

**ANNEX 17**  
**SERVICE DELIVERY PLAN**

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# GENERIC SERVICE DELIVERY PLAN

## HOUSEHOLD WASTE SITES



**severn**  
waste services

Issue Date: 8 May 2014

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**AMENDMENTS RECORD**

DATE	REV	PAGE	SECTION		AMENDMENT	AMENDED BY

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## 1.0 INTRODUCTION

This generic Service Delivery Plan (SDP) describes the functions of Household Recycling Centres (HWS').

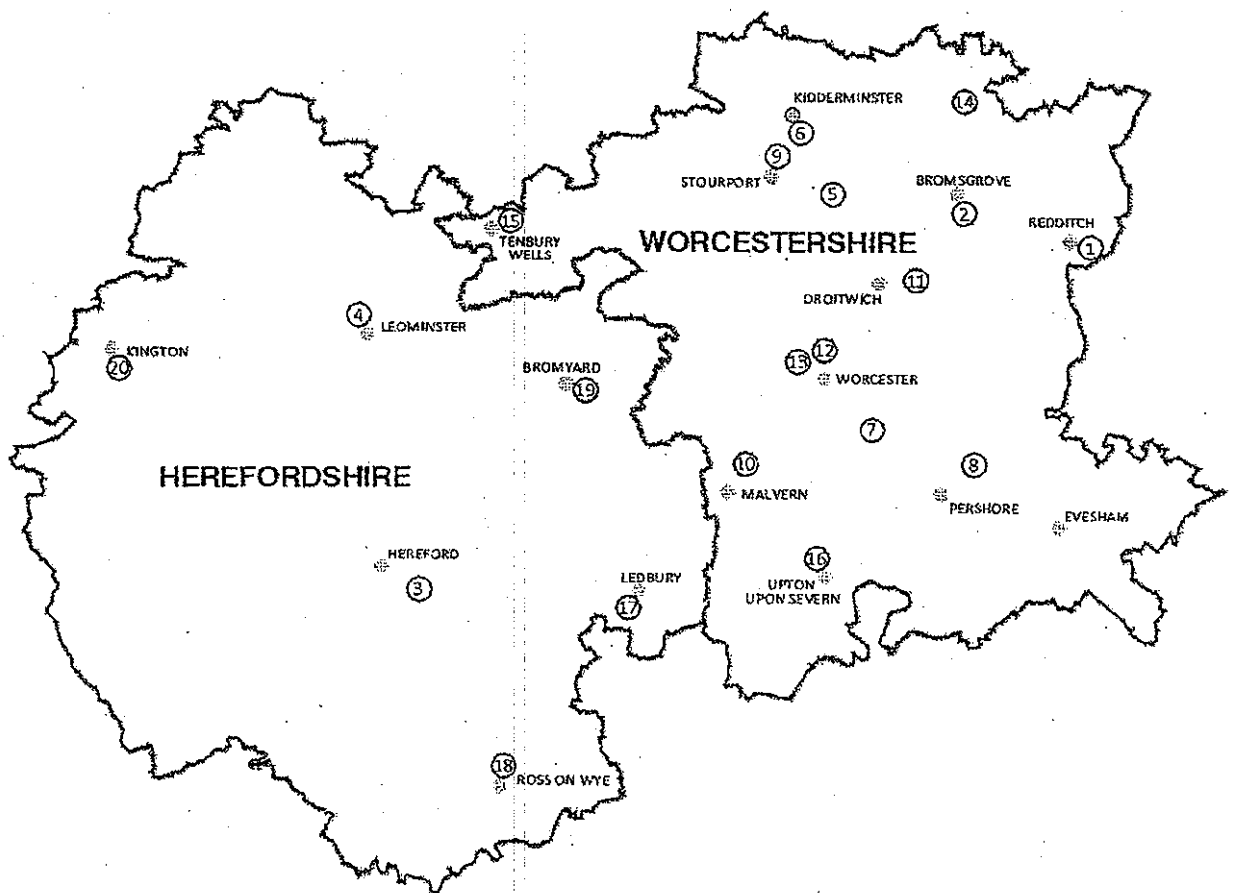
This SDP provides details of elements of site operation and controls that are common to all HWS'.

Site specific details (such as opening hours, materials accepted, site specific traffic management, utilities etc.) are detailed in the relevant site specific SDP.

Copies of all documentation associated with these facilities (e.g. Environmental Permit, Planning Permission, Operating Procedures & Safe Systems of Work) are held electronically on a shared drive maintained by the Lead Authority.

As part of the Contractor's quality management system, a comments & complaints form is held on each HWS to allow members of the public to record any compliments or complaints they may have. Each HWS has a sign referring to the availability of these forms which is visible to site users.

### 1.1 Location Map



## 1.2 Description of Household Waste Sites

The HWS' have been designed to provide all site users with a clean and safe facility that encourages the diversion of material away from landfill.

### 1.2.1 Split-Level HWS'

Map Reference	Site Location
1	Redditch, Crossgate Road
9	Stourport, Bonemill
10	Malvern, Newlands
8	Pershore, Hill and Moor
11	Droitwich, Hanbury Wharf
12	Worcester East, Bilford Road
3	Hereford, Chapel Road
4	Leominster, Bridge Street
17	Ledbury, Little Marcle Road
18	Ross on Wye, Station Approach
19	Bromyard, Linton Industrial Estate
20	Kington (under construction)

### 1.2.2 Non Split-Level HWS'

Map Reference	Site Location
13	Worcester West, Hallow Road
14	Bromsgrove, Quantry Lane, Romsley
15	Tenbury Wells, Palmers Meadow
16	Upton-upon-Severn, Hanley Road
6	Kidderminster, Hoobrook

## **2.0 OPERATIONAL PROCEDURES**

### **2.1 Access Restrictions**

#### **2.1.1 Residents Permits**

All HWS' are provided solely for the use by Herefordshire and Worcestershire residents. Residents Permits are issued by the Lead Authority to allow access at designated HWS' as detailed within the employee 'Operating Procedures and Safe Systems of Work' handbook.

#### **2.1.2 Commercial Vehicle and Trailer (CVT) Permits**

There are restrictions on the type of vehicles that can use the HWS' as stipulated by the Lead Authority, governed via the published Commercial Vehicle and Trailer Permit Policy. Details of this CVT scheme are detailed within the employee 'Operating Procedures and Safe Systems of Work' handbook.

#### **2.1.3 Home Visits and Rejected Loads**

Details of the home visit request procedure (e.g. what to do if it is suspected that material may not be from a domestic property) and the rejected load procedure are detailed within the employee 'Operating Procedures and Safe Systems of Work' handbook.

### **2.2 Waste Handling Procedures**

#### **2.2.1 General**

Reuse of materials is promoted on HWS' and containers provided on some sites for people to place items for reuse by charitable organisations.

Site attendants ensure the recycling area is kept clean and tidy and encourage householders to recycle by directing them to the appropriate container.

On sites with fixed compaction units, full mixed and green waste containers will be shifted mechanically and replaced with an empty container. The full containers will be removed at the lower level by articulated trailer units. Other materials and mixed and green waste at non-compaction sites will be collected by the contractor or appropriate haulier once the site operative has informed them of the need to collect. All movements will be recorded on the Waste Export Sheet (see Part 12 – Site Records and Audit Trail).

All open containers will be suitably covered prior to transportation to avoid any instances of windblown litter.

#### **2.2.2 Capacity**

Each Environmental Permit stipulates the amounts of materials that each HWS can handle per annum. Tonnages are reviewed on an annual basis to ensure compliance.



### 2.2.3 Waste Streams

The list below details the various materials that can be segregated at the HWS'.

For a definitive list of which materials can be accepted on a specific HWS, please refer to the relevant site specific SDP.

Mixed Waste  
Green Waste  
Scrap Metal & Tyres  
Paper  
Cardboard  
Cans/Plastic Bottles  
Batteries  
Non Lead Acid Batteries  
Oil  
Textiles/Shoes  
Asbestos  
Glass Bottles  
Soil and Rubble  
Household Chemicals  
LPG Cylinders  
Televisions & Monitors  
Fluorescent Tubes  
Timber  
Plasterboard  
Fridges / Freezers  
Foil  
Mobile Phones  
Printer Cartridges  
Re-use  
Small Electrical Appliances  
Cooking Oil  
Books/CD/DVD  
Unpermitted Material

### 2.2.4 Totting

The sorting over, removing or disturbing of deposited waste or recyclable materials to recover items for personal financial gain (Totting) is strictly prohibited and the Contractor's management through instructions given to Employees will ensure that this rule is adhered to.

Waste materials and recyclable materials (excluding processed Green Waste i.e. soil conditioner) will not be sold direct from the HWS'.

### 3.0 PLANS AND DRAWINGS

Appendix 3 of each specific SDP contains the working plan and associated drawings.

#### 4.0 EMERGENCY AND BACK-UP PROCEDURES

Each HWS holds copy of a site specific 'Emergency Plan' which details emergency contact details and actions to be taken for various emergency scenarios (e.g. fire, flood). This emergency plan will ensure continuity of service, minimise unavoidable disruptions and address any significant environmental impact that may arise.

#### 4.1 Site Closures

In the case of closure of a HWS a temporary sign (typical example below) will be placed at the entrance, diverting members of the public to the alternative site. An attendant will man the gate during normal operating hours for the first full 2 working days of closure to advise visitors accordingly.

SITE TEMPORARILY CLOSED  
THE NEAREST ALTERNATIVE SITE IS  
XXXX  
HOUSEHOLD RECYCLING CENTRE  
SEVERN WASTE SERVICES APOLOGISE FOR  
ANY INCONVENIENCE

The Client will be informed immediately of all site closures in excess of 15 minutes.

The Contractor will also provide additional site attendants at the alternative sites specified to deal with the extra diverted waste if necessary.

In addition the Contractor will also monitor any temporarily closed sites on a daily basis and if necessary clear any waste deposited outside the entrance.

## 5.0 SUBSEQUENT DELIVERY AND FINAL DISPOSAL POINTS

The designated site operative will keep their supervisor and/or third party contractor updated on a regular basis as to the current remaining void for each waste stream.

When containers are approaching full, area supervisors will direct transport as required to deliver an empty container to the site and remove the full one.

Third party contractors are contacted in sufficient time to ensure containers are exchanged before they are full.

End markets for all materials are recorded electronically on a shared drive maintained by the Lead Authority and are updated as required.

## 6.0 ENVIRONMENTAL PROTECTION, MONITORING AND AUDITING

FREQUENCY		
Litter and dust levels	3 x day	The HWS will be kept clean by site attendant sweeping and litter picking as necessary
Noise		The operations within the HWS do not cause excessive noise. Following any noise complaints, the incident will be investigated and a noise survey undertaken if deemed necessary to assist in the investigation.
Odour	3 x day	Waste retention time on site will be minimised, whilst maximising transport efficiencies. Mixed Waste and Green Waste sealed compaction units will minimise odours. Comments will be recorded daily.
Vermin		Site cleanliness and sealed containers will minimise infestation. Daily inspections will be carried out and recorded. If infestation occurs – A pest control contractor will be advised of the situation and the Contractor will act on their recommendations.
Traffic Levels/Management		HWS design and speed of turnaround time will reduce traffic queuing problems at peak times. Usage will be monitored and recorded by a general comment reviewing the day's activity. This may be backed up by periodically installing automatic vehicle counters.
Surface Water Run-off	Annually or as required	Area Manager will sample surface water from interceptor as required or subsequent to a major spillage.
Spillages		If or when spillages occur absorbent material will be employed to contain and soak up the spill. Once the spillage is contained and the absorbent material cleared away appropriately all affected surfaces will be washed and rinsed. The interceptor will be checked and if necessary the scheduled servicing brought forward.

Annual auditing of the above will be carried out by Management.

If significant environmental nuisance or hazard arises despite working to the above standards, revised standards may be applied as requested by and agreed with the Lead Authority

## **7.0 MAINTENANCE**

### **7.1 Introduction**

All equipment will be subject to preventative maintenance on a regular scheduled basis. This maintenance regime will be organised subject to manufacturers advice and is maintained by the maintenance department and is forwarded on an annual basis to the Lead Authority.

### **7.2 Unit Infrastructure**

As part of their duties all site attendants are responsible for the daily inspection of the HWS. They will carry out inspections of different aspects of the unit according to the frequencies stated on the site inspection sheet and note their findings. This will include raising a defect report to be forwarded to the maintenance department if necessary.

#### **7.2.1 Perimeter Fencing**

The site attendant will check, on a daily basis, the condition of the perimeter fence and will note and report any damage observed. Appropriate remedial action will take place within 24 hours.

#### **7.2.2 Signs and Notices**

All signs and notices shall be checked daily to ensure that all are clean, free of graffiti and legible to all users. Appropriate remedial action will take place within 24 hours.

#### **7.2.3 Containers**

Painting of containers will be based on a cycle over a rolling 5 year period. Problematic containers that are identified (e.g. following a fire) will be prioritised.

#### **7.2.4 Hardstanding**

All areas of hardstanding shall be inspected on a daily basis. Any structural deficiencies will be reported and the service manager will prioritise and instruct repair within three working days.

#### **7.2.5 Drains, Gullies and Interceptors**

The attendants will, on a weekly basis, ensure that all such items are functioning correctly. This will include clearing all gully grates of materials that may affect their performance and, if necessary, the cleaning and unblocking of drains and interceptors within 24 hours of problems occurring.

#### 7.2.6 Office

The site attendant will be responsible for the daily tidiness and cleanliness of all offices, toilets and washing facilities. Deficiencies that may affect the health and safety of attendants and visitors will be made good within 24 hours. Decoration of internal and external surfaces will occur on a 5 year cycle.

#### 7.2.7 Utilities

The site attendant will be responsible for ensuring the general maintenance of all utilities is carried out through a reporting process to the service manager. Appropriate remedial action will be instructed immediately and completed within 24 hours.

#### 7.3 Firefighting/First Aid Equipment

As per the Company's Health & Safety Policy all sites are supplied with suitable firefighting and first aid equipment.

The site attendant will be responsible for the operation of all firefighting equipment. Maintenance of equipment will be undertaken by authorised agencies. The site attendant must ensure that adequate first-aid equipment is always available and any stocks used will be replaced immediately.

#### 7.4 Winter maintenance

During periods of excessively cold weather, the snow and ice procedures as detailed in the employee 'Operating Procedures and Safe Systems of Work' handbook will be adhered to which will ensure the safety of all site users.

Each HWS will have a salt box, the contents of which will be restocked as and when required and it will be the responsibility of the site attendant to salt all ramps and areas of public and vehicular access.

#### 7.5 Vandalism / Security Breaches

The HWS will be checked by a site attendant on a daily basis for any signs of vandalism or security breaches. Any such issues will be noted on the site inspection sheet.

The action taken will depend on the level and frequency. These actions might include:

- the immediate removal of graffiti
- periodic security controls
- passive infra red flood lighting
- installation of dummy cameras/alarms
- installation of a camera and video system
- full time security

## **8.0 SECURITY**

### **8.1 Control of Access**

Access to the HWS is controlled by the provision of perimeter fencing that also has a capability of retaining litter. Site entry will only be permitted through authorised entry points which will be locked and secured to prevent unauthorised entry outside opening hours.

### **8.2 Emergency Plans**

A copy of the emergency plan is held in each site office and details the following:

- Emergency telephone numbers
- Key holders
- Emergency call out procedure
- Pollution incidents
- Fire/Explosion
- Chemical reactions
- Serious flood
- Security breaches

### **8.3 Vehicle Breakdown Procedures**

Any broken down vehicles will be moved to a designated area to enable repair works to be carried out in a safe manner.

### **8.4 Parking Restrictions**

Each HWS has an area for visitors and staff parking.

### **8.5 Action in the Event of Fire**

The HWS is provided with adequate portable extinguishers as stipulated by the fire risk assessment. All staff are instructed in fire procedures including the use of extinguishers, action to be taken in the event of fire and location of fire assembly points.

### **8.6 Site Diary**

Each HWS has a site diary to record significant events and information and can be used by third parties to report specific events that are not documented elsewhere as part of the quality systems.

### **8.7 Security Personnel**

If security guards are employed the Contractor will consider overlapping shifts and patrol patterns. They will be trained in, and have access to, all procedures relating to security, visitors, fire procedures, and first aid.



## 9.0 HEALTH AND SAFETY

The Company is committed to the prevention of injury and ill health and continual improvement in Occupational Health & Safety and demonstrates this through the implementation of audited quality and safety systems..

Sufficient numbers of personnel will be trained first aiders and each HWS will be supplied with an adequately equipped first aid box and an accident book. All accidents will be reported to management, and the Contractor fully understands its responsibilities and obligations under RIDDOR.

Operating Procedures and Safe Systems of Work derived from Risk Assessments for all activities carried out at the HWS' have been developed into which all personnel working on site have been fully inducted.

A visitor's book is located on site which will record visitors time in/out, organisation, vehicle registration number and purpose of visit.

All HWS attendants are issued with appropriate Personal Protective Equipment (PPE) to enable them to carry out their tasks safely. These will include a uniform, hi visibility clothing, cold weather clothing, protective footwear, gloves and any other items which they need for specific tasks as identified through risk assessment and detailed in the relevant Operating Procedure and Safe System of Work.

#### 10.0 SITE RECORDS AND AUDIT TRAIL

Comprehensive records of the HWS' activities, including the export of all waste and recyclable streams, will be maintained to comply with the requirements of the contract and with all current legislation (e.g. consignment of hazardous waste, waste transfer notes etc.).

Data on all movements of all materials at the HWS' are recorded on a Waste Export Sheet, which are forwarded to the Lead Authority on a monthly basis. A blank copy detailing the information required is included in this section.

This information will need to be read in conjunction with weighbridge records in order to ascertain the quantity of wastes handled. This forms part of the auditable trail for all wastes received/exported at/from each HWS.

A record will be kept of inspections of the HWS carried out by the site attendant. Details will be recorded on the Site Inspection Sheet. A blank copy detailing the information required is included in this section.

Site inspection reports carried out by the Environment Agency will be available for inspection by the Lead Authority at the Area Managers office.

## 10.1

## SEVERN WASTE SERVICES - WASTE EXPORT SHEET

**SITE NAME:** \_\_\_\_\_ **ATTENDANT(S):** \_\_\_\_\_

[illegible]

Operatives Signature ..... Date ..... Managers Signature ..... Date .....

Q.E.D.  $\square$

3303

Issue Date: 8 May 2014

## 10.2 Site Inspection Sheet

**S/2** **SITE INSPECTIONS**

UnitName		Date	
UnitType		Inspected By	

EXTERNAL		COMMENTS			AM	NOON	PM
LITTER / DUST / ODORS							
GATES AND FENCES							
SIGNS & NOTICES							
PARKSTANDING AREAS							
DRAINAGE AND PUMPS							
NOISE							
EVIDENCE OF VERMIN							
TRAFFIC LEVELS / QUEUING							
CCTV							
LIGHTING							
WINTER MAINTENANCE / ICE REMOVAL AVAILABILITY							
SPILL KIT							
VANDALISM							

CONTAINERS / WASTE STORAGE		
STORAGE OF WASTE Are any of the containers full?		
IDENTIFICATION OF CONTAINERS E.G. are there any, traces in the container, are the labels / signs noticeable?		

ACCOMMODATION	
TIDINESS OF OFFICE	
LIGHTING / HEATING / WATER	
FIRE FIGHTING EQUIPMENT	
Check for fire extinguishers and fire escape routes	
AVAILABILITY OF FIRST AID KIT	
NOTES/CARD	
<p>Check for smoke detectors and fire extinguishers. If not present, note location and type of extinguisher. If not present, note location and type of extinguisher. If not present, note location and type of extinguisher.</p>	

[illegible]

ANY DEFECT NOTED ABOVE SHOULD BE REPORTED USING THE DEFECT PROCEDURE  
DEFECT(S) REPORTED? YES / NO

MANAGER / SUPERVISOR \_\_\_\_\_ DATE \_\_\_\_\_

## References

55-251

## **11.0 SIGNAGE AND NOTICES**

Signs and notices including gantry signs & stickers will be in a consistent format agreed with the Lead Authority using current recognised iconography which will be maintained in a good condition and legible to site users.

Each site will have signs for:

- Entrance Sign (displaying site opening hours and emergency contact numbers)
- Information Board (showing what items can be accepted)
- Percentage of material diverted from landfill
- All containers and recycling areas (excluding asbestos and plasterboard)
- Children must remain in cars

## **12.0 TRAFFIC MANAGEMENT**

Traffic entering the HWS, whether householders or service vehicles, must be managed safely. To ensure the safety of all site users and staff this will be achieved by utilising some or all of the following methods.

### **12.1 Speed Restrictions**

There is a 5 mph speed restriction for all vehicles whilst in the HWS, which is clearly displayed.

### **12.2 Traffic Calming**

The introduction of traffic calming measures will be considered (especially at the site entrance and at the top and bottom of the ramps).

### **12.3 Directional Signs/One Way Traffic**

Clear directional signs are displayed to ensure that traffic flow is adhered to.

### **12.4 Segregation**

To ensure the safety of site users segregation of domestic and service vehicles will occur. The site attendant will use traffic cones and/or barriers and will assist the service vehicle driver to safely gain access to the correct area, manoeuvre, place or lift containers and exit the site.

Members of the public will not be permitted into these restricted areas.

### **13.0 JOB DESCRIPTIONS**

**POST:** AREA SUPERVISOR

**RESPONSIBLE TO:** AREA MANAGER

**RESPONSIBLE FOR:** All allocated labour and resources

**JOB PURPOSE:** To effectively and professionally manage the day to day operations of the allocated area/services. To achieve agreed financial and operational objectives and high standards of statutory compliance while supplying a quality service.

#### **SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES**

1. To control the operations through the site supervision to ensure that the Contractor's objectives are met.
2. To ensure that all activities comply with environmental and statutory regulations in order that continued site operations are secured.
3. To continually develop and improve operational activities and its infrastructure.
4. To develop annual operating budgets for the facility which satisfy the Contractor's requirements.
5. To ensure that site and operational costs are strictly controlled.
6. To develop and maintain quality management systems and procedures which accord with the international standard BS EN ISO 9000 and ISO 14001.
7. To maintain a perspective on integrated waste management.
8. To ensure and maintain a positive relationship with the client, the clients contractors and other users of the facility.
9. To maintain effective working relationships with other Contractor personnel.
10. To ensure that there is a clearly visible and consultative stance on industrial relations and health and safety.
11. To control, develop and motivate staff ensuring that positive employee relations exist and any problems are resolved promptly in accordance with Contractor policy.
12. To liaise with visiting officers of statutory organisations including the Environment Agency and the HSE etc.
13. Any other duties which may be required.

POST:

SITE ATTENDANT- HOUSEHOLD RECYCLING CENTRE

RESPONSIBLE TO:

AREA SUPERVISOR

RESPONSIBLE FOR:

see below

SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. You are required to wear the uniform and protective clothing issued and ensure that it is kept clean and tidy. It is a condition under the Health & Safety at Work Act 7(a) that protective clothing is worn.
2. It is essential that you have regard to your responsibilities under the terms of the Contractor's Health & Safety Policy. You must always adopt the safe working practices described in the relevant Codes of Practice and adhere to other guidance and instructions which you may receive from time to time in respect of health & safety.
3. At all times you must ensure that nothing you do endangers or is likely to endanger the health & safety of yourself, your colleagues and the general public.
4. You must ensure that you maintain a polite and courteous manner towards members of the public at all times.
5. To be responsible for the locking, unlocking and guard security of the Household Waste Site as may be required.
6. To assist members of the public when unloading and depositing household wastes as and when requested.
7. To ensure that the site is at all times maintained in a tidy and clean condition so that it presents no hazard to other employees or persons disposing of refuse.
8. To control the use of the site in accordance with the site licence ensuring that no unauthorised materials are tipped on site. The attendant will examine loads as required.
9. To ensure that as far as possible materials are segregated to allow for recycling.
10. To drive loading shovels and vehicles as may be required subject to holding appropriate licences or certificates of competence.
11. To ensure the users of the site do not act in such a manner that they endanger themselves or others.
12. To clear snow and ice during inclement weather to ensure that the site remains useable.
13. To attend at weekend and bank holidays in accordance with rotas and the operational requirements of the site.
14. To ensure that the sorting over, removing or disturbing of deposited waste or Recyclable Materials to recover items of potential value (totting) does not take place.
15. Any other duties which may be required.



# SERVICE DELIVERY PLAN

## BROMSGROVE HOUSEHOLD WASTE SITE

Quantry Lane  
Romsley  
Worcestershire  
DY9 9UU

Telephone : 01562 710877

Environmental Permit : BP3599CY



**severn**  
waste services

Issue Date: 8 May 2014

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**AMENDMENTS RECORD**

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via open containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and Minimum Staffing Levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-17.00	1	1
Tuesday	08.00-17.00	1	1
Wednesday	08.00-17.00	1	1
Thursday	08.00-17.00	1	1
Friday	08.00-17.00	1	1
Saturday	08.00-16.30	1	1
Sunday	08.00-16.30	1	1

The above hours will be subject to change as agreed with Worcestershire County Council to take account of reduced daylight hours during the winter.

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Open	29	3
Green Waste	Open	29	2
Scrap Metal & Tyres	Open	29	2
Paper	Closed	25	1
Cardboard	Open	29	2
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	6
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	2
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	2
Plasterboard	Closed	8	1
Mixed WEEE	Open	29	1
Fridges / Freezers	Open	14	1
Media Bank	Closed	2	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Re-use	Closed Lockable	20	1
Unpermitted Material	Closed Lockable	1	1

EQUIPMENT	DETAILS	NUMBER
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS identified is:

#### **REDDITCH HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet facility is connected to a septic tank.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by an on site generator.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# SERVICE DELIVERY PLAN

## BROMYARD HOUSEHOLD WASTE SITE

Linton Industrial Estate  
Bromyard  
Herefordshire  
HR7 4QT

Telephone : 01885 488261

Environmental Permit : XP3995FJ



Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via open containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	Closed	-	-
Tuesday	08.00-18.00	1	1
Wednesday	Closed	-	-
Thursday	Closed	-	-
Friday	Closed	-	-
Saturday	08.00-18.00	1	1
Sunday	08.00-18.00	1	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Open	29	1
Green Waste	Open	29	1
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Open	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	2
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
LPG's	Cage	4	1
Televisions & Monitors	Cage	4	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Fridges / Freezers	Open Area	N/A	1
Foil	Lidded	0.3	1
Unpermitted Material	Closed Lockable	1	1

EQUIPMENT	DETAILS	NUMBER
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS' identified are:

**LEOMINSTER HOUSEHOLD WASTE SITE**

**HEREFORD HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held in the site office.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing and CCTV equipment. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower facilities are connected to a septic tank.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

##### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# SERVICE DELIVERY PLAN

## DROITWICH HOUSEHOLD WASTE SITE

Hanbury Road  
Hanbury Wharf  
Worcestershire  
WR9 7DX

Telephone : 01905 772071

Environmental Permit : NP3999CW



Handwritten initials and signature:

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14/12  
[Signature]

Issue Date: 8 May 2014

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## 1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT

### 1.1 Introduction

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via compactor containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### 1.2 Opening Hours and minimum staffing levels

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-18.00	1	1
Tuesday	08.00-18.00	1	1
Wednesday	08.00-18.00	1	1
Thursday	08.00-18.00	1	1
Friday	08.00-18.00	1	1
Saturday	08.00-18.00	1	1
Sunday	8.00-18.00	1	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Compaction	40	2
Green Waste	Compaction	40	1
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Compaction	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	4
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
Chemicals	Lockable	1	1
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Fridges / Freezers	Open Area	N/A	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Unpermitted Material	Closed Lockable	8	1

EQUIPMENT	DETAILS	NUMBER
Static Compactor	3 Position	1
Static Compactor	1 Position	1
Grit Salt Bins	Closed	2

**2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

**2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS' identified are:

**REDDITCH HOUSEHOLD WASTE SITE**

**WORCESTER EAST HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

**2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

**2.3 Security Arrangements**

The HWS has been provided with security fencing. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower facilities are connected to a septic tank.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# **SERVICE DELIVERY PLAN**

## **HEREFORD**

## **HOUSEHOLD WASTE SITE**

Chapel Road  
Rotherwas Industrial Estate  
Hereford  
Herefordshire  
HR2 6LD

Telephone : 01432 343420

Environmental Permit : XP3095FM



Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via compactor and open containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

## **12 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-18.00	1	1
Tuesday	08.00-18.00	1	1
Wednesday	08.00-18.00	1	1
Thursday	08.00-18.00	1	1
Friday	08.00-18.00	1	1
Saturday	08.00-18.00	2	1
Sunday	08.00-18.00	2	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Compaction	40	2
Green Waste	Open	29	1
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Open	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	4
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	4
Asbestos	Closed	29	1
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
Chemicals	Lockable	1	1
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Plasterboard	Closed	8	1
Fridges / Freezers	Open Area	N/A	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Re-use (Bikes only)	Open Area	N/A	1
Unpermitted Material	Closed Lockable	8	1

EQUIPMENT	DETAILS	NUMBER
Static Compactor	3 Position	1
Grit Salt Bins	Closed	2

**2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

**2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS' identified are:

**LEOMINSTER HOUSEHOLD WASTE SITE**

**BROMYARD HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

**2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

**2.3 Security Arrangements**

The HWS has been provided with security fencing and CCTV equipment. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower facilities are connected to foul sewer.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# SERVICE DELIVERY PLAN

## KIDDERMINSTER HOUSEHOLD WASTE SITE

Road No. 3  
Hoobrook Industrial Estate  
Kidderminster  
Worcestershire  
DY10 1HY

Telephone : 01562 746643

Environmental Permit : LP3199CQ



Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via open containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-17.00	1	1
Tuesday	08.00-17.00	1	1
Wednesday	08.00-17.00	1	1
Thursday	08.00-17.00	1	1
Friday	08.00-17.00	1	1
Saturday	08.00-17.00	1	1
Sunday	08.00-17.00	1	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Open	29	2
Green Waste	Open	29	2
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Open	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	5
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	2
Chemicals	Lockable	1	1
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Mixed WEEE	Open	29	1
Fridges / Freezers	Open Area	N/A	1
Foil	Lidded	0.3	1
Re-use (Bikes only)	Closed Lockable	20	1
Unpermitted Material	Closed Lockable	1	1

EQUIPMENT	DETAILS	NUMBER
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS identified is:

#### **STOURPORT HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet facilities are connected to foul sewer.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# SERVICE DELIVERY PLAN

## LEDBURY HOUSEHOLD WASTE SITE

Little Marcle Road  
Ledbury  
Herefordshire  
HR8 2DR

Telephone : 01531 635615

Environmental Permit : SP3698CN



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Issue Date: 8 May 2014

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3.4	Telephone	4
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4.1	Parking Restrictions	5

## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via compactor containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	Closed	-	-
Tuesday	Closed	-	-
Wednesday	08.00-18.00	1	1
Thursday	Closed	-	-
Friday	Closed	-	-
Saturday	08.00-18.00	1	1
Sunday	09.30-13.00	1	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Compaction	40	1
Green Waste	Compaction	40	1
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Open	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	4
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	6
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
LPG's	Cage	4	1
Televisions & Monitors	Cage	1	2
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Fridges / Freezers	Open Area	N/A	1
Foil	Lidded	0.3	1
Unpermitted Material	Closed Lockable	8	1

EQUIPMENT	DETAILS	NUMBER
Static Compactor	1 Position	2
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS' identified are:

**HEREFORD HOUSEHOLD WASTE SITE**

**MALVERN HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower are connected to foul sewer.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

##### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# **SERVICE DELIVERY PLAN**

## **LEOMINSTER HOUSEHOLD WASTE SITE**

Bridge Street  
Leominster  
Herefordshire  
HR6 8EA

Telephone : 01568 614271

Environmental Permit : FP3895FS



Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via compactor containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-18.00	1	1
Tuesday	08.00-18.00	1	1
Wednesday	08.00-18.00	1	1
Thursday	08.00-18.00	1	1
Friday	08.00-18.00	1	1
Saturday	08.00-18.00	1	1
Sunday	08.00-18.00	1	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Compaction	40	2
Green Waste	Compaction	40	1
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Open	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	2
Asbestos	Closed	29	1
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
Chemicals	Lockable	1	1
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Plasterboard	Closed	8	1
Fridges / Freezers	Open Area	N/A	1
Media Bank	Closed	2	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Unpermitted Material	Closed Lockable	1	1

EQUIPMENT	DETAILS	NUMBER
Static Compactor	3 Position	1
Static Compactor	1 Position	1
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS' identified are:

**HEREFORD HOUSEHOLD WASTE SITE**

**BROMYARD HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing and CCTV equipment. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower facilities are connected to foul sewer.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# SERVICE DELIVERY PLAN

## PERSHORE HOUSEHOLD WASTE SITE

Piddle Brook Lane  
Wyre Piddle  
Persnore  
Worcestershire  
WR10 2LW

Telephone : 01386 862712

Environmental Permit : SP3598CC



Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via open containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-18.00	1	1
Tuesday	08.00-18.00	1	1
Wednesday	08.00-18.00	1	1
Thursday	08.00-18.00	1	1
Friday	08.00-18.00	1	1
Saturday	08.00-18.00	1	1
Sunday	09.00-13.30	1	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Open	29	1
Green Waste	Open	29	2
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Open	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	4
Asbestos	Closed	29	1
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
Chemicals	Lockable	1	1
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Plasterboard	Closed	8	1
Fridges / Freezers	Open Area	N/A	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Re-use	Closed Lockable	20	1
Unpermitted Material	Closed Lockable	1	1

EQUIPMENT	DETAILS	NUMBER
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS' identified are:

**DROITWICH HOUSEHOLD WASTE SITE**

**WORCESTER EAST HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with some security fencing and CCTV equipment. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower facilities are connected to a bio disc treatment system.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by an electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# **SERVICE DELIVERY PLAN**

## **REDDITCH HOUSEHOLD WASTE SITE**

Crossgate Road  
Park Farm Industrial Estate  
Redditch  
Worcestershire  
B98 7SN

Telephone : 01527 526392

Environmental Permit : SP3798CV



Issue Date: 8 May 2014

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4.1	Parking Restrictions	5

## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via compactor containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-18.00	1	1
Tuesday	08.00-18.00	1	1
Wednesday	08.00-18.00	1	1
Thursday	08.00-18.00	1	1
Friday	08.00-18.00	1	1
Saturday	08.00-18.00	2	1
Sunday	08.00-18.00	2	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Compaction	40	2
Green Waste	Compaction	40	2
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Compaction	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	4
Asbestos	Closed	29	1
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
Chemicals	Lockable	1	1
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Fridges / Freezers	Open Area	N/A	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Unpermitted Material	Closed Lockable	8	1

EQUIPMENT	DETAILS	NUMBER
Static Compactor	3 Position	2
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS' identified are:

**DROITWICH HOUSEHOLD WASTE SITE**

**BROMSGROVE HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing and CCTV equipment. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower facilities are connected to foul sewer.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS Unit is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# SERVICE DELIVERY PLAN

## ROSS on WYE HOUSEHOLD WASTE SITE

Station Approach  
Ross on Wye  
Herefordshire  
HR9 7AQ

Telephone : 01989 762460

Environmental Permit : XP3695FV



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Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via compactor containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	Closed	-	-
Tuesday	Closed	-	-
Wednesday	Closed	-	-
Thursday	08.00-18.00	1	1
Friday	Closed	-	-
Saturday	08.00-18.00	1	1
Sunday	10.00-17.00	1	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Compaction	40	1
Green Waste	Compaction	40	1
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Open	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	2
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
LPG's	Cage	4	1
Televisions & Monitors	Cage	2	2
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Mixed WEEE	Open	14	1
Fridges / Freezers	Open Area	N/A	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Unpermitted Material	Closed Lockable	8	1

EQUIPMENT	DETAILS	NUMBER
Static Compactor	1 Position	2
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS' identified are:

**HEREFORD HOUSEHOLD WASTE SITE**

**LEDBURY HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower facilities are connected to foul sewer.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.3 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# **SERVICE DELIVERY PLAN**

## **STOURPORT HOUSEHOLD WASTE SITE**

Minster Road  
Stourport  
Worcestershire  
DY13 8AS

Telephone : 01299 826736

Environmental Permit : LP3299CB



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waste services

Issue Date: 8 May 2014

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4.1	Parking Restrictions	5

## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via compactor containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and Minimum Staffing Levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-18.00	1	1
Tuesday	08.00-18.00	1	1
Wednesday	08.00-18.00	1	1
Thursday	08.00-18.00	1	1
Friday	08.00-18.00	1	1
Saturday	08.00-18.00	2	1
Sunday	08.00-18.00	2	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Compaction	40	2
Green Waste	Compaction	40	2
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Compaction	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	4
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	6
Asbestos	Closed	29	1
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
Chemicals	Lockable	1	1
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Plasterboard	Closed	8	1
Cooking Oil	Tank	1	1
Mixed WEEE	Open	38	1
Fridges / Freezers	Open Area	N/A	1
Media Bank	Closed	2	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Unpermitted Material	Closed Lockable	8	1

EQUIPMENT	DETAILS	NUMBER
Static Compactor	3 Position	2
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the Event of Site Closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS identified is:

#### **KIDDERMINSTER HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing and CCTV equipment. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower facilities are connected to a septic tank.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# **SERVICE DELIVERY PLAN**

## **TENBURY WELLS HOUSEHOLD WASTE SITE**

Palmers Meadow  
Tenbury Wells  
Worcestershire  
WR15 8BB

Telephone : 01584 811297

Environmental Permit : AP3899SC



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Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via open containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	Closed	-	-
Tuesday	Closed	-	-
Wednesday	Closed	-	-
Thursday	08.00-18.00	1	1
Friday	Closed	-	-
Saturday	08.00-18.00	1	1
Sunday	Closed	-	-

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Open	29	1
Green Waste	Open	29	1
Batteries	Lidded	1	1
Non Lead Acid Batteries	Closed	0.5	1
Fluorescent Tubes	Lidded	1.5	1
Foil	Lidded	0.3	1

EQUIPMENT	DETAILS	NUMBER
Grit Salt Bins	Closed	1

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS identified is:

#### **LEOMINSTER HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet is a self contained unit.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies.

#### **3.2 Water**

The HWS has a fresh supply for washing in the toilet unit.

#### **3.3 Electricity**

The HWS is serviced by an on site generator

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# **SERVICE DELIVERY PLAN**

## **UPTON UPON SEVERN HOUSEHOLD WASTE SITE**

Hanley Road Car Park  
Hanley Road  
Upton upon Severn  
Worcestershire  
WR8 0HU

Telephone : 01684 591293

Environmental Permit : PP3598CT



Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via open containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	Closed	-	-
Tuesday	Closed	-	-
Wednesday	08.00-18.00	1	1
Thursday	Closed	-	-
Friday	Closed	-	-
Saturday	08.00-18.00	1	1
Sunday	08.00-18.00	2	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Open	29	2
Green Waste	Open	29	2
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Open	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Soil and Rubble	Open	14	1
LPG's	Cage	4	1
Televisions & Monitors	Cage	1	2
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Fridges / Freezers	Open Area	N/A	1
Inkjet Cartridges	Closed	0.1	1
Foil	Lidded	0.3	1
Unpermitted Material	Closed Lockable	1	1

EQUIPMENT	DETAILS	NUMBER
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS identified is:

#### **MALVERN HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet facilities are connected to a septic tank

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# SERVICE DELIVERY PLAN

## WORCESTER EAST HOUSEHOLD WASTE SITE

Bilford Road  
Worcester  
Worcestershire  
WR3 8PU

Telephone : 01905 453610

Environmental Permit : NP3799CZ



**severn**  
waste services

Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via compactor containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-18.00	2	1
Tuesday	08.00-18.00	2	1
Wednesday	08.00-18.00	2	1
Thursday	08.00-18.00	2	1
Friday	08.00-18.00	2	1
Saturday	08.00-18.00	2	1
Sunday	10.00-16.00	2	1

The Household Waste Site (HWS) will be closed Christmas Day, Boxing Day and New Years Day.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Compaction	40	2
Green Waste	Compaction	40	2
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Compaction	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	4
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	6
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	1
Chemicals	Lockable	1	1
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Plasterboard	Closed	8	1
Cooking Oil	Tank	1	1
Mixed WEEE	Open	38	1
Fridges / Freezers	Open Area	N/A	1
Media Bank	Closed	2	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Re-use	Closed Lockable	20	1
Unpermitted Material	Closed Lockable	1	1

EQUIPMENT	DETAILS	NUMBER
Static Compactor	3 Position	2
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS identified is:

#### **WORCESTER WEST HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing and CCTV equipment. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet and shower facilities are connected to foul sewer.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



# **SERVICE DELIVERY PLAN**

## **WORCESTER WEST HOUSEHOLD WASTE SITE**

Hallow Road  
Off Horsford Road  
Worcester  
Worcestershire  
WR2 6BZ

Telephone : 01905 421116

Environmental Permit : BP3199CZ



**severn**  
waste services

Issue Date: 8 May 2014

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## **1.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

### **1.1 Introduction**

The Waste Management Unit comprises facilities for the deposit of Recyclable Materials, along with the disposal of Green Waste and Mixed / Bulky Waste via open containers. The household waste delivered may be segregated and/or temporarily stored in containers pending safe transport onwards for final disposal/treatment.

### **1.2 Opening Hours and minimum staffing levels**

		Operatives Summer (April – September)	Operatives Winter (October – March)
Monday	08.00-16.00	1	1
Tuesday	08.00-16.00	1	1
Wednesday	08.00-16.00	1	1
Thursday	08.00-16.00	1	1
Friday	08.00-16.00	1	1
Saturday	08.00-12.30	1	1
Sunday	Closed	-	-

The Household Waste Site (HWS) will be closed on public and bank holidays.

### 1.3 List of Materials Accepted and Associated Equipment

MATERIAL	CONTAINER (size approx)		
	TYPE	SIZE (m <sup>3</sup> )	NOMINAL NUMBER
Mixed Waste	Open	29	2
Green Waste	Open	29	3
Scrap Metal & Tyres	Open	29	1
Paper	Closed	25	1
Cardboard	Open	29	1
Cans/Plastic Bottles	Closed	25	1
Batteries	Lidded	1	2
Non Lead Acid Batteries	Closed	0.5	1
Oil	Tank	1	1
Textiles/Shoes	Closed	3	4
Asbestos	Closed	29	1
Glass Bottles	Closed Compartments	29	1
Soil and Rubble	Open	14	2
Chemicals	Lockable	1	1
LPG's	Cage	4	1
Televisions & Monitors	Open	14	1
Fluorescent Tubes	Lidded	1.5	1
Timber	Open	29	1
Mixed WEEE	Open	29	1
Fridges / Freezers	Open	14	1
Media Bank	Closed	2	1
Foil	Lidded	0.3	1
Mobile Phones	Closed	0.1	1
Printer Cartridges	Closed	0.1	1
Re-use	Closed Lockable	20	1
Unpermitted Material	Closed Lockable	1	1

EQUIPMENT	DETAILS	NUMBER
Grit Salt Bins	Closed	2

## **2.0 BACK-UP PROCEDURES, EMERGENCY PLANS & SECURITY ARRANGEMENTS**

### **2.1 Measures in the event of site closure**

Should the site necessarily be closed for any period in excess of 15 minutes the alternative HWS identified is:

#### **WORCESTER EAST HOUSEHOLD WASTE SITE**

A temporary sign of the agreed form will be placed at the entrance.

The Client will be informed immediately of all site closures in excess of 15 minutes.

### **2.2 Emergency Plans**

Emergency plans including contact numbers in case of emergency are held on site in a yellow folder 'Emergency Plans'.

### **2.3 Security Arrangements**

The HWS has been provided with security fencing. Specific security arrangements will be reviewed as and when required.

### **3.0 UTILITIES**

#### **3.1 Drains and Sewers**

The toilet facilities are connected to foul sewer.

The drainage of rainwater run-off from the areas of hard standing is achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres.

#### **3.2 Water**

The HWS has a fresh water supply for both drinking and washing.

#### **3.3 Electricity**

The HWS is serviced by a mains electricity supply.

#### **3.4 Telephone**

The HWS is provided with telephone facilities.

#### **4.0 SITE SPECIFIC TRAFFIC MANAGEMENT**

To ensure the safety of site users, domestic and service vehicles will be segregated as far as reasonably practicable.

The Recycling Assistant/Team Leader use traffic cones and/or other types of barrier to assist the service vehicle driver to safely gain access to the correct area, manoeuvre, and place or lift containers and exit the site.

#### **4.1 Parking Restrictions**

The site has a designated parking area for visitors and staff outside of the working area.



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## **INTRODUCTION**

This Waste Management Service Plan describes the functions of a Waste Transfer Station both in the context of the area it serves (Bromsgrove) and the Counties as a whole.

This Waste Management Service Plan provides details of Contractor and area management structures and the type and location of the Transfer Station (including maps). The Transfer Station is subsequently described in both generic and specific terms with respect to the operational procedures, hours of opening and licensing, manning levels and the principal equipment, further supported by detailed plans and drawings.

Subsequent sections of the plan deal with back-up and emergency procedures, delivery points, environmental issues, maintenance and security, protective equipment, site records, utilities, signage and notices and traffic management.

**PART I**



Issue Date: 8 May 2014

## PART 2



Issue Date: 8 May 2014

### **PART 3**

#### **WASTE MANAGEMENT UNIT LOCATION**

##### **(a) Unit Type, Area and Address**

**Unit Type** : Waste Transfer Station  
and Recyclables Bulking  
Facility

**Unit Location** : Bromsgrove

**Unit Address** : Aston Road,  
Aston Fields,  
Bromsgrove  
B60 3EX

**Phone No.** : 

**Area Manager** : 

**Phone No.** : 

**Waste Management  
Licence No.** : EAWML 46183

**(b) Location Maps**

- i County
- ii Local



## **PART 4**

### **DESCRIPTION OF WASTE MANAGEMENT UNIT**

#### **Introduction**

This Transfer Station provides facilities for Contract Waste collected in Bromsgrove by the Waste Collection Authority ("WCA").

## **(a) Operational Details, Waste Handling Procedures and Capacity**

### **Waste Collection Authority Vehicles**

All vehicles enter the Waste Management Unit and proceed to the weighbridge. Vehicle identification will be manually by the weighbridge operative. The laden weight of the vehicle shall be recorded automatically and the vehicle can then proceed from the weighbridge to the relevant tipping area to deposit the material. The vehicle will then proceed to the weighbridge following the same procedure as on entry. However, once the vehicle has been weighed unladen, a ticket will be printed for the driver to retain and a copy will be kept within the weighbridge office. The vehicle can then depart.

### **Waste Handling**

The Transfer Station is designed to accept Contract Waste brought by the Waste Collection Authority (WCA) resulting from the Waste Collection Service. The specific materials handled are described below:

#### **Green Waste**

Green waste will not contain any material with branches in excess of 6" diameter. SWS reserves the right to reject loads containing excessive contamination, for example domestic waste bags, metal, bricks. Rejected loads will be landfilled.

Acceptable material will be reloaded into open topped bulk containers for onward transport to composting facilities.

#### **Street Sweepings**

Under the Environmental Protection Act (1990), street sweepings are regarded as Household Waste. Drained street sweepings will be deposited into bulk storage bays and reloaded into open topped bulk containers for onward transport to final disposal.

#### **Bulky and Fly Tipped Waste**

The material is deposited into bulk storage bays and reloaded into open topped bulk containers for onward transport to the final disposal point.

#### Commingled Recyclable Material

The material is deposited into bulk bays and reloaded into bulk collection vehicles for onward transport to the material reclamation facility.

#### Fridges/Freezers

These are deposited in a designated storage area and reloaded into a third party collection vehicles for onward transportation to the final recycling point.

#### Batteries

These are placed into lidded containers for collection by a third party for onward transportation to the final recycling point.

#### Gas Cylinders

These are placed into a secure cage that is locked when not in use and are then transported in-house to a bulking facility for repatriation with the relevant manufacturers.

#### Televisions

These are placed into an open container that is collected by a third party for transportation to the final recycling point.

#### Scrap Metal

IS loaded into an open container for transportation to the final recycling point.

#### Open Containers

All open containers removed from this Waste Management Unit will be suitably covered prior to transportation to avoid any instance of windblown litter.

#### Totting

The sorting over, removing or disturbing of deposited waste or recyclable materials to recover items of potential value (totting) is strictly prohibited and the Contractor's management through instructions given to employees will ensure that this rule is adhered to.



### Capacity

This Transfer Station has been designed and licensed to handle the following amount of material.

Household Waste inc. green	-	52,200 Tonnes per annum
Recyclables	-	11,500 Tonnes per annum
<b>Total</b>	-	<b>63,700 Tonnes per annum</b>

**(b) Opening Hours, Licensed Hours and Manning Levels**

(max)	<u>Operational Hours</u>	<u>Attendants</u>
	<u>All Year</u>	
Monday	08.00-18.00*	2
Tuesday	07.00-18.00	2
Wednesday	07.00-18.00	2
Thursday	07.00-18.00	2
Friday	07.00-18.00	2
Saturday	08.00-1300*	1
Sunday	closed*	-

Facilities will be closed Christmas Day.

Peaks in service requirement have been accommodated in the facility design.

\*These hours may alter according to service requirements.

**(c) Principal Equipment Utilised in Operation of Unit Including Age and Life Expectancy**

<u>Containers/Equipment</u>	<u>No.</u>
Salt Box	1
Weighbridge	1
Mechanical loading shovel including pallet forks	1
Open Containers 30m <sup>3</sup>	4

## **PLANS AND DRAWINGS**

- i General Layout
- ii Construction Detail



## PART 6

### **BACK-UP PROCEDURES, EMERGENCY PROCEDURES AND EMERGENCY BACK-UP PROCEDURES**

#### **General**

Routine and preventative maintenance that may affect service provision will be carried out outside of operating hours.

The Contractor proposes that an emergency contingency plan is agreed with the WDAs to ensure continuity of service, minimise unavoidable disruptions and address any significant environmental impact that may arise. This plan will contain prioritised actions to be undertaken in the event of any of a number of defined emergency situations arising. It will cover the issues of non-conforming wastes, accidents, health and safety and the service delivery back-up arrangements as well as other unforeseen occurrences such as industrial action or inclement weather.

We anticipate that back-up and temporary measures to be undertaken in the event of an emergency that threatens to give rise to pollution, nuisance or harm, or has precluded the proper delivery of the waste management service in some way, might include:

- ◆ Closures of Transfer Stations sites
- ◆ Storage of waste at Transfer Station sites
- ◆ Hire in of additional plant, vehicles or labour
- ◆ Redirection to alternative disposal points

Such measures would only be undertaken in extreme circumstances when all other options available under the normal contingency and back-up arrangement had been exhausted. Accordingly, the implementation of any of these measures would only be undertaken by the Contractor in full consultation with the Lead Authority, the Environment Agency and other regulatory authorities.

#### **Bromsgrove Transfer Station**

In the case of closure of this site a temporary sign similar to that shown below will be placed at the entrance advising alternative arrangements.

The alternative disposal points in the event of temporary closure of Bromsgrove Transfer Station are, Hill and Moor Landfill/ MRF, Redditch Transfer Loading Station/Bulk Bays, Sandy Lane (Cleanaway) or Waresley (Biffa).

## EMERGENCY PROCEDURES

### Co-ordination Measures (Area Manager)

The Area Manager is responsible for the overall management of any emergency. As such, his/her main duties are:

- Assessment of the situation, definition of gravity of the emergency and classification.
- Coordination of all activities relating to the emergency ( Personnel Safety, Fire Fighting, Strategy, Emergency Services).
- Supervision of the emergency identifying appropriate measures, further resource implications, suspending service, evacuation, etc.
- Supervision and management of all operations to counteract the emergency.
- Informing the emergency services of the development and current emergency situation.
- Declaring the end of the emergency.
- Initiating the post-emergency plan for re-establishing normal working.

### Logistical Measures

The measures during normal working hours are:

- Opening all accesses to the plant and monitoring the surrounding areas to facilitate:
  - evacuation of personnel not involved in the emergency
  - arrival of outside help to the emergency.
- Supplying everything necessary for the management of the emergency, including firefighting, mechanical equipment, etc, according to the pre-established plan.
- Preventing any telephone calls not related to the emergency.
- Maintaining the necessary primary services to combat the emergency.

Outside normal working hours, the logistical activities will be reduced to simply informing the person in charge of the emergency and making the necessary calls. Wherever possible the above-mentioned measures will also be managed.

### Primary Intervention Measures

Essentially primary intervention measures are those specific measures which should be carried out with a view to placing the Transfer Station in a safe condition.

#### *Measures for re-establishing safe conditions*

- Suspension of all operations, maintenance and construction work.
- Switching off all working equipment.
- Removal of lorries and mobile plant.
- Isolation of electrical circuits not required for the emergency control operations.

## SPECIFIC MEASURES

### Measures in the event of Used Oil spillages

- At the discretion of the person in charge of the emergency, depending on the amount spilt and in the event of fire risk, call the Fire Brigade: outside normal working hours, always call.
- Remove all possible ignition sources.
- Prevent vehicles entering the units and do not start engines in an area where the flammable product has been spilt.
- Stop any maintenance work at the Transfer Station.
- Keep the contaminated area as small as possible, spreading sand, soil or other absorbent materials and stopping up gullies and drains.
- Subsequent treatment of the absorbing material will be carried out by a specialist firm.

### Measures to be taken in the event of diesel/hydraulic oil spillages

- At the discretion of the person in charge of the emergency, depending on the amount spilt and in the event of fire risk, call the Fire Brigade: outside normal working hours, always call.
- Remove all possible ignition sources.
- Prevent vehicles entering the Transfer Station and do not start engines in the area where the flammable product has been spilt.
- Do not permit the loading or unloading nor the movement of vehicles in areas adjacent to the spillage until it has been cleaned up.
- Try to prevent leakage of the product by every means.
- When the spillage is small, use sand or sawdust to absorb the product.

### Measures in the event of fire

In the event of a fire emergency arising in the Transfer Station, the series of general measures listed below will be carried out:

- Warn all staff affected and evacuate if necessary. The staff affected should:
  - Stop all maintenance work
  - Prevent vehicles and people from entering the Transfer Loading Station.
  - Use the onsite equipment to try to extinguish fire.
- Assess the possible spread of the fire and call the Fire Brigade.

### Measures in the event of Personal Accident

See Emergency Contingency Plan

## PART 7

### SUBSEQUENT DELIVERY POINTS/FINAL DISPOSAL/TREATMENT

Contract Waste

Energy from Waste Plants at Wolverhampton,  
Coventry or Dudley,  
or Hill and Moor Landfill Site, Pershore  
or Cleanaway, Sandy Lane, Wildmoor  
or Hill and Moor MRF, Pershore  
or Rotherwas MRF, Hereford  
or Redditch TLS/Bulk Bay

## PART 8

### ENVIRONMENTAL PROTECTION, MONITORING AND AUDITING

	<u>Frequency</u>	
Litter and dust levels	3 x day	The Facility will be kept clean by site attendant sweeping and litter picking as necessary.
Noise		The operations within the Facility do not cause excessive noise. Transport vehicles will meet latest Euro specifications.
Odour	3 x day	Waste retention time on site will be minimised, whilst maximising transport efficiencies. Mixed waste and green waste sealed compaction units will minimise odours. Comments will be recorded daily.
Vermin	1 x day	Site cleanliness and sealed containers will minimise infestation. Daily inspections will be carried out and recorded. If infestation occurs a Pest Control Contractor will be advised of the situation and the Contractor will act on their recommendations.
Traffic Levels/Management		Waste Management Unit design and speed of turnaround time will reduce traffic queuing problems at peak times.
Surface Water Run-off	Annually or as required	Area Manager will sample water from the interceptor annually or subsequent to a major spillage.
Spillages		If or when spillages occur absorbent material will be employed to contain and soak up the spill. Once the spillage is contained and the absorbent material cleared away appropriately all affected surfaces will be washed and rinsed. The interceptor will be checked and if necessary the scheduled servicing brought forward.

Annual auditing of the above will be carried out by the Area Manager.

If significant environmental nuisance or hazard arises despite working to the above standards, revised standards may be applied as requested by and agreed with the Councils.

## **PART 9**

### **MAINTENANCE**

#### **(a) Equipment**

##### **(1) Equipment owned by Mercia Waste Management**

All equipment will be subject to preventative maintenance on a regular scheduled basis. This maintenance regime will be organised subject to manufacturers advice and a schedule of maintenance will be posted in the site office to ensure that a record is kept of maintenance activities carried out.

Repainting of equipment will be carried out on a five year cycle.

##### **(2) Equipment owned and operated by Bromsgrove District Council**

#### **Pressboxes**

Bromsgrove District Council will obtain all relevant Manufacturer's Health and Safety certificates and pass copies to the contractor. A monthly summary of inspections and repairs carried out to the bodies will be made available to the contractor. All maintenance, washing and inspections will be the responsibility of the District Council. They will be maintained to Chem standards (lifting bar, wear) and lubricated no less than three times a year, or more if operational needs require it. Any damage occurring as a result of proven operator abuse or accident while in possession of the contract will be covered by the contractor who will have the first option to make the damage good.

Any pressboxes considered not to be safe or without the relevant Health and Safety Certificates will not be serviced by SWS.

The District Council will have a defect procedure in operation so the contractor can report faults and have a copy to keep so that once the defect has been rectified a copy can be returned to the contractor to have proof that the defect has been rectified.

All pressboxes have to conform with Chem standard code Technical Standard Number 8 Body Size Type 16.

#### **(b) Maintenance of Unit Infrastructure**

As part of their duties all operatives are responsible for the general maintenance of the unit. They will carry out inspections of different aspects of the unit according to the frequencies stated on the site inspection sheet and note their findings. Any maintenance undertaken will be recorded in the site diary.

#### Perimeter Fencing

An operative will check, on a daily basis, the condition of the perimeter fence and will note and report any damage observed. Appropriate remedial action will take place within 24 hours.

#### Signs and Notices

All signs and notices shall be checked daily to ensure that all are clean, free of graffiti and legible to all users. Appropriate remedial action will take place within 24 hours.

#### Hardstanding

All areas of hardstanding shall be inspected on a daily basis and the operative will, if necessary, remove any litter. Any structural deficiencies will be reported and the Maintenance Manager will prioritise and instruct repair within three working days.

#### Drains, Gullies and Interceptors

An operative will, on a weekly basis, ensure that all such items are functioning correctly. This will include clearing all gully grates of materials that may affect their performance and, if necessary, the cleaning and unblocking of drains and interceptors within 24 hours of problems occurring.

#### Office

An operative will be responsible for the daily tidiness and cleanliness of all offices, toilets and washing facilities. Deficiencies that may affect the health and safety of operatives and visitors will be made good within 24 hours. Decoration of internal and external surfaces will occur on a 5 year cycle.

#### Utilities

An operative will be responsible for ensuring the general maintenance of all utilities is carried out through a reporting process to the Maintenance Manager. Appropriate remedial action will be instructed immediately.

#### Fire Fighting/First Aid Equipment

An operative will be responsible for the operation of all fire fighting equipment. Maintenance of equipment will be undertaken by authorised agencies. The operative must ensure that adequate first-aid equipment is always available and any stocks used will be replaced immediately.



### Winter Maintenance

During periods of excessively cold weather, snow and ice procedures (as outlined below) will be adhered to which will ensure the safety of all site users.

Each Waste Management Unit will have a salt box and it will be the responsibility of an operative during very cold weather to salt all ramps and areas of public and vehicular access.

### Vandalism

The Waste Management Unit will be checked by an operative on a daily basis for any signs of vandalism. Any such vandalism will be noted on the site inspection sheet.

The action taken will depend on the level and frequency of vandalism. These actions might include:

- the immediate removal of graffiti
- periodic security controls
- passive infra red flood lighting
- installation of dummy cameras/alarms
- installation of a camera and video system
- full time security

### General

Site specific maintenance issues may be identified, agreed and included in the Waste Management Service Plan.

## **PART 10**

## **SECURITY ARRANGEMENTS**

The Contractor fully appreciates the need for well developed security arrangements to be implemented on each Waste Management Unit for which it has responsibility.

Full discussions will take place with the Lead Authority regarding approval and implementation of our proposals. Agreed security arrangements will be monitored and reviewed on a regular basis by senior and on-site management of the Contractor.

The Contractor's Action Plan outlines security measures to be considered for each Waste Management Unit. However in general, dependant upon the nature of the Waste Management Unit, measures will include security fencing, use of closed circuit television and continuous video recording. Weighbridge and associate equipment will be carefully designed to prevent fraudulent use. Access to offices and other sensitive area will be controlled, and trained personnel will carefully monitor deliveries of waste.

## SECURITY ACTION PLAN (GENERAL)

### 1. Control of Access

Control of access to the Waste Management Unit will be effected by the provision of perimeter fencing that also has a capability of retaining litter within the Waste Management Unit. Site entry will only be permitted through authorised entry points which will be locked and secured to prevent unauthorised entry outside opening hours.

### 2. Key Holders

See Emergency Contingency Plan.

### 3. Emergency Call Out Procedures

See Emergency Contingency Plan.

### 4. Emergency Telephone Numbers

See Emergency Contingency Plan.

### 5. Emergency Evacuation Procedure

See Emergency Contingency Plan.

### 6. Vehicle Breakdown Procedures

Any broken down vehicles will be moved to a designated area within the Waste Management Unit to enable repair works to be carried out in a safe manner and avoiding any unnecessary contamination from fuel oils.

### 7. Parking Restrictions

Each Waste Management Unit will have designated well signed parking areas for visitors and staff outside the working areas.

### 8. Fire Control Points

The advice of the local Fire Advisory Office will be sought as to the optimum number of extinguishers required for each type of Waste Management Unit and any other specific recommendations. All staff will be instructed in fire procedures including the use of extinguishers, action to be taken in the event of fire and location of fire assembly points.

9. Office/Site Security Plans

See Emergency Contingency Plan.

10. Alarm System

Various types of security and fire alarm systems will be utilised which best suit the need of each Unit. When installed these will be maintained and tested in accordance with manufacturers instructions.

11. Bomb Threat Procedures

See Emergency Contingency Plan.

12. Pollution Incidents

The Contractor will design a specific monitoring strategy for all types of Waste Management Units which will protect the workforce from dust, gas, vapours and noise.

13. Site Diary

Each Waste Management Unit will have a site diary, which will be kept in a form that can be audited.

The diary will record significant events and dates. They will include start and finish of waste management processes; plant maintenance and breakdowns; emergencies; problems with waste received and actions taken; sample exercises; site inspections, findings and remedial responses; weather including severe conditions; and environmental problems and remedial action.

14. Security Personnel

If security guards are employed the Contractor will consider overlapping shifts and patrol patterns. They will be trained in, and have access to, all procedures relating to security, visitors, fire procedures, and first aid.

15. First Aid

Sufficient numbers of personnel will be trained first aiders and each Waste Management Unit will be supplied with an adequately equipped first aid box and an accident book. All accidents will be reported to management, and the Contractor fully understands its responsibilities and obligations under RIDDOR.

16. Health and Safety

The Contractor has fully developed Health and Safety Procedures which are contained in Part I of the Contract Services Delivery Plan. The Contractor will also use their Health and Safety Consultants to ensure all relevant legislation for each Waste Management Unit is adhered to.

Protective clothing will be issued to all employees and additional protection including ear defenders, goggles and face masks will be issued to those persons requiring them.

## **PART 11**

### **HEALTH AND SAFETY**

#### **(a) Procedures and Practices**

Health and Safety procedures and safe working practices will be issued by the Contractor to reflect site design, methods of working etc.

#### **(b) Protective Clothing/Equipment**

All Transfer Station employees are issued with the following items:-

- 2 x polo shirts
- 2 x sweatshirts
- 2 x protective trousers
- 1 x high visibility waistcoat
- 1 x safety boots with steel mid soles
- 1 x appropriate gloves
- 1 x high visibility waterproofs
- 1 x hard hat
- 1 x safety Wellingtons
- 1 x protective coveralls

Protective clothing will be issued to all employees and additional protection including ear defenders, goggles and face masks will be issued to those persons requiring them.

## SITE RECORDS AND AUDIT TRAILS

Comprehensive records, as follows, of the Unit's activities will be maintained to comply with the requirements of the contract and with all relevant legislation.

The Waste Management Licensing Regulations 1994 require that a licensee must keep records of the nature, quantity and destination of the waste handled.

The Special Waste Regulations 1996 require that transfer of certain hazardous wastes to be controlled by a consignment note system that involves pre-notification to the Environment Agency.

The Environmental Protection Act (Duty of Care) Regulations 1991 require that transfers of waste are covered by a "waste transfer note" containing the following information:

- ◆ the type and quantity of waste
- ◆ whether the waste is loose or in a container (and kind of container)
- ◆ the time and place of transfer
- ◆ the name and address of the transfer and transferee

Copies of waste transfer notes must be kept for a period of two years from the date of transfer and must be available for inspection by the Environment Agency.

Data on all movements of all wastes at this Transfer Station will be recorded on the computerised weighbridge system. The data will include the following information for each load of waste (including non-contract waste) either inward or outward bound.

- ◆ container number
- ◆ origin/destination
- ◆ waste description and quantity
- ◆ vehicle/haulier details
- ◆ Date/Time Arrival/Departure
- ◆ gross weight
- ◆ net weight

A format and procedure for the submission of this information to the Lead Authority by the Contractor is agreed. The records will remain available for inspection for an agreed period of time in line with Contractor quality assurance procedures.

