



Environmental Essential Standard 12

Acceptance of Third-Party Waste Imports

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Key messages

This Standard defines the working practice to be adopted at TWUL Sewage Treatment Works which receive tankered waste from our customers at the Head of Works. ‘

Thames Water has a Duty of Care to ensure that the waste delivered is correctly described before it is accepted for treatment.

All wastes must be accompanied by Duty of Care Waste Transfer Note agreed between our Commercial Operations Team and the customer as part of our Waste Pre Acceptance Process.

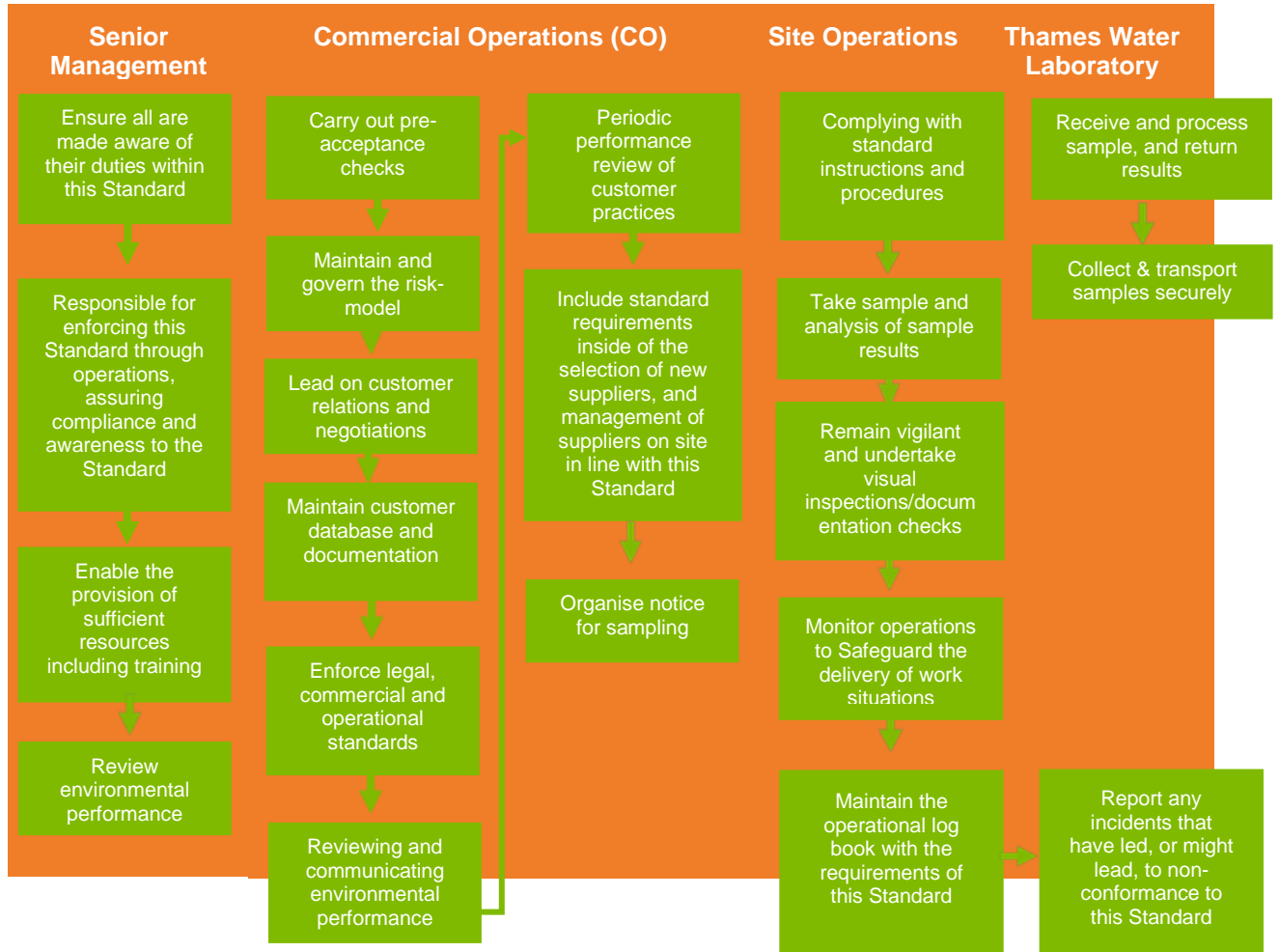
A permit is required to accept certain types of waste. Thames Water’s 25 Sludge Treatment Centres (STCs) operate under Sludge Treatment Centre Permits. These contain requirements and restrictions on the types of waste which may be accepted.

This Standard sets out the reasonable steps to be taken to ensure that our Duty of Care is fulfilled, and permit requirements met.

This Standard defines the working practices to be adopted at our sites) to ensure the correct acceptance of Third Party waste imports, based on four steps :-

- Waste Acceptance Criteria (Section 4);
- Pre-acceptance checks (Section 5);
- Acceptance checks (Section 6); and
- Compliance testing (Section 7).





1 Purpose



Thames Water accepts waste from our Third-Party customers in waste reception areas called 'Cess Import points' located at the sewage treatment works listed in Appendix 1.

Some of these wastes, principally portable toilet wastes are accepted under the Sludge Treatment Centre permit, others such as septic tank waste maybe accepted at the Head of Works under Regulation 3 (2) of the Controlled Waste Regulations 2012 without the need for a permit (see Section 4.1 Waste Acceptance Criteria).

It is essential that Thames Water (TWUL) considers all relevant legislation and ensures:

- a) each location is authorised to receive waste types proposed by the customer in accordance Environmental Permitting (England and Wales) Regulations 2016
- b) that we comply with specific requirements of Duty of Care Code of Practice and
- c) that our procedures consider relevant guidance such as Technical Guidance WM3: Waste Classification – Guidance on classification and assessment of waste and relevant measures applicable to the permitted waste activity being carried out.

This Standard defines the checks that need to be carried out on Third Party wastes accepted at our sites based on a four stage process.

- Waste Acceptance Criteria (Section 4)
- Waste Pre-acceptance checks (Section 5)
- Waste Acceptance checks (Section 6) including,
- Compliance Programme (Section 7)

Each Sludge Treatment Centre permit sets out specific conditions on how the waste operation must be carried out. This includes restrictions on the types of waste that can be accepted.



Requirements of this Standard must be communicated to all relevant employees and subcontractors, who must include the relevant control measures in method statements and risk assessments. Relevant Toolbox talks should be undertaken to communicate requirements on an on-going basis. This must include any developments to this Standard.



2 Scope

The scope of this Standard covers all persons, techniques and operations associated with the acceptance of third party waste to the Head of works at the locations listed in Appendix 1. Where relevant, the permitted area of the site is shown in each individual Sludge Treatment Centre permit.

This document only relates to import of Third Party Wastes to the Head of Works at a ‘Cess Import Area’ for treatment via the Urban Wastewater Treatment (UWWT) process. Third Party Waste includes cesspool waste, septic tank sludge, portable toilet waste and sewage materials which are of a similar composition to Urban Waste Water received by sewer at the Head of Works. A full list of wastes accepted from Third Parties is listed in Section 4.1, Waste Acceptance Criteria.

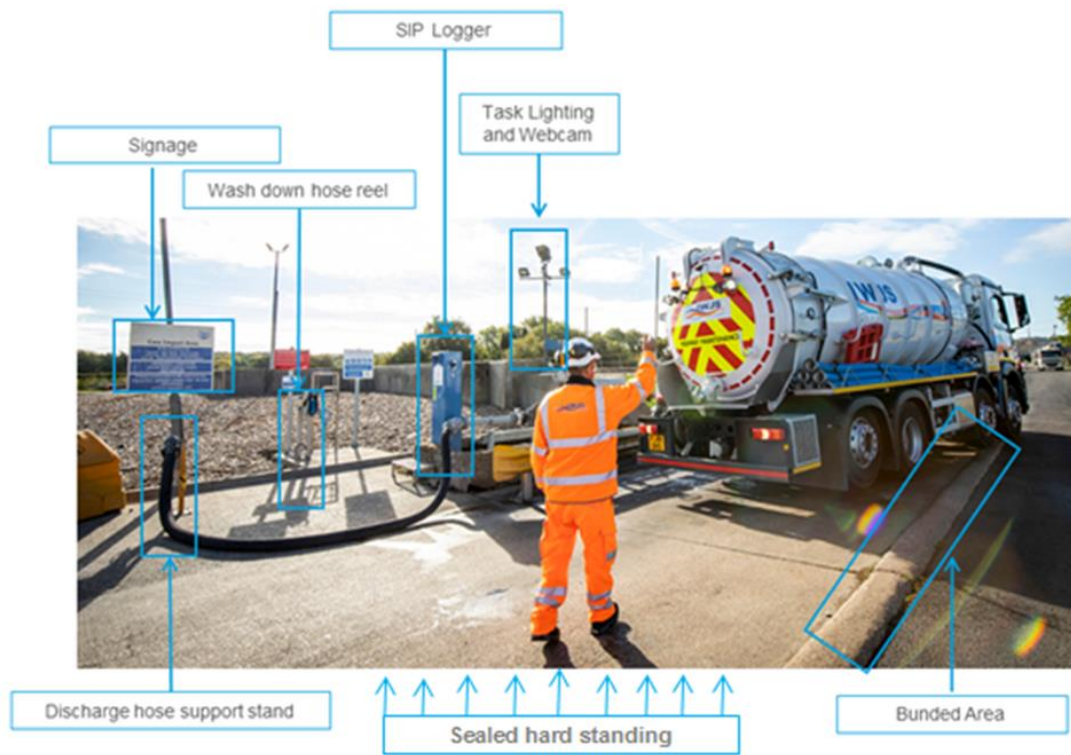
Health and Safety Standards and Asset Maintenance Standards also apply at all sites.

