

Standard Operating Procedure (SOP)

Title	SOP 02 TTW Waste Acceptance
Site	All TTW sites
Purpose	The waste approval process outlines the stages required when the waste stream has arrived on site including receipting, testing, reviewing and approval/rejection.
Who	Tankered Trade Waste (TTW) technicians, Process team and TTW manager.

Must Have (H&S, Quality, Quantity, Environment, Training, Resources)

If none required then just add 'N/A'

- In date EMS training
- Safety PPE
- Gas monitor
- Training and Access for CWID database
- Upskilling with experienced team members for at least 1 month (WTNs, test kit usage, digital receipting process)
- Training and experience undertaking sampling and lab testing
- pH Meter (correctly calibrated)
- Chemical Test Strips
- Spill Kit
- Suitable Hoses (4-inch Bauer female fitting or 3-inch bsp)
- [SOP 03 TTW Non-Conformance .docx](#)
- SOP 10 TTW Sampling tests
- SOP12 TTW Testing for Surfactants procedure
- SOP22 JRP Using the JRP Logger and tanker discharge

Remember – ‘Stop, Think, Take 20’

Summary Must Do's

- Wear correct PPE
- Collect samples from tankers onsite
- Keep samples in storage for a minimum of 14 days
- Undertaken a suite of tests (section sampling and testing)
- Compare the test results with those of the Sales & Compliance results
- Raise concerns of HSW & Environmental to Process team or Tankered Trade Waste Manager
- Updating CWID with waste received
- TCP must be available at the time of arrival of tanker delivery.
- Ensure driver is competent/inducted/wearing correct PPE.
- Check paperwork contains correct information and is filled out correctly.
- Ensure each load is to specification and if there are any discrepancies follow the non-conformance procedure as per SOP 3 TTW Non-Conformance.
- If a site has a holding tank, be aware of the capacity and what waste streams are using it

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1.0	07/04/2020	Created and updated version	E.Ruswa
2.0	07/04/2021	Merged into larger document	E. Ruswa
3.0	02/11/2021	Updated the information on the document to reflect current practices	O.Boertje
4.0	14/02/2022	Updated references to include BREF	O.Boertje
4.1	01/02/2023	Added "Electronic Receipting" section	S.Barrow
4.2	07/12/2023	Changed TTW Technician and TPT requirements in line with LRQA audit findings.	S.Barrow
4.3	04/01/2024	Updated the Tankered Trade Delivery Ticket and Sampling and Testing sections	C. Bharadwa
5.0	31/12/24	Checked and converted to Waterpedia format	C Bane
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Standard Operating Procedure (SOP)

Process

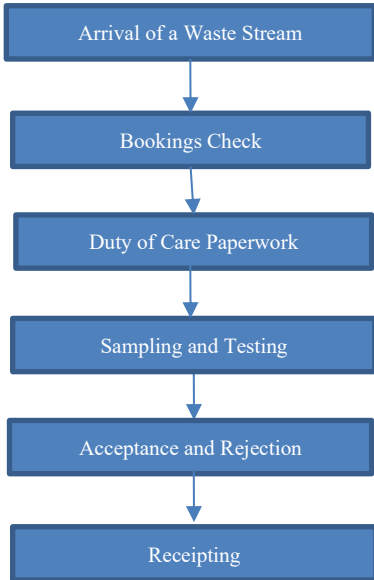


Figure 1: Process Overview

Arrival of Waste Stream

As outlined in Figure 1, the first stage is the arrival of a waste stream to site. Upon arriving at a Severn Trent Water site, the tanker driver will report to the relevant Tankered Trade Waste technician (TTWT) present on site. The TTWT will confirm that the driver has been inducted and can provide a site induction card. If the driver is not inducted, the TTWT should follow the STW site induction as per procedure SOP07. The driver **must** wear the correct PPE whilst they are working on a Severn Trent Water site.

Note: If a site is discharging to the storm route, site will be closed unless the site layout is such that tankered waste is not at risk of entering the storm route (e.g. you are using holding tanks/contingency storage). This should be identified by the process team and forecast the day before. If you identify your site as being in storm (exceeding Full Flow To Treatment), but it has not been closed officially, do not accept any tankered waste and escalate to the process and commercial teams.