This information will need to be read in conjunction with weighbridge records in order to ascertain the quantity of wastes handled. This will form part of the auditable trail for all wastes received/exported at/from each Waste Management Unit and more particularly described in Part II.5 and II.6 of the Contract Services Delivery Plan.

A site diary is located at the Waste Management Unit and will contain the details of the following:

- ◆ Visitors Time in/out (unless recorded in Visitor's Book)
- ◆ Significant Events (servicing of equipment)
- ◆ Accidents
- ◆ Environment Agency inspections

A record will be kept of inspections of the Waste Management Unit carried out by an operative. Details will be recorded on the Site Inspection Sheet.



# ENVIRONMENTAL PROTECTION, MONITORING AND AUDITING

UNIT NAME: \_\_\_\_\_

UNIT TYPE: TRANSFER STATION/BULKING BAYS \_\_\_\_\_

DATE: \_\_\_\_\_

INSPECTED BY: \_\_\_\_\_

AREA OF INSPECTION	SATISFACTORY		TIME	COMMENTS/CONDITION/ACTION
<b>1. EXTERNAL</b>				
GATES AND FENCES	YES	NO		
SIGNS & NOTICES	YES	NO		
MOVEMENT AREAS (HARDSTANDING)	YES	NO		
DRAINAGE INC. PUMPS	YES	NO		
LITTER/DUST/ODOUR	YES	NO	AM	
LITTER/DUST/ODOUR	YES	NO	NOON	
LITTER/DUST/ODOUR	YES	NO	PM	
NOISE	YES	NO		
VERMIN	YES	NO		
TRAFFIC LEVELS	YES	NO		
CCTV	YES	NO	N/A	
LIGHTING	YES	NO		
WINTER MAINTENANCE	YES	NO		
VANDALISM	YES	NO		
<b>2. CONTAINER/WASTE STORES</b>				
BULKING BAYS	YES	NO		
OPEN BULKY, SOIL	YES	NO	N/A	
GLASS BANK	YES	NO	N/A	
PAPER BANK	YES	NO	N/A	
TEXTILE BANK	YES	NO		
OIL BANK	YES	NO	N/A	
CHEMICAL SAFE	YES	NO	N/A	
SCRAP METAL INC. NON-FERROUS	YES	NO	N/A	
CAN BANK	YES	NO	N/A	
BATTERY BOXES	YES	NO	N/A	
CARDBOARD BANK	YES	NO	N/A	
ASBESTOS	YES	NO	N/A	
QUARANTINE	YES	NO		
COMPOST	YES	NO	N/A	
<b>3. ACCOMODATION</b>				
OFFICE & OTHER BUILDINGS	YES	NO		
LIGHTING/HEATING/WATER	YES	NO		
SAFETY POSTERS /PPE	YES	NO		
FIRE FIGHTING EQUIPMENT	YES	NO		
FIRST AID KIT	YES	NO		

MANAGER/SUPERVISOR.....

DATE.....

## **PART 13**

### **UTILITIES**

The welfare facilities at the Waste Management Unit will be connected to the main foul sewer.

The drainage of rainwater run-off from the areas of hardstanding will be achieved by providing sufficient capacity gullies which in turn will be connected to an interceptor with a capacity of several thousand litres. This interceptor will then discharge in the main rainwater sewer.

#### **Water**

This Waste Management Unit will have a fresh water supply for both drinking and washing.

#### **Electricity**

This Waste Management Unit will be serviced by an electricity supply.

#### **Telephone**

This Waste Management Unit will be provided with telephone facilities.

## **PART 14**

### **SIGNAGE AND NOTICES**

# **APPENDIX 1**

## **WASTE MANAGEMENT LICENCE**

## **APPENDIX 2**

### **PLANNING CONSENT**

## **APPENDIX 3**

### **WORKING PLAN**

## APPENDIX 4

### JOB DESCRIPTIONS

<u>POST</u>	:	AREA SUPERVISOR
<u>RESPONSIBLE TO</u>	:	AREA MANAGER
<u>RESPONSIBLE FOR</u>	:	All allocated labour and resources
<u>JOB PURPOSE:</u>	:	To effectively and professionally manage the day to day operations of the allocated area/services. To achieve agreed financial and operational objectives and high standards of statutory compliance while supplying a quality service.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. To control the operations through the site supervision to ensure that the Contractor's objectives are met.
2. To ensure that all activities comply with environmental and statutory regulations in order that continued site operations are secured.
3. To continually develop and improve operational activities and its infrastructure.
4. To develop annual operating budgets for the facility which satisfy the Contractor's requirements.
5. To ensure that site and operational costs are strictly controlled.
6. To develop and maintain quality management systems and procedures which accord with the international standard BS EN ISO 900 AND ISO 14001.
7. To maintain a perspective on integrated waste management.
8. To ensure and maintain a positive relationship with the client, the clients contractors and other users of the facility.
9. To maintain effective working relationships with other Contractor personnel.
10. To ensure that there is a clearly visible and consultative stance on industrial relations and health and safety.
11. To control, develop and motivate staff ensuring that positive employee relations exist

and any problems are resolved promptly in accordance with Contractor policy.

12. To liaise with visiting officers of statutory organisations including the Environment Agency and the HSE etc.
13. Any other duties which may be required.



POST : **WEIGHBRIDGE OPERATIVE**  
RESPONSIBLE TO : **AREA SUPERVISOR**  
JOB PURPOSE : To ensure waste input to site is correctly recorded to enable subsequent invoicing.

SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Ensure all vehicles using the site have the appropriate authority for the disposal of their waste.
2. Entering the necessary information concerning the load is entered onto the computerised system or manual ticket as appropriate.
3. Informing site operatives of any special or problem loads.
4. Receiving payments for loads, issuing receipts and recording as appropriate. Ensure the safe custody of all payments and their daily transfer to management.
5. Organising tickets for computer input or storage as appropriate.
6. Completion of paperwork and reports as required by management.
7. Ensure that site procedure is followed when Weighbridge are undergoing maintenance or inoperable.
8. Ensure that all vehicles carrying loads are covered/netted. No vehicles allowed on site unless correctly covered.
9. Ensure that vehicles are directed to correct disposal area.
10. Any other duties which may be reasonably requested.

QUALIFICATIONS AND EXPERIENCE

1. Proven experience in computer skills
2. Knowledge of waste management legislation
3. Ability to deal with customers on a face to face basis
4. Good communication skills
5. Experienced administrator

POST : GENERAL OPERATIVE  
RESPONSIBLE TO : AREA SUPERVISOR  
RESPONSIBLE FOR : Duties as below

SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. You are required to wear the uniform and protective clothing issued and ensure that it is kept clean and tidy. It is a condition under the Health & Safety at Work Act 7(a) that protective clothing is worn.
2. It is essential that you have regard to your responsibilities under the terms of the Contractor's Health & Safety Policy. You must always adopt the safe working practices described in the relevant Codes of Practice and adhere to other guidance and instructions which you may receive from time to time in respect of Health & Safety.
3. At all times you must ensure that nothing you do endangers or is likely to endanger the health & safety of yourself, your colleagues and the General public.
4. You must ensure that you maintain a polite and courteous manner towards members of the public at all times.
5. To be responsible for the locking, unlocking and guard security of the Transfer Station as may be required.
6. To ensure that the site is at all times maintained in a tidy and clean condition so that it presents no hazard to other employees or persons disposing of refuse.
7. To control the use of the site in accordance with the site licence ensuring that no unauthorised materials are tipped on site. The operative will examine loads as required.
8. To ensure that as far as possible materials are segregated to allow for recycling.
9. To drive loading shovels at vehicles as may be required subject to holding appropriate licences or certificates of competence.
10. To ensure the users of the site do not act in such a manner that they endanger themselves or others.
11. To clear snow and ice during inclement weather to ensure that the site remains useable.

12. To attend at weekend and bank holidays in accordance with rotas and the operational requirements of the site.
13. To ensure that the sorting over, removing or disturbing of deposited waste or recyclables to recover items of potential value (totting) does not take place.
14. Any other duties which may be required.

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#### **APPENDICES (JOINT WITH HWS)**

APPENDIX 1 -	WASTE MANAGEMENT LICENCE
APPENDIX 2 -	PLANNING CONSENT
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APPENDIX 4 -	JOB DESCRIPTIONS
APPENDIX 5 -	COMPLAINTS PROCEDURE
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APPENDIX 7	OPERATION AND SAFETY MANUAL
APPENDIX 8	INSPECTION AND SERVICE SHEETS
APPENDIX 9	INFRASTRUCTURE TECHNICAL INFORMATION

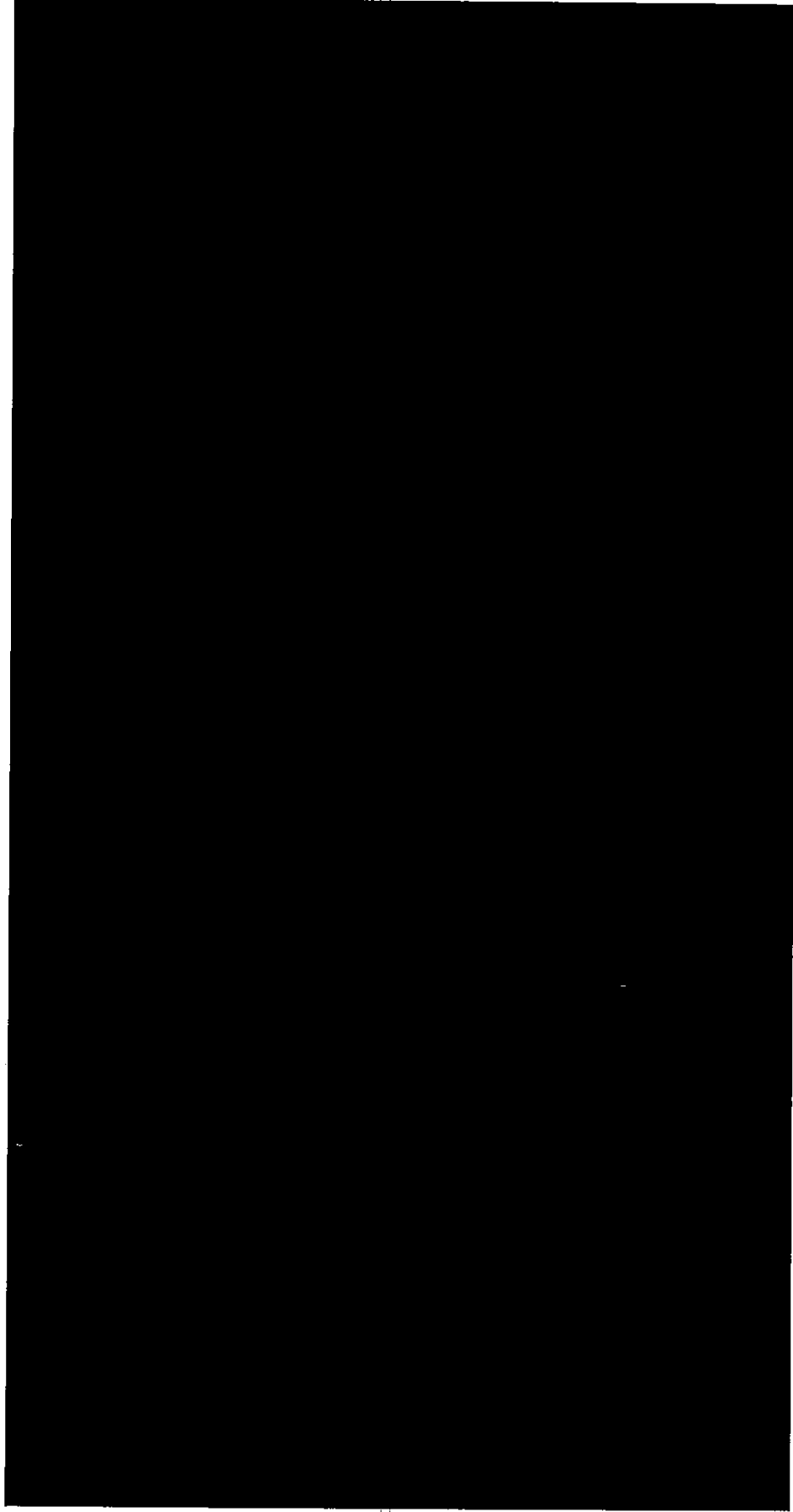
## **INTRODUCTION**

This Waste Management Service Plan describes the functions of a Transfer Loading Station both in the context of the area it serves ( North Worcestershire) and the Counties as a whole.

This Waste Management Service Plan provides details of Contractor and area management structures and the type and location of the Transfer Loading Station (including maps). The Transfer Loading Station is subsequently described in both generic and specific terms with respect to the operational procedures, hours of opening and licensing, manning levels and the principal equipment, further supported by detailed plans and drawings.

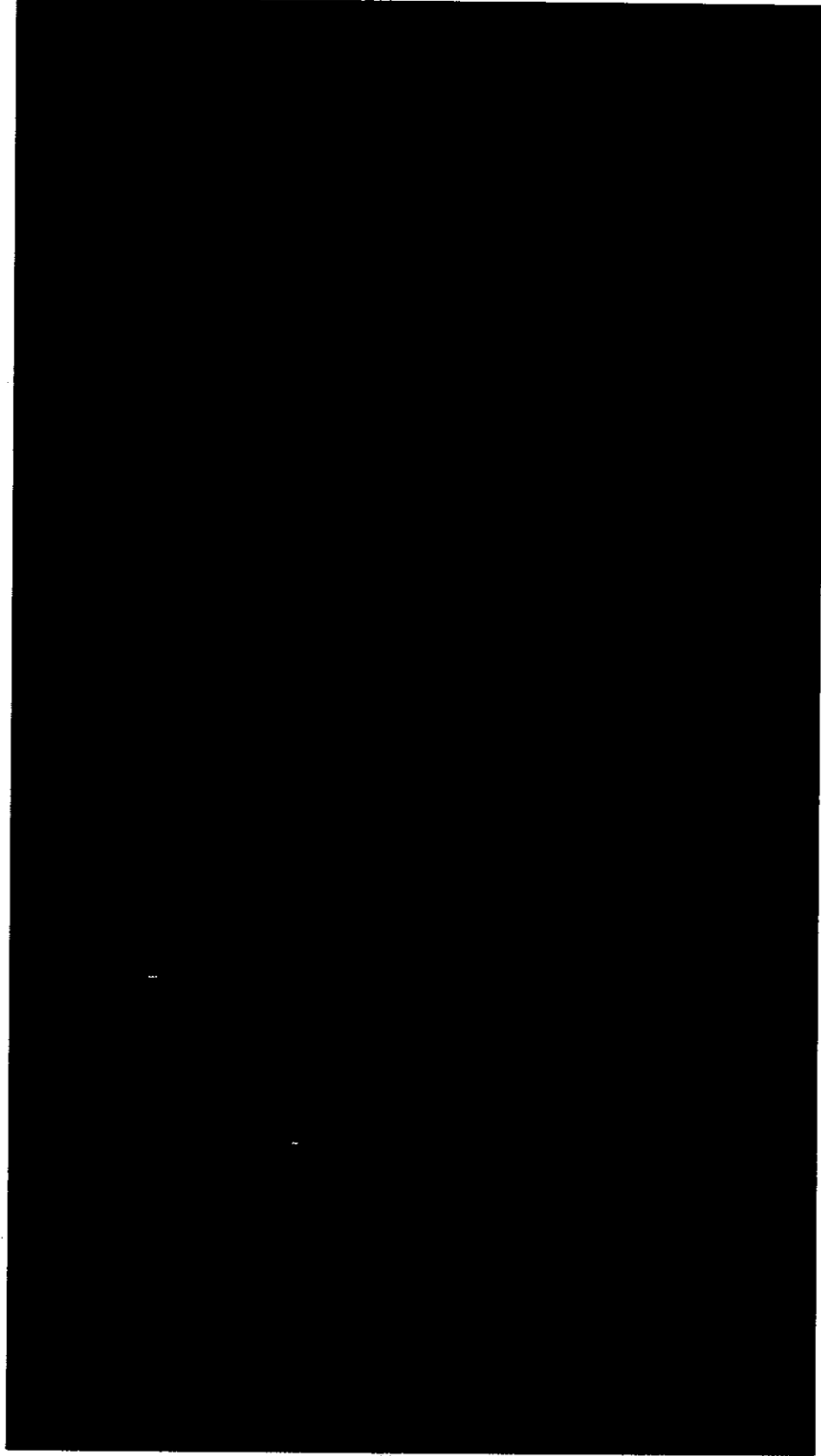
Subsequent sections of the plan deal with back-up and emergency procedures, delivery points, environmental issues, maintenance and security, protective equipment, site records, utilities, signage and notices and traffic management.

## PART 1



Issue Date: 8 May 2014

**PART 2**






### PART 3

#### WASTE MANAGEMENT UNIT LOCATION

##### (a) Unit Type, Area and Address

<b>Unit Type</b>	:	Transfer Loading Station (TLS)
<b>Unit Location</b>	:	Redditch
<b>Unit Address</b>	:	Crossgate Road Redditch Worcestershire B98 7SN
<b>Phone No.</b>	:	01527-526392
<b>Area Manager</b>	:	
<b>Phone No.</b>	:	07775 696901
<b>Waste Management Licence No.</b>	:	<b>EAWML/48182</b>

**(b) Location Maps**

i . County

ii Local

## **PART 4**

### **DESCRIPTION OF WASTE MANAGEMENT UNIT**

#### **Introduction**

This Transfer Loading Station is a facility within the Worcestershire area of the Integrated Waste Management System whose purpose is to provide compacting facilities for Contract Waste collected in Redditch and Bromsgrove by the relevant Waste Collection Authority ("WCA").

The waste so delivered will be compacted, thereby optimising the transport involved in transferring it to a location for further treatment or final disposal.

## (a) Operational Details, Waste Handling Procedures and Capacity

### Waste Collection Authority Vehicles

Waste collection vehicles enter the Waste Management Unit and proceed to the "in" weighbridge. Vehicle identification will be by the weighbridge operative. The laden weight of the vehicle shall be recorded automatically and the vehicle can then proceed from the weighbridge to the upper level to discharge. The Contractor anticipates the time required to manoeuvre, raise the tailgate, empty the body into one of the two hoppers, lower the tailgate and move away will be in the region of 10 - 15 minutes. The vehicle will then descend the ramp to the lower platform and the "out" weighbridge following the same procedure as on entry. However, once the vehicle has been weighed unladen, a ticket will be printed for the driver to retain and a copy will be kept within the weighbridge office. The waste collection vehicle can then depart.

### Waste Compactor

The waste deposited into the reception hoppers falls into the compactors. The compactors have been equipped with automatic approximation, docking, mooring, and container closing mechanisms, using hydraulic systems operated electronically. These mechanisms ensure a perfect coupling between the container and the compactor.

The container closing system consists of a shutter. When the container is coupled, docked and moored to the compactor, the shutter is released and is coupled to the front end of the compactor ram. Once the container is full and the waste compacted in it, the compactor ram stops at the container full position and before the container is unhitched from the compactor, the shutter is pinned to the container and released from the container ram. In this way waste is prevented from falling to the ground when the container is separated from the compactor.

All these operations are carried out automatically from a control panel.

### Waste Transfer Mechanism

Each compactor will be complemented by a three position container transfer mechanism.

This system allows the waste storage capacity to be increased to regulate container transport and to increase the performance, without the need to use a vehicle with a container loading mechanism to move them.

A service vehicle with an empty container enters the Transfer Loading Station and places the empty container on the transfer mechanism. It will then manoeuvre and pick up a full container from the opposite end of the transport mechanism for onward transport to treatment facility or final disposal.

What the mechanism does, is to displace the container which the compactor has filled and uncoupled and places it to one side. It will then take an empty container and couple it to the compactor for it to be filled with waste.

### Waste Handling

The Transfer Loading Station is designed to accept Contract Waste brought by the WCA resulting from the Household Waste Collection Service and Non-contract Waste brought in by others.

### WCA Waste

Vehicles upon entering and leaving the facility will be weighed as previously described. The vehicles will deposit their waste directly into either one of the two available hoppers.

### Non-Contract Waste

All vehicles containing Non-Contract Waste will be weighed upon entering and leaving the facility as previously described. These vehicles will then deposit their waste directly into the designated hopper. Specific procedures for dealing with Non-Contract Waste are included in Part II.5.b (ii) of the Contract Services Delivery Plan.

### Street Sweepings

Under the Environmental Protection Act (1990), street sweepings are regarded as Household Waste. Accordingly this waste will be handled as per the procedures for WCA waste.

### Gulley Emptyings

The WDA does not have a statutory obligation to provide a disposal point for this waste. However if this waste is presented for disposal in a suitably dry condition (i.e. dewatered by others) it will be accepted as per the procedures for Non-Contract Waste.

### Open Containers

All open containers removed from this Waste Management Unit will be suitably covered prior to transportation to avoid any instance of windblown litter.

### Totting

The sorting over, removing or disturbing of deposited waste or Recyclable Materials to recover items of potential value (totting) is strictly prohibited and the Contractor's management through instructions given to service Employees will ensure that this rule is adhered to. This rule will be applied equally to all, including Employees of the Contractor.

### Capacity

This Transfer Loading Station has been designed to handle the following amounts of waste.

#### Redditch - Crossgate Road

- |                          |   |   |
|--------------------------|---|---|
| Household Waste          | - | 49000 Tonnes per annum in total                 |
| Non-Contract Waste       |   |   |
| Licenced Capacity        | - | As above  |
| Max. Throughput Capacity | - | is to be determined by:                         |
|                          |   | a) allowable amendments to licence              |
|                          |   | b) increased manning levels/transport provision |
|                          |   | c) increased opening hours                      |

All variations to be agreed with the Lead Authority.

**(b) Opening Hours, Licensed Hours and Manning Levels**

	<u>Opening Hours</u> <u>All Year</u>	<u>Attendants</u> <u>All Year</u>	<u>Licence Hours</u> <u>All Year</u>
Monday	07.00-18.00	2	07.00-18.00
Tuesday	07.00-18.00	2	07.00-18.00
Wednesday	07.00-18.00	2	07.00-18.00
Thursday	07.00-18.00	2	07.00-18.00
Friday	07.00-18.00	2	07.00-18.00
Saturday	09.00-17.00	1	09.00-17.00
Sunday		09.00-17.00	1 09.00-17.00

Facilities will be closed Christmas Day.

Peaks in service requirement have been accommodated in the facility design.

**(c) Principal Equipment Utilised in Operation of Unit Including Age and Life Expectancy**

<u>Containers/Equipment</u>	<u>No.</u>
Salt Box	1
40m <sup>3</sup> - Domestic Waste - Compaction Container	6
60TM - Compactors	2
3 position container transfer mechanism	2
Twin Weighbridge	1
30m <sup>3</sup> Hopper with windbreak	2

Compaction containers will be new from date of commissioning of refurbished facility. The life expectancy of all new containers is 12.5 years minimum. Similarly the Contractor expects all newly installed compactors with container transfer trolleys to have a life expectancy of 25 years.



## **PART 5**

### **PLANS AND DRAWINGS**

- i General Layout
- ii Longitudinal Section
- iii Construction Detail

## PART 6

### **BACK-UP PROCEDURES, EMERGENCY PROCEDURES AND EMERGENCY BACK-UP PROCEDURES**

#### **General**

Routine and preventative maintenance which may affect service provision will be carried out, out of hours.

The Contractor proposes that an emergency contingency plan, see Appendix in Working Plan, is agreed with the WDAs to ensure continuity of service, minimise unavoidable disruptions and address any significant environmental impact that may arise. This plan will contain prioritised actions to be undertaken in the event of any of a number of defined emergency situations arising. It will cover the issues of non-conforming wastes, accidents, health and safety and the service delivery back-up arrangements as well as other unforeseen occurrences such as industrial action or inclement weather.

We anticipate that back-up and temporary measures to be undertaken in the event of an emergency that threatens to give rise to pollution, nuisance or harm, or has precluded the proper delivery of the waste management service in some way, might include:

- ◆ closures of Transfer Loading Station sites
- ◆ storage of waste at Transfer Loading Station sites
- ◆ hire in of additional plant, vehicles or labour
- ◆ redirection to alternative disposal points

Such measures would only be undertaken in extreme circumstances when all other options available under the normal contingency and back-up arrangement had been exhausted. Accordingly, the implementation of any of these measures would only be undertaken by the Contractor in full consultation with the Lead Authority, the Environment Agency and other regulatory authorities.

#### **Redditch Transfer Loading Station**

In the case of closure of this site a temporary sign similar to that shown below will be placed at the entrance.

The

SITE TEMPORARILY CLOSED NEAREST ALTERNATIVE DISPOSAL  
POINTS ARE AT  
HILL & MOOR LANDFILL OR CLEANAWAY (SANDY LANE)  
LANDFILL

alternative disposal points in the event of temporary closure of Redditch Transfer Loading Station are Hill and Moor Landfill, Sandy Lane (Cleanaway) or Waresley (Biffa).

The compactors at present are scheduled to work at approximately half of their potential capacity. This fact combined with the overall design and preventative maintenance regime ensures that mechanical breakdowns rarely occur and that historic service availability has been shown at 98%. If a mechanical breakdown occurred in one it would not cause disruption as the other could cope working at full capacity. The likelihood of both compactors having a mechanical breakdown at the same time is so remote as to be ignored.

### **EMERGENCY PROCEDURES**

#### **Co-ordination Measures (Area Manager)**

The Area Manager is responsible for the overall management of any emergency. As such, his/her main duties are:

- Assessment of the situation, definition of gravity of the emergency and classification.
- Coordination of all activities relating to the emergency ( Personnel Safety, Fire Fighting, Strategy, Emergency Services).
- Supervision of the emergency identifying appropriate measures, further resource implications, suspending service, evacuation, etc.
- Supervision and management of all operations to counteract the emergency.
- Informing the emergency services of the development and current emergency situation.
- Declaring the end of the emergency.
- Initiating the post-emergency plan for re-establishing normal working.

#### **Logistical Measures**

The measures during Normal Working Hours are:

- Opening all accesses to the plant and monitoring the surrounding areas to facilitate:
  - evacuation of personnel not involved in the emergency
  - arrival of outside help to the emergency.
- Supplying everything necessary for the management of the emergency, including firefighting, mechanical equipment, etc, according to the pre-established plan.
- Preventing any telephone calls not related to the emergency.
- Maintaining the necessary primary services to combat the emergency.

Outside normal working hours, the logistical activities will be reduced to simply informing the person in charge of the emergency and making the necessary calls. Wherever possible the

above-mentioned measures will also be managed.

#### Primary Intervention Measures

Essentially primary intervention measures are those specific measures which should be carried out with a view to placing the Transfer Loading Station in a safe condition.

#### *Measures for re-establishing safe conditions*

- Suspension of all operations, maintenance and construction work.
- Switching off all working equipment.
- Removal of lorries and mobile plant.
- Isolation of electrical circuits not required for the emergency control operations.

#### SPECIFIC MEASURES

##### Measures in the event of Used Oil spillages

- At the discretion of the person in charge of the emergency, depending on the amount spilt and in the event of fire risk, call the Fire Brigade: outside normal working hours, always call.
- Remove all possible ignition sources.
- Prevent vehicles entering the units and do not start engines in an area where the flammable product has been spilt.
- Stop any maintenance work at the Transfer Loading Station.
- Keep the contaminated area as small as possible, spreading sand, soil or other absorbent materials and stopping up gullies and drains.
- Subsequent treatment of the absorbing material will be carried out by a specialist firm.

##### Measures to be taken in the event of diesel/hydraulic oil spillages

- At the discretion of the person in charge of the emergency, depending on the amount spilt and in the event of fire risk, call the Fire Brigade: outside normal working hours, always call.
- Remove all possible ignition sources.
- Prevent vehicles entering the Transfer Loading Station and do not start engines in the area where the flammable product has been spilt.
- Do not permit the loading or unloading nor the movement of vehicles in areas adjacent to the spillage until it has been cleaned up.
- Try to prevent leakage of the product by every means.
- When the spillage is small, use sand or sawdust to absorb the product.

##### Measures in the event of fire

In the event of a fire emergency arising in the Transfer Loading Station, the series of general measures listed below will be carried out:

- Warn all staff affected and evacuate if necessary. The staff affected should:
  - Stop all maintenance work
  - Prevent vehicles and people from entering the Transfer Loading Station.
  - Use the onsite equipment to try to extinguish fire.
- Assess the possible spread of the fire and call the Fire Brigade.

Measures in the event of Personal Accident

Refer to Emergency Contingency Plan – Accidents.

## PART 7

### SUBSEQUENT DELIVERY POINTS/FINAL DISPOSAL/TREATMENT

Contract Waste	-	Hill and Moor Landfill or Coventry and Solihull Waste to Energy Plant
Non-Contract Waste	-	Hill and Moor Landfill or Coventry and Solihull Waste to Energy Plant

## PART 8

### ENVIRONMENTAL PROTECTION, MONITORING AND AUDITING

	<u>Frequency</u>	
Litter and dust levels	3 x day	The Transfer Loading Station will be kept clean by site attendant sweeping and litter picking as necessary.
Noise		The operations within the Transfer Loading Station do not cause excessive noise. Transport vehicles will meet Euro II specifications. The Transfer Loading Station will be landscaped and bushes planted which will aid noise attenuation. Base noise level information survey will be carried out detailing average background and operational noise levels. Monitoring points will be determined and measurements taken at six monthly intervals or upon receipt of a complaint
Odour	3 x day	Waste retention time on site will be minimised, whilst maximising transport efficiencies. Mixed Waste sealed compaction units will minimise odours. Comments will be recorded daily.
Vermin	1 x day	Site cleanliness and sealed containers will minimise infestation. Daily inspections will be carried out and recorded. If infestation occurs – A pest control contractor will be advised of the situation and the Contractor will act on their recommendations.
Traffic Levels/Management	1 x day	Waste Management Unit design and speed of turnaround time will reduce traffic queuing problems at peak times. Usage will be monitored and recorded in the form of an end of day general comment backed up by periodically installing automatic vehicle counters.
Surface Water Run-off	Annually or as required	Area Manager will sample water from existing interceptor annually or subsequent to a major spillage.

### Spillages

If or when spillages occur absorbent material will be employed to contain and soak up the spill. Once the spillage is contained and the absorbent material cleared away appropriately all affected surfaces will be washed and rinsed. The interceptor will be checked and if necessary the scheduled servicing brought forward.

Annual auditing of the above will be carried out by the Area Manager.

If significant environmental nuisance or hazard arises despite working to the above standards, revised standards may be applied as requested by and agreed with the Councils.



## **PART 9**

### **MAINTENANCE**

#### **(a) Equipment**

##### **Introduction**

All equipment will be subject to preventative maintenance on a regular scheduled basis. This maintenance regime will be organised subject to manufacturers advice and a schedule of maintenance will be posted in the site office to ensure that a record is kept of maintenance activities carried out.

Repainting of equipment will be carried out on a five year cycle.

##### **Generation of levels of Maintenance**

The compactor will be serviced every 500 hours or once per year, whichever comes first. Equipment inspection and checking sheets are included in Appendix 7.

#### **WEIGHBRIDGE**

All maintenance schedules will be in line with manufacturers recommendations and comply with current legislation and guidelines.

#### **(b) Maintenance of Unit Infrastructure**

As part of their duties all operatives are responsible for the general maintenance of the unit. They will carry out inspections of different aspects of the unit according to the frequencies stated on the Site Inspection Sheet and note their findings. Any maintenance undertaken will be recorded in the site diary.

##### **Perimeter Fencing**

An operative will check, on a daily basis, the condition of the perimeter fence and will note and report any damage observed. Appropriate remedial action will take place within 24 hours.

##### **Signs and Notices**

All signs and notices shall be checked daily to ensure that all are clean, free of graffiti and legible to all users. Appropriate remedial action will take place within 24 hours.

##### **Hardstanding**

All areas of hardstanding shall be inspected on a daily basis and the operative will, if necessary, remove any litter. Any structural deficiencies will be reported and the Service Manager will

prioritise and instruct repair within three working days.

#### Drains, Gullies and Interceptors

An operative will, on a weekly basis, ensure that all such items are functioning correctly. This will include clearing all gully grates of materials that may affect their performance and, if necessary, the cleaning and unblocking of drains and interceptors within 24 hours of problems occurring.

#### Office

An operative will be responsible for the daily tidiness and cleanliness of all offices, toilets and washing facilities. Deficiencies that may affect the health and safety of operatives and visitors will be made good within 24 hours. Decoration of internal and external surfaces will occur on a 5 year cycle.

#### Utilities

An operative will be responsible for ensuring the general maintenance of all utilities is carried out through a reporting process to the Service Manager. Appropriate remedial action will be instructed immediately and completed within 24 hours.

#### Fire Fighting/First Aid Equipment

An operative will be responsible for the operation of all fire fighting equipment. Maintenance of equipment will be undertaken by authorised agencies. The operative must ensure that adequate first-aid equipment is always available and any stocks used will be replaced immediately.

#### Winter Maintenance

During periods of excessively cold weather, snow and ice procedures (as outlined below) will be adhered to which will ensure the safety of all site users.

Each Waste Management Unit will have a salt box and it will be the responsibility of an operative during very cold weather to salt all ramps and areas of public and vehicular access.

#### Vandalism

The Waste Management Unit will be checked by an operative on a daily basis for any signs of vandalism. Any such vandalism will be noted on the Site Inspection Sheet.

The action taken will depend on the level and frequency of vandalism. These actions might include:

- the immediate removal of graffiti
- periodic security controls

- passive infra red flood lighting
- installation of dummy cameras/alarms
- installation of a camera and video system
- full time security

#### General

Site specific maintenance issues may be identified, agreed and included in the Waste Management Service Plan.

## PART 10

### SECURITY ARRANGEMENTS

The Contractor fully appreciates the need for well developed Security arrangements to be implemented on each Waste Management Unit for which it has responsibility.

Full discussions have taken place with the Lead Authority regarding approval and implementation of our proposals. Agreed security arrangements will be monitored and reviewed on a regular basis by senior and on-site management of the Contractor.

The Contractor's Action Plan (see below) outlines security measures to be considered for each Waste Management Unit. However in general, dependant upon the nature of the Waste Management Unit, measures may include security fencing, use of closed circuit television and continuous video recording. Weighbridge and associate equipment will be carefully designed to prevent fraudulent use. Access to offices and other sensitive area will be controlled, and deliveries of waste will be carefully monitored by trained personnel.

Redditch Transfer Loading Station will have a CCTV security system installed.

### SECURITY ACTION PLAN (GENERAL)

#### 1. Control of Access

Control of access to the Waste Management Unit will be effected by the provision of perimeter fencing that also has a capability of retaining litter within the Waste Management Unit. Site entry will only be permitted through authorised entry points which will be locked and secured to prevent unauthorised entry outside opening hours. Offices would be protected by alarm systems to ensure security of equipment and records.

#### 2. Key Holders

See Emergency Contingency Plan

#### 3. Emergency Call Out Procedures

See Emergency Contingency Plan

#### 4. Emergency Telephone Numbers

See Emergency Contingency Plan

#### 5. Emergency Evacuation Procedure

See Emergency Contingency Plan

6. Vehicle Breakdown Procedures

Any broken down vehicles will be moved to the parking area within the Waste Management Unit to enable repair works to be carried out in a safe manner and avoiding any unnecessary contamination from fuel oils.

7. Parking Restrictions

Each Waste Management Unit will have designated well signed parking areas for visitors and staff outside the working areas.

8. Fire Control Points

The advice of the local Fire Advisory Office will be sought as to the optimum number of extinguishers required for each type of Waste Management Unit and any other specific recommendations. All staff will be instructed in fire procedures including the use of extinguishers, action to be taken in the event of fire and location of fire assembly points.

9. Office/Site Security Plans

See Emergency Contingency Plan

10. Alarm System

Various types of security and fire alarm systems may be utilised which best suit the need of each Waste Management Unit. When installed these will be maintained and tested in accordance with manufacturers instructions.

11. Bomb Threat Procedures

See Emergency Contingency Plan

12. Pollution Incidents

The Contractor will design a specific monitoring strategy for all types of Waste Management Units which will protect the workforce from dust, gas, vapours and noise.

13. Site Diary

Each Waste Management Unit will have a site diary which will be kept in a form which can be audited.

The diary will record significant events and dates. They will include start and finish of waste management processes; plant maintenance and breakdowns; emergencies; problems with waste received and actions taken; sample exercises; site inspections, findings and remedial responses; weather including severe conditions; and environmental problems and remedial action.

14. Security Personnel

If security guards are employed the Contractor will consider overlapping shifts and patrol patterns. They will be trained in, and have access to, all procedures relating to security, visitors, fire procedures, and first aid.

15. First Aid

Sufficient numbers of personnel will be trained first aiders and each Waste Management Unit will be supplied with an adequately equipped first aid box. All accidents will be reported to management, and the Contractor fully understands its responsibilities and obligations under RIDDOR.

16. Health and Safety

The Contractor has fully developed Health and Safety Procedures which are contained in Part I of the Contract Services Delivery Plan. The Contractor will also use their Health and Safety Consultants to ensure all relevant legislation for each Waste Management Unit is adhered to.

Protective clothing will be issued to all employees and additional protection including ear defenders, goggles and face masks will be issued to those persons requiring them.

## **PART 11**

### **HEALTH AND SAFETY**

#### **(a) Procedures and Practices**

Health and safety procedures and safe working practices will be issued by the Contractor to reflect site design, methods of working etc.

#### **(b) Protective Clothing/Equipment**

All Transfer Loading Station employees are issued with the following items as appropriate:-

- 2 x polo shirts
- 2 x sweatshirts
- 2 x protective trousers
- 1 x high visibility waistcoat
- 1 x safety boots with steel mid soles
- 1 x appropriate gloves
- 1 x high visibility waterproofs
- 1 x hard hat
- 1 x safety Wellingtons
- 1 x Protective coveralls

Additional protection including ear defenders, goggles and face masks will be issued to those persons requiring them.

## PART 12

### SITE RECORDS AND AUDIT TRAILS

Comprehensive records, as follows, of the Unit's activities will be maintained to comply with the requirements of the contract and with all relevant legislation.

The Waste Management Licensing Regulations 1994 require that a licensee must keep records of the nature, quantity and destination of the waste handled.

The Special Waste Regulations 1996 require that transfer of certain hazardous wastes to be controlled by a consignment note system that involves pre-notification of the Environment Agency.

The Environmental Protection Act (Duty of Care) Regulations 1991 require that transfers of waste are covered by a "waste transfer note" containing the following information:

- ◆ the type and quantity of waste
- ◆ whether the waste is loose or in a container (and kind of container)
- ◆ the time and place of transfer
- ◆ the name and address of the transfer and transferee

Copies of waste transfer notes must be kept for a period of two years from the date of transfer and must be available for inspection by the Environment Agency.

Data on all movements of all wastes at this Transfer Loading Station will be recorded on the computerised weighbridge system. The data will include the following information for each load of waste (including non-contract waste) either inward or outward bound.

- ◆ container number
- ◆ origin/destination
- ◆ waste description and quantity
- ◆ vehicle/haulier details
- ◆ Date/Time Arrival/Departure
- ◆ gross weight
- ◆ net weight

A format and procedure for the submission of this information to the Councils by the Contractor will need to be agreed. The records will remain available for inspection for an agreed period of time in line with Contractor's quality assurance procedures.



This information will need to be read in conjunction with weighbridge records in order to ascertain the quantity of wastes handled. This will form part of the auditable trail for all wastes received/exported at/from each Waste Management Unit and more particularly described in Part II.5 and II.6 of the Contract Services Delivery Plan.

A site diary is located at the Waste Management Unit and will contain the details of the following:

- ◆ Suspect Traders
- ◆ Significant Events (servicing of equipment)
- ◆ Accidents

A record will be kept of inspections of the Waste Management Unit carried out by an operative. Details will be recorded on the Site Inspection Sheet.

A visitors book is located on site which will record visitors time in/out, organisation, vehicle registration number and purpose of visit.

Site inspection reports carried out by the Environment Agency should be available for inspection by the Lead Authority at the Area Managers office.

## ENVIRONMENTAL PROTECTION, MONITORING AND AUDITING

UNIT NAME:

DATE:

UNIT TYPE: HOUSEHOLD WASTE SITE/TRANSFER STATION

INSPECTED BY:

AREA OF INSPECTION	SATISFACTORY		TIME	COMMENTS/CONDITION/ACTION
--------------------	--------------	--	------	---------------------------

### 1. EXTERNAL

GATES AND FENCES	YES	NO		
SIGNS & NOTICES	YES	NO		
MOVEMENT AREAS (HARDSTANDING)	YES	NO		
DRAINAGE INC. PUMPS	YES	NO		
LITTER/DUST/ODOUR	YES	NO	AM	
LITTER/DUST/ODOUR	YES	NO	NOON	
LITTER/DUST/ODOUR	YES	NO	PM	
NOISE	YES	NO		
VERMIN	YES	NO		
TRAFFIC LEVELS	YES	NO		
CCTV	YES	NO	N/A	
LIGHTING	YES	NO		
WINTER MAINTENANCE	YES	NO		
VANDALISM	YES	NO		

### 2. CONTAINER/WASTE STORES

COMPACTION CONTAINERS	YES	NO	N/A	
OPEN BULKY, SOIL	YES	NO		
GLASS BANK	YES	NO		
PAPER BANK	YES	NO		
TEXTILE BANK	YES	NO		
OIL BANK	YES	NO		
CHEMICAL SAFE	YES	NO	N/A	
SCRAP METAL INC. NON FERROUS	YES	NO		
CAN BANK	YES	NO		
BATTERY BOXES	YES	NO		
CARDBOARD BANK	YES	NO		
ASBESTOS	YES	NO	N/A	
QUARANTINE	YES	NO		
COMPOST	YES	NO		

### 3. ACCOMODATION

OFFICE AND OTHER BUILDINGS	YES	NO		
LIGHTING/HEATING/WATER	YES	NO		
SAFETY POSTERS/PPE	YES	NO		
FIRE FIGHTING EQUIPMENT	YES	NO		
FIRST AID KIT	YES	NO		

F/JOHN/MISC/SITEINSPECTION/AG

## PART 13

### UTILITIES

The toilet and shower facilities at the Waste Management Unit will be connected to the main foul sewer.

The drainage of rainwater run-off from the areas of hardstanding will be achieved by providing sufficient capacity gullies which in turn will be connected to a three stage oil interceptor with a capacity of several thousand litres. This interceptor will then discharge to the foul sewer.

#### Water

This Waste Management Unit will have a fresh water supply for both drinking and washing.

#### Electricity

This Waste Management Unit will be serviced by an electricity supply.

#### Telephone

This Waste Management Unit will be provided with telephone facilities.

## **PART 14**

### **SIGNAGE AND NOTICES**

See Part 14 in Household Waste Site Service Delivery Plan.

## PART 15

### TRAFFIC MANAGEMENT

Traffic entering the Waste Management Unit, whether WCA, Contractor or service vehicles must be managed safely. To ensure the safety of all Waste Management Unit users and staff this will be achieved by the following methods.

#### Speed Restrictions

There will be a 5 mph speed restriction for all vehicles whilst in the Waste Management Unit which will be clearly displayed.

#### Traffic Calming

The introduction of traffic calming measures will be considered (especially at the entrance and at the top and bottom of the ramp).

#### Directional Signs

Clear directional signs will be displayed to ensure that the traffic flow and direction is controlled.

#### Segregation

To ensure the safety of site users segregation of visiting vehicles and service vehicles will occur. An operative will use traffic cones and will assist the service vehicle driver to gain access to the correct area, manoeuvre, place or lift containers and exit safely having due regard for other Waste Management Unit users. During these manoeuvres no member of the public will be permitted into these restricted areas.

#### Weighbridge

Only one vehicle will be allowed on a weighbridge at any one time.

**APPENDIX 1**  
**(WASTE MANAGEMENT LICENCE)**

See separate folder

## **APPENDIX 2**

### **(PLANNING CONSENT)**

## **APPENDIX 3**

### **(WORKING PLAN)**

See separate folder



## APPENDIX 4

### JOB DESCRIPTIONS

<u>POST</u>	:	<b>SUPERVISOR</b>
<u>RESPONSIBLE TO</u>	:	AREA MANAGER
<u>RESPONSIBLE FOR</u>	:	All allocated labour and resources
<u>JOB PURPOSE:</u>	:	To effectively and professionally manage the day to day operations of the allocated area/services. To achieve agreed financial and operational objectives and high standards of statutory compliance while supplying a quality service.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. To control the operations through the site supervision to ensure that the Contractor's objectives are met.
2. To ensure that all activities comply with environmental and statutory regulations in order that continued site operations are secured.
3. To continually develop and improve operational activities and its infrastructure.
4. To develop annual operating budgets for the facility which satisfy the Contractor's requirements.
5. To ensure that site and operational costs are strictly controlled.
6. To develop and maintain quality management systems and procedures which accord with the international standard BS EN ISO 9000.
7. To maintain a perspective on integrated waste management.
8. To ensure and maintain a positive relationship with the client, the clients contractors and other users of the facility.
9. To maintain effective working relationships with other Contractor personnel.
10. To ensure that there is a clearly visible and consultative stance on industrial relations and health and safety.

11. To control, develop and motivate staff ensuring that positive employee relations exist and any problems are resolved promptly in accordance with Contractor policy.
12. To liaise with visiting officers of statutory organisations including the Environment Agency and the HSE etc.
13. Any other duties which may be required.

POST : **WEIGHBRIDGE OPERATIVE**

RESPONSIBLE TO : SUPERVISOR

JOB PURPOSE : To ensure waste input to site is correctly recorded to enable subsequent invoicing.

SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Ensure all vehicles using the site have the appropriate authority for the disposal of their waste.
2. Entering the necessary information concerning the load is entered onto the computerised system or manual ticket as appropriate.
3. Informing site operatives of any special or problem loads.
4. Receiving payments for loads, issuing receipts and recording as appropriate. Ensure the safe custody of all payments and their daily transfer to management.
5. Organising tickets for computer input or storage as appropriate.
6. Completion of paperwork and reports as required by management.
7. To inform WIMF Technician of loads which require samples to be taken as per site licence conditions.
8. Ensure that site procedure is followed when Weighbridge are undergoing maintenance or inoperable.
9. Ensure that all vehicles carrying loads are covered/netted. No vehicles allowed on site unless correctly covered.
10. Ensure that vehicles are directed to correct disposal area.
11. Ensure that overloaded vehicles are parked up and Supervisor called to check load before entry onto site.
12. Any other duties which may be reasonably requested.

### QUALIFICATIONS AND EXPERIENCE

1. Proven experience in computer skills
2. Knowledge of waste management legislation
3. Ability to deal with customers on a face to face basis
4. Good communication skills
5. Experienced administrator

POST : GENERAL OPERATIVE TRANSFER LOADING STATION

RESPONSIBLE TO : SUPERVISOR

RESPONSIBLE FOR : N/A

SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. You are required to wear the uniform and protective clothing issued and ensure that it is kept clean and tidy. It is a condition under the Health & Safety at Work Act 7(a) that protective clothing is worn.
2. It is essential that you have regard to your responsibilities under the terms of the Contractor's Health & Safety Policy. You must always adopt the safe working practices described in the relevant Codes of Practice and adhere to other guidance and instructions which you may receive from time to time in respect of Health & Safety.
3. At all times you must ensure that nothing you do endangers or is likely to endanger the health & safety of yourself, your colleagues and the General public.
4. You must ensure that you maintain a polite and courteous manner towards members of the public at all times.
5. To be responsible for the locking, unlocking and guard security of the Transfer Loading Station as may be required.
6. To ensure that the site is at all times maintained in a tidy and clean condition so that it presents no hazard to other employees or persons disposing of refuse.
7. To control the use of the site in accordance with the site licence ensuring that no unauthorised materials are tipped on site. The operative will examine loads as required.
8. To ensure that as far as possible materials are segregated to allow for recycling.

9. To drive loading shovels at vehicles as may be required subject to holding appropriate licences or certificates of competence.
10. To ensure the users of the site do not act in such a manner that they endanger themselves or others.
11. To clear snow and ice during inclement weather to ensure that the site remains useable.
12. To attend at weekend and bank holidays in accordance with rotas and the operational requirements of the site.
13. To ensure that the sorting over, removing or disturbing of deposited waste or recyclables to recover items of potential value (totting) does not take place.
14. Any other duties which may be required.

## APPENDIX 5

### CUSTOMER COMPLAINTS SYSTEM

#### KEY PRINCIPLES IN THE CUSTOMER COMPLAINTS SYSTEM

The Contractor's complaints system will have the following key principles.

- All complaints will be treated equally and with courtesy and understanding.
- All complaints will be dealt with promptly and efficiently, corrective action being taken as appropriate.
- All complaints received (of any nature and from whatever source) will be recorded and logged in a register of complaints, copies of which will be forwarded to the Superintendent Officer on a monthly basis. Sufficient detail shall be recorded in the register to enable the Superintendent Officer to ascertain:
  - the nature of the complaint and the specific unit (if any) to which it relates;
  - the name, address and telephone number of the person making the complaint;
  - the date and time it was received;
  - the action taken to remedy the complaint;
  - the time and date when the remedy was completed;
  - the names of the Contractor's staff involved in:
    - (i) the complaint itself
    - (ii) recording the complaint
    - (iii) remedying the complaint
- All complaints will be prioritised and dealt within agreed timescales established.
- All written complaints and the necessary responses will be copied to the Superintendent Officer.
- The Contractor will respond within 72 hours to all requests by the Superintendent Officer to provide full explanations and detailed information relevant to any complaints received by the Lead Authority to enable the Superintendent Officer to deal with the complaint.





- Complaints will be analysed by the Senior Management Team of the Contractor to:
  1. Establish if the complaint was justified.
  2. Establish if the complaint was in fact a complaint or could be categorised as, for example, a service or general enquiry.
  3. To identify any failure in the Contractor's quality assurance procedures, operating methods or provision of the Services and initiate immediate corrective action.
- A complaints book/register will be provided at each Household Waste Site and a notice shall be displayed advising members of the public that this facility is available.
- The Contractor will investigate the feasibility of making forms available to members of the public at all facilities, together with pre-paid addressed envelopes or similar to facilitate their return.

## **ROLES AND RESPONSIBILITIES WITHIN THE COMPLAINTS SYSTEM**

### **Operations Director**

Reviews all complaints reported with the Senior Management Team. Considers reports and identifies areas where corrective action is required.

### **Managers**

Logs and deals with issue of all correspondence for complaints.

Checks to ensure responses have been made in time allowed by procedure.

Produces reports for Management Team analysing statistically complains received.

Investigates complaints, records detail and submits records to the Superintendent Officer.

Initiates corrective action.

Reviews staff instructions and staff understanding of procedures.

### **Front Line Staff**

Accept all formal complaints and pass these, either as completed forms or copies of letters to the appropriate Manager.

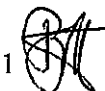
Deal with complaints sympathetically and without bias.



# **ENVIRECOVER WtE FACILITY**

## **SERVICE DELIVERY PLAN**

**19 MAY 2014**

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## **INTRODUCTION**

This Waste Management Service Plan describes the functions of the Envirecover Waste to Energy Facility on Plot H600 at the Hartlebury Trading Estate, Kidderminster DY10 4JB

Initial sections provide details of Contractor and area management structures and the type and location of the unit (including maps). The Facility is subsequently described with respect to the operational procedures, hours of opening and Environmental Permitting, manning levels and the principal equipment. This information is further supported by drawings showing the development as granted planning permission APP/E1855/V/11/2153273 for the Facility.

Subsequent sections deal with back-up and emergency procedures, delivery points, environmental issues, maintenance and security, protective equipment, Facility records, utilities, signage and notices and traffic management; each dealing with a different aspect of either Facility operation or Facility infrastructure.

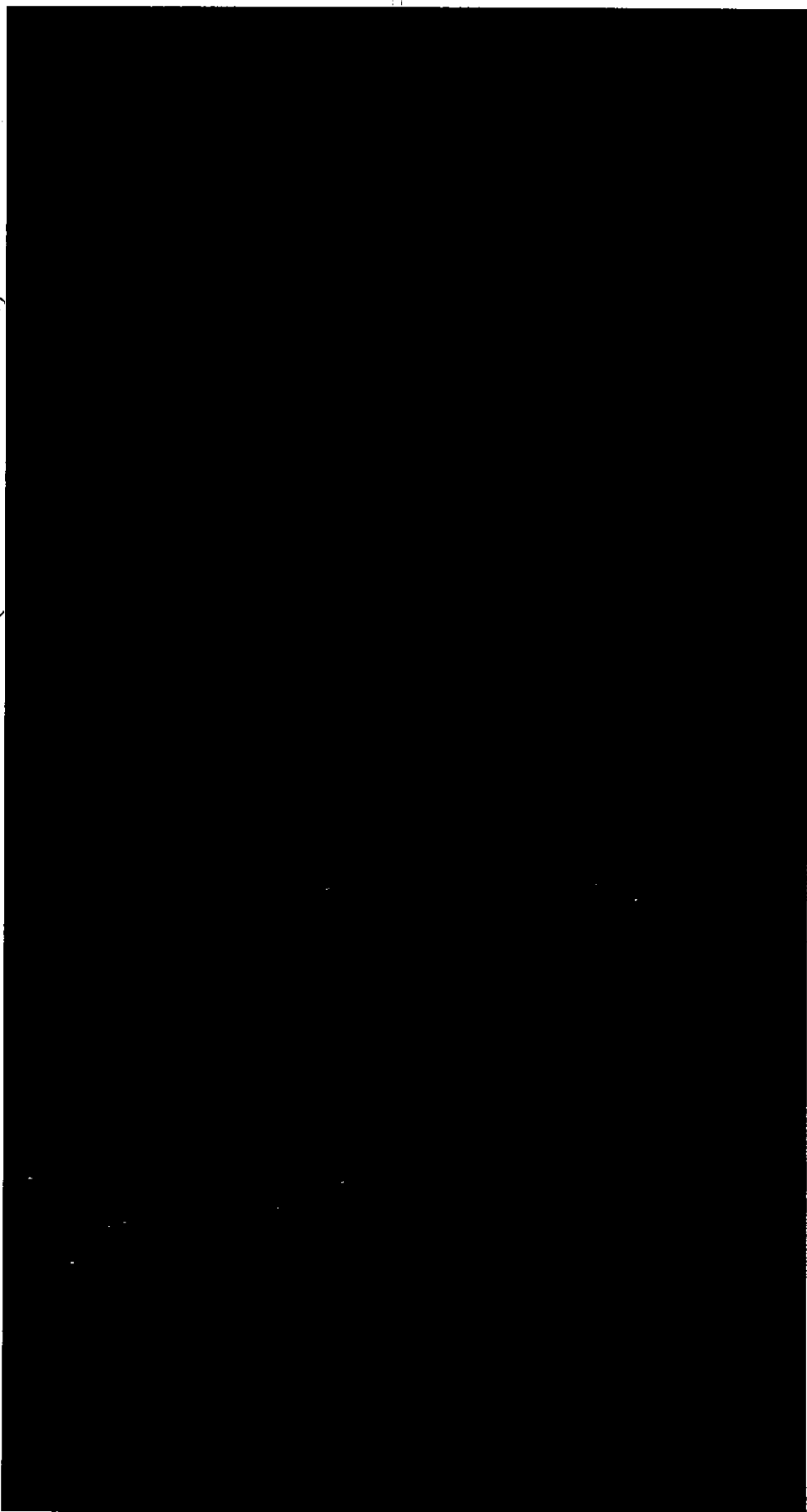
Any generic detail provided in this Waste Management Service Plan will be replaced, where necessary, with specific details pertinent to the actual plant, its layout, construction, operational procedures, and all other related issues, once the plant design and associated infrastructure has been finalised. This additional and revised detail will replace existing texts prior to commencement of construction of the facility. In addition, this Service Delivery Plan will be reviewed in annual basis.

## **PART 1 - ORGANISATIONAL STRUCTURE**

Severn Waste Services Structure is detailed organisation chart included in the part 1.

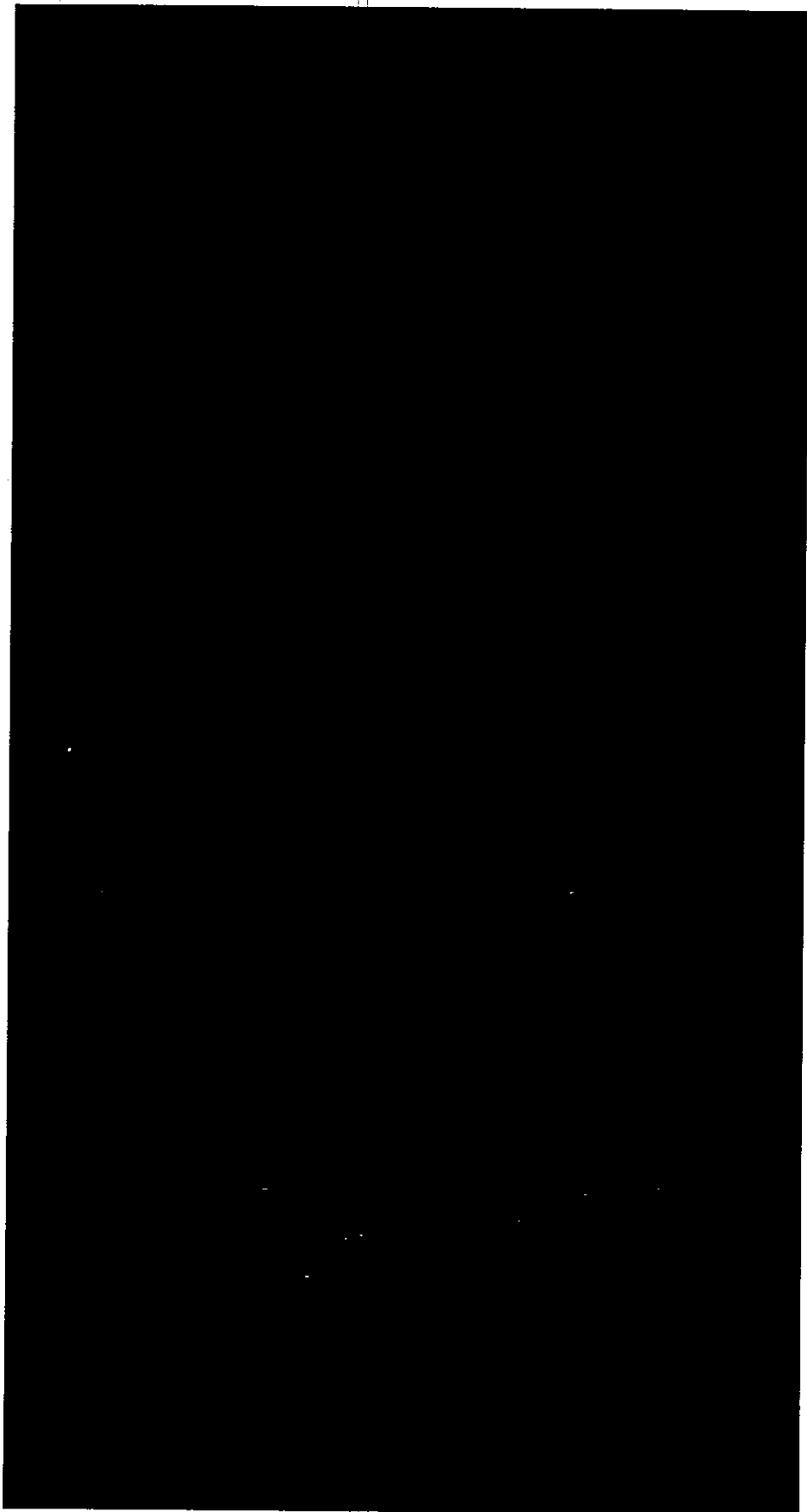
The proposed structure for Waste to Energy Facility is detailed organisation chart included in part 2.

## **PART I – ORGANISATIONAL STRUCTURE (Severn Waste Services)**





**PART 2 – ORGANISATIONAL STRUCTURE (EnviRecover)**



## **PART 3 – FACILITY LOCATION**

### **FACILITY LOCATION**

The location of the Envirecover Waste to Energy Facility has been secured as a Planning Consent has been granted in the land at Plot H600 on the Hartlebury Trading Estate, Kidderminster DY10 4JB.

