

# **ENVIRONMENTAL MANAGEMENT SYSTEM**

**SKIP-A-HOY LIMITED  
UNIT 1- 4 International Trading Estate  
Rainham, Essex, RM13 8RH**

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## 1. General Considerations

### 1.1 Site operator/permit type

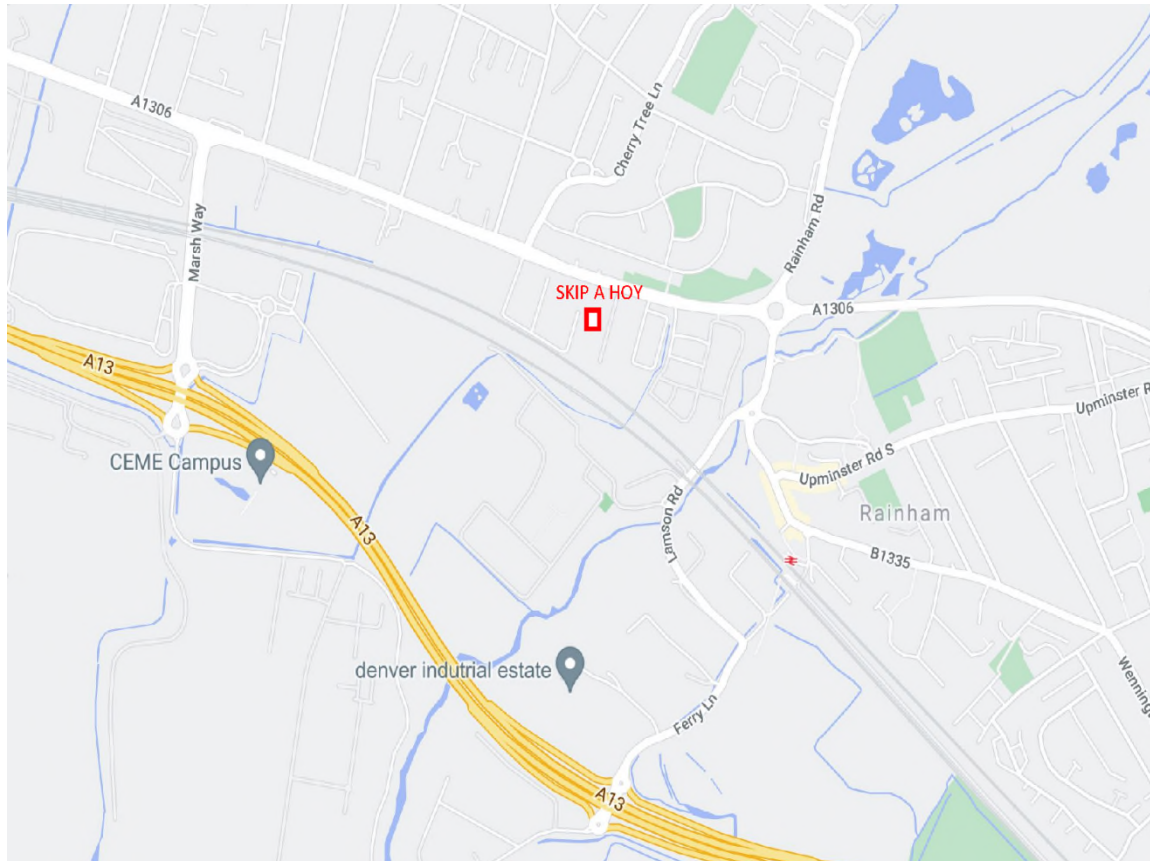
1.1.1 Skip-A-Hoy Limited is the Environmental permit (EP) holder and operates under EPR/\_\_\_\_\_ which is a Household, commercial and industrial (HCI) waste transfer station with treatment (Non-Hazardous).

