Biffa Brookhurst Wood ATRF, Soil Washing and Heat Treatment Facility

Environmental Permit - EPR/AB3700LS Variation Application

Management Plan

Biffa Waste Services Ltd

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1. Report Context

1.1 Introduction

AECOM has been commissioned by Biffa Waste Services Limited ("the Operator" or Biffa) to prepare an application to vary the existing environmental permit (EPR/AB3700LS) to add new soil washing and heat treatment processes to the Aggregate Treatment and Recycling Facility located at Brookhurst Wood, Horsham, West Sussex.

The new facility is being developed to treat 30,000 tonnes of hazardous soil and 70,000 tonnes per annum (tpa) of non-hazardous soils by a soil washing process and up to 10,000 tpa of soils and contaminated materials by heat treatment. This report has been prepared to support the permit application and details the Management Arrangements for the site. The report should be read in conjunction with other supporting application information.

1.2 Proposed Facility

The new treatment plant is designed to effectively clean and separate the constituent parts of the incoming waste soil residues into recyclable or reusable materials. The soil washing process will treat up to 40 - 50 tonnes per hour and the thermal desorption process will treat up to 1,000 tonnes over a 30 – 40 day period.

The principal elements of the soil washing process are separation, washing, polymer addition, flocculation and dewatering. The soil washing process includes wet physico-chemical treatment to separate pollutants from the clean aggregate materials. The removal efficiency depends on the form in which the contaminants are present and the structure of the soil, but it is anticipated that up to 30,000 tpa hazardous waste and up to 70,000 tpa of non-hazardous waste will be processed.

The thermal desorption treatment process which will treat up to 10,000 tpa of soils and contaminated materials, will be facilitated by thermal conductive heating (TCH). Thermal desorption involves the addition of just enough heat to liberate volatile contaminants from a material into a vapour for collection and recycling. In removing these contaminants, the material is then rendered virtually uncontaminated. As removal rates of 95-99% are possible the material after treatment is almost always non-hazardous and very often inert.

The installation of the proposed facility will strengthen the network of waste management sites serving West Sussex and the wider UK market, contributing to overall recycling rates and moving this waste type up the waste hierarchy.

1.3 Scope of the Management Plan

This Management Plan forms part of the Environmental Permit application and has been prepared in accordance with appropriate guidance and relevant regulations:

- Waste Regulations 2011, as amended; and
- Environmental Permitting Regulations 2016, as amended.

This plan supersedes the previously submitted Management Plan (dated 2015).

2. Site Management Arrangements

2.1 Management Structure

2.1.1 Corporate Structure

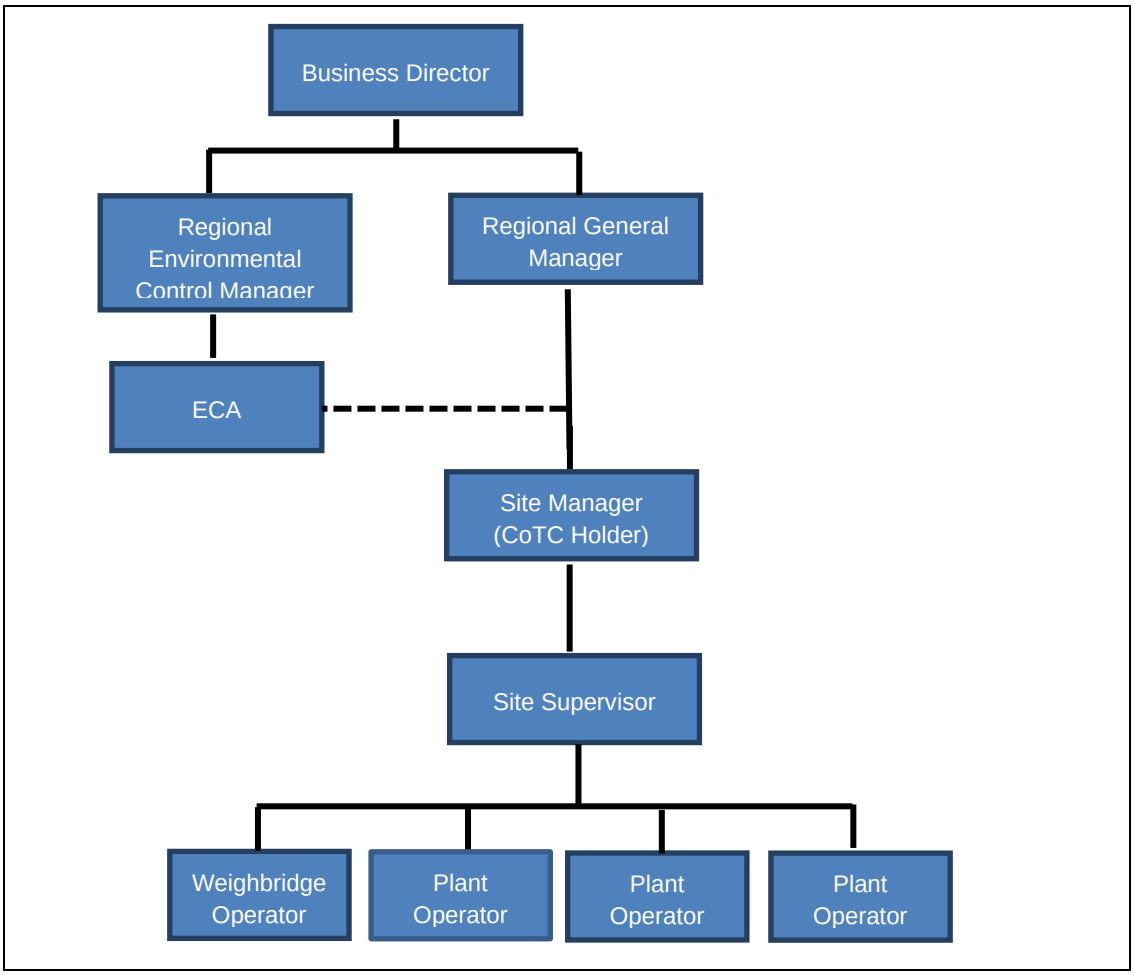
Biffa operates on a predominately divisional structure with a number of shared centralised functions including Finance, Safety, Health and Environmental, Human Resources and Engineering.

Environmental responsibility has been assigned throughout the organisation and is defined throughout the management system. Overall responsibility for the development of the system and implementation throughout the company rests with the Group Safety, Health, Environment and Quality Directorate (SHEQ).

2.1.2 Site Management Arrangements

Operational staff for the proposed facility are shared with the adjacent landfill to provide operational flexibility and line responsibilities of staff are presented in Figure 1 below.

Figure 1 Site Organogram



In addition, some brief descriptions of the responsibilities of those staff involved in operating the facility are outlined in Table 2.1 below.

Table 1 Responsibility of Role Function

Position	Responsibility
Business Director	The Business Director will have overall responsibility for employees and operations; will report into and liaise with the Resources and Energy (R&E) Chief Operating Officer (COO) on contract and operational issues; will have overall responsibility for maintenance and refurbishment; and will work with the R&E COO to source suitable third-party waste for treatment in the Facility. May hold a COTC.

Position	Responsibility
General Manager	The General Manager will have day to day responsibility for the site management team and operations; will report into and liaise with the R&E Business Director on day to day operational and management issues.
Regional Environmental Control Manager	The RECM will report and liaise with the Business Director on day to day compliance issues and environmental monitoring related matters. All of ECA's within the region report into the RECM.
Site Manager	Will act as the day-to-day manager of facility operatives, will have responsibility for ensuring that structural and moving parts are operating as per the operating manual and in line with SHE requirements; and will be responsible for ensuring that sufficient replacement parts and consumables are on site for continuous operation to occur. COTC holder.
Site Supervisor	Will be responsible for overseeing team operatives in the operation of the facility will have responsibility for ensuring plant operation in line with the operating manual and in line with SHE requirements and is a COTC holder or will be working towards achievement of a COTC.
ECA	Responsible for environmental monitoring and compliance of the facility.
Plant Operators	Will be responsible for day-to-day operation of the facility, which will include ensuring steady material flow through, daily and periodic cleaning, start up and shut down at the beginning and end of each day and loading of output materials. Responsible for a range of duties including: • Operation of the site mobile plant; • Managing all containers on site. This will include both the storage and movement of the containers used for; residual material to be sent to landfill; • Sorting residual material into treatable and non-treatable material.
Weighbridge Operator	Will operate the weighbridge, ensuring that only Authorised Waste is accepted and that all documentation is up to date and accurate.

2.1.3 Technical Competence

A technically competent person will be available on site in accordance with the regulatory attendance requirements. In his absence a nominated deputy will be available. The technically competent person, or nominated deputy, will be responsible for the control of incoming and outgoing vehicles, checking Duty of Care documentation, inspecting waste to ensure compliance with permit conditions, and the keeping and maintaining all records. The technically competent person, or nominated deputy, will have overall responsibility for ensuring good general tidiness of the site as a whole.

The Certificates of Technical Competence are contained within Appendix A.

2.2 Training and Competence

2.2.1 Introduction

The Human Resource management arrangements in respect of training and competence requirements are developed such that the requirements specified in EPR 5.06 "*Recovery and Disposal of Hazardous and Non-hazardous Waste*" have been met.

Sub-sections 2.2.2 to 2.2.5 below provide an overview of the relevant details of the training and development system which will be in place.

2.2.2 Skills and competency development

The Operator aims to achieve a high success rate of individual and job compatibility at the recruitment stage. This selection will then be complemented by providing training to meet priority needs for each individual dependant on the job requirements. The needs will be identified during the individual's appraisal and can be defined as:

- Mandatory; or
- Job based; or
- Skills based.

The individual needs will then be managed through a training needs database, which will be maintained at the site. The database will serve a number of uses, namely it:

- Identifies the skills and competence matrix required for each job function;
- Records training undertaken, and competence level achieved – summary sheet is available; and
- Provides a mechanism for identifying when renewals for training certificates are required.

An example of the skills identification matrix is shown in Appendix B.

To support the effective identification and implementation of the training and development programme, the system will be reviewed annually by site management, taking into consideration:

- The results of audits;
- Agreed appraisal targets and objectives;
- Defined site operating standards;
- Recommendations from Biffa corporate level; and
- Any changes to site operations (e.g. process developments, changes to legislation, etc).

Following this review an annual training plan will be agreed detailing the training areas, target audience and timeframe for completion.

2.2.3 Training Provision

All staff will receive instruction and training, both verbal and documented, in all relevant aspects of operational procedures, permit requirements in relation to operations and the environment, health and safety and general requirements of the site management plan. A copy of the permit and approved site management plan will be kept available on site for reference when required by all site staff carrying out work under the requirements of the permit.

Wherever possible, training will be delivered in the workplace by internal training staff or by managers. Key target areas include but are not limited to:

- Safety, health and environmental responsibilities;
- Plant operation including competence checks and ongoing development;
- Site licence, permit and consent conditions;
- Duty of care and waste acceptance;
- Waste processing;
- Emergency procedures including near miss and incident reporting;
- Certificates of technical competence as required by Waste Management Licensing Regulations (1994);
- Risk assessment and management; and
- Safety awareness/competence – Permit-to-work, and safe working procedures.

In addition, staff will receive appropriate training in first aid, manual handling, firefighting, use of PPE and RPE, use of plant and equipment and for appropriately experienced and/or qualified staff training in COSHH assessment, pump and process plant monitoring and maintenance, tank integrity testing and other skills as considered appropriate to their role.

Senior staff and other key personnel will attend formal training courses as required to develop technical, managerial and health and safety skills. These will include external courses as well as in-house training programmes.

The General Manager will ensure that site staff are directed and trained in relevant emergency procedures for their particular site or activity. These procedures will be documented within the Site Operational Plans, and periodically reviewed.

Training will be carried out following the identification of new techniques, new services being offered, new skill requirements, regulatory and environmental requirements, health and safety considerations, etc. or the implementation of new internal procedures and development needs identified through appraisal.

The records of personnel and their skills will be maintained so as to ensure that skills and tasks are adequately matched, and the effectiveness of any training undertaken.

2.2.4 New Employees

Each position at the site will be covered by a general job description detailing key skills, responsibilities and reporting structure. It will be standard procedure for new process operators to be given comprehensive "on the job" training before they take full responsibility for their post. Supervision will be provided for as long as is necessary to ensure that the required skills have been imparted. In addition, specific full training on key tasks will be given to both new and experienced operators as necessary.

2.2.5 Contractor Management

There will be an ongoing target to continue safety, health and environmental awareness training and refresher training targeting poor performers as necessary.

Contractors which may be used will be selected on the basis of their experience and competence relating to a specified task. Each will submit a relevant method statement which is retained and crosschecked by the Operator.

Site rules will be provided to all contractors using or visiting the site, which will describe basic safety and operational precautions to be observed while at the site. Instances of drivers or contractors not following site rules, or behaving inappropriately, will result in warnings and a Site User Violation form will be completed. If necessary, requests to leave site and/or barring from future visits to the site will be implemented.

