

# ENVIRONMENTAL MANAGEMENT SYSTEM

Permit Application

G Farwell Ltd

Tower View

Crabbswood Lane

Sway, Lymington

Hampshire

SO41 6EQ

SEPTEMBER 2022

This Environmental Management System (EMS) is written following the Environment Agency's current WM3 horizontal guidance.

## **1 – Management**

### **1.1 General management**

1.1.1 The permit holder will manage and operate the permitted activities as follows:

(a) in accordance with this document which identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints.

(b) The site will be staffed by persons who have been trained in the following topics:

- Waste Acceptance
- Permitted Activities
- Emergency Procedures
- Use of Plant & Machinery Applicable to their Position

The site will be managed by a Technically Competent Manager (TCM) who will be qualified to WAMITAB award 4MTSNH6, Treatment & Transfer of Non-Hazardous Waste. The TCM will maintain a level of continuous competence which will be documented.

The TCM will be present on the site for a minimum of 20% of the opening or operational hours.

The TCM will be contactable by telephone during the operational or opening hours of the site.

During periods when the TCM is off work for a period that exceeds 4 working days a temporary TCM will be appointed. The permit holder will notify the Environment Agency of their intention to use a temporary TCM and will supply a copy of their certificate of qualification on request.

Any other arrangements for temporary TCM cover made between the permit holder and the Environment Agency will be confirmed in writing.

1.1.2 Details of all training will be recorded using a Training Record as contained within the appendix of the EMS

The attendance of the TCM, detailing arrival & departure times, will be recorded in the site diary.

1.1.3 A copy of the environmental permit together with this document will be stored in a clearly marked file on the site. It will be available for reference by all persons working at the facility.

1.1.4 The TCM will be qualified as detailed within section 1.1.1 unless this qualification is superseded or replaced.

## 2 – Operations

### 2.1 Permitted activities

2.1.1 The Company will only carry out the operations specified in table 2.1 below (“the activities”).

<b>Table 2.1 Activities</b>	
<b>Description of activities</b>	<b>Limits of activities</b>
<p><b>R13:</b> Storage of wastes pending the operations numbered R3 and R5.</p> <p><b>R3:</b> Recycling or reclamation of organic substances which are not used as solvents.</p> <p><b>R5:</b> Recycling or reclamation of other inorganic materials.</p>	<p>Treatment of wastes listed in table 2.3 consisting only of sorting, separation, screening, crushing and blending of waste for recovery as a soil, soil substitute or aggregate.</p> <p>Secure storage of wastes listed in table 2.3 pending treatment.</p> <p>Storage of wastes awaiting treatment shall not exceed 5,000 tonnes in total at any one time.</p> <p>All other wastes stored shall not exceed 14,000 tonnes in total at any one time.</p> <p>No more than 24,999 tonnes of waste shall be treated per year.</p>

### Description of Activities

Materials will be accepted to the site using the methods described within section 2.3 of this document.

Once deposited in the waste reception area, the material will be pushed up to form part of a uniformed stockpile using a loading shovel or tracked excavator.

Material will be loaded into the screening unit using a loading shovel or tracked excavator.

The material will then be segregated, by screening, into large and small fractions together with fines. The fines will be moved using a front-end loading

shovel and stored. Some fines may be loaded directly onto tipper vehicles for disposal off site.

The smaller and larger screened materials will be blended according to the requirements of the end product and loaded into the mobile jaw crusher. The jaw crusher will produce a product which may, in some cases, require additional screening.

Secondary screening will only take place when the areas under the stocking conveyors are clear of other materials so as to avoid contamination.

Materials that meet the specification of the required product will be stored within the product bays and be used for future primary product processing.

Materials that have been screened or crushed may at any point be suitable for removal from site either as a product or waste material.

All plant and machinery used to process and handle waste materials within the facility will be subject to a documented maintenance schedule which will meet the minimum requirements of the manufacturer's recommendations.

All plant and machinery will be free from fluid leaks and excessive emissions.

Should the storage capacity of the site, as detailed in table 2.1, be reached then no more waste materials will be accepted to site until there is sufficient capacity to receive it.

## **2.2 The site**

2.2.1 The activities shall not extend beyond the boundaries of the site as shown edged in green on the site plan.

## **2.3 Waste acceptance**

2.3.1 Waste will be accepted at the site in accordance with the following procedure:

### **Waste Acceptance Procedure**

All waste materials that enter the facility will be subject to this waste acceptance procedure.

Materials that originate from potentially contaminated sites will only be accepted at the facility on the production of a chemical analysis. This analysis will be examined by a suitably experienced person who will access the data and decide whether the material can be accepted to the facility. The material will be given a unique reference number which all subsequent tickets will reference. The site office will maintain a record of chemical analysis together with details of approval or rejection.

## **Waste Carriers Licence**

Vehicles entering the site will do so via the main access, the vehicle will then park on entering the site and the driver will report to the office.