#### **(a) Unit type, Area and Address**

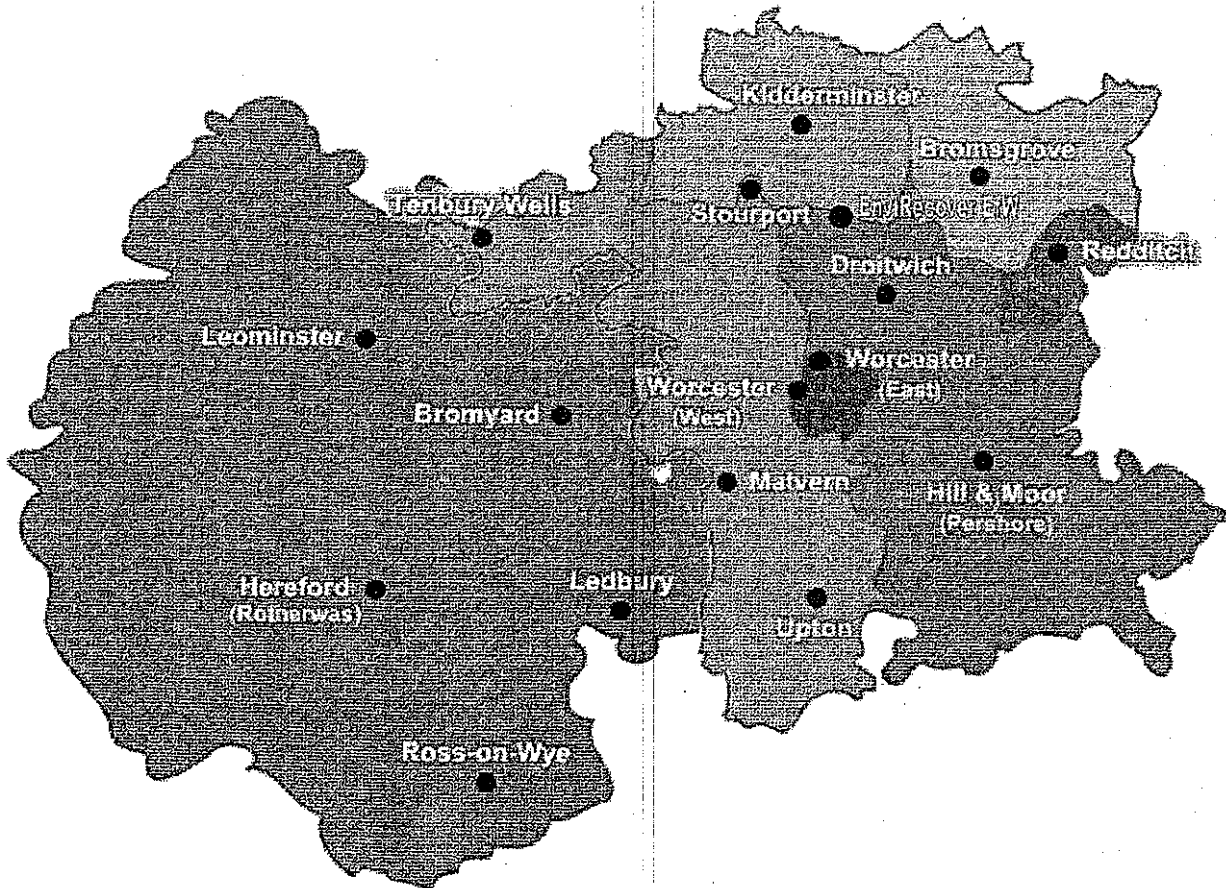
<b>Facility Type</b>	Waste to Energy Plant
<b>Facility Location</b>	Area 3
<b>Facility Address</b>	Plot H600, Hartlebury Trading Estate, Kidderminster, Worcestershire DY10 4JB
<b>Phone No.</b>	
<b>Plant Manager</b>	
<b>Phone No.</b>	
<b>Environmental Permit No.</b>	EA/EPR/XP3935TX/A001

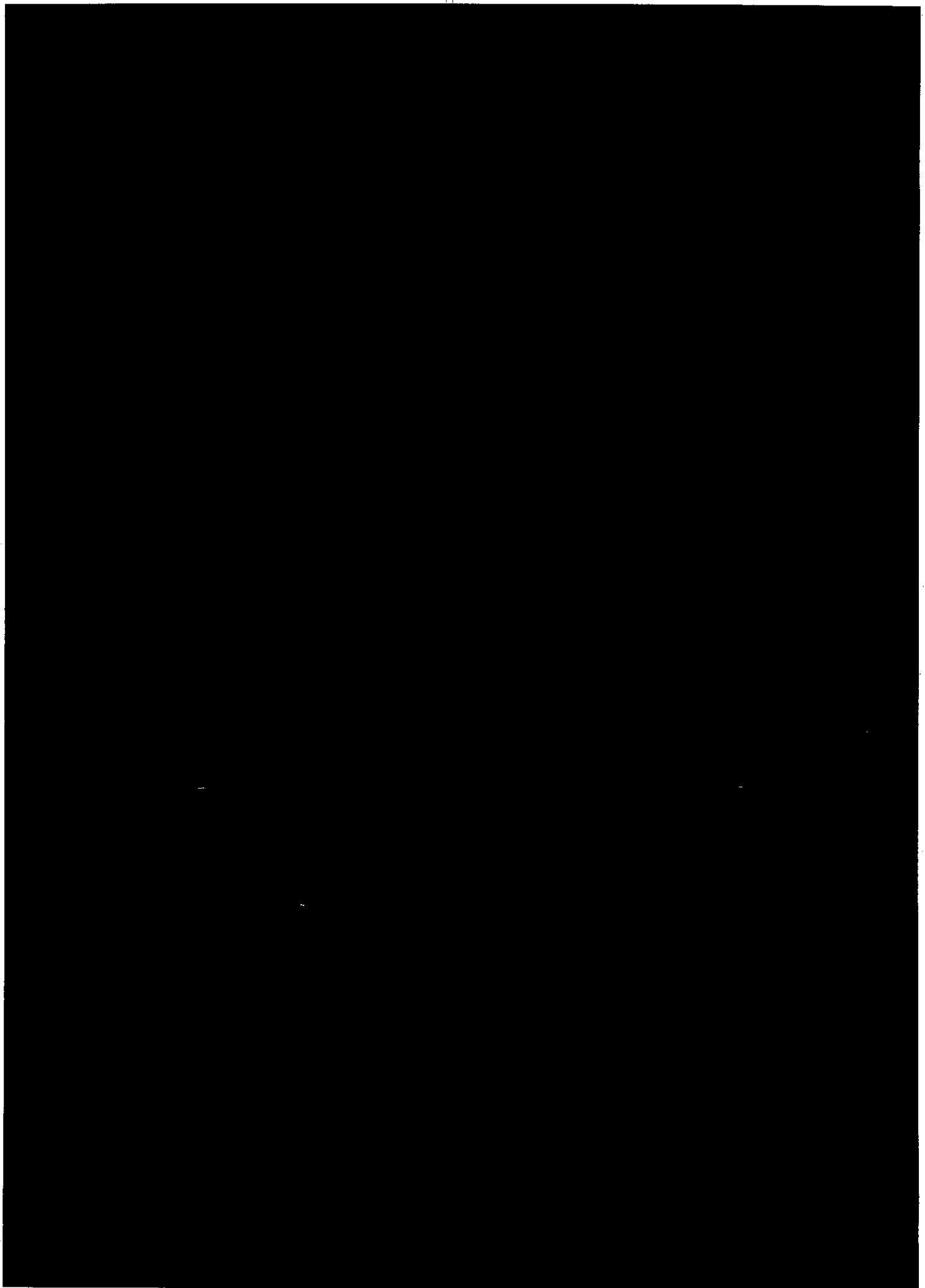
## PART 3 – FACILITY LOCATION

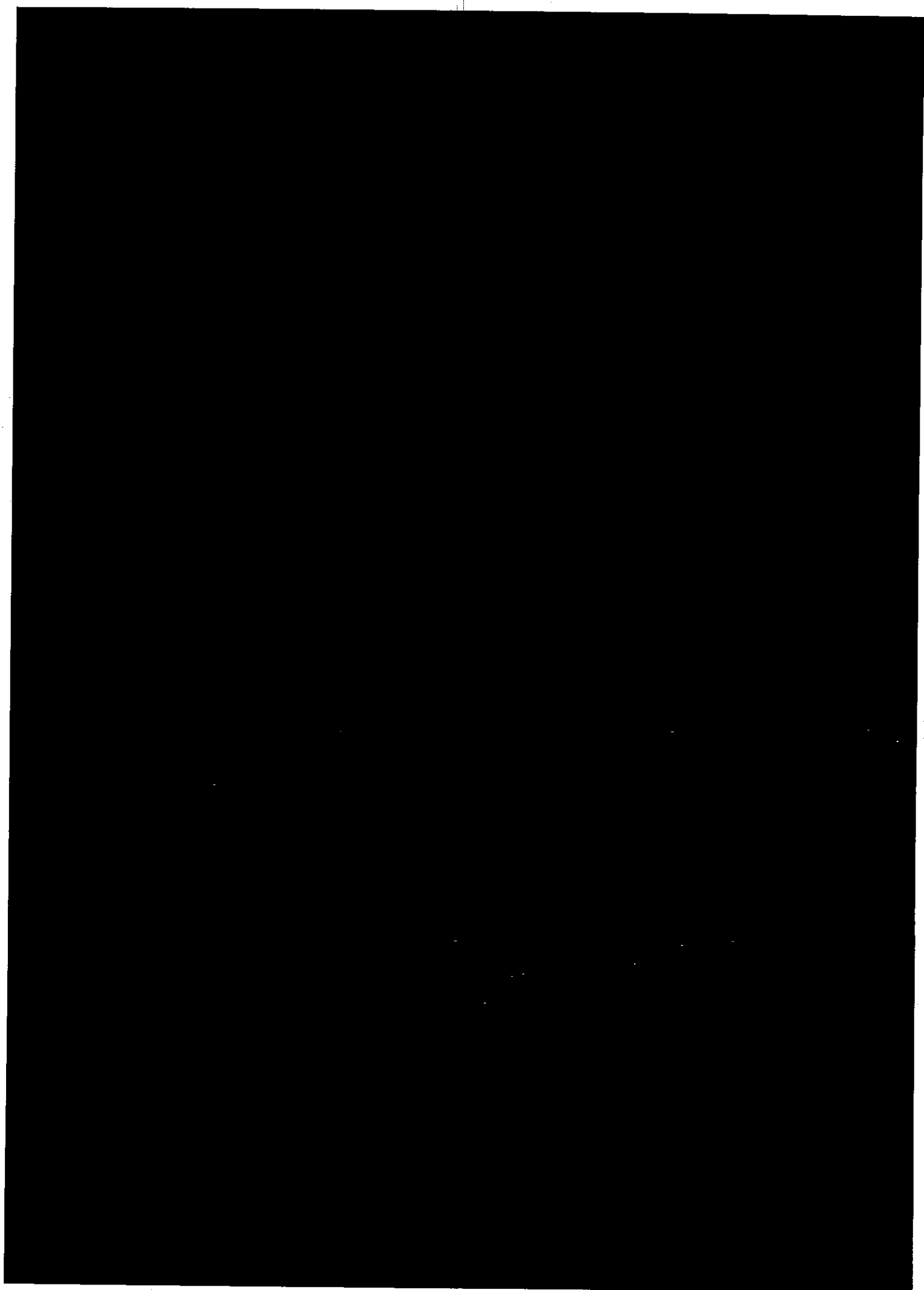
### (b) Location Maps

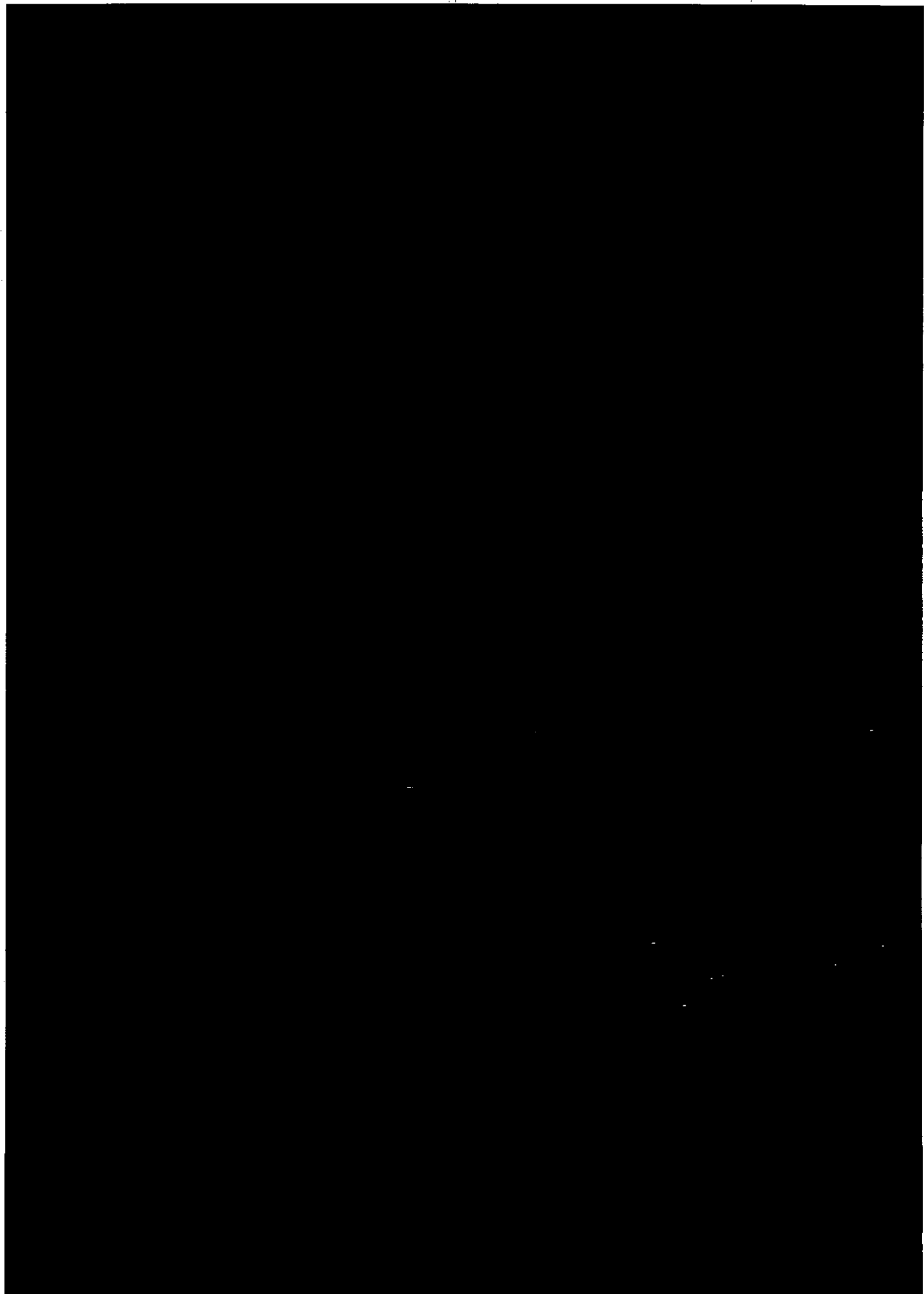
The following maps indicate the current proposed location of the Waste to Energy Plant.

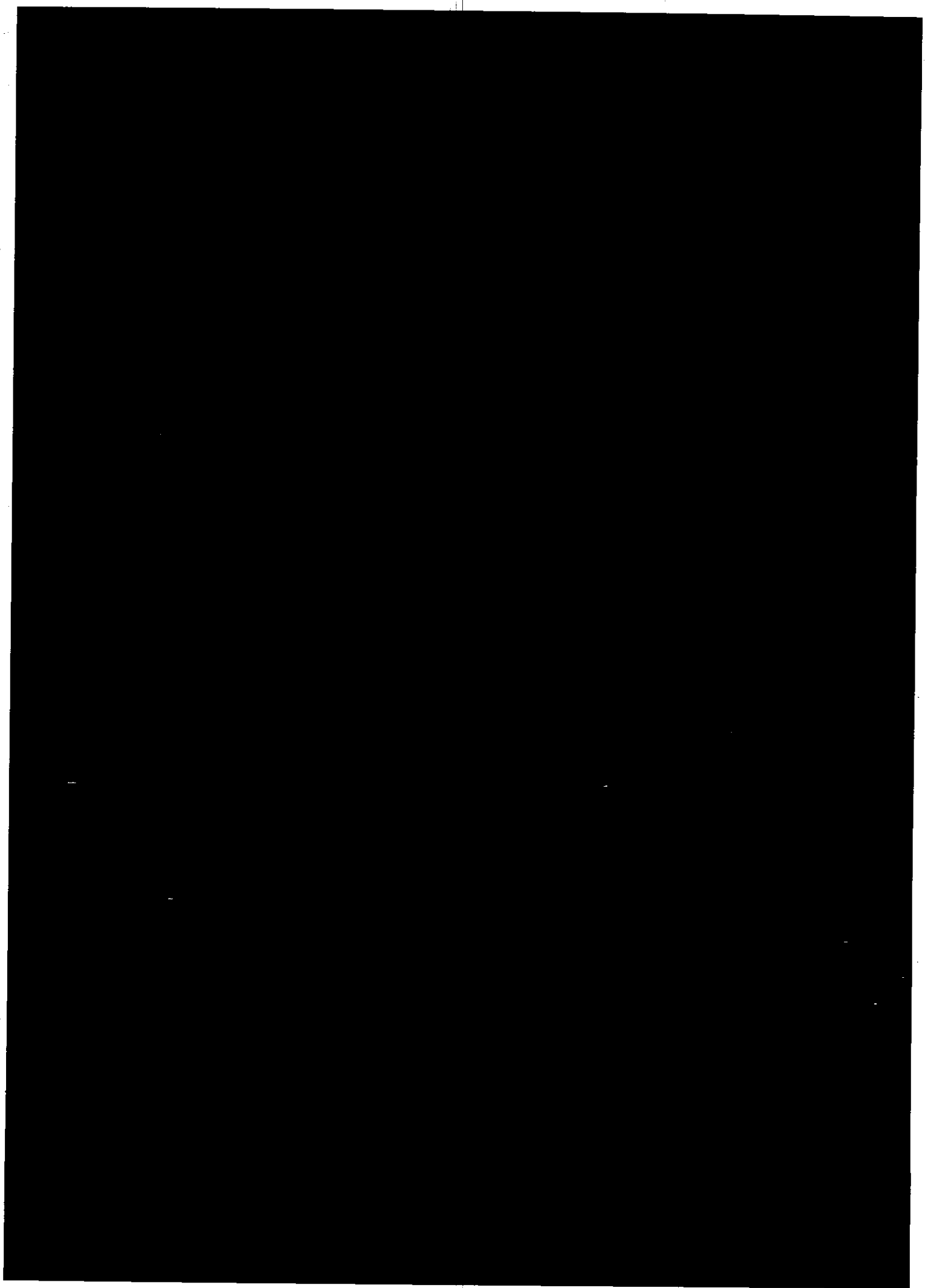
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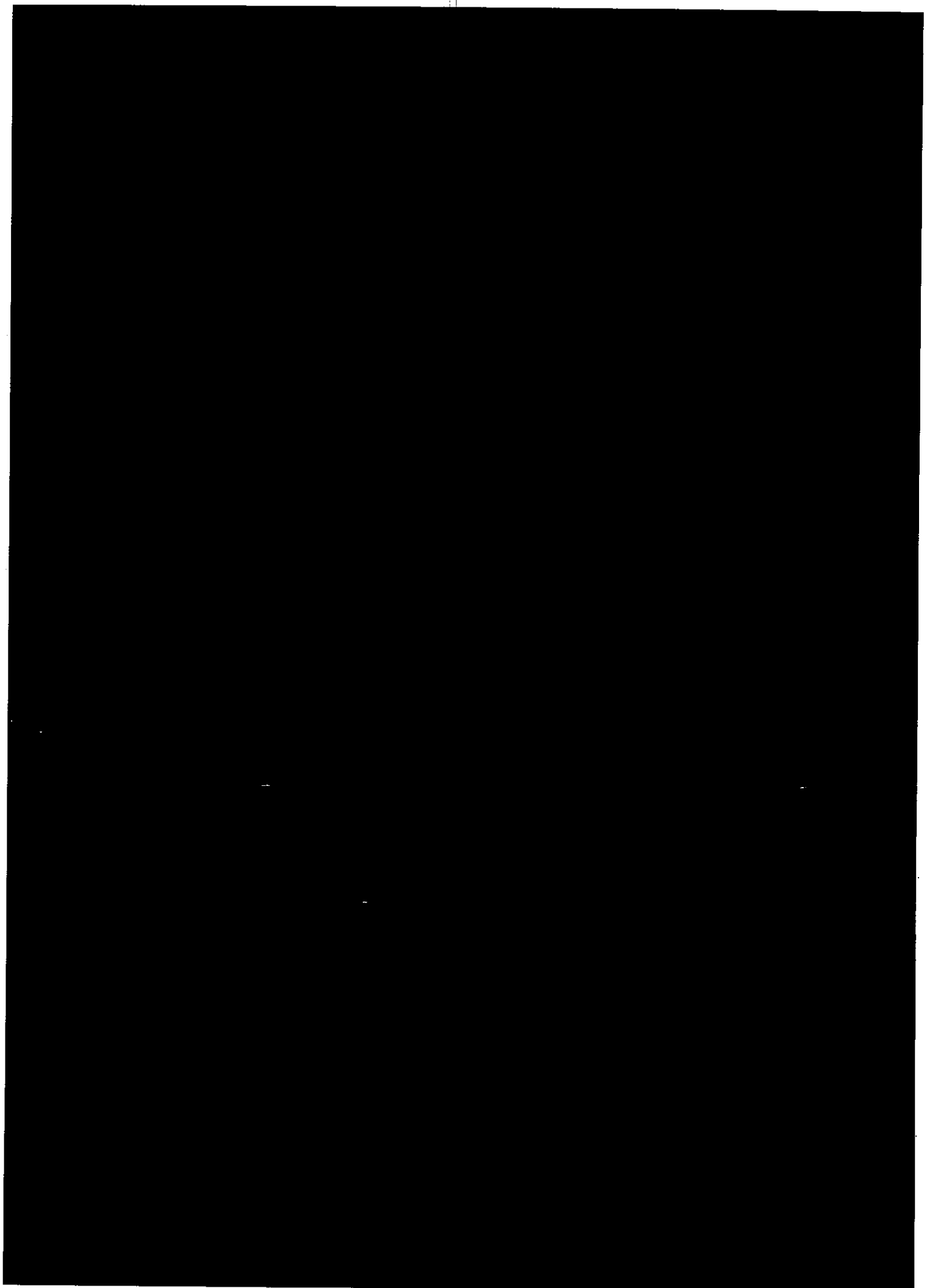