1.1.2 This document has been produced in line with other operational documents which should be read in conjunction with this Environmental Management System (EMS):

Fire Prevention Plan (FPP)  
Environmental Risk Assessment (ERA)  
Odour Management Plan (OMP)

## 1.2 Site locality

1.2.1 The site is located at Unit 1-4 International Trading Estate, Rainham, Essex, RM13 8RH as shown below.



## 1.3 Permit area/waste management operations

1.3.1 The permit boundary is outlined in green on Drawing No. SAH/Permit Area/01 below. All references to 'the site' in this EMS shall mean this area and the associated infrastructure, plant and equipment.



1.3.2 The EP is required for the storage (keeping) prior to removal, and treatment (all types of handling/processing) of waste. Waste treatment processes which can be carried out on site will include the following:

- Sorting (with loading shovel/360° excavator or by hand)

- Screening (by using appropriate mechanical screening plant and equipment)
- Separation (by using mechanical screening plant/equipment and by hand)

1.3.3 Specified waste management operations include waste disposal and waste recovery operations listed Annex IIA and IIB of The Waste Framework Directive 2008/98/EC; also shown in ‘Schedule 1 - Operations; Table S1.1 activities’ of the EP.

Description of activities for waste operations	Limits of activities
R3: Recycling/reclamation of organic substances which are not used as solvents	Physical treatment of wastes in table S2.1 consisting of manual sorting, separation, screening, baling, crushing or grading of non-hazardous waste for disposal (no more than 50 tonnes per day) or recovery.
R4: Recycling/reclamation of metals and metal compounds	Subject to any other requirements of this permit wastes shall be stored for no longer than 1 year prior to disposal or 3 years for recovery.
R5: Recycling/reclamation of other inorganic Materials	No more than 50 tonnes of non-hazardous waste to be treated at the site under a D9 activity.
R13: Storage of wastes pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced)	
D9: Physico-chemical treatment not specified elsewhere in Annex IIA which results in final compounds or mixtures which are discarded by means of any of the operations numbered D1 to D8 and D10 to D12	
D14: Repackaging prior to submission to any of the operations numbered D1 to 13	
D15: Storage pending any of the operations numbered D1 to D14 (excluding temporary storage, pending collection, on the site where it is produced)	

## 1.4 Hours of operation

1.4.1 The site will be open during the following hours for the delivery and receipt of waste on site; including depositing, sorting, moving, storing and removing waste:

Monday to Friday 07:00 -17.00

Saturday 07:00 -14:00

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

## 1.5 Staffing and management

1.5.1 Table 1.2 - Staffing Levels

Position	Employees	Responsibilities
Site management	1	Overseeing and coordinating all activities which take place at the site and administration
Plant operator	1	Operating loading plant / sorting waste
Lorry drivers	2	Collect/deliver skips
Total	2	Total number of employees on site at any one time.

## 1.6 Health and safety

1.6.1 All operations on site will be carried out in accordance with the relevant requirements of the Health and Safety at Work Act 1974.



## **1.7 Fit and proper persons**

- 1.7.1 The site's Technically Competent Manager (TCM) will provide the required attendance time at the facility as required by guidance periodically issued by the EA. A copy of TCM's Certificate of Technical Competence (COTC) will always be made available in the site office.
- 1.7.2 The company, through the TCM, will ensure that a nominated deputy is sufficiently trained and familiar with the EP and this EMS document in addition to all relevant company procedures who, in the absence of the TCM, will act the competent person. If either the TCM or deputy is changed, the EA will be informed of the change and the relevant details of the replacement as soon as possible.

## **2 Site Engineering and Infrastructure**

### **2.1 Site description**

2.1.1 The general location of the operational, treatment and storage areas above are shown on Drawing No. SAHSP01.

### **2.2 Site office**

2.2.1 The site office is located to the rear of the site as shown on Drawing SAHSP01. The documents listed below will be retained in the site office.

- The Environmental Permit (original & any subsequent variations)
- This Environmental Management System (EA agreed document)
- Fire Prevention Plan
- Current site diary (to record all inspections/visitors to the site)
- Environment Agency (EA) inspection (CAR) forms
- In-house inspection sheets/recording forms
- Duty of care transfer notes (for 2 years minimum)
- Hazardous waste consignment notes (rejected waste, etc., kept for 3 years)
- Accident book & 1st aid kit

### **2.3 Weighing and categorising loads**

2.3.1 The site has a weighbridge for accurate weighing of loads to and from the site. During instances where the weighbridge is out of action, the weight of each load, into and out of the site will also be estimated using the standard EA/WRAP agreed volume-to-weight conversion factors.