Bookings Check

The TTWT will check the drivers’ waste transfer note and match it to the corresponding booking in CWID (Commercial Waste Information Database) or the daily Bookings Sheet, to confirm that the waste has been booked in and has received approval for discharge at this site.

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Any of the arrow buttons will enable you to filter the table which includes the Site , EWC or Date.

Date	Site Disposal Pt	Sample Rec	Waste Stream	Old STW Re	Producer (V	Haulier	EWC (Waste	Waste Descr	Expected Vo
13/10/2021	Minworth Inlet	No	08830				16 10 02	Lagoon Water	27.00
13/10/2021	Minworth Inlet	No	08830				16 10 02	Lagoon Water	27.00
13/10/2021	Minworth Inlet	No	08830				16 10 02	Lagoon Water	27.00
13/10/2021	Minworth Inlet	No	08830				16 10 02	Lagoon Water	27.00
13/10/2021	Minworth Inlet	No	08851				19 06 03	Brine	27.00
13/10/2021	Minworth Inlet	No	08135				19 07 03	Leachate	27.00
13/10/2021	Minworth Inlet	No	08028				19 07 03	Landfill Leachat	25.00
13/10/2021	Minworth Inlet	No	08028				19 07 03	Landfill Leachat	25.00
13/10/2021	Minworth Inlet	No	08135				19 07 03	Leachate	27.00
13/10/2021	Minworth Inlet	No	01478				19 07 03	Landfill Leachat	27.00

Figure 2: Bookings Extract from CWID into Excel

Figure 2 depicts an example of a bookings extract from CWID. This is sent out every afternoon. The table format enables it to be filtered to show specific details such as site or even inlet or holding tank for the day, week or month or even year. If the load is not listed on CWID or the daily bookings sheet, the TCP and the driver/ company must contact the TW Booking office as per the non-conformance procedure.

Contact Details for the Booking Office:
 Tel: 0345 608 0107
 Email: tankeredwaste@severntrent.co.uk

Note: For sites with a non-fixed TTWT, they require a printed “Booking Sheet” only.

Duty of Care Paperwork

After confirmation of the waste booked in, the Duty of Care paperwork must be checked. This includes a Waste Transfer Note (WTN) and a Weighbridge Ticket. A WTN is a legal requirement which documents the movement and disposal of non-hazardous waste.

The TTWT must ensure the customers WTN has the following information:

- Description of the waste stream
- Weight of waste delivered on tanker
- Carrier Registration Number
- Correct EWC code for the waste stream
- Signed declaration to confirm that the Waste Hierarchy has been applied
- Full name of the person, company and address of the transferor (person transferring the waste to someone else)
- Full name of the person, company and address of the transferee (person accepting the waste from someone else)
- SIC code for the transferor
- Status of the persons involved in the transfer (e.g. producer, importer)
- Full address of transfer or collection point
- Full address of disposal point
- Date and time of transfer

If the EWC code is incorrect or the SIC code is absent on the waste transfer note, then it is not complete and must be rectified before acceptance. If any information requires changing on the note, the commercial team

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should be informed to confirm the details of the WTN with the customer. Details requiring amendment should be in writing (email) from the party responsible for classifying the waste (usually the waste producer). The load should be non-conformed and emails related to amendments should be attached to the notes section of the booking. Amendments on paper should be made by the driver on behalf of the producer. The WTN cannot be considered completed until all the information is correct.

The TTWT should complete the section for the disposer of the waste. Each waste transfer note is different and may vary in style. Therefore, it is important to make sure you read the form properly and fill out all the required information. This includes the TTWT's printed name, signature and date the waste is accepted. It is important to be aware that not all WTNs are designed identically to the example in Figure 3. There should be at least two copies of the WTN: One for the haulier and one for the disposal site. When the form has been completed and signed by the TTWT, separate the copies and keep one copy for our records and give the hauliers copy back to the driver. Severn Trent keeps copies for at least 6 years, as per permit guidance.

Weighbridge Ticket

A weighbridge ticket confirms the volume of the waste stream and must accompany the waste transfer note. If a weighbridge ticket is not provided the TTWT will record the volume of the waste stream as the maximum the tanker can legally transport.

Note: some sites have logger systems in place which will record volumes.