3 Third Party Waste ‘Cess’ Import Area



The Waste Reception Point at each site is constructed and maintained to the requirements set out in the “Domestic Waste Procedure” as per picture below. Thames Water shall run a maintenance programme, managed by the Commercial Operations team, including all ancillaries

Tankered wastes must not be discharged to the head of a wastewater treatment works when storm tanks are in operation. Import loggers will be ‘isolated’ to prevent use in such conditions.





Thames Water has a legal duty, under Section 34 of the Environmental Protection Act 1990, often referred to as the Duty of Care to ensure that waste is disposed of (or recovered) in the correct manner, without harming human health or the environment. The same Duty of Care applies to the current waste holder, our customer and where different, the producer of the waste.

The current 'waste holder', our customer, must provide Thames Water with sufficient information that adequately describes the waste to enable us to comply with our Duty of Care and relevant permit conditions.

Information obtained at Waste Pre-Acceptance (section 5) and Waste Acceptance (section 6) stages provides assurance that we only accept waste we are authorised to receive and which meets our Waste Acceptance Criteria.

All imports of Third Party waste must have a valid Annual Waste Transfer Note (AWTN) signed by TWUL issued once pre-acceptance checks are complete

Records must be kept of the information collected at Waste Pre-Acceptance, as well as checks carried out as part of the following Waste Acceptance procedures applicable at our sites. These records may be required for audit purposes

Each customer / 'waste holder' must also ensure that they are registered with the Environment Agency as a waste carrier and thereby authorised to transport waste. Waste must be securely contained at all times to avoid its escape into the environment.

Thames Water must ensure it complies with relevant legislation and site-specific permit requirements and that waste acceptance does not cause a nuisance; and does not adversely affect public amenities or ecological receptors.

4.1 Waste Acceptance Criteria

It is important that we know enough about a waste before it arrives at our facility to assess and confirm the waste is technically and legally suitable for our facility.

The following Waste Acceptance Criteria describe waste types TWUL may accept (sections 4.1.1 and 4.1.2) as well as our own waste acceptance requirements (section 4.1.3 and 4.1.4.). A customer's waste must meet these Waste Acceptance Criteria at Pre-Acceptance stage before an Annual Waste Transfer Note can be issued (section 5.3).

4.1.1 Waste Types & Authorizations

Third party wastes accepted at our Head of Works 'Cess Import Areas fall into two 'categories':

- 1) those that require TWUL to hold an environmental permit to accept the waste at the head of works
- 2) those which may be accepted without the need for an Environmental Permit when imported to Head of Works, by way of Regulation 3 (2) of the Controlled Waste Regulations (2012)

The following tables state which Third Party Wastes we may accept subject to satisfactory waste pre-acceptance checks (section 5) and whether a permit is required.

Table 1 - Third Party Waste Accepted under STC Permit

Waste Type ¹	List of Waste Code (EWC)	WM3 Generic Description	Example: Specific Waste Transfer Note descriptions (non-hazardous)	Sites Permitted to accept each waste type.
Portable Toilet waste ²	16 10 02	aqueous liquid wastes other than those mentioned in 16 10 01	Portable toilet waste; chemical toilet waste; portable sanitary convenience waste; portaloos waste	Sites listed in Appendix 1

Note¹: TWUL may add other waste descriptions for List of Waste Codes specified in our STC permits, Head of Works Table
 Note²: Permitted at TWUL Sludge Treatment Centres. TWUL are liaising with Environment Agency regarding regulatory requirements for non STC sites.

Table 2 - Third Party Waste Accepted - no permit required

Waste Type	List of Waste Code	WM3 Generic Description	Example: Specific Waste Transfer Note descriptions (non-hazardous)
Cesspool waste	16 10 02	aqueous liquid wastes other than those mentioned in 16 10 01	Cess, Cesspool waste; cess pit waste;
Septic Tank Sludge	20 03 04	septic tank sludge	septic tank sludge
Sewage cleanings	20 03 06	waste from sewage cleaning	sewage cleanings

A full list of Commercial Operations Teams sites is listed in Appendix 1.

4.1.2 Waste Types – technical suitability

Our Waste Acceptance Criteria take in to account the following characteristics of the waste type listed in Tables 1 and 2:

- All waste types listed are non-hazardous wastes related to the collection of sewage.
- The characteristics of all waste types listed in Table 2 reflect are of the same, or similar composition to sewage effluent received at Head of Works in the UWWT stream or components thereof.

Our Waste Pre-Acceptance and Waste Acceptance stages follow a risk-based approach. Additional Waste Pre-Acceptance (section 5) and Waste Acceptance checks (section 6) are required for wastes listed in Table 3 below. This is to ensure that only non-hazardous waste is accepted.

Table 3 Third Party – Non-Hazardous and Hazardous Mirror coded waste

Waste Type	Non-Hazardous List of Waste code - allowed	Hazardous Waste List of Waste code - not allowed	Action / Comments
Portable Toilet waste	16 10 02	16 10 01*	Further Assessment required as per WM3 ^{3,4}

Note ³ : [Waste classification technical guidance WM3.pdf \(publishing.service.gov.uk\)](#)

Note⁴ : see Environment Agency 'RPS 277 Storing and treating chemical toilet waste' (portable toilet waste) and noting TWUL understanding that portable toilet waste that has not had chemicals added is effectively cess and as such may be classified as 16 10 02.

TWUL –Third Party Waste Import Specification

Relevant parameters from the following Waste Import Specification (Table 4) may be used at Waste Pre-Acceptance or Waste Acceptance stages to assess the characteristics of customers waste, that we can accept under section 4.1.1 is also suitable for treatment within the UWWT process.

Table 4 TWUL Head of Works Third Party Waste Import Specification

Determinant	Acceptable Level (Minimum)	Acceptable Level (Maximum)	Units
Particle size and physical contaminants	No particles greater than 100mm in size		
Total solids	N/A	Average not greater than 1.5%	dry solids weight/weight
Chemical oxygen demand (COD)	0	200,000	mg/litre
pH	6.0	11.0	pH units
Ammonia	0 – 3,000 mg/l		
Total N	No Minimum	10.0%	nitrogen per total solids weight/weight
Total P	No minimum	10 %	phosphorous per total solids weight/weight
PTE's		Under Review*	
Zn	Under Review*	Under Review*	mg/kg
Cu		Under Review*	
Ni		Under Review*	
Cd		Under Review*	
Pb		Under Review*	
Cr		Under Review*	
Hg		Under Review*	
Mo		Under Review*	
As		Under Review*	
Se		Under Review*	
F		Under Review*	

Table 4 parameters are based on the proposed waste type being sewage related which is well understood with regard to major constituents.

Note: parameter ranges to be informed by development of 'typical' values. *PTE/Metals values noted as 'Under review' as requested by the Environment Agency - June 2023.

4.1.3 Excluded Waste Characteristics

Customers must ensure the waste presented does not contain: -

i) any matter which either alone or in combination with other matter with which it is likely to come into contact is dangerous or would injure or obstruct the treatment of that matter or cause injury to and/or damage to the health of any person at any Discharge Location;

ii) any petroleum spirit, calcium carbide, thiourea or thiourea derivatives, non-biodegradable detergents, condensing water or matter with a pH value less than 6.0 or greater than 11.0;

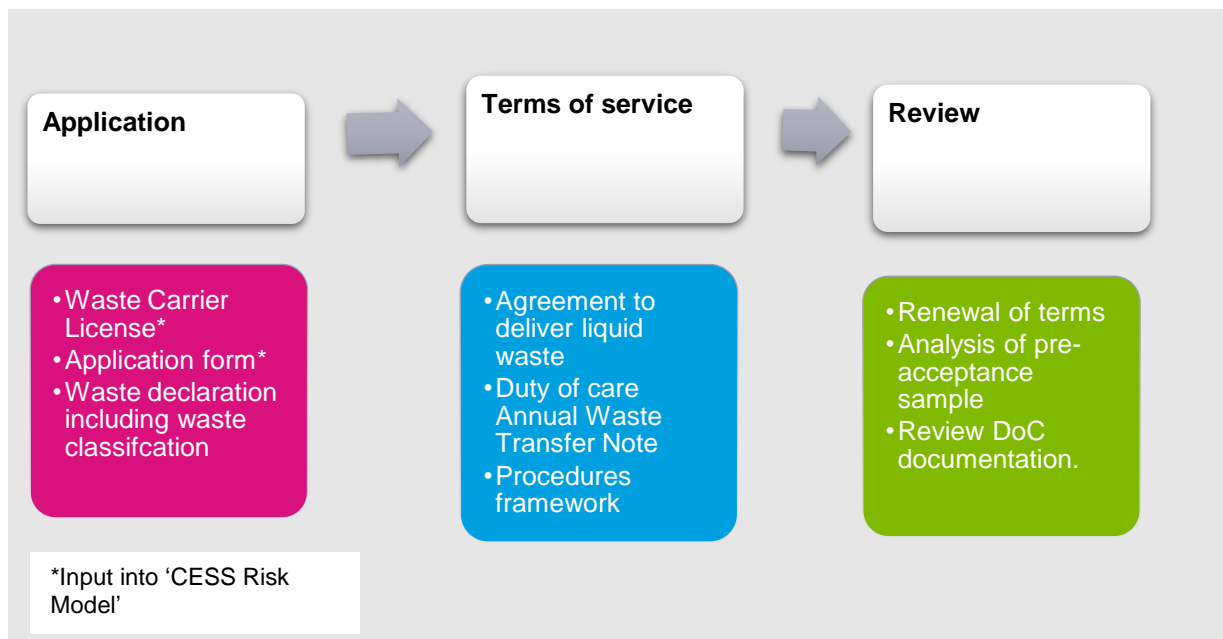
(iii) any fats, oil or grease

5 Waste Pre-Acceptance checks



Thames Water Commercial Operations (CO) Team will carry out customer screening prior to making a decision to accept a new Third Party Waste customer. Any documentation resulting from the customer screening process shall be stored electronically and made available to Operations for incident investigation purposes and compliance checks.