All customers using the site will hold a valid waste carriers licence should they be required to do so.

Parties failing to produce a valid waste carriers licence will be refused further use of the tipping facilities until such time that they are registered.

The permit holder will keep a copy of the licence of regular customers for reference. Occasional customers will have to prove that they hold a valid waste carriers licence before tipping.

## **Duty of Care Waste Transfer Note**

All customers will have to show a copy of their duty of care document to a member of staff.

The member of staff will check the material description and EWC code and confirm that this material is acceptable within the permit conditions.

Should the transfer note either not contain an EWC code, or, that code be deemed to be incorrect then the member of staff will make the appropriate addition or amendment.

The member of staff will sign the duty of care document and retain a copy.

## **Issuing the Ticket**

A reception / transaction ticket will be issued by a member of staff; this will detail the date, customer's name, material description and volume of material.

The member of staff will issue a ticket after completing all the required areas on the ticket, a copy will be given to the driver. A copy of the customer's duty of care will be retained with the reception ticket.

## **Visual Inspection of the Load**

When the customer has tipped the load, it will be immediately inspected by a site operative.

The operative will inform the customer that the load is compliant or non-compliant.

If the load is non-compliant with the permit conditions, then the rejected load procedure will be followed.

If the description of the waste on the ticket does not match the content of the load, but is still a permitted waste, then the ticket will be amended, and the operative will ask the ticket office to amend their copy.

All materials received at the site will be tipped on the hard standing. Materials will be stored in a manner that does not compromise the health and safety of persons working within the site.

All storage areas are visually inspected on a daily basis by the site foremen.

Details of any damage to the site surface will be entered into the site diary. The repair will be instigated at the earliest opportunity, the details of which will also be entered into the site diary.

The facility will only accept the following detailed waste streams and the total yearly tonnage will not exceed 24,999 tonnes per year.

## Permitted Waste Streams

**Table 2.3**

<b>Table 2.3 Waste types</b>	
<b>Exclusions</b>	
<p>Wastes having any of the following characteristics shall not be accepted:</p> <ul style="list-style-type: none"> <li>• Consisting solely or mainly of dusts, powders or loose fibres</li> <li>• Hazardous wastes</li> <li>• Wastes in liquid form</li> </ul>	
<b>Waste Code</b>	<b>Description</b>
<b>01</b>	<b>WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS</b>
<b>01 04</b>	<b>wastes from physical and chemical processing of non-metalliferous minerals</b>
01 04 08	waste gravel and crushed rocks other than those mentioned in 01 04 07
01 04 09	waste sand and clays
<b>02 02</b>	<b>waste from preparation and processing of meat, fish and other foods of animal origin</b>
02 02 02	shellfish shells from which the soft tissue or flesh has been removed only
<b>10</b>	<b>WASTES FROM THERMAL PROCESSES</b>
<b>10 01</b>	<b>waste from power stations and other combustion plants</b>
10 01 01	bottom ash and slag only
10 01 02	pulverised fuel ash only
10 01 05	gypsum (solid) only
10 01 07	gypsum (sludge) only
10 01 15	bottom ash and slag only from co-incineration other than those mentioned in 10 01 14
<b>10 11</b>	<b>wastes from manufacture of glass and glass products</b>
10 11 12	clean glass other than those mentioned in 10 11 11
<b>10 12</b>	<b>wastes from manufacture of ceramic goods, bricks, tiles and construction products</b>
10 12 08	waste ceramics, bricks, tiles and construction products (after thermal processing)
<b>10 13</b>	<b>wastes from manufacture of cement, lime and plaster products and articles and products made from them</b>

10 13 14	waste concrete only
<b>15</b>	<b>WASTE PACKAGING</b>
<b>15 01</b>	<b>packaging</b>
15 01 07	clean glass only
<b>17</b>	<b>CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)</b>
<b>17 01</b>	<b>concrete, bricks, tiles and ceramics</b>
17 01 01	concrete
17 01 02	bricks
17 01 03	tiles and ceramics
17 01 07	mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
<b>17 02</b>	<b>wood, glass and plastic</b>
17 02 02	clean glass only
<b>17 03</b>	<b>bituminous mixtures, coal tar and tarred products</b>
17 03 02	road base and road planings (other than those containing coal tar) only
<b>17 05</b>	<b>soil (including excavated soil from contaminated sites) stones and dredging spoil</b>
17 05 04	soil and stones other than those mentioned in 17 05 03
17 05 06	dredging spoil other than those mentioned in 17 05 05
17 05 08	track ballast other than those mentioned in 17 05 07
<b>17 08</b>	<b>gypsum based construction material</b>
17 08 02	gypsum only other than that mentioned in 17 08 01
<b>19</b>	<b>WASTES FROM WASTE MANAGEMENT FACILITIES, OFF SITE WASTE WATER TREATMENT PLANTS AND PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION / INDUSTRIAL WASTE</b>
<b>19 08</b>	<b>wastes from waste water treatment plants not otherwise specified</b>
19 08 02	washed sewage grit (waste from desanding) free from sewage contamination only
19 08 99	stone filter media if free from sewage contamination only
<b>19 09</b>	<b>wastes from the preparation of water intended for human consumption or water for industrial use</b>
19 09 02	sludges from water clarification
<b>19 12</b>	<b>wastes from the mechanical treatment of wastes</b>
19 12 05	clean glass only
19 12 09	minerals (for example sand, stones)
19 12 12	treated bottom ash including IBA and slag other than that containing dangerous substances only
<b>19 13</b>	<b>wastes from soil and groundwater remediation</b>
19 13 02	solid wastes from soil remediation other than those mentioned in 19 13 01
19 13 04	sludges from soil remediation other than those mentioned in 19 13 03
<b>20</b>	<b>MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS</b>
<b>20 01</b>	<b>separately collected fractions</b>
20 01 02	clean glass only
<b>20 02</b>	<b>garden and park wastes</b>
20 02 02	soil and stones

