated to determine operational knowledge requirements and evaluation of our performance and the effectiveness of the IMS.

Biffa will ensure that calibrated or verified monitoring and measurement equipment is used and maintained as specified.

Biffa will communicate relevant performance and compliance information both internally and externally, as identified in the communication processes.

Biffa's SHEQ performance is monitored on an on-going basis. The sources of data to support the performance monitoring process include:

- Routine monitoring activities carried out by technicians or operational personnel including sampling and analysis required by planning conditions, permits and licences.
- Audit results, both internal and external;
- SHEQ Site Visit Reports (SVR's)
- Compliance database action tracker (including monitoring of overdue or outstanding actions)
- Routine location inspection records for SHEQ or a combination thereof;
- Performance against the SHEQ targets;
- Records of accidents, ill health, incidents (including near-misses, hazards and their causes) and other operational evidence of failing Health & Safety performance recorded on IRS;
- The analysis of performance from EA/HSE inspection reports or notices.

Results from monitoring and measurement will be used to evaluate:

- Implementation of planning requirement
- Risks and opportunities
- Conformity of products and service
- Customer satisfaction
- Performance of external providers
- The need for improvements to IMS

In addition, the data is collated, validated and analysed to produce the intelligence base for consideration in the Divisional Management Review.

### **Internal audit**

Biffa will conduct internal audits at planned intervals to provide information on whether the IMS conforms to:

- Biffa's own requirements for its IMS
- Compliance obligations.
- the requirements of relevant International Standards
- Effective maintenance and implementation.

Biffa will establish, implement and maintain internal audit programmes, including the frequency, methods, responsibilities, planning requirements and reporting of its internal audits.

When establishing the internal audit programme, the organisation shall take into consideration the importance of the processes concerned, changes affecting the organisation and the results of previous audits.

Biffa will:

- Define the audit criteria and scope for each audit;
- Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- Ensure that the results of the audits are reported to relevant management.
- Retain documented information as evidence of the implementation of our audits

### **Management review**

Biffa's Management reviews will allow concise and accurate reporting of the integrated management system's effectiveness and will identify its' strengths and weaknesses, as well as improvement opportunities.

The Group Management Review will be conducted by the SHEQ Senior Management Team at 6 monthly intervals

The Divisional Management Reviews will be conducted by Best Practice Groups or appointed Divisional Champions, and appropriate members of the SLT and Divisional SHEQ Coach – at an annual frequency.

The review will include consideration of:

- Major issues raised during Coaching visits or Operational meetings
- Major issues raised during Audits and from audit feedback (both internal and external)
- Re-occurring repetitive issues that are raised through Coaching visits or Audits
- Learning points from enforcement visits
- Learning points from internal investigations
- User feedback from our systems
- Group/Divisional IMS Plan
- Group/Divisional risk profile
- Performance against BBP
- Audit Dashboards
- SVR / CDB / IRS / data

This data shall also be used to support the implementation of areas of change working in line with the management of change procedure

The resources required to operate and improve the Management System are reviewed annually by The Group Executive Team (in conjunction with their line managers) when the Company's budgets are finalised for the forthcoming year.

### Support Documents

Document	Location
IRS Action Tracker	OBI
Compliance Database Action Tracker	OBI
Accident Incident Management Group Standard	OBI
GF01-01 IMS Management Review	OBI
SHEQ Dashboard	OBI
Environment CAR Score Reports	OBI
Sustainability Report	OBI

10.



Improvement



Biffa believes that all customers are entitled to a quality service; the best approach to meeting our customers' expectations and driving performance improvement is to employ effective systems and processes that are consistent across all our divisions, that meet all applicable legislative, industry, organisational and customer needs.

### Non-conformity and corrective action

Biffa analyses data produced as a result of auditing, proactive and reactive monitoring, investigations and checking processes to improve company performance and to measure progress towards the Company's SHEQ objectives and targets.

These records are ranked according to risk and tracked to completion.