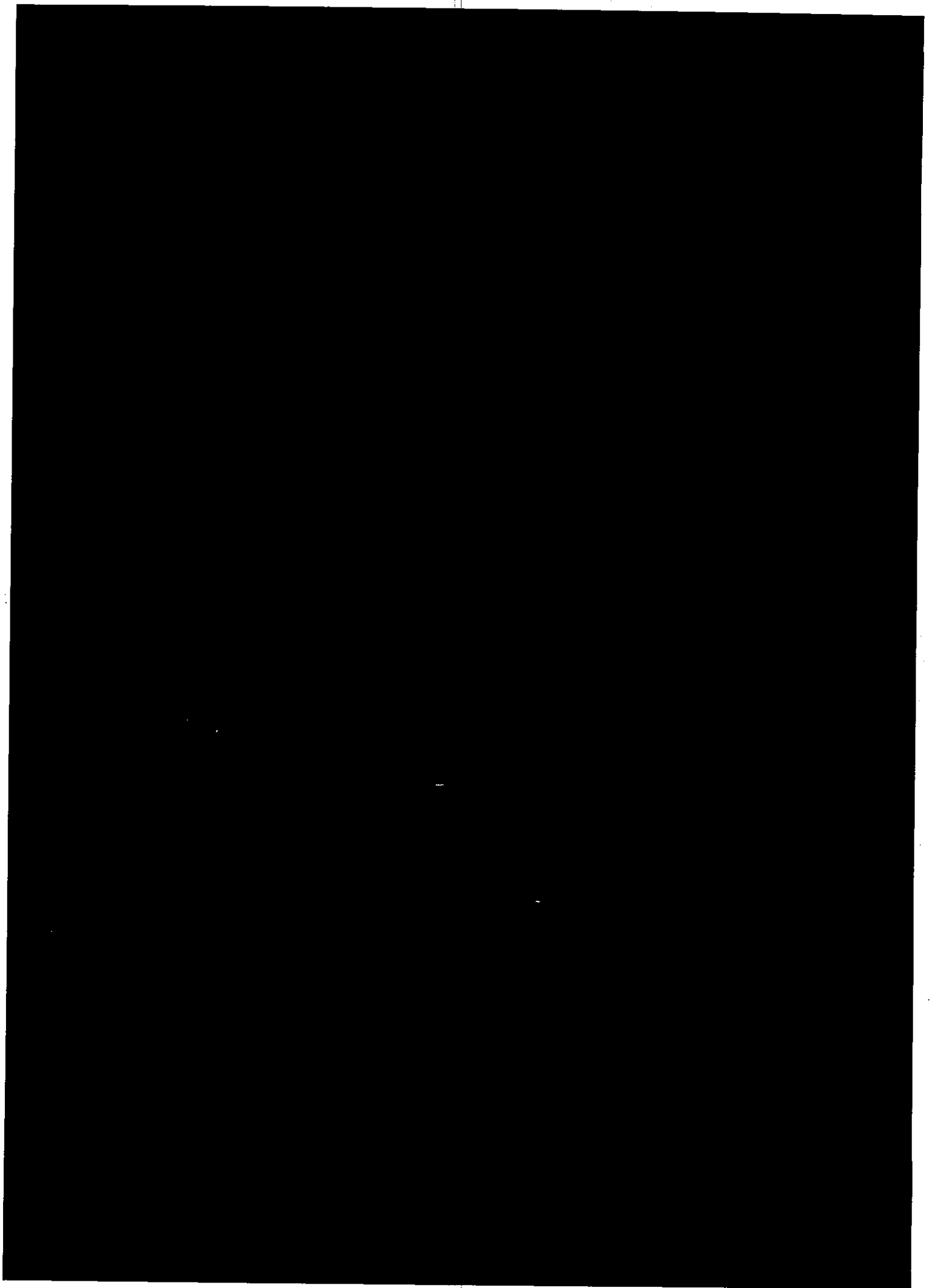


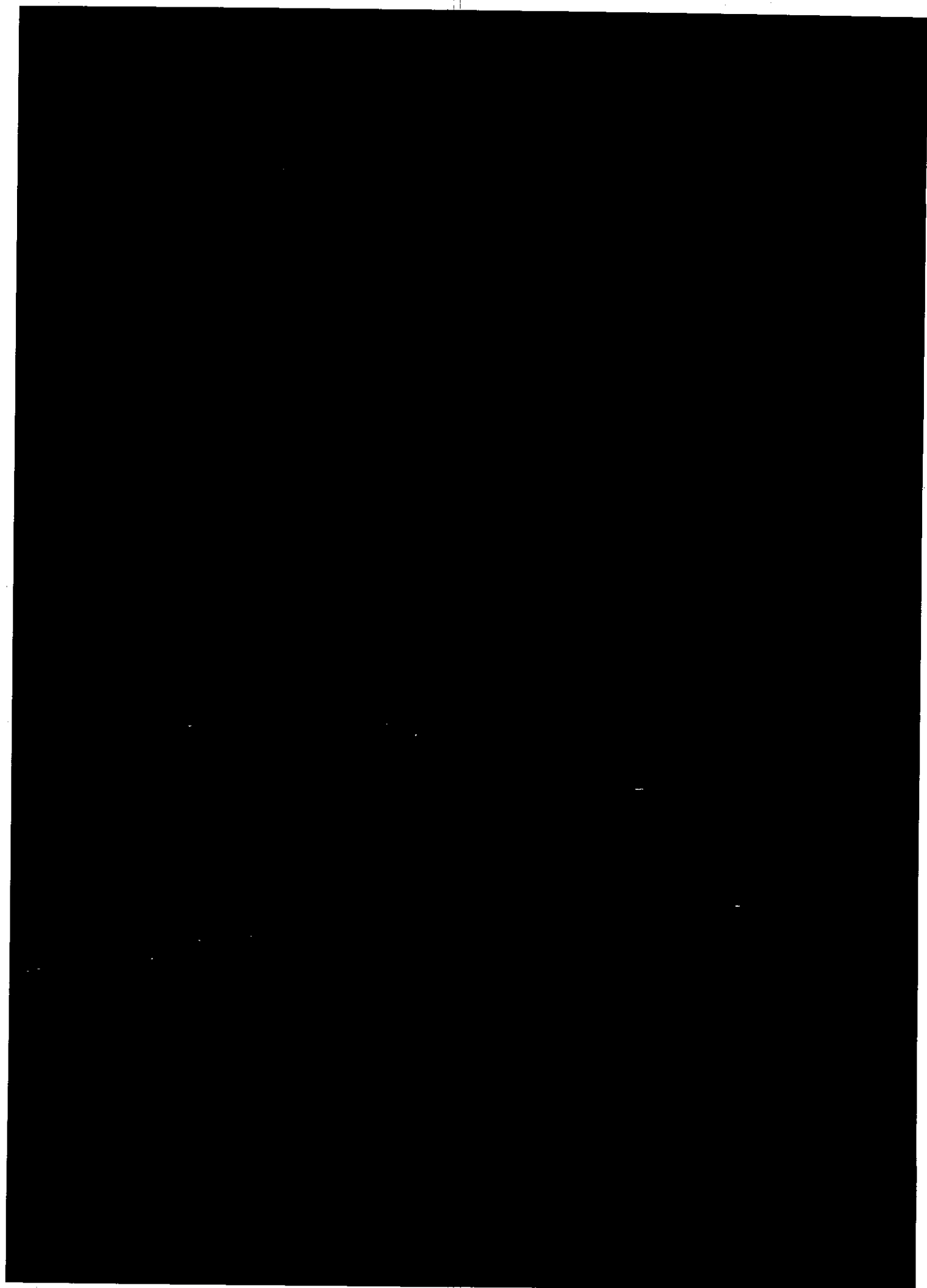


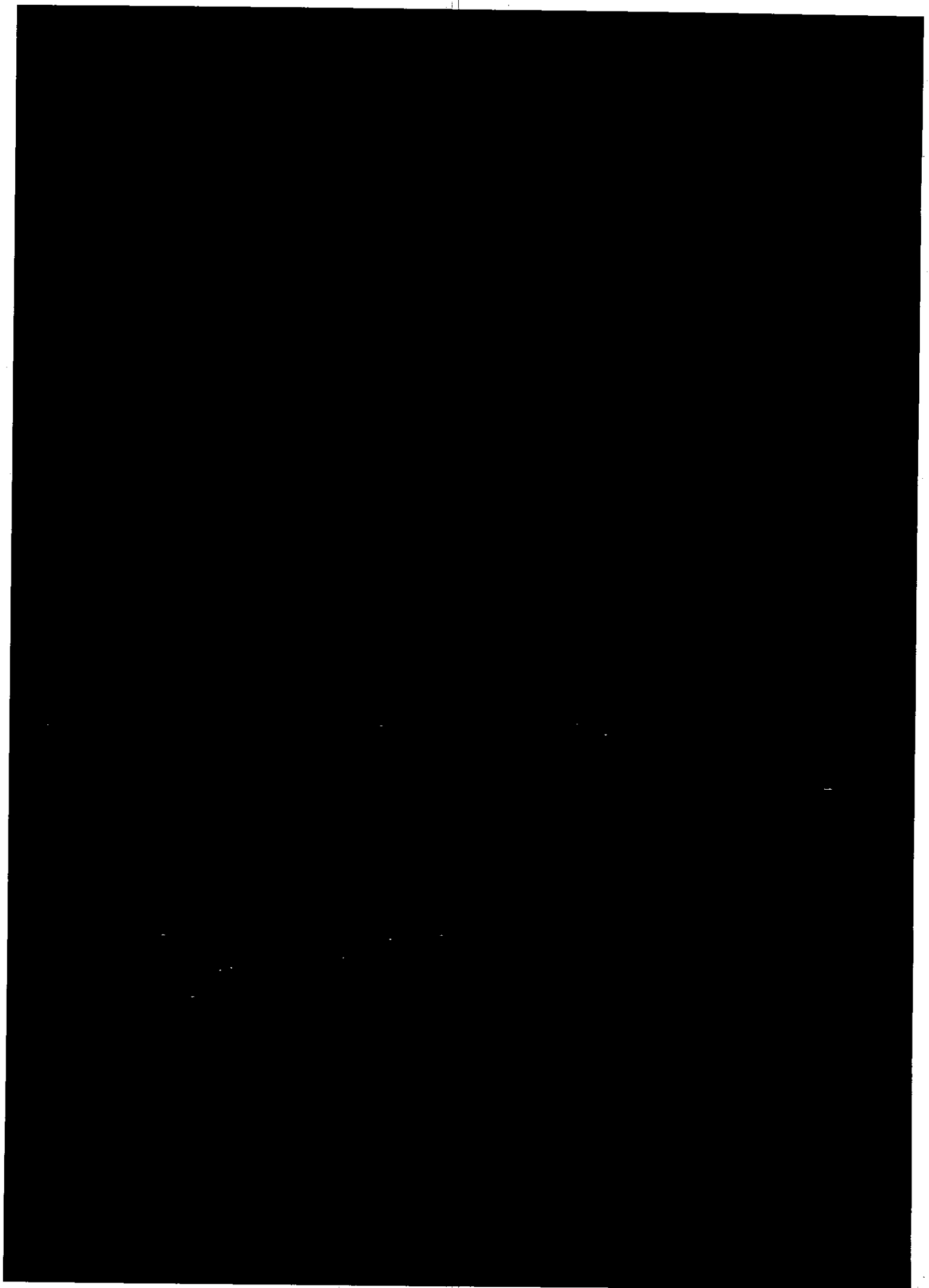


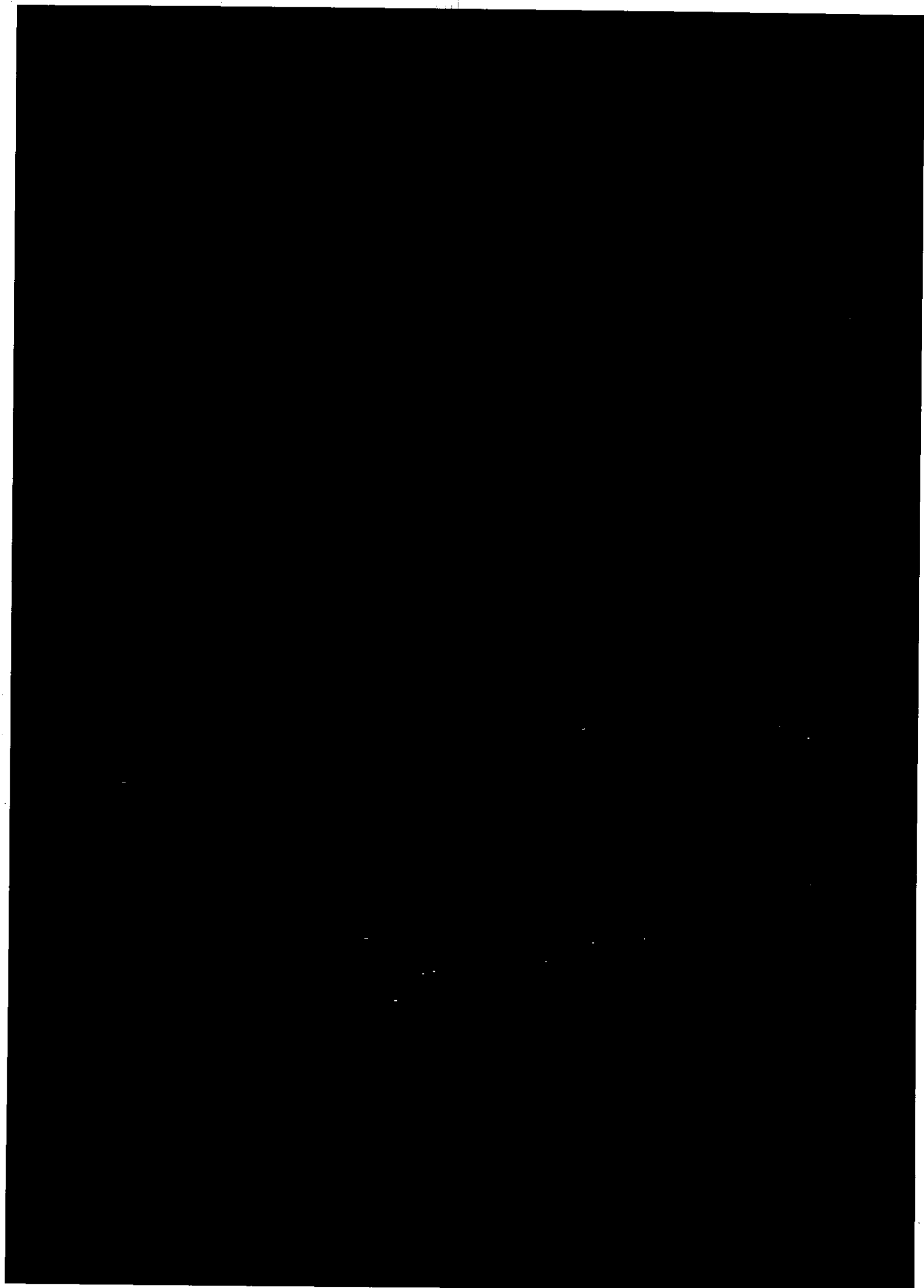


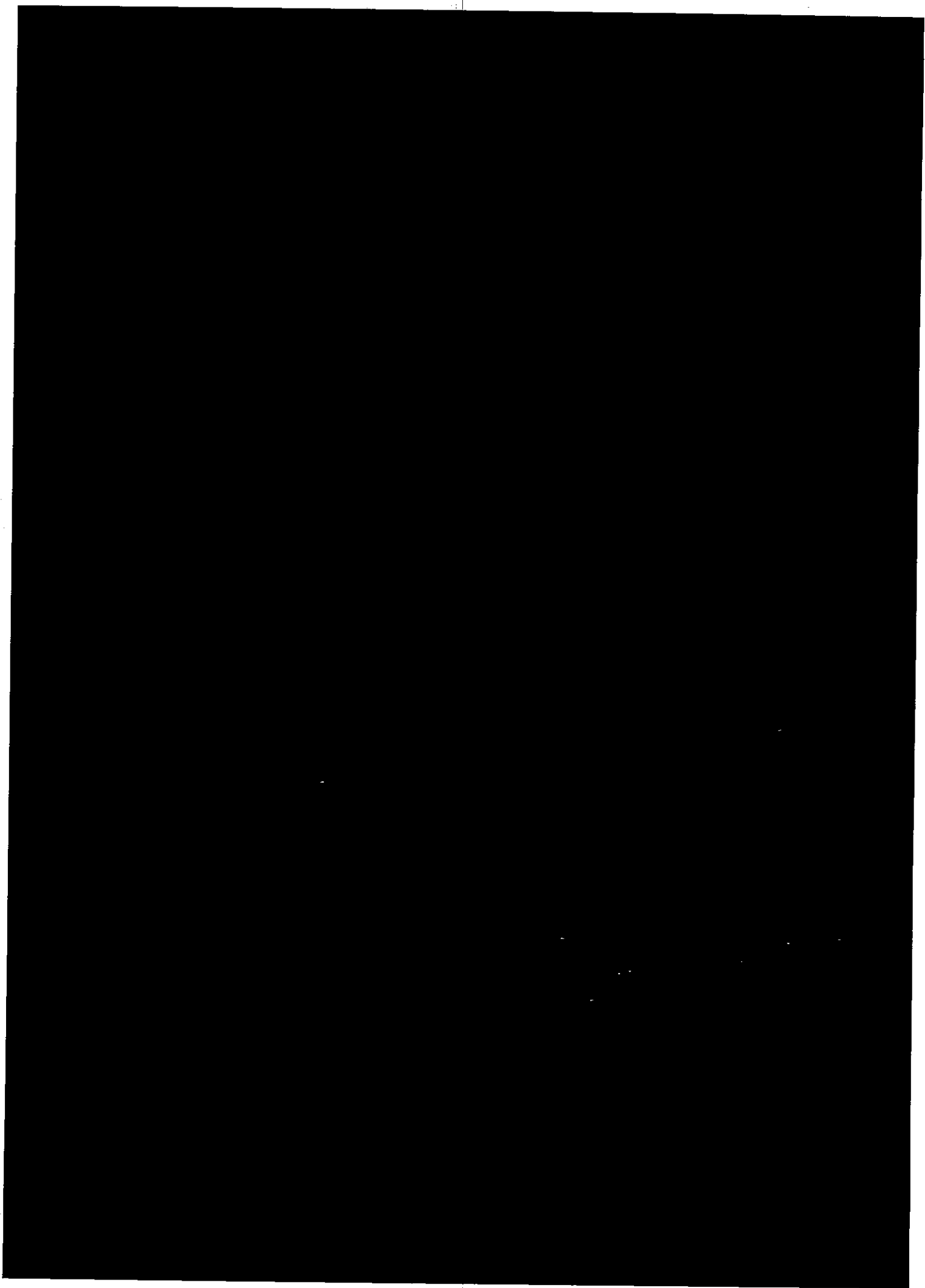


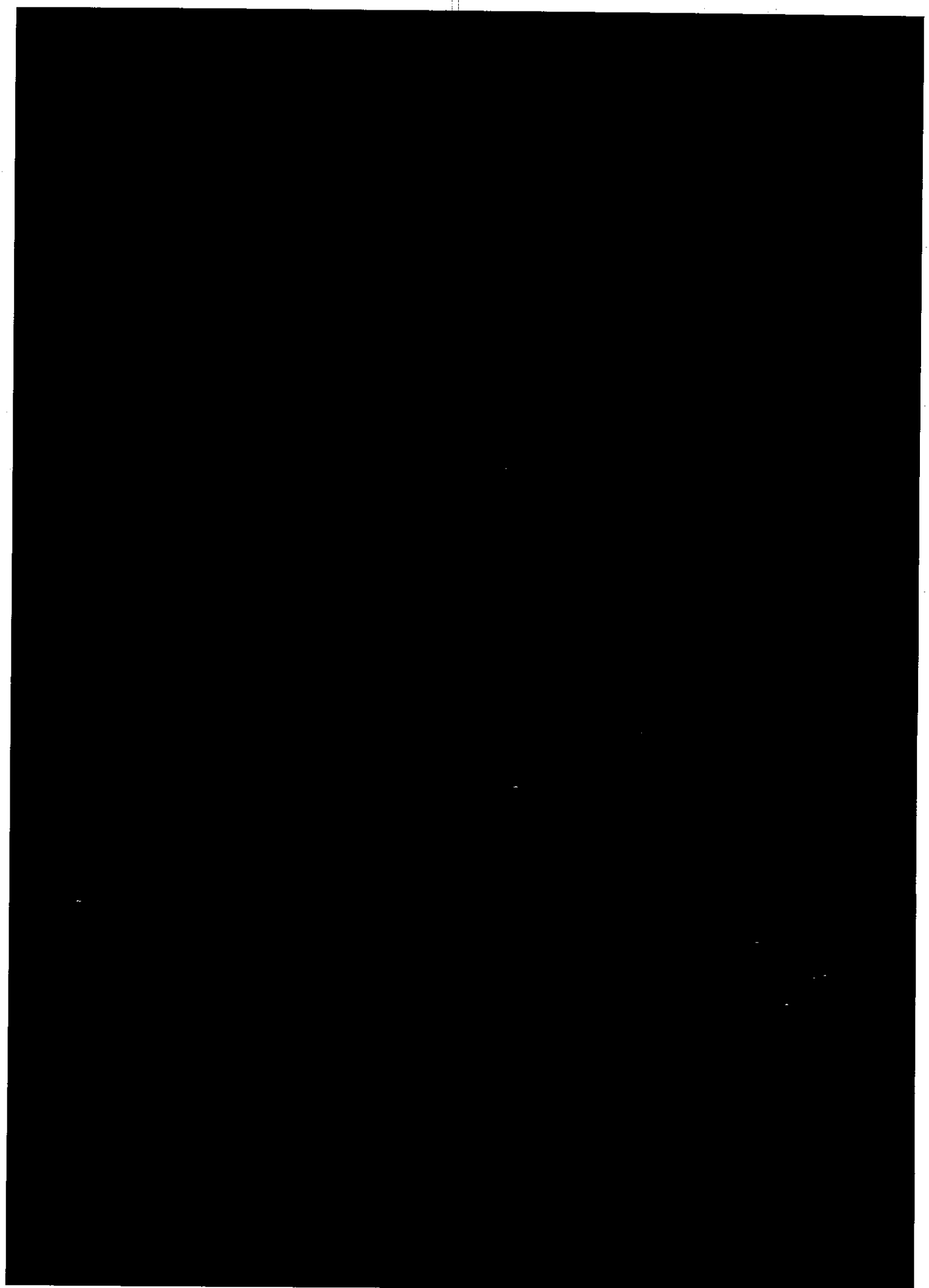


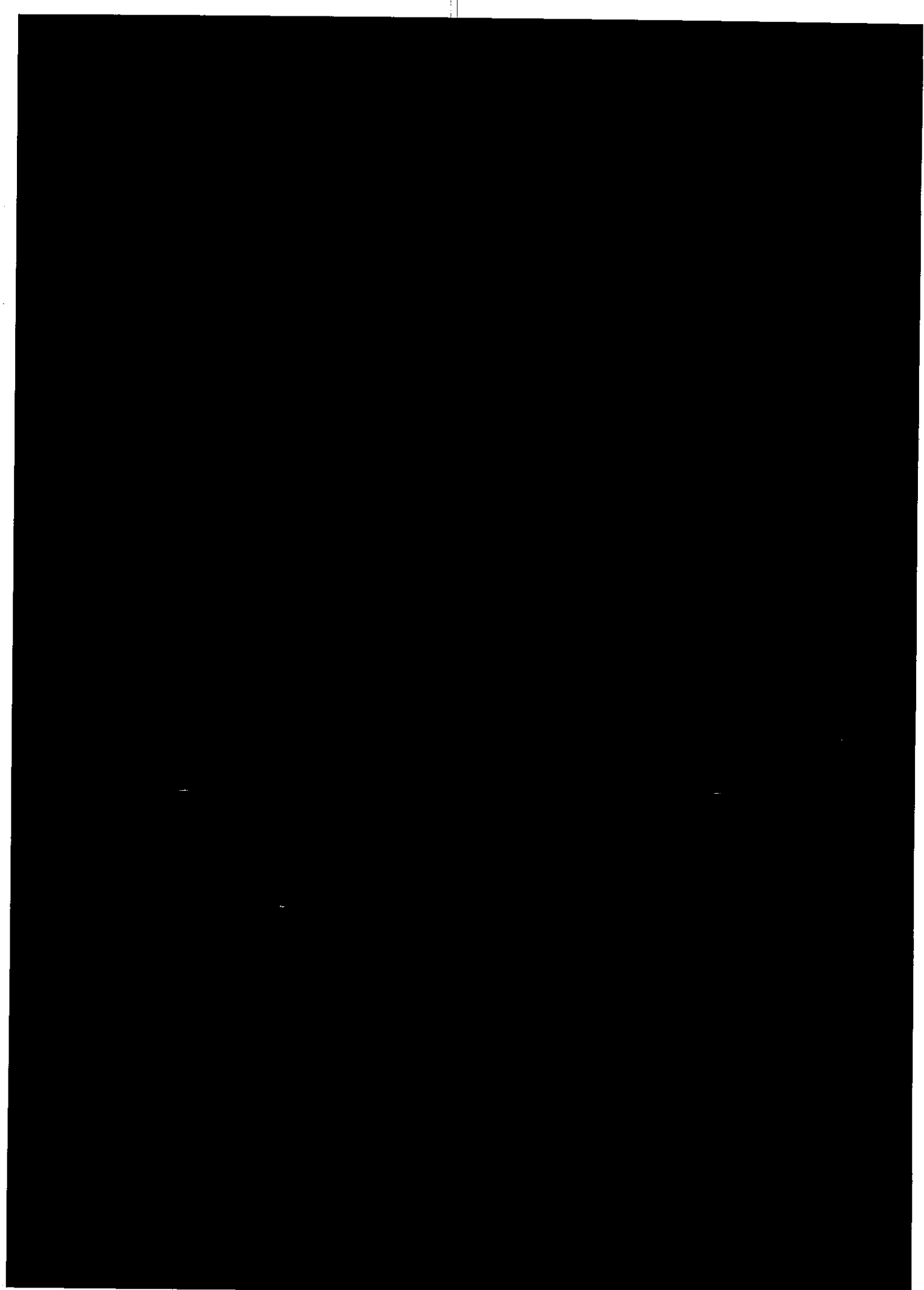


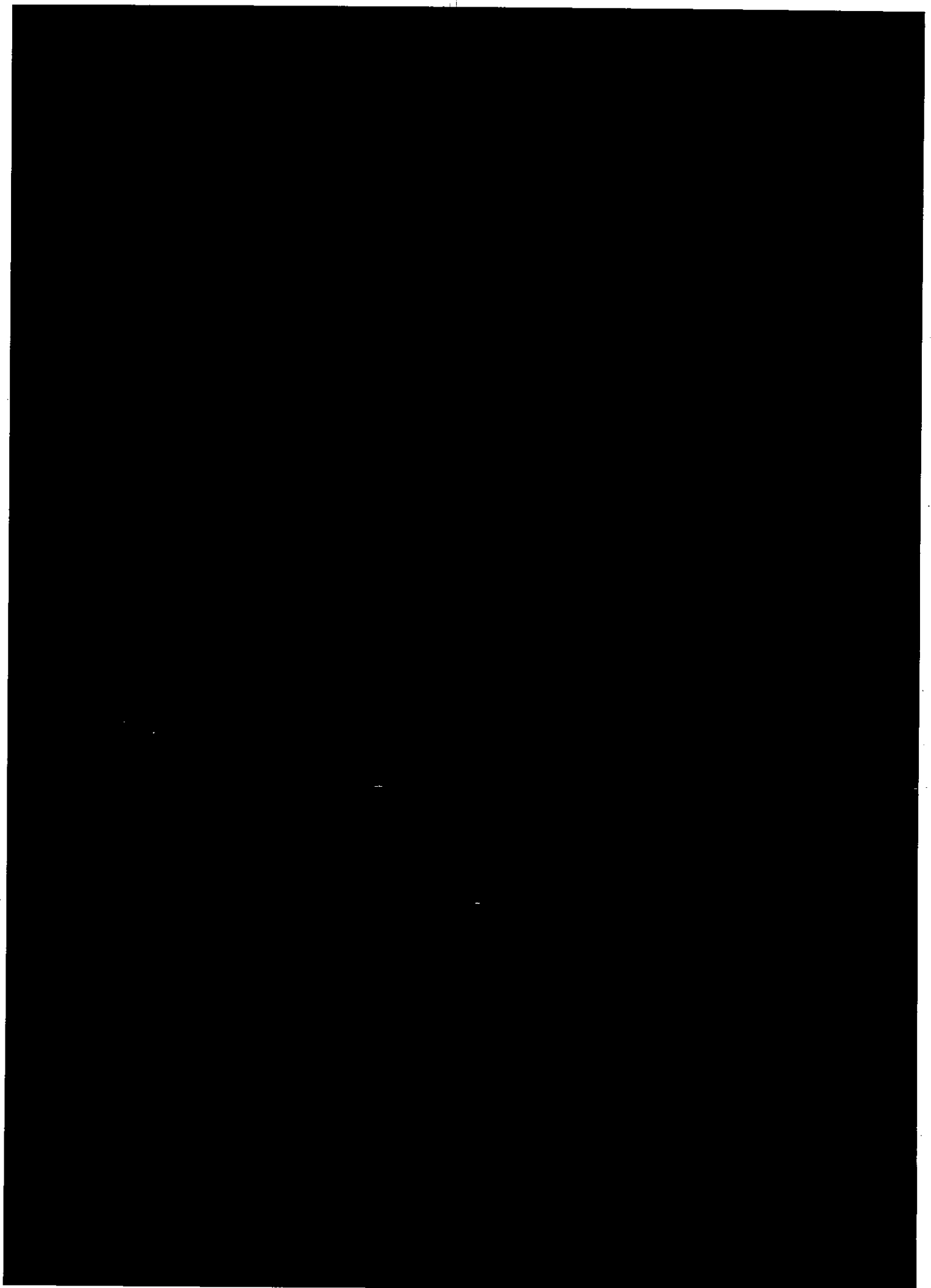




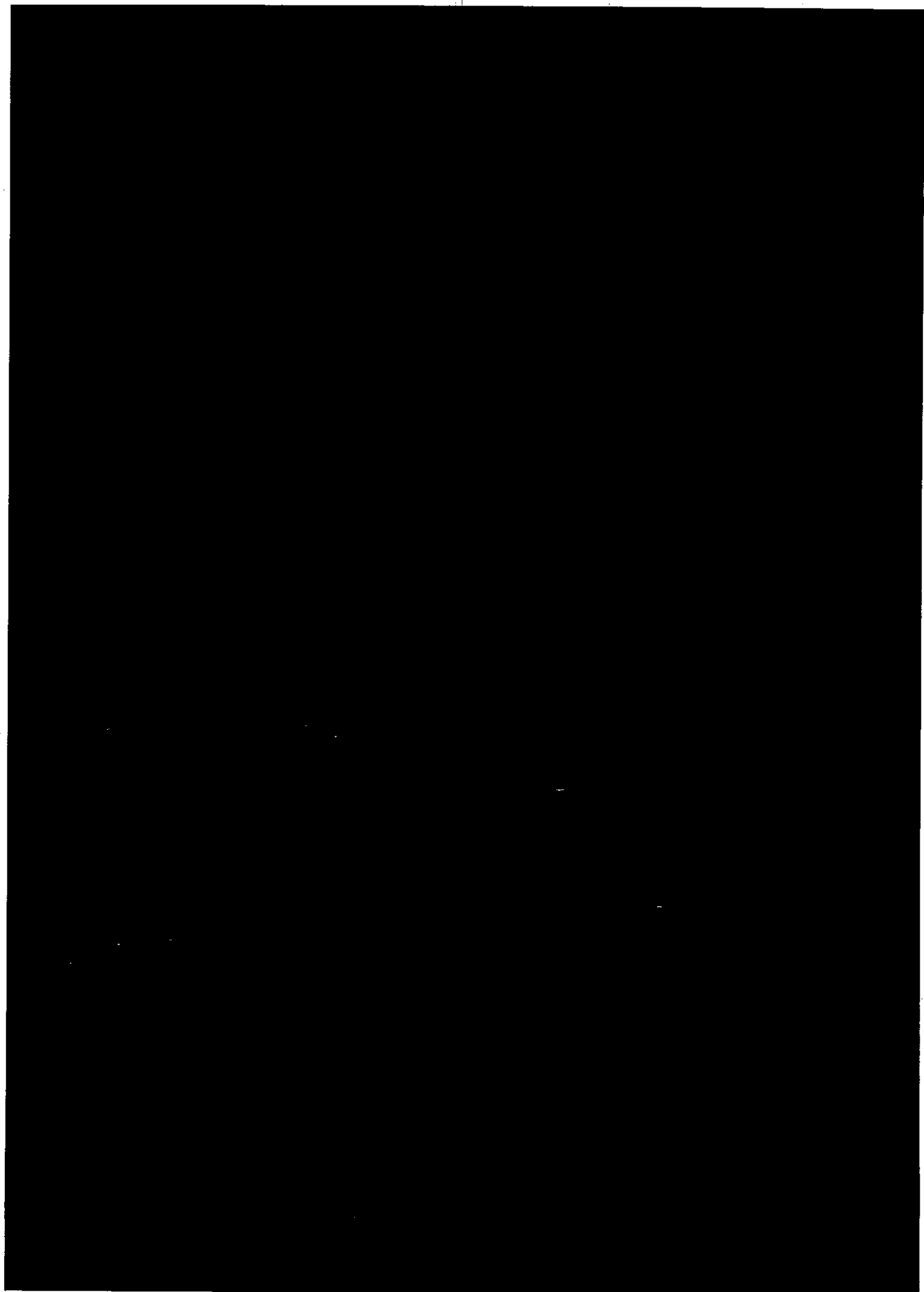


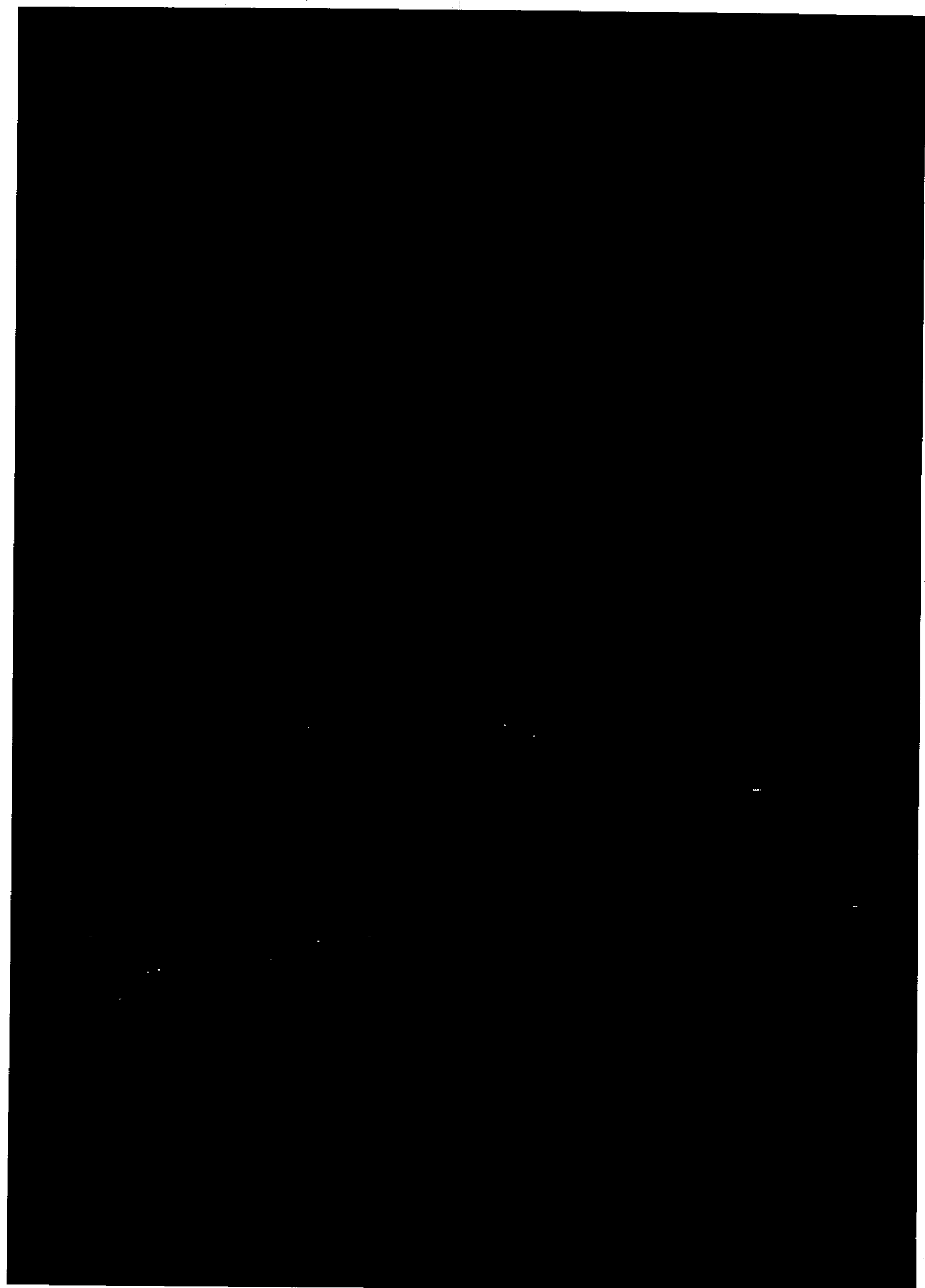


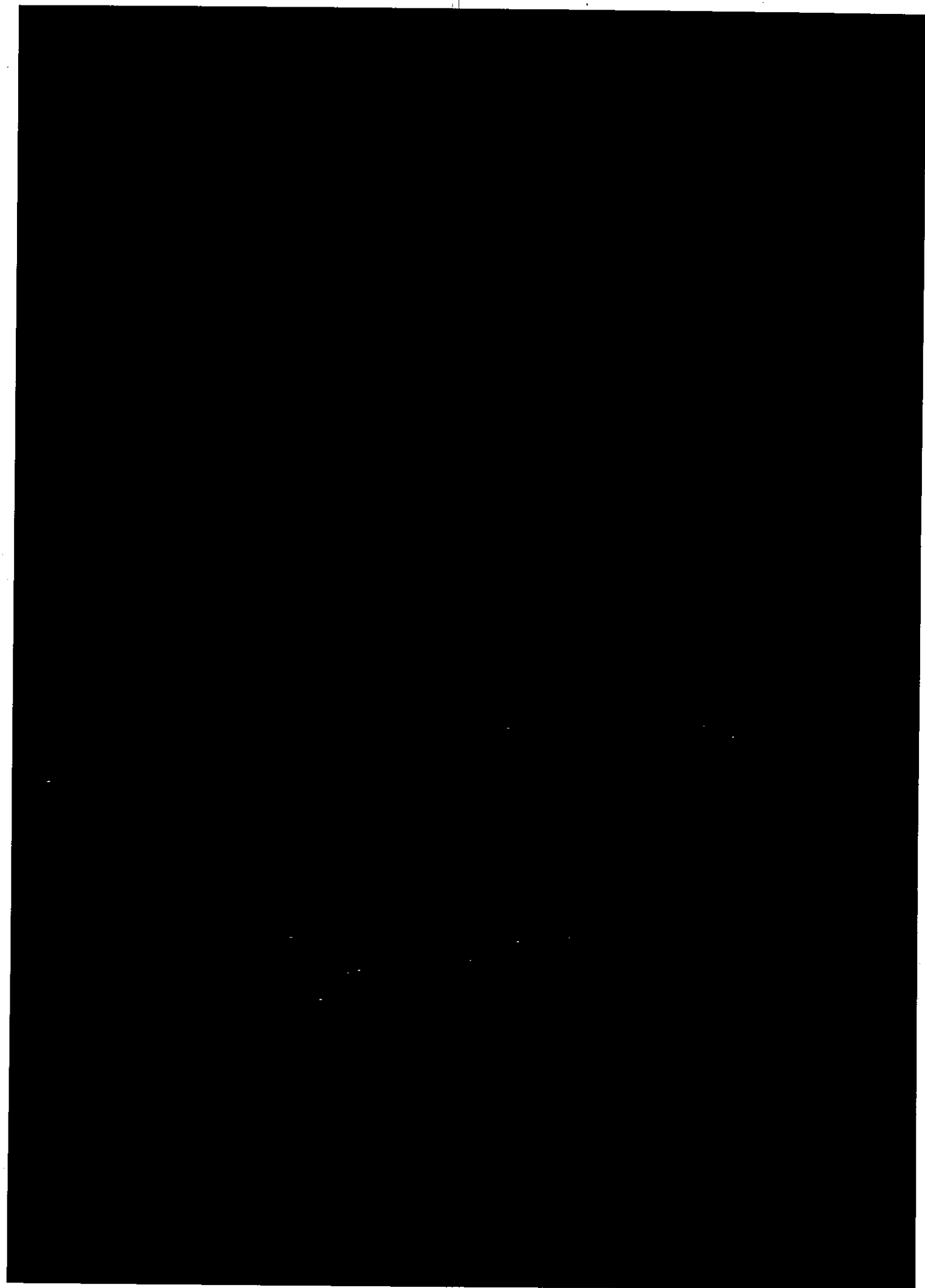


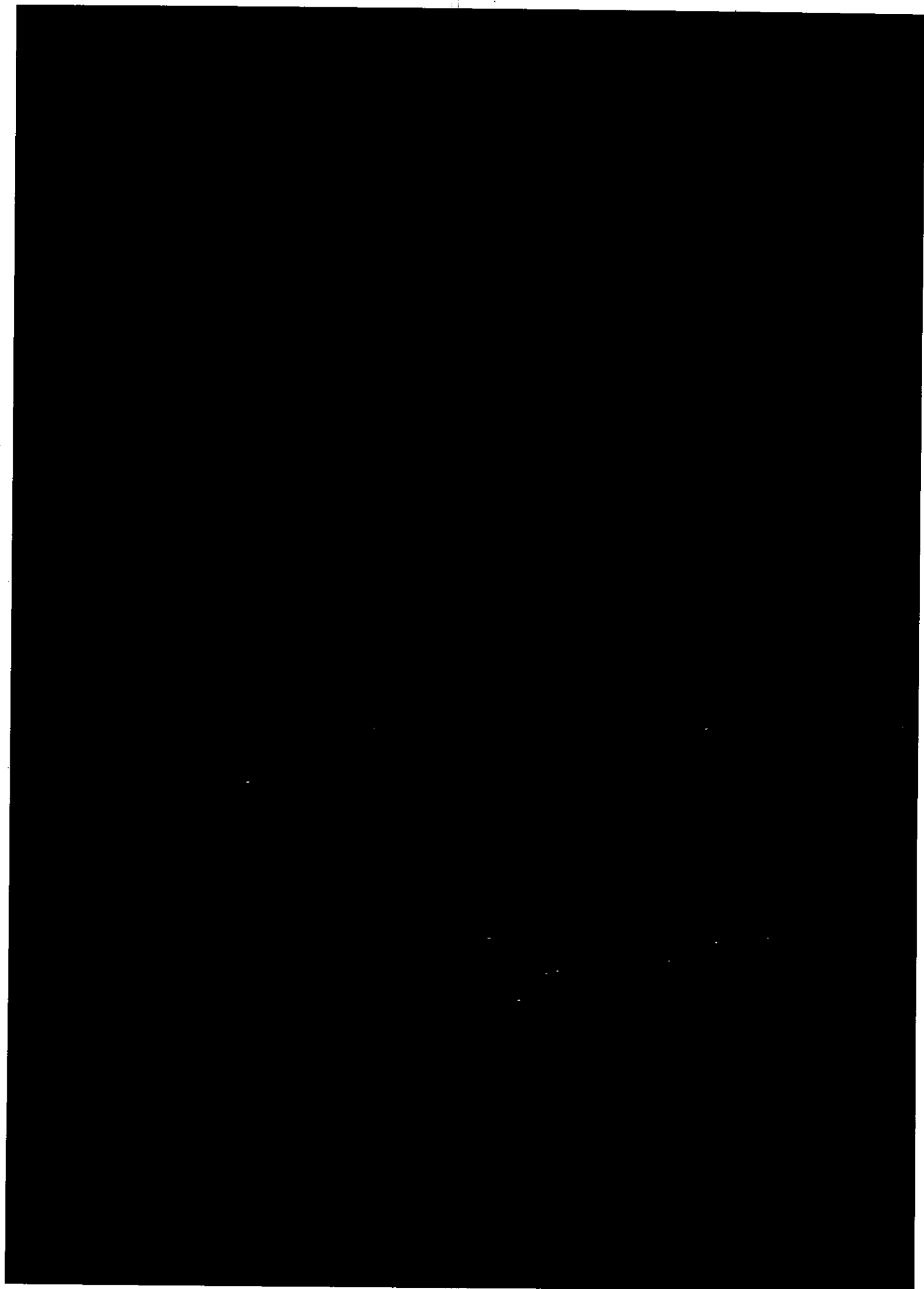


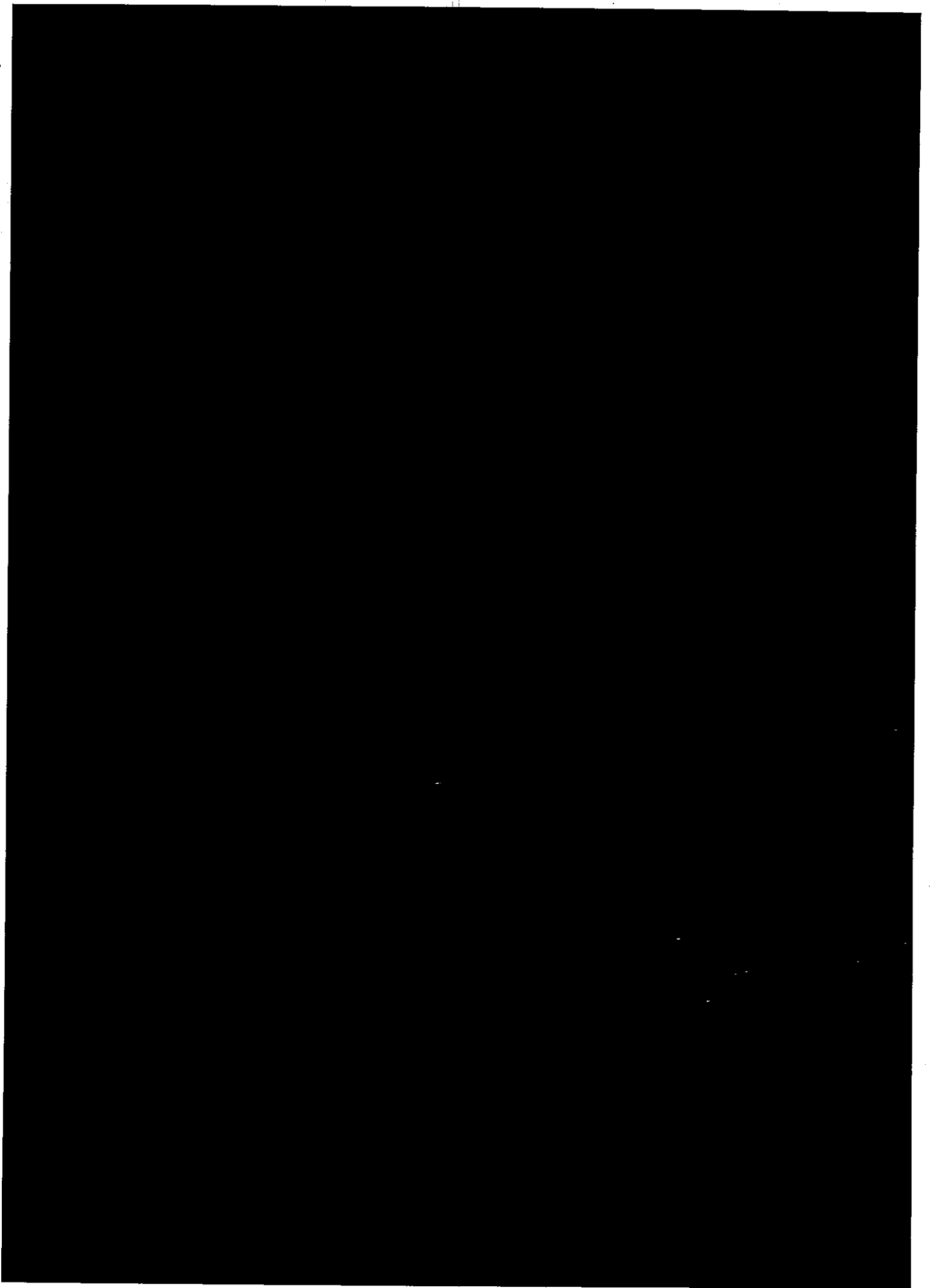


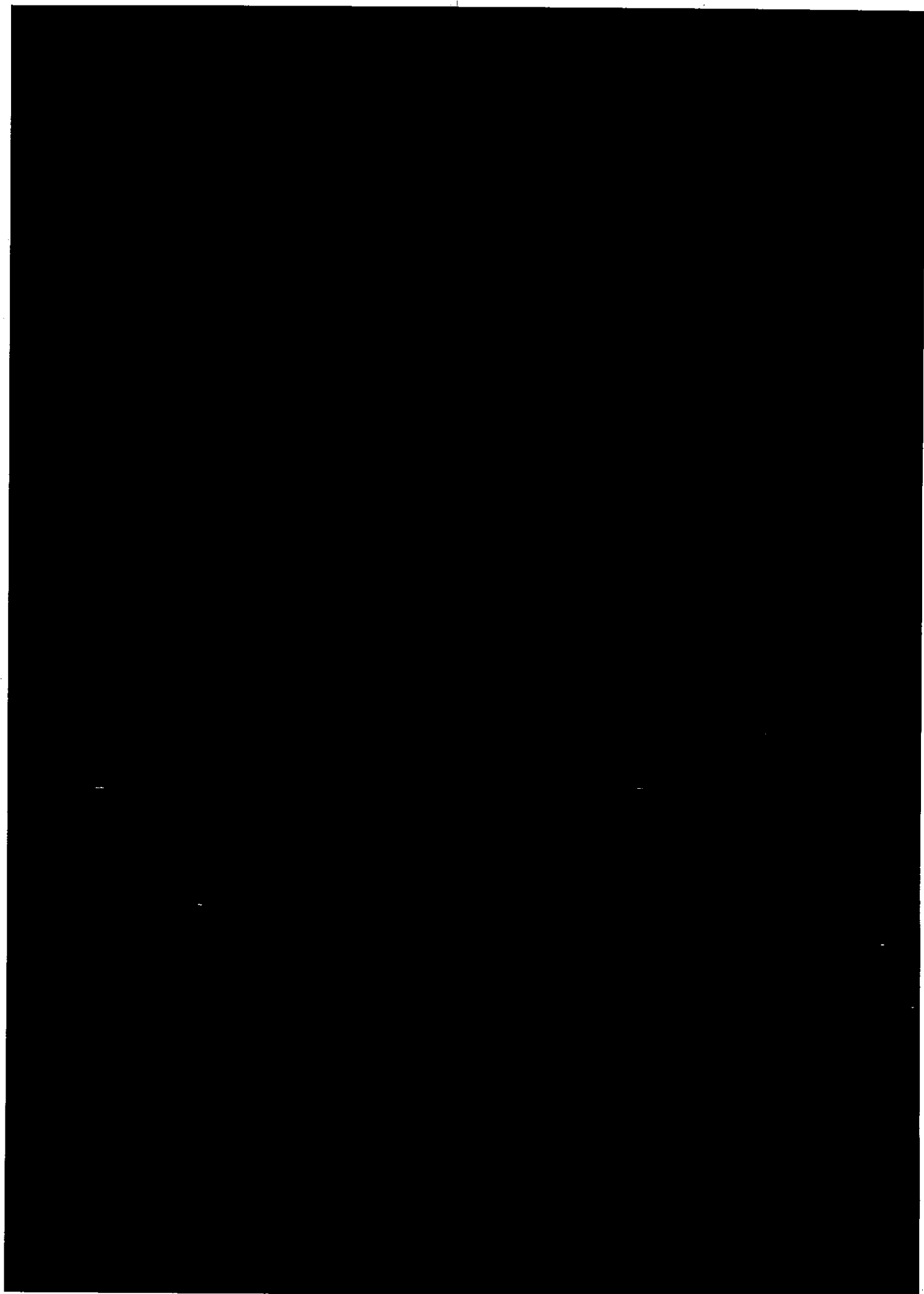


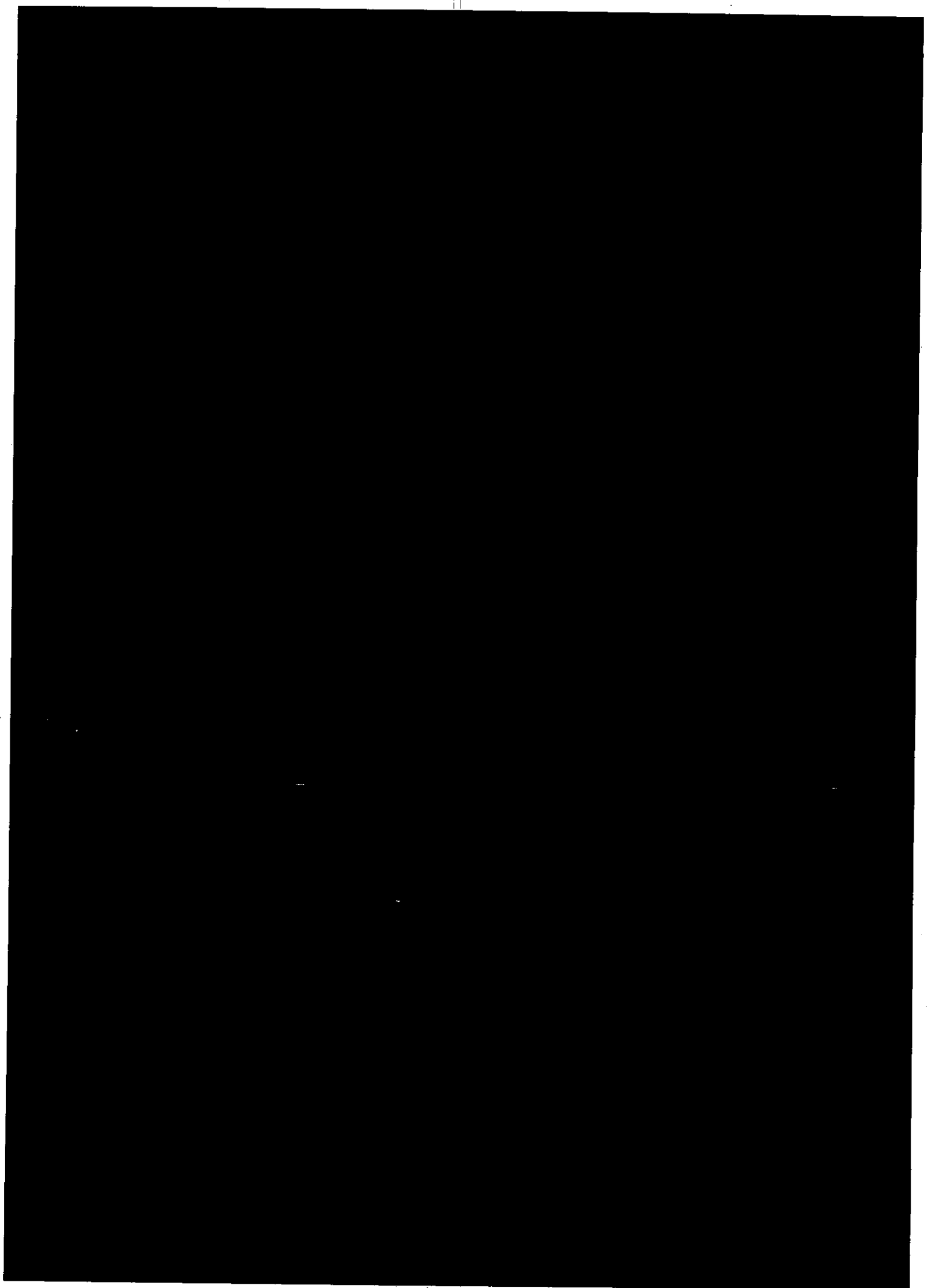


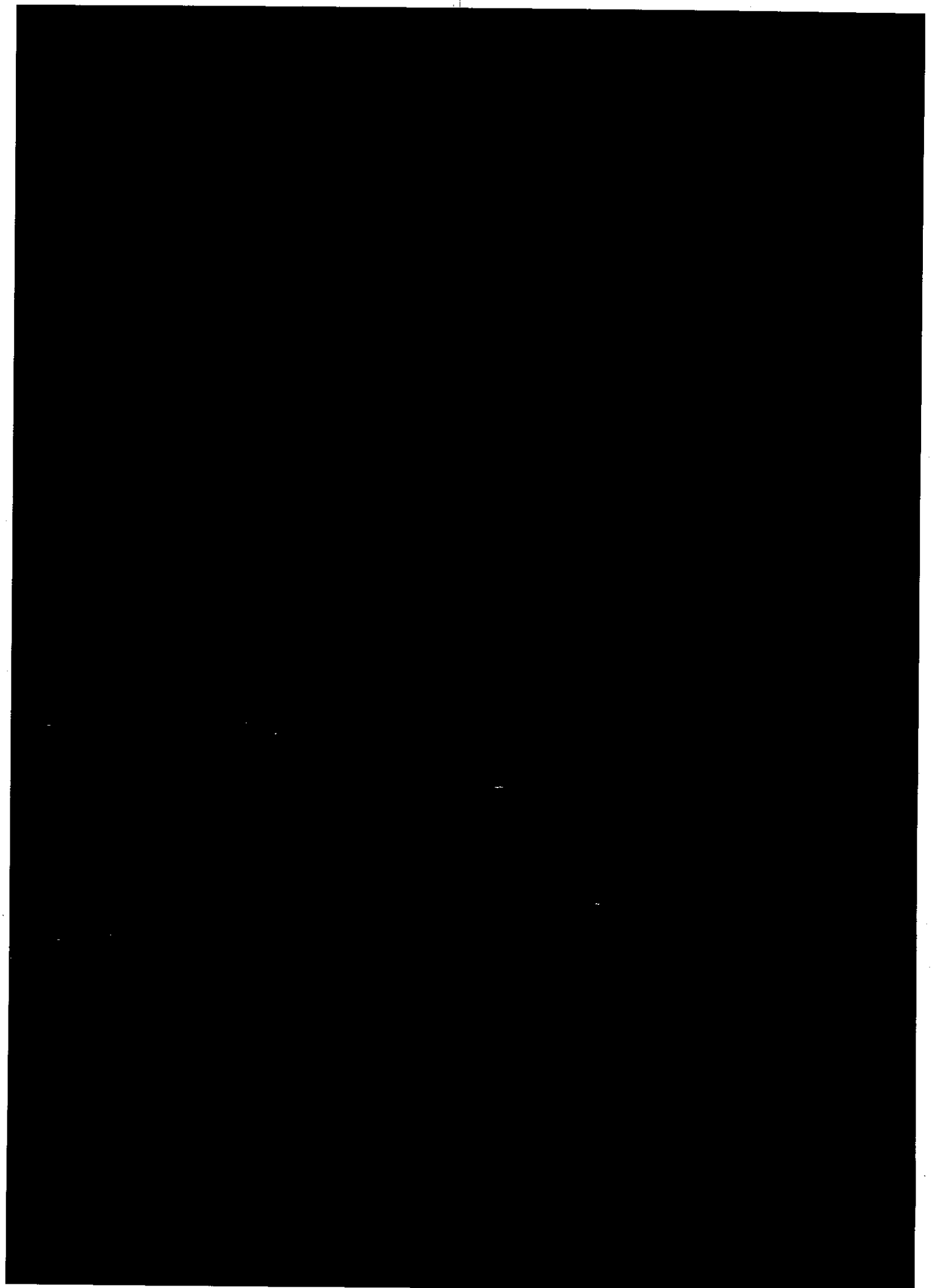




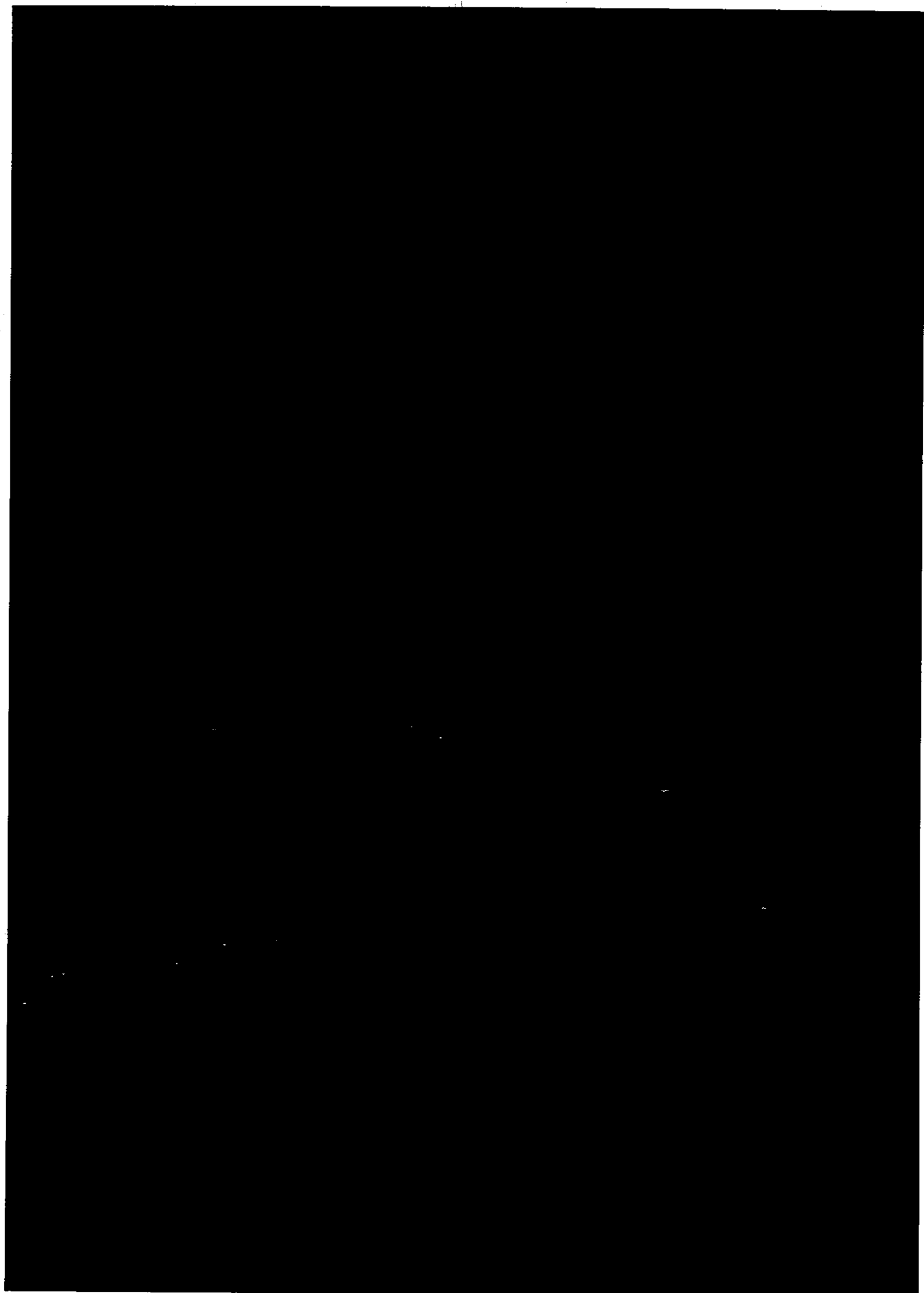


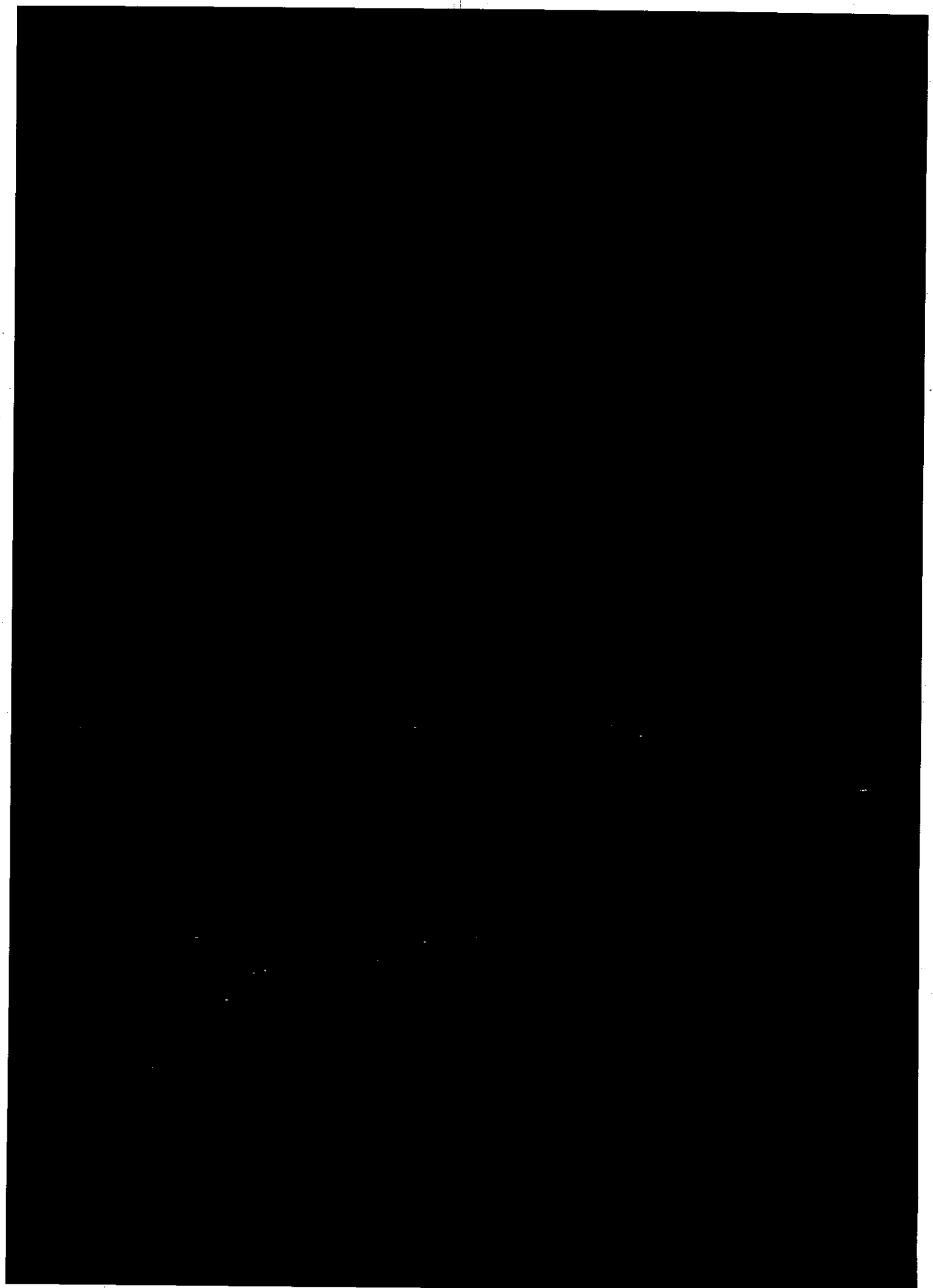


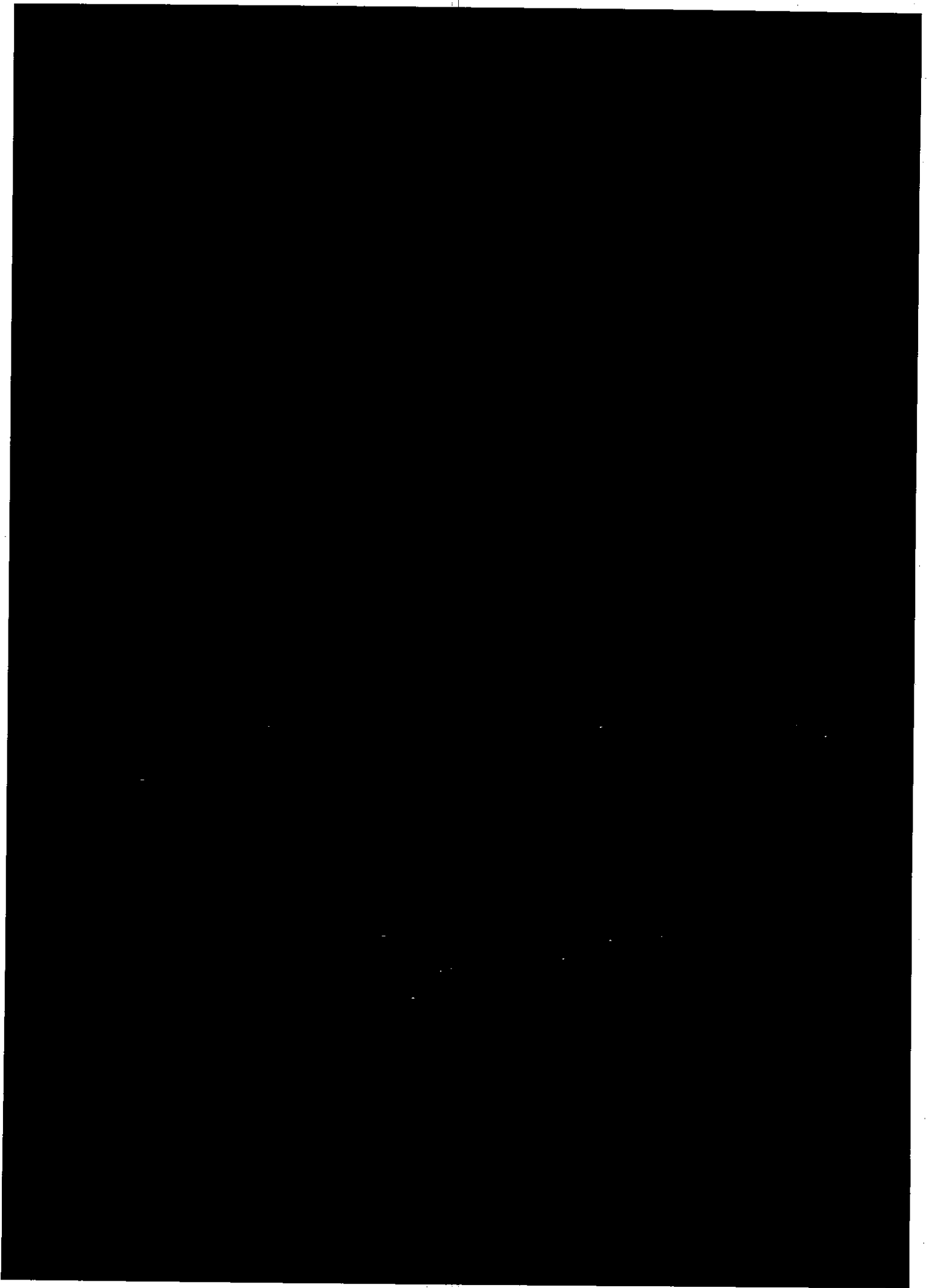




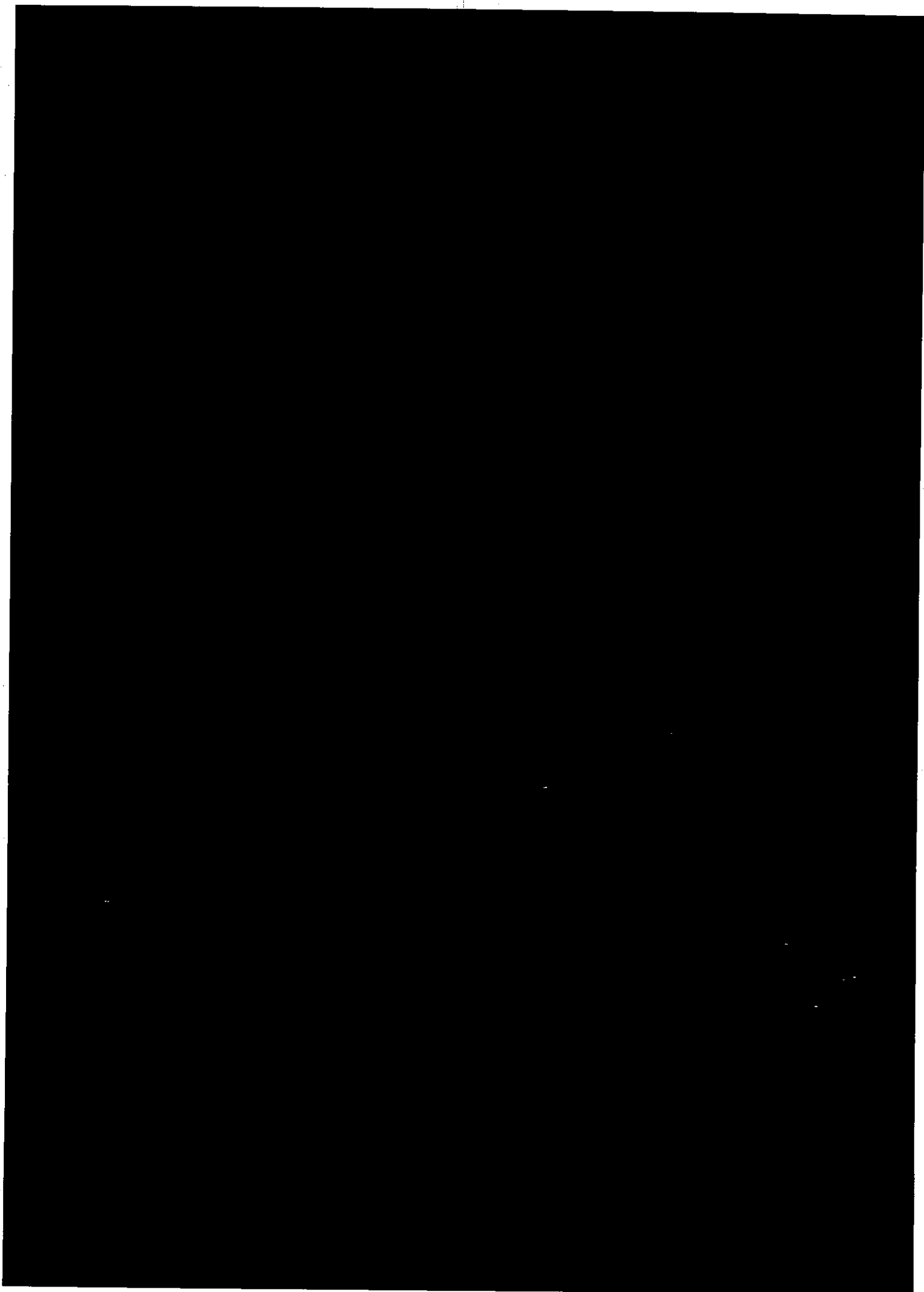


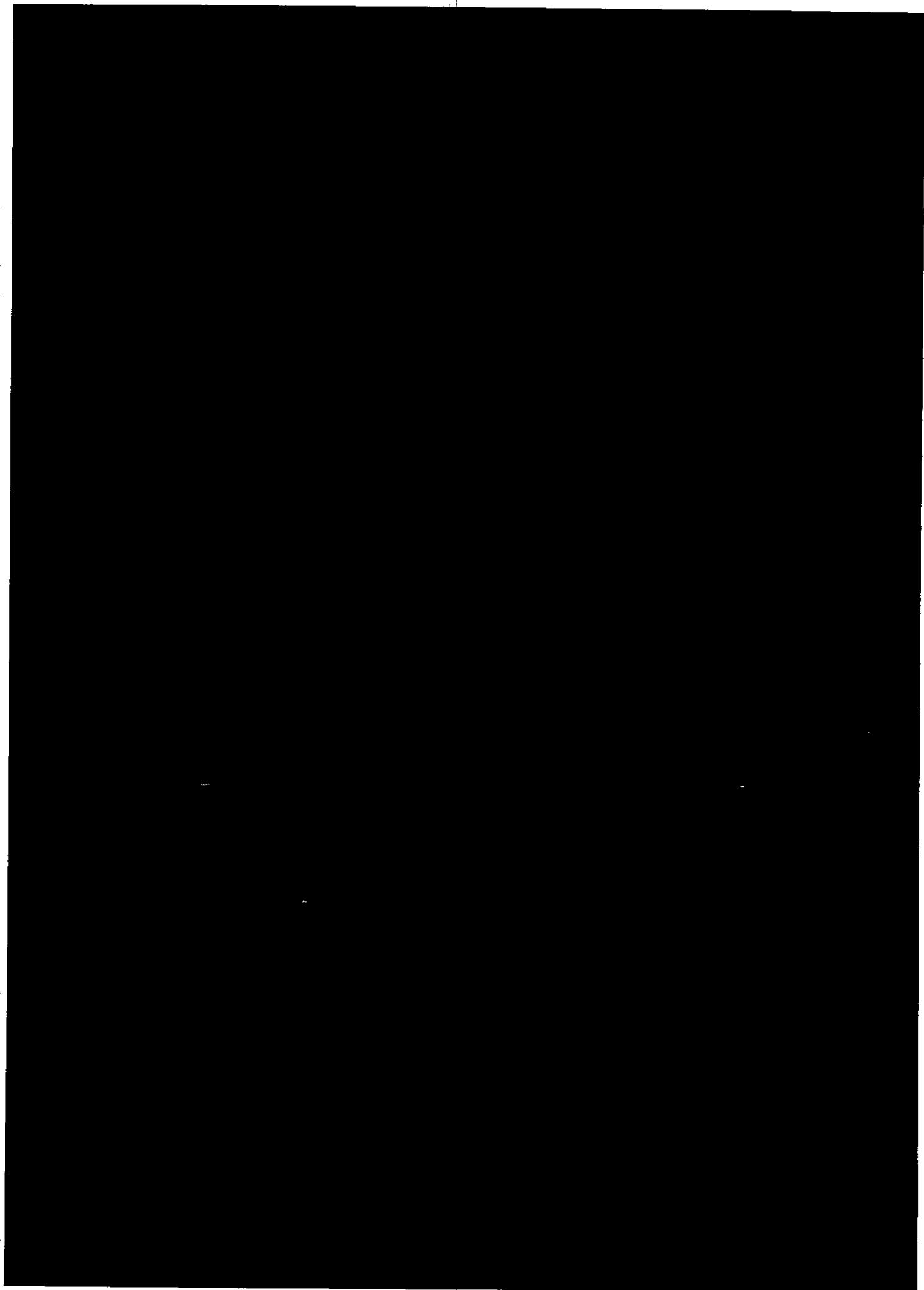


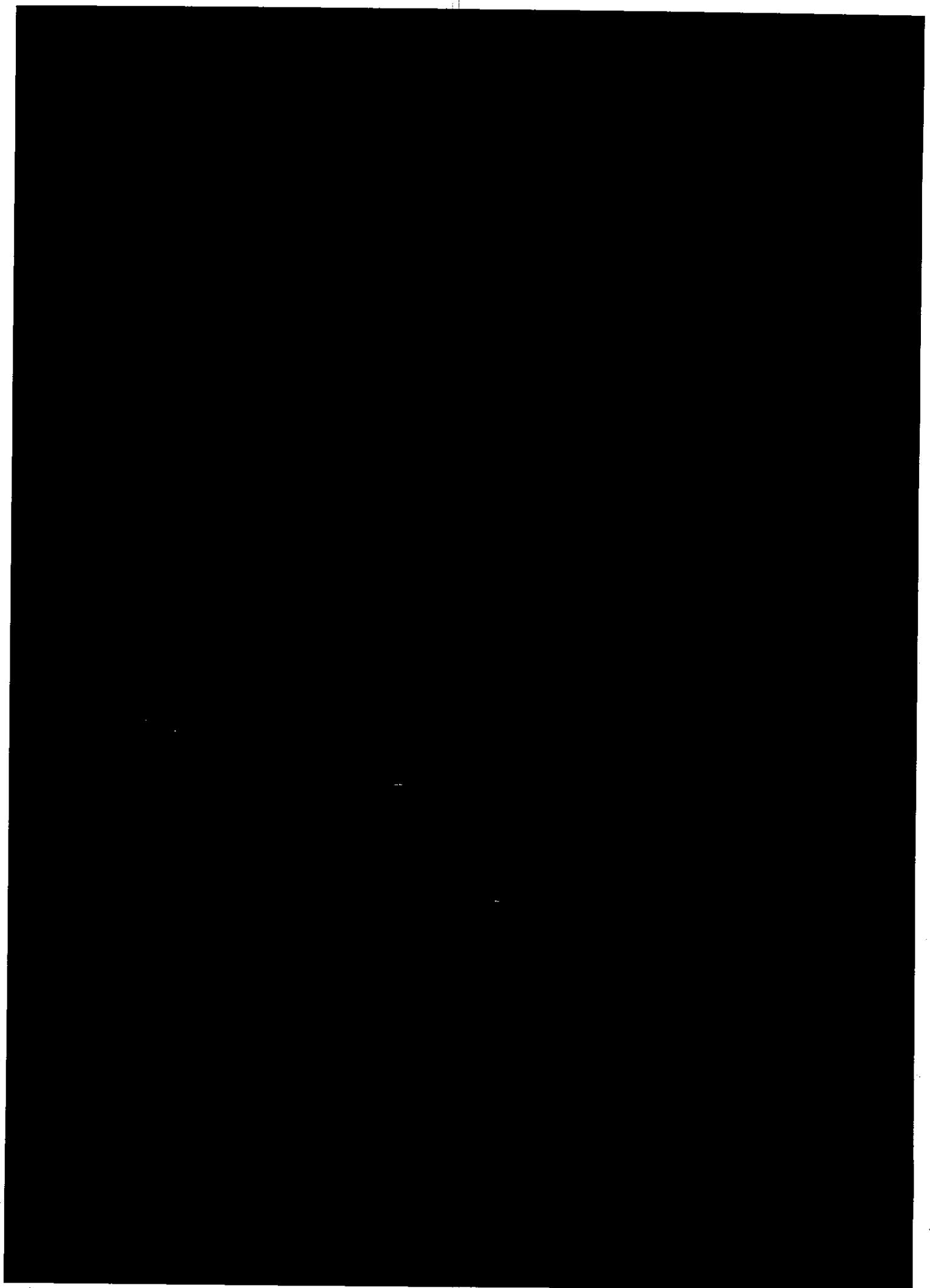


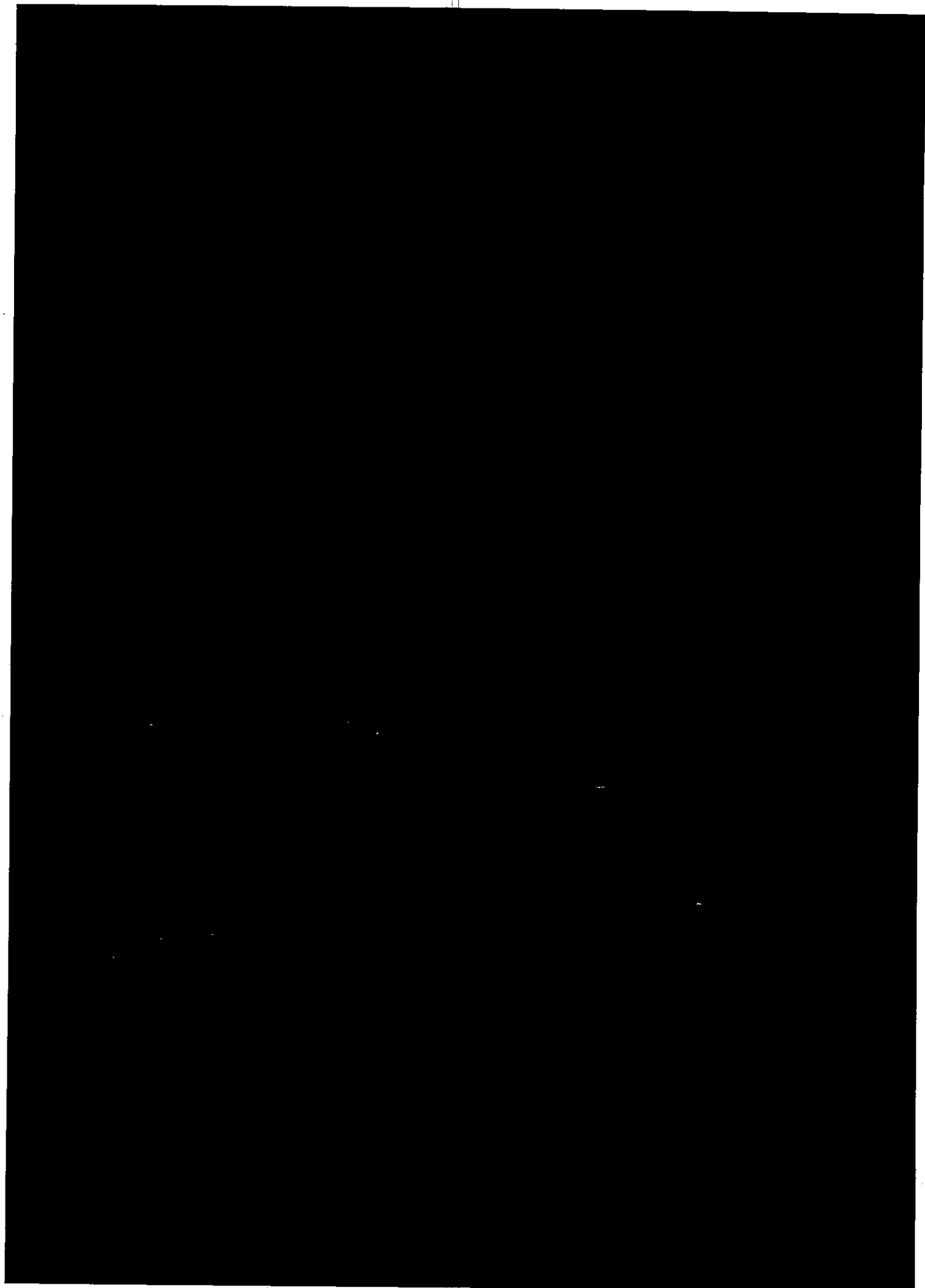




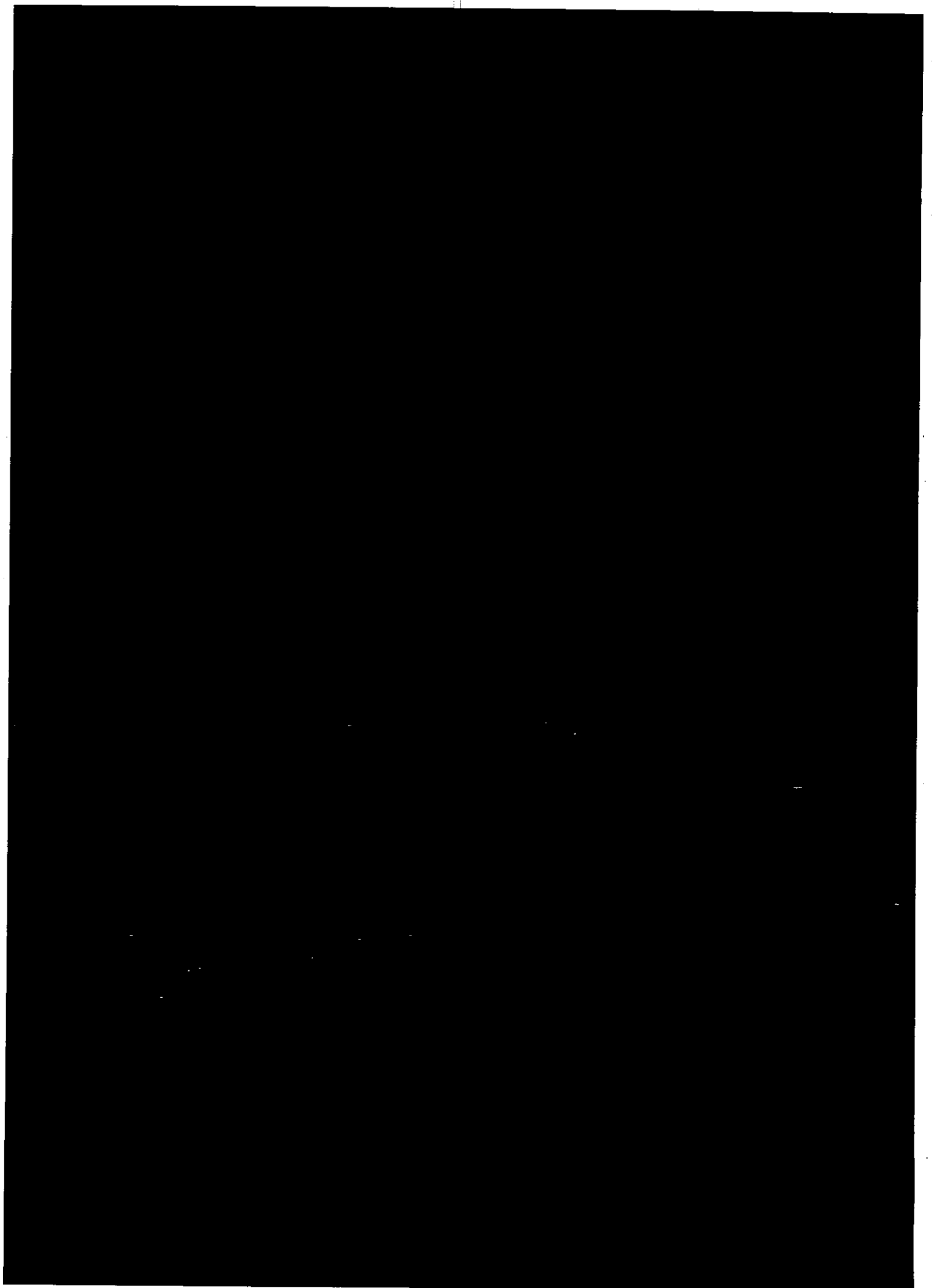


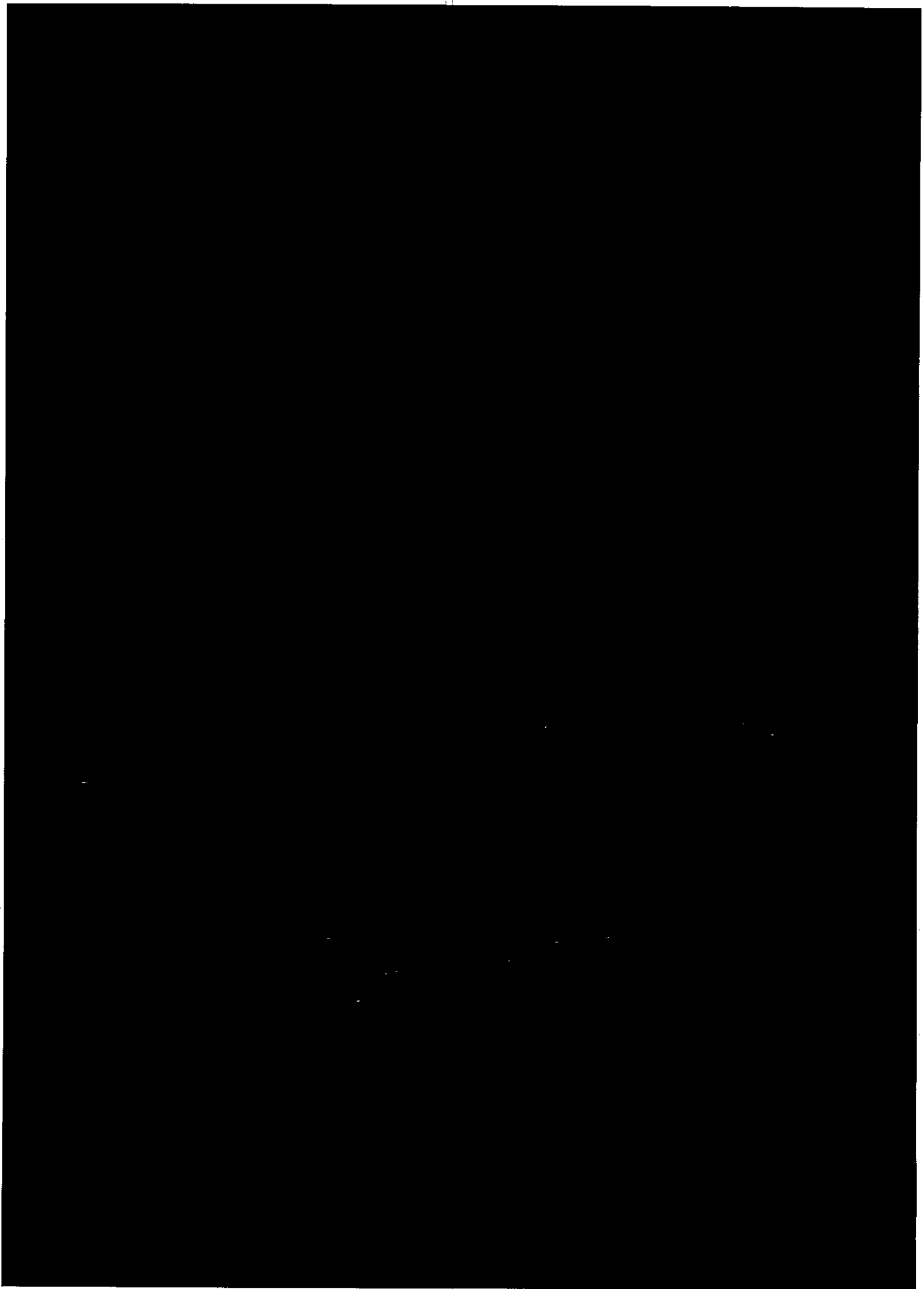




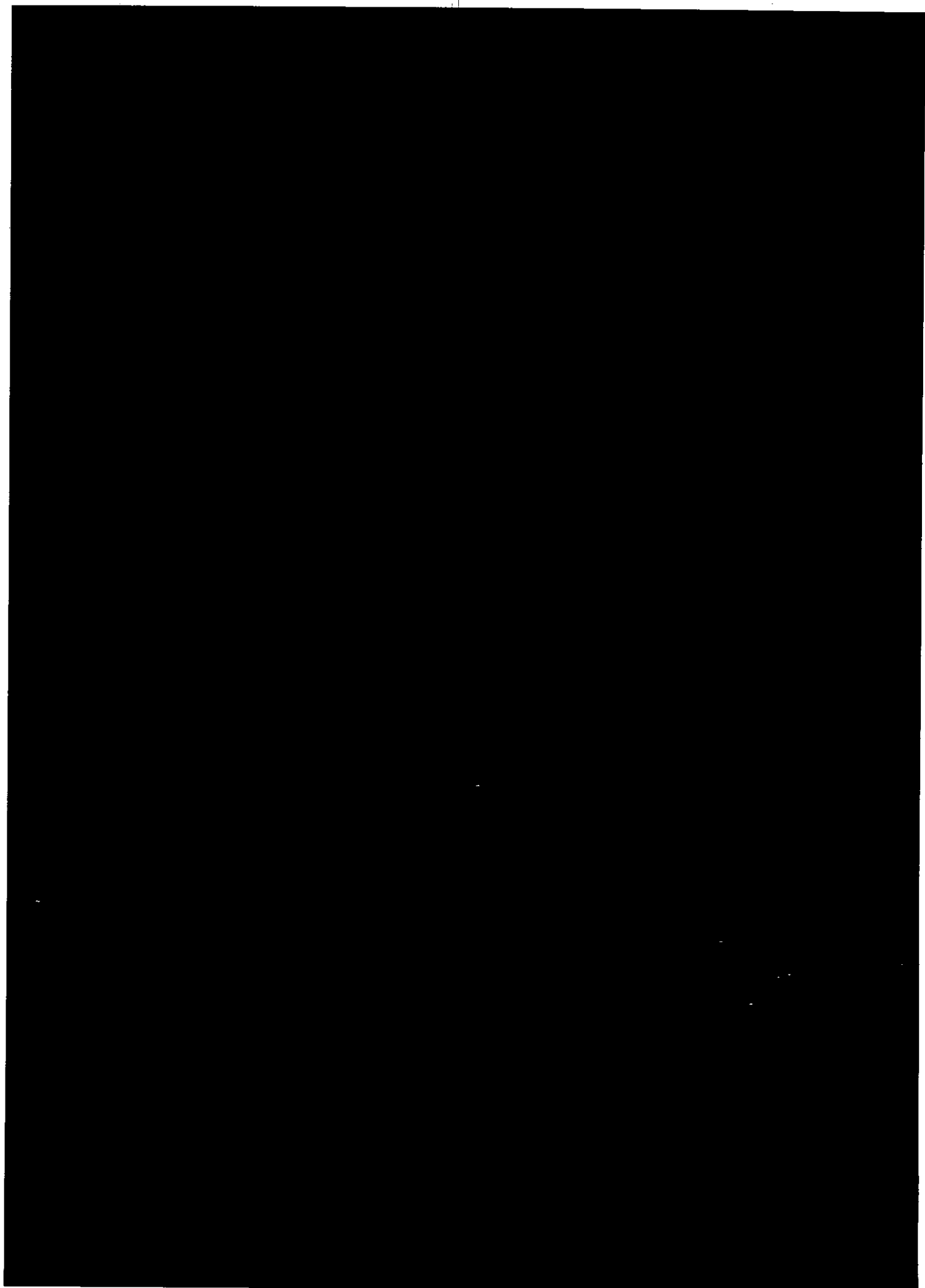


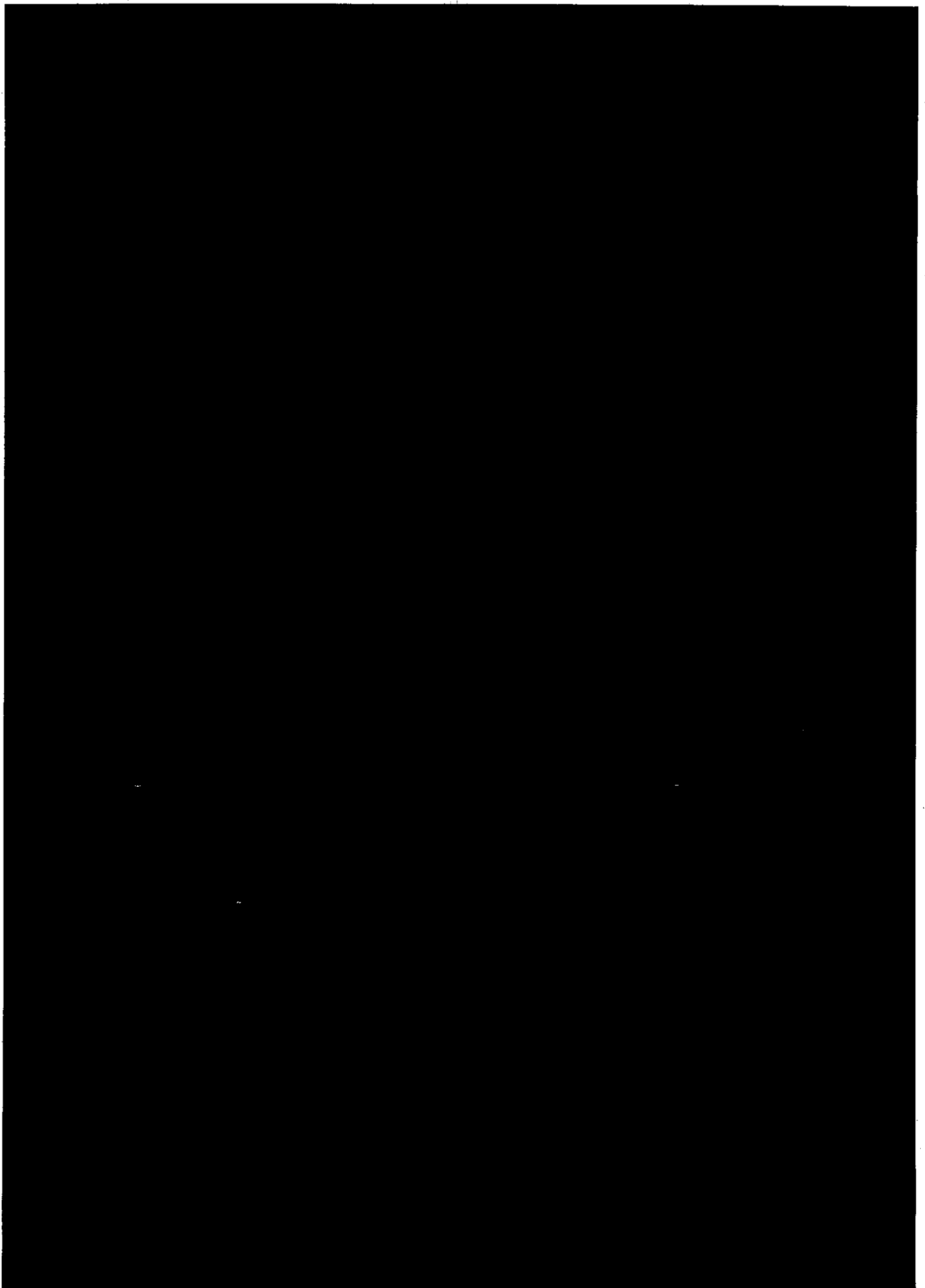


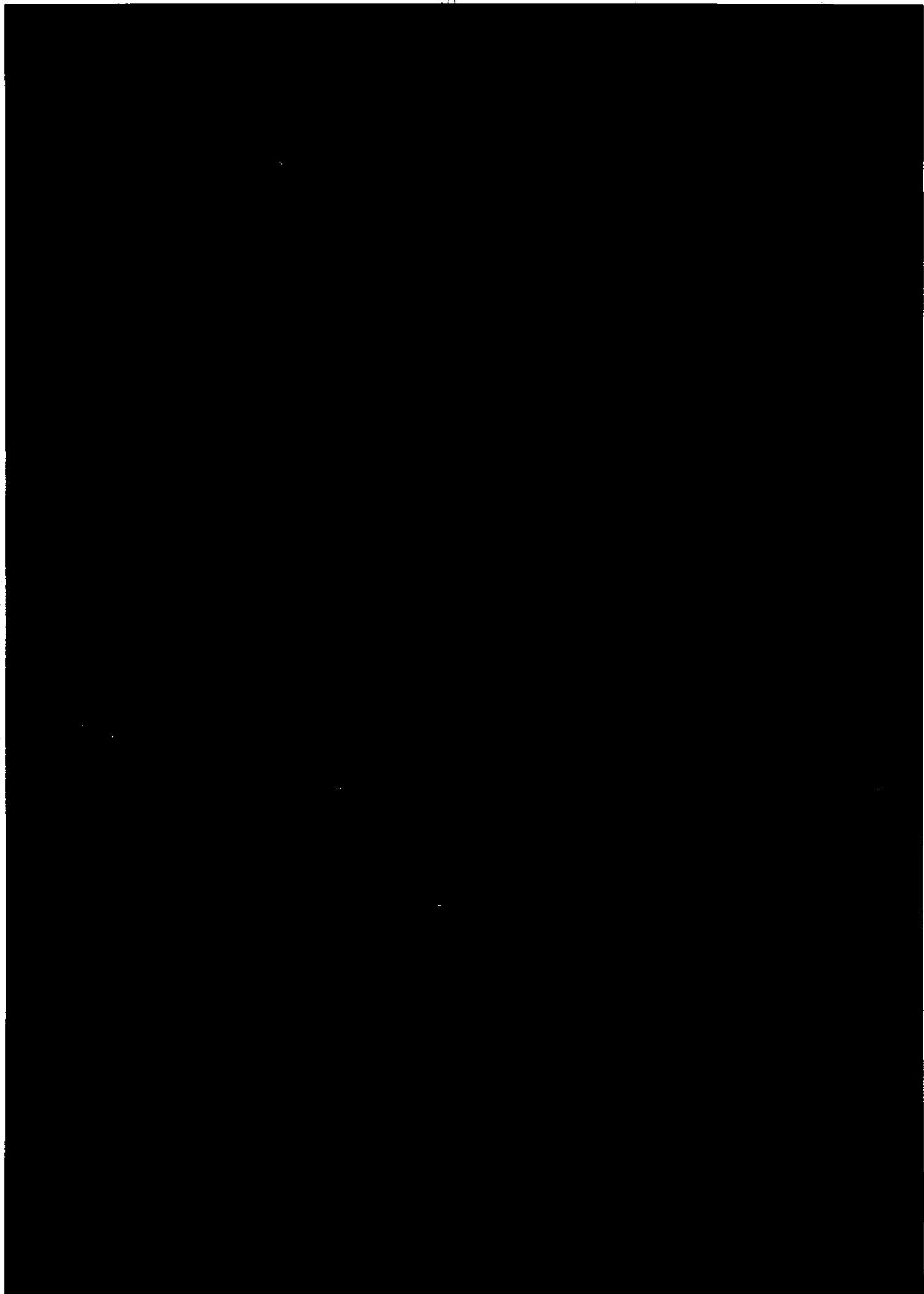


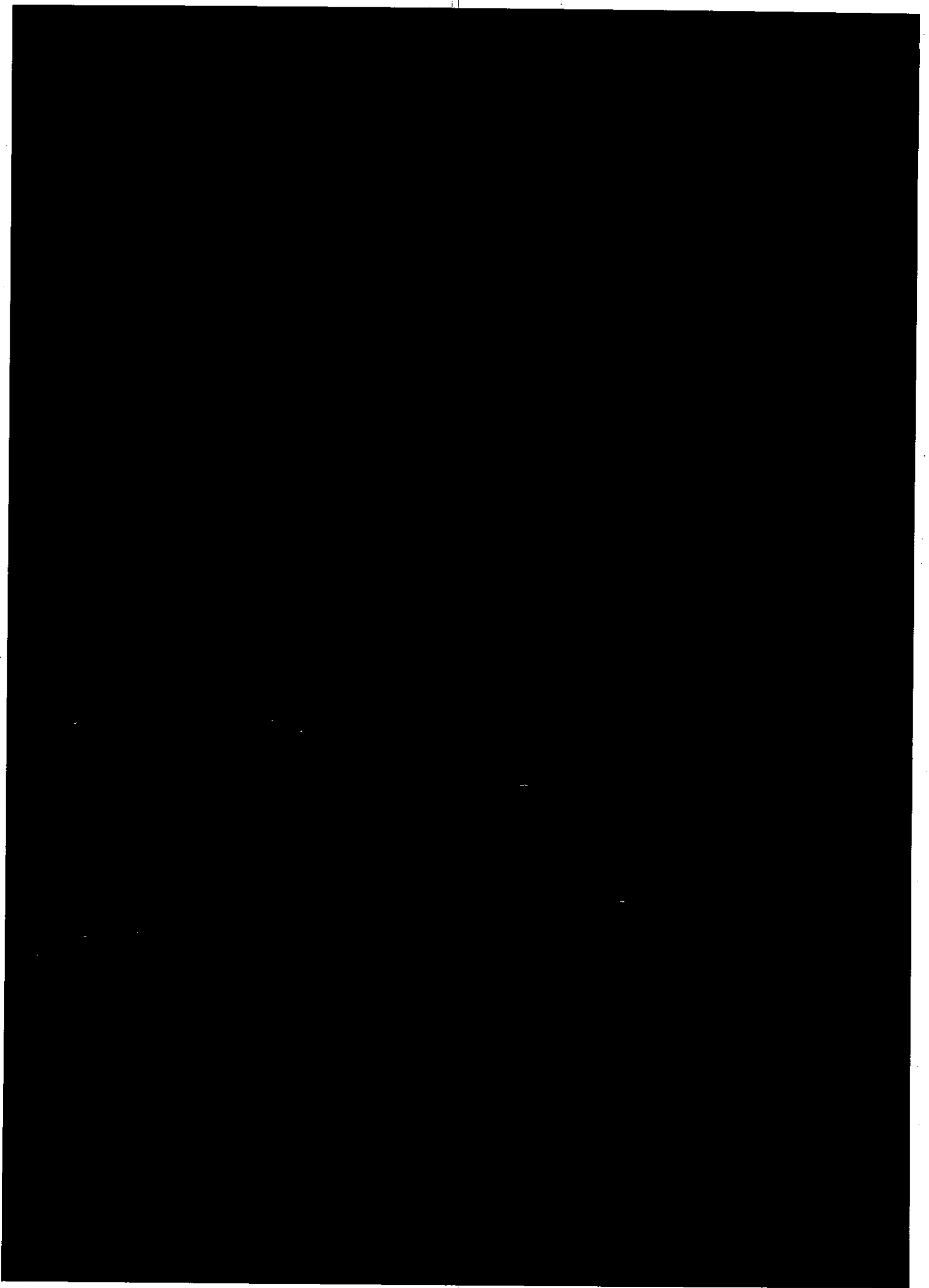


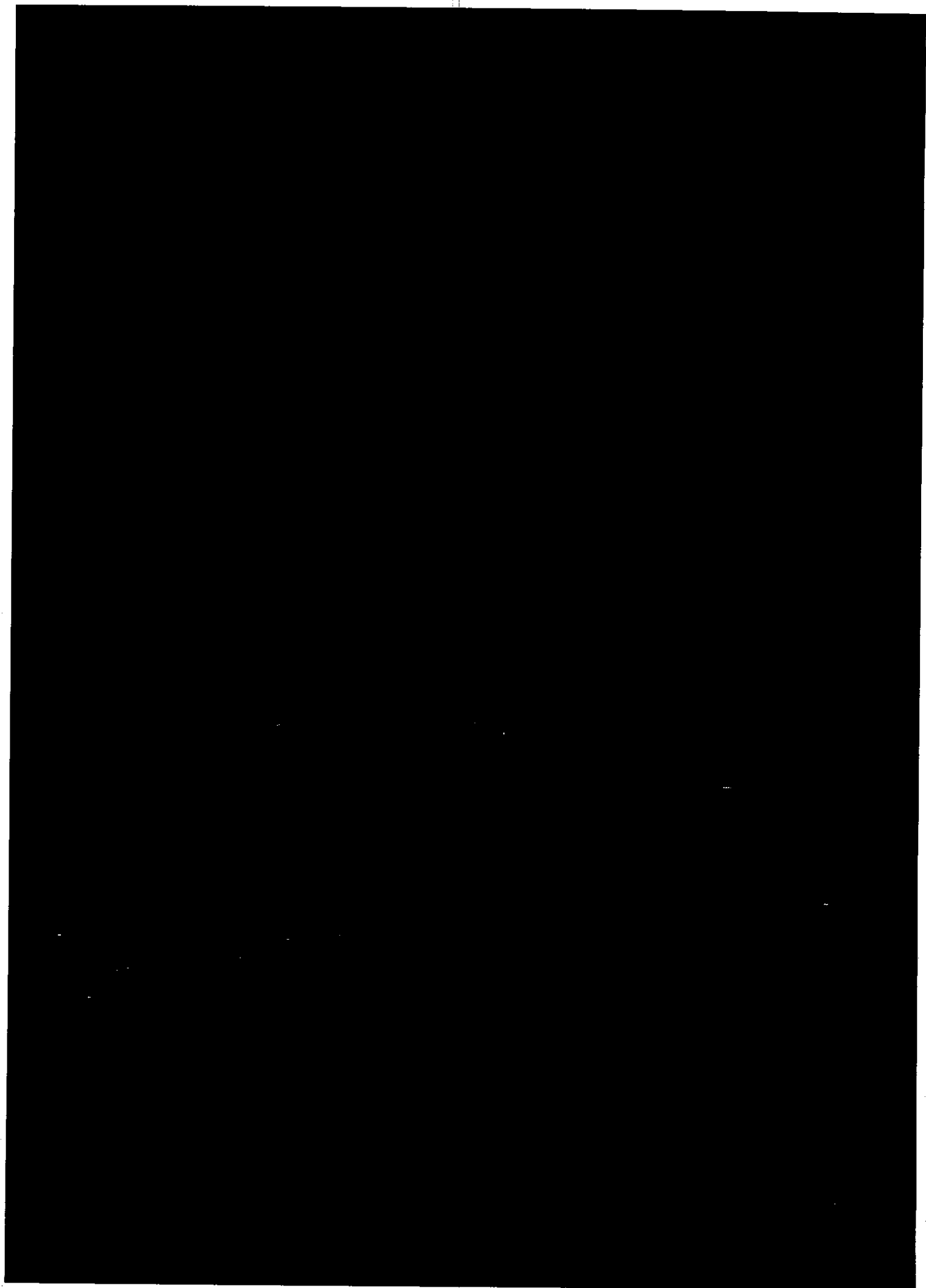














the 1990s, the number of people in the world who are undernourished has increased from 600 million to 800 million (FAO 1996).

There are a number of reasons why the world's population is becoming more undernourished. First, the world's population is growing rapidly, and the number of mouths to feed is increasing. Second, the world's food production is not keeping pace with the growing population. Third, the world's food distribution is uneven, with some areas having a surplus and others a deficit. Fourth, the world's food quality is poor, with many people suffering from malnutrition. Fifth, the world's food prices are high, making it difficult for many people to afford food.