Hazardous Waste Consignment Note

Note: As of April 2024, Severn Trent Water no longer accept hazardous waste via the tankered trade waste route into their permitted water treatment sites. However, it is useful to understand the regulatory requirements accompanying the paperwork and how to spot them.

If the waste is hazardous it **must** have a Consignment Note with a unique consignment note number. This is a legal requirement. The consignment note **must** show all movements of the waste from the producer to the consignee. Without these details, it is not safe to accept it.

The people responsible for the waste during its lifetime are:

- Producer – person who produced the waste
- Holder – person who is currently holding the waste (can be a producer or broker)
- Consignor – person who is authorising the waste to be removed from the premise at which it is produced or held
- Carrier – person who collects the waste from where it's produced or held, and delivers it to the consignee
- Consignee – the person to whom the waste is being transported for disposal or recovery

There are five parts to the consignment note that the TCP must ensure are properly completed before accepting the waste:

- Part A – provides unique number and details where the waste came from
- Part B – describes the waste, the amount and what makes it hazardous
- Part C – carriers declaration and signature

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- Part D – consignors declaration
- Part E – Consignee’s (TTWT) acceptance of the waste

The EWC codes on the Duty of Care paperwork must match up with the sites permitted EWC codes (see site specific waste management permit). The TCP must not sign the WTN or Part E of the consignment note until the waste stream has been tested and accepted. The hazardous waste consignment notes are then stored for at least 6 years.

The waste cannot be accepted until all the listed requirements are met. If information is absent or incorrect, then the commercial team must be contacted to discuss the note with the customer. A new consignment note may need to be raised from the producer/customer and all details confirmed in writing before the paperwork can be accepted.

Tankered Trade Delivery Ticket

Figure 3: Example Tankered Delivery Ticket

A Severn Trent Tankered Trade delivery ticket must be filled out for each trade waste delivery if electronic receipting is unavailable. When filling out the TW delivery ticket ensure the tanker’s last load was suitable for a sewage treatment works. For example, if the last load was oil or a hazardous substance the tanker **MUST** have a tanker clear certificate.

Sampling and Testing

Once the load is officially booked in and paperwork checked; the driver will be given a sample container and asked to provide a sample of the waste.

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If the sample is taken from the sight glass, the driver should either flush the sight glass clear of any previous load and metal contamination prior to obtaining the official sample. If there are any questions over the validity of the sample, the driver should obtain another from an alternative sampling point (from the sight glass or back of the tanker).

Note: Ideally the TTWT will observe all samples being collected by the driver. However due to operational restraints, pre-collected samples can be accepted for waste streams categorised as low risk (as defined in SOP01) including sludge and biosolids. The TTWT must observe sample collection for all medium and high-risk loads but must also complete ad-hoc sample collection for low-risk loads. These are to be analysed on site before acceptance.

- If TTWT fails to observe the sample being collected by the driver, a separate sample shall be collected from the discharge point sample tap to verify.
- Based on availability, staffing levels shall be increased from 1 TTWT on a site receiving on average greater than 20 loads a day to ensure sampling is thorough.
- Sites where tanker parking locations are far removed from the chemist office, CCTV shall be installed to aid observations.
- Samples should be stored for 14 working days (as per site permit) before disposal for possible investigational purposes, and should be labelled with:
 - The Producer of the waste
 - The associated STW Number/CWID waste stream number, used by Severn Trent to identify the waste stream
 - The number of the Tankered Trade Waste CWID booking reference number
 - The date on which the sample was received

In addition, the TTWT must confirm with the driver that the previous material carried on the tanker must be suitable for the sewage treatment biological process. It must have been taken to a sewage treatment works, AD plant, or land spreading. Outside of these, additional investigation may be required to ensure the suitability.

If there is uncertainty whether origin of a waste stream is acceptable on a particular site, they can check the acceptable EWCs on the site permit. Additionally, the Process team are available to consult with and can review the origin with the WAF and site permit. Otherwise, the tanker must have a wash out certificate. If there is no wash out certificate, follow the non-conformance procedure (SOP03).

Before a tanker is discharged, a TTWT must carry out a full analysis on the waste stream. The chemical analysis includes an appearance assessment, pH, Ammonia, Nitrates, Nitrites, Sulphate, Chromium, Nickel, Copper, Iron, Zinc, Dry Solids (liquid sludge only).