### 3 – Emissions and monitoring

3.1 All materials that are received at the facility under the conditions of the site permit will be deposited within the waste reception area.

Any repairs or cleaning will be instigated without delay and a note made in the site diary.

A daily visual check will be made of containers that hold oil, fuel or lubricants and the method of spillage containment. Should the container, bunding or other method of containment show leakage then the repair or re-containment will take place immediately.

3.1.2 The permit holder will manage and operate the facility in accordance with the EMS.

3.1.3 All liquids will be stored as per the preventative measures detailed within the Accident Management Plan contained within the EMS.

### **Accident Management Plan**

All site operations and activities will be controlled for purpose of reducing the likelihood of accidents.

All hazards will be risk assessed to enable the incorporation of best available techniques and therefore minimise the risk to human health and the environment.

### **Fire**

#### **Prevention**

There will be no smoking within any operational areas.

All plant and machinery will be maintained as per manufacturer's recommendations.

All electrical equipment will be safety tested (P.A.T)

Flammable and explosive materials such as oils, lubricants and gases will be stored separately from combustible substances and wastes.

Any welding or cutting will take place in an isolated area which is free of combustible materials.



## **In the Event of Fire**

### *Minor fire outside*

The loading shovel will push the burning material out into the open site; operatives will extinguish the fire using fire extinguishers or the fire hose. All operational activities will cease until the fire is extinguished.

### *Minor fire on plant, vehicles or machinery*

Park the vehicle in the open away from other vehicles and combustible materials and extinguish the fire using a fire extinguisher.

### *All other fires*

The persons discovering the fire should sound the fire alarm.

The office staff will call the fire service. All vehicles and mobile plant should be moved away from the fire if this can be conducted without risk to human health.

The site will be evacuated and all persons will assemble at the designated fire assemble point.

The person calling the emergency services will inform the fire service of the location of the fire and the presence of flammable substances.

The site staff will check that all persons working at or visiting the site are present in the assembly area.

Continued operation of the facility during any fire will be done so on the advice of the Fire Service.

## **Investigations and Notifications**

The Environment Agency will be informed of the fire and an entry made in the site diary.

Residue from the fire will be disposed of in accordance with advice obtained from the Environment Agency.

The damage will be assessed, and the permit holder's Insurers notified immediately if the damage warrants a claim.

The site will be checked for compliance with the site permit and authorisation sort from the Environment Agency to re-open the site if applicable.

A full and comprehensive report detailing the cause and future preventative actions will be submitted to the permit holder.

## **Spillage**

### **Prevention**

All hazardous liquids that are stored in containers with a capacity that exceeds 5 litres will be held in an area that is engineered to prevent leaks or spillage which may cause damage to the environment.

All oils, fuels and lubricants will either be stored in containers that are bunded, double skinned, held on trays or held within an area that has an impermeable surface and sealed drainage.

All containers will be free of leaks and maintained in good condition, dispensing equipment such as funnels, nozzles and jugs will be fit for purpose.

Refuelling and maintenance of plant and machinery will only take place in designated areas.

### **In the Event of Spillage**

The activity that caused the spillage will cease immediately and will only recommence once the spillage has been cleared.

Absorbent granules or dried sand will be applied to the area of spillage, the amount applied will be sufficient to absorb any spilt material.

The absorbent material and any item or waste that has been contaminated by the spillage will be bagged and disposed of as hazardous waste.

### **Investigations and Notifications**

All spillages will be recorded within the site diary.

Any spillage which results in an escape of hazardous material from the site through overflowing the boundaries or via the drainage system will be reported to the Environment Agency immediately.

Any spillage of liquid that is estimated to exceed 10 litres will be investigated by the permit holder and the results of the investigation will be recorded in writing together with recommendations in report format.