- A Compliance database system that records proposed risk mitigation and risk reduction actions including the action owner responsible for delivery of the action plan. Once the action has been completed, the action owner will confirm completion and the resulting effectiveness of the control.
- Incidents, accidents (including near-misses and hazards) are recorded using the IRS database and are investigated to an appropriate level with the results being recorded and retained on the IRS. Accident type and root cause analysis are available via the IRS and this data is used as an input to the Management Review process for identification of action plans. All significant incidents are discussed at a weekly SHEQ conference call attended by the Group Executive Team and representatives from central functions

### Record keeping

External audit inspection issues:

- Logged into the database.
- ISO accreditation analysis and action tracker are available via the Compliance database
- This data is used as an input to the Annual Management Review process for identification of action plans.

Environment Agency inspection reports:

- Logged into the database.
- A consolidated analysis is available by location or by report criteria
- Used as input to the Business Review Process and the Annual Management Review.

### Operational Issues and Internal & External Complaints

Operational Issues and internal and external complaints identified at locations which are detrimental to SHEQ performance across large areas of the company will be processed through the following procedures:

- Root Cause analysis
- Internal & external complaints procedures

Through these procedures Biffa will identify the required remedial action and allocate specific actions to individuals or groups. Identified remedial solutions to any operational issues or internal and external



complaints shall be implemented and verified. Learnings shall be communicated to relevant parts of the company to prevent further reoccurrence

Further to internal and external complaints, customer service issues are tracked as Key Performance Indicators. These will be dealt with at both local and company level and responded to appropriately in line with procedures.

Contractually required, instances of missed service will be remedied in accordance with local service level agreements and data shall be produced to demonstrate recovery and improvements.

### **Continual improvement**

Biffa Improvement or Best Practice Groups are held throughout the company as a forum to drive the integrated improvement plan throughout the business.

Forums consist of key:

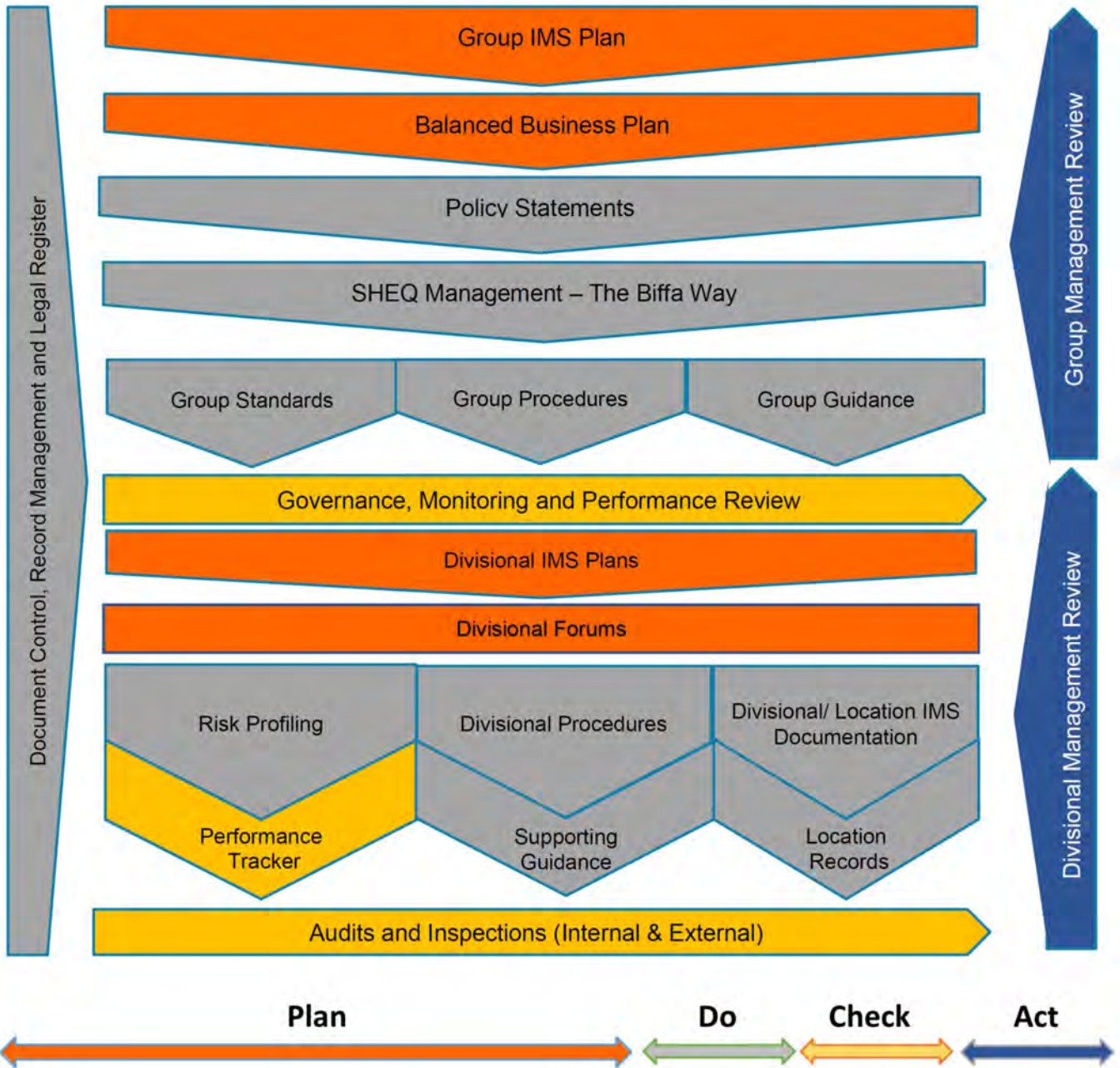
- Operational,
- Commercial,
- SHEQ
- Management employees.