## **2.4 Notice board and signs**

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

- The site name and address.
- The name of the permit holder and operator.
- The Environmental Permit number and accompanying statement stating that the site is permitted by the Environment Agency.
- Environment Agency contact details, Emergency No. 0800 80 70 60 and
- General Enquires No. 03708 506 506.
- Operator's "out of hours" emergency contact details (telephone number).
- Operating hours.

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

## **2.5 Site security**

2.5.1 The boundary of the site is protected from unauthorised access by members of the public for security. The site's boundary measurements are shown on Drawing No. SAHSP01. The site access doors are lockable to prevent unauthorised vehicular or pedestrian access out-of-hours.

- 2.5.2 The site has 24-hour CCTV system which is remotely accessible by both Directors. The footage can be viewed in real time and a decision made as to what further action to take i.e. visit the site or call the Police, EA or Fire and Rescue Service (FRS). The Industrial Estate itself also has 24 hour security with CCTV and Security Guards that patrol the Estate continuously who will contact the site Management if the need arises.
- 2.5.3 The site security measures will be inspected on a daily basis and any defects which impair the effectiveness of the security will be repaired by the end of the working day. If this is not possible, temporary measures will be put in place to ensure no unauthorised access to the site can be gained until the proper repairs can be carried out as soon as practicably possible. These inspections, issues and out comes will be recorded in the site Diary.
- 2.5.4 If unauthorised access becomes apparent as a problem at the site the security measures will be reviewed and improvements implemented.

## **2.6 Fuel storage**

- 2.6.1 There will be no fuel stored on site. The grab machine will be refueled using a drum as and when necessary.

## **2.7 Rejected Waste**

- 2.7.1 Any waste which is rejected will be stored in a quarantine skip. The location of this skip may vary dependent on operating conditions The skip will be either moved at point of use or the waste will be taken to the quarantine skip. Rejected waste will be recorded in the site diary and a Waste Rejection Form completed. The customer will be contacted regarding the rejected waste.

## 2.8 Drainage checks and contingencies

2.8.1 The site is surfaced with impermeable concrete and drains to a surface water gulley which in turn drains to a tank within the building which has a stop valve. There will be no runoff from the waste into the surface water drain. This tank is used to harvest water for the misters. These misters omit a fine mist which will be soaked up by the waste. As shown on Drawing No. SAHSP01.

2.8.2 Daily (and weekly) checks throughout the day will take place by trained staff using inspection forms (see Appendix 2) which will check for the following as a minimum:

- Surface water pooling due to a blocked drain (daily)
- Surfacing cracks in concrete (daily)
- Build up of litter
- Security fence/gate/arrangements.

## 2.9 Vehicles, plant and equipment

2.9.1 Waste will be handled using the plant listed in Table 2.1 below. Only trained operators will be permitted to drive/operate the plant listed below. The EA will be notified of any changes.

**Table 2.1 - Plant & Equipment**

<b>Item</b>	<b>Number</b>	<b>Function</b>
Weighbridge	1	Determine load weights in/out
Telehandler	1	Loading/unloading/movement/sorting
Trommel	1	Screening

- 2.9.2 The site has a Planned Preventative Maintenance Programme to ensure all machinery and components continue to remain effective. There is a programme of routine maintenance for each item of plant and machinery in accordance with manufacturers specifications, as well as the processing equipment in order to prevent breakdown and faults which may pose a fire risk.

A Planned Preventative Maintenance schedule and Maintenance Contract will be in place to ensure that electrical equipment is fit for purpose and to minimise the risk of ignition sources. All faults needing corrective action will be reported to the Site Manager to be implemented. For contingency, Skip-A-Hoy Limited recognises that if needed, to ensure a continued material throughput, machinery will be hired from specialists in the event of a significant plant breakdown occurs. This is to ensure continued effective operations and prevent excessive storage of materials which are likely to give rise to the exceeding permit conditions.