### **3.2 Odour**

3.2.1 Odorous material will not be accepted, any waste streams that are deemed odorous will be rejected using the rejected load procedure.

3.2.2 The permit holder will submit to the Environment Agency an odour management plan if requested to do so within an agreed period of time. The requirements of any such plan will be implemented once the plan has been formally approved by the Environment Agency.

### 3.3 Noise and Vibration

3.3.1 The site will not emit noise and vibration at a level which is likely to cause pollution outside of the boundaries of the site. Noise and vibration will be controlled using the procedure for the control of noise as detailed within the EMS.

3.3.2 An Acoustic Report has been submitted as a separate document. The permit holder will submit to the Environment Agency a noise and vibration management plan if requested to do so within an agreed period of time. The requirements of any such plan will be implemented once the plan has been formally approved by the Environment Agency.

### **Procedure for the Control of Litter, Noise, Dust & Pests**

#### **Dust**

A separate Dust and Emissions Management Plan has been authored for the site.

All activities within the facility will be conducted in a manner which minimises the production and potential for dust.

Any dust generated will be suppressed so as contain it within the facility and stop migration.

The production and risk of dust will be minimised using a variety of methods.

The yard surface will be kept clean so as to prevent the resuspension of dust particles.

During periods of dry and/or windy weather the site surface and external stockpiles will be sprayed with water using a handheld hose pipe.

The facility will not accept waste streams that solely or mainly consist of dried dust, powders or loose fibres.

All vehicles that enter and exit the facility carrying waste materials or recycled product will do so sheeted. Vehicles leaving the facility will be washed down prior to leaving the site if necessary, so as to avoid the migration of debris and potential resuspension of particles.

When the site is screening or crushing material the dust suppression system will be operational. The facility will operate in accordance with the Dust Management Plan.

#### **Litter**

Materials that are likely to cause litter will not be accepted at the facility.

All vehicles depositing and removing materials from site will be sheeted.

All sheets will be deployed or removed at the point of loading or discharge.

All loads will be trimmed so as to ensure that all waste materials are securely contained.

Site fencing will be maintained so as to stop litter leaving the site.

The site will be inspected on a daily basis for litter and any incident of litter leaving the site will be recorded in the site diary.

Any litter present in the site will be cleared as soon as is practical.

## **Noise**

All plant and machinery will be maintained as per manufactures recommendations.

All drivers and operators will conduct their activities in a manner to minimise the emission of noise.

All waste containers will be raised and lowered in a steady manner. Travel speed within the site should be minimised (below 5mph)

Tipper vehicles will close and secure the tailgate before travelling across the site.

There will be no loud music on the site.

Activities that generate noise will be risk assessed and appropriate action taken to minimise the effect. Appropriate ear protection will be worn if the activity is assessed, and the need established.

## **Pests**

The site will not accept waste streams that are likely to attract pests or vermin.

## **4 – Information**

### **4.1 Records**

4.1.1 All records contained within the Appendix of this management system shall be completed in a legible manner within 1 working day of the occurrence.

All records will be retained for a minimum period of 6 years and be made available to the Environment Agency on their written request. Records of any incident which affected the condition of the land or groundwater within or outside of the site boundary will be retained for the duration of the permit.

4.1.2 All of the recording systems contained within the appendix of the EMS will be filed in separate clearly marked folders which will be stored and maintained within the site office. It will be the responsibility of the site TCM to ensure that all records are completed as per the procedures contained within the EMS.

## 4.2 Reporting

4.2.1 All reports and notifications required by the EMS and permit will be submitted to the Environment Agency at the contact address supplied by the inspecting officer.

4.2.2 Within 1 month of the end of any quarter, commencing 01 April each year, the permit holder will submit a return to the Environment Agency detailing all materials received and disposed of from the site. The information will be submitted electronically using a form downloaded from the Environment Agency website. Once submitted a hard copy will be retained in a separate clearly marked file which will be kept in the site office.

## 4.3 Notifications

4.3.1 The following incidents require the immediate Notification to the Environment Agency:

- Any breakdown, malfunction or equipment failure that has resulted in an emission which has caused or may cause significant pollution.
- Any breach of a limit specified within the EMS
- Any significant adverse environmental effect
- Fire

Notifications should be made by telephone on 03708 506 506

4.3.2 Any reported incident should be confirmed in writing to the Environment Agency within 24 hours of the incident.

4.3.3 If requested to do so in writing, by the Environment Agency, the operator will conduct monitoring or sampling. The operator will give the Environment Agency a minimum of 14 days' notice of the date that the monitoring or sampling is to take place. The TCM will make the notification and retain a copy.

4.3.4 The operator will notify the Environment Agency in writing of any of the following changes:

- Change in name
- Change in address
- Intention to go into administration, voluntary arrangement or being wound up

**APPENDIX A**  
**Supporting Forms, Procedures & Policies**

## **Environmental Policy**

### **G Farwell Ltd**

#### **ENVIRONMENTAL POLICY STATEMENT**

This Policy has been produced by G Farwell Ltd in order to ensure that the procedures and activities of the permit holder are carried out with the minimum of environmental impact and in compliance of all UK and EU Legislation.