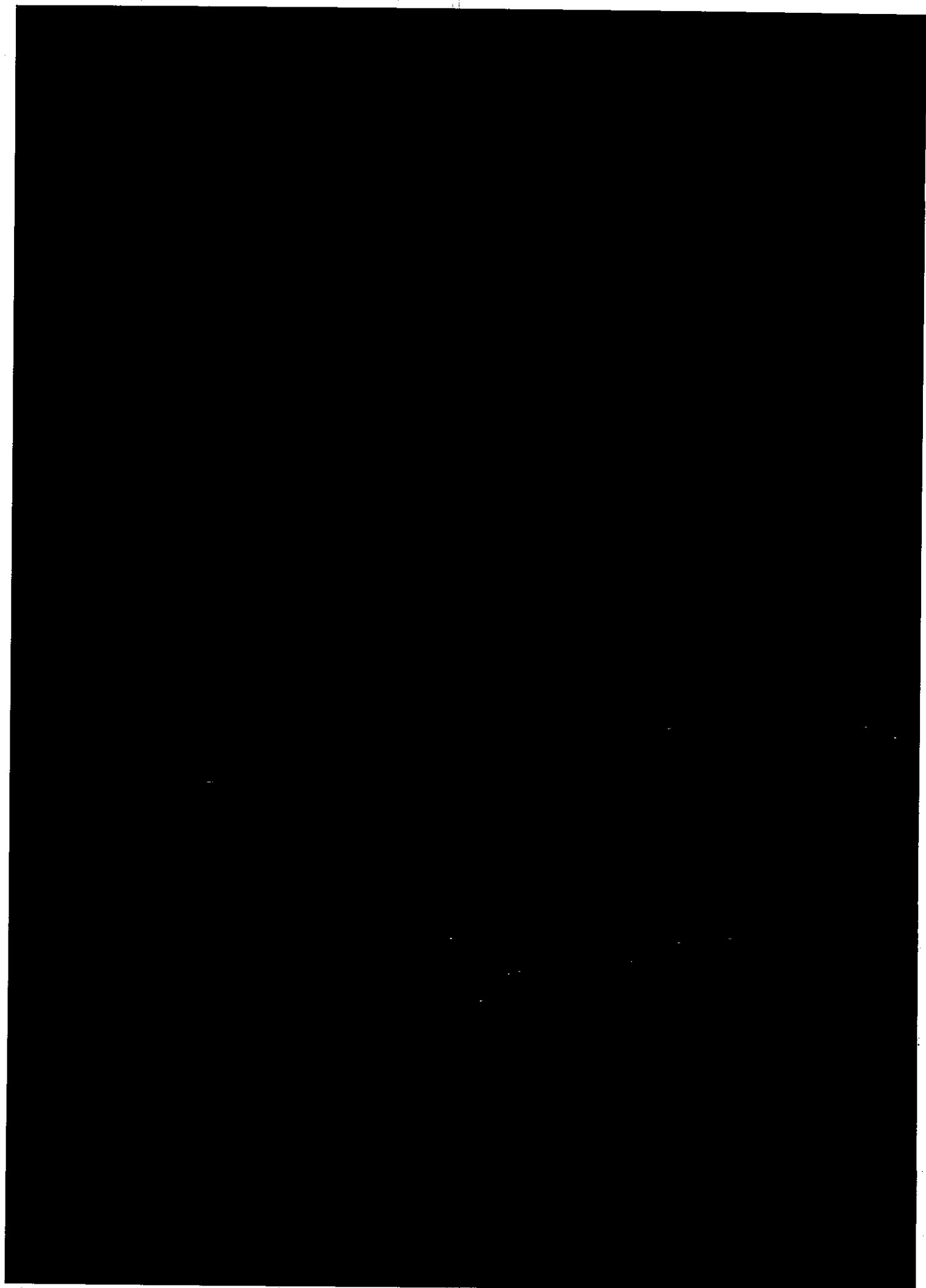
There are a number of ways to address the problem of world hunger. First, we need to increase food production. This can be done by improving agricultural practices, such as using fertilizers and pesticides, and by expanding the area of land used for agriculture. Second, we need to improve food distribution. This can be done by building roads and bridges, and by improving the efficiency of the food supply chain. Third, we need to improve food quality. This can be done by promoting healthy eating habits, and by ensuring that food is safe and nutritious. Fourth, we need to reduce food prices. This can be done by increasing competition, and by reducing government subsidies.

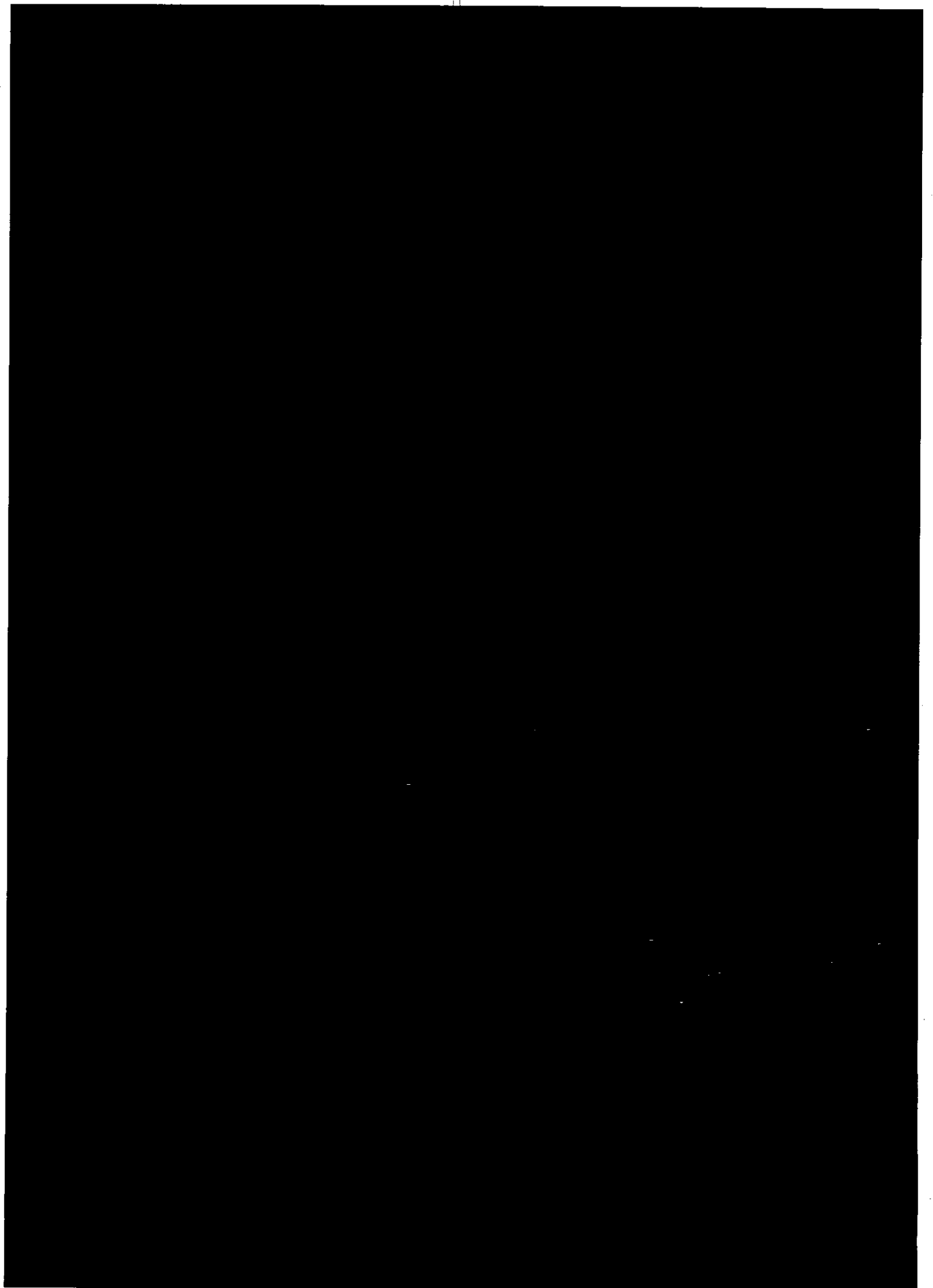
There are a number of organizations working to address the problem of world hunger. The United Nations World Food Programme (WFP) is the largest, and it provides food assistance to over 100 million people. Other organizations include the International Fund for Agricultural Development (IFAD), the World Bank, and the United States Agency for International Development (USAID).

There are a number of challenges to addressing the problem of world hunger. First, there is a lack of political will in many countries. Second, there is a lack of resources. Third, there is a lack of information. Fourth, there is a lack of coordination between organizations. Fifth, there is a lack of public awareness.

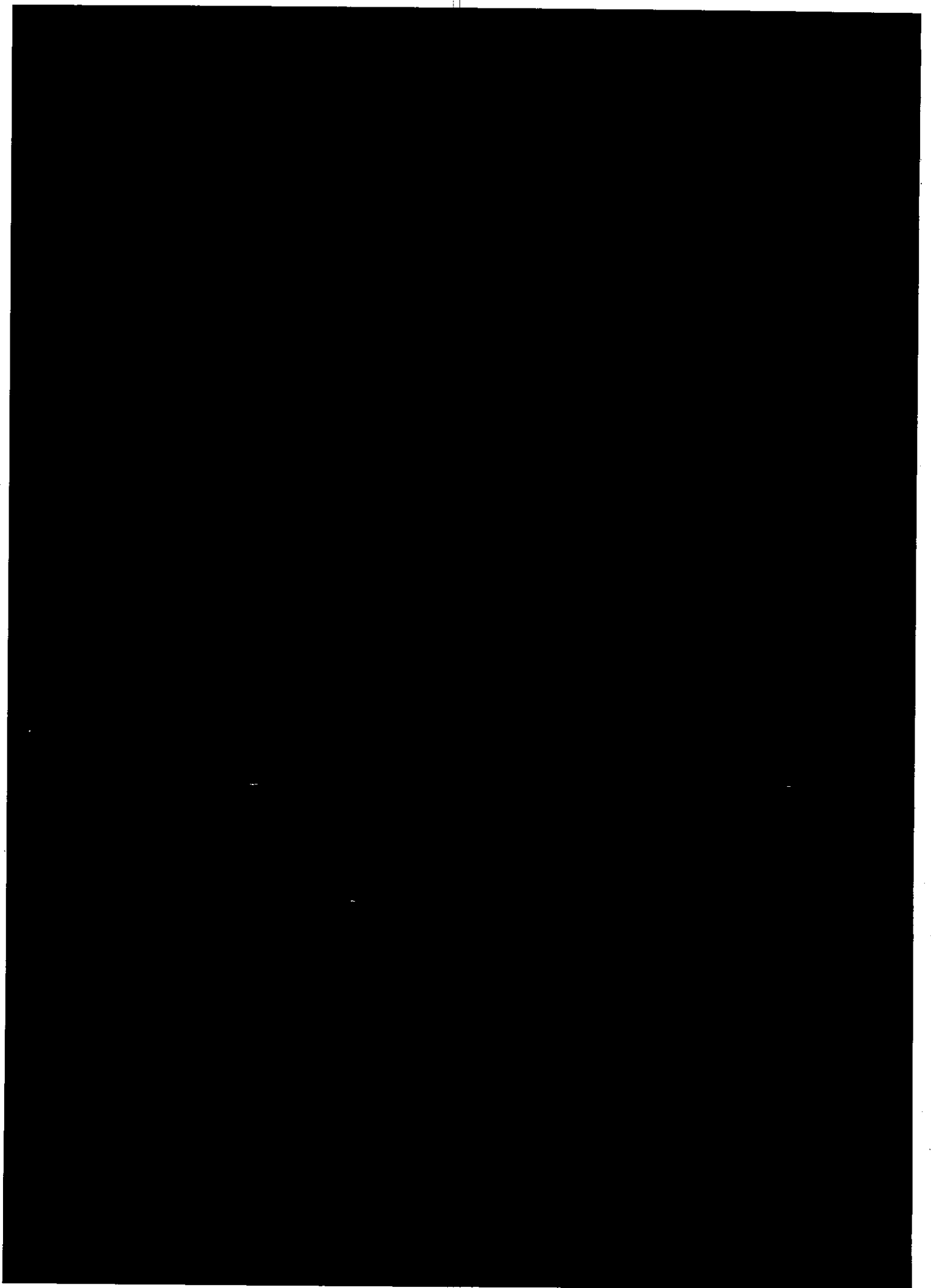
There are a number of ways to overcome these challenges. First, we need to build political will. This can be done by educating the public, and by lobbying government leaders. Second, we need to increase resources. This can be done by raising money, and by providing technical assistance. Third, we need to improve information. This can be done by conducting research, and by sharing information. Fourth, we need to improve coordination. This can be done by creating a network of organizations, and by holding regular meetings. Fifth, we need to increase public awareness. This can be done by using the media, and by organizing campaigns.

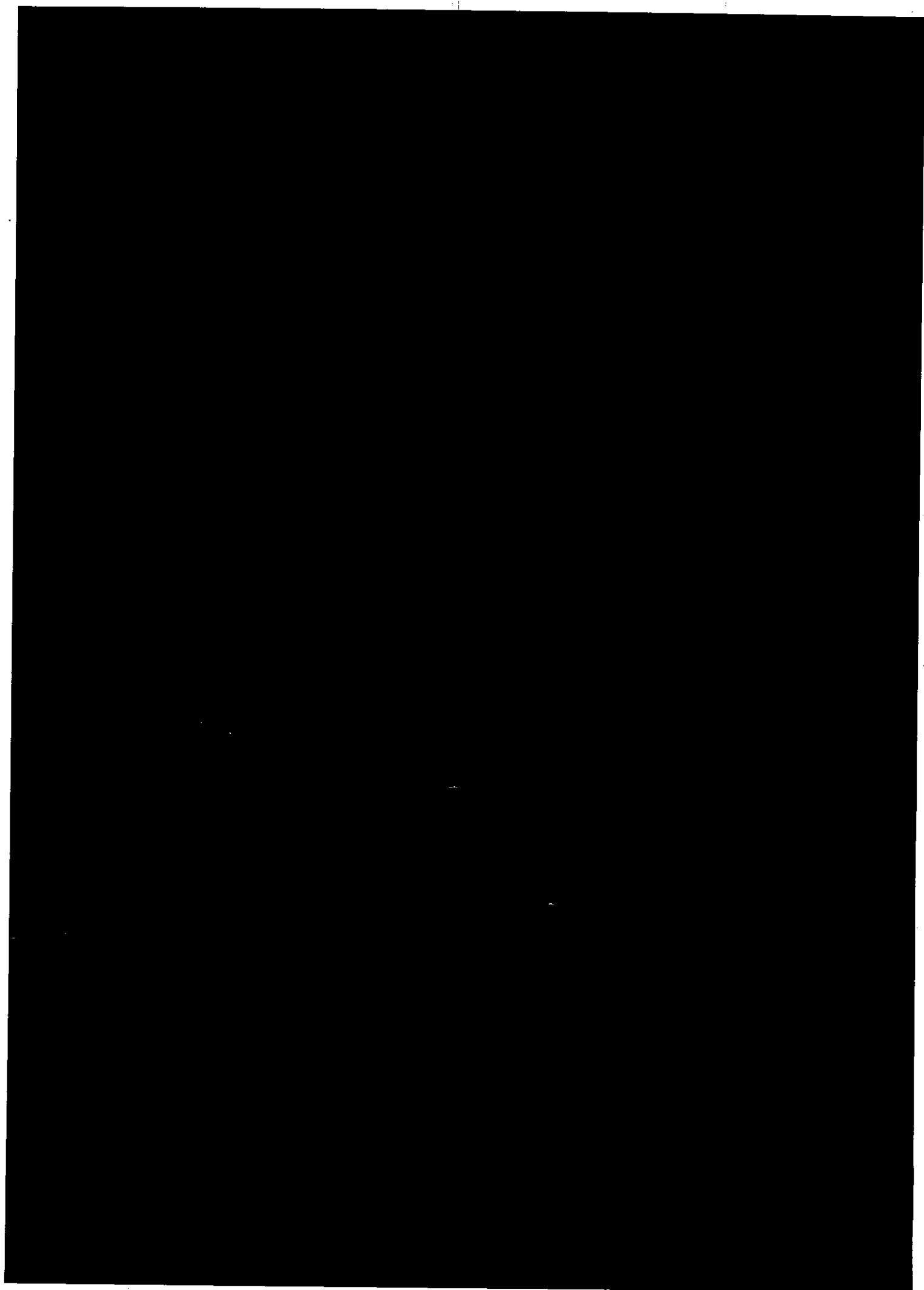
There are a number of things we can do to help address the problem of world hunger. We can donate money to organizations like WFP. We can volunteer our time. We can educate our friends and family. We can lobby our government leaders. We can eat responsibly. We can support local farmers. We can reduce food waste. We can be part of the solution.