This screening will take place at three levels with the following outputs:



5.1 Screening at application stage

Applicants will be provided with a documentation framework, which describes conditions, standards, practices and behaviour required from customers, alongside the Application Form to complete in the first instance. The documentation framework includes the site rules, site operations procedure, customer manual and delivery risk assessment, as well as the permitted wastes the service accepts.

Customers must provide a copy of their waste carrier licence before their enquiry is considered. This document alongside a returned Application Form and a Waste Declaration form for each waste type proposed by the applicant (Appendix 2). Together this information enables an assessment to be undertaken to decide if the customer can be accepted onto the customer base.

5.2 Application and Waste Declaration Forms

The checklist included in Appendix 3 should be used guide the review of customers Application Form and Waste declaration forms together with relevant supporting information provided by the applicant.

The outcome of the Waste Pre-Acceptance assessment checks in section 5 will result in either waste application being rejected or proceed. If the decision is to proceed, the application will be retained on file and relevant information will be entered into the 'CESS' Risk Model (Refer to Section 7) by the CO Team.

5.2.1 Review of Waste Characteristics and Classification

Information provided in the Waste Declaration is checked against the waste types listed in Tables 1 and Table 2, including the 'List of Waste code' and 'Waste Transfer Note Description'. Where information provided does not correspond to a 'List of Waste Code' and relevant example 'Specific Waste Transfer Note Description' for the Waste Type requested the application should result in a rejection.

Where the customer's waste type is listed in Table 3 'Action' states a 'Further Assessment Required' e.g. for portable toilet waste the customer must⁶: -

- a) provide TWUL with the proposed List of Waste code and their WM3 Waste Assessment of the waste together with supporting evidence for example: sample analysis data and / or a copies of any Safety Data Sheet/s for products used.

The information provided must set out the customer's waste classification assessment in support of the proposed List of waste code including information such as a hazardous property assessment.

And as may be requested: -

- b) provide Thames Water with a representative sample of the waste for analysis and assessment

TWUL will review information provided by applicant and will hold this information on file. TWUL may undertake our own WM3 assessment as appropriate and / or compare the information provided against requirements of section 4.1 which includes substances currently excluded by TWUL in all waste imports.

5.2.2 Pre Acceptance - Sample Assessment

Where a sample is requested under 5.2.1b) a visual check will be undertaken to assess whether the sample is consistent with the waste description with for example regards to colour. Where visual inspection indicates that the sample may not be adequately described, further information from the customer should be sought or the application rejected. Additional testing may be required.

Analysis may be undertaken for relevant determinants including those listed in Table 4 and the resultant data used to complete a WM3 Assessment of the sample. The outcome of any assessment must then be compared to the Waste Acceptance Criteria in Tables Table 3 and 4. Samples which do not meet Thames Waters Waste Acceptance Criteria should result in rejection of the application.

Where samples are not supplied, or pre-acceptance checks shows the proposed waste stream falls outside of acceptable parameters then the application should be rejected.

The application should also be rejected if substances listed in section 4.1.4 are declared or found to be present in the waste.

As a minimum Waste Pre Acceptance sampling or assessment will be required annually for all customers delivering waste which requires a Further Assessment⁶.

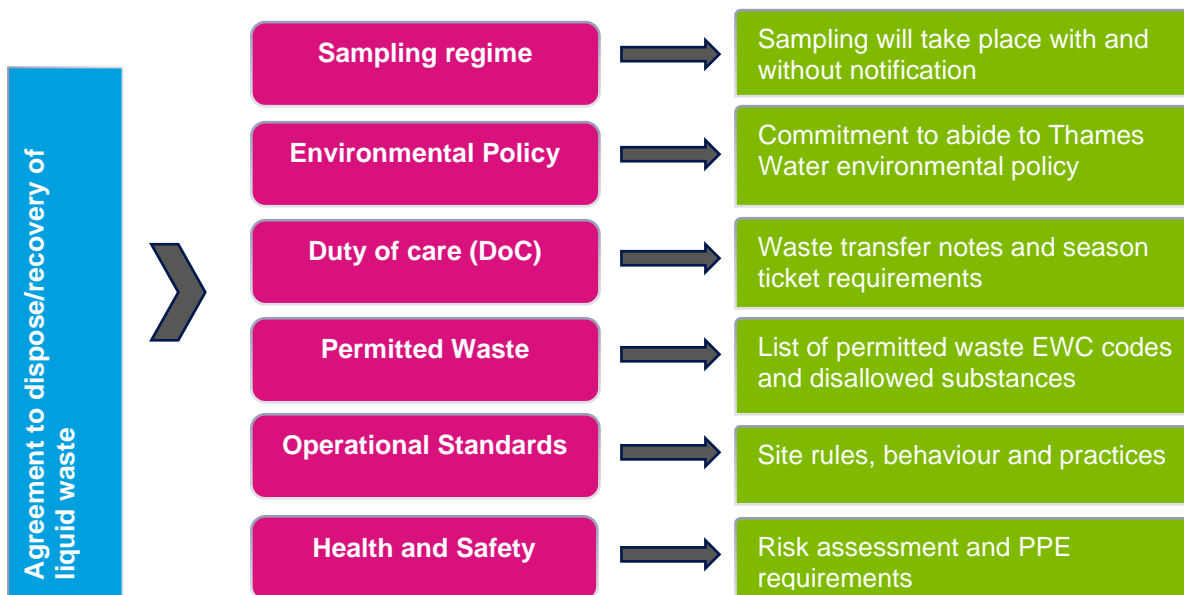
Note⁶ TWUL will work with customers to ensure they are aware of our pre acceptance requirements. Customers may be granted a period of transition in order to maintain service levels. As a minimum all customers will be asked to make a declaration confirming whether characteristics have been assessed.

5.3 Terms and conditions of Service

Customers formally accept the TWUL terms and conditions of service by returning signed copies of the documents described in 5.2, 5.3.1 and 5.3.2 below. Where a client wishes to make changes to the agreed waste streams, this will require a new Agreement, provide a new 'Waste Declaration Form' and Annual Waste Transfer Note for review

5.3.1 Agreement to dispose of/recover liquid waste

Customers will be subject to the 'Agreement to dispose of/recover liquid waste'. The customer signs a declaration of agreement to abide by a series of conditions, including those areas below:

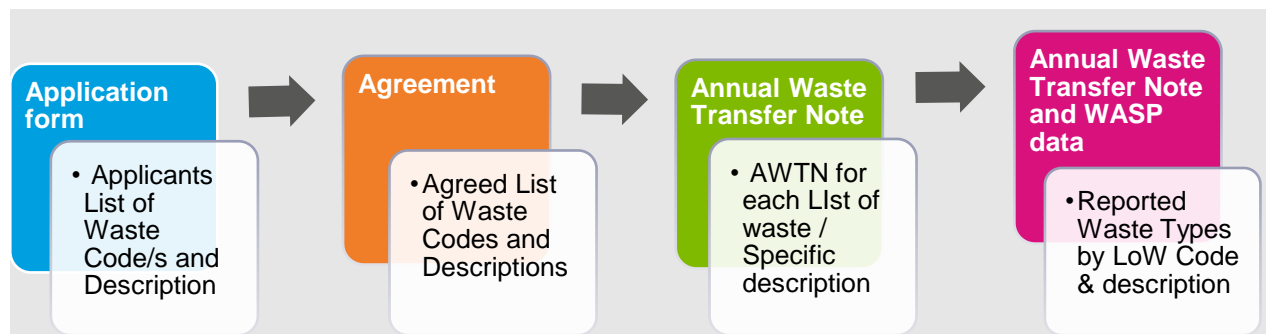


If a customer does not provide a signature against the acceptance of terms of service, the application must be rejected.

Breach of such terms will constitute an incident, investigated as per Section 8 and may result in removal of service.

5.3.2 Annual Waste Transfer Note Requirement

An Annual Waste Transfer Note must be issued for each waste type listed in the Agreement and 'Waste Declaration Form/s' signed by the customer. The Annual Waste Transfer Note must be in place before the first delivery of each waste type. Each Annual Waste Transfer note is valid for up to 12 months and once completed and signed by both parties the customer commits to deposit waste that corresponds to the EWC codes referenced within the Agreement and Declaration Form/s. When logging the transaction on site, the customer will need to confirm the type of waste per individual load.



5.3.3 Annual Waste Transfer Note Completion

The waste holder, Thames Water's customer is responsible for ensuring each Annual Waste Transfer Note contains an accurate description of the waste prevent unauthorised or harmful deposit, treatment or disposal of the waste when it is transferred to another person.

The Annual Waste Transfer Note (AWTN) shall clearly show:

- the written description of the waste and List of Waste Code;
- estimate of annual quantity of waste (tonnes) and form e.g liquid, solid, sludge;
- the container type: e.g. road tanker
- the time, date and place/s of transfer – Annual Waste Transfer (issued for 12 month period).
- the waste holder's Standard Industry Code (SIC);
- the name and address of the transferor (waste holder) and transferee (person receiving the waste) and their signatures
- whether the 'waste holder' is the 'producer' of the waste
- the capacity in which the transferor (waste holder) and transferee (TWUL) are acting (for example, as a producer, importer or registered waste carrier, broker or dealer) and their relevant authorisation to act in that capacity (for example, their permit number or registration number)
- the name and address of the waste carrier and their registration number;
- the name and address of the reception point/s, and their relevant authorisation number;
- a declaration that the holder has adhered to the principles of the waste hierarchy;

All Annual Waste Transfer Notes must be legible and filed securely with the CO Team, with access made available to the site, and copies taken as appropriate. Duty of Care (DoC) records must be kept for the lifetime of authorization and for permits and until surrendered.