The operator has a commitment to recycle the maximum amount of material that it collects and brings to the site for processing.

The operator has implemented an Environmental Management System.

The permit holder will instruct and encourage the employees and subcontractors to effectively use the resources available and minimise the use of raw materials, gas, electric, water and fuel.

The permit holder will design and implement training programmes for employees and subcontractors in order to increase and maintain awareness of environmental aspects, impacts and legislation.

The operator will ensure that the company is prepared to deal with all incidents and emergency situations on the site and that suitable and effective training has taken place.

The operator is determined to continually improve the service provided by the permit holder and by using expert knowledge, increase the quantity of material recycled at the site on an on-going basis.

All employees, visitors, suppliers and sub-contractors are encouraged to assist in enforcing this policy by following site rules, Standard Operating Procedures and Verbal Instructions.

## **Rejected Load Procedure**

All waste accepted to the site must meet the criteria contained within the site permit; if it does not then the load must be rejected using this procedure.

### **Non-Conforming Waste Description**

Inform the driver that the load cannot be accepted, do not issue a ticket.

Ask the driver to leave site without tipping, note the time and vehicle description together with the reason for rejection in the daily site diary.

### **Load Tipped**

If the load was **Non-Hazardous** it can be reloaded onto the tipping vehicle. The vehicle should return to the ticket office and the ticket cancelled.

Make a note in the site diary and enter the reasons for rejection onto the cancelled ticket.

The cancelled ticket must be signed by the permit holder or authorised person.

If the vehicle has left site then the load must be isolated and quarantined in a clearly marked quarantined container.

The customer will be contacted and told to remove the load immediately or charged for its disposal.

A note will be made in the site diary, the ticket cancelled, a rejected load form completed and authorised as previously stated.

If the load is unauthorised **Hazardous waste** the area will be quarantined and advice sort from the site manager before the load is moved.

All hazardous waste must be removed from site within 5 working days using Hazardous Waste Consignment Notes.

If the rejected material was more than incidental, then the Environment Agency will be informed.

Additional costs will be recovered from the customer; the site manager will agree the charge rate.



An entry will be made in the site diary which will include the date the material was removed from site.

In all cases a rejected load form must be completed, this form must be authorised the permit holder before being filed.

**If any material is tipped that could potentially be a serious risk to human health or the environment, all operations will be suspended until the material is identified and the site manager authorises the recommencement of operations.**



### **Procedure in the Event of Mechanical Failure**

All plant and machinery will be maintained to manufacturer's recommendations and will be subject to daily inspections for the purpose of identifying faults.

Preventative maintenance techniques will be used to minimise the risk of unexpected mechanical failure.

In the event of unexpected mechanical failure, the item of plant or equipment will be repaired without unnecessary delay.

Continuous use of plant is essential to the uninterrupted operation of the facility. Therefore, key component spare parts will be stored on site for use in event of a breakdown.

Once parts have been removed from the stores for use their replacement will be ordered the same day for immediate delivery.

Parts that require frequent replacement will be held in the stores in multiple numbers.

All mechanical failures will be entered into the site diary.

In the event of a major mechanical failure the Environment Agency will be informed and notified of action being taken, this will also be recorded within the site diary.



**Weekly Check Sheet****Date:**

	Yes	No
Site Secure?		
Drainage Gullies Clear?		
Lighting Working?		
Waste Escaping Boundary?		
Materials/Waste Stockpiles Compliant with Permit?		
All Persons Wearing PPE?		
Any Dust or Emissions?		
Spill Kits and First Aid Kits Complete?		
Does the Yard Surface Require Repair?		
Site Signage Clean, Visible & Correct?		
Plant in Good Working Order?		
Fire Fighting Equipment Unobstructed and In Working Order?		

**Action****Form Completed By:**

### **Site Diary**

A site diary will be maintained by an appointed person within the office.

The diary will be completed on an ongoing basis with all incidents recorded within 24 hours of occurrence.

The site diary will be made available to any Environment Agency Officer on request.

The site diary will contain the following information:

1. Attendance of the technically competent manager, detailing arrival and departure times.
2. Opening & Closing times
3. Weather conditions
4. Fencing
5. Site Security
6. Complaints
7. Breakdowns
8. Maintenance
9. Submissions of EA returns
10. Non-Conforming Waste
11. Weekly Site Audit
12. Drains

**Site Diary**

WEEK COMMENCING:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
TCM ATTENDANCE						
OPENING HOURS						
WEATHER CONDITIONS						
FLOORING IN GOOD CONDITION?						
SITE SECURITY						
ANY COMPLAINTS?						
ANY BREAKDOWNS?						
ANY MAINTENANCE?						
ANY SUBMISSIONS TO EA?						
ANY NON-CONFORMING WASTE?						
WEEKLY SITE AUDIT COMPLETED?						
DRAINS CLEAR?						