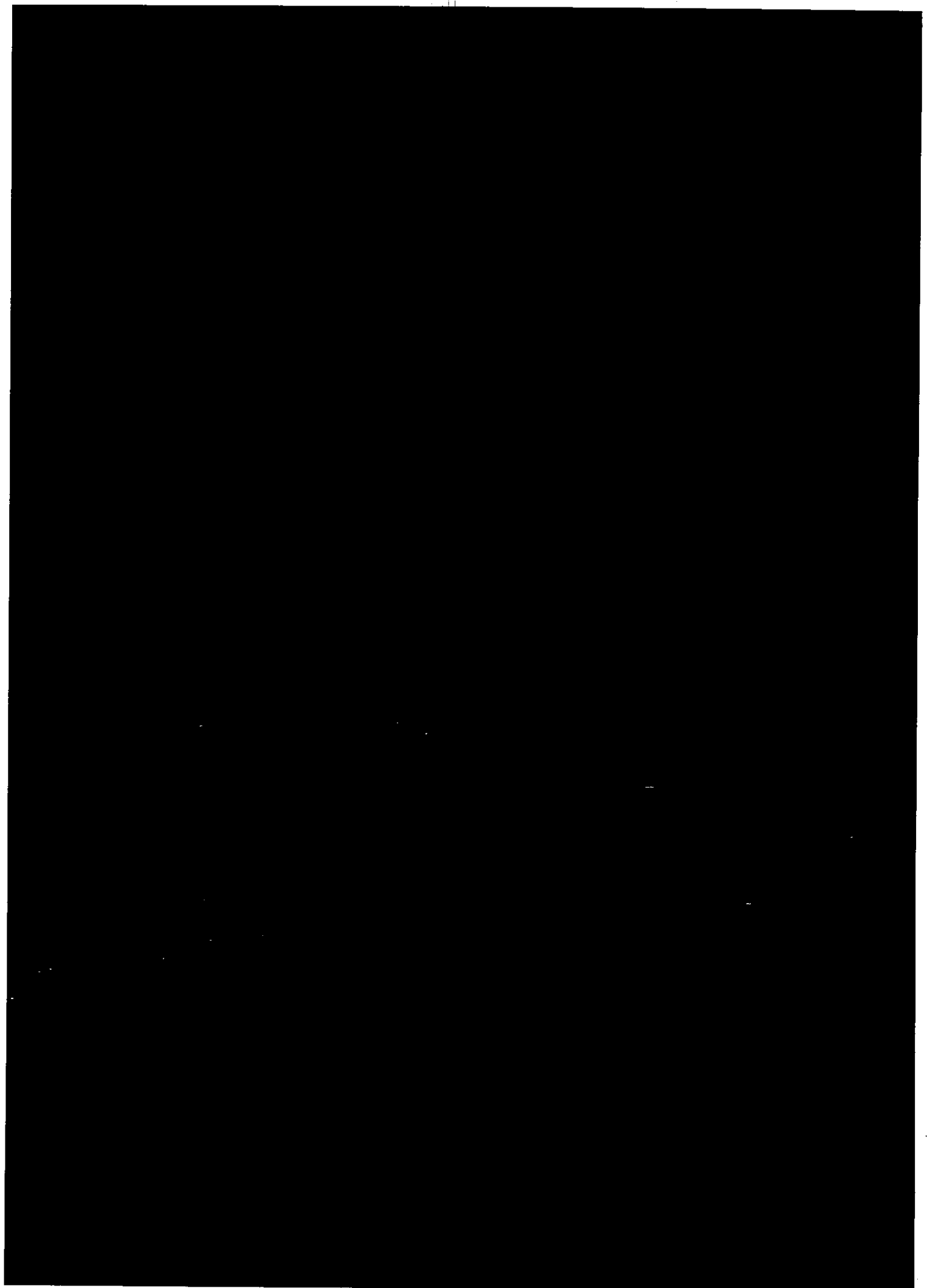


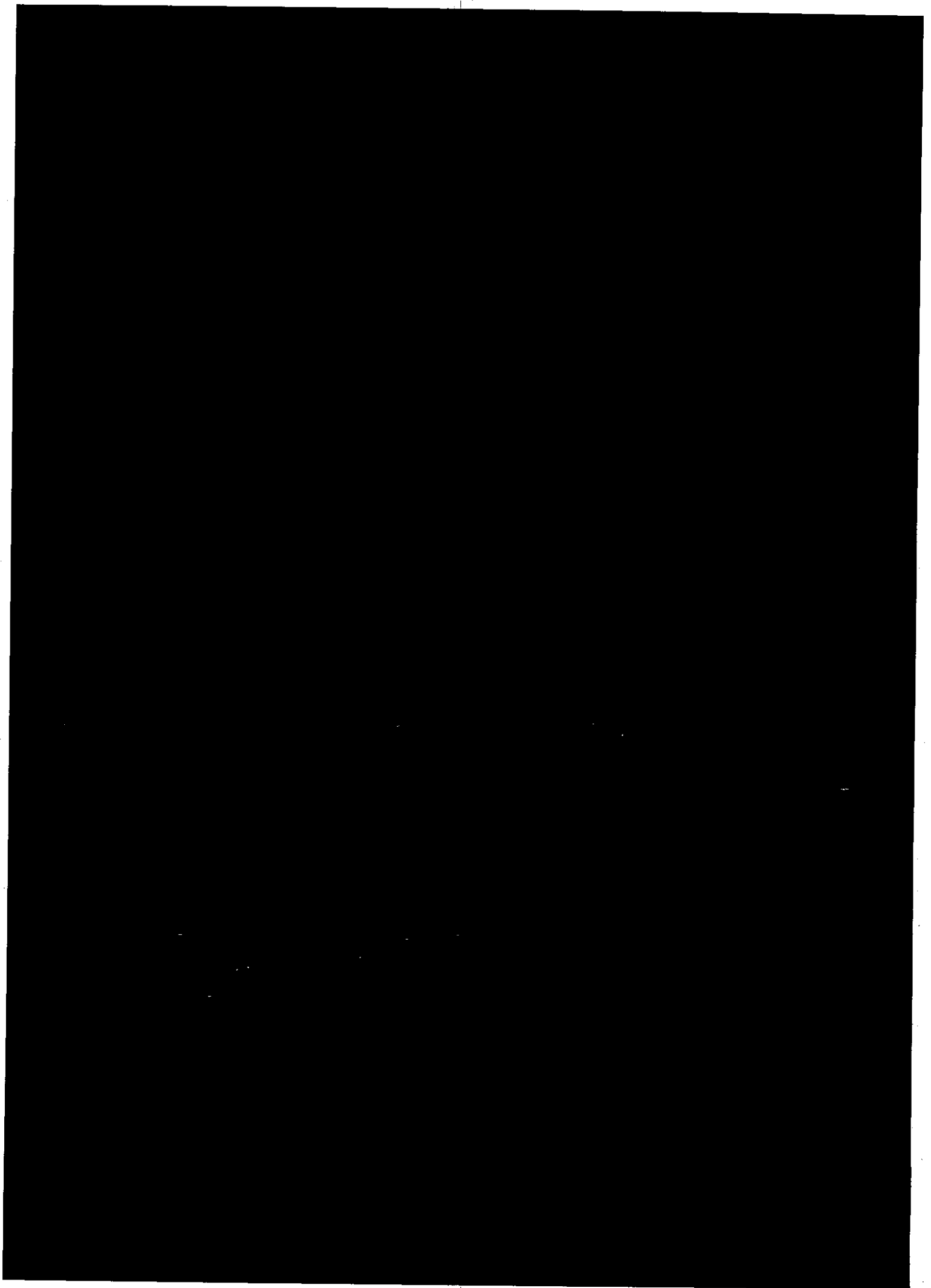




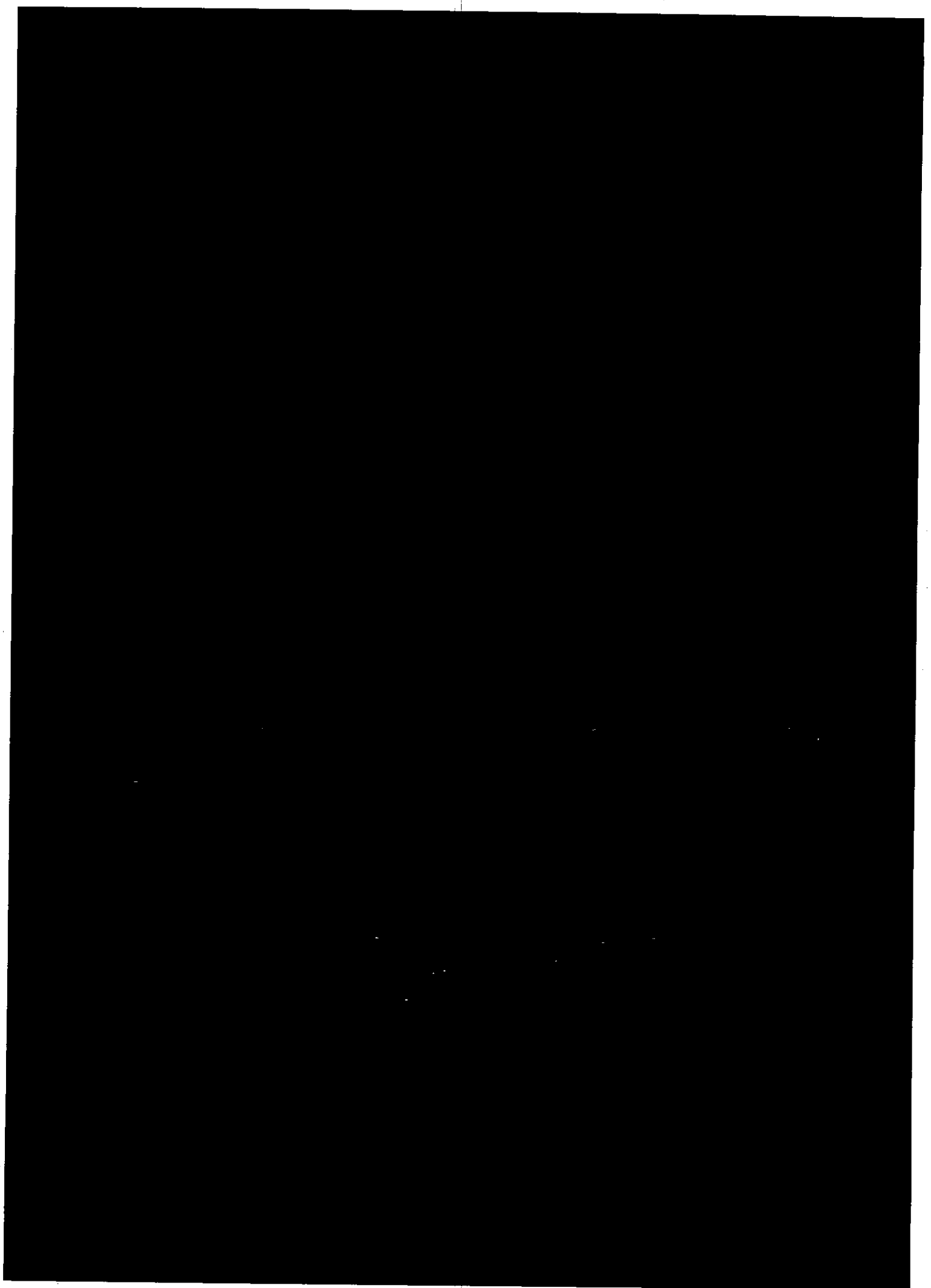


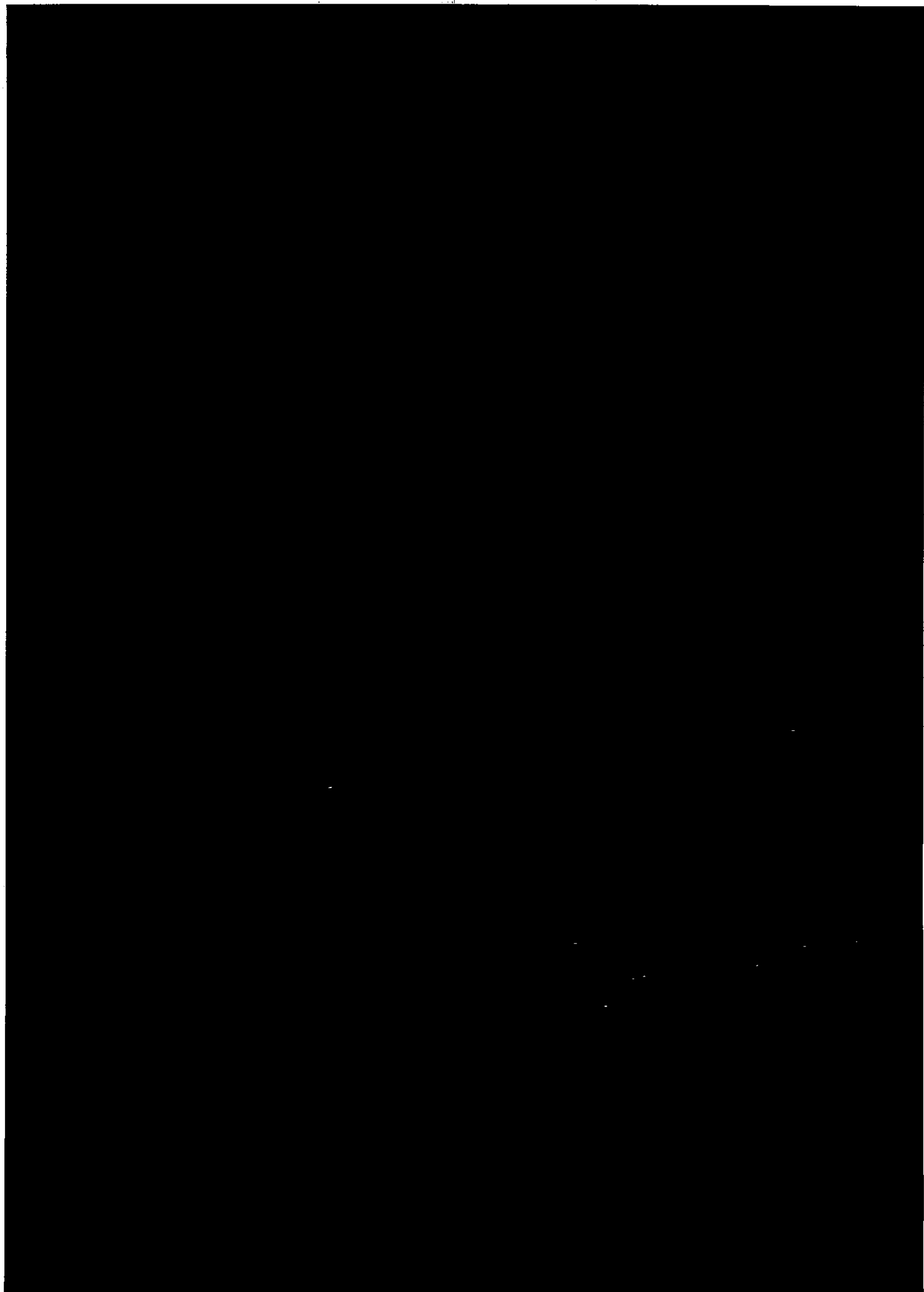


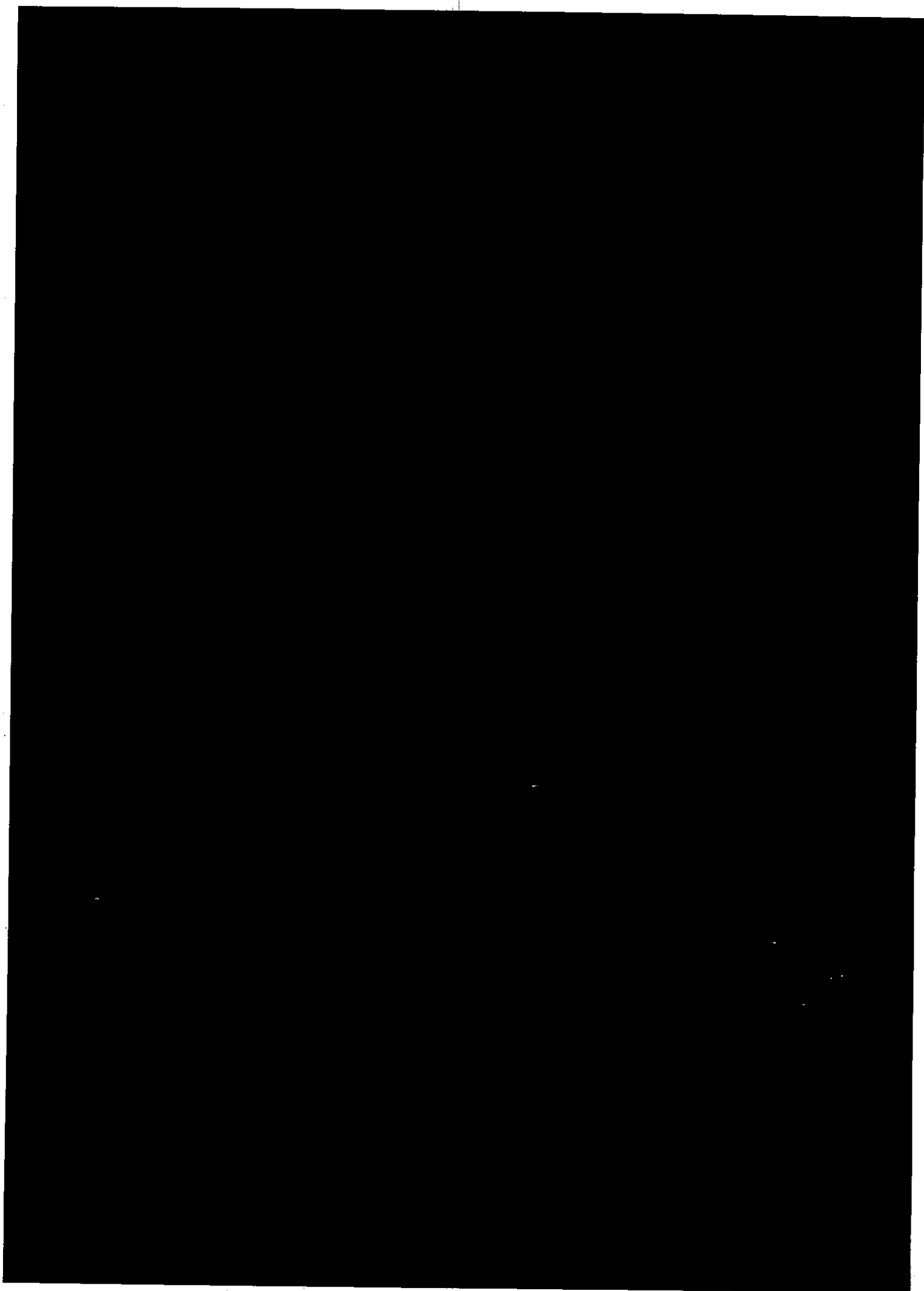


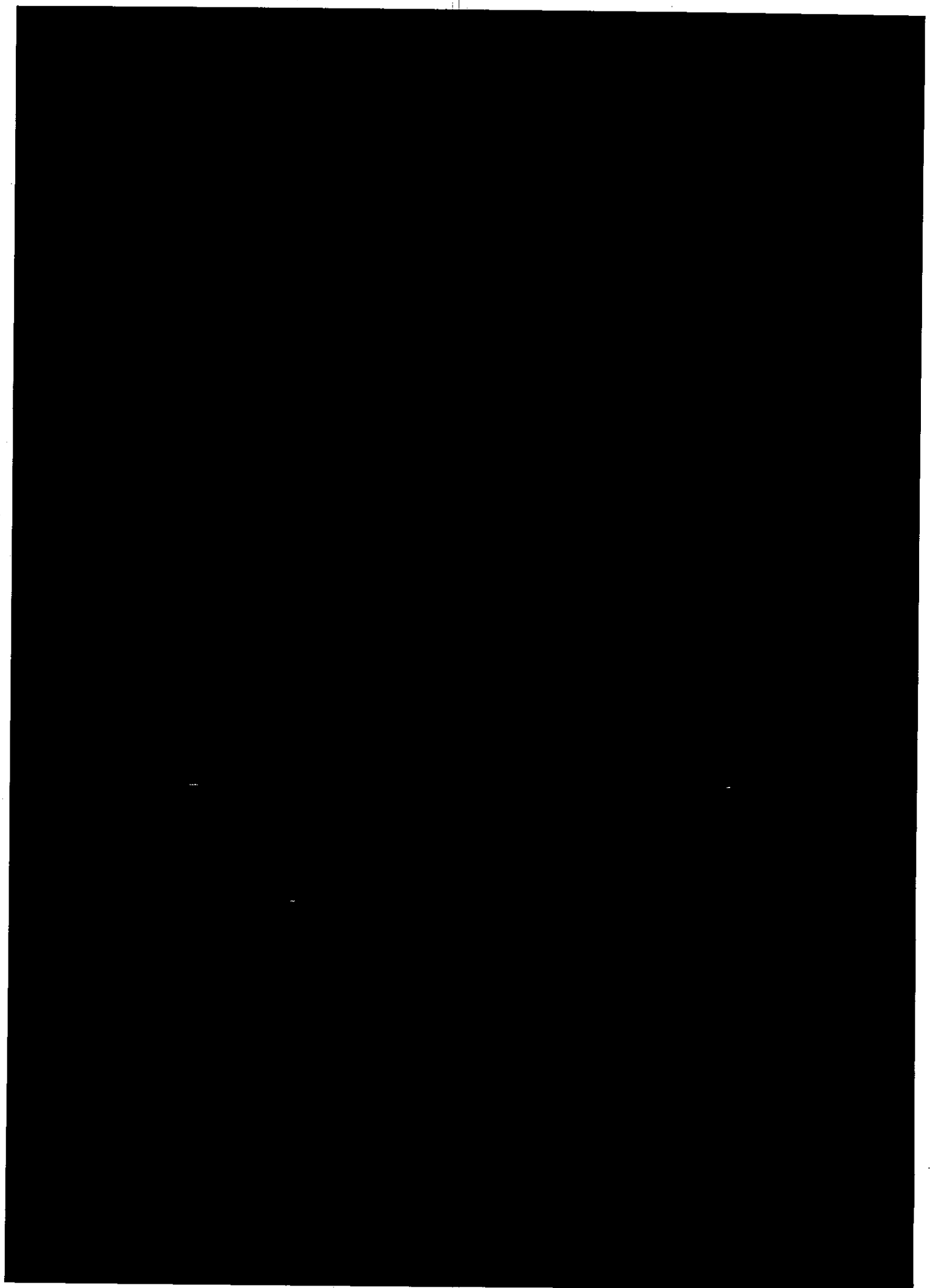


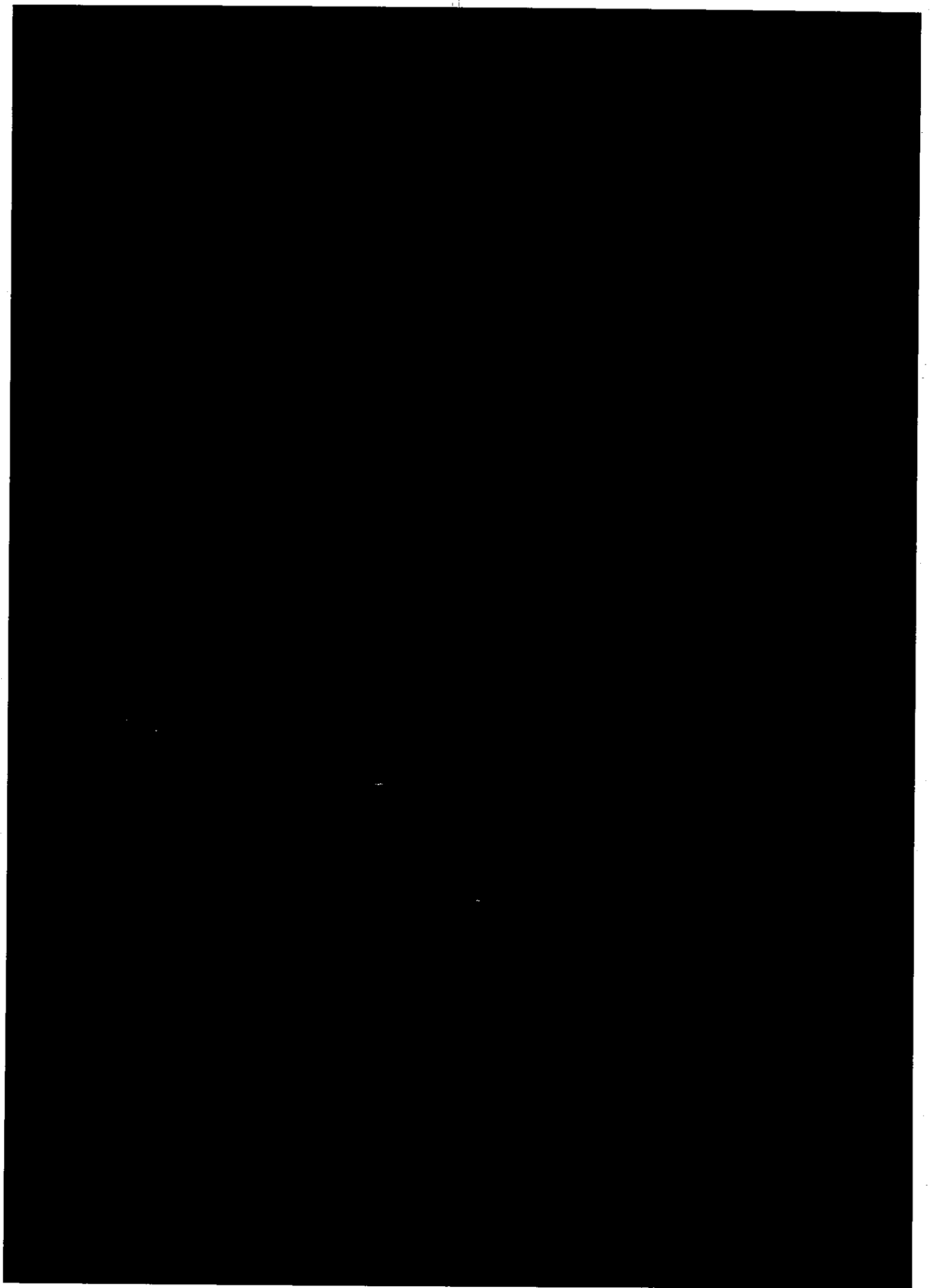


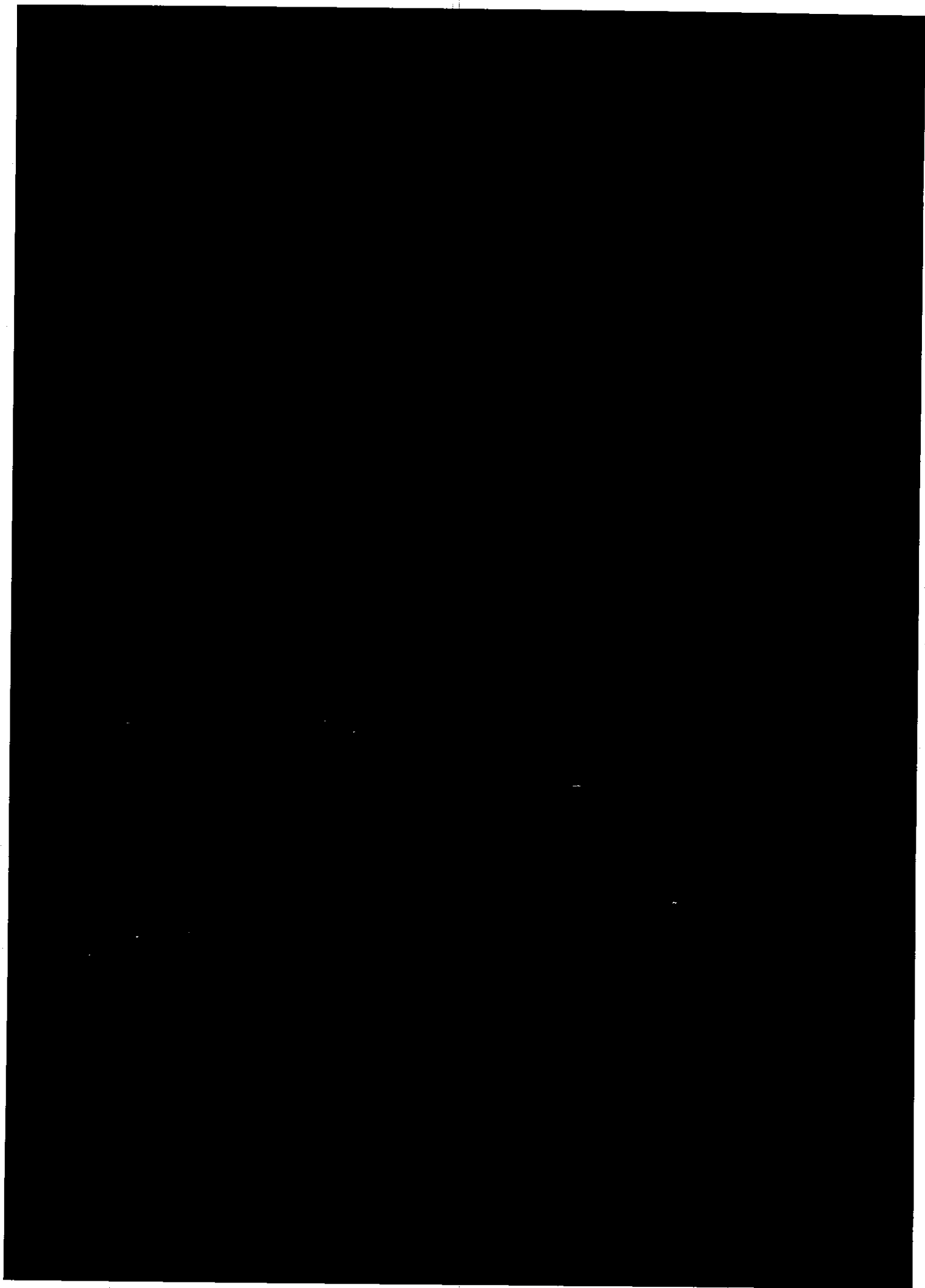


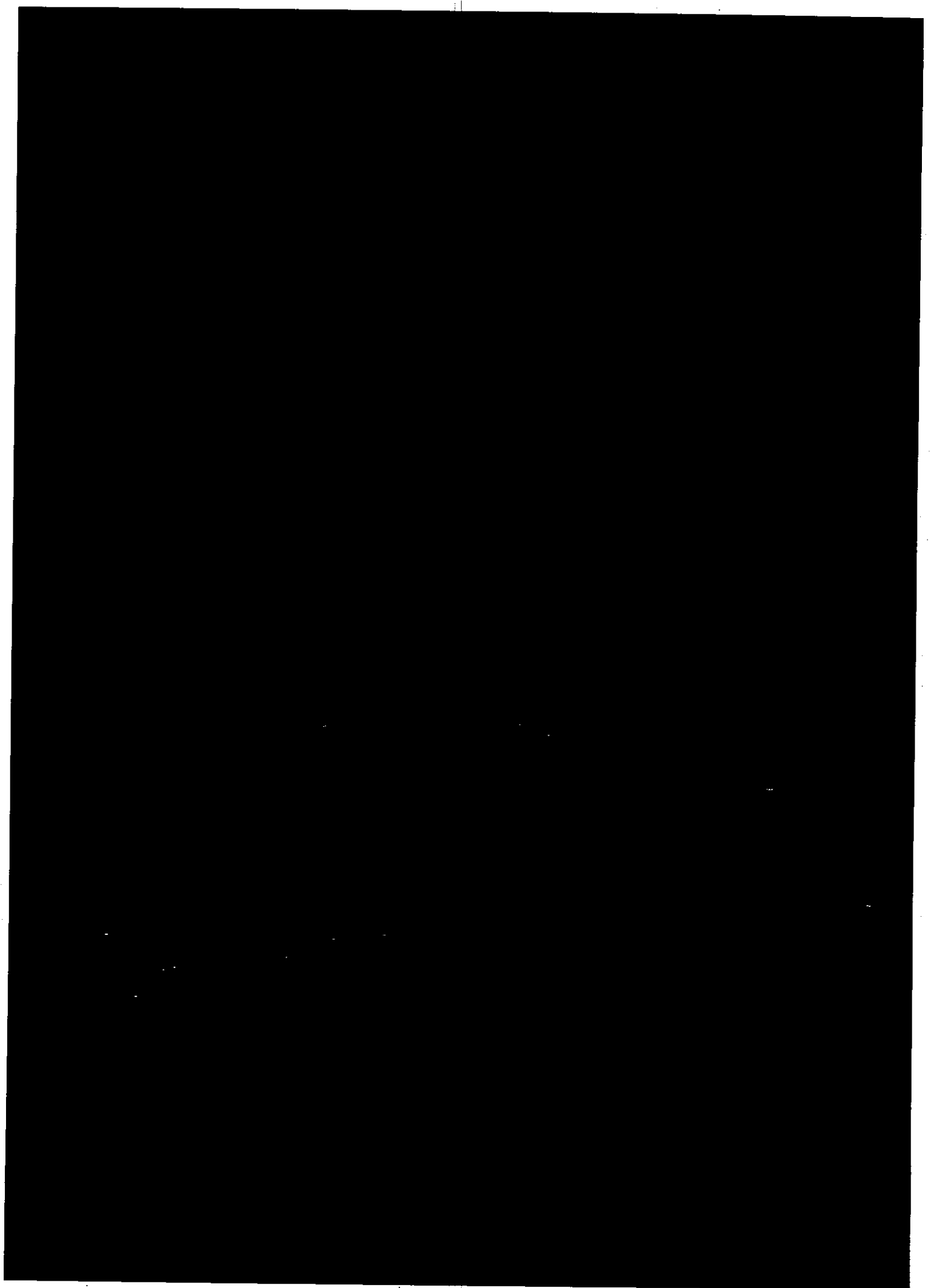


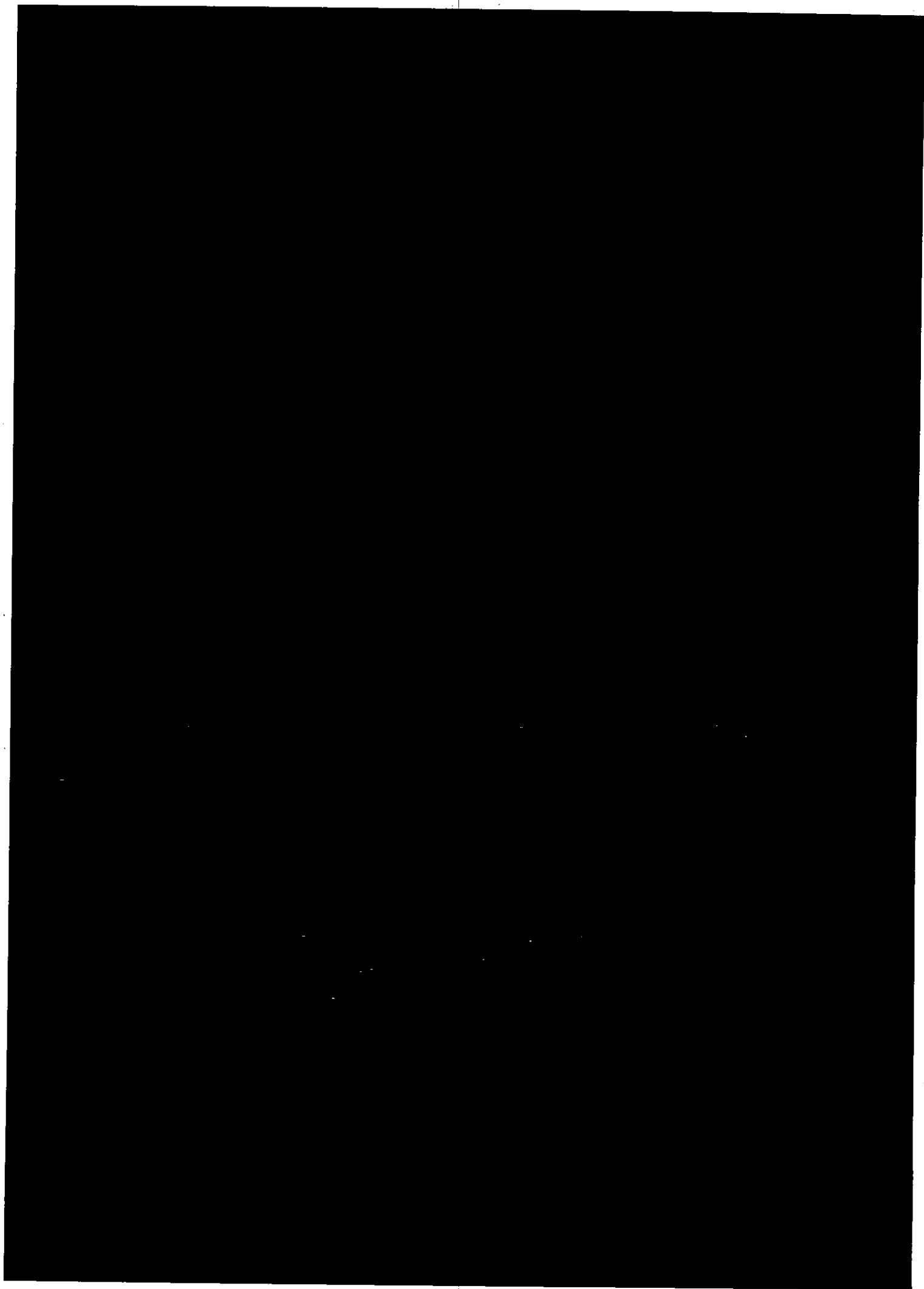




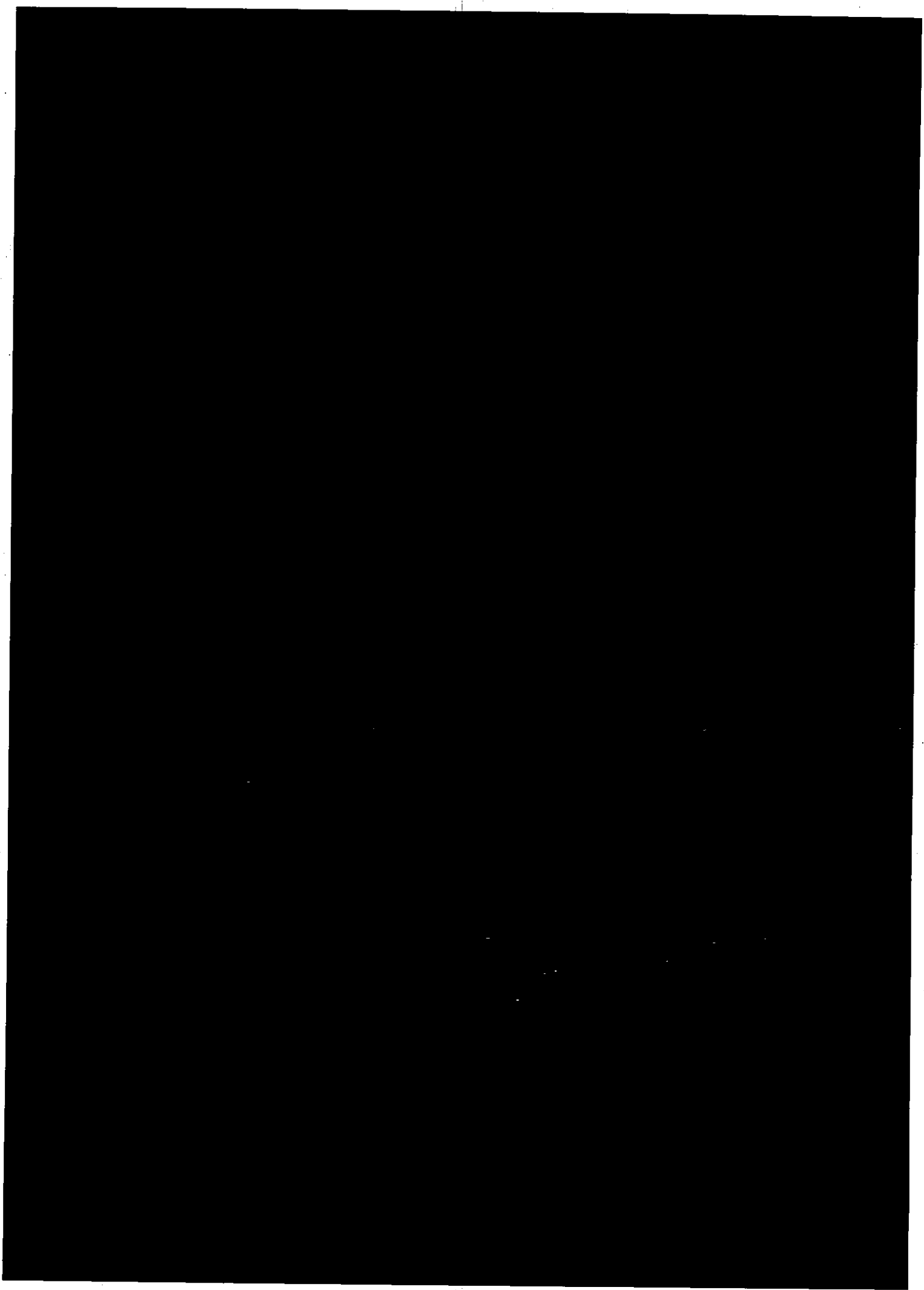


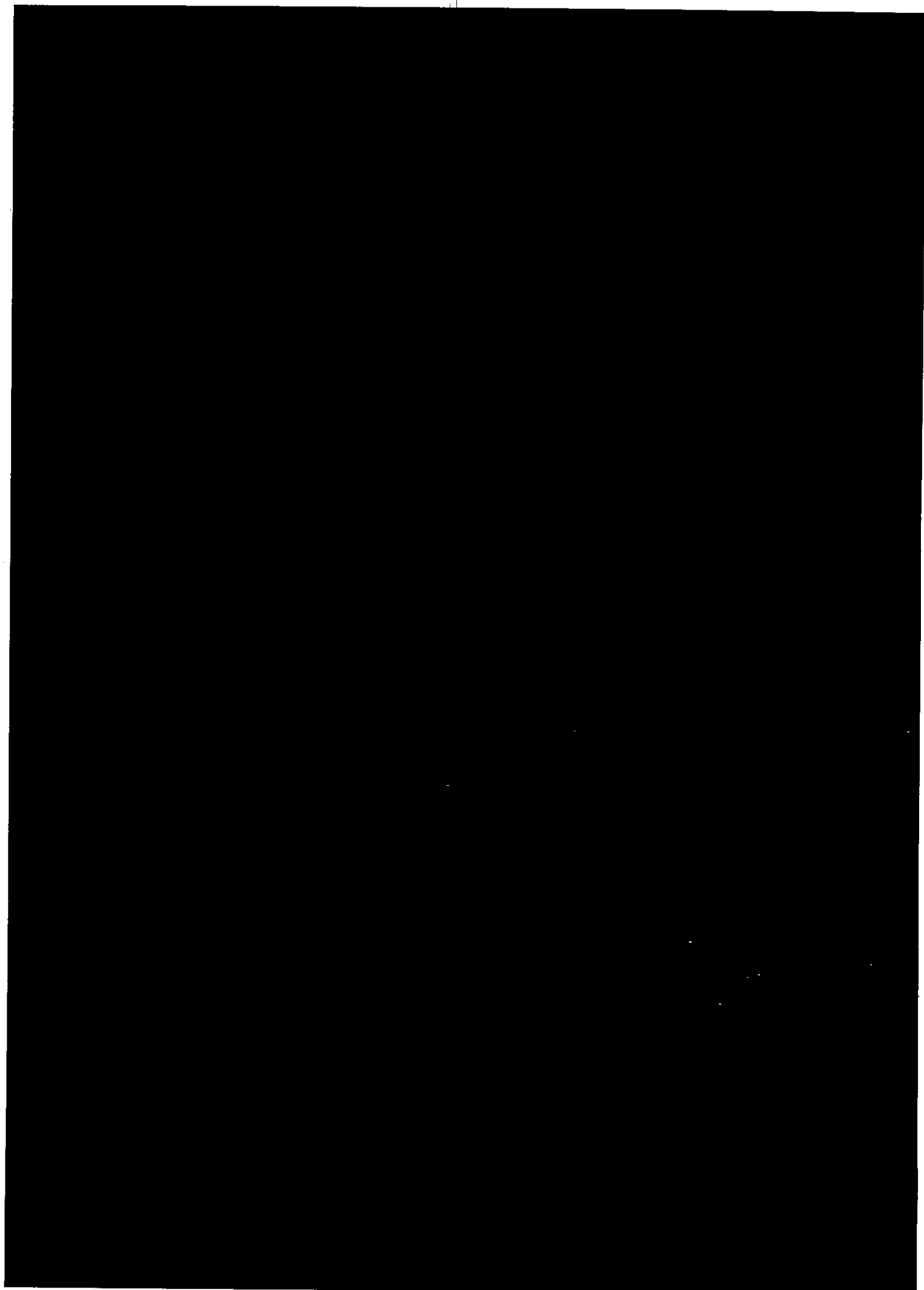


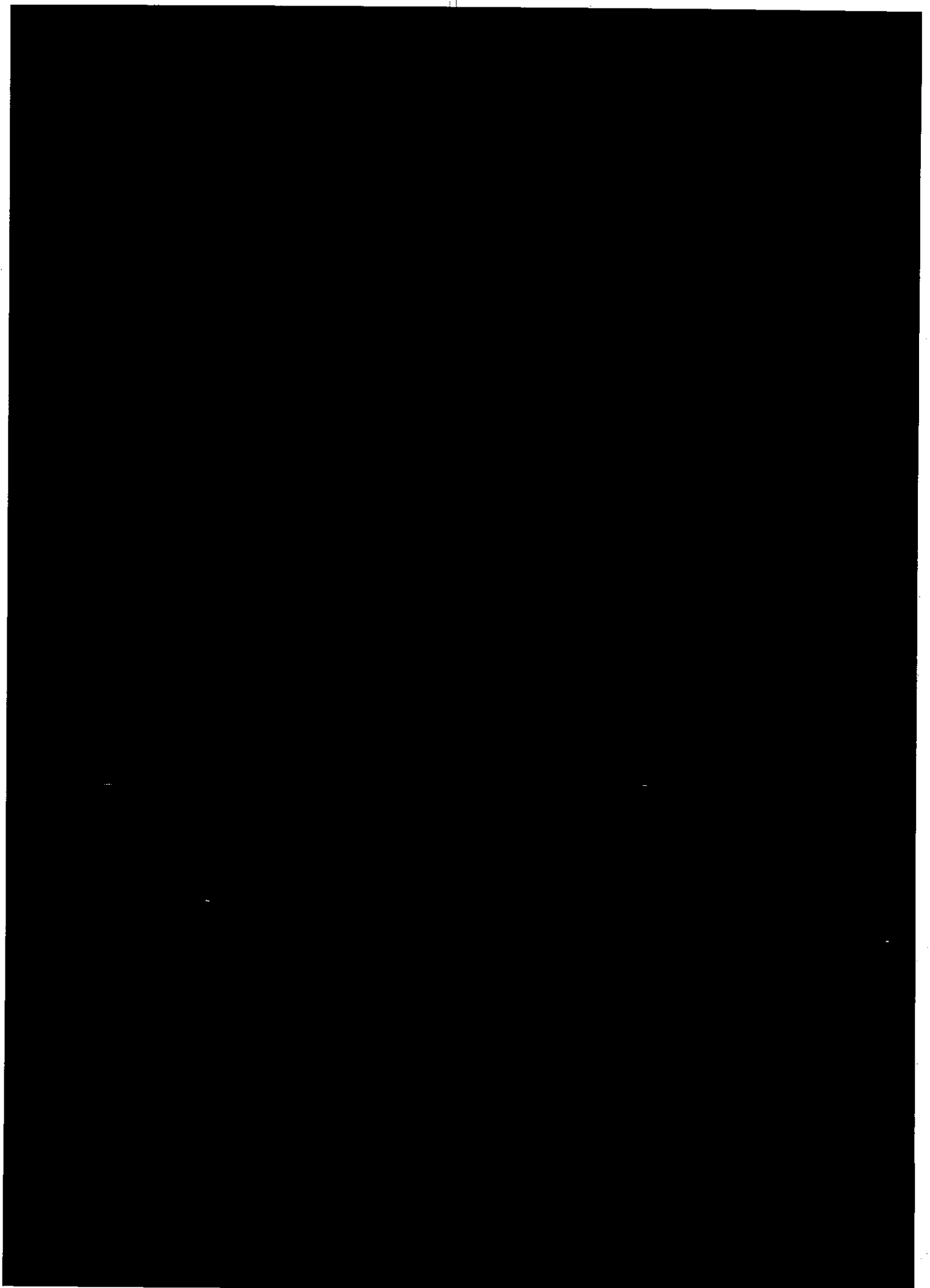


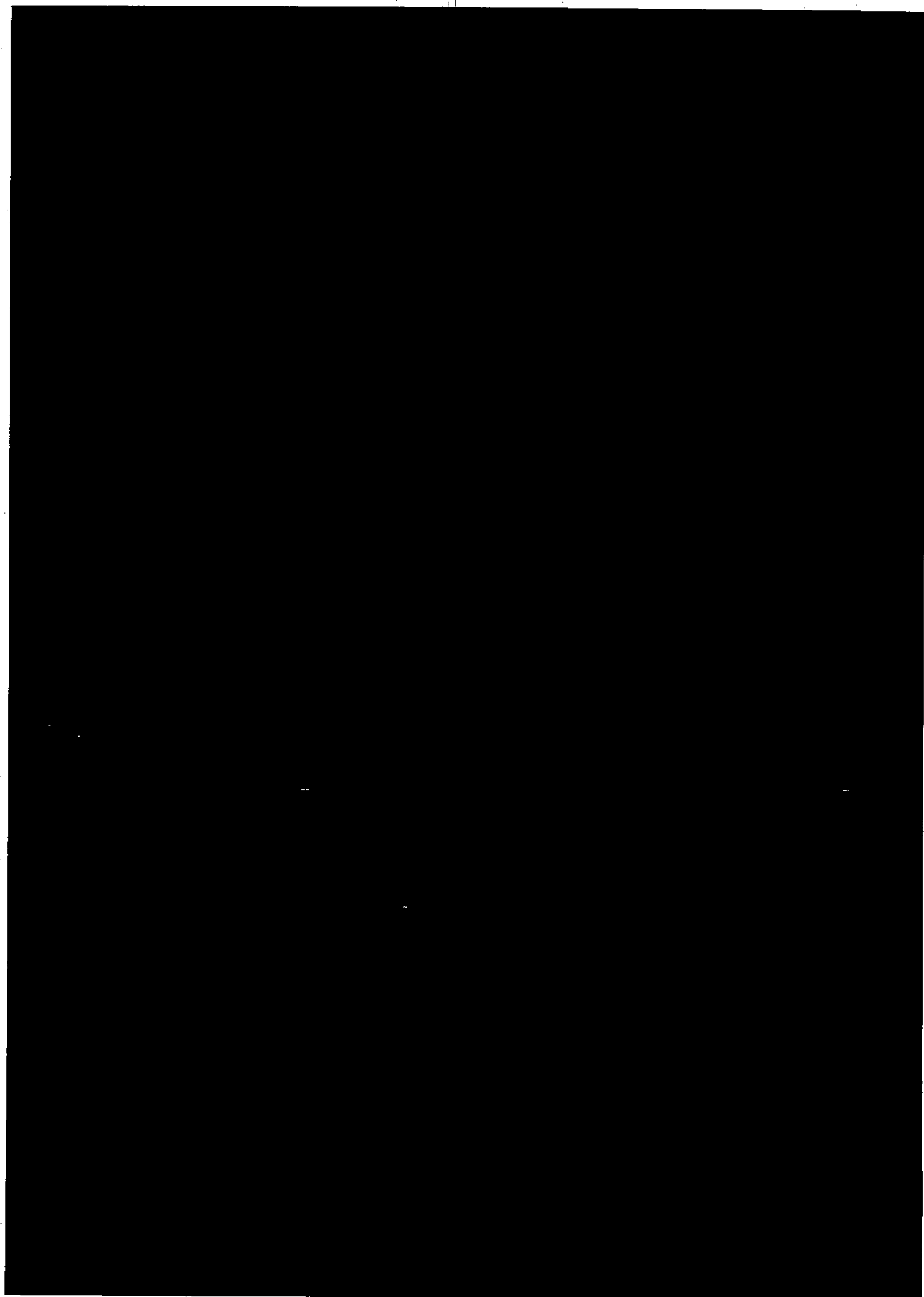


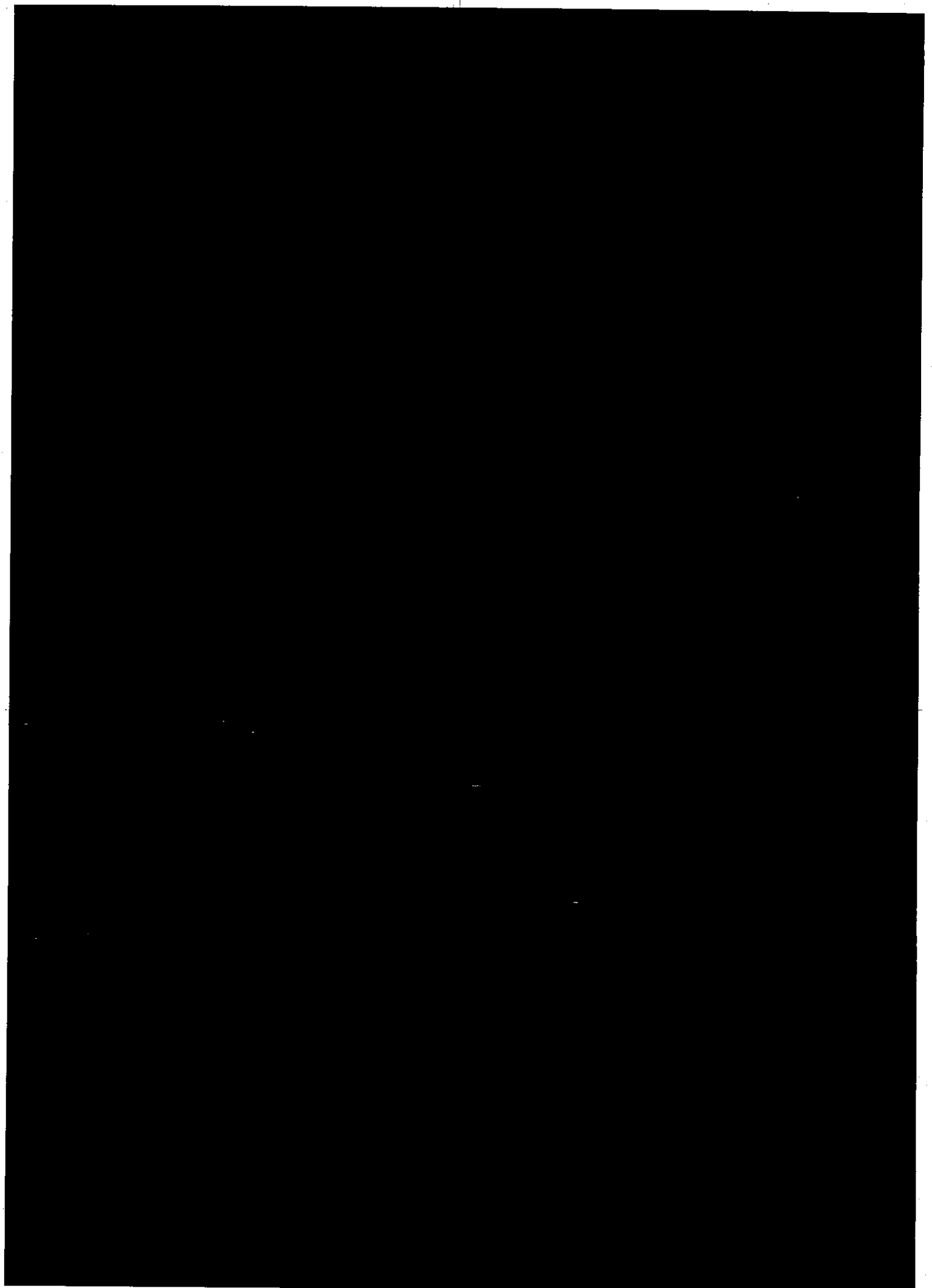


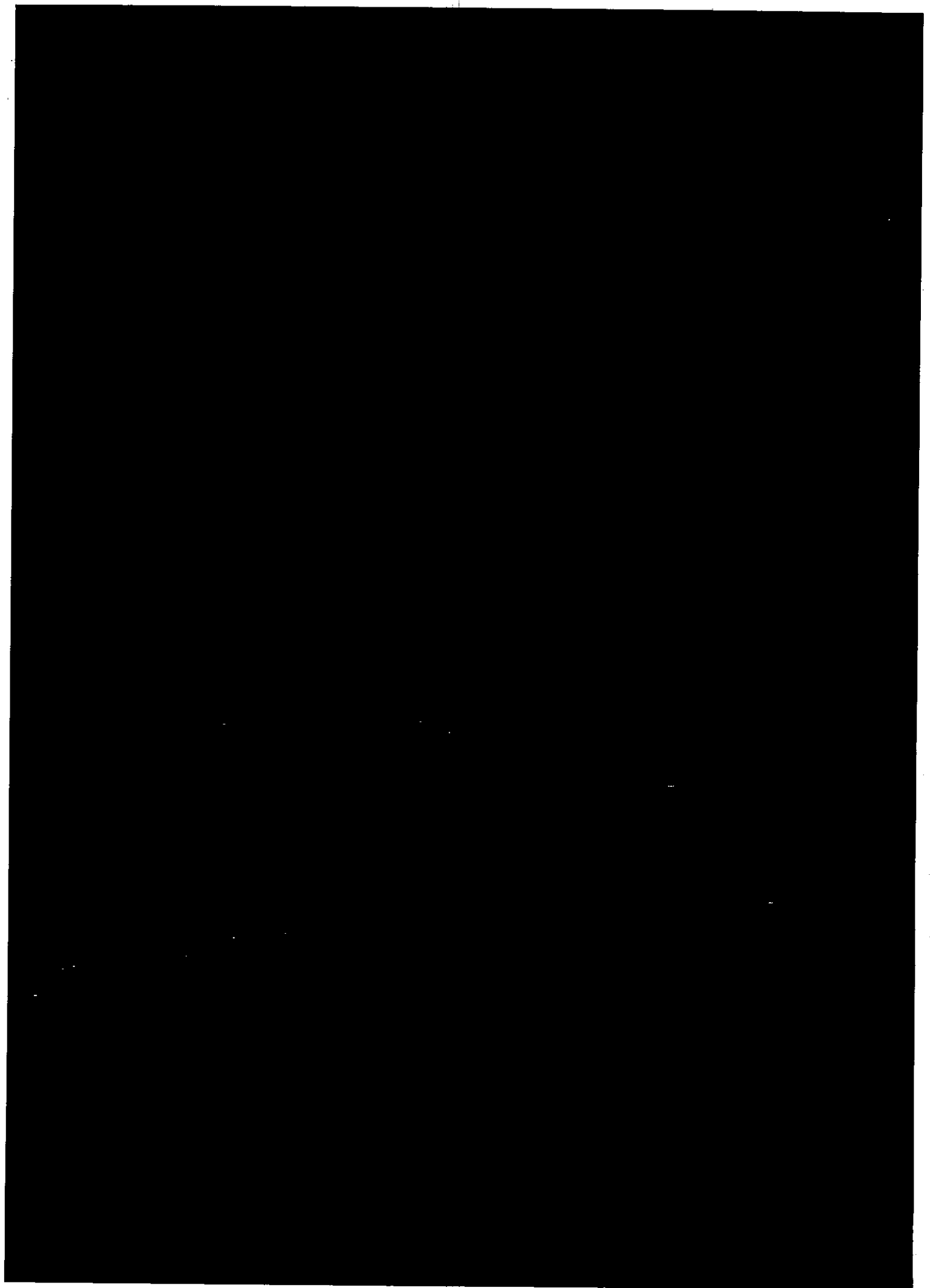




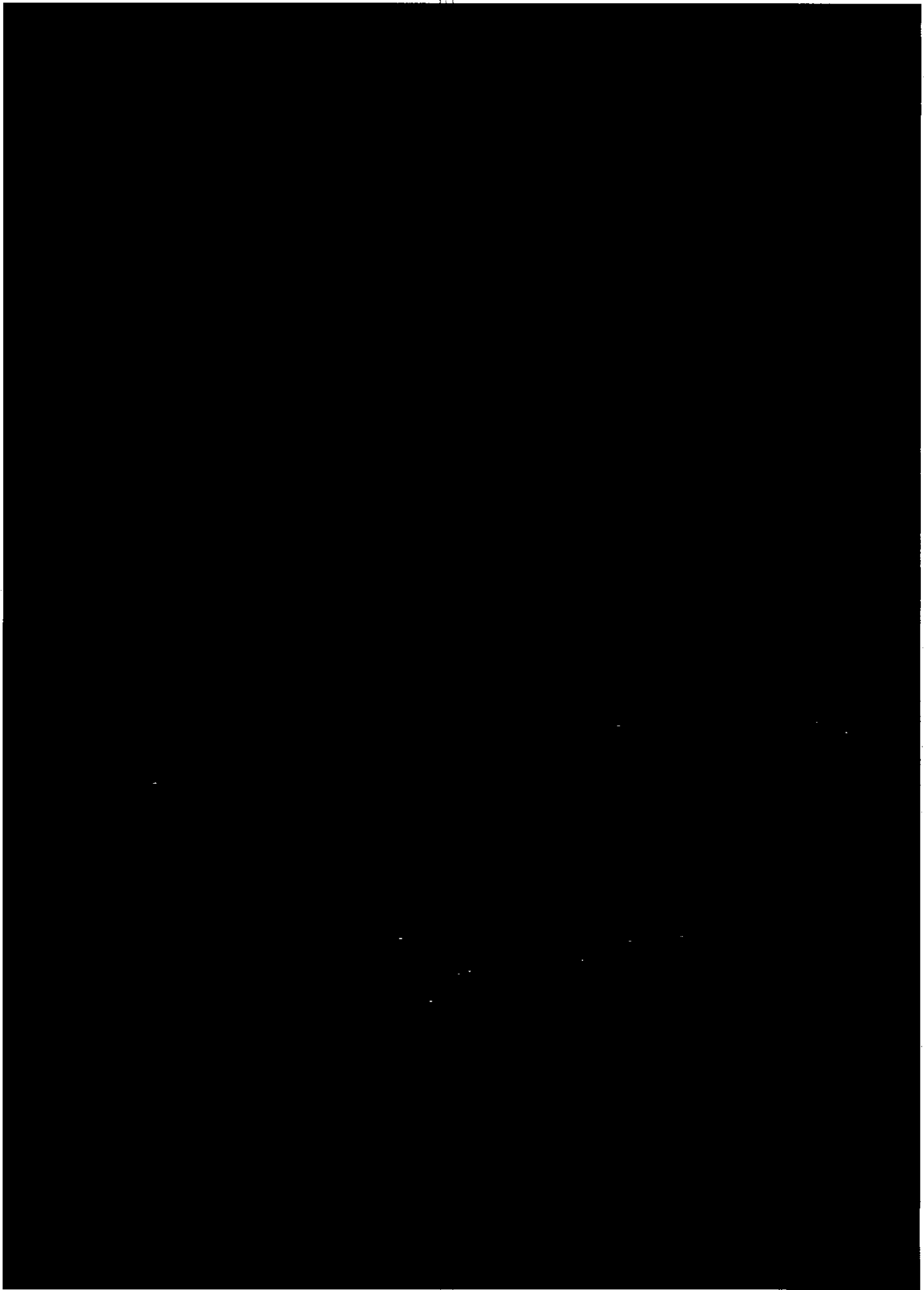




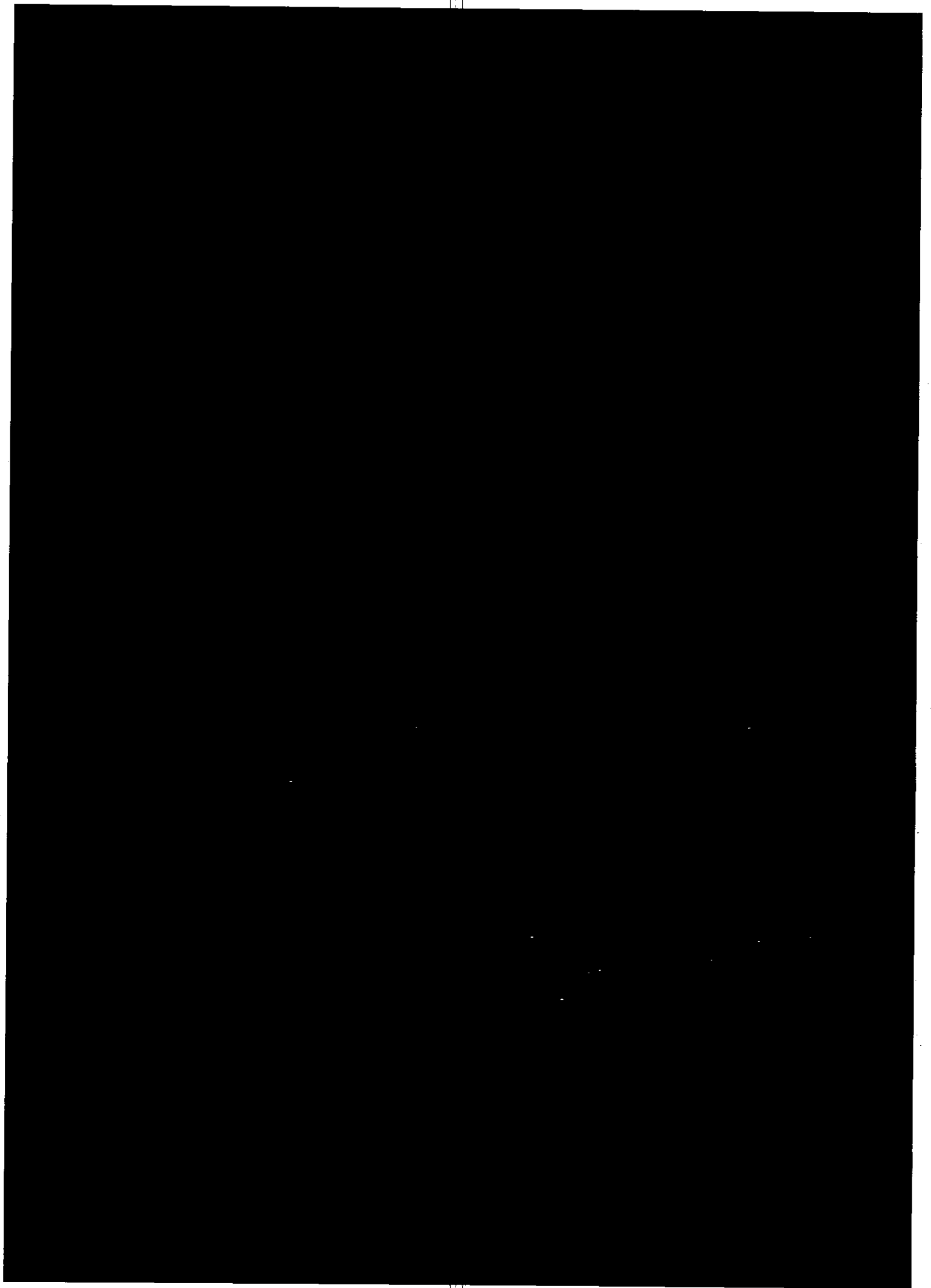


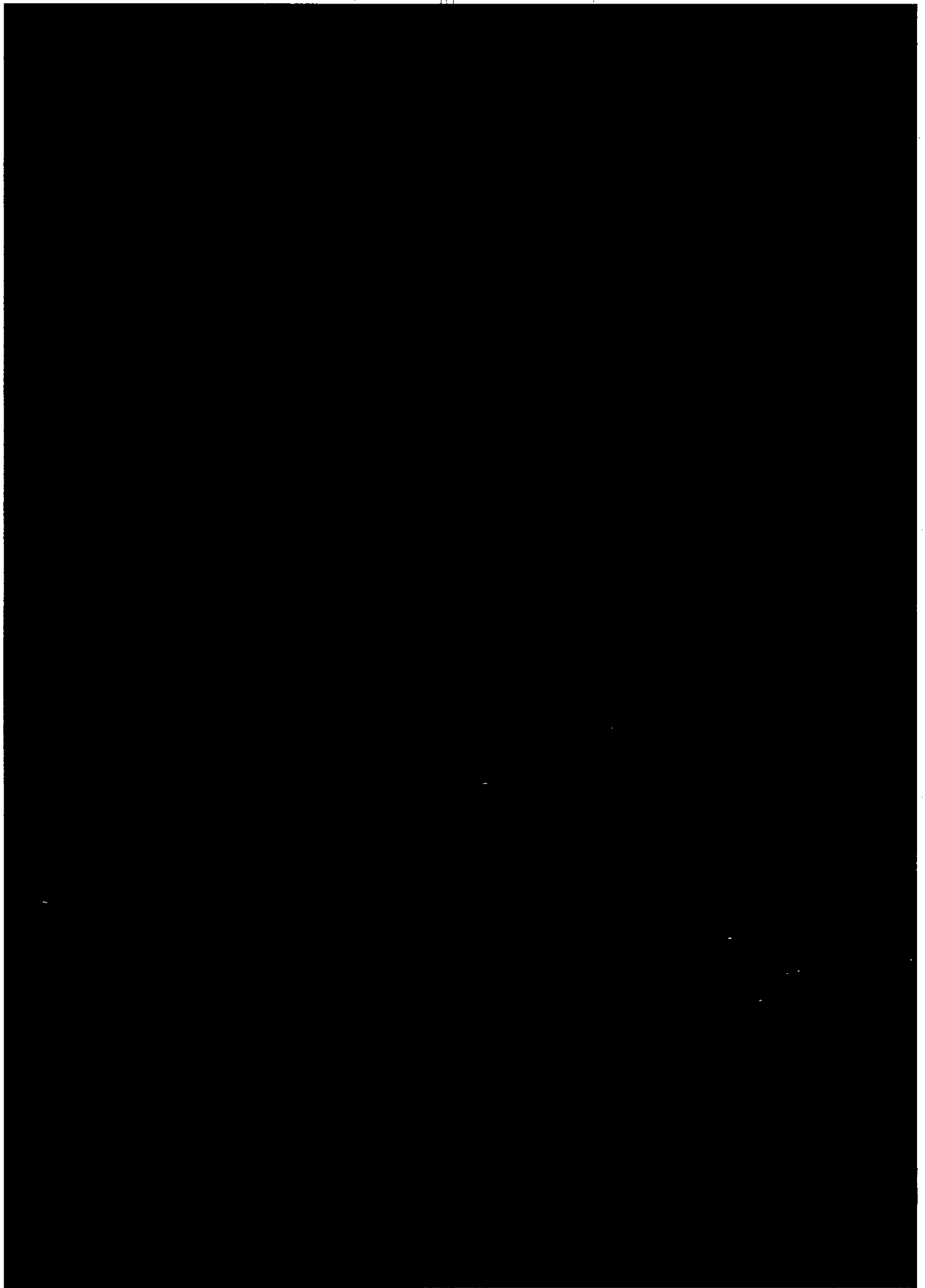












## **PART 5 – PLANS AND DRAWINGS**

### **PLANS AND DRAWINGS**

#### **General Layout (indicative layout only)**

Detailed plans and drawings provided for the planning application will be supplemented by as built plans and drawings within 6 months from when the Takeover Certificate is issued.

## **PART 6 - BACK-UP, EMERGENCY AND EMERGENCY BACKUP PROCEDURES**

### **BACK-UP PROCEDURES, EMERGENCY PROCEDURES AND EMERGENCY BACK-UP PROCEDURES**

#### **Introduction**

The following Sections provide a summary of measures and procedures which will be adopted, under the responsibility of specified plant personnel. Prior to commissioning trials for the constructed plant, detailed procedures will be developed into a comprehensive plan to be incorporated into this Service Delivery Plan

#### **Managing waste during periods of planned maintenance.**

The plant operations are programmed to include periods of shutdown for planned maintenance.

There will be an annual maintenance closure of three weeks, and an extended four-week shutdown scheduled every five years.

Throughout the shutdown periods the Contractor will continue to manage residual contract waste against the following criteria (in no ranking order):

- Consistent with the requirements of the WMSC having regard to Recovery and landfill diversion targets.
- To ensure that Councils' landfill diversion targets (as may be applicable at the time) are met.
- At least overall cost to the Councils and the Contractor.
- With minimal disruption to WCA normal collection arrangements.

To this end, a number of management procedures and treatment/disposal options are presently envisaged which will enable these objectives to be met during short term closure. These include:

- a) [REDACTED]
- b) [REDACTED]

## **PART 6 - BACK-UP, EMERGENCY AND EMERGENCY BACKUP PROCEDURES**

- c) [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]
- d) The use of storage capacity within the Contractor's waste transfer stations.
- e) Continued use of the storage bunker within Envirecover, primarily for local RCVs. Use of the storage capacity for the shutdown period may be optimised by careful management of inputs in the days preceding shutdown.
- f) The use of third party EfW capacity.

If due to any reasons the Facility will be closed during long period of time the following management procedures and treatment/disposal options are presently envisaged:

- The use of Hill & Moor landfill Facility for the disposal of waste arising local to the landfill delivered in RCVs, and waste delivered via the Contractor's waste transfer stations.

- [REDACTED]  
[REDACTED]  
[REDACTED]

Should the storage capacity of the Facility during the short shut downs be reached then vehicles using the Facility will be diverted to either:

- (a) Hill and Moor Landfill Facility
- (b) Third Party Landfill or EfW facilities Mercia will update the assessment of potential back up facilities 3 months prior to commissioning and then annually.

### **Detailed Method Statement – Using the EfW tipping hall floor as a transfer station during periods of plant shut down.**

A defined unloading area will be clearly identified within the existing EfW tipping hall. All District direct delivery collection vehicle will be directed to the tipping hall and asked to tip in the designated unloading area. Each vehicle will be called forward by a banksman to discharge in the designated area.

## **PART 6 - BACK-UP, EMERGENCY AND EMERGENCY BACKUP PROCEDURES**

Material deposited by the District direct delivery collection vehicles inside the tipping hall will be stockpiled at a specific location of the Tipping Hall where appropriate push walls are located. This operation will be carried out during the working day using the existing site based plant. The operator must remain parked up, stationary, in a safe position until the collection vehicle has moved away and no pedestrians remain outside of the vehicle. Only once the collection vehicle has moved can the site based plant move towards the unloading area provided with push wall to push up the deposited material.

Bulkers will only be loaded when no collection vehicles are in the tipping area. Upon arrival of a bulker for onward shipment, the site based plant must again be parked in a safe place to allow the bulker to move into position. Only when the driver has removed the sheet and is safely back in the cab may the loading process commence. If a collection vehicle arrives during the loading process, the operation must cease and again the site based plant parked in a safe position. Only then may the waiting collection vehicle be allowed to proceed to dispose of the material.

Only when the collection vehicle has exited the area may the loading process continue. If the loading of the vehicle is nearing completion when a collection vehicle arrives, it may be asked to wait whilst the loading process is completed.

At all times, the plant operator must ensure that the site rules are complied with and any issues reported to the weighbridge immediately.

### **Coordination Measures (Plant Manager)**

The Plant Manager, or in his absence the Shift Team Leader is responsible for the overall management of any emergency. As such, his main duties are:

- Assessment of the situation, definition of gravity of the emergency and classification.
- Coordination of all activities relating to the emergency (Personnel Safety, Fire Fighting, Strategy, Relations with Emergency Services).
- Supervision of the emergency identifying possible development, and adoption of most appropriate measures, for example, further resource implications, assistance, suspending production, evacuation, etc.
- Supervision and management of all operations to counteract the emergency especially fire-fighting operations.
- Receiving the Emergency Services and informing them of the development and current emergency situation, working in close co-operation and co-ordination with the pertinent Emergency Services

## **PART 6 - BACK-UP, EMERGENCY AND EMERGENCY BACKUP PROCEDURES**

- Declaring the end of the emergency.
- Initiating the post-emergency plan for re-establishing normal working.

### **Logistical Measures**

The measures during Normal Working Hours are:

- Opening all accesses to the plant and monitoring the surrounding areas to facilitate:  
· evacuation of personnel not involved in the emergency  
· arrival of outside help to the emergency Facility.
- Supplying everything necessary for the management of the emergency, including firefighting, mechanical equipment, etc, according to the pre-established plan.
- Preventing any telephone calls not related to the emergency.
- Maintaining the necessary primary services to combat the emergency (water, gas, electricity, air, etc).

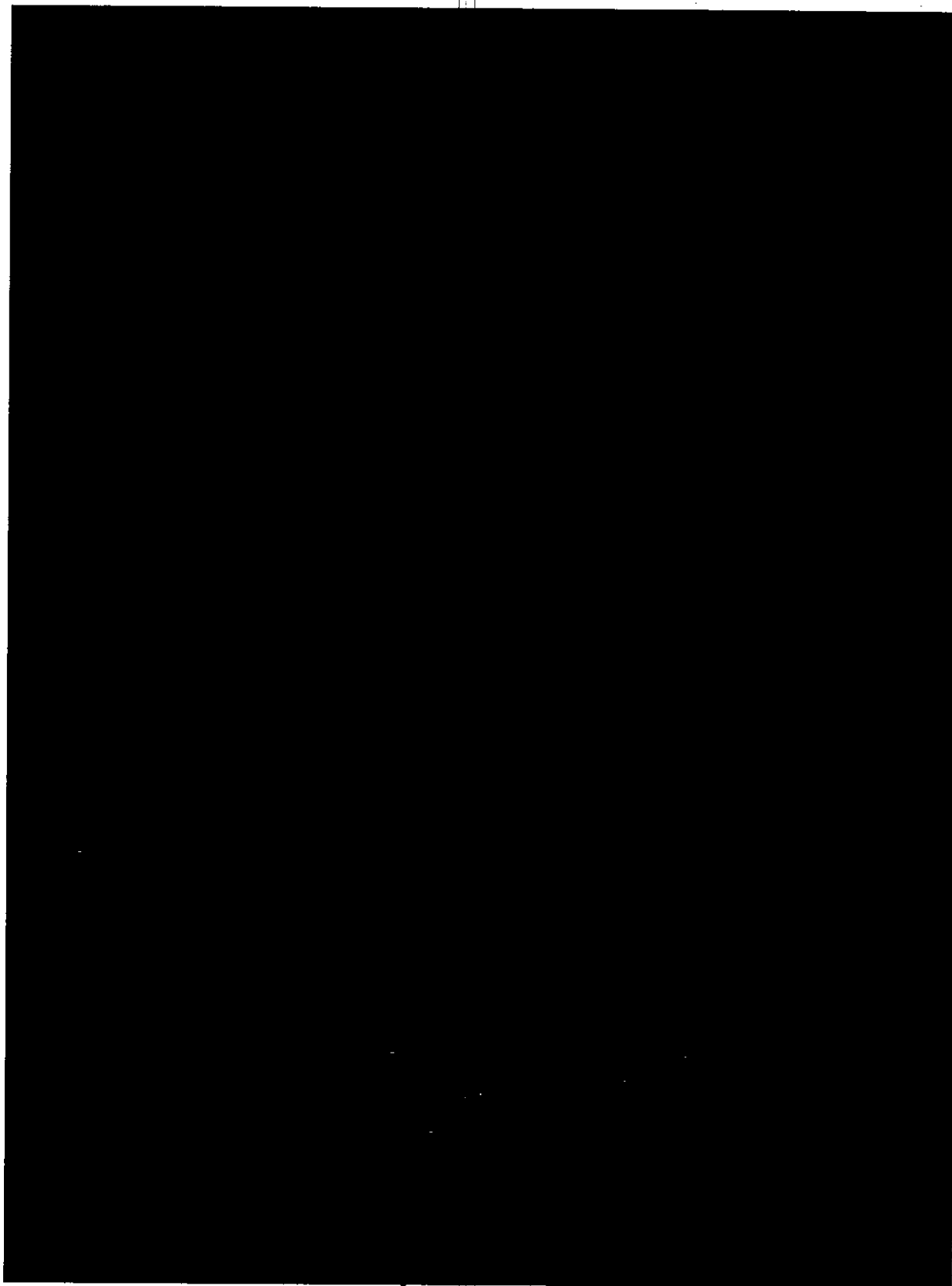
Outside normal working hours, the logistical activities will be reduced to simply informing the person in charge of the emergency and making the necessary calls. Wherever possible the above-mentioned measures will also be managed.

### **Primary Intervention Measures**

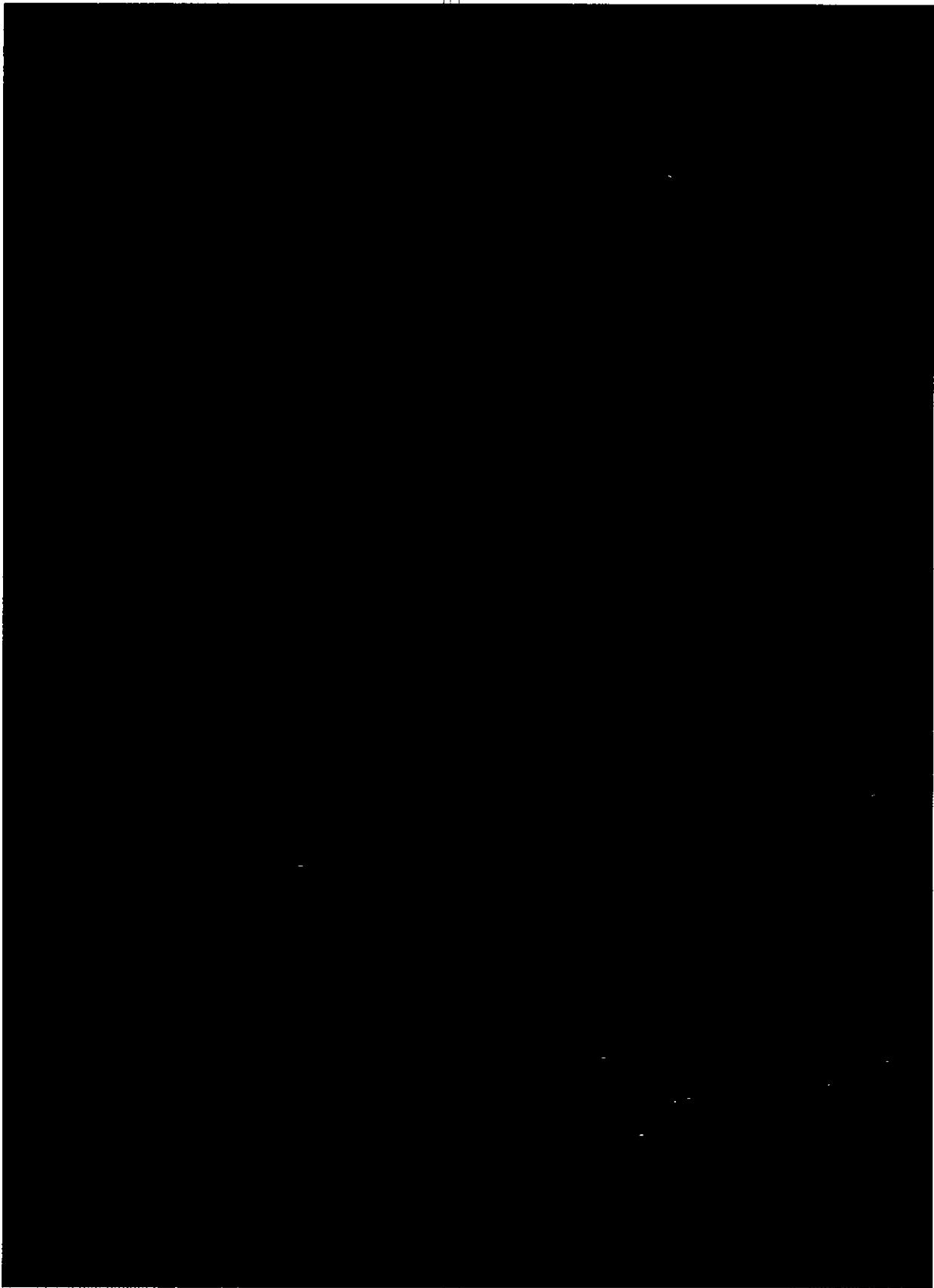
Essentially primary intervention measures are those specific measures which should be carried out with a view to achieving direct control of the Emergency placing the whole of the plant in a safe condition.

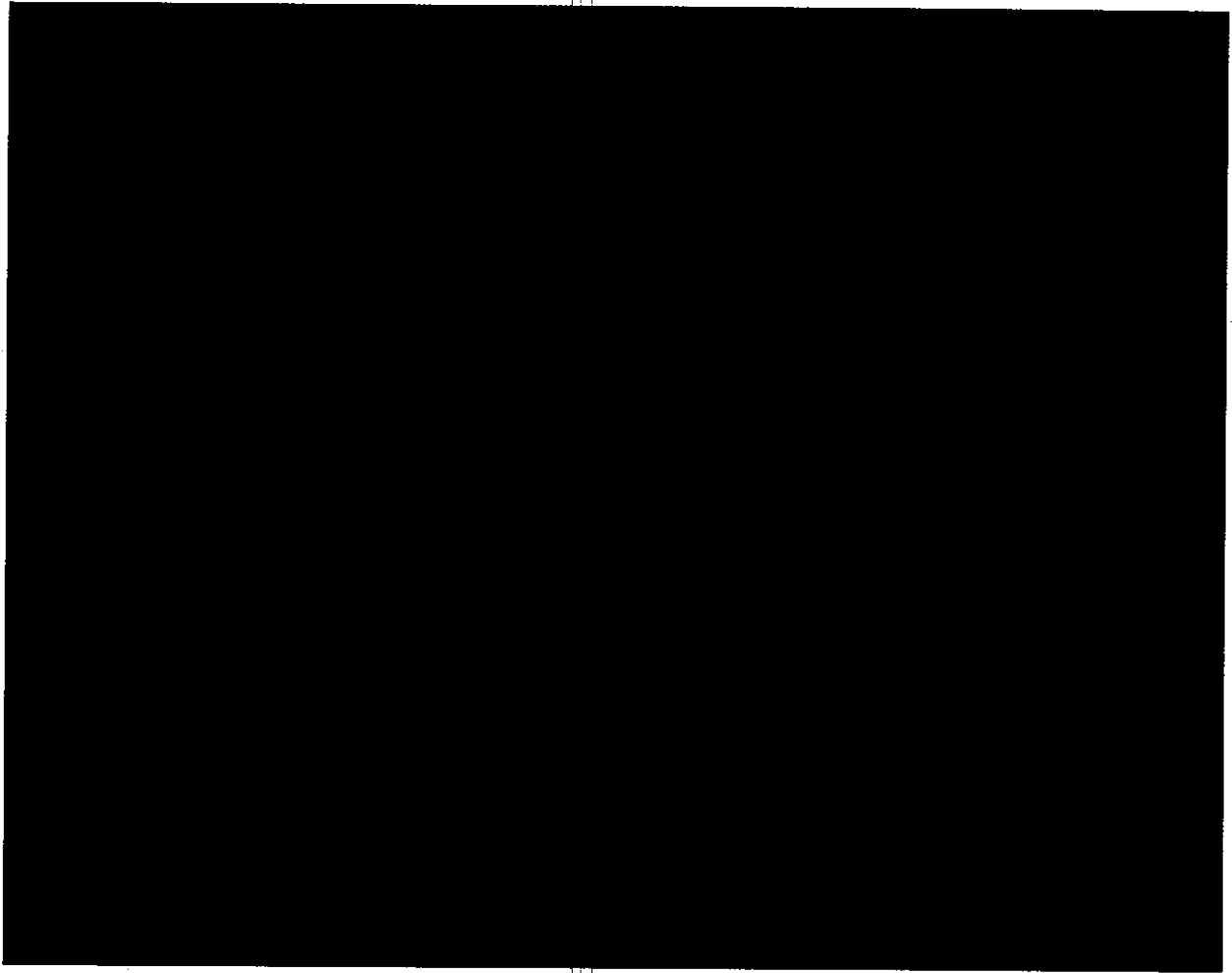
### ***Measures for re-establishing safe conditions***

- Suspension of all operations and maintenance and construction work.
- Pressing emergency buttons, which initiate automatic emergency control measures.
- Manual closing (if this has not already been done automatically) of all the valves, switching off all pumps and working equipment.
- Disconnection of the tanker and lorry loading installations and, removal of lorries to ensure a clear evacuation route
- Isolation of electrical circuits not required for the emergency control operations.









## PART 7 – SUBSEQUENT DELIVERY POINTS/FINAL DISPOSAL/TREATMENT.

### SUBSEQUENT DELIVERY POINTS/FINAL DISPOSAL/TREATMENT

#### Introduction

The facility will generate residues requiring disposal comprising Incinerator Bottom Ash (IBA) and Air Pollution Control residues (APC). [REDACTED]

#### Disposal of Incineration Bottom Ash

The primary disposal point for incineration bottom ash will be the Hill and Moor Landfill Facility. As an back-up alternative for the disposal of IBA, Mercia suggest Waresley Landfill Facility.

#### Facilities for IBA disposal:

	<u>First alternative Facility</u>	<u>Back-up Facility</u>
Location:	Hill and Moor Landfill Facility Piddle Brook Lane Wyre Piddle Pershore WR10 2LW	Waresley Landfill Facility Rear Unit 100 Hartlebury Trading State Hartlebury DY10 4JB
Current Operator	Severn Waste Services	Biffa Waste Services
Environmental Permit	EPR/SP3598CC/V007	

In addition we will investigate options to recycle IBA, if they are commercially viable

**PART 7 – SUBSEQUENT DELIVERY POINTS/FINAL  
DISPOSAL/TREATMENT.**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## **PART 8 ENVIRONMENTAL PROTECTION, MONITORING AND AUDITING**

### **ENVIRONMENTAL PROTECTION, MONITORING AND AUDITING**

#### **Introduction**

In accordance with the requirements stated in the Environmental Permit Ref. EPRXP3935TXA001, a continuous analysis of Emissions will be carried out. The exact nature of all monitoring requirements for the Waste to Energy plant is specified within the attached the Environmental Permit, schedule 3, for the Facility. Envirecover Waste to Energy will be fully compliant with the requirements within the Environmental Permit Ref EPRXP3935TXA001.

As required in the Environmental Permit, analyzers will be installed in the stack for:

- hydrogen chloride\*
- carbon monoxide\*
- oxygen\*
- particulates\*
- Hydrogen Fluoride\*\*
- Sulphur dioxide\*
- Oxides of Nitrogen\*
- Cadmium and thallium and their compounds\*\*
- Mercury and its compounds\*\*
- Sb, As, Pb, Cr, Co, Cu, Mn, Ni and V and their compounds\*\*
- Ammonia\*
- Nitrous oxide\*\*
- Dioxins and Furans\*\*
- Poly-cyclic aromatic hydrocarbons (PAHs)\*\*
- Hydrogen chloride\*
- Total organic carbon\*

(\*) Denotes continuous monitoring in situ as required by the Environmental Permit

(\*\*) Sampling and analysis to occur periodically as required under the Environmental Permit

#### **Litter and Dust Level**

Litter will be monitored on a daily basis and such cleansing carried out to maintain acceptable levels

Dust levels will be monitored on an ad-hoc basis to ensure no nuisance occurs. Vehicles removing IBA from the Facility will be appropriately sheeted prior to leaving the building.

#### **Noise**

## **PART 8 ENVIRONMENTAL PROTECTION, MONITORING AND AUDITING**

The Facility will be operated in accordance with planning conditions. A base noise level information survey will be carried out detailing average background and operational noise levels. Monitoring points will be determined and measurements taken upon receipt of a complaint and as defined by condition 26, 27 and 28 of the Planning Permission.

### **Odour**

As the air from the tipping hall will be used for the primary and air from the boiler hall will be used for the secondary air to supply the furnace, then any problems with odours are expected to be minimal. If there was an issued during operations, SWS will investigate it and take any necessary remedial actions.

### **Vermis**

Ensuring Facility cleanliness will minimise infestation. Daily inspections will be carried out and recorded. If an infestation occurs a pest control contractor will be contacted.

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

### **OUTLINE of DETAILED MAINTENANCE PLAN**

#### **Introduction**

This part describes the outline maintenance plan Mercia will follow to ensure the availability and performance of the plant during its operational life. This outline maintenance plan will be updated with the draft O&M Manuals within 30 days prior to Takeover certificate is issued.

#### **(a) Equipment Maintenance**

All maintenance work on the Facility will be planned, undertaken and recorded by means of the use of a computerized maintenance management system (CMMS). [THE CMMS will be used for maintaining spares inventory, issuing maintenance work orders and scheduling maintenance works. All the maintenance procedures and regime will be in accordance with the O&M Manuals issued for the operation and maintenance of the Facility.

. The works ordered includes all the relevant information required for a maintenance programmed covering:

- Maintenance priority
- Work order tracking
- Spare inventory and supplies
- Maintenance equipment required
- External services required
- Safety requirements
- Equipment shutdown procedure
- Hot-working requirements
- Recording and Reporting
- Asset failures
- Predictive maintenance analysis

#### **Maintenance categories**

The maintenance of the Plant can be summarized under four general categories which are listed below. Greater description of what activities will be carried out under these categories will be introduced based on the O&M Manuals.

#### **Preventive Maintenance (PM):**

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

This includes all the activities to be carried out in order to reduce the possibility of serious breakdowns of equipment or systems and to ensure the safe operation of the facility. Typically PM includes greasing and lubrication programmes for the equipment, checking all safety and firefighting equipment, rotation/inspection of back-up equipment. The preventive Maintenance will be based on the recommendations from the manufacturers which will be stated in the O&M Manuals and internal know-how from both parent companies after years' experience operating EfW facilities.

### **Routine Maintenance (RM):**

Routine maintenance includes replacement of lighting equipment, repair/adjustment of instruments, replacement of pump packings and valves, transmission chain adjustment and road, land and building repairs all resulting from the normal operation of the Plant.

Some examples of non-programmed maintenance which could halt the furnace are:

- Non-programmed maintenance of the feeder system
- Breakage of the ash removal system
- Loss of fans
- Grate blockage

The above-mentioned situations may give rise to specific equipment shutdown but not shutdown of the plant. Given equipment redundancy and the installation of 100% spare key mechanical equipment on the incineration line, the Plant would only undergo a total shutdown in the event of both duty and spare plant items failure-. Furthermore, it must be borne in mind that, sometimes, the maintenance programme may be combined with an unscheduled shutdown, thus minimising the overall non-availability time of the unit.

### **Scheduled Overall Maintenance (SOM):**

All major maintenance work which does not require immediate attention will be scheduled for the annual shutdown of the Facility. This work typically takes place during the yearly shutdown and includes: furnace cleaning, detailed inspection of the Plant, pump replacement, additions to the installation and any other important work which cannot be carried out whilst the Facility is operational.

During SOM outage works might include:

- Boiler tube thickness checks
- Replacement of items with a limited working life.
- Periodic equipment overhauls
- Calibration and resetting of process critical items



## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

- Testing of pressure systems in accordance with the written scheme of examination.

### **Emergency Maintenance (EM):**

Emergency maintenance may include anything from breakages of a steam pipe which require Plant shutdown to a breakdown in the air-conditioning system. The Plant Manager and Operations Managers, will take those decisions that they deem necessary concerning the steps to be taken to rectify the maintenance problems in emergencies. The Plant staff will solve the problems in these circumstances and may, if necessary, call in outside specialists or subcontractors.

Some examples of unplanned or emergency maintenance which could halt the Facility operation include:

- Blockage of the feeder system
- Blockage of the ash removal system
- Boiler tube leak
- Failure of two bag filter elements simultaneously.
- I.D. Fan rotor / motor failure

Some situations may give rise to specific equipment shutdown of the Facility. Given equipment redundancy and the installation of spare mechanical equipment, the Facility would only undergo a total shutdown if an event which causes a safety risk to the Facility or personnel, or adversely affects the Facility performance.

Furthermore, it must be borne in mind that, sometimes, the maintenance programme may be combined with an unscheduled shutdown, thus minimizing the overall non-availability time of the Facility.

### **Inspection Plan**

In order to maximise continuous availability of the Plant, it is essential that, after start-up, a rigorous preventive maintenance schedule is carried out. In addition, a continuous inspection regime will be carried out on a regular basis to the following parts of the Facility.

- Waste Reception
  - Weighing
  - Unloading
  - Storage in the pit
- Waste Feeding
  - Transport to the feeder
  - Feeding hoppers
- Waste Input Rates
- Waste Drying

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

- Combustion
- Final Incineration and Cooling of bottom ash
- Ash Extraction
- Air Circuits
- Boilers
- Purification of Flumes
- Thermal Circuit
- Auxiliary Installations
- Electrical Installations
- Energy Production

A list of the exact activities and the likely frequency of inspection for each working area is given below.

### **a. Waste Reception**

#### **Weighing:**

Inspections will be carried out every shift.

#### **Activities:**

- Visual inspection of the platform, assessment of cleanliness
- Verification of zero calibration on the weighbridge
- Verification of the ticketing process

#### **Unloading:**

Inspections will be carried out every shift.

#### **Activities:**

- Visual inspection of the operation area
- Verification of the traffic control system
- Checking the indicating lights

#### **Storage in pit:**

Continuous inspection (when the plant waste feed crane is not operated in automatic mode).

#### **Activities:**

- Inspection of the received waste (from the crane operators chair)
- Waste mixing

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

### **b. Waste Feeding**

Transport to the feeding hopper:

Continuous inspection (when the plant waste feed crane is not operated in automatic mode).

Activities:

- Checking the overhead crane travelling operation
- Checking the running of the overhead crane
- Checking the elevation operations
- Checking the opening and closing operations of the grab
- Visual inspection of the motor reduction unit oil levels
- Visual inspection of the grab oil levels

Feeding hoppers:

Inspection will be carried out every shift.

Activities:

- Visual inspection of the cleanliness of the loading area
- Verification of the correct operation of the waste level indicators in the feeding ducts

### **c. Waste Input Rates:**

Waste input is monitored by the DCS and plant Operators continuously, and local checks will be undertaken each shift.

Activities:

- Visual inspection of the driving operation of grate
- Verification of the clean condition of the hoppers under the grilles
- Review of Grille movement
- To check the driving operation of the electro valves
- To check the operation of the speed regulators
- To check the driving operation of the limits switch

### **d. Waste Drying:**

Waste Drying is monitored by the DCS and plant Operators continuously, and local checks will be undertaken each shift.

Activities:

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

- Visual inspection of the driving operation of grate
- Verification of the clean condition of the hoppers under the grilles
- Review of Grille movement
- To check the driving operation of the electro valves
- To check the operation of the speed regulators
- To check the driving operation of the limits switch

### **e. Combustion:**

Combustion is monitored by the DCS and plant Operators continuously, and local checks will be undertaken each shift

#### **Activities:**

- Visual inspection of the interior of the furnace through the CCTV cameras installed inside the furnace
- Visual inspection of the incineration quality by means of flame analysis
- Visual inspection of the running grilles
- Visual inspection of the driving operation of grilles
- Verification of the clean condition of the hoppers under the grilles
- Review of grate movement
- To check the driving operation of the electro valves
- To check the operation of the speed regulators
- To check the driving operation of the limits switch

### **f. Final Incineration and Cooling of bottom ash:**

To monitored by the DCS and plant Operators continuously, and local checks will be undertaken each shift.

#### **Activities**

- Visual checking of the interior of the furnace through the CCTV cameras installed inside the furnace
- Inspection of the degree of incineration attained
- Modification of the combustion parameters if necessary
- Verification of the clean condition of the hoppers under the grilles
- Review of Grille movement
- To check the driving operation of the electro valves
- To check the operation of the speed regulators
- To check the driving operation of the limits switch

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

### **g. Ashes Extraction:**

To monitored by the DCS and plant Operators continuously, and local checks will be undertaken each shift.

#### **Activities:**

- To verify the operation of the wormwheel
- To check condition of the ash hoppers under the boiler
- To check the operation of the rotation valves
- To check the driving operation of the pneumatic extraction circuit
- To verify the oil levels of the motor reduction units

### **h. Air Circuits:**

Inspections will be carried out every shift.

#### **Activities:**

- To check the clean condition of the aspiration grilles located in the waste reception bay
- To check the correct driving operation in manual and automatic mode of the aspiration gate of the main air ventilator
- To check the correct driving operation in the manual and automatic mode of the regulation gates of the main air located under each one of the grilles
- To verify the conditions of expansion joints of the main air ducts
- To check through touch the heat of the ventilation ball bearings of the main air ventilator
- To check the tension of the transmission belts
- Auditive checking of the noises and vibrations in the main air ventilator
- To verify the inlet and outlet temperatures of the air in the preheater
- To check the correct operation of the air preheater
- To check the driving operation in manual and automatic mode of the gate of the secondary air aspiration
- To check the temperature of the secondary air ducts
- To verify the condition of the expansion gaskets in the secondary air circuit
- To check the condition of the couplings in the duct-furnace inlet of the secondary air
- To check the tension of the transmission belts of the secondary air ventilator
- To check through touch the heating degree of the ball bearings of the secondary air ventilator
- Auditive checking of the noises and vibrations in the secondary air ventilator

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

### **i. Gases Circuits:**

Inspections will be carried out every shift.

Activities:

- Opening of the visit gates and search for any ashes deposited
- Elimination of the ashes deposited if necessary
- Expansion joints
- Cleaning of the analysers
- Verification of the analysers correct operation
- Verification of zero with basic product in the analysers (in normal air conditions)
- Cleaning of opacimeters
- Revision of the continuous paper and verification of the non-existence of high pollutant emission points
- Change of continuous paper if necessary
- To verify the correct operation of the chimney beacon lights
- To check the correct operation of the corresponding alarms of dust emission in gases, both of the analysers as well as the opacimeter

### **j. Boiler:**

Inspections will be carried out each shift, and wherever possible continuously monitored through the DCS.

Activities:

- To check the similar visual levels “in situ”
- To check the correct remote signaling levels
- To check the correct electrical signaling levels
- To check the manometer gauging “in situ”
- To check the correct gauging of the electrical manometers
- To check the driving operation of the automatic feeding valve
- To verify the correct operation of the security valves (by hand)
- To visually check the non-existence of external leaks
- Auditive checking of the non-existence of internal leaks
- To check the correct operation and percentage of continuous purging of the surface networks
- To check the correct operation of the automatic purging
- To carry out the corresponding purging, following the manufacturer's instructions

## PART 9 – OUTLINE DETAILED MAINTENANCE PLAN

- Visual inspection through the visiting gates, if there is any, of the efficiency of the hammer breaker

### k. Fumes Purification:

Inspection will be carried out every shift, and monitored continuously wherever possible through the DCS.

#### Activities:

- Revision of the oil level of the transformers
- revision of the compressed air system pressure
- Verification of the low voltage
- Verification of the high voltage
- Checking of the electric energy consumption of the different fields
- Checking of the correct operation of the hammers
- To verify the correct clean condition of the electrodes (electro filter) or cartridges (cartridge filters)
- To check the fixation of the cartridges (cartridge filter)
- To check the fumes analysis before and after the filter and to verify if we are working within the correct field of action
- To check through touch, the heating degree of the forced draught ventilator bearing
- Auditive checking of the noises and vibrations of the forced draught ventilator
- To check the tension of the transmission belts of the forced draught ventilator

### l. Thermal Circuit:

Inspections will be carried out each shift, and monitored continuously wherever possible through the DCS.

#### Activities:

- To check the main collector pressure
- To check the auxiliary collector pressure
- To check the vapour temperature in the main collector
- To check vapour temperature in the auxiliary collector
- Visual verification of the non-existence of leaks in flanges and valves along all the circuit
- Verification of the correct condition of the valves of the circuit, verifying that all those that should be opened/closed are really opened/closed
- To check the correct operation of the air condenser
- To check the operation of the vacuum ejectors

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

- To check the dosing of the additives, both water as well as to vapour, if it is necessary to carry out this last dose
- To check the operating parameters of the fume removal hood
- To take and analyse the feeding water samples in feeding tank before the additives being fed
- To take and analyse water samples from the inside of the boiler
- To determine and correct the necessary additives dose
- To take and analyse samples of vapour before the turbine
- To take samples and analyse the condensed water at the exit of the condenser
- To check the levels of the emergency water tank
- To verify the correct operation of the water treatment equipments
- To carry out the regeneration of the treatment columns when it is necessary due to the depletion

### **m. Auxiliary Installations:**

Inspection will be carried out every shift, and monitored continuously wherever possible through the DCS.

#### **Activities:**

- Visual verification of the correct operation of the air condenser ventilators
- To verify visually the operation of the water transfer pumps, the same as in the previous ones, tightening up the glands if it is necessary
- To check the operation of the air compressors for regulation, purging the storage tank, verifying the oil level, etc.
- To verify the operation of the feeding water pumps
- Auditive checking of the noises and vibrations of all and each one of the pumps and compressors which constitute the auxiliary equipments

### **n. Electrical Installation:**

Inspection will be carried out every shift

#### **Activities:**

- Taking the temperature of the electric boards, determining the existence of temperature increases by the "joule" effect and to prevent possible failures
- Amperage taking of the electric motors with the purpose of verifying if the excess of loading exists thereof



## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

### **o. Energy Production:**

Inspections will be carried out each shift, and monitored continuously wherever possible through the DCS.

#### **Activities:**

- Data registration of the vapour inlet and outlet, oil pressures and temperature, ball bearings temperature, number of turbine revolutions per minute
- Data registration of the alternator (coils temperature, active and reactive produced energy, pHi, cosine, etc.)
- Registration of refrigerating water temperatures, inlet and outlet
- Visual verification of the oil level in the tank

### **p. Process Control**

Process control will be carried out utilising a distributed control system (DCS) which collates information on the performance of the plant at different points, analyses said information and prompts the necessary action to be taken with reference to a particular element or a group of installations.

This ensures the plant operates continually under design conditions.

Half yearly and yearly inspections are always requiring partial or total shutdown of the Plant. A complete and in-depth inspection of the equipment is carried out on these occasions. These inspections allow the Plant Management to evaluate the real and potential deterioration risk as well as possible breakage of Plant equipment which would otherwise go unnoticed.

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

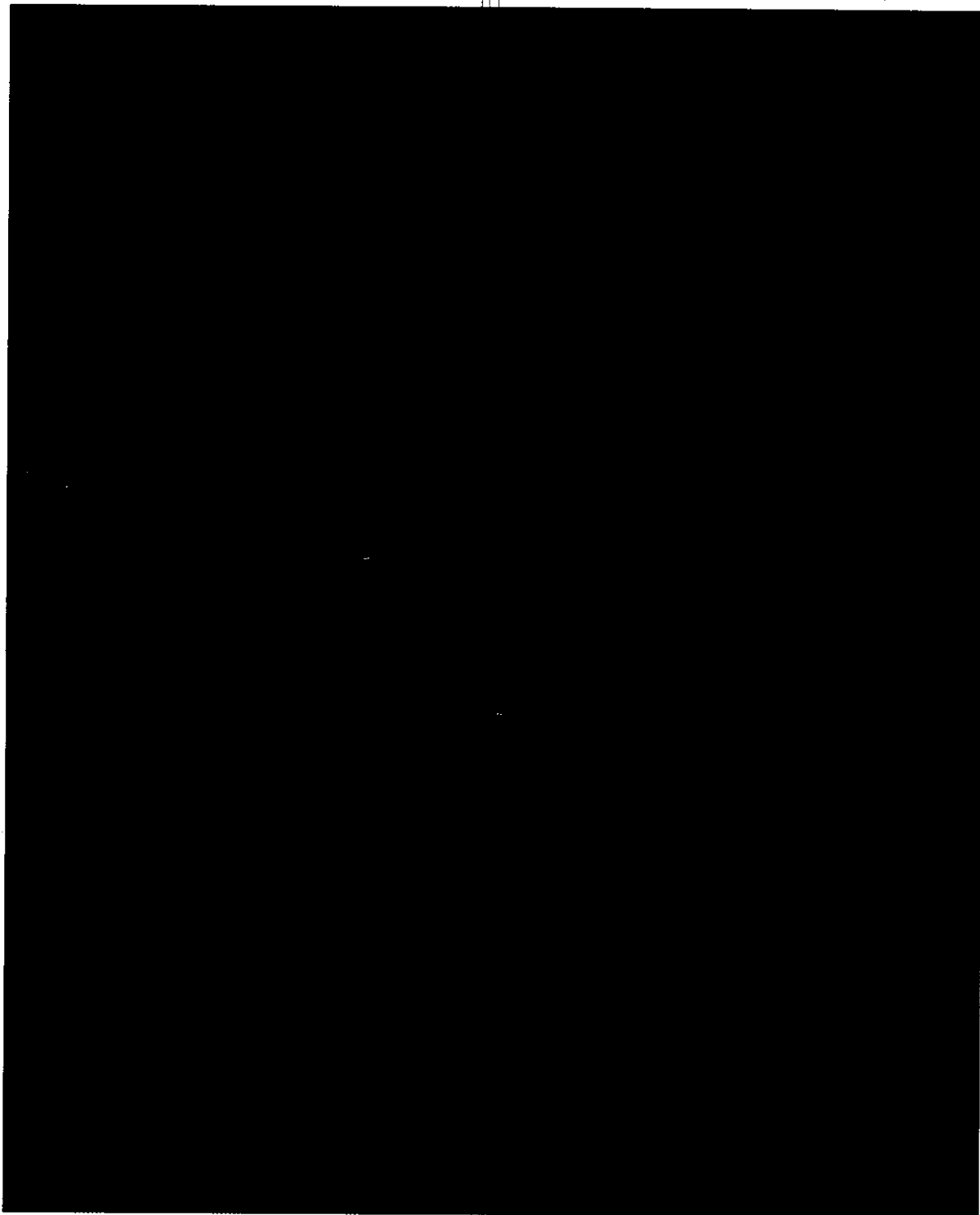
### **Outline preventive maintenance plan**

Below is an outline preventive maintenance plan for the waste handling, furnace/boiler, flue gas treatment, turbine generator and auxiliary equipment. The Detailed Maintenance Plan and maintenance program will be confirmed as soon as the O&M Manuals are issued by the supplier no later than 30 days before Takeover. The frequencies applied to the agreed O&M cost model rev. 28 for the Facility are in accordance with the following table. The Detailed Maintenance Plan will be developed having regard to the anticipated 25 operational life of the Waste to Energy Plant and not be constrained or limited by considerations arising from the term remaining within the existing Waste Management Services Contract.

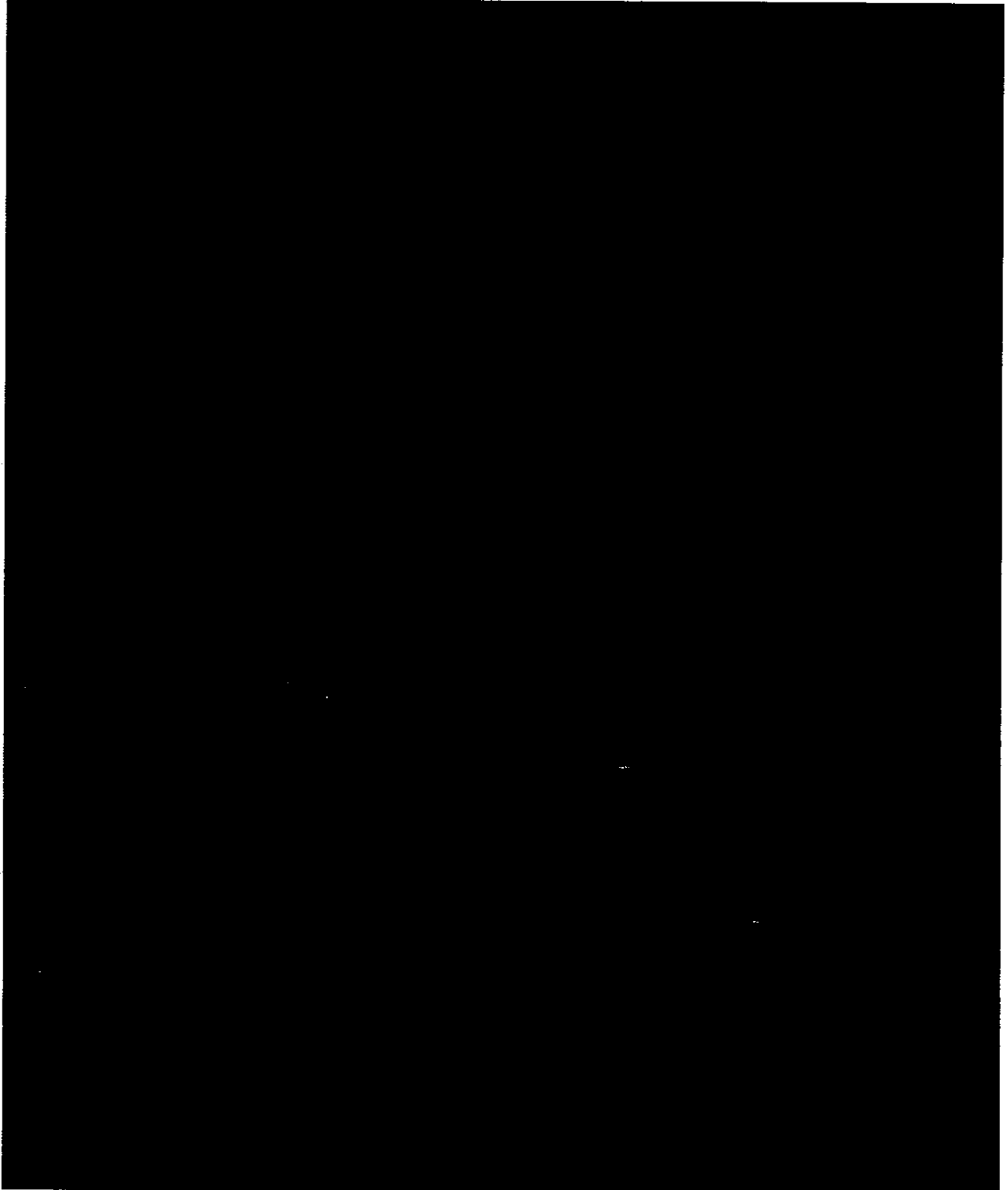


The Detailed Maintenance Plan, which will be based on the O&M Manuals issued by the EPC Contractor for the Facility, will also be updated during the operational life of the Facility as necessary due to any update and improvements on the equipment and further knowledge and experience gained during the operational life on the Facility. In addition, Mercia will hand back the detailed maintenance plan to the Authority prior to handback.