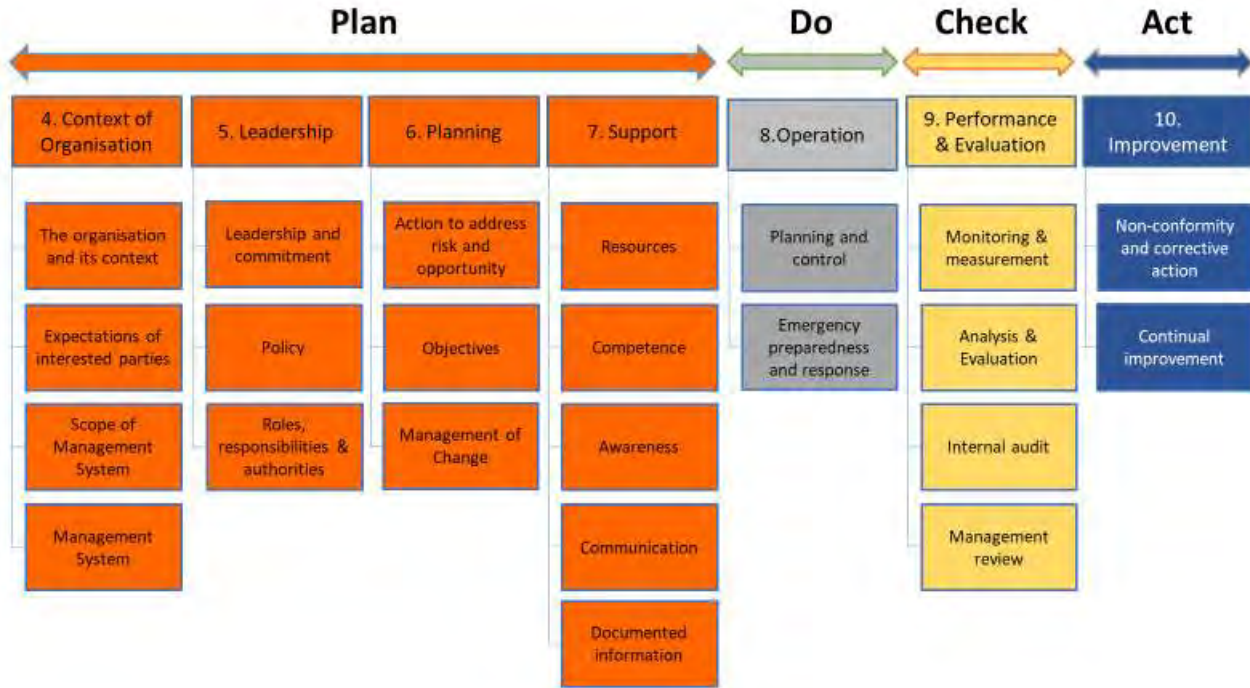
In addition to internal audits undertaken by the SHEQ Team, external providers carry out audits at various locations across the company.

