

GOSPORT HOUSEHOLD WASTE RECYCLING CENTRE

ENVIRONMENT PROTECTION

CONDITIONS

1 Management

1.1 General Management

1.1.1 Quality Management System (QMS)

The Contractor shall operate a QMS, which has been assessed and registered as meeting the requirements of ISO 9001:2000. The QMS documentation will comprise a Quality Policy (a copy of which will be displayed at the HWRC), the Quality Manual and Quality Management System (copies of which will be maintained at the Contractor's Head Office), the Work Instructions File (copies of which are maintained at each HWRC) and controlled documents (forms).

All work processes affecting the quality of the service provided by the Company are planned and controlled to ensure the HWRC is maintained to specified requirements.

Work processes are controlled by the following criteria:

- a) this and the other work instructions, used in conjunction with controlled documents define the activities of personnel;
- b) maintenance of the working environment;
- c) compliance with the conditions of the Environmental Permit and the contractual requirements of HCC, which require that the company shall:-
 - (i) control and marshal all traffic and customers
 - (ii) check acceptability of waste delivered and take appropriate action when dealing with hazardous or unacceptable waste;
 - (iii) control the filling and removal of containers from the HWRCs;
 - (iv) maintain all records
- d) monitoring and management of the HWRCs to meet the criteria set in item g) below;
- e) suitable approval of special processes for the storage and removal of particular waste types;
- f) criteria for workmanship, which are laid down in the job descriptions and responsibilities, and which will be identified in the personnel training records;
- g) maintenance of the HWRCs to ensure continuous cleanliness and safety to employees, the public and other visiting authorities. A site plan at each HWRC office identifies the areas of the site and adjacent land to be kept clear of litter.

All relevant features of the processes are recorded either in Site Diaries or by the use of controlled documents.

1.1.2 Availability and Manning

The HWRCs will be open for the reception of acceptable waste (except for temporary closures) during the official opening hours (the times of which are displayed at each HWRC entrance) and will be manned continuously during these hours by trained staff, one of whom will be designated as site leader.

1.2 Accident Management Plan

1.2.1 Background

There are many times in a working day when an emergency could happen on a Recycling Centre.

These are the instructions that must be followed if one occurs.

1.2.2 Fire

1/ Raise the Alarm, keeping calm.

2/ Cordon off the area to make it safe, clearing customers and staff to a safe place.

3/ Attack the fire if possible using the appliances provided and/or water hose as appropriate. If you cannot put the fire out, or it is too dangerous to go into area phone FIRE AND RESCUE SERVICE on 999. Then ring the Contractor's Head Office who will contact the County Council or any other persons who need to know.

4/ Evacuate site

5/ Check site to make sure everybody has left site.

6/ Man main gates, letting customers know why the site is shut, do not let any customers back in.

7/ Report the situation to Fire and Rescue Service on their arrival.

8/ Do not take risks.

9/ Do not return to the area for any reason until authorized to do so by Fire and Rescue service.

10/ Once the fire has been extinguished by the Fire and Rescue Service, seek their advice on any further precautionary action, reopen the site to customers, update Head Office and enter details into the Diary. If it is a bin fire and you are unable to get through to Head Office, contact the haulage contractor concerned.

1.2.3 Bin Servicing Accident

1/ Cordon off area. Clear customers and staff to a safe place. Phone the contractor who owns the vehicle, explain what has happened and find out what action they are going to take. Then ring Head Office 01489 798960 and explain the situation, who if necessary will contact Hampshire County Council.

2/ Place cones around the incident to stop anyone going too near. If it is possible to keep the site open without endangering staff or customers then do so. But if you have to close the site, then place someone at the entrance to explain to the customers what has happened.

3/ If the site is kept open then let a few vehicles in at a time. Make sure there is a person on the gate explaining to the customers what is happening and what measures you are taking to resolve the problem as quickly as possible.

4/ At all times make sure you are in control of the situation. The Health and Safety of your staff and customers is your highest priority.

5/ Once the contractor has rectified the situation and you are happy with what has been done, resume normal operations, update Head Office and record the incident in the Diary.