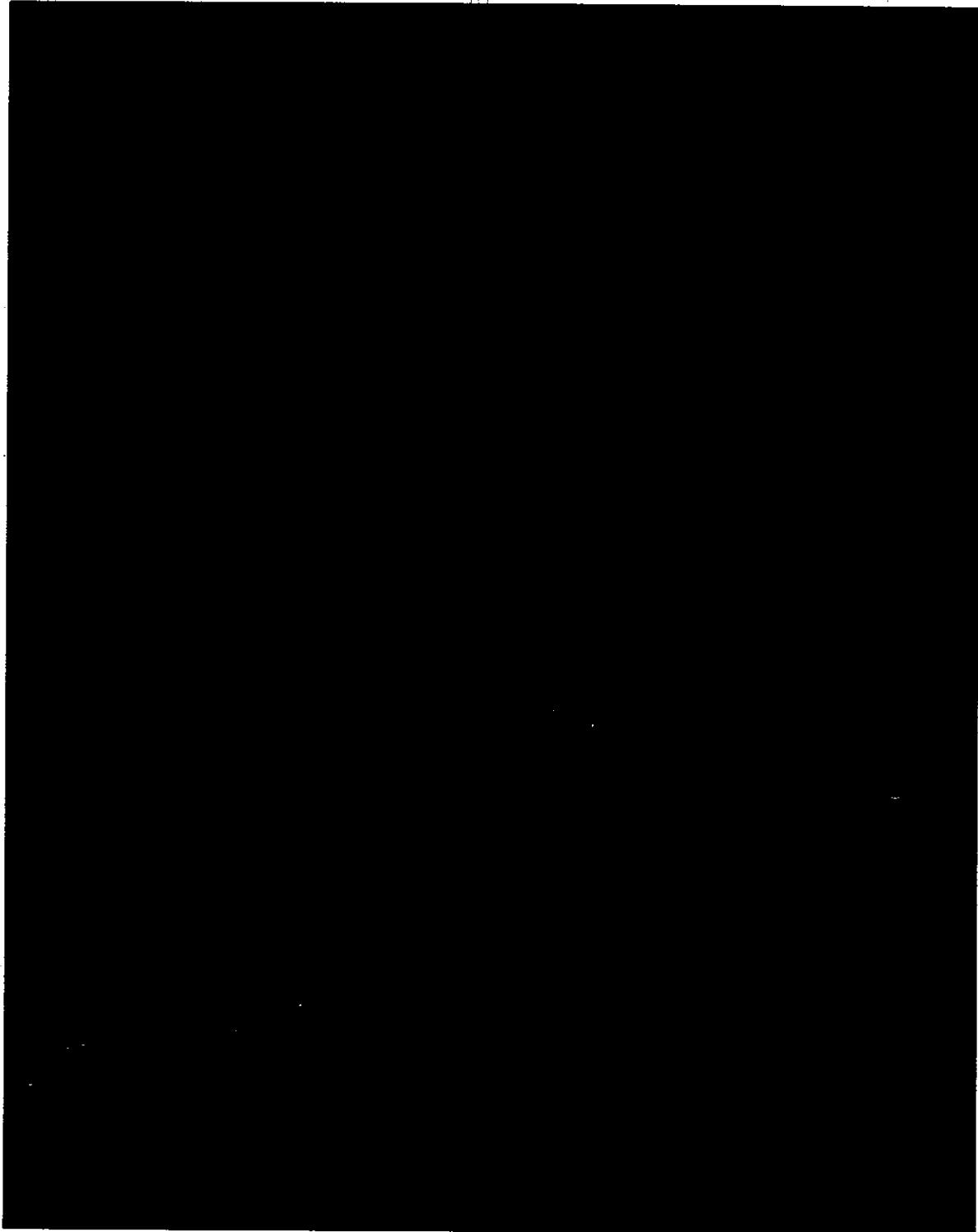
## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**



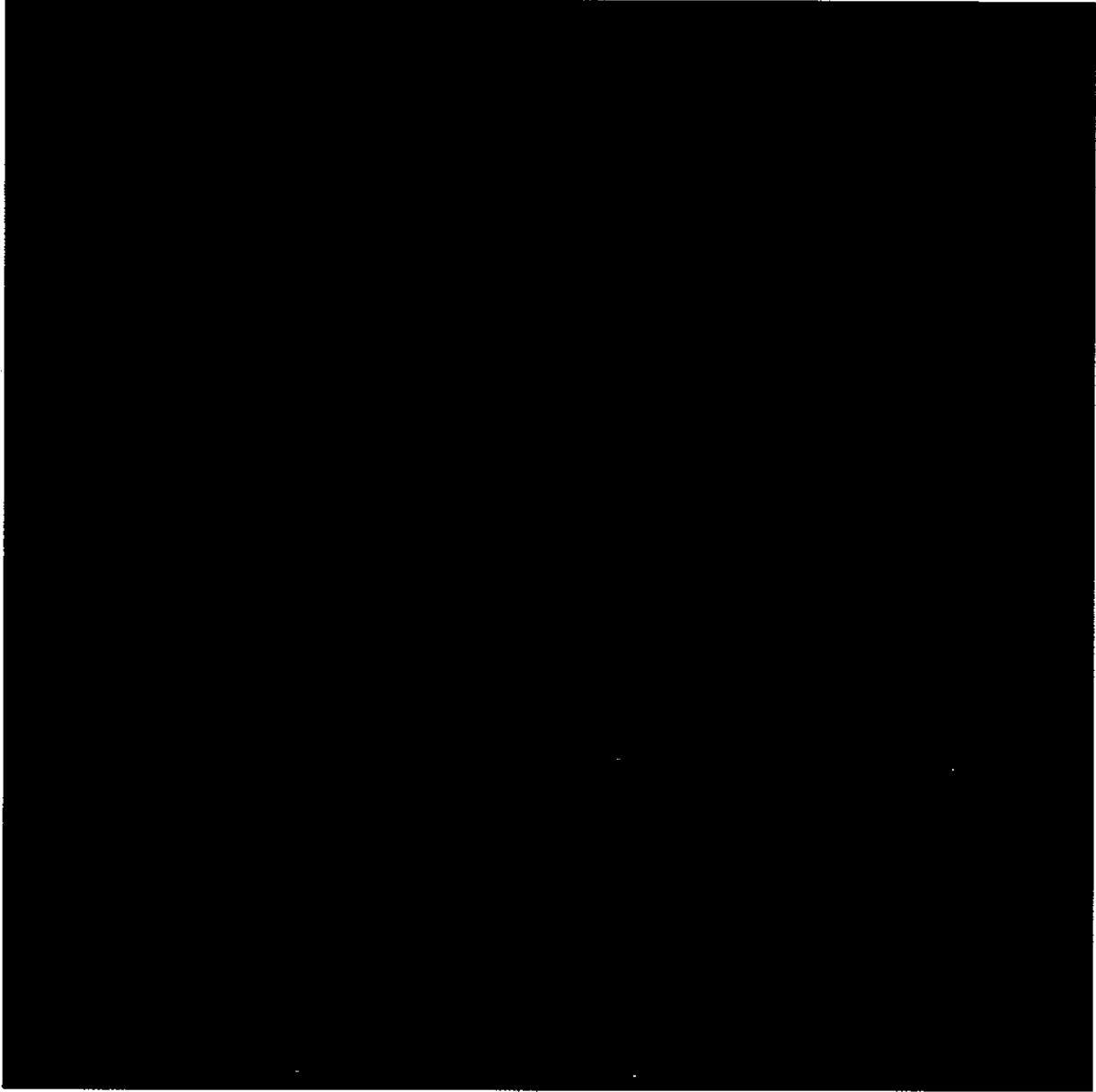
## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**



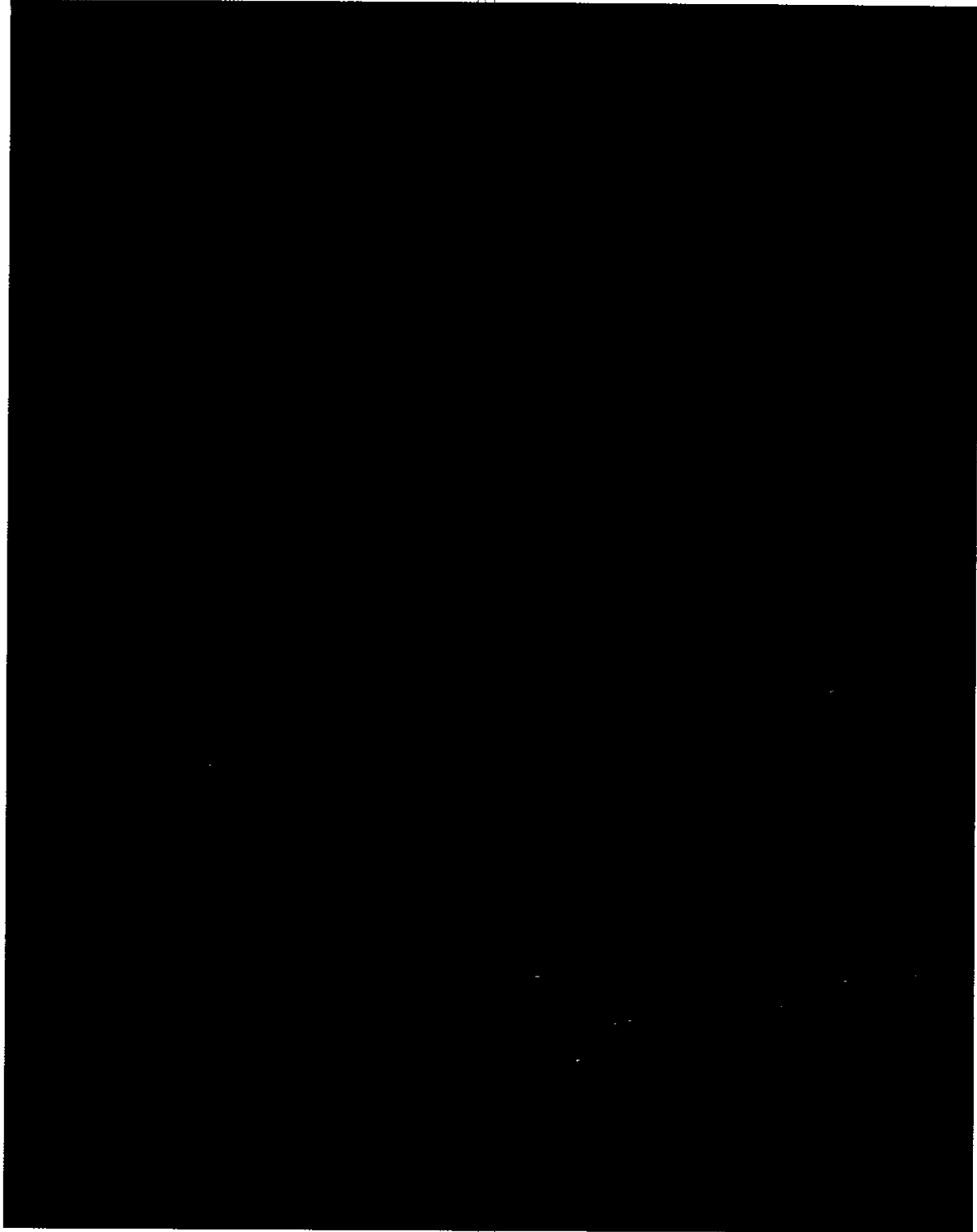
## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**



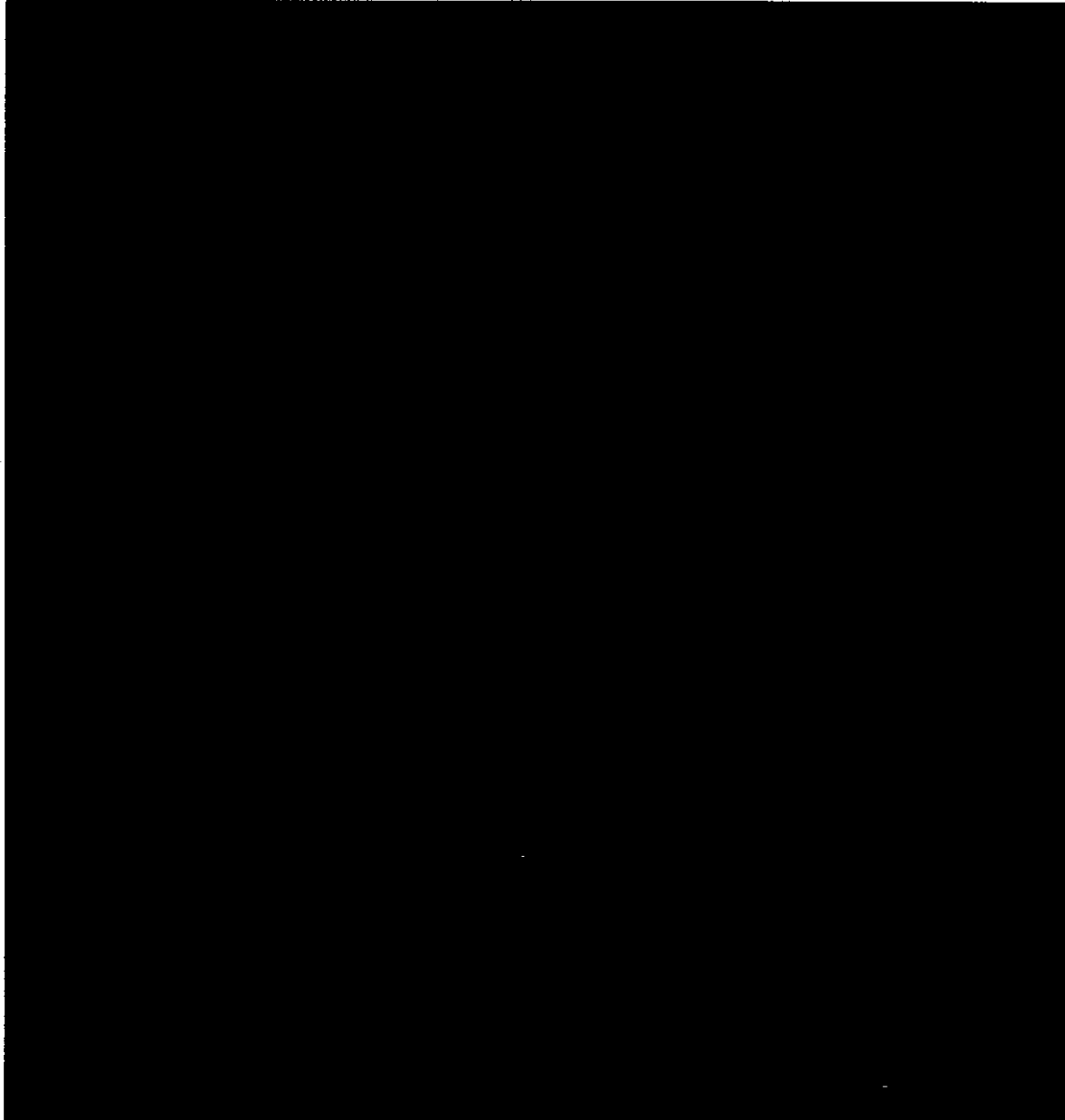
## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**



## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**



## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**



The maintenance programmed will accommodate the timely inspection and replacement as necessary of the wear parts identified in O&M Manuals

### **(b) Maintenance of Facility Infrastructure**

As part of their duties the Operations and Maintenance Team will be responsible for the general maintenance of the facility as per O&M Manuals issued from the EPC Contractor



## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

prior to commissioning of the facility.. They will carry out inspections of different aspects of the Facility according to the frequencies stated on the Facility Inspection Sheet and note their findings. Any maintenance undertaken shall be recorded in the Facility diary.

### Perimeter Fencing and Gates

The Operations and Maintenance Assistants will check, on a daily basis, the condition of the perimeter fence and gates and will note and report any damage observed. Appropriate remedial action will take place within [REDACTED].

### Signs and Notices

All signs and notices shall be checked regularly to ensure that all are clean, free of graffiti and legible to the Facility users. Appropriate remedial action will take place within [REDACTED].

### Hardstanding and Roads

All areas of hardstanding and roads shall be inspected on a daily basis and the attendant will, if necessary, remove any litter and detritus. Any structural deficiencies will be repaired within [REDACTED].

### Drains, Gullies and Interceptors

The Operations and Maintenance Team will on monthly basis, ensure that all such items are functioning correctly. This will include clearing all gully grates of materials that may affect their performance and, if necessary, the cleaning and unblocking of drains and interceptors within [REDACTED] of occurrence.

### Office and Other Buildings

The Operations and Maintenance Team will be responsible for the general upkeep, structural integrity, daily tidiness and cleanliness of all buildings, offices, boiler and turbine halls, workshop areas, canteens and toilets and washing facilities. Deficiencies that may affect the Health and Safety of operatives and visitors will be made good within [REDACTED]. Decoration of internal and external surfaces will occur on a [REDACTED] year cycle.

### Utilities

The Operations and Maintenance Team will be responsible for ensuring the general maintenance of all utilities is carried out through a reporting process to the Plant Manager. All utilities will be inspected on an annual basis. Appropriate remedial action will be instructed immediately and completed within [REDACTED].

## **PART 9 – OUTLINE DETAILED MAINTENANCE PLAN**

### **Fire Fighting/First Aid Equipment**

The Operations and Maintenance Team will be responsible for the operation of all fire fighting equipment, maintenance of equipment will be undertaken by authorised agencies. Fire Water Pumps will be checked weekly and any faulty parts will be replaced as necessary.

Smoke Detectors and Alarms, Fire extinguishers and any other firefighting equipment will be checked annually and replaced as necessary. If any firefighting equipment is found faulty between annual shutdowns, it would be replaced immediately.

The attendant must ensure that adequate first-aid equipment is always available and any stocks used will be replaced immediately, in accordance with the Contractors Health and Safety Policy and Procedures.

### **Winter Maintenance**

During periods of excessively cold weather, snow and ice procedures will be adhered to which will ensure the safety of all Facility users.

Each Facility will have appropriate salt boxes and it will be the responsibility of the Operations and Maintenance Team during very cold weather to salt all ramps and areas vehicular access.

During periods of heavy snow fall the Operations and Maintenance Team will again ensure that all areas used by vehicles are kept clear.

### **Vandalism**

The Facility will be checked by an attendant on a daily basis for any signs of vandalism. Any such vandalism will be noted on the Facility Inspection Sheet.

The action taken will depend on the level and frequency of vandalism. These actions might include:

- the immediate removal of graffiti
- periodic security controls
- passive infra red flood lighting
- installation of dummy cameras/alarms
- installation of a camera and video system
- full time security

### **General**

Additional Facility specific maintenance issues may be identified, agreed and included in the

## **PART 9 – DETAILED MAINTENANCE PLAN**

Waste Management Service Plan during the Contract Period.

## **PART 10 - SECURITY**

### **SECURITY ARRANGEMENTS**

The Envirecover Waste to Energy Facility will be provided with CCTV equipment which will be monitored continuously from the control room and admin office during daytime office hours (data to be retained for minimum of 3 days). and intruder alarm. Specific security arrangements will be reviewed as and when required.

#### **1. Control of Access:**

The provision of perimeter fencing will control access to the Facility and will also have the capability of retaining litter. Facility entry will only be permitted through authorised entry points which will be locked and secured to prevent unauthorized entry outside opening hours. The Facility will be monitored by CCTV

#### **2. Office/Facility Security Plans**

The Administrative Assistants will be responsible for ensuring that at the end of the working day all doors, windows and gates are locked and that machinery is suitably secured.

#### **3. Alarm System**

An intruder alarm system will be utilised in the Facility. This will be maintained and tested in accordance with manufacturer's instructions.

#### **4. Security Personnel**

It is not anticipated that security staff will be required. In the eventuality that security guards are required the Contractor will employ a suitable organization to provide this service.

In addition, the Hartlebury Trading State provides out of hours security to the Facility as part of our service charges under the Facility lease.

## PART 10 – SECURITY

### SECURITY ACTION PLAN (GENERAL)

#### Control of Access

Control of access to facility will be effected by the provision of perimeter fencing (Plan Provided). Entry will only be permitted through authorized entry points; Facility Gate/Weighbridge Office. At all other times perimeter gates will be locked and secured to prevent unauthorized entry. The gates and doors to the facility will be secured at the end of each day.

The details of all vehicles entering the facility will be recorded and visitors will only be allowed access when the Duty Manager or Administrative Assistant is satisfied as to the reason for their visit.

#### Key Holders

The name, address and contact number of key holders will be notified to the Superintendent Officer and emergency services as would any changes or amendments to those persons.

#### Emergency Call Out Procedures

The Contractor will develop contingency plans to be followed in the event of any emergency occurring at the facility. These plans will cover events including fire, flood security breaches or pollution incidents. Senior Management of the Company will review these plans and verify the local Management understanding of them on a regular basis.

#### Emergency Telephone Numbers

The facility will be told with a regularly updated and revised list of all emergency telephone numbers who would need to be contacted in the event of an incident. The telephone numbers would include the Fire Service, Police, Ambulance, Environment Agency and the Lead Authority.

Telephone Numbers	
Severn Waste Services	
Operational Office	01386 443376
Envirecover Plant Manager	TBC
J Hartill (Area Manager)	07775 696901
Emergency Services	
Police	999

## PART 10 – SECURITY

Fire Service Ambulance Worcestershire Royal Hospital	999 999 01905 763333
Regulators Environment Agency Health & Safety Executive (HSE)	0800 807060 0845 345 0055 0151 922 9235 (out of hours)
Utilities Electricity Supplier Water	0800 328111 0800 783444
Lead Authority  Worcestershire County Council Waste Management Unit County Hall Spetchley Road Worcester WR5 2NP	01905 768271 01905 763763 (out of hours)
Key Holders TBC	

### Emergency Evacuation Procedure

The Contractor will identify threats that would warrant evacuation from the facility. Evacuation procedures will be formulated that would ensure least risk to the public, Facility workforce and members of the Emergency Services. This procedure will be developed and agreed before the commissioning of the plant as the input from the EPC Contractor is needed.

### Vehicle Breakdown Procedures

Any broken down vehicles that are impeding the free flow of traffic and/or presenting a safety hazard will be moved to a designated area within the facility by means of the onsite loading shovel. Then, the organization responsible for this vehicle will promptly be contacted. In the event that repairs cannot be carried out on site, the company responsible for the vehicle will be responsible for the removal of the vehicle off site..

### Parking Arrangements

The Facility will have designated well signed parking areas for visitors and staff which would be outside the working areas (Plan Provided in Part 5) .

## PART 10 – SECURITY

### Fire Fighting Measures

#### Water Sprinkler System

The Facility will follow the requirements within NFPA 850 and ACE guidance for this type of facilities.

Specifically, these are the relevant details within the firefighting measures to be provided for the Facility:

- Installation of a 950m<sup>3</sup> cylindrical tank meeting the requirements of BS EN 12845.
- The tank will feed 1 no. diesel and 1 no. electric fire pump housed within an enclosure. The pumps are to be rated at 750 US Gallons / min.
- All electrical works associated with the pump house and pump.
- Installation of 79 hose reels and all interconnecting pipework which will be galvanized, located throughout the building.
- In addition there will be landing valve type connections on the ring main in the Tipping Hall and near the fuel storage for quick connection of the mobile trolley extinguisher.
- 1 No. Angus Storm force two wheeled (roadworthy) foam trailer – 1000 Litre of foam, with monitor.
- Within the Waste Bunker area, the installation of 3 no. Water Cannons, each with a minimum flow of 1900 litres / minute and roof level sprinklers.
- Install foam enhancement to feed the Water Cannons. The foam will provide 10 minute supply
- A deluge system over the external, oil filled transformer.
- There will be a deluge valve to control the open window drenchers over the Control Room.
- The feed hoppers will have a spray system and roof sprinkler protection.
- Within the Tipping hall protection will be afforded by roof level sprinkler and hose reels.
- The fire pump room will be protected by a wet pipe sprinkler system.
- The boiler hall is protected by wet risers and hose cabinets.
- Boiler burners will be protected locally by a foam/ water system
- The FGT area will incorporate water spray sprinklers.
- The Turbine Hall will be fitted with a water mist system and a water/ foam system to the lubrication line.
- We have allowed for monitoring water level in tank and tamper switches on isolating valves in and around the pump house in addition to standard pump signals.

#### Hydrant Main

The hydrant main running around the entire Facility will be installed using HPPE SDR 11

## **PART 10 – SECURITY**

tubing generally 250mm internal bore and 150mm around the Ash building.

### **Dry Risers**

The Dry Riser system is based on 2 No. risers with twin outlets on five levels and an external inlet box.

### **Wet Risers**

Within the boiler hall area, FGT and Ash collection wet rising mains fed off the fire yard main will be installed with 48No. outlet valves.

### **Hand Held Appliances**

The following portable appliances are included:

- 30No. 9 litre foam extinguishers
- 30No. 2kg CO2 extinguishers
- 10No. 5kg CO2 extinguishers
- 30No. 9kg powder extinguishers

During the operational life of the Facility, the advice of the local Fire Advisory Office will be sought as whether or not the optimum number of extinguishers required for each type of Facility should be amended and any other specific recommendations should be brought into the firefighting provision.

All staff will be instructed in fire procedures including the use of extinguishers, action to be taken in the event of fire and location of fire assembly points.

### **Office/Facility Security Plans**

The senior person of each office/Unit will devise a draft security plan 3 months prior to Construction Completion..

### **Alarm System**

Intruder alarm and fire alarm systems will be utilised which would best suit the need of facility. When installed these will be maintained and tested in accordance with manufacturer's instructions.

### **Bomb Threat Procedures**

In the event of a Bomb Threat the facility will be evacuated, secured and the Emergency Services informed immediately. Facility staff would give assistance to the emergency services and ensure that no-one re-entered the facility until authorised to do so.



## **PART 10 – SECURITY**

### Pollution Incidents

The Contractor will design a specific monitoring strategy for the facility 3 months prior to Construction Completion which will protect the workforce and others from dust, gas, vapours and noise.

### Log book

The facility will have a log book which will be kept in a form which can be audited. An electronic log book will be used and linked to the [Facility Management Information System].

The Log Book will record significant events and dates. They will include start and finish of waste management processes; health and safety incidents; plant maintenance and breakdowns; emergencies; problems with waste received and actions taken; sample exercises; Facility inspections, findings and remedial responses; weather including severe conditions; and environmental problems and remedial action.

## **PART 11 – HEALTH AND SAFETY**

### **HEALTH AND SAFETY**

The Company is committed to the prevention of injury and ill health and continual improvement in Occupational Health & Safety and demonstrates this through the implementation of audited quality and safety systems. The operations at the Facility will be in accordance with the Health and Safety policy from Severn Waste Services, included below.

Severn Waste Services is the operating company formed to deliver an integrated waste service for the counties of Herefordshire and Worcestershire. The main hazards from our activities are considered to be the use of waste handling equipment and operation of our landfill facility. It is our policy that matters of Occupational Health and Safety (OH&S) are of utmost importance.

The Company is committed to the prevention of injury and ill health and continual improvement in OH&S management and performance and demonstrates this commitment through the implementation of the Occupational Health and Safety Assessment Series (OHSAS) 18001 standard and the establishment of OH&S objectives.

The Company will as a minimum comply with applicable legal requirements and with other relevant requirements that relate to its OH&S hazards.

The Company will provide safe plant and systems of work; safe use, handling, transport and storage of substances; safe place of work (including access and egress) and a safe working environment with adequate welfare facilities.

The Company will provide all necessary OH&S information, instruction, training and supervision to maintain safe and healthy working conditions.

Risk assessments will be carried out on a regular basis, and as and when required, and risk control systems implemented.

Adequate arrangements will be made to encourage employees to consult with their employers on matters of Health and Safety.

Our duty of care and responsibility is extended to our employees, customers, contractors, visitors, members of the public and anyone else working under the control of the company.

Ultimate responsibility for Health and Safety lies with the Board of Directors and through them the Management Committee. Specific arrangements and organisational responsibilities are detailed in the OH&S Management System. The Management Committee will review its OH&S Policy on a regular basis to ensure that the working environment continues to be a safe place for all concerned.

Sufficient numbers of personnel will be trained first aiders and each Waste Management Unit will be supplied with an adequately equipped first aid box and an accident book. All

## **PART 11 – HEALTH AND SAFETY**

accidents will be reported to management, and the Contractor fully understands its responsibilities and obligations under RIDDOR.

A visitor's book will be located on site which will record visitors time in/out, organisation, vehicle registration number and purpose of visit.

### **(a) Procedures and Practices**

The Contractor will, in conjunction with its consultants and with reference to plant and equipment manufacturer's safe operating practices develop Operating Procedures and Safe Systems of Work and specialized health and safety procedures for this plant during the commissioning of the Facility. They will be fully developed at the time of takeover.

### **(b) Protective clothing/equipment**

All Waste to Energy plant employees, depending on their duties, will be issued items from the following, but not limited, list and always in line with Legal Requirements.

- 2 x polo shirts
- 2 x sweatshirts
- 2 x protective trousers
- 1 x high visibility waistcoat
- 1 x safety boots
- 1 x appropriate gloves
- 1 x high visibility waterproofs
- 1 x security harness
- 1 x hard hat
- 1 x safety Wellingtons
- Protective coveralls

Protective clothing will be issued to all employees and additional protection including ear defenders, goggles and face masks will be issued to those persons requiring them.

Any special PPE equipment needed to carry out special maintenance tasks will be provided.

### **First Aid**

Sufficient numbers of personnel will be trained First Aiders and the facility will be supplied with an adequately equipped First Aid box and an accident book. All accidents will be reported to Management, and the Contractor fully understands its responsibilities and obligations under RIDDOR.

### **Health and Safety**

The Contractor has fully developed Health and Safety Procedures which are contained in Part

## **PART 11 – HEALTH AND SAFETY**

I of the Contract Services Delivery Plan. The Contractor will also use their Health and Safety Consultants to ensure all relevant legislation for each facility is adhered to.

Protective clothing will be issued to all employees and additional protection including ear defenders, goggles and face masks will be issued to those persons requiring them.

## **PART 12 – FACILITY RECORDS AND AUDIT TRAIL**

### **RECORDS AND AUDIT TRAIL**

#### **Records**

The Contractor will be required to obtain and make available all records pertaining to the operation of the Waste to Energy Facility.

Comprehensive records, as follows, of the Facility's activities will be maintained to comply with the requirements of the contract and with all relevant legislation. The Environmental Permitting (England and Wales) Regulations 2007 require that a permit holder must keep records of the nature, quantity and destination of the waste handle as well as measurements of power generation and electrical power exported into the grid and sales to third parties.

In providing records to the Lead Authority as hard copy or by electronic transfer, the Contractor will be required to maintain all records and data for a period of at least six years.

The Environmental Protection Act (Duty of Care) Regulations 1991 require that transfers of waste are covered by a "waste transfer note" containing the following information:

- the type and quantity of waste
- whether the waste is loose or in a container (and kind of container)
- the time and place of transfer
- the name and address of the transfer and transferee

Copies of waste transfer notes must be kept for a period of two years from the date of transfer and must be available for inspection by the Environment Agency. Data on all movements of all wastes at this Facility will be recorded on the computerised weighbridge system. The data will include the following information for each load of waste either inward or outward bound.

- origin/destination
- waste description and quantity
- vehicle/haulier details
- Date/Time Arrival/Departure
- gross weight
- net weight
- tare weight

The data will be submitted electronically to the Councils as part of the usual data file sent each month to support the UP calculation. Hard-copies of tickets and export sheets will be available for inspection. The records will remain available for inspection for an agreed period of time in line with Contractor's quality assurance procedures.

## **PART 12 – FACILITY RECORDS AND AUDIT TRAIL**

This information will need to be read in conjunction with weighbridge records in order to ascertain the quantity of wastes handled. This will form part of the auditable trail for all wastes received/exported at/from the Facility.

The Facility will be provided with a Facility diary which will be kept in the weighbridge and will be used to record significant events. A record of all inspections conducted by the Supervisor will be maintained. A visitor's book is located on Facility which will record visitor's time in/out, organisation, vehicle registration number and purpose of visit.

### **Audit Trail**

Comprehensive records of the Waste to Energy Facility's activities, including the import of all waste, exported quantities of IBA, APC Residue, Metals, import of consumables, energy consumption and sales, compliance with the Environmental Permit requirements, such as emissions, etc. daily operating conditions, Riddor and corrective measures to improve H&S on Facility, will be maintained to comply with the requirements of the contract and with all current legislation (e.g. consignment of hazardous waste, waste transfer notes etc.).

Data on all movements of all materials at the Waste to Energy Facility will be recorded on the Waste Export Sheet

A format and procedure for the submission of this information to the Councils by the Contractor has been agreed. The records will remain available for inspection for an agreed period of time in line with the Contractor's quality assurance procedures.

This information will need to be read in conjunction with weighbridge records in order to ascertain the quantity of wastes handled. This will form part of the auditable trail for all wastes received/exported at/from each Waste to Energy Facility.

A record will be kept of inspections of the Waste to Energy Facility carried out by the Facility attendant. Details will be recorded on the Facility Inspection Sheet.

Facility inspection reports carried out by the Environment Agency will be available for inspection by the Lead Authority at the Area Managers office.

## PART 13 - UTILITIES

### UTILITIES

#### Drains and Sewers

The toilet and shower facilities at this facility will be connected to the main foul sewer on the Hartlebury Trading Estate utilizing an appropriated sewer connection, as per drainage system submitted to the Planning Authority. The drainage of rainwater run-off from the areas of hard standing will be achieved by providing sufficient capacity gullies which in turn will be connected to a suitable oil interceptor with a capacity of several thousand litres. This interceptor will then discharge as per the surface water drainage scheme.

#### Water

Potable water will be provided via the water mains serving the trading state. In addition, a further supply is to be installed by the utility company with sufficient capacity to supply the water to comply with the fire fighting requirements under the NFPA 850.

Some rainwater will be harvested from the main building roof and used for non-potable applications such as toilet flushing.

The water connection will be provided as per the agreement between Severn Trent Water and Mercia Waste Management and dwg A5W-11202-04-22-012.

#### Electricity

The facility will be serviced by an electricity supply.

In addition, a suitable grid connection will be provided; the produced electricity will be fed into the grid as offer letter from Western Power Distribution Ref. 1554882.

#### Telecomms

The facility will be provided with telephone and broadband facilities as per specification. Details will be provided when confirmed.

## **PART 14 – SIGNAGE AND NOTICES**

### **SIGNS AND NOTICES**

#### **Traffic Signs**

Signs and notices including gantry signs and stickers will be in a consistent format agreed with the Superintendent Officer..

Signs will be maintained in a good condition and legible to Facility visitors.



## **PART 15 – TRAFFIC MANAGEMENT**

### **TRAFFIC MANAGEMENT**

The Waste to Energy plant is located at Plot H600, Oak Drive, Hartlebury Trading Estate, Kidderminster, Worcestershire DY10 4JB. All traffic entering or leaving the facility will be controlled and monitored through the weighbridge procedures. Off site traffic management will be consistent with the Traffic Assessment of the Planning Application. A Traffic Management Plan is provided in Part 5.

Traffic flows to and from the Facility will comprise:

- Waste deliveries from District Authorities or from the Contractor's waste transfer stations.
- Waste deliveries from commercial waste collection rounds.
- Commercial vehicles delivering spares and consumables to the plant, e.g. lime, activated carbon.
- Commercial vehicles collecting treatment residues; IBA, APCR, scrap metals.
- Vehicles collecting non-acceptable waste.
- Staff and visitors private cars and visitors coaches.
- Commercial vehicles servicing the plant's administration facilities and offices.

#### **Hartlebury Trading Estate**

The Facility is located within the Hartlebury Trading Estate. Upon first visit, all commercial vehicle drivers will be issued with instructions on traffic management within the wider estate, specifically:

- Only to enter/exit the estate via the main entrance off Crown Lane.
- Not to enter/exit via Walton Lane to the north of the estate.
- To observe all traffic signage within the estate.
- Not to park in unauthorised areas or at any location likely to hinder traffic flows within the estate.
- Not to leave engines running whilst stationary for prolonged periods.

#### **Envirecover Facility layout and vehicle control**

##### **Heavy Goods Vehicles**

The layout and design of internal Facility roads will enable all relevant commercial vehicle types and sizes to safely access their drop off or collection points without undue traffic conflict. Details of internal Facility signage will be provided by the EPC contractor to assist in directing vehicles around the Facility to the tipping hall or other appropriate delivery/collection points.

## PART 15 – TRAFFIC MANAGEMENT

The road layout around the main process plant is broadly a clockwise one-way circulatory system. All HGVs delivering waste and consumables, and collecting process residues, will be limited to a maximum speed of 15 mph on access roads and 5 mph elsewhere. All vehicle movements will be controlled from the Facility weighbridge office.

Two weighbridges are provided for weighing inbound and outbound vehicles. However, in the event of a breakdown, either bridge can be operated for traffic in both directions. The weighbridge office location and vehicle approaches have been designed to accommodate up to six full sized articulated bulk collection vehicles queuing in front of the entry weighbridge. The maximum Facility entrance capacity through the weighbridge is some 45 HGVs per hour.

Any unacceptable waste vehicles or any HGV's entering the Facility in error will be directed around the one-way system to exit the Facility. Entrance to the tipping hall for waste delivery vehicles will be controlled by traffic lights at the entrance doors, to ensure that only 6 refuse collection vehicles are able to manoeuvre and discharge within the tipping hall at any one time.

### Small Vehicles and Private Cars.

To avoid queuing and conflict with HGVs, parallel 'bypass lanes' are available on either side of the weighbridge block. The bypass lanes provide access for staff and visitors traffic entering the Facility, as well as small service vehicles. Access to the Facility via the inbound bypass lane will be through a gate controlled by the weighbridge operator. Facility visitors will be required to report to the weighbridge via an intercom at the access gate. Facility staff will enter using a pass code or swipe card to activate the gate.

Deliveries of office supplies and consumables to the administration facilities will be via the staff and visitors car park; suitable hand propelled trolleys will be provided for bulky items to be moved from the car park, across the pedestrian bridge to the offices.

To the north of the weighbridge block, where staff and visitor traffic crosses the HGV inbound and outbound lanes, traffic will be managed through either a traffic light system or 'Give Way' signage and 'yellow box' control.

Spaces for parking 45 staff and visitors' vehicles (including disabled) are provided, together with cycle and motorbike parking facilities. A separate parking bay is provided for coach-borne visitors. Staff and visitor's cars and small service vehicles will leave the Facility via a dedicated exit to the south of the car park.

To encourage the use of sustainable means of accessing the Envirecover Facility, as a Condition to the planning permission for the development, a Travel Plan has been prepared, and will be implemented as part of the operation of the plant. A framework for the Travel Plan is presented in Appendix F of the Transport Assessment which accompanied the planning application.

## **PART 15 – TRAFFIC MANAGEMENT**

For details of the wider traffic impacts, estimates of vehicle movements, design criteria and swept-path analyses for the plant, refer to the Design and Access Statement and Transport Assessment which accompanied the planning application.

### **Speed Restrictions**

There will be a 15 mph speed restriction for all vehicles whilst in the Facility which will be clearly displayed.

### **Weighbridge**

Only one vehicle will be allowed on a weighbridge at any one time.

## **PART 16 – VISITOR CENTRE**

### **Visitor Centre**

Mercia will provide a visitor center in the Facility. It will be used as education and conference center related to the operation of Envirecover.

## **PART 17 –COMMUNITY LIASION GROUP**

### **COMMUNITY LIASION GROUP.**

Mercia will arrange and chair all community liaison group meetings at a frequency to be agreed with the Authority from time to time.

## **APPENDIX 1**

### **ENVIRONMENTAL PERMIT**

EP. Reference Ref EPRXP3935TXA001.

## **APPENDIX 2**

### **PLANNING CONSENT and Drawings**

- Drawing Number 1204 PL0002 (Part 5 of the Planning Application Document Volume 2) – Planning Application Boundary Plan – April 2010
- Drawing Number 1204 PL0003 (Part 5 of the Planning Application Document Volume 2) – Proposed Site Plan – April 2010
  - Drawing Number 1204 PL0004 (Part 2 of the Planning Application Document Volume 1 (Appendix 2 of the Design and Access Statement) – Proposed Traffic Plan – April 2010
  - Drawing Number 1204 PL0005 (Part 5 of the Planning Application Document Volume 2) – Proposed Basement Floor Plans – April 2010
  - Drawing Number 1204 PL0006 (Part 5 of the Planning Application Document Volume 2) – Proposed Ground Floor Plan – April 2010
  - Drawing Number 1204 PL0007 (Part 5 of the Planning Application Document Volume 2) – Proposed First/Second Floor Plans – April 2010
  - Drawing Number 1204 PL0008 (Part 5 of the Planning Application Document Volume 2) – Proposed Third / Fourth Floor Plans – April 2010
  - Drawing Number 1204 PL0009 (Part 5 of the Planning Application Document Volume 2) – Proposed Roof Plan – April 2010
  - Drawing Number 1204 PL0010 (Part 5 of the Planning Application Volume 2) -Visitor Centre Route Plans – April 2010
  - Drawing Number 1204 PL 0011 ( Part 5 of the Planning Application Document Volume 1) – Proposed Site Sections AA and BB – April 2010
  - Drawing Number 1204 PL 0012 ( Part 5 of the Planning Application Document Volume 1) – Proposed North Elevation – April 2010
  - Drawing Number 1204 PL 0013 (Part 5 of the Planning Application Document Volume 1) – Proposed East Elevation – April 2010
  - Drawing Number 1204 PL 0014 ( Part 5 of the Planning Application Document Volume 2) – Proposed South Elevation – April 2010
  - Drawing Number 1204 PL 0015 ( Part 5 of the Planning Application Document Volume 2) – Proposed West Elevation – April 2010
  - Drawing Number 1204 PL 0016 ( Part 5 of the Planning Application Document Volume 2) – Proposed Turbine Building Elevations – April 2010
  - Drawing Number 1204 PL 0017 ( Part 5 of the Planning application Document Volume 2) – Proposed Weighbridge Plan and Elevations – April 2010
  - Drawing Number 1202 PL0018 ( Part 5 of the Planning Application Document Volume 1) – Virtual Samples Board – April 2010
  - Drawing 900-01-001 Rev A - Landscape Proposal – April 2010, accompanying letter from Axis dated 15 November 2010
  - Drawing 900-01-002 – Proposed Foul and Surface Water Drainage Layout ( Part 5 of the Planning application Document Volume 2) – April 2010
  - Drawing 900-01-003 – Site Features (Part 5 of the Planning Application Document Volume 2) – April 2010

- Drawing – Detailed Hard and Soft Landscape Scheme (900-01-004) –November 2010, accompanying letter from Axis dated 15<sup>th</sup> November 2010
- Figure 12 of the Transport Assessment – Proposed Site Access Arrangements & Internal HGV Queuing Space – April 2010.

Any revisions of these drawings will be included as soon as they are approved by the Planning Authority.



## APPENDIX 3

### JOB DESCRIPTIONS

POST:

PLANT MANAGER

RESPONSIBLE TO:

Branch DIRECTOR or MERCIA SHAREHOLDERS

JOB PURPOSE:

To ensure that the Plant is operated and maintained safely and efficiently, with due regard for the environment and its neighbour, and that it provides its customers with a high quality service in accordance with all regulations, consents and the Operation Agreement.

SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. With appropriate support, to recruit and train the Operation and Maintenance Directors
2. To support plant commissioning.
3. To formally and systematically take over the plant from the Constructors after ensuring that it has been properly completed, commissioned and tested.
4. To establish sound operation and maintenance management policies, procedures, and practices.
5. To appraise risk and implement safety rules and hazard control measures.
6. To establish emergency procedures.
7. To establish a Quality Assurance System leading to accreditation under BS EN ISO 9002
8. To establish budgets and ensure that the plant is operated commercially and in accordance with sound engineering and environmental practice.
9. To plan and manage Plant Overhauls and minimise downtime.
10. To comply with requirements for Statutory Inspections.
11. To ensure high standards of housekeeping.
12. To establish and maintain high standards of security and commercial probity.
13. To ensure that all waste is properly weighed and recorded.

14. To deal with customer complaints.
15. To ensure that only suitable waste is treated and that unsuitable waste is rejected.
16. To liaise with customers and develop customer service standards.
17. To maximise the throughput of waste and the production of electricity (within the design capacity of the plant).
18. To ensure a reliable supply of heating steam, and/or hot water as appropriate to neighbouring installations.
19. To act as holder of the Environment Agency Facility Licence.
20. To arrange the disposal of residues in accordance with the Duty of Care.
21. To report to the Owners.
22. To negotiate contracts for operational materials and services.
23. To liaise with the Environment Agency, local government officers, the public, the emergency services, the media etc.
24. To receive and inform visitors

#### QUALIFICATIONS AND EXPERIENCE

Should be a qualified mechanical and or electrical engineer with extensive operational experience of combustion, steam boiler, and turbine generators and preferable a good background in waste. Must be a personable, experienced, and resourceful general manager capable of dealing at all levels.

### JOB DESCRIPTION

POST: COMMERCIAL MANAGER

RESPONSIBLE TO: PLANT MANAGER

JOB PURPOSE: To ensure smooth running of the plant in full compliance with all statutory and contractual obligations.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Planning, organizing and directing the administrative activities of the Facility
2. Ensuring that established policies and procedures are followed.
3. Co-coordinating activities in order to ensure that the administrative and fiscal objectives are achieved.
4. Overseeing risk and compliance functions in relation to the Facility
5. Directing the accounts department in relation to accounting, fiscal and budgetary matters
6. Developing, negotiating and updating contracts for the consumables and spares supplies, service contracts for equipment, contracts for the disposal of APC Residues and IBA.
7. Overseeing and advising in relation to business ethics, regulations and compliance practices
8. Working with managers on the development of Personnel, such as training and recognition programs, as well as progressive counseling, performance improvement plans and terminations
9. Being actively involved in the recruitment processes of the Facility
10. Overseeing and/or processing accounting transactions
11. Responsibility for ensuring that the required reports for the Authority are prepared and submitted with general manager's sign-off
12. Overall responsibility for managing the administrative aspects of the Facility
13. Communicating frequently with Personnel, providing guidance, feedback and motivation where required

### QUALIFICATIONS AND EXPERIENCE

Should be a qualified person in Economics and with professional backgrounds on Law with extensive experience on managing budgets, contracts and personnel.

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### JOB DESCRIPTION

POST:

FINANCE ADMIN CONTROLRT

RESPONSIBLE TO:

COMMERCIAL MANAGER

JOB PURPOSE:

To ensure the overall budget for the plant is achieved and financial obligations are met during the operational life of the facility.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Directing the accounts department in relation to accounting, fiscal and budgetary matters
2. Working with managers on developing budgets for the different departments of the facility.
3. Being actively involved in the costs of the personnel, training and recruitment processes of the Facility
4. Overseeing and/or processing accounting transactions
5. Overall responsibility for managing the administrative aspects of the Facility
6. Communicating frequently with Personnel, providing guidance, feedback and motivation where required

### QUALIFICATIONS AND EXPERIENCE

Should be a qualified person in Economics and with professional backgrounds on Law with extensive experience on managing budgets, contracts and personnel.

### JOB DESCRIPTION

POST: OPERATIONS MANAGER

RESPONSIBLE TO: PLANT MANAGER

JOB PURPOSE: To ensure the facility is run smoothly by the Shift Team Leaders and in compliance with all legislation and consents, the Environment Agency Facility License, plant design criteria, Operating and maintenance instructions etc. To supervise the work of the Shift Team Leader and ensure that he is properly trained.

1. Responsible for certifications and records concerning industrial safety and security.
2. Exercising responsibility at the Facility on a technical level, supervising purchases of materials and contacting suppliers when the allocated amount of materials purchased under a relevant order has been obtained
3. Supervising Personnel to maintain efficient production and compliance with schedules
4. Supervising production within the different installations of the Facility
5. Reviewing the accuracy and completeness of work performed by shop floor personnel
6. Co-coordinating with Shift Team Leaders and general personnel at the Facility in order to meet required outputs
7. Ensuring Personnel are aware of company policies and procedures
8. Providing and implementing suitable procedures for controlling Emergency situations in relation to production
9. Ensuring compliance with regulatory agencies' rules and guidelines
10. Communicating frequently with personnel, providing guidance, feedback and motivation where required
11. Locating and preparing necessary materials for the operation of the Facility

Qualifications and Experience:

Should be a qualified chemical or mechanical or electrical engineer with good backgrounds, at a responsible level, in the operation and maintenance of high pressure steam plant or chemical plant or electricity generating plant. This may typically have been gained at a power plant or chemical plant or in the Royal Navy. Waste Management experience highly desirable. Must be resourceful and cool-headed, capable of dealing with problems on his/her

own

initiative.

### JOB DESCRIPTION

POST: SHIFT TEAM LEADER

RESPONSIBLE TO: OPERATIONS MANAGER

JOB PURPOSE: To lead his Shift Team and operate the facility in compliance with all legislation and consents, the Duty of Care, the Operating Contract, etc; in accordance with the policies, procedures, and practices laid down by the Plant Manager.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES:

1. To act as the senior person on the Facility when the Operations Manager is absent.
2. To act in the role of Senior authorised Person with respect to the Electrical and Mechanical Safety Rules, and issue and cancel Permits for Work.
3. To operate the Plant safely, in line with design criteria, planning permission, the Environment Agency Licence, and the Operation and Maintenance Manuals.
4. To implement Emergency Procedures and deal with the Emergency Services.
5. To liaise with the Operations Manager and Owners' Representatives on the above.
6. To ensure that only suitable waste is processed and that unsuitable waste is rejected.
7. To ensure that delivery drivers obey Facility rules and ban them if they do not.
8. To carry out first line fault detection and rectification, on mechanical, electrical, control, and instrumentation systems.
9. To summon maintenance technicians and contractors where necessary .
10. To ensure the training and competence of his shift team.
11. To liaise with the electricity board over the regulation of electrical power and carry out high voltage switching in conjunction with them, as necessary.

With his colleagues, to ensure that full shift team complements are available to cover the job on a 24 hour basis, every day of the year.

13. To deal courteously and efficiently with any complaints that may arise out of office hours.
14. To maintain high standards of Facility security.
15. To ensure that all waste is properly weighed.
16. To ensure that accurate records are kept of all operations.

Qualifications and Experience:

Should be a qualified chemical or mechanical or electrical engineer with extremely good all round mechanical and electrical engineering knowledge and a background, at a responsible level, in the operation and maintenance of high pressure steam plant and electricity generating plant. This may typically have been gained at a power plant or in the Royal Navy. Waste Management experience highly desirable. Must be resourceful and cool-headed, capable of dealing with problems on his/her own initiative.



### JOB DESCRIPTION

POST:

PLANT OPERATOR

RESPONSIBLE TO:

SHIFT TEAM LEADER

JOB PURPOSE:

To operate the main plant and all facilities (normally from the central control room) as instructed by the Shift Charge Engineer and in compliance with all legislation and consents, the Environment Agency Facility Licence, plant design criteria, Operating and maintenance instructions etc. To supervise the work of the Assistant Operator and ensure that he is properly trained.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES:

1. To operate the main boiler and turbine plant from the computer console in the main control room in accordance with all the laid down constraints. In particular to ensure that the plant is operated with minimum emissions and minimum visual and noise pollution.
2. To trim the plant so that it delivers optimum performance.
3. To deal with any problems that may arise in an efficient and timely manner.
4. To liaise with and back up the Shift Team Leader.
5. To answer the telephones.
6. To contact off-Facility plant team support and the Emergency Services where necessary.
7. To monitor Facility security through observation of security video screens.
8. To inspect and operate locally controlled ancillary plant and trouble shoot as necessary.
9. To drive the refuse crane on a relief basis as necessary.
10. To liaise with delivery drivers.

### QUALIFICATIONS AND EXPERIENCE

Should have extremely good all round mechanical and electrical engineering knowledge and a background, at a responsible level, in the operation and maintenance of high pressure steam plant and electricity generating plant. This may typically have been gained at a power plant or in the Royal Navy. Waste Management experience highly desirable. Must be resourceful and cool-headed, capable of dealing with problems on his/her own initiative. Must have formal technical qualifications to at least higher TEC standard.

### JOB DESCRIPTION

POST: ASSISTANT PLANT OPERATOR

RESPONSIBLE TO: PLANT OPERATOR

JOB PURPOSE: The priority role is to operate the main refuse crane. However the Assistant Operator needs to be able to act in the role of co-pilot and relieve or support the Plant Operator from time to time. He needs to be familiar with all plant on Facility and competent to respond to minor faults or problems anywhere on the Facility.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. To drive the main refuse cranes, receive refuse, distribute and mix it within the bunker to minimise variations in calorific value and load it into the incinerator hoppers to keep the boilers at steady load.
2. To relieve the Plant Operator, and assist the Shift Team Leader anywhere on the plant, as required.
3. To carry out plant ancillary duties as required.
4. To answer telephones.
5. To carry out weighing and recording of delivers as required
6. To service weighbridge printers etc as required.
7. To liaise with delivery drivers and inspect and if necessary reject suspect loads
8. To receive deliveries of operational chemicals, e.g. lime, water treatment plant chemicals etc.
9. In emergency, to meet external services, and guide them to the scene of any problem.
10. To assist maintenance personnel and generally to carry out any duties within his competence, including the full range of activities of an Operation and Maintenance Assistant.

### QUALIFICATIONS AND EXPERIENCE

The ideal candidate will come from a power station or Royal Navy background and will have appropriate City and Guilds qualifications in combustion and steam boiler operation. As a

minimum, initial postholders must have good mechanical aptitude and a sensitive feel for control of heavy equipment. They must have the confidence and mental capacity to learn steam plant operation, to interpret data presented by computer, and to operate plant from a computer terminal when required. Once the plant is operational, Assistant Operators will be selected from the ranks of Operation and Maintenance Assistants; thus the post will provide career progression to Plant Operator.

### JOB DESCRIPTION

POST: OPERATION and MAINTENANCE ASSISTANT

RESPONSIBLE TO: OPERATIONS MANAGER.

JOB PURPOSE: The priority role is to operate the main refuse crane. However the Assistant Operator needs to be able to act in the role of co-pilot and relieve or support the Plant Operator from time to time. He needs to be familiar with all plant on Facility and competent to respond to minor faults or problems anywhere on the Facility.

1. Performing pre-operation and post-operation inspection of the Equipment, and fixed installations as well as ensuring windows, lights and mirrors within the thermal process Facility are kept clean
2. Following all relevant safety policies and procedures
3. Ensuring that Equipment and fixed installations within the thermal process Facility is properly cleaned, serviced and stored at the end of each shift
4. Performing and documenting minor servicing on Equipment and fixed installations within the thermal process Facility
5. Reporting any necessary repairs to the relevant Personnel
6. Operating Equipment and fixed installations using correct techniques according to relevant Guidance/operating manuals
7. Removing incinerator bottom ash (IBA) from the thermal process Facility and transporting it to the correct location on Facility in accordance with its stage of maturation
8. Continuously monitoring the Equipment and fixed installations ensuring proper operation and minimal down time
9. Ensuring that Equipment and fixed installations are operated correctly at all times

### QUALIFICATIONS AND EXPERIENCE

Running a waste-to-energy plant involves a wide range of duties and needs intelligent, committed people. Everyone needs to be able to contribute to the team in some tangible and individual way. Desirable individual skills range from driving large front-loaders, 360° excavators, fork-lift trucks, cranes, etc, to sampling and testing boiler water and monitoring plant condition by vibration measurement. Selected individuals should be motivated and

capable of studying and progressing.

### JOB DESCRIPTION

POST: MAINTENANCE MANAGER

RESPONSIBLE TO: PLANT MANAGER

JOB PURPOSE: To ensure the maintenance team maintain the facility in accordance with the O&M Manual.

1. Reviewing the accuracy and completeness of work performed by maintenance Personnel
2. Responsible for the production of the Annual Schedule of Planned Maintenance and Monthly Schedule of Planned Maintenance
3. Drawing up a preventative maintenance plan for Equipment and fixed installations at the Facility
4. Managing technical files concerning the Equipment and fixed installations
5. Organizing and controlling the storage of spare parts, maintenance materials and the tools inventory
6. Attending and coordinating responses to unexpected breakdowns, failures or Emergency situations in relation to the Equipment and fixed installations. Investigating the technical reasons/causes of the breakdowns/failures, and preparing and sending the respective reports to the general manager
7. Developing monthly reports summarizing operating activities which have been planned and completed, and any unplanned maintenance
8. Communicating frequently with Personnel, providing guidance, feedback and motivation when required
9. Selecting and retaining Personnel with the necessary skills to carry out the plant maintenance duties.

### QUALIFICATIONS AND EXPERIENCE:

Should be a qualified chemical or mechanical or electrical engineer with good backgrounds, at a responsible level, in the operation and maintenance of high pressure steam plant or chemical plant or electricity generating plant. This may typically have been gained at a power plant or chemical plant or in the Royal Navy. Waste Management experience highly desirable. Must be resourceful and cool-headed, capable of dealing with problems on his/her own initiative.

## JOB DESCRIPTION

POST: WEIGHBRIDGE OPERATOR

RESPONSIBLE TO: MAINTENANCE MANAGER

JOB PURPOSE: To provide a pool of resource and skill with the qualities and attitude needed to deal flexibly with a very varied range of duties. The postholders normally work on a day basis, covering peak hours Monday to Saturday inclusive between two teams.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES:

1. To act as required, in the role of Tipping Hall Supervisor. To control safety procedure, inspect and accept or reject waste, control traffic to minimise delays, deal with tipping hall breakdowns.
2. To drive mobile machinery including front loaders, 360° excavators, cranes, fork lift trucks, road sweeping machines etc flexibly and as required.
3. To weigh incoming deliveries and vehicles leaving Facility, as required.
4. To complete Duty of Care and Quality Assurance documentation
5. To supervise loading of Bottom Ash, Special Waste tankers and complete Assignment notes.
6. To load and control ferrous scrap vehicles and handle 'grizzly'.
7. To operate and service the lime and activated carbon injection plants.
8. To make regular condition monitoring route readings and download results to computer.
9. To take and test boiler water samples and operate the boiler water treatment plant.
10. To carry out plant lubrication in accordance with specification and keep computer records.
11. To carry out routine noise surveys.
12. To assist maintenance craftsmen with plant repairs.
13. To carry out shut-down tasks, for instance changing bag filters.



14. To supervise contractors.
15. To carry out plant and area cleaning.
16. To train for shift posts involving main plant operations and carry out shift relief duties.

#### QUALIFICATIONS AND EXPERIENCE:

Running a waste-to-energy plant involves a wide range of duties and needs intelligent, committed people. Everyone needs to be able to contribute to the team in some tangible and individual way. Desirable individual skills range from driving large front-loaders, 360° excavators, fork-lift trucks, cranes, etc, to sampling and testing boiler water and monitoring plant condition by vibration measurement. Selected individuals should be motivated and capable of studying and progressing.

### JOB DESCRIPTION

POST: CHEMISTRY THECNICIAN

RESPONSIBLE TO: SHEQ MANAGER

JOB PURPOSE: A full time role during commissioning and early operation. Diminishing to a part-time role once the plant is established and routines are in place. Role to support commissioning, monitor and record the chemical well-being and combustion performance of the plant, and act as environmental officer.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Role to establish and monitor the water treatment plant operations and quality standards.
2. To monitor boiler commissioning and turbine steam leg cleaning.
3. To monitor boiler water treatment, steam quality, combustion products.
4. To establish the effectiveness of air pollution control measures in minimising environmental releases
5. To monitor treatment and release of liquid effluents
6. To inspect dubious incoming waste and either clear or reject it.
7. To arrange for the monitoring of general Facility drainage.
8. To manage the lime plant and activated carbon equipment.
9. To monitor flue gas chemistry and ensure optimum combustion.
10. To arrange for analyses of residues in order to ensure that they are correctly specified.
11. To liaise with independent specialists over the periodic monitoring of plant performance.
12. To liaise with third parties and the public over environmental matters and investigate any environmental complaints, including any noise complaints.

13. To liaise with chemical suppliers, advise on chemical procurement issues, arrange boiler water monitoring contracts etc.

QUALIFICATIONS AND EXPERIENCE:

Needs a good all-round plant chemist with good steam boiler experience probably gained in a power station or process plant. Involvement likely to suit an early-retired ex CEGB person. Waste chemistry and metallurgical knowledge desirable. Should be qualified, ideally to ARIC standard.

**POST:** **JOB DESCRIPTION**  
**MECHANICAL ENGINEER**

**RESPONSIBLE TO:** **MAINTENANCE MANAGER**

**JOB PURPOSE:** To ensure the engineering well being of all mechanical plant including compliance with Pressure Regulations, and Lifting Gear test requirements.

**SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES:**

1. To monitor the condition of rotating plant using modern techniques.
2. To establish and maintain Plant History.
3. To ensure compliance with the Pressure Regulations and lifting gear inspection requirements.
4. To control scaffolding in accordance with the regulations.
5. To plan, resource, and supervise shut-down maintenance.
6. To carry out preventive maintenance.
7. To investigate plant failures and rectify defects in a timely manner.
8. To establish and work within a mechanical maintenance budget.
9. To arrange for the maintenance of transport and mobile plant.
10. To ensure that all safety devices are properly maintained and regularly tested.
11. To ensure the availability of plant spares.
12. To ensure the availability of an emergency repair service.

**QUALIFICATIONS AND EXPERIENCE:**

Should preferably be a chartered mechanical engineer. Needs to have broad experience of mechanical maintenance including responsibility for rotating and high pressure equipment. May come from a power station or process plant background.

### JOB DESCRIPTION

POST: ELECTRICAL ENGINEER

RESPONSIBLE TO: MAINTENANCE MANAGER

JOB PURPOSE: To ensure the engineering well-being of all electrical plant, including high voltage, medium voltage, and low voltage items.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES:

1. To ensure that all electrical plant is operated within its design parameters.
2. To ensure that all switchgear, cables and transformers are properly monitored maintained. To ensure that transformer oil is regularly tested.
3. To ensure that the main generator and exciter and electrical protective devices are properly maintained.
4. To act as the Senior Post Holder on Facility in respect of Electrical Safety matters.
5. To act, as required as an authorised Person and issue and cancel Permits for Work and Sanctions for Test.
6. To make recommendations with respect to strategic spares holdings.
7. To arrange for the timely repair of failed equipment, including motor rewinds etc.
8. To investigate and rectify electrical faults and minimize plant downtime.
9. To plant and implement shut-down maintenance work.
10. To liaise with the Electricity Board on operational matters.
11. To establish and work within an Electrical section budget.

### QUALIFICATIONS AND EXPERIENCE:

Should preferably be a chartered electrical engineer and in any event have at least a Higher National Certificate in Electrical Engineering or equivalent. Needs to have broad experience of electrical maintenance including responsibility for high voltage equipment. May come from a power station or process plant background.

### JOB DESCRIPTION

POST: INSTRUMENTATION AND CONTROL ENGINEER

RESPONSIBLE TO: MAINTENANCE MANAGER

JOB PURPOSE: Responsible for the well performance of the Instrumentation and Control installation of the facility..

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. To ensure that all control equipment is correctly operated, maintained and tested.
2. To manage all plant related computing and communications equipment, and programmable logic controllers.
3. To manage all plant related software; ensure no unauthorised access to code, and maintain comprehensive records of modifications.
4. To ensure that all weighbridge and weighing equipment is properly tested and maintained in accordance with Weights and Measures requirements.
5. To ensure that all data is properly backed up and that security copies are maintained in a safe location off Facility.
6. To arrange maintenance contracts for specialist equipment.
7. To recommend plant spares holdings.
8. To establish and work within a C&I section budget.
9. To investigate faults on any part of the plant or equipment and procure their timely rectification.

### QUALIFICATIONS AND EXPERIENCE:

Should preferably be a electronic engineer and in any event have at least a Higher National Certificate in Electrical Engineering or equivalent. Needs to have broad experience of I&C system in power plant or chemical plants including responsibility for high/low voltage equipment. May come from a power station or process plant background.

### JOB DESCRIPTION

POST: INSTRUMENTATION AND CONTROL TECHNICIAN

RESPONSIBLE TO: INSTRUMENTATION AND CONTROL MANAGER

JOB PURPOSE: To ensure that all plant instrumentation is properly calibrated and maintained at all times.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. To ensure that all control equipment is correctly operated, maintained and tested.
2. To manage all plant related computing and communications equipment, and programmable logic controllers.
3. To manage all plant related software; ensure no unauthorized access to code, and maintain comprehensive records of modifications.
4. To ensure that all weighbridge and weighing equipment is properly tested and maintained in accordance with Weights and Measures requirements.
5. To ensure that all data is properly backed up and that security copies are maintained in a safe location off Facility.
6. To arrange maintenance contracts for specialist equipment.
7. To recommend plant spares holdings.
8. To establish and work within a C&I section budget.
9. To investigate faults on any part of the plant or equipment and procure their timely rectification.

### QUALIFICATIONS AND EXPERIENCE:

Should preferably be an electronic technician and in any event have at least a Higher National Certificate in Electrical Engineering or equivalent. Needs to have broad experience of I&C system in power plant or chemical plants including responsibility for high/low voltage equipment. May come from a power station or process plant background.

### JOB DESCRIPTION

POST: ELECTRICAL TECHNICIAN

RESPONSIBLE TO: ELECTRICAL ENGINEER

JOB PURPOSE: To ensure the engineering well-being of all electrical plant, including high voltage, medium voltage, and low voltage items.

#### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES:

1. To ensure that all electrical plant is operated within its design parameters.
2. To ensure that all switchgear, cables and transformers are properly monitored maintained. To ensure that transformer oil is regularly tested.
3. To ensure that the main generator and exciter and electrical protective devices are properly maintained.
4. To act as the Senior Post Holder on Facility in respect of Electrical Safety matters.
5. To act, as required as a Senior authorised Person and issue and cancel Permits for Work and Sanctions for Test.
6. To make recommendations with respect to strategic spares holdings.
7. To arrange for the timely repair of failed equipment, including motor rewinds etc.
8. To investigate and rectify electrical faults and minimise plant downtime.
9. To plan and implement shut-down maintenance work.
10. To liaise with the Electricity Board on operational matters.
11. To establish and work within an Electrical section budget.

#### QUALIFICATIONS AND EXPERIENCE:

Should preferably be an electrical technician. Needs to have broad experience of electrical maintenance including responsibility for high voltage equipment. May come from a power station or process plant background.



### JOB DESCRIPTION

POST: MECHANICAL TECHNICIAN

RESPONSIBLE TO: MECHANICAL ENGINEER

JOB PURPOSE: To ensure the engineering wellbeing of all mechanical plant including compliance with Pressure Regulations, and Lifting Gear test requirements.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES:

1. To monitor the condition of rotating plant using modern techniques.
2. To establish and maintain Plant History.
3. To ensure compliance with the Pressure Regulations and lifting gear inspection requirements.
4. To control scaffolding in accordance with the regulations.
5. To plan, resource, and supervise shut-down maintenance.
6. To carry out preventive maintenance.
7. To investigate plant failures and rectify defects in a timely manner.
8. To establish and work within a mechanical maintenance budget.
9. To arrange for the maintenance of transport and mobile plant.
10. To ensure that all safety devices are properly maintained and regularly tested.
11. To ensure the availability of plant spares.
12. To ensure the availability of an emergency repair service.

### QUALIFICATIONS AND EXPERIENCE:

Needs to be a time-served and experienced mechanical maintenance practitioner, well versed in overhaul and care of water-tube boilers and turbine generators, condensers and the associated valves, pipework, and fittings. Must be able and motivated to cope with plant repairs in minimum time. Likely to have a Higher National Certificate or TEC equivalent as a minimum.

### JOB DESCRIPTION

POST: STORE KEEPER

RESPONSIBLE TO: MAINTENANCE ENGINEER

JOB PURPOSE: To ensure the spare and consumables stores are well organized and enough quantities available for the normal operation of the facility.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES:

1. To ensure the store for consumables and spares is organized
2. To ensure the availability of plant spares.
3. To ensure the supply of consumables
4. To ensure the store for the H&S equipment is kept replenished.
5. Keep the stores clean and tidy.

### JOB DESCRIPTION

POST: HSEQ MANAGER WASTE TO ENERGY

RESPONSIBLE TO: PLANT MANAGER

JOB PURPOSE: To effectively and professionally manage the day to day the Health and Safety, Environmental and Quality aspects of the facility.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. To control the maintenance operations of the Facility and ensure effective supervision of all maintenance staff.
2. To operate a shift rotational system for maintenance of the Plant, with contingency cover for leave and sickness..
3. Maintain and update plans for regular maintenance and major overhaul of the plant keeping shut downs within agreed periods.
4. Liaise with Head Office to ensure the highest standard of safety is maintained at the plant.
5. To ensure that maintenance costs are strictly controlled.
6. To assist the Commercial Manager in developing annual operating budgets for the maintenance of the plant and monitor financial progress against the budget.
7. To negotiate supply contracts for plant consumables and materials and prepare COSHH assessments for each held on Facility.
8. To ensure that the plant is kept clean and tidy and maintain the standards of decoration, notices, lighting etc.
9. To control, develop and motivate plant maintenance staff ensuring that positive employee relations exist and any problems are resolved promptly in accordance with company policy.
10. To liaise with visiting officers of statutory organisations including the Environment Agency, HSE etc.

### QUALIFICATIONS AND EXPERIENCE

1. Professionally qualified engineer, ideally with a mechanical, electrical or chemical specialism.

2. Proven management of a large process operation.
3. Knowledge or familiarity with combined heat and power plant, waste to energy technology or electricity supply industry would be beneficial.
4. Knowledge and understanding of waste management legislation would be useful.
5. Waste management experience, particularly with COTC would be an advantage.
6. Effective leadership skills.

### JOB DESCRIPTION

POST

SENIOR ADMINISTRATOR

RESPONSIBLE TO:

FINANCE CONTROLLER WASTE TO ENERGY

JOB PURPOSE:

To provide an efficient administrative support in the Plant.

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. To distribute all incoming mail to the appropriate person or department.
2. To dispatch outgoing mail.
3. To liaise with Supervisors and Manager in preparation of payroll information.
4. Maintain records relating to personnel including attendance, timekeeping and holidays.
5. Provide statistical information as requested by Head Office relating to personnel.
6. Ensure stationery stock level within the plant is maintained.
7. Raise all purchase orders as required within the plant and forward to Head Office following the Contractor's procedures.
8. Process invoices.
9. Collate all documentation relating to insurance claims.
10. Ensure all day to day correspondence is completed in liaison with the Plant Manager.
11. It is essential that you have regard to your responsibilities under the terms of the Contractor's Health and Safety Policy. You must always adopt the safe working practices described in the relevant Codes of Practice and adhere to other guidance and instructions which you may receive from time to time in respect of health and safety.
12. To undertake any other duties which may reasonably be required

**Qualifications and Experience Required.**

1. Educated to at least GCSE or 'O' Level standard.
2. Proficient in word processing and computer literate.
3. At least 3 years proven secretarial/clerical experience.

### JOB DESCRIPTION

POST: SECRETARY and ADMINISTRATIVE ASSISTANT

RESPONSIBLE TO: PLANT MANAGER and SENIOR MANAGERS- WASTE TO ENERGY

JOB PURPOSE: To monitor the administration of the Plant Manager's office, assist in the co-ordination of the supply of information and to generally assist the Plant Manager in day to day issues affecting the management of the plant

### SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Keep a sufficient understanding of issues of the Contractor and exercise initiative in dealing with general queries and problems arising from internal and external sources.
2. In the absence of the Plant Manager liaise with the appropriate level of personnel to ensure that any issue which arises that would normally receive the attention of the Plant Manager are referred to and dealt with.
3. As required, provide assistance on project work to the Plant Manager and senior managers
4. Receive visitors, deal with correspondence and incoming post, and provide typing services.
5. Establish and maintain a record system capable of dealing with the following:-
  - a. A diary system which records the Plant Manager's engagements; availability or absence of Senior Managers; the occurrence of meetings
  - b. Organize travel and hotel bookings as necessary.
6. Take minutes of meetings as required.
7. To undertake such other duties as may reasonably be required.

## **APPENDIX 4**

### **CUSTOMER COMPLAINTS SYSTEM**

#### **KEY PRINCIPLES IN THE CUSTOMER COMPLAINTS SYSTEM**

The Contractor's complaints system will have the following key principles.

- All complaints will be treated equally and with courtesy and understanding.
- All complaints will be dealt with promptly and efficiently, corrective action being taken as appropriate.
- All complaints received (of any nature and from whatever source) will be recorded and logged in a register of complaints, copies of which will be forwarded to the Superintendent Officer on a monthly basis. Sufficient detail shall be recorded in the register to enable the Superintendent Officer to ascertain:
  - the nature of the complaint and the specific unit (if any) to which it relates;
  - the name, address and telephone number of the person making the complaint;
  - the date and time it was received;
  - the action taken to remedy the complaint;
  - the time and date when the remedy was completed;
  - the names of the Contractor's staff involved in:
    - (i) the complaint itself
    - (ii) recording the complaint
    - (iii) remedying the complaint
- All complaints will be prioritised and dealt within agreed timescales established.
- All written complaints and the necessary responses will be copied to the Superintendent Officer.
- The Contractor will respond within 72 hours to all requests by the Superintendent Officer to provide full explanations and detailed information relevant to any complaints received by the Lead Authority to enable the Superintendent Officer to deal with the complaint.
- Complaints will be analysed by the Senior Management of the Contractor to:



1. Establish if the complaint was justified.
  2. Establish if the complaint was in fact a complaint or could be categorised as, for example, a service or general enquiry.
  3. To identify any failure in the O & M Contractor's quality assurance procedures, operating methods or provision of the Services and initiate immediate corrective action.
- A complaints book/register will be provided at the Waste to Energy Facility and a notice shall be displayed advising members of the public that this facility is available.
  - The Contractor will provide forms to members of the public at all facilities, together with pre-paid addressed envelopes or similar to facilitate their return.

Any suggestions made by any member of the public will be, of course, treated with the same principles as the complaints procedure.

#### Community Liaison Group

Prior to commencement of construction a Community Liaison Group will be established with members of the local community, interest groups, the contractor, local elected member(s) and council(s)

## APPENDIX 4

### DRAFT CUSTOMER COMPLAINT RECORD FORM

To be used by all staff receiving a complaint from a customer who has indicated a wish to proceed with a formal complaint.

#### NAME OF COMPLAINANT

Title Miss Mr. Mrs. Ms. Other .....

Forename.....

Surname.....

Address .....

.....

.....

Post Code.....

Phone No. Home .....

Phone No. Work .....

#### NATURE OF COMPLAINT

Service .....

Description of problem .....

.....

.....

.....

.....

.....

.....

.....

.....

If so whom .....

When.....

What was the outcome?

.....

.....

What would the complainant like to happen?

.....  
.....  
.....  
.....

Date Received ..... Time.....

Received by phone/fax/letter delete as appropriate

Name of person receiving complaint .....

Passed to ..... Time ..... Date.....

Action taken by person receiving complaint .....

.....  
.....  
.....  
.....  
.....  
.....

Service Code ..... Responded to the complainant by .....

Complaint Type Code ..... Phone date ..... time .....

Date due for Review ..... by fax date ..... time .....

Complaint Number..... by letter date .....copy attached .....

Copy sent to the Superintendent Officer..... Date .....

## APPENDIX 5

ENVIRECOVER, EPC CONTRACT, TECHNICAL SCHEDULES and PRELIMINARY DRAWINGS.

EPC Contract final version as agreed on May, 20<sup>th</sup>.

- S1277-0301-0016MSS S1 - HZI Rev 15
- S1277-0302-0014SAW S2 - HZI Rev 11
- S1277-0303-0013SAW S3 - HZI Rev 8
- S1277-0304-0012MSS S4 - HZI Rev 8
- S1277-0304-0010SAW S4A - HZI Rev 4
- S1277-0305-0010SAW S5 - HZI Rev 7
- S1277-0306-0004SAW S6 - HZI Rev 5
- S1277-0307-0019SAW S7 - HZI Rev 9
- S1277-0308-0008SAW S8 - HZI Rev 8
- S1277-0309-0004SAW S9 - HZI Rev 5
- S1277-0310-0013SAW S10 - HZI Rev 9
- S1277-0311-0006SAW S11 - HZI Rev 7
- S1277-0312-0009SAW S12 - HZI Rev 8
- S1277-0313-0008MSS S13 - HZI Rev 8
- S1277-0314-0009SAW S14 - HZI Rev 7
- S1277-0315-0011SAW S15 - HZI Rev 8
- S1277-0316-0014SAW S16 - HZI Rev 10
- S1277-0317-0031SAW S17 - HZI Rev 13
- S1277-0318-0006SAW S18 - HZI Rev 5
- S1277-0319-0014MSS S19 - HZI Rev 11
- S1277-0320-0017SAW S20A - HZI Rev 9
- S1277-0321-0016SAW S20B - HZI Rev 11
- S1277-0322-0011SAW S20C - HZI Rev 8
- S1277-0322-0011SAW S20C - HZI Rev 8
- S1277-0324-0020MSS S20E P1 - HZI Rev 7
- S1277-0335-0011MSS S20F - HZI Rev 5

O&M Cost Model Rev. 28.

## APPENDIX 6

### Waste Reception Protocol V 1.2

Mercia EnviRecover

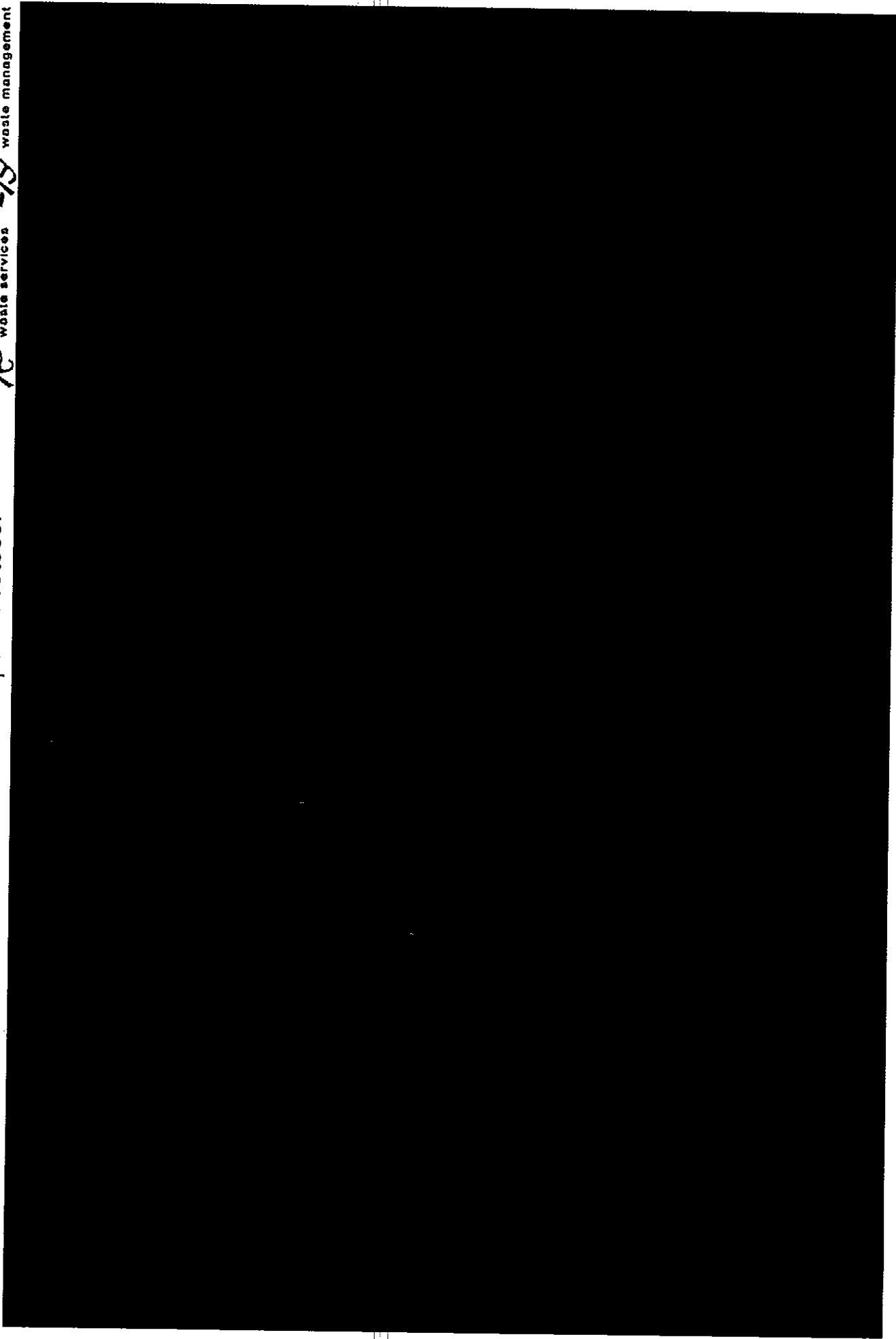
Waste Reception Protocol

S/C

severn  
waste services

E/S

merc  
waste management



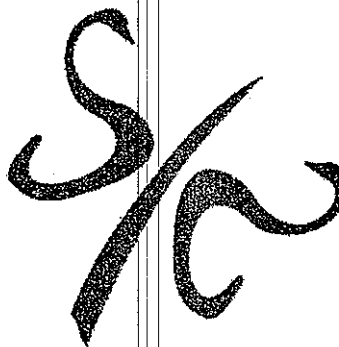
# SERVICE DELIVERY PLAN

## ENVIROSORT PRESORTED MATERIALS RECLAMATION FACILITY

Woodbury Lane  
Norton  
Worcester  
WR5 2PU

Telephone : 01905 761680

Environmental Permit : DP3696SF



**severn**  
waste services

Issue Date: 8 May 2014

WA  
W  
KIL  
~~SA~~

## AMENDMENTS RECORD

DATE	PAGE	SECTION	AMENDMENT	AMENDED BY

Issue Date: 8 May 2014



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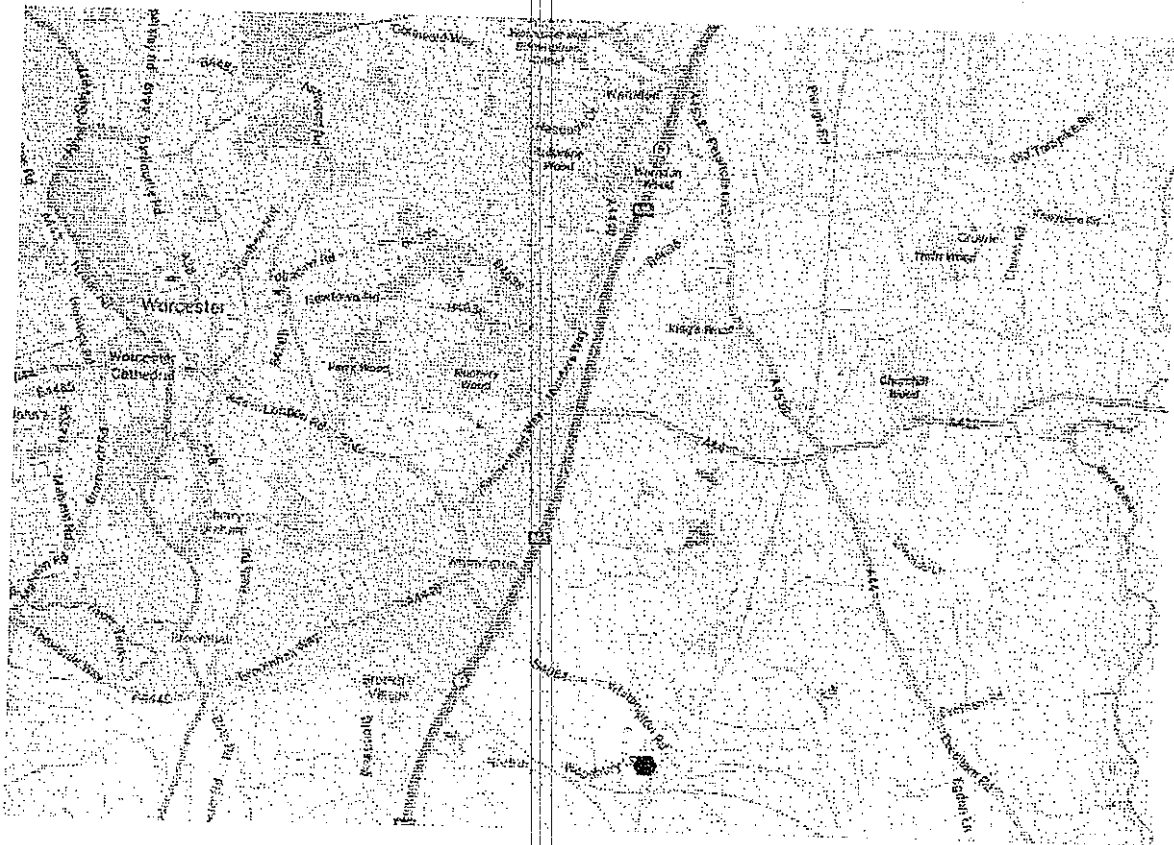
## 1.0 INTRODUCTION

This Service Delivery Plan describes the functions of the EnviroSort Facility (Presorted Materials Reclamation Facility) in the context of the counties which it serves.

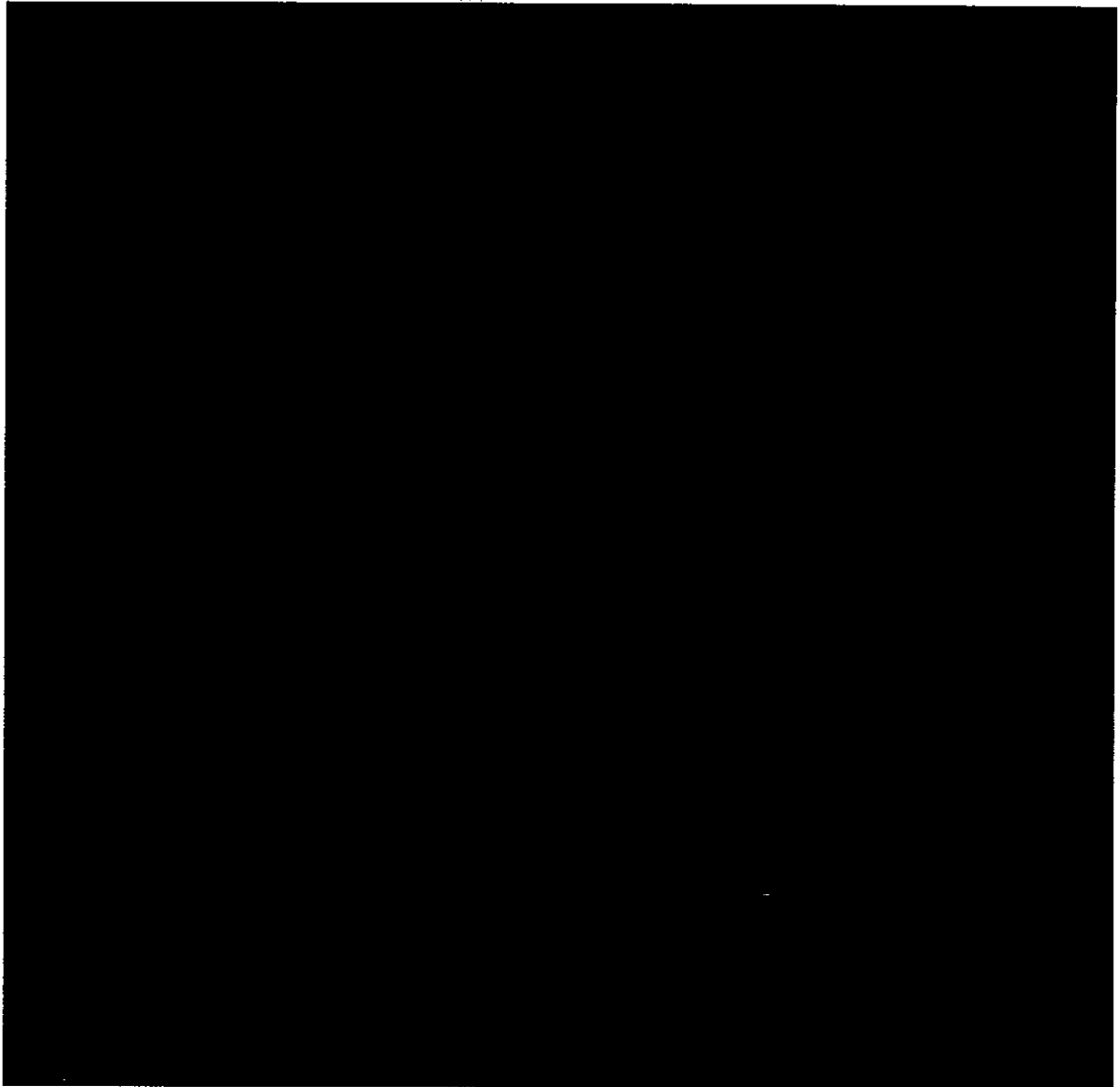
This Service Delivery Plan provides details of the type and location of the Waste Management Unit (including maps). The Facility is described in specific terms with respect to the operational procedures, hours of operation, staffing levels and principal equipment.

Subsequent sections of the plan deal with emergency procedures, environmental issues, maintenance, security, Health and Safety, site records, utilities, signage and notices and traffic management.

### 1.1 Site Location



## 2.0 ENVIROSORT STRUCTURE



Above staffing levels are indicative and the total number deployed is shared across two shifts and will vary according to the demands of the service.

### **3.0 DESCRIPTION OF WASTE MANAGEMENT UNIT**

#### **3.1 Overview**

The EnviroSort facility's purpose within the Integrated Waste Management System is to provide a means for the sorting, baling, storage and onward transport of dry recyclable materials collected by the Waste Collection Authorities kerbside commingled recyclable collection service.

It is designed to receive the following mixed waste stream from kerbside collections across Herefordshire and Worcestershire up to a capacity of 105,000 tonnes per annum:

- News and Pams
- Cardboard: corrugated / thick / heavy / light packaging card
- Plastic bottles (PET)
- Plastic bottles (HDPE)
- Mixed container plastics (pots, trays and tubs)
- Mixed container glass
- Aluminium food and drink cans
- Steel food and drink cans
- Paper based liquid food and drink cartons
- Plastic collection sacks

#### **3.2 Reception, Control, Monitoring and Weighing**

All vehicles containing recyclables to be sorted proceed to the 'in' weighbridge. Vehicle identification is performed by the weighbridge operative and the laden weight of the vehicle is recorded automatically. The vehicle then proceeds from the weighbridge to the reception area.

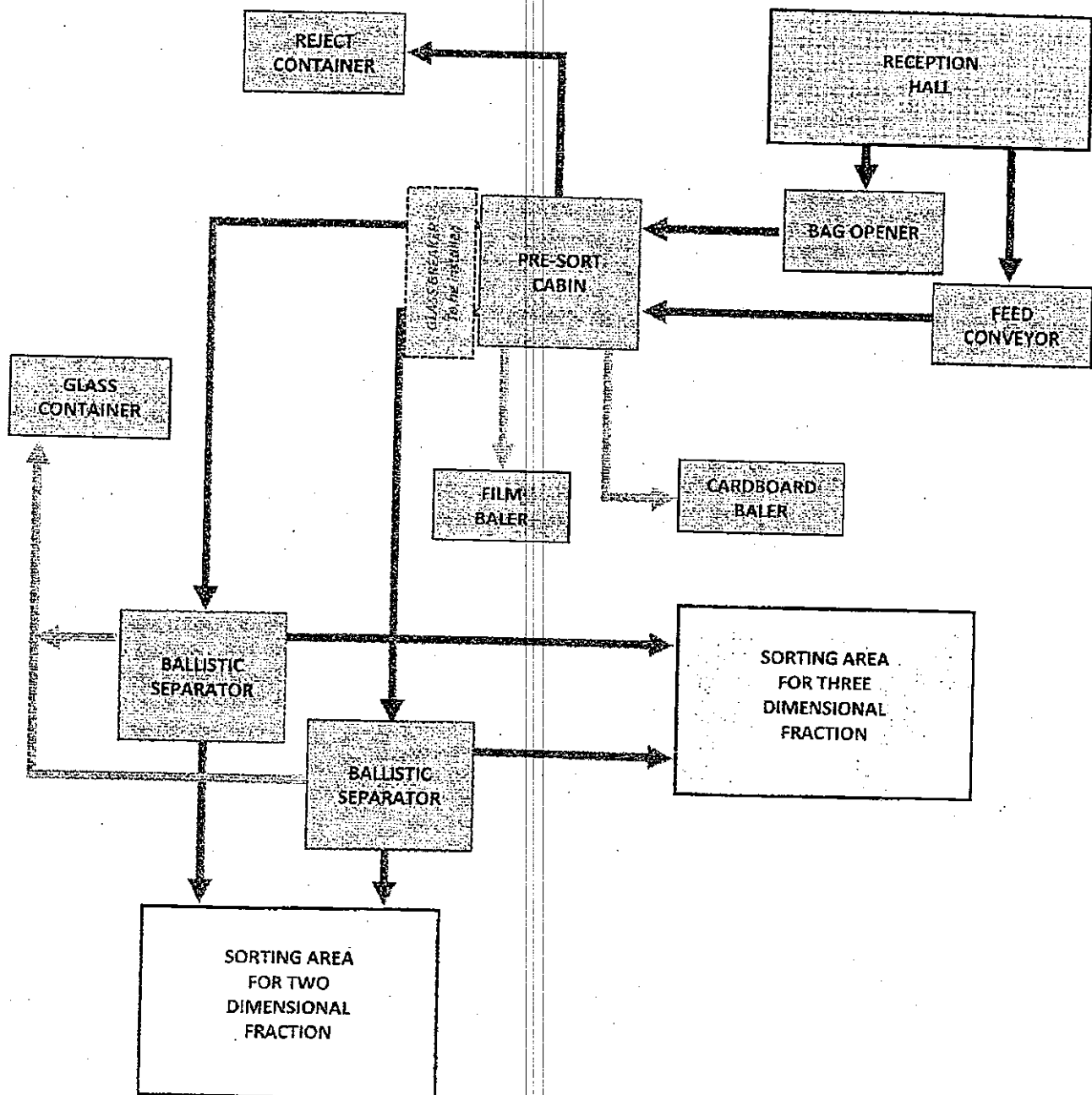
Once unloaded, the vehicle proceeds directly to the 'out' weighbridge following the same procedure as on entry. Once the vehicle has been weighed un-laden, a ticket is printed for the driver to retain and a copy will be kept on site. The vehicle then departs.

The twin weighbridge operational procedure as outlined above is also used for the weighing of vehicles which transport the recovered products to market.

#### 4.0 OPERATIONAL PROCESS

##### 4.1 Material Reception, Pre-Sort and Separation

Vehicles deposit the commingled recyclables in the reception hall as directed by the weighbridge operator and/or loading shovel driver. Any obvious rejects identified at this point (e.g. black bagged waste) is reloaded onto the vehicle for removal off site. The material is then stockpiled within the reception hall by the loading shovel operative, which has a holding capacity of approximately 500 tonnes. From the reception hall the process is:



#### 4.1.1 Pre-Sort Cabin

- Material from the stockpile is fed onto 1 of 2 feed conveyors. One of these is equipped with a bag opener for any feedstock containing a noticeable amount of bagged material.
- The feed conveyors drop onto an incline belt to convey the material into the pre-sort cabin where plastic film, large brown packaging cardboard and reject material is manually removed and deposited down the appropriate chute by the operatives.
- Specific rejects such as car batteries, gas cylinders and hypodermic needles are dealt with as per section 4.5.
- Film and card is fed via conveyor into designated balers where the material is baled and secured with wire wrap before being stockpiled for shipment off site for reprocessing.
- Rejects are fed via conveyor line to the rejects containers.

#### 4.1.2 Separation of Two and Three Dimensional Streams

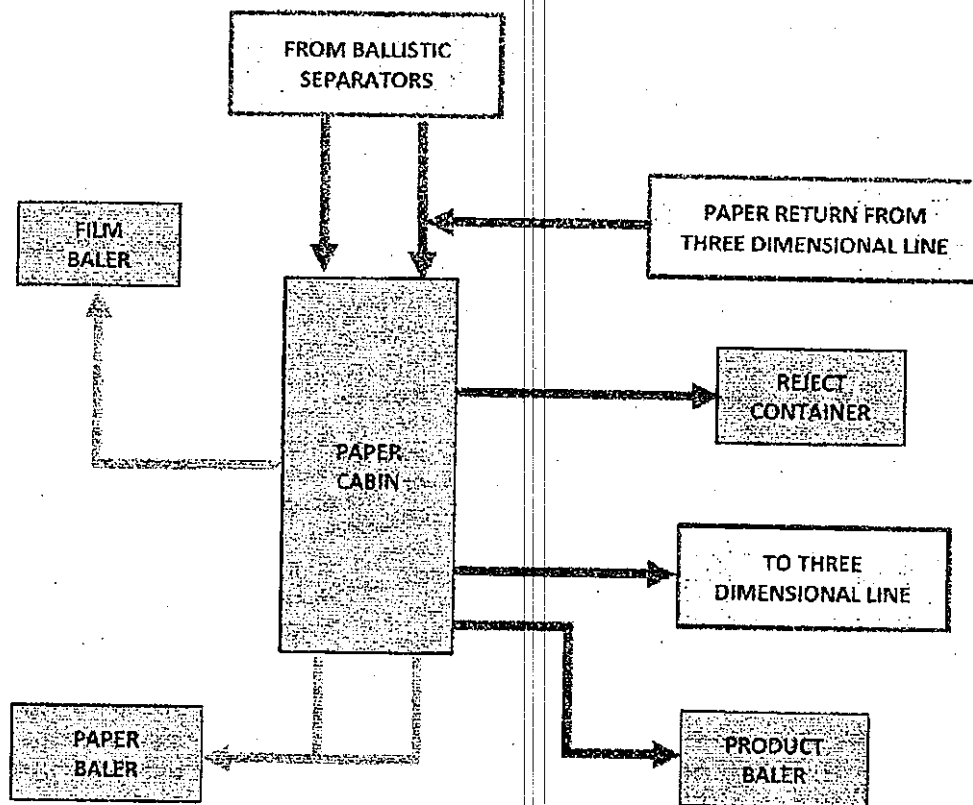
From the pre-sort cabin each conveyor line passes into a ballistic separator which separates the paper, magazines and light cardboard (2 dimensional stream) from the containers, consisting of plastic bottles, cans and glass bottles (3 dimensional stream).

Between the pre-sort cabin and the ballistic separators, glass breakers are to be installed as an upgrade to the plant. These will remove the glass at the start of the process, from where it will pass along a conveyor belt, under a glass clean up system to remove light items (e.g. shredded paper) before being stockpiled in open containers.

Each of these streams then passes into a separate area where the individual materials are further segregated (see sections 4.2 and 4.3).

Fines which fall through the paddles in the ballistic separators are transferred via a conveyor belt to the glass storage containers.

#### 4.2 Sorting of Two Dimensional Fraction



- The 2 dimensional material (paper and magazines) which passes over the top of each ballistic separators is then transferred via conveyor belts into the paper cabin where any remaining containers, film or rejects are manually removed. The paper then passes from the paper cabin via conveyor belt into the paper baler where it is baled and secured with wire wrap before being stockpiled for shipment off site for reprocessing.
- Containers that have passed the wrong way through the ballistic separators are fed via conveyor belt back to the 3D line for sorting.
- Rejects are fed via conveyor belt to the rejects container or are dropped via chute into a storage bunkers located under the cabin. When the storage bunkers are full, they are discharged via conveyor belt into the product baler where they are baled and secured with wire wrap before being stockpiled for disposal.
- Film is fed via the overhead suction system to the film baler.





- Containers pass out of the bottom of the ballistic separators and are transferred via separate conveyor belts, passing under an over-band magnet to remove ferrous containers then into the 3D cabin.
- The separated ferrous containers are transferred via conveyor belt into a storage bunker.
- In the 3D cabin, Operatives remove paper products from the mixed containers which are transferred via conveyor belt back to the paper line.
- From the 3D cabin the material is transferred via two conveyor lines, each of which has an optical sorter located above to separate the material into two separate streams; one containing plastic containers and the second containing all other items.
- The plastic containers are then fed along a single conveyor line, passing under another optical sorter to separate the plastic containers into polymer types; PET, HDPE and mixed plastics (pots, trays and tubs).
- The mixed plastic stream is fed via conveyor directly to a storage bunker.
- The remaining containers are then fed along a single conveyor line, passing under another optical sorter which separates them into PET clear, PET coloured, natural HDPE and coloured HDPE. All of these are then fed via conveyors into separate storage bunkers.
- When the storage bunkers are full, they are discharged via conveyor belt into the product baler where they are baled and secured with wire wrap before being stockpiled for shipment off site for reprocessing.
- All other items from the first optical sorters are then combined onto a single conveyor and are fed into the eddy current separator to remove the aluminium cans from the remaining material. The aluminium cans then pass through a picking station to remove rejects which are fed via conveyor belt to the rejects container. The remaining aluminium cans are then fed directly into a storage bunker.
- The remaining material (predominantly glass) passing through the eddy current is then transferred via conveyor belt through a final optical sorter. This removes any remaining 2D fraction which is transferred back to the 2D line via conveyor belt.
- From the final optical sorter, the remaining material is transferred via conveyor belt to the glass clean-up cabin where any remaining non-glass recyclables and reject materials are manually removed. These are fed via conveyor belt back onto the 3D line or into the rejects containers respectively.
- Glass containers then passed from the glass cabin via conveyor belt into storage containers for shipment off site.

#### **4.4 Material Outputs**

All separated products are sold to a variety of reprocessors and/or brokers, the price for which is dictated by available tonnage and material quality at that time.

End markets for all materials are recorded electronically on a shared drive maintained by the Lead Authority and are updated as required.

#### **4.5 Non-Conforming Waste**

The definition of non-conforming waste is any waste which does not meet the required specification (i.e. list of acceptable materials as detailed in section 3.0) and therefore not capable of being recycled i.e. rejects. These are dealt with by automated sorting equipment and by operatives removing them from the material stream and transferring them to the reject conveyors.

Any non-conforming waste that is discovered and is considered hazardous is isolated by the operative. The supervisor is informed and the item dealt with accordingly in line with the Company's Operating Procedures and Safe Systems of Work, copies of which are held at the Contractor's Head Office and electronically on a shared drive maintained by the Lead Authority. Examples of these types of material are hypodermic needles, car batteries or gas cylinders.

Any other non-conforming wastes that the operative is uncertain of results in the plant being stopped by operating the emergency stop cords/buttons and the supervisor informed immediately.

#### **4.6 Totting**

The sorting over, removing or disturbing of deposited waste or recyclables to recover items for personal use or financial gain (totting) is strictly prohibited. This rule applies equally to all, including employees, visitors and site users.

## 5.0 OPENING HOURS AND MANNING LEVELS

Deliveries are 08.00 to 17.00 hours Monday to Friday.

For the purposes of catch-up (e.g. following Christmas), deliveries can be made by pre-arranged appointment only on Saturday's between 08.00 to 13.00 hours.

The plant processes material within the consented planning permission hours of 06.00 to 22.00 hours Monday to Friday and 07.00 to 13.00 hours on Saturdays as required, dictated by the amount of material received from the WCA's at that time.

EnviroSort is closed Sundays, Christmas Day (25<sup>th</sup> December), Boxing Day (26<sup>th</sup> December) and New Year's Day (1<sup>st</sup> January).

The facility is manned as per the structure detailed in section 2.0.

## 6.0 PRINCIPAL EQUIPMENT

Item	Number
Bag Splitter	1
Ballistic Separator	2
Over-Band Magnet	2
Eddy Current Separator	1
Bottle Piercer	2
Film Baler	1
Card Baler	1
Paper Baler	1
Container Bailer	1
Optical Sorters	6
Storage Bunkers	11
Conveyors	Numerous
Compactor Unit	1
Wheeled Loader	1
Forklift Truck	2

Operating manuals held in the Manager's office detail full specification of each part of the plant including throughput rates.

## 7.0 EMERGENCY PROCEDURES

In the event of a breakdown of any or all of the facility's mechanical equipment, site based maintenance employees facilitate repair with immediate effect.

If in the event of the complete closure of the unit and therefore preventing the reception of recyclable materials the contingency arrangements as detailed in the Overarching SDP will be implemented.

### 7.1 Co-ordination Measures in the Event of an Emergency

An emergency is a situation that prevents the facility from receiving or processing material. The EnviroSort Manager and Supervisor are responsible for the overall management of any emergency. Their main duties are:

- Assessment of the situation, definition of the gravity of the emergency and its classification.
- Co-ordination of activities relating to the emergency (personnel safety, strategy, contacting emergency services).
- Supervision of the emergency identifying appropriate measures, further resource implications, suspending service, evacuation, etc.
- Supervision and management of all non-emergency services operations to counteract the emergency.
- Informing the emergency services, where necessary, of the development and current emergency situation.
- Declaring the end of the emergency, in conjunction with the emergency services where necessary.
- Initiating the post-emergency plan for re-establishing normal working.

### 7.2 Primary Intervention Measures in the Case of a Major Incident

Essentially primary intervention measures are those specific measures which should be carried out with a view to placing the Facility in a safe condition.

*Measures for re-establishing safe conditions*

- Suspension of all operations, maintenance and construction work.
- Switching off all working equipment.
- Removal of lorries and mobile plant.
- Isolation of electrical circuits not required for the emergency control operations.

#### 7.2.1 Incident Specific Measures

The facility holds a copy of a site specific 'Emergency Plan' which details emergency contact details and actions to be taken for various emergency scenarios (e.g. fire, flood). This emergency plan will ensure continuity of service, minimise unavoidable disruptions and address any significant environmental impact that may arise.

Copies are held within the supervisors and weighbridge offices.

In the event of an accident resulting in personal injury the series of general actions will be:

- The Appointed person on site will take charge.
- Assess the situation – approach the casualty only if safe to do so.
- If the casualty requires medical attention dial 999 immediately - if another person is present, get them to phone and ask for an estimated time of arrival – tell them to come back once they have phoned so you know the call has been made.
- Where possible treat injuries – if in doubt refer casualty to a doctor.
- Complete the details of the accident within the accident book.

In the event of a vehicle breakdown the broken down vehicles will, if possible, be moved to a designated area (e.g. utilising loading shovel for towing) within the facility to enable repair works to be carried out in a safe manner and avoiding any unnecessary contamination.

The Emergency Plan details specific measures in the event of the following:

- major leakage or spillage
- fire or explosion
- unplanned chemical reaction
- serious flooding
- deposits of waste representing imminent danger
- security breaches

## 8.0 ENVIRONMENTAL PROTECTION, MONITORING AND AUDITING

Specific management schemes for the mitigation of noise, litter & dust, odour, flies as required by the planning permission and environmental permit are held, copies of which are located at the Contractor's Head Office and electronically on a shared drive maintained by the Lead Authority.

	Frequency	
Litter	1 x day	Levels will be monitored and cleansing carried out to maintain acceptable levels across the whole site, to the extent of the site boundary, access road, Woodbury Lane and the B4084 adjacent to the Woodbury Lane junction.
Noise	Following complaint	The Facility is operated in accordance with planning conditions. In addition landscaping, planting and noise attenuation measures have been implemented. Monitoring points have been determined and measurements taken upon receipt of a complaint will be implemented.
Odour	1 x day	Due to the nature of the Facility with material stored internally, odours are kept to a minimum.
Vermin	1x day	Ensuring site cleanliness will minimise infestation. Daily inspections will be carried out and recorded. If an infestation occurs a pest control contractor will be contacted.
Spillages		When spillages occur absorbent material will be employed to contain and soak up the spill. Once the spillage is contained the absorbent material is cleared away. The interceptor will be checked and if necessary the scheduled servicing brought forward.

Periodic auditing of the above will be carried out by Management as part of the Company's QES Management System.



## 9.0 MAINTENANCE

Routine and preventative maintenance will be carried out such that it minimises disruption to the operation of the facility as far as reasonably practicable.

### 9.1 Equipment

All equipment is subject to preventative maintenance and scheduled checks in line with manufacturers recommendations.

A record of all maintenance activities carried out is kept on site by the Maintenance Team who also update the preventative maintenance schedule, which is held in the maintenance supervisor's office.

### 9.2 Unit Infrastructure

The Operational and Maintenance Supervisors are responsible for the general maintenance of the Facility. They carry out inspections of different aspects of the site according to the frequencies stated on the Site Inspection Sheet which forms part of the Company's QES Management System which is held at the Contractor's Head Office and electronically on a shared drive maintained by the Lead Authority. Any findings are reported through the Company's defect reporting procedures which are signed off following completion.

#### 9.2.1 Signs and Notices

All signs and notices are checked regularly to ensure that all are clean, free of graffiti and legible to the site users. Spare signs are kept to replace ones that are damaged or missing. Where this is not possible, temporary signs will be provided.

#### 9.2.2 Hardstanding

All areas of hardstanding, including access areas up to the public highway are inspected daily by the Supervisor. Structural deficiencies will be reported through the Company's defect reporting procedures.

#### 9.2.3 Housekeeping

The Supervisor ensures that the facility exterior is kept clear of litter as part of the daily inspections. Any litter identified is cleared during the working day or immediately if it is off site, subject to land owners permission if applicable.

Material accumulating within the facility is cleared on an ongoing basis by the housekeeping operatives.

## **10.0 SECURITY ARRANGEMENTS**

The facility is provided with CCTV equipment, comprising 17 external cameras and 22 located within the building. These are recorded to hard drive with a 30 day retention time.

### **10.1 Control of Access**

The provision of palisade fencing around the perimeter controls access to the facility. Access gates to the weighbridge and into the car parking area are locked and secured to prevent unauthorised entry outside opening hours.

During operational hours, the weighbridge is manned to control access and the office block is locked with access through a key fob system and reception intercom for site visitors.

### **10.2 Office/Site Security Plans**

The Supervisor will be responsible for ensuring that at the end of the working day all doors, windows and gates are locked and that all plant is turned off and isolated.

### **10.3 Alarm System**

An intruder alarm system is utilised in the Facility which is monitored out of operational hours by the supplier who hold contact details for key operational personnel. The system is maintained and tested in accordance with manufacturer's instructions.

## **11.0 HEALTH AND SAFETY**

### **11.1 General**

The Facility will be managed and operated in accordance with the requirements of the Company's Quality, Environmental and Safety Management System.

All operatives are fully trained in their individual tasks and in the Company's Operating Procedures and Safe Systems of Work, copies of which are held at the Contractor's Head Office and electronically on a shared drive maintained by the Lead Authority.

All drivers depositing or collecting material are inducted into the site rules prior to entering the site for the first time, copies of which are held at the Contractor's Head Office and electronically on a shared drive maintained by the Lead Authority.

All contractors are controlled via the requirements of the Company's Contractor Control Procedure, part of the QES Management System which is held at the Contractor's Head Office and electronically on a shared drive maintained by the Lead Authority.

### **11.2 PPE**

All operatives are issued with a full uniform and personal protective equipment (PPE), including high visibility clothing, gloves, safety boots, eye protection and hearing protection. Face masks are issued depending upon task as identified through the relevant risk assessment.

### **11.3 First Aid**

In line with the First Aid Risk Assessment, the facility is manned with a First Aider and 4 Emergency First Aiders (Appointed Persons) during operational hours.

A first aid room is available for the treatment of accidents and additional first aid boxes are located in all sorting cabins, on the ground floor by the product baler and in the weighbridge office. The contents of the first aid boxes are maintained by the Supervisor.

All accidents are reported immediately to the Supervisor and the Accident Book is completed. These are then investigated in line with the Company's Accident Investigation Procedure which forms part of the QES Management System.

### **11.4 Fire**

An automatic fire alarm and sprinkler system covering waste reception and bale storage areas is installed as detailed on drawings 8203/03 (1 of 2) and 8203/03 (2 of 2) located in the Compco Fire Systems Operations and Maintenance Manual located in the EnviroSort Manager's office.

The system is maintained and tested in accordance with manufacturer's instructions. The system is fed from a dedicated on site pumping house connected to a holding tank of 672,000 litres, backed up with a mains water connection. This pumping system also feeds fire hydrants located around the facility.

A suitable number and type of portable extinguisher are also provided as stipulated by the fire risk assessment, which is held in the Manager's office and electronically on a shared drive maintained by the Lead Authority.

All staff are instructed in fire procedures including action to be taken in the event of a fire and the location of fire assembly points. All extinguishers are maintained by the supplier on an annual basis.

## **12.0 SITE RECORDS AND AUDIT TRAIL**

Comprehensive records are maintained to comply with legislative and contractual requirements. These requirements are detailed within the Contractor's Quality, Environmental and Safety Management System which is held at the Contractor's Head Office and electronically on a shared drive maintained by the Lead Authority.

All reproprocessors and brokers are subject to annual review by the Contractor and/or Lead Authority to ensure compliance with all applicable environmental and safety legislation.

Tonnage data is submitted electronically to the Councils as part of Schedule 23. Hard-copies of tickets and export sheets will be available for inspection.

The facility is provided with a site diary which will be kept in the weighbridge and will be used to record significant events (vehicle breakdowns etc. and other events not logged as part of the requirements of the Company's quality systems).

A visitor's book is located in reception to record visitor's time in/out, organisation, vehicle registration number and purpose of visit.

Site inspection reports carried out by the Environment Agency are available for inspection by the Lead Authority in the Managers office upon request.

### **13.0 UTILITIES**

#### **13.1 Drains and Sewers**

The toilet and shower facilities at the facility are connected to a private treatment plant as part of the estate management plan administered by a third party chartered surveyor on behalf of the landowner.

The drainage of rainwater run-off from the areas of hardstanding is achieved by providing sufficient capacity gullies which in turn will be connected to an oil interceptor. This interceptor then discharges into a holding pond which feeds into the adjacent field drainage ditch.

#### **13.2 Water, Gas & Electric**

This Facility has mains water supply for both drinking and washing, mains gas supply and mains electricity supply.

Stopcock locations are shown on the site plan which is held in the Site Management Plan folder located in the Manager's office.

#### **13.3 Telephone**

This Facility is provided with telephone and broadband connections.

#### **14.0 TRAFFIC MANAGEMENT**

Traffic entering the Facility whether WCA, contractor or service vehicles must be managed safely. Permitted vehicle movements are detailed in the site specific traffic management plan which is held in the Manager's office and electronically on a shared drive maintained by the Lead Authority.

To ensure the safety of all users and staff this will be achieved by the following methods:

##### **14.1 Site Rules**

All site users are inducted into the site rules prior to entering the site.

##### **14.2 Speed Restrictions**

There is a 15 mph speed restriction for all vehicles whilst in the facility which are clearly displayed.

##### **14.3 Traffic Calming**

Traffic calming measures utilising traffic cones, barriers and speed humps are utilised on site to safely control traffic.

##### **14.4 Directional Signs**

Directional signs are displayed to ensure that the traffic flow and direction is controlled.

##### **14.5 Segregation**

To ensure the safety of site visitors there is clear segregation of visitor vehicles and service vehicles.

##### **14.6 Lighting**

The external and internal areas of the facility are adequately lit during operational hours of darkness, in line with planning permission requirements.

## 15.0 EDUCATION

An education room, incorporating toilet facilities, will be provided for use by schools and other visitors.

An Education Officer will be provided for 20 hours per week to co-ordinate educational visits.

Equipment for the purpose of education will be provided up to an initial maximum value of £50,000. This equipment will be refreshed as is necessary, up to an average annual value of £5000.

Consumable items and a subsidy towards transport costs for educational visits will be provided up to a maximum value of £18,000 per annum.



# SERVICE DELIVERY PLAN

## TRANSPORT



Issue Date: 8 May 2014

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WJ  
KLC  
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**AMENDMENTS RECORD**

DATE	REV	PAGE	SECTION		AMENDMENT	AMENDED BY

Issue Date: 8 May 2014

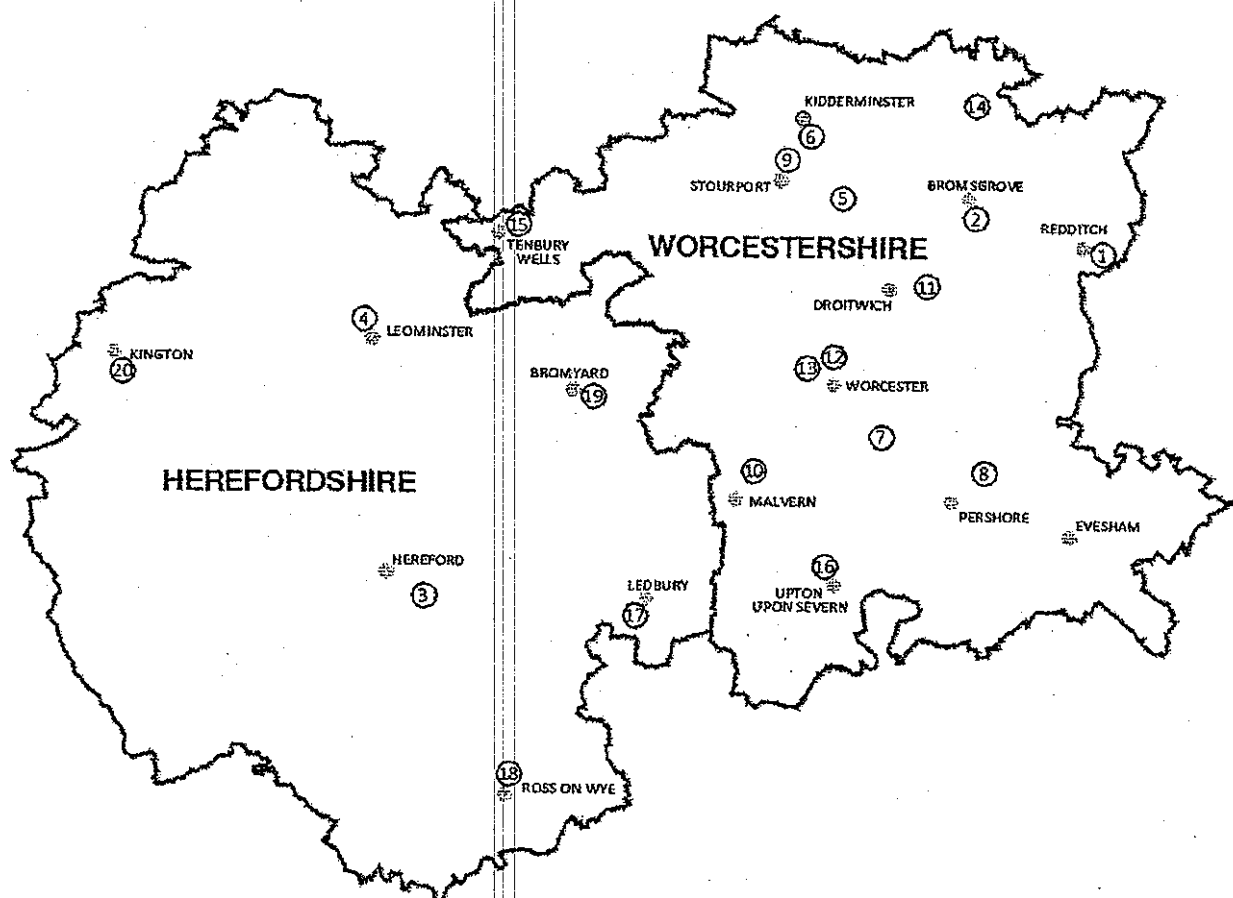
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## 1.0 INTRODUCTION

Transport is an essential part of the Integrated Waste Management System. Described herein is the design and technical solutions used within the Transport System, covering haulage of Contract Waste from Transfer Stations and Household Waste Sites, removal of Process Waste Residue to landfill and transport of Recyclable Materials where applicable.



## **2.0 DESCRIPTION OF TRANSPORT SYSTEM**

### **2.1 Waste Transport System**

The transport equipment consists of:

- a) Articulated vehicles (tractor heads and trailers with container loading equipment)
- b) Rigid vehicles (i.e. 2, 3 and 4 axle hook lift type)
- c) Transport Containers

The choice of vehicles and equipment has been considered very carefully with regard to the following:

- Current legislation dealing with maximum permissible payload
- Local restrictions regarding the routes chosen
- Composition of waste to be transported

Given these factors, the vehicles, containers and routes have been chosen to produce the most efficient transport system with due regard to all environmental aspects.

The maximum possible payload is calculated by subtracting the weight of the vehicle (i.e. tractor head, trailer and loading mechanism) and the empty container from the maximum authorised weight e.g.

Vehicle weight	=	16.00 tonnes
40m <sup>3</sup> container weight	=	5.50 tonnes
Total	=	21.50 tonnes (Tare weight)
Maximum authorised weight	=	41.00 tonnes (Gross weight)
Therefore Maximum payload	=	19.50 tonnes

Although this is the maximum payload that can be legally transported another limiting factor is the density of the waste and the method of collection and storage. For instance compacted Mixed Waste in a 40m<sup>3</sup> container will theoretically reach this maximum payload but compacted Green Waste will only achieve a payload of approximately 10.0 tonnes.

### **2.2 Organisation of Transport**

The transport fleet is located at strategic operational centres across the two Counties. The Operating Centres and typical HGV numbers based there are detailed in section 2.1.

Communication between the Supervisors and each Household Waste Site the previous evening allows the transport needs for these facilities to be allocated accordingly.

### 2.3 Driver Responsibilities

All drivers have specific responsibilities with regards to transport law. This includes maintaining tachograph records and driving hours including rest breaks. Drivers are also responsible for road worthiness checks at the start and end of each working day. All these requirements can be found in further detail in the 'Driver's Operating Procedures and Safe Systems of Work handbook', a copy of which is held electronically on a shared drive maintained by the Lead Authority.

During the working day, each driver maintains a record of their work to include kilometres travelled, skips moved (including from what site and where taken to), times of arrival and departure.

### 2.4 Transport Routes

The following route plans have been developed considering destinations, traffic limitations, shortest distance and transport time. Routes crossing the centre of residential areas have been avoided as far as is practicable. They are routes agreed with the Client and also reflect any restrictions that may be imposed by planning permissions.

It must be noted that the routes specified are the optimal routes at this time. However all such routes are subject to change. Such changes may be necessary and/or desirable if there are any temporary road closures etc. or if changes and improvements are made to the existing transport infrastructure. Any changes will only be made subject to consultation with the Lead Authority, but the Contractor will ensure that only the most cost effective and environmentally friendly routes are chosen.

#### 2.4.1 Transport Routes to Hill & Moor Landfill

START POINT (Map Reference)	TRANSPORT ROUTE To Map Reference (8)	DISTANCE KM (ONE WAY)
EnviroSort (7)	B4084 – A4440 – A44	16.9
EnviRecover (5)	Crown Lane – A449 – A4538 – A44	31.2
Bromsgrove (Quantry Lane) HWS (14)	B4551 – A491 – M5 – A4538 – A44	37.6
Bromsgrove Bulk Bay (2)	A38 – M5 – A4538 – A44	29.4
Bromyard HWS (19)	A44 – A4440 – A44	40.1
Ledbury HWS (17)	A449 – A417 – M50 – A38 – A4104 – A44	43.6
Malvern HWS (10)	A449 – A4440 – A44	25.1
Upton upon Severn HWS (16)	B4211 – A4104 – A44	17.2
Redditch TS & HWS (1)	A435 – A46 – A44	31.4
Worcester East HWS (12)	A449 – A4538 – A44	19.1
Worcester West HWS (13)	A443 – A44 – A4440 – A44	19.7
Droitwich HWS (11)	B4090 – A38 – A4538 – A44	26.2
Pershore HWS (8)	N/A	0
Stourport HWS (9)	A451 – A4025 – A449 – A4538 – A44	33.8
Hereford TS & HWS (3)	B4399 – A49 – A40 – M50 – A38 – A4104 – A44	77.2
Leominster TS & HWS (4)	B4361 – A44 – A49 – A44 – A4440 – A44	61.0
Tenbury Wells HWS (15)	A456 – A443 – A4133 – A449 – A4538 – A44	52.8
Ross-on-Wye HWS (18)	A40 – M50 – A38 – A4104 – A44	55.2
Kidderminster HWS (6)	A449 – A4538 – A44	35.4
Kington HWS (20)	A44 – A49 – A44 – A4440 – A44	83.0

HWS – Household Waste Site  
TS – Transfer Station

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## 2.4.2 Transport Routes to EnviRecover EfW

START POINT (Map Reference)	TRANSPORT ROUTE To Map Reference (5)	DISTANCE KM (ONE WAY)
EnviroSort (7)	B4084 – M5 – A449	25.0
Bromsgrove (Quantry Lane) HWS (14)	B4188 – A491 – A456 – A450 – A449	23.0
Bromsgrove Transfer Station (2)	A38 – B4184 – A448 – A450 – A449	21.2
Bromyard HWS (19)	A44 – A449	38.7
Ledbury HWS (17)	A449 – A417 – M50 – M5 – A449	63.3
Malvern HWS (10)	A449	27.1
Upton upon Severn HWS (16)	B4211 – A4104 – A38 – A440 – M5 – A449	38.7
Redditch TS & HWS (1)	A4189 – A448 – A450 – A449	32.3
Worcester East HWS (12)	A449	17.8
Worcester West HWS (13)	A443 – A44 – A449	19.9
Droitwich HWS (11)	B4090 – A38 – A442 – A450 – A449	19.9
Pershore HWS (8)	A44 – A4538 – A499	31.4
Stourport HWS (9)	A451 – A4025 – A449	6.7
Hereford TS & HWS (3)	B4399 – A49 – A40 – M50 – M5 – A449	97.0
Leominster TS & HWS (4)	B4361 – A44 – A49 – A456 – B4195 – A4025 – A499	52.6
Tenbury Wells HWS (15)	A456 – B4195 – A4025 – A499	33.7
Ross-on-Wye HWS (18)	A40 – M50 – M5 – A449	75.1
Kidderminster HWS (6)	A449	8.0
Kington HWS (20)	A44 – A49 – A456 – B4195 – A4025 – A449	69.6

HWS – Household Waste Site

TS – Transfer Station

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#### 2.4.3 Transport Routes to EnviroSort

START POINT (Map Reference)	TRANSPORT ROUTE To Map Reference (5)	DISTANCE KM (ONE WAY)
Redditch Bulk Bays (1)	A4189 – A448 – A38 – M5 – B4084	35.9
Bromsgrove Transfer Station (2)	A38 – M5 – B4084	22.4
Kidderminster Bulk Bays (6)	A449 – M5 – B4084	29.1
Hereford Bulk Bay (3)	B4399 – A49 – A40 – M50 – M5 – B4084	76.7

#### 2.4.4 Transport Routes to Third Party Green Waste Facilities

START POINT (Map Reference)	Delivery Point	TRANSPORT ROUTE	DISTANCE KM (ONE WAY)
Hereford HWS (3)	Abergavenny	B4399 – A49 – A465 – B4521	38.1
Leominster HWS (4)	Leominster	B4361	1.0
Bromyard HWS (19)	Dymock	A44 – A465 – A417 – A4172 – B4215	29.3
Ledbury HWS (17)	Dymock	A449 – B4215	6.8
Ross on Wye HWS (18)	Dymock	A40 – A449 – B4215	18.3

#### 2.4.5 Transport Routes for Recyclable Materials

Transport routes for Recyclable Materials (including other third party green waste facilities that are used on an ad-hoc basis) will depend entirely on contracts entered into by the Contractor and the reprocessor.

### 3.0 DESCRIPTION OF VEHICLES AND EQUIPMENT USED

#### 3.1 Vehicles

The contractor maintains a fleet of vehicles, sufficient in number to ensure the transport requirements of the service are met.

The fleet consists of a number of articulated and rigid hook lift vehicles, bulk ejection trailers, 7.5 tonne HGV's and vans.

The current fleet consists of:

Operational Centre	Type	Number	GVW (tonnes)
Redditch	Articulated Hooklift	5	41,000
Hill & Moor	Articulated Hooklift	8	41,000
	6 x 4 Rigid Hooklift	1	26,000
	8 x 4 Rigid Hooklift	3	32,000
	4 x 2 Flatbed	2	7,500
	Roadsweeper	1	7,500
Rotherwas	Articulated Hooklift	6	41,000
	Articulated Bulker	1	44,000
	8 x 4 Rigid Hooklift	1	32,000
Leominster	Articulated Hooklift	2	41,000
	6 x 4 Rigid Hooklift	1	26,000
Bromsgrove Bulk Bay	Articulated Bulker	2	44,000
	6 x 4 Rigid Hooklift	1	26,000

The hooklift and bulker vehicles as listed above are due replacement during 2014/2015 and will remain in service until end of contract.

EnviRecover	TBC		
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In addition to the above, a number of vans are utilised by maintenance and site supervisors.

### **3.2 Containers**

The Contractor will ensure that sufficient containers are in the system to allow each Waste Management Unit to operate at the design capacity whilst maintaining spare units for transport needs.

A variety of containers will be utilised for the various materials handled:

40m<sup>3</sup> Compaction Container – Residual & Green Waste

29m<sup>3</sup> Open Container - Residual Waste, Green Waste, Wood, Cardboard and Metal

25m<sup>3</sup> Closed Container – Paper, Glass, Asbestos and Cans & Plastic Bottles

14m<sup>3</sup> Open Container – Televisions and Soil & Rubble

Each transport container is uniquely numbered, with the 3 digit number visible on both sides and one end of the container. Replacement containers are given the same number as the container they replace. Replaced containers are scrapped.

The life expectancy of all containers is a minimum of 12.5 years.

### **3.3 Back-Up Procedures**

Temporary or emergency back-up procedures will include:

- Spot hire arrangements
- Longer term hire arrangements

If an emergency situation develops which leads to the complete or partial breakdown of the transport system the following will be implemented:

- Utilisation of sub-contracted hauliers
- Maintaining stock levels of diesel fuel at minimum 20,000 litres which will allow 10 days operation in a fuel crisis.

#### **4.0 ENVIRONMENTAL PROTECTION**

All vehicles are located within the confines of specific Waste Management Units and will therefore be subject to the systems of environmental protection, monitoring and auditing relevant to that facility.

Driver's responsibilities (e.g. sheeting of containers) can be found in the Driver's Operating Procedures and Safe Systems of Work handbook.

#### **4.1 Vehicles**

All vehicles will comply with the emissions criteria relevant to their age.

Whilst stationary on site all vehicles will, where possible, switch off their engines.

#### **4.2 Containers**

All open containers and the rear of compactor containers will be suitably covered (as detailed in the Operating Procedures and Safe Systems of Work handbooks for Drivers, Transfer Station Operatives and Household Recycling Centre Operatives) prior to transportation to avoid instances of windblown litter.

## 5.0 MAINTENANCE

The company in order to comply with the requirements of its Operator Licence has a preventative maintenance and inspection programme in place for all the vehicles included within the Licence.

All HGV's are inspected every 4 weeks and serviced every 4 months.

All vans are inspected every 6 months and serviced every 12 months.

This is carried out either within the Company's own workshop facilities or by an external contractor.

The containers are inspected twice per year, with the exception of the compaction containers which are inspected three times per year by the maintenance department. This ensures the containers are maintained within industry standards as produced by the Container Handling Equipment Manufacturers (CHEM) Association.