2.3 Management System

2.3.1 Introduction

The facility will be operated in accordance with an environmental management system which will be certified to ISO 14001 standards in conjunction with:

- Related Management Systems;
- External Corporate environmental reporting; and
- Site management controlled by appropriately qualified and experienced personnel.

This meets the requirements specified in Sector Guidance Note S5.06 "*Recovery and Disposal of Hazardous and Non-hazardous Waste*" and the latest EA Guidance *"Develop a Management System: Environmental Permits"*.

Sub-sections 2.3.2 to 2.3.4 below provide an overview of the management system which will be in place.

2.3.2 Business Management System

Biffa operates an integrated business management system (IMS) combining environmental, quality, health and safety issues for the operational site. The system embeds the practices of corporate responsibility within the day-to-day management of the Company. The system is designed to demonstrate compliance and drive continuous improvement.

The system has been independently assessed against the environmental management standard ISO 14001 for all operational sites. Certification for the ISO 14001 EMS was originally obtained in 2003 – 04, and certificate renewal occurs on three-year cycle, during which time the assessment body carries out surveillance visits at the operational sites to assess the compliance status of the EMS with the requirements of the ISO 14001 standard.

The IMS is established for the ATRF facility and will be extended to the new processes, these will be assessed against the requirements of BS EN ISO14001, and will be included in the overall company certificate. A copy of the current certificate against BS EN ISO14001 : 2015 is attached in Appendix C.

2.3.3 Extent of Business Management System

The IMS applies to all activities being undertaken by Biffa. This includes the design and building of new waste facilities, such as the new Recycling Facility, as well as their subsequent operation.

2.3.4 Business Management System Outline

The system will incorporate the following elements:

- Corporate policies for health and safety, environment, social and ethical;
- Organisation and responsibilities;
- Arrangements for health and safety;
- Objectives and targets;
- Management review;
- Audit procedures;
- Environmental aspect and health and safety risk assessment;
- Permit procedures;
- Occupational health and safety; and
- Consultation.

This system will ensure consideration of environmental issues at all stages of management and control including:

Table 2 Management System Overview

System Aspect	Issues Incorporated
Policy	Biffa has issued several policy statements covering health and safety, corporate social responsibility, business principles which are contained in Appendix D. These policies reflect the principles set out by the main board of Biffa. The Corporate Social Responsibility Policy, and its implementation, is reviewed annually, and the policy is revised and updated as required by the SHEQ Directorate. The Policy and its implementation will be reviewed annually, and the policy revised and updated as required. The Policy gives a commitment to: a. Comply with applicable environmental legislation as a minimum; b. Pursue continuous improvements in its environmental performance and management system; and c. Contribute to long-term economic, environmental and social sustainability through the sourcing of possible source materials and services locally to minimize transport impacts and support the local economy.
Planning	a. Identification of potential/actual environmental impacts of an activity, including significance; b. Identification of legal requirements affecting an activity including the requirements for obtaining a permit or planning permission; c. Identification of site controls required to reduce the potential/actual impact, actions required to mitigate any actual issues and actions required to ensure compliance with site legal requirements; d. Determination of site resource levels (e.g. manpower, equipment, etc.) required for the above controls to be effectives; and e. Identification of key environmental performance indicators.
Implementation	a. Ensuring review of competence requirements and levels for key personnel – including contractors where required; b. Provision of adequate levels of training and written instruction to ensure that personnel have knowledge of or access to information required to ensure safe and efficient operation of the facility; c. Implementation of process control procedures including records maintenance, and logging of events/issues with the potential to impact on the environment; and d. Ensuring effective maintenance of the plant to ensure performance is optimised and risk to the environment especially in the event of plant failure is minimised.
Monitoring	a. Emissions monitoring and reporting requirements;

System Aspect	Issues Incorporated
	b. Waste Monitoring – this addresses the ongoing checking of waste at pre-acceptance, acceptance and during processing; and c. Non-Compliance and Corrective Action – detailing reporting requirements in the event of an incident (Actual/potential) and the action required to mitigate the issue and prevent a recurrence.
Auditing	Internal auditing is undertaken by site personnel trained in auditing techniques and is used for an ongoing assessment of the compliance of the site with specified controls, EMS and legal requirements.
Management Review	Management undertakes a review of key data to ensure ongoing effective operation of the facility. The information review will include – audit report, performance against operational targets, risk identification and incident management.
Reporting	Biffa will openly report on its health and safety, environmental and social performance through a number of mechanisms, including: a. Annual report to shareholders containing financial and other business performance information including a summary of environmental performance; b. Corporate Responsibility report will be produced bi-annually and provides more detailed performance information pertaining to environment, safety, employee issues and community/social issues; and c. Annual and corporate responsibility reports are subject to independent verification.

3. Site Operations and Maintenance

3.1 Introduction

The operational control and maintenance arrangements for the facility have been developed such that the requirements specified in SGN S5.06 "*Recovery and Disposal of Hazardous and Non-hazardous Waste*" have been met.

Sections 3.1 to 3.10 below provide an overview of the relevant details of the operational control and maintenance arrangements which will be in place.

3.2 Plant Capacity

No changes are proposed to the ATRF Plant and intake capacity is expected to remain up to 60,000 tpa and acceptance will be dependent on characteristics of the incoming waste streams.

The new processes at the facility are being developed to treat up to 30,000 tonnes of hazardous soil and 70,000 tonnes per annum of non-hazardous soils through the soil washing process and up to 10,000 tpa hazardous materials through the heat treatment processes.

The soil washing process will treat between 40 – 50 tonnes per hour and the thermal desorption process will treat up to 1,000 tonnes over a 30 - 40day period following batch construction.

3.3 Operating Procedures

To enhance the work / process experience provided by operators, procedures will be defined covering relevant aspects of the operation to ensure safe operation and to minimise the risk of impact on the environment. Such procedures will be subject to review at least annually.

As part of the development of the new facility, a full set of operating procedures will be drafted to ensure that each facility is operated to its optimal potential. These will include:

- Site opening hours;
- Management and operational manpower required including qualifications;
- Plant requirements;
- Waste acceptance procedure including load verification, auditing and load rejection;
- Storage of waste on site by category, location and handling procedures;
- Management of vehicles on site; and
- Emergency procedures.

A detailed set of commissioning procedures will also be followed whilst the site processes are being signed off for operation.

3.4 Hours of operation

The site will receive waste during the existing operating periods as identified in table 3 below:

Table 3 Normal Waste Acceptance Hours

Day of the week	Opening Hours
Monday to Friday:	07:00 to 16:30
Saturday:	07:00 to 12:00
Sunday:	Closed for deliveries
Saturday following public holiday:	07:00 to 15:00
Public Holidays:	07:00 to 10:00

It is recognised, however, that in emergency situations, waste may need to be accepted outside the above time periods (e.g. in response to a request from HCC or EA under Civil Contingencies Act 2004 obligations or similar). Waste accepted during these periods will be received and managed in line with standard plant waste acceptance and operating procedures.

3.5 Permitted Wastes

The waste types to be accepted at the ATRF are street cleansing residues and similar aggregates which fall under the EWC codes shown in the table 4 below:

Table 4 List of Permitted Wastes for ATRF

EWC Code	Description
17	**CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)**
17 05	***Soil (including excavated soil from contaminated sites), stones and dredging spoil***
17 05 04	Soil and stones not containing dangerous substances;
17 05 08	Track ballast not containing dangerous substances;
17 09	***Other Construction and Demolition Wastes***
17 09 04	Mixed construction and demolition waste other than those mentioned in 17 09 01, 17 09 02 and 17 09 03;
19	**WASTES FROM WASTE MANAGEMENT FACILITIES, OFF SITE WASTE WATER TREATMENT PLANTS AND THE PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION AND WATER FOR INDUSTRIAL USE**
19 08	***Wastes from waste water treatment plants not otherwise specified***
19 08 01	Screenings
19 08 02	Waste from de-sanding
19 10	***Wastes from shredding of metal-containing wastes***
19 10 06	other fractions other than those mentioned in 19 10 05
19 12	***Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified***
19 12 05	Glass
19 12 09	Minerals (for example sand, stones)
19 12 12	other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11
19 13	***Wastes from soil and groundwater remediation***
19 13 02	Solid wastes from soil remediation not containing dangerous substances
19 13 04	Sludges from soil remediation not containing dangerous substances
20	**MUNICIPAL WASTES (HOUSEHOLD AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS**
20 01	***Separately collected fractions (except 15 01)***
20 01 02	Glass
20 02	***Garden and park wastes (including cemetery wastes)***
20 02 02	Soil and stones (from gardens and parks)
20 03	***Other municipal waste***
20 03 03	Street Cleansing residues

The waste types to be accepted through the soil washing process are contaminated soils and similar contaminated residues which fall under the EWC codes shown in the table 5 below:

Table 5 List of Waste to be Permitted for Soil Washing

EWC Code	Description
01	**WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS**
01 03	**Wastes from mineral excavation**
01 03 05*	other tailings containing dangerous substances
01 03 06	tailings other than those mentioned in 01 03 04 and 01 03 05
01 03 07*	other wastes containing dangerous substances from physical and chemical processing of metalliferous minerals

EWC Code	Description
01 04	***Wastes from physical and chemical processing of non-metalliferous minerals***
01 04 07*	wastes containing dangerous substances from physical and chemical processing of non-metalliferous minerals
01 04 09	Waste sand and clays
01 04 11	wastes from potash and rock salt processing other than those mentioned in 01 04 07
01 05	***Drilling muds and other drilling wastes***
01 05 04	Freshwater drilling muds and wastes
01 05 05*	Oil-containing drilling muds and wastes
01 05 06*	Drilling muds and other drilling wastes containing dangerous substances
01 05 07	barite-containing drilling muds and wastes other than those mentioned in 01 05 05 and 01 05 0
01 05 08	chloride-containing drilling muds and wastes other than those mentioned in 01 05 05 and 01 05 06
10	**WASTES FROM THERMALPROCESSES**
10 01	**Wastes from power stations and other combustion plants (except 19)**
10 01 01	bottom ash, slag and boiler dust (excluding boiler dust mentioned in 10 01 04)
10 01 02	coal fly ash
10 01 03	fly ash from peat and untreated wood
10 01 04*	oil fly ash and boiler dust
10 01 05	calcium-based reaction wastes from flue-gas desulphurisation in solid form
10 01 07	calcium-based reaction wastes from flue-gas desulphurisation in sludge form
10 01 13*	fly ash from emulsified hydrocarbons used as fuel
10 01 14*	bottom ash, slag and boiler dust from co-incineration containing dangerous substances
10 01 15	bottom ash, slag and boiler dust from co-incineration other than those mentioned in 10 01 14
10 01 16*	fly ash from co-incineration containing dangerous substances
10 01 17	fly ash from co-incineration other than those mentioned in 10 01 16
10 01 18*	wastes from gas cleaning containing dangerous substances
10 01 19	wastes from gas cleaning other than those mentioned in 10 01 05, 10 01 07 and
10 01 25	wastes from fuel storage and preparation of coal-fired power plants
10 01 26	wastes from cooling-water treatment
10 02	**Wastes from the iron and steel industry**
10 02 01	wastes from the processing of slag
10 02 02	unprocessed slag
10 02 07*	solid wastes from gas treatment containing dangerous substances
10 02 08	solid wastes from gas treatment other than those mentioned in 10 02 07
10 02 10	mill scales
10 02 11*	wastes from cooling-water treatment containing oil
10 02 12	wastes from cooling-water treatment other than those mentioned in 10 02 11
10 02 01	wastes from the processing of slag
10 02 02	unprocessed slag 10 02 07* - solid wastes from gas treatment containing dangerous substances
10 02 08	solid wastes from gas treatment other than those mentioned in 10 02 07
10 02 10	mill scales
10 02 11*	wastes from cooling-water treatment containing oil
10 02 12	wastes from cooling-water treatment other than those mentioned in 10 02 11
10 03	**Wastes from aluminium thermal metallurgy**
10 03 04*	primary production slags
10 03 19*	flue-gas dust containing dangerous substances 10 03 20 - flue-gas dust other than those mentioned in 10 03 19