1.2.4 Major: Oils and HHW spillage Procedure

- 1/ Clear the area straight away, extinguish any naked flames, block off gullies and shut down any drain systems using shut off valves to stop any spillages going into the rivers or water courses. Then if possible try and contain the spill using any absorbent materials available to you, try and make a bund or raft. Use PPE provided and take no risks.
- 2/ Phone 999 and ask for the Fire and Rescue Service and explain to them what's happened on the site.
- 3/ Ring Head Office, Hampshire County Council and the Environment Agency Hot line 0800 807060 and explain what's happened so they can take action to help resolve the problem if possible.
- 4/ At no time are you to put yourselves or the customers at risk.
- 5/ If you have to close the site then wait at the gate for the emergency services and explain the situation at hand. Then let them go in and resolve the situation. Do not take risks. Do not go back into the site until authorized to do so. Keep the customers informed about what's going on at all times.
- 6/ Once it is safe to enter the site, reopen to customers, update Head Office, fill in the diary and any other paperwork about the incident.
- 7/ In the event that flammable liquid is spilt on clothing, it should be removed at the very earliest opportunity. Spillages on parts of the body should be washed immediately.

1.2.5 Minor: Oils and HHW spillage Procedure

- 1/ Clear the area straight away, extinguish any cigarettes and phone Head Office.
- 2/ Lay absorbent material over the spill to soak up the spillage and if any drains are near by place absorbent material around drain to stop any liquid going into the water course.
- 3/ Use PPE provided if you feel it is necessary. Remember not to take any risks.
- 4/ Once the liquid has all been absorbed use a shovel to clear up the waste place in a plastic sack and place in the HHW container, or if you do not have one place on a full bin for disposal via normal route.
- 5/ In the event that flammable liquid is spilt onto clothing, it should be removed at the earliest opportunity. Spillages on parts of the body should be washed immediately.

1.2.6 Fumes

Any dangerous or toxic fumes coming from any materials delivered stored or broken on the site should be dealt with in the following way. Clear the area of all persons and dial 999 and ask for the Fire and Rescue Service. Phone Head Office, then leave the site and stay by the gates and wait for the emergency services to arrive. Do not allow any persons on site until you are told it is safe to do so. Then ring Head Office and fill in site diary and any paper work required and resume normal workings.

1.2.7 Bombs or Explosives

- 1/ Evacuate the site of all people as quickly as possible and try to remain calm.
- 2/ Ring the emergency services 999 and explain what has happened. Then ring Head Office and leave the site.
- 3/ Stay at the gate until the emergency services arrive and explain the situation to them.
- 4/ Do not take risks. Do not enter the site for any reason unless authorized to do so. At all times keep the customers informed of what is happening.
- 5/ When the bomb has been made safe or removed by the emergency services reopen the site, update Head Office and enter the details of the incident in the Diary.

1.2.8 Ammunition, Firearms and Flares

- 1/ If a customer enquires about the disposal or brings to the site ammunition, firearms, or flares, advise them that such items cannot be accepted at the site and that they should instead contact the local Police Station, who will arrange to collect or receive the items for safe disposal.
- 2/ If you find any ammunition, firearms or flares at the site, contact the local Police Station immediately, requesting them to remove the items for safe disposal and seeking their advice as to whether it is safer to leave the items where you have found them or to remove them to a safer place within the site. In any event do not handle the items unnecessarily and do not tamper with them in any way. Advise Head Office of the situation and record the incident in the Diary.

1.3 Security and Fencing

All reasonable precautions shall be taken to prevent unauthorised access to the site.

A site identification board of durable material and finish shall be displayed at the site entrance location showing:-

- (i) The hours when the site is open;
- (ii) The name, address and telephone number of the site operator;
- (iii) The name and telephone number of the person (s) responsible for the site, who can be contacted under emergency conditions during hours that the site is closed;
- (iv) The name and address of the Licensing Authority.

Fencing shall be maintained so that any damage to its integrity shall be repaired as soon as is practicable and at least within five working days.

2 Operations

3 Licensed activities

Covered by Quality Management System and Environmental Permit.

4 Waste Acceptance

5 Waste Types

The site will only receive household waste produced by householders in the course of their household activities and delivered to the HWRC by the householder, and any other waste (e.g. recyclable commercial waste) directed to the site by the Waste Disposal Authority.

5.1.1 Receipt of Waste

The operator will oversee all deliveries of waste to ensure that only waste for disposal or recycling as defined in the Environmental Permit is accepted at the site. Normally waste will be delivered in private cars. Waste delivered by vans or commercial vehicles will be subject to particular scrutiny as its origin and nature.

6 Emissions and Monitoring

7 Pollution Control and Monitoring

8 Dust Control

Steps will be taken to wash down roadways, hardstandings and storage areas to settle any dust and remove deposits as required.