Each transaction of waste must be logged on the CESS logger on site. When logging on for a deposit using the unique issued fob, the customer must select the appropriate List of Waste code associated to the deposit of waste. The data shall be stored in the WASP system (logger data collection system) and reviewed by the CO Team for invoicing and compliance checks – refer to Section 7 for behavioural testing. The WASP system must store transaction data for the lifetime of the permit.

The logger will track the information submitted in real time. For each transaction of waste the following details will be recorded:

- Time, date and place of transfer;
- Volume of transaction;
- Vehicle registration number
- Name of 'waste holder' (transferor)
- List of Waste Code & Waste description

TWUL Pre Acceptance process requires each customer provides a signed AWTN for each waste type, with a signed Waste Declaration Form (Appendix 2) as well as a signed TWUL Application Form or the application will be rejected.

Once signed Agreement is returned the customer commits to deposit waste that corresponds to the EWC codes referenced within the Agreement and Waste Declaration/s supplied by the customer and AWTN/s signed by TWUL when agreed.

Upon delivery, of each load (see section 6), the customer must enter the relevant List of Waste code (EWC) and Description on TWUL WASP system for each transaction as shown on their accompanying AWTN.

The waste presented must always reflect that described on an accompanying AWTN and the List of Waste Code & description entered by driver on WASP logger.

5.4 Review and renewal of terms

Expiration dates for all documentation must be recorded and tracked centrally by the CO Team for all sites. Trackers shall record key information as per the table below.

Process	Document in file	Key information	Valid	Retention Period
Pre-Screening application	Waste Carrier Licence	Expiry date	3 years	3 Years after being superseded
	Application Form	Accept/Reject	n/a	5 years
Terms and conditions of service	Annual waste transfer note	List of Waste codes	12 months	Indefinitely
		Expiry date		
	Agreement to dispose/recovery of liquid waste	Valid from date	n/a	5 years

The CO Team shall undertake a weekly review of the expiry dates of the Annual Waste Transfer Note and Waste Carrier Licence. As the expiry date approaches, the customer will be required to provide a new copy of the Waste Carriers Licence and/or sign a new Annual waste Transfer Note. All documents must be within date for the renewal of terms to take place. Should the expiry date be reached before the new copy is on file, the service will be removed until such document is received.



Prior to renewal of the Annual Waste Transfer Note, the CO Team will undertake a review of all transactions logged for the previous term using the WASP (Logger Tracking System) and compare them to the codes in the season ticket. Any anomalies must be reviewed and addressed with the customer, with enforcement raised as appropriate – refer to Section 8.

The CO shall run a programme of peer review to confirm compliant assessment of customers, to the requirements of this Standard.

6

Waste Acceptance checks - on site verification



At all Third Party Waste Import Points offloading takes place via a logger with Bauer coupling connection to import pipeline, directly into the inlet works. Off-loaded waste mixes in the head of works for treatment in the UWWT process..

Section 6.1 - 6.4 sets out Waste Acceptance Checks that will be carried out across sites listed in Appendix 1. This programme of checks will be informed by the prioritisation 'Compliance Testing' risk model described in Section 7. Additional 'Just cause' checks being undertaken as necessary, again see Sections 6.1- 6.4 and Section 7.0.

6.1 Waste Acceptance Checks.

A Waste Acceptance check will consist of on-site verification, by means of the following: visual inspection, documentation checks, periodic sampling and / or behaviour testing methods. A Waste Acceptance check shall be used to confirm that an incoming waste is the same as that which is described in the accompanying Duty of Care documentation (see Appendix 4).

If a waste presented by a customer fails any on-site verification checks when compared against Waste Acceptance Criteria then the waste must be rejected – see Section 6.5 and Section 8.

6.2 Visual inspection

Visual checks of third party waste will be carried out before acceptance at the head of the works to verify that the waste conforms with pre-acceptance information and is suitable for the Urban Waste Water Treatment (UWWT) process. This will be subject to future review based on the level of compliance risk.

The Site Operations Team will deliver these site checks and the TCM should ensure time has been allocated for site staff to visually inspect selected random transactions of Third Party Waste.

The visual inspection should take place before and during unloading. It may be immediately apparent that unacceptable materials are present before unloading. Where viewing windows or sample points are available, they should be used to check loads before unloading. Otherwise, a sample should be taken by the driver and TWUL staff visually inspect the sample for compliance.

Suspect odours, particulate and material, colouration or oil screen may indicate a waste which may not be acceptable. If it is suspected that the waste to be deposited does not meet our Waste Acceptance Criteria (Section 4) then load must be rejected.

The Third Party Waste may only be accepted once all Waste Acceptance Checks are complete.

The details of each check must be recorded on the '**Third Party Waste - Waste Acceptance Check Sheet**' see **Appendix 4**. When all checks are complete the sheet must be emailed to the Commercial Waste Team.

6.3 Documentation check

The Third Party Waste must only be accepted at the 'CESS import logger', if inspection of Annual Waste Transfer Note and Waste Carrier Licence confirm:

- a) waste description and List of Waste code (EWC) on the accompanying Annual Waste Transfer Note, reflect the waste presented and Visually Inspected on site
- b) the waste has not been rejected due to the Visual inspection and
- c) the Waste Carrier Licence produced is valid

If either the Annual Waste Transfer Note and / or copy of the Waste Holder's Waste Carrier Licence are absent, invalid or do not reflect the waste presented then the waste must be rejected.

If the documentation check is successful, then the waste acceptance will then be periodically compliance tested as per Section 6.4 and Section 7.0.

The details of this check must be recorded on the 'Third Party Waste - Waste Acceptance Check Sheet' see Appendix 4. When all checks are complete the sheet must be emailed to the Commercial Waste Team.

If it is suspected that the Duty of Care may have been breached by others involved in the handling of waste, the Commercial Operations team shall be advised to prevent the further acceptance of waste - refer to Section 8.

TWUL operational staff shall have access to the TWUL copy of each Annual Waste Transfer Note if needed.

6.4 Periodic Sampling for Analysis

Waste Acceptance checks will include periodic sampling for analysis of waste presented by the customer.

Samples will be taken from the unloading point on the tanker, by the driver, under supervision of TWUL site staff. The sample will be visually checked on site by TWUL staff

Failure to provide a sample of the load at the point of delivery when requested must result in the rejection of the delivery.

The details of this check must be recorded on the 'Third Party Waste - Waste Acceptance Check Sheet' see Appendix 4. When all checks are complete the sheet must be emailed to the Commercial Waste Team.

Each sample will be sent for laboratory testing (see section 7) and the results compared with TWUL Waste Import Specification (see 4.1.3 and if appropriate, analysis undertaken to assess the wastes classification.

Where a confirmatory testing sample is taken (see section 7) and the results do not align to information provided by at Waste Pre- Acceptance stage, the Commercial Waste Team will investigate with the customer. **No further imports from the customer will be accepted until the matter is resolved.**

Site operations staff will be trained in completing the above checks for example appropriate sampling methodology and visual inspection. This will be recorded on staff training files and subject to periodic refresh through 'tool box talks' and refresher training.

6.5 Waste Rejection (Accepted / Rejected Loads)

The details of Waste Acceptance checks completed under 6.2, 6.3 and 6.4 must be recorded on the 'Third Party Waste - Waste Acceptance Check Sheet' (see Appendix 4).

The final outcome of these Waste Acceptance checks must be recorded as whether the waste presented is 'Accepted' or 'Rejected'.

This outcome must be recorded on the Waste Acceptance Check sheet and sent to the Commercial Waste Team with relevant supporting information. For example a photo of non-compliant sample, copy of invalid Annual Waste Transfer Note for the waste presented.

Rejected loads should also be added to Safeguard for attention of the Commercial Operations team.

Where a load is rejected, an explanation will be sought from the customer, based on the origin/s of the waste, as to a reason why there is a discrepancy.

Until such time as satisfactory response has been received and where appropriate further pre-acceptance checks (section 5) have been carried out, no further deliveries of that waste may be made by that customer. Additional information may be required over and above that originally provided originally by the customer. (see also section 8).

6.6 Behaviour testing methods

The CO Team shall periodically review the webcam feed, logger tracker and Annual Waste Transfer note during a real time deposit, to ensure that the customer selects the List of Waste code which corresponds to an Annual Waste Transfer Note issued to the customer.

The CO Team should select customers marked as amber or red risk from the 'CESS risk model' (refer to Section 7) to undertake the behavioural testing method described above where possible. A record shall be kept of the check taking place and retained indefinitely electronically.

7 Periodic Compliance Testing



An annual periodic sampling programme will be developed informed by section 6.0 and a Risk-based Model (see section 7.1). A customer's performance will inform the level of risk score and priority for 'Waste Acceptance Checks – on site verification' and 'Compliance Testing in this section.

All sampling should be undertaken by suitably trained personnel, using appropriate sampling containers and PPE for the waste to be sampled. Testing should be undertaken at an appropriately certified laboratory (UKAS or MCERTS), if field based testing is undertaken e.g. pH, this should be to UKAS accredited methodology, including daily calibration checks.