EWC Code	Description
10 03 21*	other particulates and dust (including ball-mill dust) containing dangerous substances
10 03 22	other particulates and dust (including ball-mill dust) other than those mentioned in 10 03 21
10 03 23*	solid wastes from gas treatment containing dangerous substances
10 03 24	solid wastes from gas treatment other than those mentioned in 10 03 23
10 03 25*	sludges and filter cakes from gas treatment containing dangerous substances
10 03 26	sludges and filter cakes from gas treatment other than those mentioned in 10 03 25
10 03 27*	wastes from cooling-water treatment containing oil
10 03 28	wastes from cooling-water treatment other than those mentioned in 10 03 27
10 04	**Wastes from lead thermal metallurgy**
10 04 01*	slags from primary and secondary production
10 04 04*	flue-gas dust
10 04 05*	other particulates and dust
10 04 06*	solid wastes from gas treatment *Gas treatment waste*
10 04 09*	wastes from cooling-water treatment containing oil *Water/oil mixtures, Cooling water (containing oil)*
10 04 10	wastes from cooling-water treatment other than those mentioned in 10 04 09 *Cooling water (not containing oil)*
10 05	**Wastes from zinc thermal metallurgy**
10 05 01	slags from primary and secondary production
10 05 03*	flue-gas dust
10 05 04	other particulates and dust
10 05 05*	solid waste from gas treatment
10 05 06*	sludges and filter cakes from gas treatment
10 05 08*	wastes from cooling-water treatment containing oil
10 05 09	wastes from cooling-water treatment other than those mentioned in 10 05 08
10 06	**Wastes from copper thermal metallurgy**
10 06 01	slags from primary and secondary production
10 06 03*	flue-gas dust 10 06 04 - other particulates and dust 10 06 06* - solid wastes from gas treatment *Gas treatment waste*
10 06 09*	wastes from cooling-water treatment containing oil *Water/oil mixtures, Cooling water (containing oil)*
10 06 10	wastes from cooling-water treatment other than those mentioned in 10 06 09 *Cooling water (not containing oil*
10 07	**Wastes from silver, gold and platinum thermal metallurgy**
10 07 01	slags from primary and secondary production
10 07 04	other particulates and dust
10 07 07*	wastes from cooling-water treatment containing oil
10 07 08	wastes from cooling-water treatment other than those mentioned in 10 07 07
10 08	**Wastes from other non-ferrous thermal metallurgy**
10 08 04	particulates and dust
10 08 16	flue-gas dust other than those mentioned in 10 08 15 10 08 19* - wastes from cooling-water treatment containing oil
10 08 20	wastes from cooling-water treatment other than those mentioned in 10 08 19
10 11	**Wastes from manufacture of glass and glass products**
10 11 05	particulates and dust
10 11 15*	solid wastes from flue-gas treatment containing dangerous substances

EWC Code	Description
10 11 16	solid wastes from flue-gas treatment other than those mentioned in 10 11 15
10 12	**Wastes from manufacture of ceramic goods, bricks, tiles and construction products**
10 12 03	particulates and dust
10 12 09*	solid wastes from gas treatment containing dangerous substances
10 12 10	solid wastes from gas treatment other than those mentioned in 10 12 09
10 13	**Wastes from manufacture of cement, lime and plaster and articles and products made from them**
10 13 04	wastes from calcination and hydration of lime
10 13 06	particulates and dust (except 10 13 12 and 10 13 13)
10 13 12*	solid wastes from gas treatment containing dangerous substances 10 13 13 - solid wastes from gas treatment other than those mentioned in 10 13 12
17	**CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)**
17 01	**Concrete, bricks, tiles, ceramics, and gypsum-based materials**
17 01 01	concrete
17 01 02	bricks *Bricks, Building rubble*
17 01 03	tiles and ceramics
17 01 06*	mixtures of, or separate fractions of concrete, bricks, tiles and ceramics containing dangerous substances
17 01 07	mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
17 05	***Soil (including excavated soil from contaminated sites), stones and dredging spoil***
17 05 03*	soil and stones containing dangerous substances
17 05 04	Soil and stones other than those mentioned in 17 05 03
17 05 05	Dredging spoil containing hazardous substances
17 05 06	Dredging spoil other than those mentioned in 17 05 05
17 05 07*	Track ballast containing dangerous substances
17 05 08	Track ballast other than those mentioned in 17 05 07
17 09	**other construction and demolition wastes**
17 09 03*	other construction and demolition wastes (including mixed wastes) containing hazardous substances
17 09 04	mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03
19	**WASTES FROM WASTE MANAGEMENT FACILITIES, OFF SITE WASTE WATER TREATMENT PLANTS AND THE PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION AND WATER FOR INDUSTRIAL USE**
19 01	**Wastes from incineration or pyrolysis of waste**
19 01 07*	solid wastes from gas treatment *APC residues*
19 01 11*	bottom ash and slag containing dangerous substances
19 01 12	bottom ash and slag other than those mentioned in 19 01 11
19 01 13*	fly ash containing dangerous substances
19 01 14	fly ash other than those mentioned in 19 01 13
19 01 15*	boiler dust containing dangerous substances
19 01 16	boiler dust other than those mentioned in 19 01 15
19 01 17*	pyrolysis wastes containing dangerous substances
19 01 18	pyrolysis wastes other than those mentioned in 19 01 17
19 01 19	sands from fluidised beds

EWC Code	Description
19 02	***Wastes from physico/chemical treatments of waste (including dechromatation, decyanidation, neutralization)***
19 02 05*	Sludges from physico/chemical treatment containing dangerous substances
19 02 06	Sludges from physico/chemical treatment other than those mentioned in 19 02 05
19 03	***Stabilised/solidified waste***
19 03 04*	wastes marked as hazardous, partly stabilised
19 03 05	stabilised wastes other than those mentioned in 19 03 04
19 03 06*	Waste marked as hazardous, solidified
19 03 07	Solidified wastes other than those mentioned in 19 03 06
19 05	***Wastes from aerobic treatment of solid wastes***
19 05 03	Off-specification compost
19 04	**Vitrified waste and wastes from vitrification**
19 04 01	vitrified waste
19 04 02*	fly ash and other flue-gas treatment wastes
19 04 03*	non-vitrified solid phase
19 08	***Wastes from waste water treatment plants not otherwise specified***
19 08 01	Screenings
19 08 02	Waste from desanding
19 08 06*	saturated or spent ion exchange resins
19 09	**Wastes from the preparation of drinking water or water for industrial use**
19 09 05	saturated or spent ion exchange resins *Ion exchange resin*
19 10	***Wastes from shredding of metal-containing wastes***
19 10 06	other fractions other than those mentioned in 19 10 05
19 12	***Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified***
19 12 07	Wood other than that mentioned in 19 12 06
19 12 11*	other wastes (including mixtures of materials) from mechanical treatment of waste containing hazardous substances
19 12 12	other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11
19 13	***Wastes from soil and groundwater remediation***
19 13 01*	Solid wastes from soil remediation containing dangerous substances
19 13 02	Solid wastes from soil remediation other than those mentioned in 19 13 01
19 13 03*	Sludges from soil remediation containing dangerous substances
19 13 04	Sludges from soil remediation other than those mentioned in 19 13 03
19 13 05*	sludges from groundwater remediation containing hazardous substances
19 13 06	sludges from groundwater remediation other than those mentioned in 19 13 05
20	**MUNICIPAL WASTES (HOUSEHOLD AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS**
20 01	***Separately collected fractions (except 15 01)***
20 01 38	Wood other than that mentioned in 20 01 37
20 02	***Garden and park wastes (including cemetery wastes)***
20 02 01	Biodegradable waste
20 02 02	soil and stones
20 03	***Other municipal waste***
20 03 03	Street cleansing residues

EWC Code	Description
20 03 06	waste from sewage cleaning

The waste types to be accepted through the soil washing process are contaminated soils and similar contaminated residues which fall under the EWC codes shown in the table 6 below:

Table 6 List of Waste to be Permitted for Heat Treatment

EWC Code	Description
01	**WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS**
01 05	***Drilling muds and other drilling wastes***
01 05 05*	Oil-containing drilling muds and wastes
01 05 06*	Drilling muds and other drilling wastes containing dangerous substances
05	**WASTES FROM PETROLEUM REFINING, NATURAL GAS PURIFICATION AND PYROLYTIC TREATMENT OF COAL**
05 01	***wastes from petroleum refining***
05 01 02	desalter sludges
05 01 03	tank bottom sludges
05 01 05	oil spills
05 01 06	oily sludges from maintenance operations of the plant or equipment
05 01 08*	Other tars
05 01 09	sludges from on-site effluent treatment containing dangerous substances
05 01 10	sludges from on-site effluent treatment other than those mentioned in 050109
05 01 13	boiler feedwater sludges
05 01 15*	Spent filter clays
07	**Wastes from organic chemical processes**
07 01	**Wastes from the manufacture, formulation, supply and use (MFSU) of basic organic chemicals**
07 01 10*	Other filter cakes and spent absorbents
07 01 11*	Sludges from on-site effluent treatment containing dangerous substances
07 02	**Wastes from the MFSU of plastics, synthetic rubber and man-made fibres**
07 02 08*	Other still bottoms and reaction residues
07 02 10*	Other filter cakes and spent absorbents
07 02 11*	Sludges from on-site effluent treatment containing dangerous substances
07 03	**Wastes from the MFSU of organic dyes and pigments (except 06 11)**
07 03 08*	Other still bottoms and reaction residues
07 03 10*	Other filter cakes and spent absorbents
07 03 11*	Sludges from on-site effluent treatment containing dangerous substances
07 05	**Wastes from the MFSU of pharmaceuticals**
07 05 08*	Other still bottoms and reaction residues
07 05 10*	Other filter cakes and spent absorbents
07 05 11*	Sludges from on-site effluent treatment containing dangerous substances
07 05 13*	Solid wastes containing dangerous substances
07 06	**Wastes from the MFSU of fats, grease, soaps, detergents, disinfectants and cosmetics**
07 06 08*	Other still bottoms and reaction residues
07 06 10*	Other filter cakes and spent absorbents
07 06 11*	Sludges from on-site effluent treatment containing dangerous substances

EWC Code	Description
07 07	**Wastes from the MFSU of fine chemicals and chemical products not otherwise specified**
07 07 01*	Aqueous washing liquids and mother liquors
07 07 03*	Organic halogenated solvents, washing liquids and mother liquors
07 07 04*	Other organic solvents, washing liquids and mother liquors
07 07 07*	Halogenated still bottoms and reaction residues
07 07 08*	Other still bottoms and reaction residues
07 07 09*	Halogenated filter cakes and spent absorbents
07 07 10*	Other filter cakes and spent absorbents
07 07 11*	Sludges from on-site effluent treatment containing dangerous substances
07 07 12	Sludges from on-site effluent treatment other than those mentioned in 07 07 11
08	**Wastes from the manufacture, formulation, supply and use (mfsu) of coatings (paints, varnishes and vitreous enamels), adhesives, sealants and printing inks**
08 01	**Wastes from MFSU and removal of paint and varnish**
08 01 11*	Waste paint and varnish containing organic solvents or other dangerous substances
08 01 13*	Sludges from paint or varnish containing organic solvents or other dangerous substances
08 01 15*	Aqueous sludges containing paint or varnish containing organic solvents or other dangerous substances
08 01 17*	Wastes from paint or varnish removal containing organic solvents or other dangerous substances
08 01 19*	Aqueous suspensions containing paint or varnish containing organic solvents or other dangerous substances
08 01 21*	Waste paint or varnish remover
08 03	**Wastes from MFSU of printing inks**
08 03 12*	Waste ink containing dangerous substances
08 03 14*	Ink sludges containing dangerous substances
08 03 16*	Waste etching solutions
08 03 19*	0Disperse oil 08 03 99 Wastes not otherwise specified
08 04	**Wastes from MFSU of adhesives and sealants (including waterproofing products)**
08 04 09*	Waste adhesives and sealants containing organic solvents or other dangerous substances
08 04 11*	Adhesive and sealant sludges containing organic solvents or other dangerous substances
08 04 13*	Aqueous sludges containing adhesives or sealants containing organic solvents or other dangerous
08 04 15*	Aqueous liquid waste containing adhesives or sealants containing organic solvents or other dangerous substances
08 04 17*	Rosin oil
10	**WASTES FROM THERMALPROCESSES**
10 02	***wastes from the iron and steel industry***
10 02 10	Mill scales
10 02 11*	Wastes from cooling-water treatment containing oil
10 02 12	Wastes from cooling-water treatment other than those mentioned in 10 02 11
10 02 14	sludges and filter cakes from gas treatment other than those mentioned in 10 02 13
10 02 15	other sludges and filter cakes
10 03	**Wastes from aluminium thermal metallurgy**
10 03 27*	Wastes from cooling-water treatment containing oil
10 04	**Wastes from lead thermal metallurgy**
10 04 09*	Wastes from cooling-water treatment containing oil
10 05	**Wastes from zinc thermal metallurgy**
10 05 08*	Wastes from cooling-water treatment containing oil
10 06	**Wastes from copper thermal metallurgy**