Comments:

**Site Diary Comments**

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday



## **Complaints Procedure**

A complaint is a negative comment made verbally or in writing by one of the following:

- Regulatory Authority *including routine inspections*
- Neighbour
- Customer
- Member of the Public

All complaints must be documented and investigated with all details recorded on the complaints form.

All complaints must be dealt with by the permit holder.

When the site is audited by the Environment Agency any incidence of non-compliance with licence conditions will be confirmed in writing by the Officer conducting the audit. Any such incident will be treated as a complaint and documented accordingly.

Any person who makes a complaint must be treated in a courteous non-confrontational manner, even if their opinion is incorrect.

Staff should not enter in to any discussions with the complainant but should refer the complainant to the permit holder.

The permit holder will respond to any complaint within a time period suitable for the severity of the complaint.

### **Guidelines for Response**

#### *Complaint Breach of Licence Conditions*

Response Immediate Action & Written Response within 48hrs

#### *Complaint Danger to Human Health*

Response Immediate Action & Written Response within 48hrs

#### *Complaint Non-Urgent Verbal Opinion*

Response Verbal 24hrs

#### *Complaint Non-Urgent Written Opinion*

Response Written 5 Working Days

**Complaints Record**

<b>Date Received:</b>	<b>Time Received:</b>
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<b>Complainant:</b>
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<b>Complainant Contact Details:</b>
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<b>Details of Complaint:</b>
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<b>Details of Investigations:</b>
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**Was the Complaint Justified?**

**Action Taken:**

**Response Given to Complainant:**

**Form Completed By:**

**Date:**

## Site Rules

*All persons working at or visiting this site must comply with the site rules.*

*Any employee who breaches these rules may be subject to disciplinary procedure which could result in dismissal.*

*Any visitor, customer or contractor who breaches the rules will be asked to leave site and may be excluded from this facility in the future.*

- All visitors, customers or contractors must report to site staff before entering the site.
- All contractors must be issued with a permit to work prior to commencing any activity.
- All persons must wear high visibility jackets and protective footwear at all times.
- All persons must wear Personal Protective Equipment as directed to do so.
- Do not operate any plant, machinery or vehicle unless you are trained and authorised to do so.
- Drivers must obey the site speed limit and traffic management system.
- No smoking in any operational areas or buildings.
- Do not use mobile telephones when driving or operating plant/machinery.
- Do not use audio headphones.
- Do not walk behind vehicles or plant.
- Stand clear of any vehicle being loaded or tipped.
- Do not jump out of vehicles.
- Do not remove any item of waste from the site unless authorised to do so.
- Report all accidents, spillages and near misses to the site manager or office.
- Do not climb on vehicles or containers.
- Do not act in a manner which may cause harm to you, others and the environment.
- No alcohol or drugs are allowed on to the site.
- Do not enter the site if you are under the influence of alcohol or drugs.
- Pets and children are not permitted on to the site; if they are passengers within a visiting vehicle then they must remain in the cab at all times.
- Any person who does not understand these site rules will not be permitted entry to the site.

**Site Rules Register of Issue**

*All persons using the site must be issued with the site rules.*

Name	Signature	Date	Issued By

**INDUCTION & TRAINING RECORD**

**NAME.....DATE.....**

**NAT.IND.No.....**

**D.O.B.....**

**NATIONALITY.....**

**ADDRESS.....**

.....

.....

**JOB DESCRIPTION.....**

**PHONE No.....**



**INTRODUCTION TO MANAGER /DIRECTOR** **Y/N**

**SITE WELFARE SHOWN** **Y/N**

**SICKNESS &HOLIDAY PROCEDURES EXPLAINED** **Y/N**

**PPE ISSUED/CHECKED** **Y/N**

**HARD HAT**

**BOOTS**

**GLOVES**

**HI VIS**

**SAFETY GLASSES**

**EAR PROTECTION**

**PERMIT CONDITIONS EXPLAINED** **Y/N**

<b>AWARENESS OF HEALTH &amp; SAFETY POLICY</b>	<b>Y/N</b>
<b>ACCIDENT/INCIDENT PROCEDURES</b>	<b>Y/N</b>
<b>MANUAL HANDLING TRAINING</b>	<b>Y/N</b>
<b>COPY OF SITE RULES</b>	<b>Y/N</b>
<b>LANGUAGE PROBLEMS</b>	<b>Y/N</b>

**PERSONAL INFORMATION**

**QUALIFICATIONS**

**ADDITIONAL TRAINING**

**SIGNED.....DATE.....**

**Training Record**

**Name:**

**Job Title:**

Date	Description / Topic	Documents Issued	Conducted By	Trainer Signature	*Trainee Signature