The Central SHEQ Team continually review Group IMS documents and improve these based on the findings from:

- Audit findings (Internal and External)
- Inspection findings
- Legal updates
- Industry regulation and guidance
- Regulatory inspections
- Operational findings and opportunities
- Management reviews
- In house knowledge and best practice reviews
- Specialist advice

The diagram below shows the organisation of the IMS and how the outputs of Management Reviews aim to keep improving Biffa's systems and processes.





**Support Documents**

Document	Location
Pro-SHEQ-IMS-Management Review	OBi
Annual Reports	OBi
SHEQ Reports	SHEQ SharePoint Site
Compliance database	OBi
IRS Investigation Reports	OBi
EA Reports	Divisional SharePoint Sites
Aspects & Impacts Register	OBi
Audit Reports & Dashboards	SHEQ SharePoint

## Document Control &amp; Review

Document Status and Version Control								
Document Title	Issue No	Issued by name	Function / Division	Biffa IMS Ref	Security Classification	Date of Issue	Review Date	Details – Reason for (Re) Issue
QP01	v8.1	V Paffett, SHEQ Systems Mgr	SHEQ	-	-	25.10.13	25.10.16	Review of QP01
IMS Manual and Plan	v9.01	V Paffett, SHEQ Systems Mgr	SHEQ	-	-	25.08.16	25.08.16	Complete review of Company IMS Documentation for continual improvement. Format and content style complimentary to Group Standard. Addition of new Health & Wellbeing Policy Graphics. Streamlining IMS replacing QP01, QP02, QP04, QP08 (2000).
IMS Plan	10.0	C Odd Grp SHEQ Manager	SHEQ	PLA/SHEQ/IMS	Unclassified	14.06.16	14.06.19	Review in line with new standards and simplify. Also, a move to group wide document referencing.
IMS Plan	11.0	C Odd Grp SHEQ Manager	SHEQ	PLA/SHEQ/IMS	Unclassified	15.11.17	14.11.20	Amendment to section 2.
IMS Plan	12.0	Paul Gough Head of SHEQ	SHEQ	PLA\GRP\SHEQ\IMS Plan	Unclassified	27.07.18	27.07.19	Rewrite in line with 2015 transition

# Appendices

# **Appendix A:**

# **Context of the organisation and roles & responsibilities**

# Appendix B:

# The Context Review Matrix.

# Appendix C:

# Needs and Expectations of Interested Parties



# Appendix D

## IMS

# Compliance Matrix

# Appendix E

# Municipal Division SHEQ Plan

# Appendix F

## Energy Division SHEQ Plan

# Appendix G

# Resource Recovery and Treatment Division SHEQ Plan

# **Appendix H**

# **Industrial and Commercial Division SHEQ Plan**

# Certificate of Registration



This is to certify that the Environmental Management System of:

**Biffa Waste Services Limited - Cressex Head Office HP12 3TZ**

Coronation Road, Cressex Business Park, High Wycombe, Buckinghamshire, HP12 3TZ,  
United Kingdom

(Central function listed above. See appendix for additional locations)

applicable to:

**The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics**

has been assessed and registered by NQA against the provisions of:

**ISO 14001:2015**

This registration is subject to the company maintaining an environmental management system, to the above standard, which will be monitored by NQA

Managing Director

Certificate No.	601
ISO Approval Date:	6 April 2004
Reissued:	3 September 2018
Valid Until:	2 September 2021
EAC Code:	39





Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Cressex Head Office HP12 3TZ**

Certificate Number 601  
Coronation Road Cressex Business  
Park  
High Wycombe Buckinghamshire HP12  
3TZ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Irlam  
Recycling M44 5BF**

Certificate Number 601/81  
Resource Recovery Division Irlam  
Recycling Gilchrist Road  
Manchester M44 5BF  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - St  
Neots Recycling PE19 2HB**

Certificate Number 601/65  
Unit 6-7 1 Marston Road  
St. Neots Cambridgeshire PE19 2HB  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Cottonmouth Landfill Site BT36 4QN**

Certificate Number 601/66  
140 Mallusk Road  
Newtownabbey County Antrim BT36  
4QN  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



ISO Approval Date: 6 April 2004  
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Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited - Shakespeare Farm**

Certificate Number 601/8  
Shakespeare Farm Ratcliffe Highway  
Rochester Kent ME3 8RN  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Roxby Landfill Site DN15 0BD**