### 3. Site Operations

#### 3.1 Preliminary procedures

3.1.1 Guidance will be given by the site operator to all employees, sub-contractors and customers regarding the waste types which are acceptable at the site (i.e. a copy of the relevant authorisations for the site such as the EP). All waste material is brought to site by the company skips. No third parties tip at the site.

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

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

- a) If the load is satisfactory the driver will sign the relevant paperwork (Duty of Care transfer note/delivery ticket) and accept the waste.
- b) If the waste does not meet the description stated on the controlled waste transfer note the customer is advised to check the note and give a more detailed description of the waste or confirm the current description.
- c) If the more detailed description of the waste reveals that the waste is not permitted at the site then the customer is advised that the waste must be taken to another site which is appropriately permitted to accept the waste(s). If further instructions are needed the driver may also report back to the site Manager.

## **3.2 Waste Acceptance Procedure**

- 3.2.1 All loads are checked at the time of collection for compliance with the permitted wastes in the EP. If non-compliant waste is discovered, the load will not be accepted, and the client will be advised to remove the non-permitted waste, they will also be advised of an alternative disposal route if possible.

If the waste appears to be acceptable the skip is brought back to the site and weighed on the weighbridge prior to tipping. The details of the load will be recorded and the duty of care note/company documentation will be further checked by the operator to ensure that the load is acceptable at the site. The vehicle will then proceed to the relevant tipping area shown on Drawing No. SAHSP01.

- 3.2.2 The nature of bulk loads makes full inspection difficult until the load is deposited. Once a load has been tipped a further visual inspection of the contents will be carried out to ensure that the material complies with the EP.
- 3.2.3 If the load is unacceptable following deposit, it will be reloaded and removed from the site or quarantined and removed as soon as practicably possible.

## **3.3 General household, commercial and industrial waste procedure**

- 3.3.1 Once a load has been accepted by the operator the contents of the skips are discharged into Bay 1 (Incoming waste bay) shown on the site drawing SAHSP01 in accordance with the following procedures:
- a) All mixed loads will be deposited in the mixed waste reception area (Bay 1) and crudely sorted by hand into recyclable materials such as paper/ cardboard, wood/timber, metals, are transferred into the appropriate recycling skips.



- b) Loads which are delivered to the site and known to contain predominantly inert waste are directed to Bay 4 for storage.
- c) The pre-sorted material is then transferred and loaded into the hopper using the 360° grab for mechanical sorting.
- d) The waste then transfers directly into a trommel where fines are separated by size they drop beneath the trommel and are deposited and stored in Bay 2.
- e) The remaining material is then deposited and stored in Bay 3.
- f) The remaining waste will then consist of non-recyclable waste which will be taken a suitably authorised site for disposal.
- g) The recyclable sorted wastes will be stored in 8 yard skips (paper, wood and metal), once full these will be transferred to an appropriate recycling / recovery facility.

### **3.4 Waste Storage, Types and Quantities**

The locations of the operational and storage areas are shown on Drawing No. SAHSP01. The nature of operations at waste facilities means that certain operational areas may change depending on processing requirements.

The waste types handled on site will consist of household, construction and industrial non-hazardous waste as defined in the Controlled Waste (England and Wales) Regulations 2012 and Section 75 of the Environmental Protection Act 1990.

A detailed breakdown of the waste types allowed for acceptance at the site will be shown in the EP. It is proposed the skip sizes for hire will consist of 2, 4, 6, 8, 10, 12, 16, 20 and 4 x 35yd bins 2 x 20yd bins, the majority of these will be stored at another site.

The site can accept 75,000 tonnes of waste into the site per annum. The table overleaf details a summary of the main wastes types which will be accepted and stored at the site including proposed storage quantities in m<sup>3</sup>.