\* This signature acknowledges receipt and understanding of the training



## **Health & Safety Policy Statement**

### **Health & Safety at Work Act 1974**

Our statement of general policy is:

- *To provide adequate control of the health and safety risks arising from our work activities.*
- *To consult with our employees on matters affecting their health and safety.*
- *To provide and maintain safe plant and equipment.*
- *To ensure safe handling and use of substances.*
- *To provide information, instruction and supervision for employees.*
- *To ensure all employees are competent to do their tasks, and to give them adequate training.*
- *To prevent accidents and cases of work-related ill health.*
- *To maintain safe and healthy working conditions.*
- *To review and revise this policy as necessary at regular intervals.*

Signed:

Date: September 2022

Review Date: August 2023

## **Permit to Work Procedure**

Any contractor that is conducting any task within any part of the facility must be issued with authorisation to conduct that task. This authorisation can only be given using the permit to work form.

The permit to work authorisation will be issued by a manager or permit holder.

On arrival at the facility, all contractors will report to the weighbridge office.

The office will record their arrival in the visitor's book and direct them to the site manager who will issue the permit to work authorisation.

Each section of the permit to work form will be completed and assurance will be sort from the contractor that they understand fully the instruction and detail given in each section.

On completion of the work or at the end of each working day the manager will sign-off the form.

For the tasks that continue in to another day a new permit to work will be issued at the start of every day.

**Permit to Work**

Date:
Contractor:
Names of Persons Working on Site:
Emergency Contact Number & Contact:
Permitted Activity:
Location of Activity:
Site Rules Issued? <b>Yes / No</b>
P.P.E. Required:
Member of Staff Contractor Reports To:
Fire Extinguishers Required? <b>Yes / No</b>

I understand the instruction issued to me and will comply with the site rules and only carried out the permitted tasks, I will seek authorisation prior to starting any other activity.

Print Name:

Signature:

**Sign Off**

**Contractor**

I no longer wish to conduct any further work today and confirm that I have left all items involved with the aforementioned task in a safe a proper manner.

Print Name:

Time:

Signature:

---

**On behalf of G Farwell Ltd**

The task has been completed to a satisfactory standard and is now complete  
YES / NO

Print Name:

Time:

Signature:

---

**Additional Comments:**

## **Control of Substances Hazardous to Health (C.O.S.H.H.)**

Using chemicals or other hazardous substances at work can put people's health at risk, so the law requires employers to control exposure to hazardous substances to prevent ill health. They have to protect both employees and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended).

### **Hazardous substances**

Hazardous substances include:

- *substances used directly in work activities (e.g. adhesives, paints, cleaning agents);*
- *substances generated during work activities (e.g. fumes from soldering and welding);*
- *naturally occurring substances (e.g. grain dust);*
- *biological agents such as bacteria and other micro-organisms.*
- *substances used directly in work activities (e.g. adhesives, paints, cleaning agents);*
- *The above detailed substances that have been discarded in waste*

### **What COSHH requires**

To comply with COSHH the following steps will be taken:

#### **Step 1 Assess the risks**

#### **Step 2 Decide what precautions are needed**

#### **Step 3 Prevent or adequately control exposure**

#### **Step 4 Ensure that control measures are used and maintained**

#### **Step 5 Monitor the exposure**

#### **Step 6 Carry out appropriate health surveillance**

#### **Step 7 Prepare plans and procedures to deal with accidents, incidents and emergencies**

#### **Step 8 Ensure employees are properly informed, trained and supervised**

Employees of the operator do not work with or are exposed to large quantities of hazardous substances. However, all products must be assessed and if found to be hazardous must be assessed and those exposed to the substance trained and issued with the appropriate PPE.

In the first instance a data sheet must be obtained from the material supplier, this will then be assessed for compliance with the intended use.

Those exposed to this substance will be trained by a person appointed to do so by the operator. A record of this training will be kept using the training form.

All COSHH data and risk assessments will be kept in a clearly marked file in the administration office.

## **First Aid Procedures**

A person will be appointed by the company who is trained to administer first aid to casualties should the need arise.

All employees will be made aware of who the first aider is and where they can be found.

First aid kits are located in the following location:

- Site Office

If any item is used from the first aid kits then the first aider must be informed as it is their responsibility to replenish used items.

The first aid kits will be checked on a monthly basis by the first aider.

In the event of an accident, injury or illness the first aider will be asked to attend the casualty and administer first aid.

All work activities must cease in the vicinity of the casualty until the casualty is removed.

If the injury or illness is serious then the first priority will be to call the emergency services by telephoning 999. A member of staff will be appointed to stand by the site entrance and direct the emergency services to the casualty

All accidents and injuries must be recorded in the accident book which is located in the main office.

All accidents and injuries must be reported to a Director who will assess the situation to establish if the occurrence is subject to R.I.D.D.O.R.

All accidents and injuries will be investigated, and measures implemented to prevent reoccurrence.