Sampling will be triggered in two different ways:

- Compliance Testing – sampling to a periodic testing regime, following visual inspection (see section 6.2), where customers waste is prioritised for sampling and analysis following visual inspection through a risk-based approach a 'Cess Risk-model' justified by a range of qualitative

and quantitative parameters. Samples will be taken to compare against Waste Acceptance Criteria

- 'Just Cause' – reactive sampling when potential non-compliant wastes is identified through unplanned 'sampling for analysis' that result in an ad-hoc sample. For example due to customer behaviour. Just Cause cases are identified by Operations. Refer to Section 8.

7.1 Third Party Waste Risk Model

A risk-based approach shall be adopted and inform the prioritisation, selection and scheduling of waste import sampling for analysis in support of aim set out in section 6.0. The model allocates risk scores to each customer based on pre-acceptance criteria and service use. Each customer will be added to third party waste risk model and assigned a score defined by the categories to reflect the risk posed.

The performance of all third party waste suppliers will be assessed to understand their compliance to relevant permit conditions and the Waste Acceptance Criteria in section 4.

Where possible those customers with the highest risk values will be prioritised for Waste Acceptance checks in section 6 which include sampling for analysis with a view to monitoring the performance of the supplier based on risk likelihood of non-compliance and validate intervention for improvement.

The level of risk shall be determined through weighting each of the categories at different stages: pre-acceptance checks, transaction behaviour and post incident.

The pre-assessment checks will include previous enforcement actions and presence or absence of an internal Environmental Management System as well as an allocating ranking per number of transactions in the previous calendar year. The CO Team are responsible for providing and entering the below data into the risk model on a continual basis.

Category	Source	Criteria	Score
EMS	TWUL Application Form	Absence	10 points
Enforcement action history	EA public register	Presence	10 points
Previous 'holds'	TWUL customer file	Presence	10 points
Transaction frequency	JRP commercial drilldown report	>100	20 points
		>50; <100	10 points

The post-incident scoring will be driven through observations made by the Operations Team on site and logged on the TCM Diary as well as communicated to the CO Team via Safeguard.

Category	Criteria	Score
Breach of existing agreement	PPE , Behaviour or WTN	10 points
Sample Failure	Visual inspection failure	20 points
Sample Failure	Presence of disallowed substances	20 points
Environmental impact	Pollution to land	20 points
	Pollution to watercourse	20 points

An incident will constitute the allocation of one or more of the above values – for example, the event of sample failure will result in all risk additions.

After each incident the enforcement procedure described in Section 8 will be followed. The CO Team are responsible for entering the below data into the risk model on a continual basis – as and when an incident occurs, and feedback is received from site operations via Safeguard.

The total risk value is a cumulative score of the pre-acceptance checks and post-incident scoring.

7.1.1 Periodic Sampling programme based on risk model

The risk model must be updated for the previous year, by the start of the financial year. The CO Team must search the ‘CESS Risk Model’ for those customers attributed to the relevant site. The customer list associated to the search will be ranked in risk score low to high – high being of most risk.

The CO Team shall then prioritise customers based on the model issuing a sampling programme to the Site Operations Teams to meet the objective of section 6.0.

Wherever possible the Site Operations Teams will aim to prioritise higher risk customers for Waste Acceptance Checks which include sampling for analysis during the year. For those customers determined high risk, Thames Water will investigate, monitor and seek improvement actions for customers where performance is inside of control i.e. incidents.

7.1.2 Failure of sample

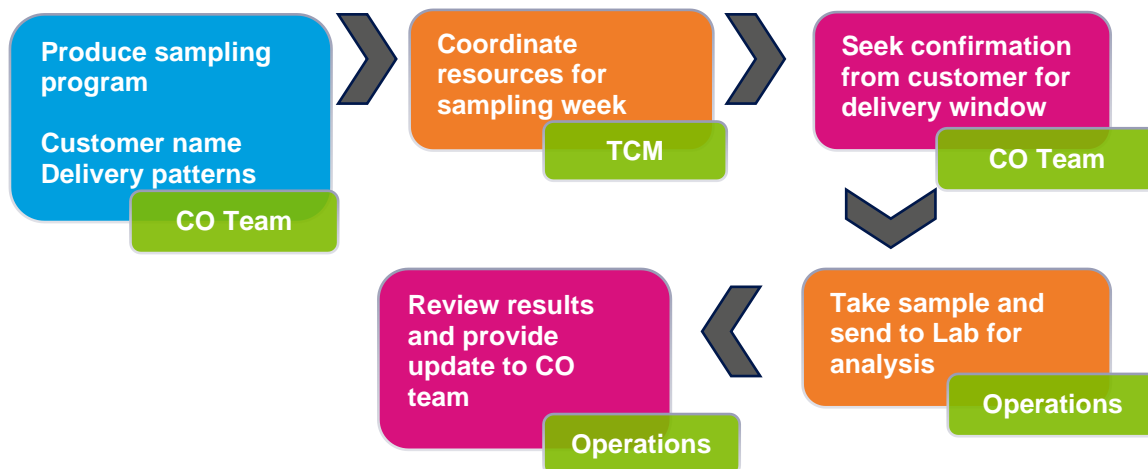
Customers that have failed a sample and returned from an enforcement ban (see Section 8), will be subject to compulsory sampling for a period as determined by the CO Team.

7.2 Sampling

All samples must be taken by or supervised by Thames Water employees. Spot samples shall be at one time. The sampling analysis will be undertaken by the Thames Water laboratory.

7.2.1 Organising the sample to be taken

Site operations must liaise with the CO Team as to when they will sample the required customer in the month. The CO Team shall the organise attendance of the customer to a defined timescale, a week before the act of sampling is intended to take place. The sample must be booked by site operations using Sample Manager.



7.2.2 Taking of the Sample

This sample will be collected in compliance with existing sampling procedures. Tankers to be sampled should be located at the third party waste import point to ensure that any spillages are captured within the bunded area.

All samples taken must be representative of the contents of the tanker. The sample should either be taken from the sight glass or the offloading point at the base of the tanker.

Normal practice is to require the customer driver to take the sample, under the direct supervision of TWUL staff. In the event the driver is unable or unwilling to take the sample, TWUL staff will take the sample and note that the driver was unable to. Any deviations from the sampling programme must be documented in the Site Logbook and be escalated to the relevant Performance Manager and CO Manager.

The sampling activity must be logged into the TCM Diary and Site Logbook. Observations made during sampling should also be recorded on the 'Third Party Waste - Waste Acceptance Check Sheet' see Appendix 4 where required as these can be useful when interpreting the results.

All steps must be taken to avoid contamination of equipment, where used, between samples. Appropriate cleaning shall be exercised in these circumstances and good housekeeping must be maintained at all times.

7.2.3 Sample and transportation storage

Sample integrity may be compromised if the sample is incorrectly packaged, stored, preserved or transported. Samples must be stored and transported in a manner that does not cause deterioration, as specified by the laboratory.

The storage location must be secure to prevent third party access and to prevent release to the environment prior to collection.

Samples must be collected by Thames Water internal courier system on the day of sampling. The transaction history of the sample must be documented. The 'Third Party Waste - Waste Acceptance Check Sheet' must be completed after the sample has been taken and prior to any transportation of the sample. see Appendix 4

7.2.4 Sample etiquette



Only competent individuals are permitted to undertake any required sampling activities. A competent individual is one selected by the relevant Performance Manager for each of the STCs, who has acquired through training, qualification and experience, or a combination of them, the knowledge and skills to complete the tasks as prescribed in this Standard.

7.2.5 Sample Containers and Labelling

Litre glass bottles with black tops shall be used. The sample label will detail the sample bottles to be used for a particular test. Only one sample label shall be used per container.

Samples must be clearly labelled with the following:

- Date;
- Time;
- STC;
- Customer name;
- Sample point; and
- Details of contents.

Sample labels must be downloaded and printed when requesting the sample via Sample Manager. Sample Manager Computer (Sample Manager) labels, as required by the laboratory, will be put on by

the Site Operations Team. Samples must be correctly labelled and then forwarded to the sample courier point at the relevant STC Site. Sample labels contain a description of the sample type.

7.3 Record keeping

All records of sampling undertaken or carried out (including records of the taking and analysis of samples instrument measurements, calibrations, examinations, tests and surveys) shall be maintained. Records must be retained for the lifetime of the permit.

7.4 Sample Data Retrieval

Sample analysis shall be carried out at the Thames Water Laboratory and made available via the Sample Manager system.

Results from Sample Manager are to be sent from the Sample Manager Exceedance mailbox to the Process Scientist. The results must be reviewed and any results that exceed internal limits must be communicated upon notification to the Performance Manager and the Commercial Operations Manager.

Any concerns around sampling trends will be communicated by the Performance Manager to the Commercial Operations Manager for investigation. Any form of exceedance or performance data must be escalated to the appropriate senior management. All exceedances will be investigated locally and recorded on Safeguard and operations log book.

8 Non-conformity



An incident or non-conformity can include, but is not limited to:

- Breach of agreement (e.g. Non adherence to Duty of care documentation);
- Sample failure (e.g. visual non-conformity such as colour or presence of oil);
- Sample failure (e.g. presence of disallowed substances);
- Unsafe behaviour (e.g. Incorrect PPE, not abiding to site rules);
- Damage to equipment; and
- Pollution incident.

The event of an incident shall trigger contingency measures and then enforcement action. In the event of an Incident, the system Safeguard will be updated to reflect results of the investigation and if further action is required (e.g. enforcement, reparations) by Site Operations (Appendix 5 & 6X). This will be communicated to the customer via the Commercial Operations Team incidents procedure and through the wash up meetings communicated across to internal stakeholders.

Where loads are rejected, or customers banned from delivering wastes, these issues will be raised with the Environment Agency and a note made of the reporting.