**Table 1.2 - Waste Storage Times / Quantities Combustible Wastes**

Plan Ref	Brief Description	Max Length (m)	Max Height (m)	Max Width (m)	Allowed Storage m <sup>3</sup>	Block Dimension m <sup>3</sup>	Actual Storage m <sup>3</sup>	Max Duration of storage
BAY 1	INCOMING WASTE	10	4	7	<450	280	190	1 to 3 DAYS
BAY 2	TROMMEL FINES	6	2	2	<450	24	16	1 to 3 DAYS
BAY 3	RESIDUAL WASTE	6	4	6	<450	144	100	1 to 3 DAYS
BAY 4	SOIL / HARDCORE	3.5	2	3.5	<450	24	16	N/A
8 YARD SKIP	WOOD				<450	16	6	1-2 WEEKS
8 YARD SKIP	METAL				<450	16	6	1-2 WEEKS
8 YARD SKIP	CARDBOARD				<450	16	6	1-2 WEEKS

Note actual storage volume is not based on block dimensions. Skips may be used for storing different materials depending on market conditions.

### 3.5 Record keeping

3.5.1 Skip-A-Hoy Limited use detailed waste transfer notes to ensure compliance with the Waste Duty of Care Code of Practice - March 2016 (Section 34(9) of the Environmental Protection Act 1990).

3.5.2 The following details are recorded for every load of waste deposited and leaving the site:

- The date and time of delivery.
- The name and address of the waste producer.
- Description of the waste including type, quantity and EWC codes.
- How the waste is contained e.g. loose, container type.
- The carrier's name and address.
- Driver's name, signature and vehicle registration No.
- Signature/initials of persons producing/accepting/inspecting/carrying the waste
- Additional handling notes made by the driver after inspection of the load.
- SIC code of the transferor.
- Waste hierarchy declaration.

The above details will also be kept of any waste that is rejected from site.

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

- a) Quarter 1: January to March (due on or before 30<sup>th</sup> April)
- b) Quarter 2: April to June (due on or before 31<sup>st</sup> July)
- c) Quarter 3: July - September (due on or before 31<sup>st</sup> October)

- d) Quarter 4: October - December (due on or before 31<sup>st</sup> January of the following year)

3.5.4 Outcomes of inspections of waste types, transfer/treatment areas, storage areas, drainage, infrastructure etc., will be recorded on the site Checklist forms and detailed comments will be entered into the site diary (including action taken or proposed).

### **3.6 Management techniques**

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

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

- a) staff are competent to manage and operate the facility i.e. fit and proper persons;
- b) waste acceptance procedures are in place;
- c) appropriate storage and handling procedures are in place;
- d) waste/product dispatch procedures are in place;
- e) procedures and control techniques in place to minimise potential emissions to air, land and water;
- f) documents are in place (this EMS and FPP) to ensure standards are maintained, including incidents and complaints management procedures;

## **4 Environmental Control, Monitoring and Reporting**

### **4.1 Site inspections and maintenance**

- 4.1.1 The type and inspection frequencies for maintenance/housekeeping are listed on the Checklist. The Checklist (see Appendix 2) will be completed by a person who is familiar with the requirements of the EMS and EP for the site. All details of defects, problems and repairs carried out will be recorded on the form on the day that each event occurs. Detailed comments may also be recorded in a site diary. All repairs will be carried out as soon as practically possible.
- 4.1.2 All repairs to site security will take place as soon as practically possible and the site will be made secure until the repair has been carried out. Any major defects found during the daily site inspection will be repaired as soon as practically possible.

### **4.2 Control of mud and debris**

- 4.2.1 Vehicles will be visually inspected before exit at the weighbridge to check that loads are safe and that no mud is carried out by the vehicles. This will reduce the risk of mud/debris escaping onto the public highway. Visual inspections of the vehicle running surfaces at the site will also be carried out daily and staff will rectify the issue immediately and report any problems with mud or debris on the site roads to the site manager which will be recorded in the site diary.
- 4.2.2 The deposit of material on the access road or public highway will be treated as an emergency and will be cleared immediately by the operator using either a brush and shovel or vacuum tanker/road sweeper if necessary. Silt will not be washed into roadside drains or gullies it will be removed from the highway..