Some waste streams may present a notable odour. In instances where the odour can be detected easily when taking a sample/performing analysis, it should be recorded under the “comments” section of the TW ticket. This will assist with any investigations as per sites individual odour management plans. Depending on the strength of the odour there may be cause for a waste stream to be rejected/suspended pending an investigation or mitigation of the odour from the customer.

Note for low-risk waste streams discharging at sites with no fixed TW technician, the waste must be tested for pH and appearance as a minimum. For sludge cake, we cannot complete all the above tests due to dry solids content. As a minimum, the appearance should be checked to confirm it is cake and samples sent off

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periodically for ALS 705 (for inlet discharge) or suite 780 (for sewage sludge imports) analysis. The results of these tests should be compared with Approval and historical sample data stored on CWID database (approved analysis). If the waste does not conform to these parameters, follow the non-conformance procedure. Details on how to complete those tests are outlined as part of training.

Acceptance and Rejection

If the TTWT is satisfied that the waste conforms to expected results the load can be accepted for discharge. For inlet waste, Duty of Care paperwork can be signed, for sewage sludge or high COD waste (destined for holding tanks) make sure there is enough room in the digester or holding tank beforehand. If there is not enough available capacity in the tank, explain the situation to the driver, (i.e. delay or unable to accept the waste). The driver will then be allowed to discharge at the appropriate point.

If the waste does not conform, the process team will be consulted to determine whether the non-conformed parameters can safely be accepted at the receiving sites as per TTW Non conformance SOP 03. For example, higher COD levels mean that the waste may require more energy to degrade and be discharged over a longer timeframe than usual. In this instance, the process team may decide to permit the waste. However, a non-conformance will be raised on the system. The commercial team will also be notified to ensure that they can inform the customer to understand why the levels might have changed.

Alternatively, the process team may decide that the higher COD levels might not be appropriate (e.g. due to weather, site conditions). Upon the decision of a rejection, the commercial team will be informed (the exact person will be dependent on who manages the customer). The discussion will include details as to the reason behind the rejection and if there are opportunities that the waste might be accepted in the future such as reduce levels of potentially toxic elements. The commercial team will then speak directly to the supplier or haulier and inform them of the reasoning behind a rejection. The waste will be identified as non-conforming, and the driver will not be permitted to discharge. Instead, they will have to leave site with the full tanker.

The TTWT will note on the system that the waste stream booked in has been rejected and document the reasoning. The haulier will then have to leave site without discharging. Depending on the reason behind the rejection, the whole account may be suspended. *Note: more detail on discharge points can be found in local procedures.*

iPad/Electronic Receipting

Once the waste analysis has been completed and the sample complies to the acceptable parameters (based on the approved analysis), the relevant booking must be completed on the CWID app on the technician's individual company issued iPad. Tablets are touchscreen operated – to navigate to a page, tap the screen where the relevant page/info button is shown.

- Open the relevant booking screen on the CWID app (Today's Bookings – Site name).
- Open the relevant booking. Tablets are touch screen by tapping on the white area of the booking line. Do not press the blue hyperlinks, as these will not take you to the booking page.
- Progress through the following pages for the booking. Enter the required information detailed below. Once each page is complete, tap the "Save" button before moving onto the next page.
- **Waste Stream:** Note the booking reference number (the driver will need this to enter into the JRP logger) and change "waste transfer note attached" option to "Yes".
- **Receipt of Waste:** Enter details from the Waste Transfer Note (Vehicle reg, haulier, amount of

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waste etc.). Scroll down the page to enter previous load carried and disposal details. Scroll down to enter analysis results from on-site analysis.

- **Signatures:** Enter the drivers name (in format: A.Smith); Induction number. The Driver should sign in the box to confirm disposal. STW name should be auto-filled, sign in the box to confirm acceptance of waste.
- **Photos, Notes and Activities:** Tap “Add Note” and title “WTN” to indicate Waste Transfer Note. Tap the camera and take a photograph of the completed (contains all legally required information and is signed by all parties, including the disposal point). Multiple photos may be required to ensure all data is captured. Check the photographs are in focus and all the information is clear and readable before moving to the next step.
- Once all pages are complete, tap “Save and Close” at the bottom of the screen. This should exit the booking and the status will be set to “Received – ready to send e-ticket”
- To send the e-ticket, on the site bookings page, select the completed booking by tapping the booking line on the left side of the page and tap the “send e-receipt” option.