EWC Code	Description
10 06 09*	Wastes from cooling-water treatment containing oil
10 07	**Wastes from silver, gold and platinum thermal metallurgy**
10 07 07*	Wastes from cooling-water treatment containing oil
10 08	**Wastes from other non-ferrous thermal metallurgy**
10 08 19*	Wastes from cooling-water treatment containing oil
12	**Wastes from shaping and physical and mechanical surface treatment of metals and plastics**
12 01	**Wastes from shaping and physical and mechanical surface treatment of metals and plastics**
12 01 12*	Spent waxes and fats
12 01 14*	Machining sludges containing dangerous substances
12 01 18*	Metal sludge (grinding, honing and lapping sludge) containing oil
12 01 20*	Spent grinding bodies and grinding materials containing dangerous substances
13	**Oil wastes and wastes of liquid fuels (except edible oils, 05 and 12)**
13 05	**Oil/water separator contents**
13 05 01*	Solids from grit chambers and oil/water separators
13 05 02*	Sludges from oil/water separators
13 05 03*	Interceptor sludges
13 05 08*	Mixtures of wastes from grit chambers and oil/water separators
13 08	**Oil wastes not otherwise specified**
13 08 01*	Desalter sludges or emulsions
13 08 99*	Wastes not otherwise specified
14	**Waste organic solvents, refrigerants and propellants (except 07 and 08)**
14 06	**Waste organic solvents, refrigerants and foam/aerosol propellants**
14 06 05*	Sludges or solid wastes containing other solvents
16	**Wastes not otherwise specified in the list**
16 07	**Wastes from transport tank, storage tank and barrel cleaning (except 05 and 13)**
16 07 08*	Wastes containing oil
17	**CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)**
17 01	**Concrete, bricks, tiles and ceramics**
17 01 06*	Mixtures of, or separate fractions of concrete, bricks, tiles and ceramics containing dangerous substances
17 03	**Bituminous mixtures, coal tar and tarred products**
17 03 01*	Bituminous mixtures containing coal tar
17 03 02	Bituminous mixtures other than those mentioned in 17 03 01
17 03 03*	Coal tar and tarred products
17 04	**Metals (including their alloys)**
17 04 09*	Metal waste contaminated with dangerous substances
17 05	***Soil (including excavated soil from contaminated sites), stones and dredging spoil***
17 05 03	soil and stones containing dangerous substances
17 05 05*	Dredging spoil containing hazardous substances
17 05 07*	Track ballast containing dangerous substances
17 09	**Other construction and demolition wastes**
17 09 03*	Other construction and demolition wastes (including mixed wastes) containing dangerous substances
19	**Wastes from waste management facilities, off-site waste water treatment plants and the preparation of water intended for human consumption and water for industrial use**

EWC Code	Description
19 02	**Wastes from physico/chemical treatments of waste (including dechromatation, decyanidation, neutralisation)**
19 02 04*	Premixed wastes composed of at least one hazardous waste
19 02 05*	Sludges from physico/chemical treatment containing dangerous substances
19 02 07*	Oil and concentrates from separation
19 02 09*	Solid combustible wastes containing dangerous substances
19 02 10	Combustible wastes other than those mentioned in 19 02 08 and 19 02 09
19 02 11*	Other wastes containing dangerous substances
19 08	**Wastes from waste water treatment plants not otherwise specified**
19 08 09	Grease and oil mixture from oil/water separation containing only edible oil and fats
19 08 10*	Grease and oil mixture from oil/water separation other than those mentioned in 19 08 09
19 08 11*	Sludges containing dangerous substances from biological treatment of industrial waste water
19 08 13*	Sludges containing dangerous substances from other treatment of industrial waste water
19 10	***Wastes from shredding of metal-containing wastes***
19 10 06	other fractions other than those mentioned in 19 10 05
19 11	**Wastes from oil regeneration**
19 11 01*	Spent filter clays
19 11 02*	Acid tars
19 11 03*	Aqueous liquid wastes
19 11 05*	Sludges from on-site effluent treatment containing dangerous substances
19 11 06	Sludges from on-site effluent treatment other than those mentioned in 19 11 05
19 12	***Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified***
19 12 11*	other wastes (including mixtures of materials) from mechanical treatment of waste containing hazardous substances
19 12 12	other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11
20	**Municipal Wastes (Household Waste and Similar Commercial, Industrial and Institutional Wastes) Including Separately Collected Fractions**
20 01	**Separately collected fractions (except 15 01)**
20 01 26*	Oil and fat other than those mentioned in 20 01 25
20 01 27*	Paint, inks, adhesives and resins containing dangerous substances

3.6 Waste Acceptance Procedures

The site requirements for the waste acceptance are defined in a written procedure, which may include flowcharts, procedure, work instruction or similar written guidance, and the associated records which are generated as a result will be retained for a minimum of 6 years. The procedure has been developed to comply with the requirements specified in SGN S5.06 and the Addendum for Thermal Desorption and will be subject to ongoing review and revision as appropriate. The current version will be kept at the site and will be made available for inspection.

General aspects of waste acceptance at the site are detailed below.

3.6.1 Waste Acceptance

The Operator will have clearly defined acceptance and rejection criteria for waste that can be safely stored and treated onsite. Such criteria will include consideration as appropriate of:

- Concentration, boiling point and flash point of volatile organic contaminants;
- Water content, pH and physical characteristics of the waste materials; and

- Presence of inorganic contaminants, chlorinated compounds and odorous materials.

Customers will be advised of the relevant criteria prior to waste being accepted at the site.

The Level 1 characterisation and Level 2 compliance checks will be undertaken by the waste producer.

The operator will collect the following information prior to accepting waste onto site:

- Type of waste;
- Specific process from which the waste is derived;
- Quantity of waste;
- Chemical analysis of waste, (note this may not be required for some of the waste types e.g. 20 03 03);
- Form of waste (liquid, solid, sludge etc.);
- Hazards associated with the waste; and
- Sample storage and preservation techniques.

Level 3 on-site verification checks will be undertaken by site personnel in line with defined procedure. The general requirements of the checks are outlined below:

- All vehicles entering the site must stop and report to the weighbridge where they will receive further instruction from the weighbridge operative. Where appropriate, first time visitors will be required to confirm their registration as a waste carrier and will be issued with instructions on health and safety and site procedures. Visitors other than suppliers bringing waste to the site must sign the Visitors Book before proceeding onto the site, and sign out prior to leaving;

- Vehicles entering the site must provide a waste transfer note (non-hazardous wastes) or a consignment note (hazardous wastes) which details the source, location and description of the waste (including EWC number) they are carrying for Duty of Care purposes; these notes will be held at the site office;

- The weighbridge operative will question drivers about the waste description to ensure compliance with the requirements of the permit. A visual check will be made, whenever possible, to ensure adequate description has been provided;

- If the weighbridge operative is satisfied that the waste is acceptable for receipt at the site within the terms of the permit, the contractor will be provided with the tipping code for the ATRF, soil washing or heat treatment processes and will be directed to the correct waste reception area;

- If the weighbridge operative is not satisfied by either the waste description or the content of the incoming load, the vehicle will be directed to a waste checking area. The load will be inspected thoroughly to decide on its acceptability; and

- If the weighbridge operative deems that the waste is unacceptable under the terms of the permit, entry to the site will be refused and the registration number of the vehicle recorded separately in the site diary. Any such incident will be reported to the Environment Agency.

Wastes shall only be accepted on site if it:

- Is of a type and quantity listed in Section 3.5;
- Conforms to the description in the transfer documentation; and
- Conforms to the Environmental Permit.

All waste received will be weighed in and out at the weighbridge to obtain a net weight for individual loads.

3.6.2 Waste Quarantine and Rejection

The waste acceptance procedure will identify those waste materials which can be accepted at the site in accordance with its Environmental Permit. Materials which cannot be accepted will be rejected if they are not on the waste acceptance list in section 3.5.

In the event that an unauthorised waste (i.e. it is not on the permitted wastes list) is identified by the site operators during load discharge/offloading, then the following action will be taken:

- The waste load will be segregated in an isolation area and photographed;
- The Site Supervisor, Waste Collection Authority and Environment Agency will be notified;
- The isolated load will be made available for inspection by the Authority and/or the Regulator; and

- An appropriate disposal route for the load will be determined and agreed with the Regulator. The load will then be transferred to the agreed treatment or disposal facility.

The rejection will be recorded in line with the site acceptance procedure.

3.6.3 Waste Sampling and Analysis

Due to the nature and source of the waste material permitted for acceptance at the ATRF, no detailed sampling and analysis of the waste will be undertaken on a routine basis.

It is recognised that waste sampling and detailed analysis may be required in circumstance where there is a quarantined material of unknown origin/composition and where additional information on waste characterisation is required to enable the correct disposal route to be determined. The level of sampling and analysis will be agreed with the Environment Agency and will be undertaken in accordance with recognised standards.

With respect to the soil washing and heat treatment processes, once accepted, delivered materials will be stockpiled within a designated storage area and will be subject to visual inspection and chemical analysis testing to ensure that they are chemically and physically as expected based on their pre-acceptance data and are suitable through for treatment through the specified process.

Depending on the consistency, moisture content and homogeneity of the material to undergo heat treatment, pre-treatment may be required. This may comprise;

- Mixing of the material to homogenise the material (using an excavator);
- In the event that moisture content is too high, or material is too weak to stockpile, addition of a drying agent or material to provide cohesion and or compressive strength may be required.
- All pre-treatment activities will be carried out within the footprint of the treatment area, as described in Section 2.3.2 of the Technical Plan.
- Insulation material will be placed around the material to be treated prior to commencement of heat treatment to ensure that heat loss to atmosphere is minimised.

3.7 Maintenance Management

Maintenance management for the facility will include:

- A series of maintenance procedures will be developed for the main items of plant at the site including mobile and fixed plant equipment. This procedure will provide an indication of reference documents along with procedural steps including who will undertake the work, the relevant mechanism for recording the information and the action/reporting to be completed if an issue is identified.
- There will be a significant element of planned preventative maintenance to ensure high standards of performance.
- Maintenance scheduling will be undertaken making reference to statutory requirements, manufacturer's recommendations and from plant history.
- Following maintenance, details of work undertaken will be recorded.
- Monthly reports relating to maintenance activities and effectiveness are provided to senior management including any recommendations for further action.
- All plant items will be serviced and maintained according to manufacturer's schedules and recommendations. Plant and equipment will be inspected and serviced by Biffa Waste Services Ltd utilising a plant inspection pro-forma.

4. Amenity Management and Monitoring

4.1 Introduction

The arrangements for managing and monitoring possible amenity impacts for the facility have been developed such that the requirements specified in EPR 5.06 "*Recovery and Disposal of Hazardous and Non-hazardous Waste"* have been met.

The sub-sections to follow provide an overview of the relevant details of the operational control and maintenance arrangements which will be in place.

4.2 Prevention of Pollution

Prevention of pollution at the facility will be achieved through a combination of techniques including:

- Design of the facility in accordance with recognised standards for construction (e.g. British Standards, Building Regulations) and for pollution control (e.g. PPG guidance);
- Undertaking operations in strict accordance with site operational control procedures developed to minimise the potential for pollution risk;
- Employing competent operators with the relevant experience and qualifications;
- Implementing the site controls and mitigation measures; and
- Maintaining an emergency response plan and associated equipment to ensure that spills, releases and other incidents can be dealt with quickly and effectively.

4.3 Management of Potentially Polluting Leaks and Spillage

All vehicles, plant and equipment used on site in connection with the specified waste management operations will be operated and maintained with the objective of preventing potentially polluting leaks, spillages of wastes or other potentially polluting materials.

Site control measures include:

- Pavements and roads will be constructed from concrete designed to BS EN: 12877, parts 1 – 3 using anti-crack mesh to enhance surface durability. Pavements will be laid to falls which facilitate surface water drainage;
- Daily site inspections will check all containment bunds and plant areas for signs of leak or defect – repairs will be undertaken promptly and accumulated material in the containment bund will be removed to ensure that containment capacity is not compromised; and
- Tanks, pumps and site vehicles will be maintained in line with a defined preventative maintenance schedule to ensure the plant integrity and operational efficiency is maintained.

In the unlikely event of a pollution incident occurring on site:

- Minor spillages will be dealt with by use of appropriate absorbent materials and used absorbent will be subsequently appropriately disposed; and
- In the event of a major spillage, immediate action will be taken to contain the spill. Absorbent materials will be used for spillage control and containment. Absorbents will be stored in waterproof container(s) and all operatives will be made aware of their location. Immediately following clean up and appropriate containment the Environment Agency shall be informed and a note to this effect will be made in the site diary.

4.4 Noise Management

The activities of this facility are not expected to cause high levels of noise or vibration. General controls to be used include:

- Motors associated with the external tanks and pumps will be acoustically enclosed;
- Plant and equipment will be maintained in accordance with the manufacturer's instructions to avoid unnecessary noise and vibrations; and
- Plant and equipment will be stopped when not in use.

In the unlikely event that the Environment Agency determines that the site operates at a noise level which is too high, the noise and vibration management plan will be reviewed and submitted for approval. Once approved, this plan will be implemented immediately.

4.5 Point Source Releases to Air and Water

Point source releases to air and water introduced by the new processes are detailed in the Technical Plan (Ref 60586541-ACM-00XX-RP-EN-R2-TECH in Application Section 5).

4.6 Fugitive Emissions of Substances

The operations in place at the proposed Facility will ensure that the risk of fugitive emissions of substances are carefully controlled and mitigated against. The site will be maintained in a clean condition with inspections to ensure this practice is maintained / enforced. Controls for specific issues are reviewed below.