## **Risk Assessment Procedure**

All operations and activities that are conducted within the facility must be assessed for the risks that they pose to human health and the environment.

All hazards must be controlled for the purpose of minimising the risk to human health and the environment.

Risk assessments will be conducted by a person who is deemed competent to do so by the operator. This person will either be a manager, permit holder or an appointed contractor.

The risk assessment will be recorded using the risk assessment form; historic risk assessments using other formats can also be used and retained.

The prevention control measures detailed on the form must be implemented prior to this activity being conducted.

All persons who have the potential to be exposed to the detailed activity must be informed of the findings of the risk assessment before exposure/conducting the assessed activity. This process will be known as training and documented as required by the training procedure.

Risks will be rated as follows:

1. Low Risk
2. Low to Medium Risk
3. Medium Risk
4. Medium to High Risk
5. High Risk

Preventative control measures must be implemented for the purpose of achieving the lowest risk possible. Activities that remain at level 5 once control measures are implemented are not acceptable and cannot be conducted.

All completed risk assessments will be stored in a separate file which is accessible by all staff during hours of operation.

Risk assessments will be reviewed on a yearly basis or when an activity or process is changed.

The maximum period of review for any activity is 12 months.



**Risk Assessment**

***Activity/Hazard***

***Location***

***Risk***

***Persons exposed to risk***

***Risk Rating if Left Uncontrolled***

***Prevention Control Measures***

***Risk Rating with Control Measures in Place***

***Risk Assessment Conducted By***

***Date***

***Next Review Date***



## **Near Miss Report**

### **Procedure**

Any incident of non-compliance with the site rules that did not result in an accident must be reported using this form.

The purpose of this report is to prevent accidents which could result in damage to human health or the environment.

### ***'Prevention Is Better Than Cure'***

Any person can complete this form; it must then be submitted to the site manager who will decide on any further action. The completed form will be sent to the permit holder within 24hrs of the incident.

<b>Date:</b>	<b>Time:</b>
--------------	--------------

<b>Person(s) involved in near miss:</b>
---

<b>Person reporting near miss:</b>
------------------------------------

<b>Description of incident:</b>
---------------------------------

<b>Immediate action taken:</b>
--------------------------------

<b>Additional action to be taken:</b>
---------------------------------------

**Accident Report**

**Date of accident:**

**Time of Accident:**

**Persons involved in accident:**

**Description of accident:**

**Did the accident result in a breach of Permit conditions? *If so give detail***

**Environmental impact of accident**

**Was an injury caused? If so give details**

**Was this injury reportable under R.I.D.D.O.R.? *If so attach a copy of the notification form.***

**Why did the accident occur?**

**Was the activity risk assessed?**

**Does the risk assessment require review?**

**What action is now in place to prevent this accident happening again?**

**Form completed by:**

**Date:**

## **APPENDIX B**

### **Site Plans**

## List of Plans

**Plan 1**                      **Site Location**

**Plan 2**                      **Site Plan**

### Site Location

MAGiC

G Farwell Ltd Scale 1:5000

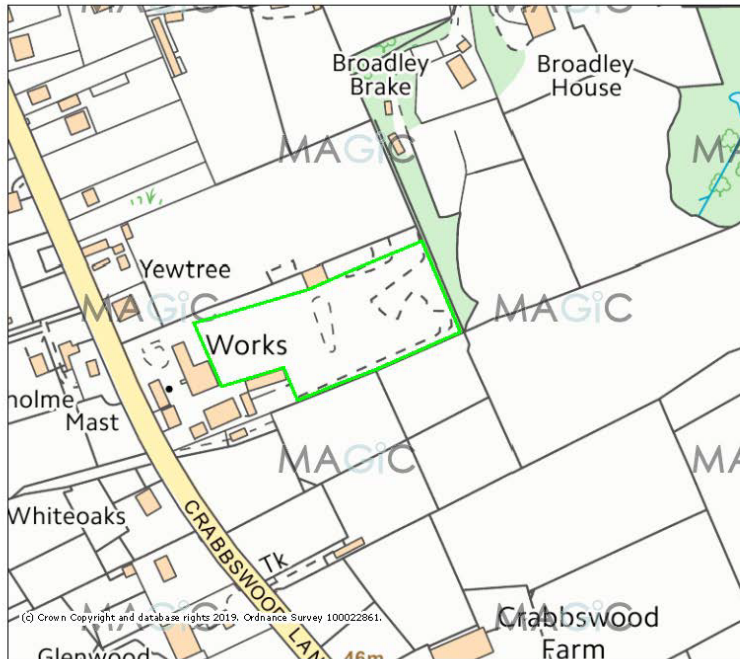




### Site Plan

MAGiC

G Farwell Ltd Scale 1:2500



Projection = OSGB36  
xmin = 425900  
xmin = 57410  
xmax = 427200  
ymax = 98000  
Map produced by MAGiC on 5 January, 2019.  
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**envee**

*...making business green*