Paper Receipting (if electronic receipting is not possible)

Once the waste analysis has been completed and the sample complies to the acceptable parameters, a Tankered Trade Delivery Ticket (TW ticket) must be filled out.

Three copies of each ticket are created- one white and two carbon copies (green and pink).

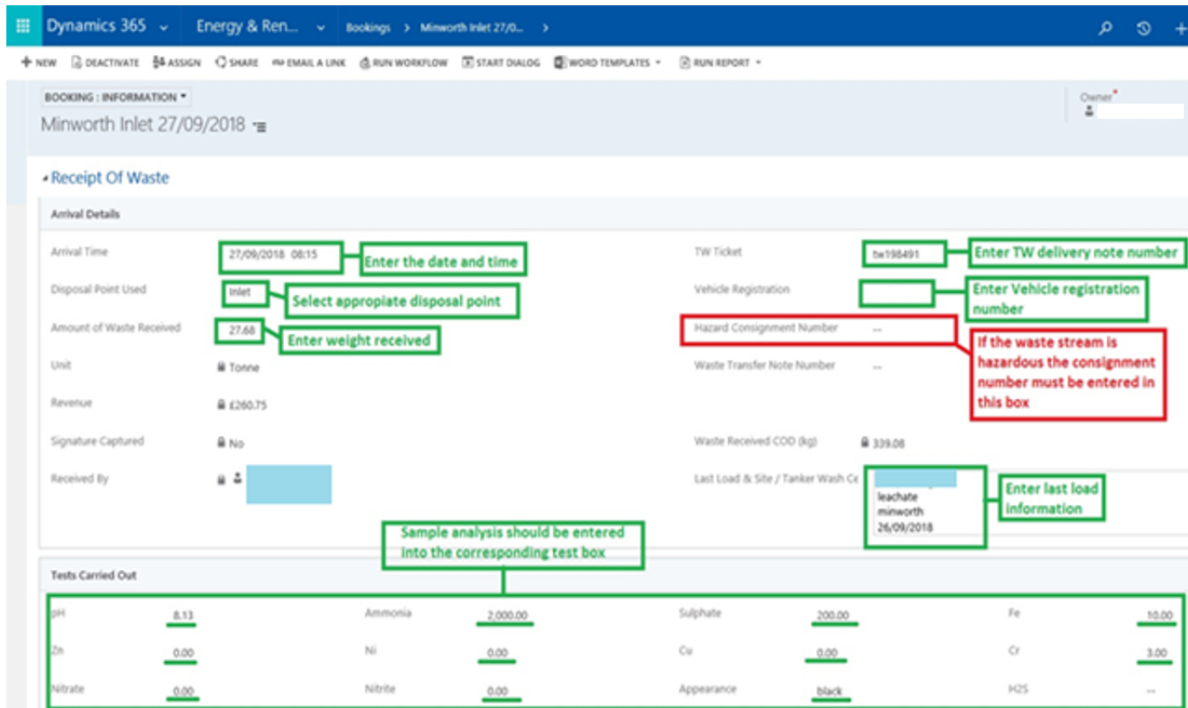
To fill out the ticket:

1. Place cardboard behind the pink copy.
2. Enter the information onto the TW ticket.
3. Make sure the EWC on the daily booking sheet matches the EWC on the haulier's waste transfer note before adding onto the TW ticket.
4. Also ensure the correct carrier's registration and vehicle registration is legible.
5. Fill out the Tanker clear certificate section with the tanker's previous load; where the waste came from, the description of the waste, the disposal point and the date of disposal.
6. If the previous waste stream carried was not suitable for a sewage treatment works, the driver should provide a tanker clear certificate. In this instance the cleaning company, date cleaned and the clean out certificate number should be entered.
7. In the section for person receiving at works; enter the time and date that the vehicle arrived and print and sign the ticket in order to authorise the waste disposal.
8. The driver must print and sign their name and enter their induction number
9. Once the driver has signed the paperwork, tear out the green copy and give to the driver for their records.
10. The white copy should be torn along the perforated edges and attached to the disposal copy of the waste transfer note.
11. The pink copy should remain in the TW ticket book for future reference. If there is a consignment note, a copy of the consignment note must also be attached to the TW delivery ticket.
12. The analysis results for the relevant sample should be written on the TW delivery ticket

The non-hazardous duty of care paperwork and Hazardous consignment notes should be stored for 6 years. The TW ticket book should be stored for 3 months and then can be disposed of securely.