### **4.3 Control of dust**

4.3.1 See Dust Management Plan Ref SAHDEMP01.

### **4.4 Odour control**

4.4.1 See Odour Management Plan Ref SAHOMP1.

### **4.5 Litter control**

4.5.1 Given the nature of wastes accepted at the site (i.e. light wastes including paper/cardboard) there is a small risk of litter from the site so careful management is required to reduce the risk.

4.5.2 Daily inspections for litter will be carried out for the presence of windblown litter by the entrance / exit to the building and operatives will also check for litter that may have escaped outside of the building. Litter checks will be carried out at regular intervals during the day (morning, afternoon and before the end of the working day.

Regular checks of the areas immediately beyond the site boundary will be carried out by site operatives.

### **4.6 Control of pests, birds and other scavengers**

4.6.1 As the site will be accepting household skips there is potential for the risk of pests. The site will reduce this by thorough daily inspections for the presence of pests and the results of the inspection noted in the site diary.

4.6.2 As rejected or wastes likely to attract pests will be stored for .NO more than 48 hours, it is unlikely that pests will become problematic. If any occurrences are noted, a pest controller will be called to site to eradicate the problem within a suitable timescale agreed with the EA.

## 4.7 Control and monitoring of noise & vibration

4.7.1 The waste operations will be carried out so as to minimise the noise from the site. The measures detailed below will ensure the noise levels at the site are managed appropriately by identifying the likely sources of noise arising from the operations on site and the actions to be followed.

Table 4.7 - Noise Management Table

Potential Noise Source	Action to be taken to prevent or minimise noise
Vehicles travelling to and from the site for delivery /collection of wastes /products.	<ul style="list-style-type: none"> <li>All vehicles are required to be driven onto and off site with due consideration for neighbouring premises.</li> <li>Vehicles must be well maintained and moving parts to be regularly lubricated.</li> </ul>
Loading/unloading of waste delivery vehicles	<ul style="list-style-type: none"> <li>Vehicles must be well maintained and moving parts to be regularly lubricated.</li> <li>All vehicles must be driven slowly around the site (5mph site speed limit).</li> <li>Engines to be switched off when not in use.</li> <li>No shaking of vehicle bodies whilst raised.</li> </ul>
Operation of loading plant (i.e. telehandler/360)	<ul style="list-style-type: none"> <li>Drop heights to be kept to a minimum, particularly when loading empty tipper wagon/skip/container to minimise noise/vibration.</li> <li>Vehicles must be well maintained and moving parts to be regularly lubricated.</li> <li>Engines to be switched off when not in use.</li> <li>Plant to be well maintained and operated.</li> <li>Moving parts to be regularly lubricated.</li> <li>All vehicles must be driven slowly around site.</li> </ul>



## **4.8 Complaints procedure**

- 4.8.1 Any third party complaints received will be recorded on the Complaints Form (Appendix 4) and will include a record of the complaint, particulars of the complainant and details of any action taken to alleviate the problem to ensure the likelihood of a future third party complaint is minimised. If an action requires a change of process or activity then all appropriate management plans will be reviewed and amended.

