

## Non-Technical Summary

- Prior to the services beginning, all Customer Care Drivers and Warehouse Manager will be trained on the regulations to follow when collecting the waste from the customer.
- When the driver arrives back to the site, the waste will be offloaded from the vehicle and into the allocated waste bin on site by the warehouse manager. The bin will be labelled so that we can identify what waste is in the unit and what can and cannot go in the unit. All the units are locked and secured within the building. Nothing is stored outside.
  - There will be a unit for sharps boxes which will all be in individual units with colour coded lids to enable us to identify the waste in the unit.
  - There will be a unit for all pharmaceutical waste.
  - There will be a unit for all dental waste apart from the Amalgam waste and the Gypsum waste which will be stored in a separate unit.
  - There will be separate units for all the clinical waste also (nappies and feminine hygiene)
- The Driver will also return the Consignment Note to the office where it will be checked by the Customer Co-Ordinator to ensure the details are correct. It will then be filed in the customers file where it will stay for 3 years.
- The waste will then be stored on site for 3-5 days in the outlined units before the waste is collected by a third party and taken for disposal.
- We anticipate to hold roughly 4 tonnes of waste at any one time before it is collected from us.
- The units they collect will then be replaced with new empty and clean units. These are reused once they have been treated by the third party.
- The only environmental risk we can see is with the Gypsum waste collected, however all our staff will be trained on how to deal with this waste. They will be made aware of how it must be treated and how it must be handled. It will be stored separately from all other waste at all times.

The Managing Director will also provide random checks once every 3 months to ensure the operation is running as stated and address any issues found. They will also assess whether the Management System is still sufficient for the operations.

You can find all additional information in the following documents:

- Flowchart
- Site Plan
- Management System
- Storage Location
- Technical Standards
- Environmental Risk Assessment