8.1 Contingency

The Third Party Waste incident escalation processes are summarised in the Appendix 5 and 6.

8.1.1 Third Party Waste delivery: Sample Non-Conformity observed (Appendix 5)

A potential unsafe sample can be observed by two means, scheduled sampling effort and justified spot samples in response to perceived risk on site e.g. failure of visual checks. If upon obtaining a sample, concerns are raised over the contents of the tanker, the following risks shall be understood:

- Permit compliance in waste acceptance
- DoC compliance – AWTN documentation
- Potential pollutions downstream; and
- Customer performance.

A suitably trained operator shall provide support to reassess the visual sample taken by site operations (second opinion). Any samples obtained must be sent for analysis. Operations must then refuse to accept tanker load if there is reasonable grounds or suspicion that the content does not conform to the accepted List of Waste Codes.

Whether the tanker load is accepted or not, all details (supplier, tanker registration, duty of care documentation) will be logged in the Site Diary and on the ‘Third Party Waste - Waste Acceptance Check Sheet’ see appendix 4. A Safeguard incident must be generated. Any subsequent actions during the investigation shall be updated in Safeguard. Actions shall be tracked through to completion by the Performance Manager.

8.1.2 Incidents (Appendix 6)

If on inspection, either via webcam feed or direct visual inspection an incident has occurred, the site investigation team are informed and the process within Appendix 6 is to be followed.

This will require the duty of care documentation (e.g. AWTN), if present, to be collected and dependant on the discretion of the nominated person in charge, a sample maybe requested.

8.1.3 Third party waste spillage is observed

Refer to the Chemical and Delivery Procedure (2018). All spillages will be actioned for clean-up as soon as practicable following occurrence.

Add-what happens for non-conformity for pre-acceptance and acceptance of waste

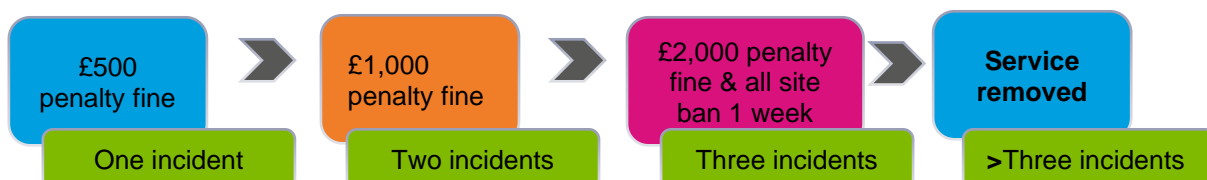
8.2 Enforcement

In the event that an incident takes place, Operations will notify the CO Team - refer to Section 8.1 Contingency above. All incidents will be logged onto a tracker, which shall be stored in electronically and made available to Operations for incident investigation purposes. This tracker will also be used to feed into the risk model as per Section 7.

The incident review process will track the number of incidents per calendar year with a view to deter unwanted practices and to mitigate the risk of breaching permit conditions. Disciplinary process as below will be triggered as and when an incident occurred to penalise behaviour breaching the terms of service. The CO team will manage customer engagement and delivery of the penalty fine system, as well as removal of service by the Logger management system. Penalty fines shall be delivered in written format and dated. Any service removal must be confirmed by the operating ML4.



Failure of sample typically warrants a minimum instant ban from all sites for one month. Service can be removed, as confirmed by site operations, CO team and the operating ML4.





This Standard will be subject to an audit regime to ensure the process conforms to Thames Water's requirements and is effectively implemented and maintained.

Any identified actions arising are to be tracked to conclusion, with the learning points captured and cascaded. The findings of the assurance activities must be discussed inside of the Daily Huddle and site performance meetings.

Assurance findings will be reviewed by Senior Management and featured on performance dashboards monthly for review and learning.

Waste Recording System

All records produced during waste pre-acceptance and waste acceptance will be recorded on the internal SharePoint system which will allow easy access to information and reporting.

The waste recording system will link through to existing systems/databases to ensure that records are as accurate as possible, these systems will include:

- WASP loggers record quantity of waste
- Training records

The information recorded and stored on the SharePoint site will be as follows:

- Pre-acceptance information (pre-acceptance records will be kept for at least 3 years)
- Duty of Care Records
- Waste sampling and analysis results and assessments
- records of any non-conformance or rejection and notification of the waste producer
- Any incidents or complaints and details of any mitigation undertaken and follow up investigations

Note that this list is not exhaustive and additional records will be kept as required.

Appendix 1 – Third Party Waste Sites



THAMES WATER CESS WASTE RECEPTION SITES Site Addresses and Opening Hours

Site Name	Address	Mon to Thursday	Friday	Week-end
ALTON STW * ****	Waterbrook Road, off Mill Lane, Alton, Hampshire GU34 2QH	24 HOURS/365 DAYS A YEAR		
AYLESBURY STW	Rabans Lane, Aylesbury, Buckinghamshire HP19 8RT	24 HOURS/365 DAYS A YEAR		
BANBURY STW	Thorpe Mead, Thorpe Industrial Estate, Banbury, Oxfordshire OX16 4RZ	06:30-17:00	06:30-17:00	24hrs Sat/Sun
BASINGSTOKE STW	Whitmarsh Lane, Chineham, Basingstoke, Hampshire RG24 8LL	24 HOURS/365 DAYS A YEAR		
BECKTON STW	Jenkins Lane, Barking, Essex IG11 0AD	24 HOURS/365 DAYS A YEAR		
BICESTER STW ****	Oxford Road, Bicester, Oxfordshire OX25 2NY	24 HOURS/365 DAYS A YEAR		
BISHOPS STORTFORD STW	Jenkins Lane, Great Hallingbury, Bishops Stortford, Herts CM22 7QL	07:30-15:00	07:30-15:00	CLOSED
CAMBERLEY STW	Riverside Way, Camberley, Surrey GU15 3YL	06:00-22:00	06:00-22:00	06:00-22:00 Saturday
CHERTSEY STW	Lyne Lane, Lyne, Chertsey, Surrey KT16 0AR	24 HOURS/365 DAYS A YEAR		
CIRENCESTER STW ****	Tudmoor, Kemble Road, South Cerney, Cirencester, Gloucestershire GL7 6DA	24 HOURS/365 DAYS A YEAR		
CRAWLEY STW	Radford Rd, Tinsley Green, Crawley, West Sussex RH10 3NW	06:00-22:00	06:00-22:00	06:00-22:00 Sat/Sun
CROSSNESS STW	Bazalgette Way, Abbey Wood, London SE2 9AQ	24 HOURS/365 DAYS A YEAR		
DARTFORD, LONG REACH STW	Marsh Street, Dartford, Kent DA1 5PP	06:00-18:00	06:00-18:00	06:00-18:00
DEEPHAMS STW	Ardra Road, Enfield, London N9 0BD	24 HOURS/365 DAYS A YEAR		
DIDCOT STW ****	Foxhall Lane, Basil Hill Road, Didcot, Oxon OX11 7HJ	06:00-19:00	06:00-19:00	07:00-13:00 Saturday
EAST HYDE STW	West Hyde Rd, East Hyde, Luton LU1 3TS	24 HOURS/365 DAYS A YEAR		
FARNHAM STW ****	Monkton Lane, Farnham, Surrey GU9 9ND	07:30-15:30	07:30-15:30	CLOSED
GUILDFORD STW	Slyfield Industrial Estate, Moorfield Road, Guildford, Surrey GU1 1RU	24 HOURS/365 DAYS A YEAR		
LITTLE MARLOW STW	Muschalik Road, off Marlow Road (A4155), Little Marlow, Marlow, Bucks SL7 3RT	07:30-15:15	07:30-15:15	CLOSED
MAPLE LODGE STW	Derham Way, Maple Cross, Rickmansworth, Hertfordshire WD3 9SQ	06:00-23:00	06:00-23:00	06:00-23:00 Sat/Sun
MOGDEN STW	Mogden Lane, Isleworth, Middx TW7 7LR	24 HOURS/365 DAYS A YEAR		
NEWBURY STW	Lower Way, Thatcham, Berks RG19 3TH	07:30-17:30	07:30-17:30	07:30-17:30 Sat 09:00-16:00 Sun
OXFORD STW	Grenoble Road, Sandford-on-Thames, Oxford, Oxfordshire OX4 4XU	06:30-17:30	06:30-17:30	CLOSED
READING STW	Island Road, Reading, Berkshire RG2 0RP	24 HOURS/365 DAYS A YEAR		
RYE MEADS STW	Rye Road, Stanstead Abbots, Nr Ware, Hertfordshire SG12 8JY	06:00-18:00	06:00-18:00	06:00-18:00
SEVENOAKS DISTRICT COUNCIL**	Dunbrik Depot, 2 Main Rd, Sundridge, Sevenoaks, Kent TN14 6EP	07:30-16:00	07:30-15:30	CLOSED
SLOUGH STW	Wood Lane, Slough, Berks SL1 9EB	07:30-15:30	07:30-15:30	CLOSED
SWINDON STW	Barnfield Road, Rodbourne, Swindon SN2 2DJ	07:30-22:00	07:30-22:00	07:30-22:00 Sat/Sun
WANTAGE STW ***	Cow Lane, Bradfield Grove Farm, Grove, Nr Wantage, Oxfordshire OX12 0DL	07:30-18:00	07:30-18:00	CLOSED
WARGRAVE STW *	Twyford Rd, Wargrave, Berks RG10 8DJ	07:30-19:30	07:30-19:30	09:00-12:00 Sat/Sun
WITNEY STW ****	Duckington Lane, Witney, Oxfordshire OX28 5JH	06:00-20:00	06:00-20:00	06:00-20:00 Sat/Sun
WOKING STW	Carters Lane, Old Woking, Surrey GU22 8JQ	07:30-17:00	07:30-17:00	10:00-16:00 Saturday

* Alton STW & Wargrave STW have restricted access and articulated tankers may not dispose at these sites.
 ** Sevenoaks D.C. A council permit is required to access this cess point. Tel: 01959 567350 for further info. All drivers must carry a copy & have ready for inspection on request of council staff. Eight wheeled vehicles are excluded from this site for H&S reasons.
 *** Wantage STW: waste containing portaloos blue chemical may not be discharged at Wantage STW.
 **** Alton, Bicester, Cirencester, Didcot, Farnham & Witney STW's: Max discharge volume 2000 litres for waste with portaloos blue.