Certificate Number 601/110  
Winterton Road  
Scunthorpe South Humberside DN15 0BD  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Derby MRF DE24 8EJ**

Certificate Number 601/120  
Derby MRF Unit 4 Trafalgar Park Way  
Derby Derbyshire DE24 8EJ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Swindon Transfer Station - SN3 4PD**

Certificate Number 601/99  
Bridge End Road, Swindon  
SN3 4PD  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Reissued: 3 September 2018  
Valid Until: 2 September 2021





Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Wakefield Transfer Station WF1 5PJ**

Certificate Number 601/54  
Caldervale Road  
Wakefield West Yorkshire WF1 5PJ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - St  
Helens Transfer Station - WA9 1LT**

Certificate Number 601/98  
Pocket Nook Street St Helens  
WA9 1LT  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Eversley Transfer Station RG27 8BP**

Certificate Number 601/79  
Star Hill Sawmills Star Hill  
Hook Hampshire RG27 8BP  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Attlebridge Landfill Site NR9 5TD**

Certificate Number 601/46  
Reepham Road Attlebridge  
Norwich NR9 5TD  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited - Kilsyth Treatment & Transfer Plant G65 9LP**

Certificate Number 601/55  
13 Kilsyth Road Twechar  
Glasgow G65 9LP  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa West Sussex Limited - Brookhurst Wood RH12 4QD**

Certificate Number 601/104  
Brookhurst Wood Langhurst Wood Road  
Horsham West Sussex RH12 4QD  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Bradford Transfer Station BD4 8YF**

Certificate Number 601/64  
Bradford Transfer Station Peace Street  
Bradford West Yorkshire BD4 8YF  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Standen Heath Landfill - PO30 2PD**

Certificate Number 601/87  
Briddlesford Road Newport  
PO30 2PD  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Reissued: 3 September 2018  
Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited  
-Wembley Transfer Station HA0 1ES**  
Certificate Number 601/21  
Wembley Transfer Station Marsh Road  
Wembley Middlesex HA0 1ES  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Ufton  
Landfill Site CV33 9PP**  
Certificate Number 601/4  
Ufton Landfill Site UftonNr Southam  
Leamington Spa Warwickshire CV33  
9PP  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Colnbrook Landfill Site SL3 8AB**  
Certificate Number 601/5  
Sutton Lane  
Slough SL3 8AB  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Meece  
Landfill Site ST15 0QN**  
Certificate Number 601/50  
Meece Landfill Site Swynnerton  
Nr Stone Staffordshire ST15 0QN  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Valid Until: 2 September 2021



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**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Broxburn MRF - EH52 5AU**

Certificate Number 601/114  
Unit 33B, 2/8 Westerton Road  
EH52 5AU  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited  
-Trecatti Landfill Site CF48 4AB**

Certificate Number 601/12  
Trecatti Landfill Site Pant-y-Waun  
Merthyr Tydfil Mid Glamorgan CF48 4AB  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Pebsham Landfill Site TN38 8AY**

Certificate Number 601/16  
Freshfields Bexhill Road  
St. Leonards-on-Sea East Sussex TN38  
8AY  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Tipton  
Transfer Station DY4 7BY**

Certificate Number 601/63  
Tipton Transfer Station Chimney Road  
Tipton West Midlands DY4 7BY  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Valid Until: 2 September 2021



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**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Skelton Grange Landfill Site LS15  
4HD**

Certificate Number 601/118  
Skelton Grange Landfill Site Newsam  
Green  
Leeds LS15 9AD  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Brookhurst Wood Landfill Site RH12  
4QD**

Certificate Number 601/53  
Brookhurst Wood Landfill Site Langhurst  
Wood Road  
Horsham West Sussex RH12 4QD  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Stevenage HW - SG1 2BW**

Certificate Number 601/108  
Leyden Road Stevenage  
SG1 2BW  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Loughborough HW - LE12 5TR**

Certificate Number 601/109  
Plot F Wymeswold Industrial Estate  
Wymeswold Road  
LE12 5TR  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Valid Until: 2 September 2021



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**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Bradford Recycling BD4 7EZ**

Certificate Number 601/17  
Linton Street  
Bradford West Yorkshire BD4 7EZ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services  
Limited-Sheffield HW - S20 3FG**