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The completed TW delivery ticket should be used to transfer information to CWID.



Arrival Details

Arrival Time	27/09/2018 08:15	TW Ticket	be195481
Disposal Point Used	Inlet	Vehicle Registration	
Amount of Waste Received	27.68	Hazard Consignment Number	--
Unit	Tonne	Waste Transfer Note Number	--
Revenue	£260.75	Waste Received COD (kg)	339.08
Signature Captured	No	Last Load & Site / Tanker Wash Cr	leachate minworth 26/09/2018
Received By			

Tests Carried Out

pH	8.13	Ammonia	2.000.00	Sulphate	200.00	Fe	10.00
Zn	0.00	Ni	0.00	Cu	0.00	Cr	3.00
Nitrate	0.00	Nitrite	0.00	Appearance	black	H2S	--

Figure 4: Illustration of the CWID page showing how to enter information from the TW delivery ticket.

How to transfer to CWID:

1. Open the CWID database onto the relevant site bookings.
2. Find the corresponding booking on the CWID booking page and open the page.
3. Check the name of the waste producer is the same on both CWID and the TW delivery ticket and then scroll down to enter the details.
4. Once the information has been entered onto CWID press the save icon and close the page.
5. All tickets must be written up into CWID within 24 hours after receiving the waste. On sites with no CWID access (and no hazardous waste) it must be completed 4 days after month end.

Sewage Sludge Cake Imports

Imports of third-party sludge/ cake should be off-loaded as described below:

1. Check that the driver has been inducted.
2. In line with the annual sampling regime the driver will be asked to bring a sample from the collection site. The sample is then sent to an external accredited laboratory for analysis.
3. Due to the low risk of sludge observation to take a sample is not required. However random observations are undertaken to ensure that standards are maintained.

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4. The sample should have a soil consistency. For further detail see the Waste acceptance form (WAF). This can be found on the customers waste stream page on CWID.
5. Check the driver's photo of their empty tipper to ensure it is free from debris. Then, upload a photo of the empty tipper to the producer's booking in the CWID database under the section titled "Photos, Notes and Activities."
6. Fill in and submit the "Severn Trent Cake Import Operator Acceptance" App
7. Ask the driver for his paperwork and ensure all relevant information is on the transfer note.
8. Ascertain what the last load the tipper truck was carrying and that it is suitable for a sewage treatment works.
9. Allow the driver to go and offload the waste.
10. Whilst the driver offloads complete the paperwork.
11. Fill out the Trade Waste delivery ticket and Waste transfer note.
12. Complete the receipting of the waste on CWID.

Sludge Offloading:

1. Subject to analysis clearance by the TCP, the driver will be provided with a delivery ticket and tanker clear certificate (the same as with TTW). The TW tech or Site operator will also retain a carbon copy for our records.
2. The driver will then be provided with an Interworks logger fob for the discharge, which must be returned to the TW tech or Operator after use. The fob will give the driver access to the logger and select their company from the options menu.
3. On the driver's first visit they will be inducted and then escorted to the discharge point and directed on safe use of connections and loggers. A Standard Operating Procedure outlining how to use a JRP Logger (SOP04) is supplied to the driver in addition to an explanation by a member of the TTW.
4. Any tanker clear tickets and receipts from non-TW sites will need to be provided to TW techs at least 3 days after month end.

As with the other waste streams If there are concerns or uncertainty regarding the biosolids or the paperwork, then the process team are available to complete a further review. The process for a rejection is the same as the other waste streams: the commercial team are notified the reasons for the rejection, and they notify the customer.

References:

- Technical Guidance WM3: Waste Classification – Guidance on the Classification and assessment of Waste
- BREF for Waste Treatment 2018
- Site Permits
- SOP01 TTW Waste Approval Procedure
- SOP03 TTW Waste Non-Conformance Procedure
- SOP22 How to use a JRP Logger

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Please use the QR code to confirm you have read and understood this SOP

Trade Waste SOPs & LOPs - Read and Understood

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