Please check for site closures on our WaSP Web Portal: www.jrp-eventsuite.com
 Normal office hours/Bracknell office tel: 0203 577 9593 OUT OF HOURS EMERGENCY CONTACT: 0800 009 3908
 THAMES WATER COMMERCIAL OPERATIONS 20.05.2022

For latest version please see: www.thameswater.co.uk/wholesale/tankered-domestic-waste.

Appendix 2 – Declaration Form.

TWUL Waste Pre-Acceptance Declaration Form v2.0:

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Thames Water Utilities Limited Waste Pre-Acceptance Declaration Form

Instructions

You must complete and return a copy of this form together with required information to avoid delay in application determination. An example of completed form is included in Appendix A. Customers may not deliver waste described in these forms until they have received a copy of an agreed Annual Waste Transfer Note, signed by a Thames Water representative. Thames Water may request additional supporting information prior to issuing an Annual Waste Transfer Note as part of our Waste Pre-Acceptance procedures.

For completion by the customer:

Customer Name	
TW Customer Ref No.	
Customer Address	
Postcode	
Contact Name	
Customer Contact Number	

A list of Waste Types and List of Waste Codes and descriptions accepted by TWUL is provided below (Table 1).

Table 1 – Acceptable Waste Types

Waste Type	List of Waste Code	WM3 Generic Description	Example: Specific Waste Transfer Note descriptions (non-hazardous)	Waste type requested by customer (tick applicable boxes)	Customer description of waste & the process giving rise to the waste
Portable Toilet waste*	16 10 02	aqueous liquid wastes other than those mentioned in 16 10 01	Portable toilet waste; chemical toilet waste; portable sanitary convenience waste; portaloo waste	<input type="checkbox"/>	
Cesspool waste	16 10 02	aqueous liquid wastes other than those mentioned in 16 10 01	Cess, Cesspool waste; cess pit waste;	<input type="checkbox"/>	
Septic Tank Sludge	20 03 04	septic tank sludge, septic, treatment plant sludge	septic tank sludge	<input type="checkbox"/>	
Sewage cleanings	20 03 06	waste from sewage cleaning	sewage cleanings	<input type="checkbox"/>	

*Customers applying to deliver Portable Toilet waste must supply copies of Material Safety Data Sheets for any chemical product(s) used to enable TWUL to assess suitability of this waste. Please also provide a copy of your WM3 Hazardous Property Assessment (if available) and/or details of any sample analysis used.

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Declaration

All customers to complete:
I confirm that (please circle):

- 1. When classifying the above waste, I have considered the requirements of the 'Guidance on the classification and assessment of waste' (WM3¹) YES / NO

For Customers Delivering Portable Toilet Waste:
I confirm that (please circle):

- 1. I have enclosed a copy of the Material Safety Data Sheets (MSDS) for all chemicals used², and confirmation of the dilution used (e.g. 1 part chemical to 50 parts water) YES / NO

Chemical dilution (when in use)	<input type="text"/> parts Chemical to <input type="text"/> parts Water
---------------------------------	---

- 2. Portable toilet waste has not been mixed with any other waste type. YES / NO
- 3. I enclose a copy of my WM3 (Hazardous Property) Assessment with copies of data used, and/or any sample analysis (if available) and an explanatory statement YES / NO

I understand that if an Application and Annual Waste Transfer Note (AWTN) is agreed by Thames Water:

- i. A copy of the relevant AWTN and our Waste Carriers Certificate MUST accompany all loads. All loads of Portable toilet waste loads MUST be accompanied by an agreed Hazardous Property Assessment.
- ii. Waste Acceptance checks may require a sample to be inspected prior to unloading.
- iii. The absence of paperwork or concerns regarding the description of waste may result in rejection of the load and escalation of the event to the Commercial Operations Team.

Signed	<input style="width: 100%;" type="text"/>
Name / Position	<input style="width: 100%;" type="text"/>
Date	<input style="width: 100%;" type="text"/>

¹ Waste classification technical guidance - GOV.UK ([www.gov.uk](https://www.gov.uk/government/publications/waste-classification-technical-guidance)) <https://www.gov.uk/government/publications/waste-classification-technical-guidance> (also see Appendix B for further guidance)

²Waste will not be accepted without customer providing the MSDS for all chemicals used.

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Appendix A – Completed Form Example

Instructions

You must complete and return a copy of this form together with required information to avoid delay in application determination. An example of completed form is included in Appendix A. Customers may not deliver waste described in these forms until they have received a copy of an agreed Annual Waste Transfer Note, signed by a Thames Water representative. Thames Water may request additional supporting information prior to issuing an Annual Waste Transfer Note as part of our Waste Pre-Acceptance procedures.

For completion by the customer:

Customer Name	A. COMPANY LTD
TW Customer Ref No.	M000000 (NB this will start with an A, B, C or M followed by 5 or 6 digits)
Customer Address	ANY STREET, ANY TOWN, ANY COUNTY
Postcode	RG0 0TW
Contact Name	A. CUSTOMER
Customer Contact Number	0118 000 000

A list of Waste Types and List of Waste Codes and descriptions accepted by TWUL is provided below (Table 1).

Table 1 – Acceptable Waste Types

Waste Type	List of Waste Code	WM3 Generic Description	Example: Specific Waste Transfer Note descriptions (non-hazardous)	Waste type requested by customer (tick applicable boxes)	Customer description of waste & the process giving rise to the waste
Portable Toilet waste*	16 10 02	aqueous liquid wastes other than those mentioned in 16 10 01	Portable toilet waste; chemical toilet waste; portable sanitary convenience waste; portaloo waste	✓	Chemical Toilet Waste Collected from construction sites, campsites and events
Cesspool waste	16 10 02	aqueous liquid wastes other than those mentioned in 16 10 01	Cess, Cesspool waste; cess pit waste;		
Septic Tank Sludge	20 03 04	septic tank sludge, septic, treatment plant sludge	septic tank sludge	✓	Septic tank sludge Collected from domestic properties, hotels
Sewage cleanings	20 03 06	waste from sewage cleaning	sewage cleanings		

*Customers applying to deliver Portable Toilet waste must supply copies of Material Safety Data Sheets for any chemical product(s) used, to enable TWUL to assess suitability of this waste, provide a copy of the WM3 Hazardous Property Assessment (if available) and/or details of any sample analysis used.

(Page 4)



Declaration

All customers to complete:
I confirm that (please circle):

1. When classifying the above waste, I have considered the requirements of the 'Guidance on the classification and assessment of waste' (WM3²) YES NO

For Customers Delivering Portable Toilet Waste:
I confirm that (please circle):

1. I have enclosed a copy of the Material Safety Data Sheets (MSDS) for all chemicals used², and confirmation of the dilution used (e.g. 1 part chemical to 50 parts water) YES NO

Chemical dilution (when in use)	1 parts Chemical to 100 parts Water
---------------------------------	-------------------------------------

2. Portable toilet waste has not been mixed with any other waste type. YES NO
3. I enclose a copy of my WM3 (Hazardous Property) Assessment with copies of data used, and/or any sample analysis (if available) and an explanatory statement YES NO

I understand that if an Application and Annual Waste Transfer Note (AWTN) is agreed by Thames Water:

- i. A copy of the relevant AWTN and our Waste Carriers Certificate MUST accompany all loads.
- ii. Waste Acceptance checks may require a sample to be inspected prior to unloading.
- iii. The absence of paperwork or concerns regarding the description of waste may result in rejection of the load and escalation of the event to the Commercial Operations Team.

Signed	A. SIGNATURE
Name / Position	A. CUSTOMER / HEAD OF WASTE OPERATIONS
Date	XX November 2023

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Appendix B - Technical Guidance WM3: Waste Classification – Guidance on the Classification and Assessment of Waste

Technical guidance WM3 applies in England and provides guidance on waste classification. It is a comprehensive reference manual for anyone involved in producing, managing, and regulating waste. This Guidance can be found here [Waste classification technical guidance - GOV.UK \(www.gov.uk\)](http://www.gov.uk).

The List of Wastes has instructions that explain how it must be used to ensure the correct code for a waste is identified and the guidance includes instructions on how to use the List of Wastes.