Certificate Number 601/85  
Holbrook Rise Sheffield  
S20 3FG  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Poplars Landfill Site WS11 8EQ**

Certificate Number 601/48  
Poplars Landfill Site Lichfield Road  
Cannock Staffordshire WS11 8EQ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Dewsbury Transfer Station - WF13  
3LX**

Certificate Number 601/112  
Low Mill Lane Dewsbury  
WF13 3LX  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Valid Until: 2 September 2021



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**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Avonmouth Recycling BS11 9HW**

Certificate Number 601/77  
Unit 7 Yara Trading Estate St. Andrews  
Road  
Bristol BS11 9HW  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Milton  
Keynes Transfer Station - MK6 1NE**

Certificate Number 601/111  
Chesney Wold Milton Keynes  
MK6 1NE  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Sheffield Transfer Station - S9 5FE**

Certificate Number 601/97  
359 Greenland Road Sheffield  
S9 5FE  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Eye  
Landfill Site PE6 7TH**

Certificate Number 601/13  
Eye Landfill Site Eyebury Road  
Peterborough PE6 7TH  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Edmonton MRF (Atlas) N9 0BD**

Certificate Number 601/56  
Unit 2 Aztec 406  
London Middlesex N9 0BD  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Leicester Transfer Station LE67 3NB**

Certificate Number 601/19  
Snibston Drive  
Coalville Leicestershire LE67 3NB  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Houghton le Spring Landfill Site DH4  
4AU**

Certificate Number 601/14  
The Quarry Quarry Row  
Houghton Le Spring Tyne And Wear  
DH4 4AU  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Edmonton Transfer Station N17 0UN**

Certificate Number 601/60  
Edmonton Transfer Station 81 Garman  
Road  
London N17 0UN  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Valid Until: 2 September 2021





Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Chelmsford Recycling CM3 3AW**

Certificate Number 601/18  
Chelmsford Recycling Industrial Estate,  
Waltham Road  
Chelmsford CM3 3AW  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Atherstone HW - Cv9 1JG**

Certificate Number 601/113  
Unit 12 Fourways, Atherstone  
CV9 1JG  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Southampton TS & Recycling Centre**

Certificate Number 601/94  
Link House Tower Lane Eastleigh  
SO50 6NZ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Swarf  
(Foxyards) DY4 9AQ**

Certificate Number 601/25  
Bean Road  
Tipton West Midlands DY4 9AQ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



ISO Approval Date: 6 April 2004  
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Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Newstead Transfer Station - ST4 8HT**

Certificate Number 601/93  
Alderflat Dr, Newstead Industrial Estate  
ST4 8HX  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - East  
London Transfer Station IG11 0TT**

Certificate Number 601/58  
Maybell Farm, Ripple Road,  
Barking, Essex IG11 0TT  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Etwall  
IVC Composting DE65 6GX**

Certificate Number 601/49  
Etwall Composting Boundary Road  
Etwall South Derbyshire DE65 6GX  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited- West  
Manchester MRF & Transfer Station  
and Workshop**

Certificate Number 601/119  
Junction Works Bickershaw Lane  
Wigan WN2 5TB  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Reissued: 3 September 2018  
Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Redmoss Transfer Station - AB12  
3BQ**

Certificate Number 601/96  
Greenbank Rd Aberdeen  
AB12 3BQ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Ufton  
IVC CV33 9PP**

Certificate Number 601/52  
In Vessel Composting Site Ufton Landfill  
Site  
Leamington Spa Warwickshire CV33  
9PP  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Newnham Transfer Station - TR1 2XR**

Certificate Number 601/95  
Lighteridge Hill Truro  
TR1 2XR  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Cardiff  
Recycling CF10 4TS**

Certificate Number 601/106  
Nationwide Works Viking Place  
Cardiff CF10 4TS  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



ISO Approval Date: 6 April 2004  
Reissued: 3 September 2018  
Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Waresley & Hartlebury Landfill  
Operations DY10 4JB**

Certificate Number 601/67  
Waresley & Hartlebury Landfill  
Operations Unit 100 Hartlebury Trading  
Estate  
Hartlebury Worcestershire DY10 4JB  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Studley Grange Landfill Site SN4  
9QT**

Certificate Number 601/9  
Studley  
Swindon SN4 9QT  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Attleborough HW - NR17 2QZ**