4.6.1 Dust and Particulates

Given the nature of the incoming waste streams and the wet processing involved in the treatment process, the potential for fugitive releases of dust is not felt to be significant. Dust will be prevented on the site wherever possible and the following mitigation measures will be employed:

- On-site vehicle movements over concrete and tarmac surfacing will operate to specific speed limits, reducing the potential for dust to become air-borne;
- Lorries transporting the waste materials into and from the site will be enclosed or sheeted to reduce emissions;
- The site will operate with high standards of housekeeping, and the plant will be maintained to high standards to minimise fugitive emissions;
- Incoming waste will be stored in a reception bay designated for the individual treatment routes. Water suppression to minimise dust emissions in dry weather will be available. Incoming waste that has been allowed to drain will not be loaded in high winds;
- Products from the treatment processes will be stored in designated bays which can be covered in periods of high winds;
- Storage of all other waste materials will, where necessary, be undertaken in enclosed skips or containers to minimise the potential for fugitive release; and
- In the event of a sustained period of dry weather the potential for dust emissions is likely to be increased. Under these conditions dust will be suppressed and controlled by periodic sweeping and/or water dowsing on site and on the access and egress roads

4.6.2 Mud and Debris

The site will be constructed to ensure that all vehicle movements are undertaken on paved or concreted surfaces, and thus the potential for mud and debris being carried onto the public highway is minimal.

To ensure that the deposit of mud and debris onto public highways does not become an issue, the following additional controls will be employed:

- The site will be maintained in a clean condition with operational surfaces cleared of any potential debris by the use of sweepers deployed by site management;
- During periods of dry weather, the introduction of water to dampen surfaces may be introduced to reduce any potential for dust emissions from vehicular movements;
- Regular daily inspections of operational areas will be carried out by site operational staff to ensure standards are suitably maintained; and
- There is a vehicle wash down area located at the adjacent landfill site, which will be available for all vehicles to use.

4.6.3 Litter

Due to the nature of the permitted wastes, litter is not likely to present a nuisance to any surrounding receptors; however, the following measures will be implemented:

- Wastes entering and leaving the site will be in sheeted/sealed/containerised vehicles;
- Staff will be required to keep the site and its surrounds tidy; and
- Daily inspections will be carried out; any litter will be retrieved and deposited within the waste reception areas.

4.7 Odour

4.7.1 Normal Operations

Strong odours are unlikely at this facility due to the nature of the wastes permitted and the controls in place. The minimisation and control measures in place are detailed below.

Odour will be minimised and controlled by:

- Ensuring particularly odorous wastes will not accepted at site. If a load does contain odorous waste, it will be removed from site immediately; and
- Recovered organic fraction from recycling process will be removed as soon as practicable to minimise on site storage time.

A revised Odour Management Plan has been prepared to support this application (see 60586541-ACM-00XX-RP-EN-R0-OMP in Application Section 6). This will be submitted for approval by the Environment Agency. The approved Environment Agency odour management plan will be implemented.

4.7.2 Routine Maintenance Inspection Requirements

Biffa will ensure good performance of all plant and working procedures which are each critical to maintaining efficient odour control. A planned inspection and preventative maintenance regime will be applied, which will include a written maintenance plan and a record of maintenance.

4.8 Vermin and Pests

The site will be inspected for vermin and pests on a regular basis, and if their presence is detected, the site operator will implement appropriate control measures. A pest control firm will be contracted to carry out regular controls, records of which will be available for inspection on site.

Scavenging animals and birds swill be discouraged by ensuring waste is covered and cannot be easily accessed.

4.9 Cleanliness of Access Road and Highway

The site access and highway outside the site will be kept free from mud and debris. The opportunity for vehicles using the site to collect such mud and debris on their wheels is minimal, as the entire operational area consists of hardstanding and site access roads are surfaced and will be maintained.

Regular inspections throughout the working day will be carried out on the roads, in the event that any mud or debris is noted it will be cleared at the earliest opportunity. A vehicle wash down area is available at the adjacent landfill site for use by all vehicles using the site.

5. Accident Management

5.1 Risk Assessment

Risk assessments have been undertaken for the activities undertaken at the waste treatment facility and the findings evaluated to assess site control and mitigation measures that will be put in place. The assessment details are provided in the Impact Assessment Report (Ref 60586541-ACM-00XX-RP-EN-R0-IAR in Application Section 7).

The risk assessments will provide an operational input into the development of a site emergency procedure which covers:

- Potential accident/incident issues which could occur;
- The mechanism for reporting and raising the alarm in the event of an emergency;
- The specific mitigation measures to be employed in the event of an accident/incident; and
- The requirements for recording and investigating the accident/incident.

The emergency arrangements will be detailed within procedures such as 'On-site Emergency Plan' and 'Accident Investigation Procedure'. The procedures will be available for dealing with all reasonably foreseeable incidents:

- Fire;
- Flood;
- Explosion;
- Material spillage; and
- Personal injury.

Adequate stocks of emergency provisions will be available at all times.

All emergency incidents involving fire, explosion or material release (fume/spillage) shall be reported to the Environment Agency as soon as practicably possible. A written report detailing the nature of the incident, causes and remedial action will be sent the Environment Agency within two weeks of such an incident.

The effectiveness of the site controls will be reviewed at least annually during the audit process. However, these will be also verified during any accident/incident investigation in order to ensure that the site system remains effective.

In addition, all details of the above will be recorded within the site diary.

5.2 Risk Reduction and Management

The main mechanisms for risk reduction and management in respect of emergency preparedness and response are detailed in Table 7 below.

Table 7 Accident Risk Reduction and Management Techniques

Area	System Measure	Specific Control Measure
Process Design Considerations	Plant redundancy	• Provision of spare storage capacity in event of outage • Access to critical spares
Business Management System	IMS	• Develop/implement an ISO14001 certified system
	Roles & Responsibilities	• Environmental responsibility is defined throughout the organisation
	Operating Procedures	Maintain series of operational, maintenance and emergency procedures which cover: • Waste acceptance, treatment and final effluent testing to ensure compatibility between materials; • Accident, incident and non-conformance procedures • Maintenance procedures and schedules on all main items and areas of plant including defect reporting. • Safe shutdown procedures • Spill control procedures and response kits
	Emergency response plan	• Emergency response plan that will be reviewed to ensure ongoing effectiveness

Area	System Measure	Specific Control Measure
	Training & Development	• Emergency arrangements included in induction • Refresher training provided as required • Specific training provided for specified roles • Toolbox talks, briefings and other communications
Physical control measures	Material storage	• Defined site plan showing storage locations, volumes and materials • Use of clear labelling on all storage areas
	Physical Protection Measures	• Physical 'bump' barriers in use at tanks • Provision of adequate containment that meets regulatory standards • Tanks/storage vessels provided with levels indicators and alarms
Operational control measures	Control system	• Automated process control system • Process alarms and controls • Areas of the site will be evaluated in accordance with the Dangerous Substances Explosive Atmosphere (DSEAR) Regulations. Where an explosive risk exists, the relevant area will be zoned in accordance with the regulations and controls such intrinsically safe equipment will be implemented where required.

5.3 Emergency Management Plan

5.3.1 General Principles

Although the site does not fall within the COMAH regulatory regime, the site accident management plan will, nevertheless, still reflect the broad principles of the COMAH guidelines, in that:

- Major accident hazards have been identified;
- The measures necessary to prevent major accidents and to limit their consequences for people and the environment have been taken;
- Adequate safety and reliability have been incorporated into the design, construction, operation and maintenance of the plant; and
- An on-site emergency plan will be developed.

5.3.2 Emergency Plan

An accident management plan will be developed, describing the techniques which will be implemented to minimise the risks posed to the environment. Activities affecting the health and safety of operatives, contractors and visitors will be separately managed in compliance with H&S regulation and the Contractor's H&S policy.

Environmental accident prevention will be managed within the overall site health, safety, quality and environmental management programme. Management and procedures relating to emergency preparedness and response will be documented within an Emergency Procedures Manual contained within the IMS.

Emergency Procedures

The emergency procedures will be maintained within the site Operations Manual and adequate stocks of suitable equipment retained at the Facility. Procedures will be present for managing all reasonably foreseeable incidents, including:

- Fire;
- Material spillage;
- Fume release;
- Personal injury; and
- Unintended reactions.

In the event of an accident or incident taking place, plant personnel will implement the actions detailed in the site emergency procedures, which will detail:

- Reporting the incident/raising the alarm;
- Contacting relevant Biffa personnel and management;

- Contacting relevant external emergency services/regulatory bodies when required;
- Taking appropriate corrective or mitigating action;
- Site evacuation; and
- Recording the details of the incident and action taken.

Typical scenarios that may need to be addressed include:

- Fire – specific details for raising the alarm and action to be taken in the event of a fire are detailed in the emergency control procedure. Physical measures for control on site for include fire alarms, fire extinguishers, emergency lighting and fire hydrants. In the event of a fire, all fire waters can be contained on site in static storage vessels or mobile vacuum plant and subsequently directed back through the process;

- Spillage control – this includes minor and major (i.e. >205 litre) spillages both on and off the site. The procedure details the specific actions required for spillage containment and removal. It is supported by a number of physical measures such as absorbent materials, booms, drain protection, and temporary sealants. The majority of all spilt materials can be contained and treated through the site processes following testing of the material's composition. In the event of an off-site spillage, failure of a tanker on-site or in the event the material cannot be treated through the process, then liaison with relevant external parties including the Environment Agency, HSE or other waste/water treatment facilities;

- Power cut - these are generally due to faults external to the facility and can occur without notice. If a power cut occurs, power supply is lost and plant including the abatement equipment stops. Plant would be restarted, and emissions controlled through normal restart procedures; and

- Vandalism – the site has a secure boundary and access will be prevented by lockable gates, as required. In addition, the site is monitored by the CCTV used to provide supervision during loading/off-loading activities and can also guard against unauthorised access. Any unauthorised persons found on the site will be challenged and removed - if necessary the police will be informed.

Incident Investigation and Reporting

A near miss/incident reporting system will be put in place which will encourage the reporting of all accidents and incidents with health and safety or environmental implications. The system will also be used to report any unusual occurrences. Examples of what may be recorded include:

- Office or site accidents minor or otherwise;
- Near misses;
- Unsafe loads delivered to site – poor loading, damaged vehicle hoses, damaged packages;
- Spillages;
- Problems with contractors, drivers and visitors; and
- Offsite complaints.

Reports will be reviewed by the site manager or senior management, as appropriate, and corrective or other action taken recorded. All reports will be reviewed on a monthly basis by senior management and 'lessons learnt' will be communicated to site personnel via the internal briefing and a Toolbox Talk (TBT) system.

All emergency incidents involving fire or material release (fume/spillage) will be reported to the Environment Agency as soon as practicable. A written report of the nature of the incident, its causes and any remedial action taken will be presented to the Agency within two weeks of any such incident being closed-out.

A COTC holder will be contactable on a 24 hour per day basis and will be within two hours of site.

Ongoing Validity of Plan

The integrated IMS will include procedures for checking the continued validity of the emergency plan and associated contingency arrangements.

The effectiveness of the site controls is reviewed at least annually, during the audit process, but are also verified during the accident/incident investigation to ensure that the site system remains effective.

5.4 Reporting and Review

5.4.1 Incident Reporting

Details of all accidents, incidents and emergencies will be recorded in the site diary in line with IMS non-compliance reporting procedures.

All emergency incidents involving fire, explosion or material release (fume/spillage) will be reported to the Environment Agency as soon as practicably possible. A written report detailing the nature of the incident, causes and remedial action will be sent the Environment Agency within two weeks of such an incident.

5.4.2 Emergency Plan Review

The effectiveness of the site controls will be reviewed at least annually during the audit process. However, these will be also verified during any accident/incident investigation in order to ensure that the site system remains effective.

6. Management of Non-Compliance

6.1 General

Any incidents of non-compliance with the site permit will be managed through the formal environmental management system in line with the requirements defined by the Environment Agency. The main elements of this management system will include:

- Reporting the incident/accident;
- The mitigation measures to be taken while dealing with the incident/accident;
- The recording of the incident/accident and subsequent investigation requirements;
- Identification, implementation and recording of relevant corrective action required to prevent a recurrence; and
- Reports will be reviewed by site management or senior management as appropriate and corrective or other action recorded. All reports will be reviewed on monthly basis by senior management.

6.2 Complaints Management

Complaints Procedure

The site will maintain a procedure which details the requirements for recording complaints (e.g. odour, noise, and other environmental/operational issues) and the actions to be taken to:

- Investigate the issues;
- Record details of any corrective action required; and
- Provide feedback to the individual making the complaint.

Biffa's complaints procedure will be incorporated into the site management system to ensure that odour complaints are handled correctly and systematically and acted upon.

Complaint Management and Registration

The principal arrangements are:

- Complaints can be made in person and on the telephone or in writing using post or email;
- Complaints will be recorded in a complaint registration system that will ensure the data is collected and recorded in a systematic manner. The complaints register will be reviewed monthly for trend analysis; and
- The Site Manager will be responsible for ensuring the complaint is investigated, for ensuring the appropriate corrective action is implemented and for providing feedback to the complainant. The Site Manager is also responsible for ensuring the complaints register is completed with all relevant details, for reviewing the register for adverse events.

Complaint Investigation

Initial screening of the complaint will be undertaken in order to establish if an incident has actually taken place, which will consider:

- Knowledge of potential sources at the facility;
- Knowledge of operational issues or plant defects that could contribute to cause of the complaint;
- Consideration of potential external sources;
- Location and distance of complainant from the site; and
- Results of any site monitoring already taking place.

If no such incident can be confirmed, then further investigation will not be required. However, if an incident is confirmed as valid, a more detailed investigation will occur.