This guidance explains how to assess if the waste displays a hazardous property and how to classify it. For portable toilet waste, please note the example below of how to apply coding to aqueous liquids or concentrates (Appendix A41 page 75):

Example 2	Aqueous liquids or concentrates												
Scope	This example provides guidance on the use of chapter 16 to coding aqueous liquids and concentrates for which appropriate entries are not available in chapters 1 to 12, 17 to 20, and 13 to 15.												
<p>There are some liquid wastes where no appropriate code can be found in the waste source chapters (1-12, 17-20) such as liquor from composting and portable toilet waste.</p> <p>The instructions for use of the list of waste indicate that the waste specific chapters (13, 14, & 15) must be considered next.</p> <p>If a code still cannot be found then an appropriate code from chapter 16 (waste not otherwise specified in the list) can be chosen.</p> <p>Only if a code cannot be found in chapter 16 could a 99 code from one of the waste source chapters be used.</p> <p>However chapter 16 does contain general codes for all aqueous wastes and aqueous concentrates in subchapter 16 10 (aqueous liquid wastes destined for off-site treatment):</p> <table border="0"> <tr> <td>16 10 01*</td> <td>aqueous liquid waste containing hazardous substances</td> <td>MH</td> </tr> <tr> <td>16 10 02</td> <td>aqueous liquid waste other than those mentioned in 16 10 01</td> <td>MN</td> </tr> <tr> <td>16 10 03*</td> <td>aqueous concentrates containing hazardous substances</td> <td>MH</td> </tr> <tr> <td>16 10 04</td> <td>aqueous concentrates other than those mentioned in 16 10 03</td> <td>MN</td> </tr> </table> <p>To determine the most appropriate code the aqueous waste must:</p> <ul style="list-style-type: none"> • first be classified as either a liquid or a concentrate • then assessed for hazardous substances <p>If hazardous substances are present above the threshold the waste will be hazardous by either 16 10 01* or 16 10 03*. A substance should be considered to be a 'concentrate' or not on a case by case basis.</p> <p>Composting liquor: waste from composting is mainly covered in sub-chapter 19 05 (waste from aerobic treatment of waste). However, there is currently no code that adequately describes any liquid waste from this process. Before the 99 code can be used from this sub-chapter the waste specific chapters (13, 14 & 15) must be considered first, and if a code cannot be found there, then the appropriate code from chapter 16 can be selected.</p> <p>Waste from a portable toilet: this entry is a household / municipal waste but there is no specific entry in chapter 20 for it. There are no entries in chapters 13 to 15 either. The most appropriate entries in the list are again found in chapter 16.</p> <p>Aqueous washing liquids and mother liquors from organic chemical processes: Chapter 7 provides 'absolute hazardous' codes that must be used for these wastes, even if the waste has no hazardous properties.</p>		16 10 01*	aqueous liquid waste containing hazardous substances	MH	16 10 02	aqueous liquid waste other than those mentioned in 16 10 01	MN	16 10 03*	aqueous concentrates containing hazardous substances	MH	16 10 04	aqueous concentrates other than those mentioned in 16 10 03	MN
16 10 01*	aqueous liquid waste containing hazardous substances	MH											
16 10 02	aqueous liquid waste other than those mentioned in 16 10 01	MN											
16 10 03*	aqueous concentrates containing hazardous substances	MH											
16 10 04	aqueous concentrates other than those mentioned in 16 10 03	MN											

Appendix 3 – Waste Pre Acceptance Check List

The following question may help inform TWUL decision on whether to proceed and agree a customer Application:

Application:

Does the trade name indicate the type of waste?

Does the customer trade relate to domestic waste?

Does the customer currently hold a valid Waste Carrier Licence?

Has the customer had any historic enforcement history in the last two years? Review the public register.

Have the commercial team reviewed the customer company information?

Declaration (customer to provide one per Waste Type)

Is the List of Waste Code (EWC) listed in our Waste Acceptance Criteria?

Does the waste description align to Examples provide for the relevant List of Waste Code

Has the customer said NO to either Question 1 or Question 2 on the declaration – If so Then the customer will need to address these requirements

Has the customer applied to deliver Portable Toilet waste? If yes then the applicant must have provided copies of MSDS for TWUL review. If this is not the case further information will be required before application can proceed.

Has any information supplied by customer in response to Q3 reviewed?

Have the Signed and dated the form acknowledging points: i), ii) and iii)

Annual Waste Transfer Note - one per Waste Type

Does the customer currently hold a valid Waste Carrier Licence?

What volume and frequency of delivery is proposed by the customer?

Which STC does the customer propose to deliver to?

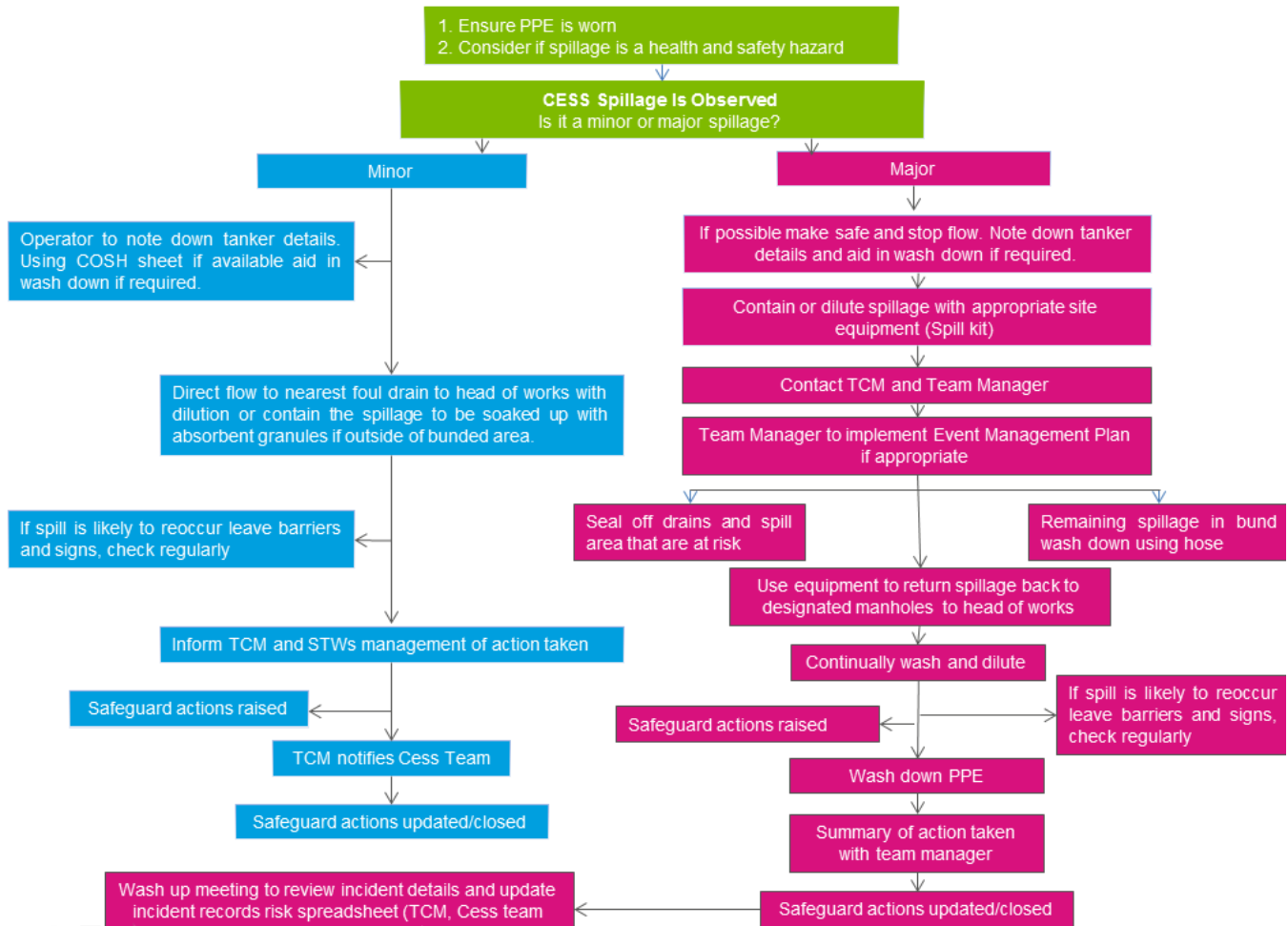
Do the named sites have capacity for this customers deliveries in terms of volume and frequency?

Are there any factors that mitigate or increase the risk of the customer discharging non-permitted waste?

Appendix 4 – Waste Acceptance Check Sheet – Site Operations

Third Party Waste - Waste Acceptance Check Sheet					
Section 1		Load / Sample Details:-		Waste Acceptance Outcome:	
Customer: Company Name & Driver				Waste = Paperwork Details = Logger entry? (if no reject)	Yes No
Vehicle Reg:				Load Accepted?	Yes No
Time/Date				Load Rejected?	Yes No
Sample No Plastic bottle	(note if N/A i.e. Visual sample only)			Site Warning issued?	Yes No
Sample No Glass bottle:				Feedback to Commercial Ops	Yes No
Section 2:-					
Does the driver have a copy of a valid Waste Carrier Licence with them?					Yes No
Does the driver have a copy of the Annual Waset Transfre Note for the waste being delivered?					Yes No
Visual Check of waste undertaken?					Yes No
Sample sent for analysis (incl sample no at top of sheet)?					Yes No
Annual Transfer Note: List of Waste Code <u>and</u> decription match waste being delivered by the customer? (see section 3)					Yes No
Customer entered correct details to WASP system?					Yes No
Section 3:-		Annual Waste Transfer Note Check			
	List of Waste code	Waste Description: must reflect the waste type and List of Waste code e.g. cesspool waste 16 10 02 or Chemcial tolet waste 16 10 02			Tick ONE only
	16 10 02	Cess			Yes No
	16 10 02	Portable Toilet Waste			Yes No
	20 03 04	Septic tank sludge			Yes No
	20 03 06	Waste from sewage cleaning			Yes No
Ensure the code entered in the logger matches the code on the waste transfer note/duty of care note or copy of his Annual Waste Tranfer Note					
Section 4:- Waste reception area checks					
Is the area around the CESS logger and screens clean and tidy					
Is the concrete flooring, joints and kerbing in good condition					
Is the Cess logger working correctly and all assosiated pipe work in good condition					
Section 5: - Comments: e.g. description of load / visual sample / any issues and action taken.					
Name TWUL employee completing check				DATE.....	

Appendix 5



Appendix 6