The preventative measures for controlling dust are as follows:

- a) Exclusion of wastes containing significant proportions of dust, fibres or particulates
- b) The provision of impermeable pavements
- c) Full containers to be covered with plastic sheets.

9 Off Site Transfer of Mud and Miscellaneous Debris

The off site contamination of the highway by the above material is unlikely to be a problem due to the quality of the hardstanding. In the event of a problem occurring, a road sweeping vehicle will be used.

The preventative measures of mud and debris are as follows:

- a) The site comprises of impermeable pavements and therefore vehicles will not travel over disturbed ground
- b) The site and immediate surrounding area will be inspected regularly and appropriate remedial measures taken as detailed below.
- c) All HGV's arriving at the site should be clean and free from mud and debris.
- d) The site boundary fence and wall will act as a litter restraint.
- e) All containers to be sheeted prior to departure from the Service area.

Remedial measures will comprise:

- a) The site and surrounding area will be kept as far as practicable clean tidy and orderly with all litter promptly removed.
- b) Any waste which is either wind blown or dropped by members of the public on or around the site will be contained and cleared up at one hourly intervals, or sooner if appropriate.
- c) Mud and similar debris within the site and in the vicinity of the entrance will be swept up and removed within 4 hours or sooner if appropriate.

10 Odour Control

Any waste which subsequently proves to be obnoxious or malodorous shall be placed in a container and removed from the site at the earliest opportunity.

The preventative measures for odour control are as follows:

- a) No residual waste on site for more than 72 hours
- b) Full containers covered with plastic sheets
- c) Daily removal of residual waste containers

11 Vermin Control

All necessary steps will be taken to control and eradicate vermin, or infestation, at the site. These will include a daily inspection of the site and its immediate surroundings for signs of any vermin presence. A record will be kept in the site diary of any evidence of vermin. Should any problems arise with vermin, an authorised Pest Control company will be instructed to remove them.

The preventative measures for Pests are as follows:

- a) The provision of impermeable pavements
- b) The provision of sealed drainage systems
- c) No residual waste on site for more than 72 hours
- d) Full containers covered with plastic sheets

Remedial measures will comprise:

- a) Removal of Pests by an Authorised Pest Control Company

12 Litter

At all times the site and surrounding area will be kept, as far as is practicable, clean and tidy, with all litter being promptly removed.

Any waste which is either wind blown or dropped by members of the public on, or around, the site will be contained and cleared up at one hourly intervals, or sooner if appropriate. The site boundary fence has also been designed to act as a litter restraint.

The curtilage of the site will be landscaped, and will be kept clear of litter and maintained in a tidy and attractive condition.

The preventative measures for Litter are as follows:

- a) The provision of boundary fencing to contain litter
- b) Waste to be deposited into containers
- c) Full containers covered with plastic sheets.

Remedial measures will comprise: Any waste which is either wind blown or dropped by members of the public on or around the site will be contained and cleared up at one hourly intervals, or sooner if appropriate.

13 Noise

The main, potential, source of noise arises from the handling of the waste containers in the Service area, which is on a lower level than the Public Area. Drivers of vehicles servicing the containers will be instructed to handle the containers with the minimum of noise.

The Site Leader will ensure that the site is operated without causing noise nuisance to customers and neighbours by the careful handling of items likely to cause noise.

The preventative measures for noise are as Follows:

- a) The provision of boundary fencing.
- b) The instruction of drivers to demount containers with minimal noise.

14 Information

15 Records

16 Site Records

All records will be held in a secure cabinet in the site office prior to transfer to the Head Office for archiving.

17 Records of Waste Movements

As there are no weighing facilities at the HWRC, all loads of waste from the HWRC will be weighed at the designated delivery point.

Records will be made on site of each residual waste and recyclable products container dispatched from the site.

The weight of each authority residual waste container will be recorded by the Contracted Haulier and the information supplied to HCC Waste Management on a monthly basis.

The weight of the non-authority recyclable products is recorded separately by the authorised contractors taking delivery of the containers. This information is supplied to the operator on a monthly basis. The quantity of waste oil removed will be recorded in gallons otherwise all waste removed is recorded in tonnes.

18 Site Diary

Entries in the Site Diary are to include those specified by the Environmental Permit, and any other occurrences of note. Completed diaries will be sent to the Contractor's Head Office for archiving.