Once screening has been completed, Biffa will provide feedback to the complainant including details of any action that has/will be taken.

Communication with Complainant

Where complaints are received by email, letter or answer-phone, an acknowledgement and initial response will be made to the complainant by telephone or email within 48 hours, provided their contact details were provided. Where complaints cannot be resolved on initial contact or require further investigation, then a written response will be made within 10 working days of the receipt of the complaint.

6.3 Notification to Environment Agency

Notifications to the Environment Agency will be made in accordance with Section 4.3 of the site Environmental Permit.

If any of the events identified in the Conditions of the environmental permit occur, the EA will be provided with relevant information.

7. Performance Management

7.1 Key Performance Indicators

In order to track performance of the facility, key performance indicators (KPI) will be set each year and will be managed through the IMS. Performance against the KPIs will be monitored monthly to identify adverse trends.

The KPIs will include the following:

- Tonnage of waste received;
- Tonnage of waste treated;
- Cubic metres of mains water consumed;
- Cubic metres of recycled process water; and
- MWh energy consumed per tonne of waste received.

The annual performance for each of the above KPIs will be reported annually to the EA in accordance with the environmental permit requirements.

7.2 Emissions Monitoring

Emissions monitoring data will be monitored and reported to the EA in accordance with the environmental permit requirements using the techniques detailed in the Technical Plan (Ref 60586541-ACM-00XX-RP-EN-R0-TECH in Application Section 5).

8. Document Control

8.1 Security and Availability of Records

Records pertaining to the site's operation will be maintained in either electronic or hard copy form:

- Electronic records will be saved to the internal computer network; and
- Paper records will be retained in designated filing cabinet in the main office.

Records will be available on request and will be retained for at least 6 years in line with the current Environment Agency guidelines.

8.2 Records Management

8.2.1 Records of Waste Accepted at the Site

A record of the types and quantities of wastes accepted and dispatched from the site will be maintained. A summary of the types and quantities of wastes deposited at the site will be provided to the Environment Agency at an agreed frequency and format.

8.2.2 Management System Records

The Records demonstrating compliance to a management system will be maintained at the site in hard copy or electronic format.

8.2.3 Records of Significant Events

Records will be held regarding:

- All incidents, accidents and non-conformances;
- Actions taken for all of the above instances; and
- Changes to operating procedures following adverse findings resulting from the above events.

The following significant events will be recorded when applicable:

- Commencement and completion of any construction/engineering work undertaken on site;
- Plant breakdowns and maintenance;
- Emergencies;
- Problems with waste received and rejected loads;
- Sampling exercises;
- Site inspections;
- Dispatch of records;
- Weather conditions;
- Complaints; and
- Pest or vermin incidence.

The technically competent person, as previously referred to, or other nominated person, will maintain a record of the above information as required. Records will be retained in the site office at all times and will be available for inspection at all reasonable times by an authorised officer of the Environment Agency.

8.2.4 Retention Period

Waste transfer documentation will be retained in line with Duty of Care requirements. Site operational records will be retained for at least 6 years.

8.3 Reporting and Notification

8.3.1 Reporting

Within one month of each quarter, the Site Supervisor will submit to the Environment Agency a form specifying the waste accepted and removed from the site during the previous quarter.

8.3.2 Notifications

In the event of any breach of the Environmental Permit, the Environment Agency will be notified of details in writing within two weeks and informed of migration measures.

8.4 Document Control

8.4.1 Site Documents

The Site Management Plan, associated drawings and records will be maintained by the Site Supervisor in accordance with the requirements of the environmental permit.

All modifications to the site management plan will be controlled and tracked in line with Biffa document control procedures which require the Plan to be identified with a revision number.

8.4.2 Environmental Permit

A copy of the current version of the environmental permit will be retained at the site.

Appendix A Certificate of Technical Competence

Certificate No. CCC17162

Continuing Competence Certificate

This certificate confirms that

Lee Peter Coulson

Has met the relevant requirements of the Continuing Competence scheme for the following award(s) which will remain current for two years from 14/03/2018

TMNH Treatment - Non Hazardous Waste

Awarded: 14/03/2018

Expiry Date: 14/03/2020

Authorised

WAMITAB Chief Executive Officer

CIWM Chief Executive Officer

The Chartered Institution of Wastes Management

00126424

WAMITAB

WASTE MANAGEMENT INDUSTRY TRAINING AND ADVISORY BOARD

CERTIFICATE No: 11326

CERTIFICATE OF TECHNICAL COMPETENCE

This Certificate confirms that

Lee Peter Coulson

has demonstrated the standard of technical competence required for the management of a facility of the type set out below

Facility Type:

Level 4 in Waste Management Operations - Managing

Treatment Non-Hazardous Waste (4TMNH)

WAMITAB INCORPORATED 1389

Authorising Signatures:

Director General

Director

Date of issue: 09 March 2010

WAMITAB

Waste Management Industry
Training and Advisory Board

QCA
Qualifications and
Curriculum Authority

National Vocational Qualification

Qualification Title:

Level 4 in Waste Management Operations - Managing Treatment Non-Hazardous Waste (4TMNH)

Qualification Accreditation Number:

10026599

This Certificate is awarded to

Lee Peter Coulson

Awarded: 09/03/2010

Serial No:16362/4TMNH/1

Authorised

Lawrence Strong
Director General, WAMITAB

Ray Burberry
Qualifications Manager, WAMITAB

The qualifications regulators logo on this certificate indicates that the qualification is accredited only for England, Wales and Northern Ireland.

WAMITAB, Waste Management Industry Training and Advisory Board, Peterbridge House, 3 The Lakes, Northampton, NN4 7HE
Telephone: 01604 231950 Fax: 01604 232457 Email: info.admin@wamitab.org.uk Website: www.wamitab.org.uk

Certificate No. CCC14968

Continuing Competence Certificate

This certificate confirms that

Lee Peter Coulson

Has met the relevant requirements of the Continuing Competence scheme for the following award(s) which will remain current for two years from 01/09/2017

LNH	Landfill - Non Hazardous Waste
AD	Anaerobic Digestion

Awarded: 01/09/2017

Expiry Date: 01/09/2019

Authorised

WAMITAB Chief Executive Officer

CIWM Chief Executive Officer

The Chartered Institution of Wastes Management

00121488

Certificate No. OCC7857

Operator Competence Certificate

Title:

Managing Physical & Chemical Treatment - Hazardous Waste - 4MPTH

This Certificate is awarded to

Lee Peter Coulson

Awarded: 01/06/2017

Authorised

WAMITAB Chief Executive Officer

CIWM Chief Executive Officer

The Chartered Institution of Wastes Management

This certificate is jointly awarded by WAMITAB and the Chartered Institution of Wastes Management (CIWM) and provides evidence to meet the Operator Competence requirements of the Environmental Permitting (EP) Regulations, which came into force on 6 April 2008.

00113781

wamitab

Qualification Title:

WAMITAB Level 4 Diploma in Waste Management Operations : Managing Physical & Chemical Treatment - Hazardous Waste - 4MPTH

Qualification Accreditation Number:

600/0331/5

This Certificate is awarded to

Lee Peter Coulson

Awarded: 01/06/2017

Serial No:16362/4MPTH/1

Authorised

Chris James
Chief Executive Officer, WAMITAB

Regulated by Ofqual

For more information see http://register.ofqual.gov.uk

Corff dyfarnu cydnabyddedig
Cymwysterau Cymru Qualifications Wales
Recognised awarding body

The qualifications regulators logos on this certificate indicate that the qualification is accredited only for England, Wales and Northern Ireland.

00113734

Appendix B Skills Matrix

Training Matrix - Landfill

The Training Matrix identifies main areas of training associated with each job or job type; it is not an exhaustive list. The Matrix should be used when reviewing an employee's performance and training or development needs. For some jobholders, it is necessary to refer to more than one column, e.g. a supervisor who occasionally drives a goods vehicle.

HEALTH & SAFETY	MANAGEMENT / SUPERVISORY	COMMERCIAL	TECHNICAL

JOB / TRAINING (Click training category for details)	REGIONAL MANAGER	SITE MANAGER	OPERATIONS MANAGER	SITE FOREMAN	LANDFILL SALES MANAGER	LANDFILL NEGOTIATOR	ECA	SITE ADMINISTRATOR	WEIGHBRIDGE OPERATOR	PLANT OPERATOR	LANDFILL OPERATIVE
INDUCTION	D1	D1	D1	D1	D1	D1	D1	D1	D1	D1	D1
ADVANCED DRIVER TRAINING (CAR OR 4X4)		?	?	X			X				
ALCOHOL/DRUGS AWARENESS DVD	X	X	X	X	X	X	X	X	X	X	X
ASBESTOS AWARENESS	X	X	X	X	X	X	X				
BIFFSAFE WORKSHOP	X	X	X	X					?		
COMPLIANCE SYSTEMS	X	X	X		X	?	X	?			
CULTURE CHANGE WORKSHOP	X	X	X	X	X	X	X	X	X	X	X
FIRE MARSHAL		?	?	?			?	?	?		
FIRST AID AT WORK		?	?	?			?	?			
HEALTH & SAFETY WORKSHOP		?	X	X			?			?	
IOSH CERTIFICATE- MANAGING SAFELY	X	X	?	?			?				
MANUAL HANDLING – PRACTICAL TRAINING	X	X	X	X	X	X	X	X	X	X	X
MANUAL HANDLING - MANAGERS' WORKSHOP											
NEBOSH CERTIFICATE	?	?									
SAFETY AWARENESS (CITB)		?	?	?					?	X	
BIFFA BUSINESS SCHOOL	?	?			?	?	?				
CONTRACT MGT / CDM	X	X	?								
COTC	X	X	X	?			?				
CPC		?									
DIVERSITY AWARENESS	X	X	X	X	X	X	X	X	X	X	X
FINANCE	1	1			?	?					
ILM CERTIFICATE IN FIRST-LINE MANAGEMENT											
ILM INTRO. CERTIFICATE IN TEAM LEADING			?	?			?				
MANAGING PEOPLE	X	X	X		X		?				
OPERATIONAL PERSONNEL MANAGEMENT	1	1	1		1						
PRESENTATION SKILLS	?	?			?	?	?				
PROJECT MANAGEMENT	X	X	?		?	?	?				
RECRUITMENT & SELECTION	X	X	?		X		?				
STRATEGY	?	?			?						
COMPETITION LAW	X	X	?		X	X					
CONTRACT AWARENESS	X	X			X	X					
CUSTOMER CARE	X	X	X	X	X	X	X	X	X	X	X
MARKETING	?	?			?	?	?				
SELLING SKILLS	?	?			↓	↓					
LANDFILL APPRECIATION	?	?	?	?	?	?	?	?	?		
PPC PERMITS		X	X	X	?	?	X	?	X	X	X
PLANT TRAINING				?						1	
WASTE WORKSHOP	?	?	?	?	?	?	?				
WOW			?					?	1		

KEY

D1	= MANDATORY ON FIRST DAY OF EMPLOYMENT
1	= MANDATORY TRAINING IN FIRST YEAR
X	= MANDATORY TRAINING
?	= POSSIBLE TRAINING NEED, DEPENDING ON RESPONSIBILITIES AND/OR EXPERIENCE
↓	= COVERED BY OTHER TRAINING
TITLE IN RED	= EMPLOYEE MUST ATTEND THE SPECIFIED BIFFA COURSE IN ORDER TO MEET STANDARD
TITLE IN BLACK	= EMPLOYEE CAN MEET STANDARD FROM NON-BIFFA COURSE OR OTHER MEANS, E.G. COACHING

Training Matrix – Resource Recovery

The Training Matrix identifies main areas of training associated with each job or job type; it is not an exhaustive list. The Matrix should be used when reviewing an employee's performance and training or development needs. For some jobholders, it is necessary to refer to more than one column, e.g. a supervisor who occasionally drives a goods vehicle.