## **5 Emergency & Contingency Procedures**

### **5.1 General**

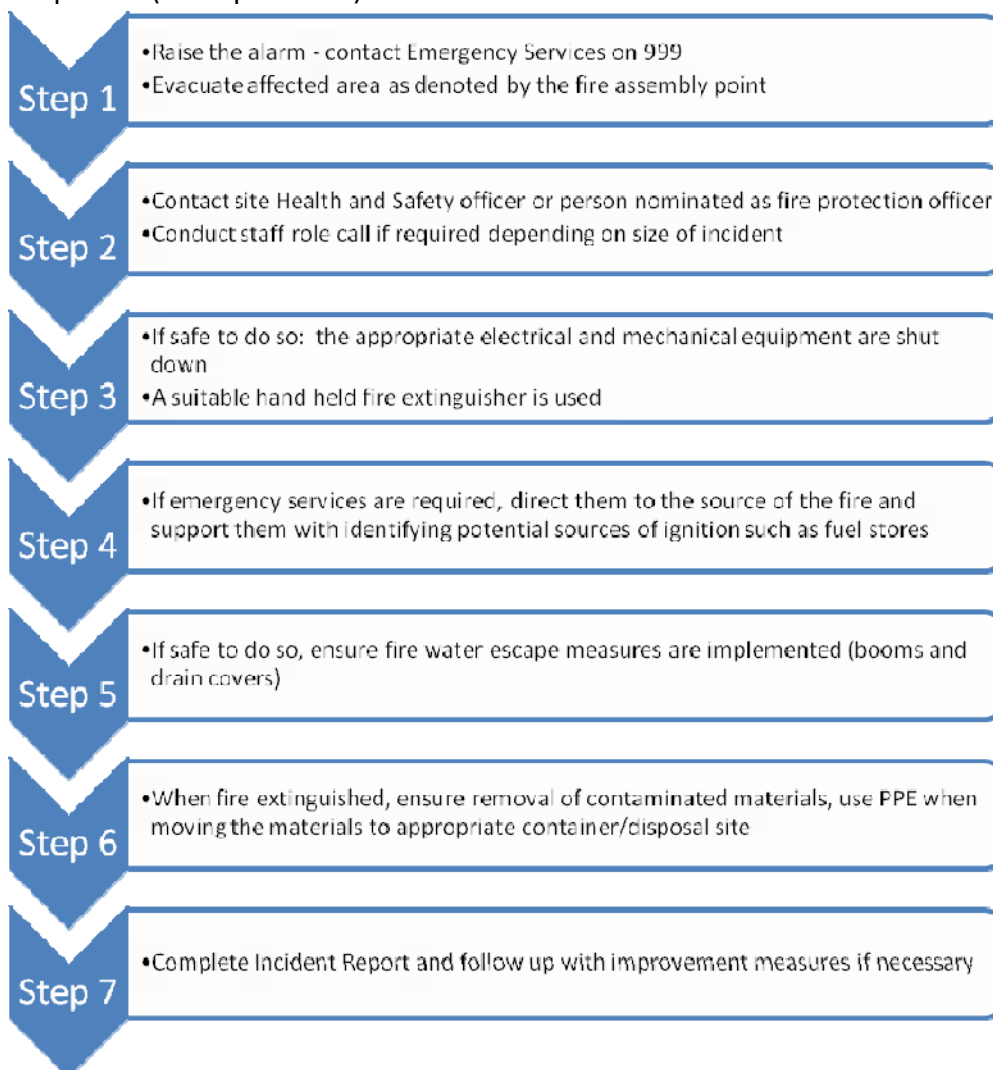
- 5.1.1 In addition to obligations imposed by RIDDOR '13 (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) the permit holder will notify the EA of any serious injuries to employees of Skip-A-Hoy Limited and other site users or members of the public arising as a result of operations on site. Minor injuries such as cuts and grazes etc. will be recorded in the accident book on site.
- 5.1.2 For all emergency situations, the deposit of any further waste will be suspended and potentially diverted to another permitted site, where necessary to allow action to be taken safely. If necessary, staff and other users of the site will be evacuated to an area which is a safe distance away from the hazards.

## 5.2 Fire

5.2.1 The site has a Fire Prevention Plan which has been prepared to in accordance with EA guidance to meet the following three objectives :

- minimise the likelihood of a fire happening
- aim for a fire to be extinguished within 4 hours
- minimise the spread of fire within the site and to neighbouring sites

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



### **5.3 Breakdowns**

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

### **5.4 Spillages**

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

## **6 Training for Site Staff**

### **6.1 Training needs assessment**

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

6.1.2 An employee training record is kept for each individual which details a list of the training needs of all site staff and also serves as a training review for existing site staff which will be carried out annually or a period set at the operator's preference.