Certificate Number 601/86  
51 Maurice Gaymer Road  
NR17 2QZ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Evanton Transfer Station - IV16 9XJ**

Certificate Number 601/92  
Industrial Estate Evanton  
IV16 9XJ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



ISO Approval Date: 6 April 2004  
Reissued: 3 September 2018  
Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Bramford Landfill Site IP8 4DE**

Certificate Number 601/11  
Paper Mill Lane Bramford  
Ipswich IP8 4DE  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - North  
Herts Landfill Site SG5 3RT**

Certificate Number 601/10  
North Herts Landfill Site Bedford Road  
Hitchin Hertfordshire SG5 3RT  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Ugley  
Landfill Site CM22 6HT**

Certificate Number 601/47  
Cambridge Road Ugley  
Bishop's Stortford Hertfordshire CM22  
6HT  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Edinburgh Transfer Station - EH5  
1QD**

Certificate Number 601/91  
West Shore Road Edinburgh  
EH5 1QD  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Reissued: 3 September 2018  
Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited - Risley  
Landfill Site WA3 6BY**

Certificate Number 601/3  
Moss Side Farm Silver Lane  
Warrington WA3 6BY  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Hull  
Transfer Station**

Certificate Number 601/59  
Bailing Plant, Stoneferry Road,  
Hull, HU8 8AU  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Redhill Landfill Site RH1 4ER**

Certificate Number 601/45  
Patteson Court Landfill Cormongers  
Lane  
Redhill RH1 4ER  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Grimsby Transfer Station DN31 2RL**

Certificate Number 601/75  
Grimsby Transfer Station Gilbey Road  
Grimsby South Humberside DN31 2RL  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Valid Until: 2 September 2021



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited - Cardiff  
Transfer Station CF11 8DL**

Certificate Number 601/57  
Cardiff Transfer Station Leckworth  
Industrial Estate  
Cardiff CF11 8DL  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Wilnecote Landfill Site B77 1LT**

Certificate Number 601/1  
Rush Lane Dosthill  
Tamworth Staffordshire B77 1LT  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Westmill Landfill Site SG12 0ES**

Certificate Number 601/7  
Westmill Farm Westmill  
Ware Hertfordshire SG12 0ES  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Burscough HW - L40 8LD**

Certificate Number 601/107  
7 Tollgate Crescent Burscough Industrial  
Estate  
L40 8LT  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Glasgow Transfer Station G4 0LP**

Certificate Number 601/6  
360 Pinkston Road  
Glasgow G4 0LP  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited -  
Poplars AD Plant WS11 8NQ**

Certificate Number 601/2  
Poplars Anaerobic Digestion Facility  
(Known as Poplars AD)  
Cannock Staffordshire WS11 8NQ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited  
Wednesbury Treatment Centre WS10  
7NR**

Certificate Number 601/102  
Wednesbury Treatment Centre Potters  
Lane  
Wednesbury West Midlands WS10 7NR  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Cardiff  
Transfer Station CF10 5DX**

Certificate Number 601/62  
Cardiff Transfer Station Curran  
Embankment  
Cardiff CF10 5DX  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited - Nottingham Transfer Station NG4 2JR**

Certificate Number 601/103  
Nottingham Transfer Station Private Road 2  
NOTTINGHAM NG4 2JR  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Kilsby Landfill Site CV23 8XF**

Certificate Number 601/15  
Grove Farm Daventry Road  
Rugby Warwickshire CV23 8XF  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - Dunstable MRF & Transfer Station - LU5 5BQ**

Certificate Number 601/90  
Townsend Industrial Estate Dunstable LU5 5BQ  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics

**Biffa Waste Services Limited - York Transfer Station - YO26 7QF**

Certificate Number 601/100  
Unit 13 Centre Park Marston Moor Business Park,  
YO26 7QF  
United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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# Certificate of Registration



Appendix to Certificate Number 601

**Includes Facilities Located at:**

**Biffa Waste Services Limited -  
Aldridge MRF WS9 8EX**

Certificate Number 601/101

Westgate Aldridge

Walsall Staffordshire WS9 8EX

United Kingdom

The provision of full waste management services including collection, treatment and cleaning. The processing and disposal of waste and recyclable materials as well as the production and sale of energy and recovered commodities including aggregates, paper, glass, metals and plastics



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