HEALTH & SAFETY	MANAGEMENT / SUPERVISORY	COMMERCIAL	TECHNICAL

TRAINING (Click training category for details) / JOB	REGIONAL MANAGER	DEPOT MANAGER	SITE SUPERVISOR	TRAFFIC CONTROLLER	DEPOT ADMINISTRATOR	WEIGHBRIDGE OPERATOR	PLANT OPERATOR	SORTER / LABOURER	DRIVER	SALES / CUSTOMER LIAISON
INDUCTION	D1	D1	D1	D1	D1	D1	D1	D1	D1	D1
ADR									?	
ADVANCED DRIVER TRAINING										
ALCOHOL/DRUGS AWARENESS DVD	X	X	X	X	X	X	X	X	X	X
ASBESTOS AWARENESS	X	X	X	X		X				
BANKSMAN PROCEDURES							?	?	?	
BIFFSAFE WORKSHOP	X	X	X	X						
COMPLIANCE SYSTEMS	X	X	X	X	?					
CULTURE CHANGE WORKSHOP	X	X	X	X	X	X	X	X	X	X
FIRE MARSHAL		?	?	?	?	?				
FIRST AID AT WORK		?	?	?	?					
HEALTH & SAFETY WORKSHOP		?	X	X			?		?	
IOSH CERTIFICATE- MANAGING SAFELY	X	X	?	?						
MANUAL HANDLING – PRACTICAL TRAINING	X	X	X	X	X	X	X	X	X	X
MANUAL HANDLING - MANAGERS' WORKSHOP										
NEBOSH CERTIFICATE	?	?								
SAFETY AWARENESS (CITB)						?	X	?	?	
BIFFA BUSINESS SCHOOL	?	?								
COTC	X	?	?	?						
CPC	X	X	?	?						
DIVERSITY AWARENESS	X	X	X	X	X	X	X	X	X	X
FINANCE	1	1								
ILM CERTIFICATE IN FIRST-LINE MANAGEMENT			?	?						
ILM INTRO. CERTIFICATE IN TEAM LEADING			?	?						
MANAGING PEOPLE	X	X	X	X						
OPERATIONAL PERSONNEL MANAGEMENT	1	1	?	?						
PRESENTATION SKILLS	X	X								?
PROJECT MANAGEMENT – PRINCE2	?	?								
RECRUITMENT & SELECTION	X	X	?	?						
STRATEGY	?	?								
COMPETITION LAW	X	X								X
CONTRACT AWARENESS	X	X								
CUSTOMER CARE	X	X	X	X	X	X	X	X	X	X
MARKETING	?	?								?
SELLING SKILLS	?	?								↓
DEPOT-BASED TRAINER INDUCTION										
DRIVER NVQ									?	
DRIVERS' HOURS / TACHOGRAPH		1		1	?				1	
DRIVER TRAINING & ASSESSMENT							?	?	X	
LGV DRIVER TRAINING							?	?	?	
PLANT TRAINING			?				1		?	
WASTE WORKSHOP	1	1	?	1	?	X				?
WOW					1	1	?			?

KEY

D1	= MANDATORY ON FIRST DAY OF EMPLOYMENT
1	= MANDATORY TRAINING IN FIRST YEAR
X	= MANDATORY TRAINING
?	= POSSIBLE TRAINING NEED, DEPENDING ON RESPONSIBILITIES AND/OR EXPERIENCE
↓	= COVERED BY OTHER TRAINING
TITLE IN RED	= EMPLOYEE MUST ATTEND THE SPECIFIED BIFFA COURSE IN ORDER TO MEET STANDARD
TITLE IN BLACK	= EMPLOYEE CAN MEET STANDARD FROM NON-BIFFA COURSE OR OTHER MEANS, E.G. COACHING

Appendix C EMS Accreditation Certificates

Certificate of Registration

This is to certify that the Quality 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 9001:2015

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

Managing Director

Certificate No.	19225
ISO Approval Date:	30 March 2005
Reissued:	3 September 2018
Valid Until:	2 September 2021
EAC Code:	39

UKAS MANAGEMENT SYSTEMS 015

The use of the UKAS Accreditation Mark indicates accreditation in respect of those activities covered by the accreditation certificate number 015 held by NQA. NQA is a trading name of NQA Certification Limited, Registration No. 09351758. Registered Office: Warwick House, Houghton Hall Park, Houghton Regis, Dunstable Bedfordshire LU5 5ZX, United Kingdom. This certificate is the property of NQA and must be returned on request.

Certificate of Registration

Appendix to Certificate Number 19225

Includes Facilities Located at:

Biffa Waste Services Limited - Cressex Head Office HP12 3TZ Certificate Number 19225 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 - Aldridge MRF WS9 8EX Certificate Number 19225/9 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
Biffa West Sussex Limited - Brookhurst Wood RH12 4QD Certificate Number 19225/11 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 - Cardiff Transfer Station CF10 5DX Certificate Number 19225/6 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

UKAS MANAGEMENT SYSTEMS 015

ISO Approval Date:	30 March 2005
Reissued:	3 September 2018
Valid Until:	2 September 2021

The use of the UKAS Accreditation Mark indicates accreditation in respect of those activities covered by the accreditation certificate number 015 held by NQA. NQA is a trading name of NQA Certification Limited, Registration No. 09351758. Registered Office: Warwick House, Houghton Hall Park, Houghton Regis, Dunstable Bedfordshire LU5 5ZX, United Kingdom. This certificate is the property of NQA and must be returned on request.

Certificate of Registration

Appendix to Certificate Number 19225

Includes Facilities Located at:

Biffa Waste Services Limited - Swarf (Foxyards) DY4 9AQ Certificate Number 19225/1 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
Biffa Waste Services Limited - Kilsyth Treatment & Transfer Plant G65 9LP Certificate Number 19225/4 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 Waste Services Limited Wednesbury Treatment Centre WS10 7NR Certificate Number 19225/10 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 - Attleborough HW - NR17 2QZ Certificate Number 19225/8 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

UKAS MANAGEMENT SYSTEMS 015

ISO Approval Date:	30 March 2005
Reissued:	3 September 2018
Valid Until:	2 September 2021

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Certificate of Registration

Appendix to Certificate Number 19225

Includes Facilities Located at:

Biffa Waste Services Limited - Derby MRF DE24 8EJ Certificate Number 19225/17 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-Sheffield HW - S20 3FG Certificate Number 19225/7 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 - Edmonton MRF (Atlas) N9 0BD Certificate Number 19225/5 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 - Loughborough HW - LE12 5TR Certificate Number 19225/14 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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Certificate of Registration

Appendix to Certificate Number 19225

Includes Facilities Located at:

Biffa Waste Services Limited - Atherstone HW - Cv9 1JG Certificate Number 19225/15 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 - Stevenage HW - SG1 2BW Certificate Number 19225/13 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 - Burscough HW - L40 8LD Certificate Number 19225/12 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
Biffa Waste Services Limited - Brookhurst Wood Landfill Site RH12 4QD Certificate Number 19225/2 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

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Certificate of Registration

Appendix to Certificate Number 19225

Includes Facilities Located at:

Biffa Waste Services Limited - Wakefield Transfer Station WF1 5PJ
Certificate Number 19225/3
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 plc – Qualifications Centre
Certificate Number 19225/16
Biffa Waste Services Coronation Road
High Wycombe 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

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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

UKAS MANAGEMENT SYSTEMS 015

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Certificate of Registration

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

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Certificate of Registration

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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Certificate of Registration

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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Certificate of Registration

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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Certificate of Registration

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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Certificate of Registration

Appendix to Certificate Number 601

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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Certificate of Registration

Appendix to Certificate Number 601

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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Certificate of Registration

Appendix to Certificate Number 601

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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Certificate of Registration

Appendix to Certificate Number 601

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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Certificate of Registration

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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Certificate of Registration

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

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Certificate of Registration

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

UKAS MANAGEMENT SYSTEMS 015

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

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This certificate is the property of NQA and must be returned on request.

Certificate of Registration

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

UKAS MANAGEMENT SYSTEMS 015

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Certificate of Registration

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

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Certificate of Registration

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

UKAS MANAGEMENT SYSTEMS 015

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Certificate of Registration

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

UKAS MANAGEMENT SYSTEMS 015

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Certificate of Registration

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

UKAS MANAGEMENT SYSTEMS 015

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Certificate of Registration

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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Certificate of Registration

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

UKAS MANAGEMENT SYSTEMS 015

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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

UKAS MANAGEMENT SYSTEMS 015

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Certificate of Registration

This is to certify that the Occupational Health & Safety 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:

OHSAS 18001: 2007

This registration is subject to the company maintaining an occupational health & safety management system, to the above standard, which will be monitored by NQA.

Managing Director

Certificate No.	133
ISO Approval Date:	10 January 2005
Reissued:	3 September 2018
Valid Until:	12 March 2021
EAC Code:	39

UKAS MANAGEMENT SYSTEMS 015

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Certificate of Registration

Appendix to Certificate Number 133

Includes Facilities Located at:

Biffa Waste Services Limited - Cressex Head Office HP12 3TZ Certificate Number 133 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 - Park Royal Workshop NW10 6DF Certificate Number 133/28 Unit 1 Standard Road London NW10 6DF 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 133/49 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
Biffa Waste Services Limited - Warwick Workshop CV34 6TF Certificate Number 133/24 13 Collins Road Heathcote Industrial Estate Warwick CV34 6TF 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 133

Includes Facilities Located at:

Biffa Waste Services Limited - Middlesbrough Workshop TS6 6JA Certificate Number 133/25 Brunel Road Middlesbrough Cleveland TS6 6JA 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 - Brighouse Workshop HD6 1PZ Certificate Number 133/20 733 - Brighouse Workshop Huntingdon Road Brighouse West Yorkshire HD6 1PZ 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 Workshop DN31 2TG Certificate Number 133/19 Estate Road No. 6 Grimsby Lincolnshire DN31 2TG 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 Workshop MK6 1NE Certificate Number 133/3 Chesney Wold Bleak Hall 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

ISO Approval Date:	10 January 2005
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Certificate of Registration

Appendix to Certificate Number 133

Includes Facilities Located at:

Biffa Waste Services Limited - Edmonton MRF (Atlas) N9 0BD Certificate Number 133/26 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 - Newchapel Workshop RH7 6HN Certificate Number 133/6 Unit 35 Hobbs Industrial Estate Lingfield Surrey RH7 6HN 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 - Kingspoint Office - HP12 3TA Certificate Number 133/41 Coronation Road Cressex Business Park HP12 3TA 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 - Carlisle Workshop CA2 4LR Certificate Number 133/34 St. Ninians Road Carlisle CA2 4LR 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 133

Includes Facilities Located at:

Biffa Waste Services Limited - Stoke Workshop ST6 2NT Certificate Number 133/7 Sneyd Industrial Estate Stoke-on-Trent ST6 2NT 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 - Widnes CDC WA8 0TF Certificate Number 133/29 Tanhouse Lane Widnes Cheshire WA8 0TF 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 Workshop CF10 4TS Certificate Number 133/46 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
Biffa Waste Services Limited - Preston Workshop PR5 8AY Certificate Number 133/31 508 Green Place Walton Summit Centre Walton Summit Centre Preston Lancashire PR5 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

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Certificate of Registration

Appendix to Certificate Number 133

Includes Facilities Located at:

Biffa Waste Services Limited - St Neots Workshop PE19 2HB Certificate Number 133/2 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 - Derby MRF DE24 8EJ Certificate Number 133/50 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 - South Shields Vehicle Workshop NE34 9PH Certificate Number 133/1 Simonside Industrial Estate Shaftesbury Avenue South Shields Tyne And Wear NE34 9PH 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 - Bromborough Workshop CH62 4SQ Certificate Number 133/38 Dock Road South Wirral Merseyside CH62 4SQ 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 133

Includes Facilities Located at:

Biffa Waste Services Limited - Swarf (Foxyards) DY4 9AQ Certificate Number 133/5 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
Biffa Waste Services Limited - Gloucester Workshop GL5 5DN Certificate Number 133/8 Hempsted House 319 Bristol Road Gloucester GL2 5DN 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 - Droitwich CDC WR9 0NS Certificate Number 133/30 Site 7 Kidderminster Road Rushock Droitwich WR9 0NS 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 - Kingsmill HP10 9TD Certificate Number 133/22 Kingsmill London Road High Wycombe Buckinghamshire HP10 9TD 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 133

Includes Facilities Located at:

Biffa Waste Services Limited - Clowne Workshop S43 4PE Certificate Number 133/15 20 Station Road Clowne Chesterfield Derbyshire S43 4PE 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 Workshop IG11 0TT Certificate Number 133/48 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 - Eversley Workshop RG27 8BP Certificate Number 133/37 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 West Sussex Limited - Brookhurst Wood RH12 4QD Certificate Number 133/45 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

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Certificate of Registration

Appendix to Certificate Number 133

Includes Facilities Located at:

Biffa Waste Services Limited - Aldridge MRF WS9 8EX Certificate Number 133/43 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
Biffa Waste Services Limited - Norwich Workshop NR5 0JS Certificate Number 133/39 William Frost Way New Costessey Norwich NR5 0JS 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 - Sherburn CDC LS25 6EP Certificate Number 133/33 Sherburn CDC Bypass Park Estate Sherburn-in-Elmet LS25 6EP 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 133/44 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

ISO Approval Date:	10 January 2005
Reissued:	3 September 2018
Valid Until:	12 March 2021

The use of the UKAS Accreditation Mark indicates accreditation in respect of those activities covered by the accreditation certificate number 015 held by NQA. NQA is a trading name of NQA Certification Limited, Registration No. 09351758. Registered Office: Warwick House, Houghton Hall Park, Houghton Regis, Dunstable Bedfordshire LU5 5ZX, United Kingdom. This certificate is the property of NQA and must be returned on request.