### **6.2 Fire safety / firefighting training**

6.2.1 Regular fire drills are undertaken by site management to ensure proper procedures are followed by employees in the unlikely event that a fire incident occurs. Please see Fire Prevention Plan for further information (SKIP A HOY FPP Sept 2021 Ref: SAHFPP01)

### **6.3 Recognition of waste types training**

- 6.3.1 All employees are given induction training and subsequent regular (every 6 months) training to identify those waste types which are permitted for acceptance at the site under the EP and those wastes which are not. This will include specific training to identify those common wastes which may be found following deposit and are not permitted at the site and will also include more obscure wastes and how to handle these wastes safely. All employees are advised that they should refer any unrecognisable or unknown wastes to senior management, who should, in turn, follow procedures outlined in the EMS and/or contact the EA to agree a suitable method for removal.
- 6.3.2 Training is provided to all site users who handle waste on site and those in charge of administration and reporting. Training will also be provided to drivers responsible for collecting wastes from the site of production who will then be able to advise the producer that an alternative facility must be sought for any non-compliant wastes. (See Appendix 3).

### **6.4 Plant operation training**

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

## **6.5 Permit / Management System training**

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

## **7 Site closure plan**

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

- a) Contact the EA to advise the Environment Officer(s) that the site is planned to cease / has ceased the acceptance of wastes under the permit.
- b) The amount of residual processed and unprocessed waste on site will be assessed by the TCM to set a timetable for the final processing and timely removal of waste from site to authorised sites.
- c) Following removal of all waste, plant and machinery from site a Site Investigation (desk top) will be undertaken to ascertain the ground conditions of the land to which the site relates.
- d) A surrender application will then be submitted to the EA for determination.

Appendix 1 Rejected Waste Form

**SKIP-A-HOY LIMITED  
REJECTED WASTE - RECORD FORM**

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



Appendix 2 Checklist

CHECKLIST FOR SKIP-A-HOY LIMITED			
	✓ X COMMENTS		✓ X COMMENTS
Security Gates/ Fences		Personal Protective Equipment	
Access road (mud on road)		General housekeeping	
Signage condition		Noise & vibration	
Quarantine Area		Litter	
Integrity of bay walls		Odour	
Waste volumes		Dust	
Waste height		Dust suppression (functioning)	
Waste containment bay walls		Pests	

<b>Integrity of concrete surfacing</b>		<b>Site Diary</b>	
<b>Drainage system</b>		<b>Diesel tank and bund</b>	
<b>Pooling of surface water</b>		<b>Spill Kits</b>	
<b>Water build up around static plant</b>		<b>Fire hoses</b>	
<b>Interceptor</b>		<b>Fire extinguishers</b>	
<b>Oil/Fuel leaks</b>		<b>Stock of inert material in situ</b>	
<b>Inspect working area surfaces</b>		<b>Plant washed down at end of each shift, inc. exhaust &amp; engine housing and radiators</b>	
<b>Containment of liquids</b>		<b>Exhaust housing manifolds/ledges clear of dust and fluff</b>	

### Appendix 3 Training

#### SKIP-A-HOY LIMITED EMPLOYEE TRAINING NEEDS ASSESSMENT / REVIEW

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



## Appendix 4 Complaints Form

### SKIP-A-HOY LIMITED COMPLAINTS REPORT FORM

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

<b>Date completed</b>	
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## Appendix 5 Complaint Recording Procedure

### COMPLAINT RECORDING PROCEDURE

Any complaints received will be recorded in the site diary and on the Complaints Form. This form will normally be completed, signed and dated by the Site Manager; if they are not available the Office Manager will complete the form.

- 1) The name, address and telephone number of the caller will be requested (Caller may remain anonymous if they choose to).
- 2) Each complaint will be given a reference number.
- 3) The caller will be asked to give details of:
  - a) the nature of the complaint;
  - b) the time;
  - c) how long it lasted;
  - d) how often it occurs;
  - e) Is this the first time the problem has been noticed; and
  - f) what prompted them to complain.
- 4) The person completing the form will then, if possible, make a note of:
  - a) the weather conditions at the time of the problem (rain, snow, fog etc.);
  - b) strength and direction of the wind; and
  - c) the activity or activities taken place on the site at the time the noise was detected, particularly anything unusual.
- 5) The reason for the complaint will be investigated and a note of the findings added to the report.
- 6) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.
- 7) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be invited to contact the Environment Agency and/or the Local Authority.

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