Certificate of Registration

Appendix to Certificate Number 133

Includes Facilities Located at:

Biffa Waste Services Limited - Whisby Workshop LN6 9BT Certificate Number 133/16 Thorpe Road Whisby Lincoln LN6 9BT 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 Workshop LE3 1TS Certificate Number 133/35 Carrow Road Braunstone Frith Industrial Estate Leicester LE3 1TS 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 Workshop EH5 1QD Certificate Number 133/40 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
Biffa Waste Services Limited - Burgess Hill Workshop BN6 8SG Certificate Number 133/23 Ditchling Common Ditchling Hassocks West Sussex BN6 8SG 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 133

Includes Facilities Located at:

Biffa Waste Services Limited - Leeds Workshop LS26 8AL Certificate Number 133/9 10 Queen Street Woodlesford Leeds LS26 8AL 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 - Aylesbury Office - HP19 8DB Certificate Number 133/42 3rd Floor The Gatehouse Aylesbury HP19 8DB 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 Workshop SN3 4PD Certificate Number 133/10 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
Biffa Waste Services Limited - Avonmouth Workshop BS11 9HW Certificate Number 133/36 Unit 7 Hydro 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

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Certificate of Registration

Appendix to Certificate Number 133

Includes Facilities Located at:

Biffa Waste Services Limited - Thurrock CDC RM20 3EE Certificate Number 133/47 Thurrock CDC Plot 7 Riverside Estate West Thurrock Essex RM20 3EE 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 Albans Workshop AL9 7JL Certificate Number 133/4 Travellers Close Welham Green, North Mymms Hatfield AL9 7JL 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 Workshop SO40 4BX Certificate Number 133/12 Southampton Workshop Yard E1 Southampton SO40 4BX 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 - Didcot Workshop OX11 7PR Certificate Number 133/11 Gooch Drive Didcot Oxfordshire OX11 7PR 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 133

Includes Facilities Located at:

Biffa Waste Services Limited - Birmingham Workshop (Foxyards) DY4 9AQ Certificate Number 133/27 The Foxyards 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
Biffa Waste Services Limited - Nottingham Workshop NG4 2JR Certificate Number 133/17 Private Road 2 Colwick Industrial Estate 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 - Pontypool Depot NP4 0TW Certificate Number 133/13 Polo Grounds New Inn Pontypool Gwent NP4 0TW 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 - South London Workshop CR5 2HT Certificate Number 133/32 Reedlands Road Ullswater Trading Estate Coulsdon Surrey CR5 2HT 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 133

Includes Facilities Located at:

Biffa Waste Services Limited - Swansea Workshop SA6 8QZ Certificate Number 133/14 Clarion Close Swansea Enterprise Park Swansea SA6 8QZ 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 Workshop HU8 8BZ Certificate Number 133/18 Bailing Plant Stoneferry Road Hull HU8 8BZ 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 - Glasgow/Cambuslang Workshop G32 8RG Certificate Number 133/21 Clydesmill Drive Clydesmill Industrial Estate Glasgow G32 8RG 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 D Corporate Policy Statements

Corporate Responsibility

Our Policy Statement

As a company with a leading position in the waste and recycling industry, we have a responsibility to all interested parties, including our employees, our customers, the public, and the communities in which we work, to serve, protect and engage. We, aim to be the best at what we do, acting responsibly at all times to ensure protection of the environment and to support social wellbeing.

Our Objectives

Being a responsible business means ensuring that we:

- Have open, ethical, honest and respectful communications with all our stakeholders
- Provide sustainable solutions and the highest standards of service to our customers
- Provide a safe working environment free from harm
- Support the local communities in which we operate
- Deliver on our commitments and comply with the law
- Proactively support the health and wellbeing of our people
- Engage and motivate our people, providing the opportunity to learn and grow supported through structured training programmes and development opportunities
- Minimise business risk
- Operate responsibly and ethically at all times with due respect for the environment and sustainability
- Develop and safeguard our reputation and brand

Managing Corporate Responsibility

Biffa considers that protecting the environment is an essential part of the business. We are committed to meet our compliance obligations as well as promoting high standards of environmental, carbon and energy management on all our sites, premises, workplaces and in all our activities.

Our position in the waste and resources chain means that we are integral to the supply of sustainable solutions for our customers and therefore, corporate responsibility is at the heart of everything we do. We believe that by acting responsibly we will enhance our financial performance and create sustainable value for our shareholders. Our CR framework encompasses our people, health, safety & wellbeing, communities, the environment, our marketplace and relationships with our customers, suppliers and other interested parties as well as our commitment to business ethics and conduct. We set ourselves clear and measurable business objectives and targets each year.

We aim to lead the way in developing sustainable solutions for everyone we work with, to work with like-minded organisations with similar aims and objectives, and to educate and inform those that don't. We ensure that our people, customers and the communities we are part of are made aware of the value Biffa places on Corporate Responsibility through participation and consultation. We will continue to develop &Me our successful health and wellbeing programme. Our philosophy is integral to the way we work.

We aim to ensure that our people, customers and the communities we are part of, are made aware of the value that Biffa places on Corporate Responsibility through participation and consultation. Our philosophy is that it is not something extra but integral to the way we work.

This policy statement is publicly available on the Company website and displayed prominently, and made available to view by all employees and interested parties at all Biffa workplaces. The Policy will remain under review to ensure its continuing relevance appropriate to the organisation, and undergo a formal review each year.

Michael Topham
Chief Executive Officer
19 November 2018

Environment and Carbon Management

Our Policy Statement

What is the Board's commitment to the Environment and to Carbon Management?

Biffa considers that the protection of the environment is an essential part of the business. Biffa is committed to its compliance obligations as well as promoting high standards of environmental, carbon and energy management on all our workplaces, and in all our activities. To achieve this, the Board will:

- Continually evaluate environmental risks and opportunities associated with aspects and impacts, including consideration of life cycle and end of life treatment
- Plan and support the continued application of an Environmental Compliance Strategy and evaluate performance
- Ensure that all our sites and operations are managed in an environmentally sensitive way to minimise any negative impact on the environment and local communities.
- Ensure we meet all applicable compliance obligations with due consideration of the needs and expectations of interested parties
- Provide adequate resources for planning, provision and maintenance of environmental management plans.
- Constantly work towards improving environmental management at all levels within Biffa and to ensure the effectiveness of an integrated management system in accordance with ISO 14001:2015

What are Biffa's objectives for the Environment and Carbon Management?

The company set environmental objectives and targets which are measured, monitored and reviewed to enable continuous improvement in our environmental performance.

- Raise awareness and evaluate performance against the identified targets and actions in the Environmental Compliance Strategy, supported by targeted training and practice improvements.
- To retain certification to ISO14001:2015
- Continuous improvement of emergency planning and business continuity strategies.
- To identify risks and opportunities and direct resources as targeted campaigns where we can make significant improvements in terms of our environmental performance, specifically reduction of greenhouse gas emissions, resource efficiency, energy, water, life cycle and end of life treatment and own waste management.
- To retain Carbon Saver Gold accreditation.

How do Biffa comply with their responsibilities for the Environment & Carbon Management?

- Our Environment & External Affairs and SHEQ teams work together across the business ensuring we meet our compliance obligations by monitoring, evaluation, auditing, coaching and training.
- All our people are responsible for ensuring high standards of environmental care.
- We maintain and monitor the performance of an integrated management system. This provides clear advice, guidelines and tools to ensure we protect or enhance the environment and prevent pollution wherever possible.
- Our Business Leaders are responsible for their business obligations and performance and for cascading information to our operating teams.
- Monitor and review the environmental compliance strategy and performance.

Participation and Consultation are vital aspects of this policy. Biffa welcomes suggestions from members of the public, employees and interested parties to improve environmental performance.

This policy statement is publicly available on the Company website and displayed prominently, and made available to view by all employees and interested parties at all Biffa workplaces. The Policy will remain under review to ensure its continuing relevance appropriate to the organisation, and undergo a formal review each year.

Michael Topham
Chief Executive Officer
19 November 2018

Occupational Health, Safety & Wellbeing

Our Policy Statement

What is the Board's commitment to Occupational Health, Safety & Wellbeing?

Health, safety and wellbeing is the highest priority within the business and the Board is committed to monitoring and reviewing performance on a regular and ongoing basis. Our goal is to keep our people, our customers and the public safe by promoting high standards of health, safety and wellbeing in the workplace and in all our activities. Biffa's Board will:

- Continuously review the organisation and maintain an up to date risk profile. Identify and evaluate these risks for opportunities to enable Biffa to work towards the continual improvement of the safety, health & wellbeing culture at all levels.
- Encourage and reward employee engagement and feedback in this area
- Show visible commitment to improvement by actively driving, monitoring, evaluating and reviewing Occupational Health, Safety and Wellbeing standards.
- Act with pace where standards fall short of our expectation to eliminate hazards, reduce risks or positively influence health to an acceptable level.
- Provide adequate resources to ensure we meet compliance obligations, constantly review and monitor the effectiveness of the Integrated Management System ensuring alignment with Group Strategy, Objectives and Targets
- Support the ongoing training of operational teams to ensure site competence and understanding in recognising and improving and maintaining safe working conditions in conjunction with the Safety, Health, Wellbeing and Environment & Quality Teams.
- Ensure all our employees and contractors and third-party resource providers take personal ownership of safety, health and wellbeing each day.

What are Biffa's objectives for Health, Safety & Wellbeing?

Biffa believe that all accidents and workplace related illnesses are avoidable; our objective is to prevent injury or ill health by continuous improvement of our safety performance and the promotion of good mental and physical health. The organisation commits to plan, control and monitor these activities and set the goal to not cause harm to our colleagues or interested parties. To achieve this Biffa will:

- Develop strategies and campaigns in the form of a Balanced Business Plan with specific objectives and targets taking into account the needs and expectations of interested parties, which are updated annually and monitored monthly.
- Educate & support staff at all levels in the prevention of work-related and general ill health by promoting wellbeing via our health and wellbeing strategy
- Engage with and influence other interested parties, collaborating with the Regulators, and industry trade groups to improve industry standards.
- Undertake incident investigations to ascertain learning points and improvement
- Internally and externally audit our IMS, implementing improvements to retain external certifications, utilising actions raised from those audits as key drivers for continuous improvement.
- Commit to further improve processes and systems to include management of change, emergency planning and business continuity strategies, procurement and outsourcing, internal audit and risk assessment
- Continue to proactively promote and positively reinforce good behaviours and healthy lifestyles with effective H&S and Wellbeing initiatives and campaigns

What are Biffa's expectations for communication of Health, Safety & Wellbeing?

Participation and consultation are vital aspects of this policy. Biffa welcomes suggestions from all interested parties to improve health, safety & wellbeing and Biffa Colleagues are encouraged and expected to:

- Report and discuss health, safety & wellbeing matters with their managers, and company SHEQ coaches who will offer or obtain further expert advice, where necessary.
- Co-operate at all times; contribute good ideas and improvements; report defects and short falls.
- Work closely with our regulators and industry bodies to improve standards

This policy statement is publicly available on the Company website and displayed prominently and made available to view by all employees and interested parties at all Biffa workplaces. The Policy will remain under review to ensure its continuing relevance to the context of the organisation and undergo a formal review each year.

Michael Topham
Chief Executive Officer
19 November 2018

Quality

Our Policy Statement

What is the Board's commitment to Quality?

Biffa believes that all customers and interested parties are entitled to quality products and service and that the best approach to meeting expectations and driving performance improvement is to employ an effective integrated management system that is consistent across all Group Activities. The Business Leaders and their teams will ensure that the quality service meets all compliance obligations, customer needs and aligns with the strategic direction of the business.

Why is Quality important to us?

We set out to be mould-breaking in our industry by focusing on the needs of our customers and other interested parties and the products and service we provide, especially in our local communities.

- We care passionately about our customers, our people and the quality of our products and services.
- We are committed to challenging preconceptions about how things should be done. We want customers' experiences of Biffa to be positive and rewarding. We help them communicate their needs and use our skills to help promote business growth.
- We stand for promises kept, expectations exceeded and working relationships that are mutually beneficial.

How do we promote Quality in our business?

Through effective systems and processes that are consistent across all Group activities and businesses and constantly work towards continual improvement of our products and services by:

- Carefully reviewing the context of the organisation and develop objectives and targets in the form of a Balanced Business Plan. The plan considers Group risks and opportunities and the needs and expectations of interested parties
- Operating within an integrated management system that meets the requirements of ISO 9001:2015 that seeks to prevent process loss and adverse impacts on products and services and to identify risks and opportunities
- Ensuring adequate resources are available to achieve targets and that our employees are suitably skilled to design, develop and provide a quality service and work in accordance with best practice.
- Communicating and consulting with all interested parties including external providers to maintain a high level of service and meeting customer requirements
- Measuring and evaluating the performance of the integrated management system and the satisfaction of interested parties
- Clearly defining ownership of quality in the business and the responsibility of Managing Directors to deliver quality services.
- Monitoring, auditing and evaluating all quality related systems and processes
- Providing ongoing training and development of our people to underpin a proactive approach to continuous improvement in all that we do and to develop organisational knowledge.
- Committing to Project Fusion to ensure that any broken and misshapen processes are fixed and become efficient, ensuring that we are first choice for our customers and easy to do business with.

Participation and consultation are vital aspects of this policy. Biffa welcomes suggestions from any interested party, members of the public and employees to improve performance.

This policy statement is publicly available on the Company website and displayed prominently, and made available to view by all employees and interested parties at all Biffa workplaces. The Policy will remain under review to ensure its continuing relevance appropriate to the organisation, and undergo a formal review each year.

Michael Topham
Chief Executive Officer
19 November 2018