

Environmental Management System

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ISO 14001 REFERENCE

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Ammendments

Date	Page Number	Procedure Number	Revision details
21-5-19	4	2	Opening times changed
21-5-19	5	5	Procedure changed
21-5-19	9	8	Procedure changed
21-5-19	10	11	Procedure changed
21-5-19	11	14	Procedure changed
21-5-19	23&24	Table 3	
18/6/21	4	3	Waste transfer note issuing changed. Waste code changed. Waste storage area description. Additional disposal site.
	6	7	
	9	8	
	11	14	

1 Introduction

This is Elite Service Holdings Ltd management system for the operation of a hazardous and non-hazardous waste transfer station at Unit 21, Webb Ellis Business Park, Rugby, Warwickshire, CV21 2NP. The management system identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents and non-conformances posed to the environment. The operator of the Waste Transfer Station must be

classed as competent to manage the Waste Transfer Station and its activities, the operator at Elite Service Holdings Ltd is Gareth Lewis.

2 Waste Transfer Station Opening Hours

The Waste Transfer Station opening hours are 6:00am to 6.00pm, Monday to Friday. Our planning permission states that we are able to open from 6:00am to 6:00pm, Monday to Friday. On Saturday's we can open 6:00am to 1:00pm.

No operations or uses are to take place on Sundays or Bank/Public holidays.

We are allowed to transfer no more than 50 tonnes of non-hazardous waste per year and no more than 0.5 tonnes of hazardous waste per year. We are not permitted to have any more than 1 tonne of hazardous or non-hazardous waste on site at any one time. The limits are within our planning: ROCM026.

3 Waste Transfer Notes – Issued to customers

The 2 main types of waste we collect is listed in section 8, however we are permitted to transfer a larger amount of wastes which are also listed in section 8. Agreements are held with our customers for periods of 12 months, 3 years or 5 years during which time we are contracted to collect waste from their sites on a monthly, fortnightly or weekly basis. When Service Engineers go into a customers site they are required to check the waste is what we have agreed to collect. If the waste is unauthorised the customer will be advised that we can not dispose of it. Once the collection has been made by a Service Engineer waste is loaded onto the vehicle and transported back to our Waste Transfer Station. It is then unloaded in the storage area into 770litre Euro Bins.

Each customer we collect waste from is issued with a waste transfer note per visit with the service receipt. This is emailed to the customer.

4 Site Inspection

When the Waste Transfer Station opens for business each day, an inspection is carried out by the Transfer Station Manager for the whole site and the waste storage area to ensure all areas are safe and secure and no risk is being inflicted on the environment. These inspection sheets are then filed away in the office. Security checks are carried out regularly to ensure there are no risks of vandalism or unauthorised entry.

There is a notice board on the front of the building which states we are a Waste Transfer Station and lists the emergency contact names and telephone numbers, permit number and the environment agency's national telephone numbers. The site and storage area is inspected again at the end of each day before it closes to ensure the waste is safe and secure. The Transfer Station Manager keeps a site diary to record each days weather conditions, anything that may affect the activities carried out, staff members on site, waste collections etc.

5 Unloading Waste

When waste is brought on to site, all vehicles must follow the procedure for unloading waste. Vehicles must be reversed and parked next to the waste storage area. This minimises the risk of spillage when removing waste off the vehicles and transferring it into the waste storage bins.

6 Personal Protective Clothing

All members of staff must wear personal protective clothing whilst on site. This consists of Elite uniform (shirt/t-shirt, trousers, jumper, coat, and safety boots), hi-visibility jacket, durable gloves, disposable gloves and hard hat.

7 Types of Waste

The 2 types of waste that Elite most commonly transfers are as follows:

20 01 09 Feminine Hygiene Waste (absolute non-hazardous) and other fractions not otherwise specified comprising only of non-clinical human and animal offensive/hygiene waste (not arising from healthcare and/or related research)

18 01 01 Sharps (except for 18 01 03)

We are also permitted to transfer all of the following wastes:

Waste Code	Description
09	WASTES FROM THE PHOTOGRAPHIC INDUSTRY
09 01	Wastes from the photographic industry
09 01 01*	Water-based developer and activator solutions ²
09 01 02*	Water-based offset plate developer solutions ²
09 01 03*	Solvent based developer solutions ²
09 01 04*	Fixer solutions ²
09 01 05*	Bleach and bleach fixer solutions ²
09 01 07	Photographic film and paper containing silver or silver compounds ²
09 01 08	Photographic film and paper free of silver or silver compounds ²
² This is limited to wastes of this type arising from medical practices or associated research activities.	
18	WASTES FROM HUMAN OR ANIMAL HEALTHCARE AND/OR RELATED RESEARCH (EXCEPT KITCHEN AND RESTAURANT WASTES NOT ARISING FROM IMMEDIATE HEALTHCARE)
18 01	Wastes from natal care, diagnosis, treatment or prevention of disease in humans
18 01 01	Sharps (except 18 01 03)
18 01 02	Body parts and organs including blood bags and blood preserves (except 18 01 03)
18 01	Wastes whose collection and disposal is subject to special

03*	requirements in order to prevent infection
18 01 04	Wastes whose collection and disposal is not subject to special requirements in order to prevent infection (for example dressings, plaster casts, linen, disposable clothing, diapers) (This is limited to non-clinical human offensive/hygiene waste and autoclaved waste from laboratories only)
18 01 06*	Chemicals consisting of or containing dangerous substances (excluding X-ray photochemicals)
18 01 07	Chemicals other than those mentioned in 18 01 06 (excluding X-ray photochemicals)
18 01 08*	Cytotoxic and cytostatic medicines
18 01 09	Medicines other than those mentioned in 18 01 08
18 01 10*	Amalgam waste from dental care
18 02	Wastes from research, diagnosis, treatment, or prevention of disease involving animals
18 02 01	Sharps (except 18 02 02)
18 02 02*	Wastes whose collection and disposal is subject to special requirements in order to prevent infection
18 02 03	Wastes whose collection and disposal is not subject to special requirements in order to prevent infection. (This is limited to non-clinical animal offensive/hygiene waste and autoclaved waste from laboratories only)
18 02 05*	Chemicals consisting of or containing dangerous substances (excluding X-ray photochemicals)
18 02 06	Chemicals other than those mentioned in 18 02 05 (excluding X-ray photochemicals)
18 02 07*	Cytotoxic and cytostatic medicines
18 02 08	Medicines other than those mentioned in 18 02 07
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPERATELY COLLECTED FRACTIONS
20 01	Separately collected fractions (except 15 01)
20 01 31*	Cytotoxic and cytostatic medicines
20 01 32	Medicines other than those mentioned in 20 01 31
20 01 99	Other fractions not otherwise specified (comprising of separately collected fractions of municipal clinical

	waste (not arising from healthcare and/or related research i.e. not including waste from natal care , diagnosis, treatment or prevention of disease) which is subject to special requirements in order to prevent infection)
	Other fractions not otherwise specified (comprising only of non-clinical human and animal offensive/hygiene waste (not arising from healthcare and/or related research i.e. not including waste from natal care, diagnosis, treatment, or prevention of disease) which is not subject to special requirements in order to prevent infection)

We are permitted to repackage the following types of waste:

Waste Code	Description
18	WASTES FROM HUMAN OR ANIMAL HEALTHCARE AND/OR RELATED RESEARCH (EXCEPT KITCHEN AND RESTAURANT WASTES NOT ARISING FROM IMMEDIATE HEALTHCARE)
18 01	Wastes from natal care, diagnosis, treatment or prevention of disease in humans
18 01 04	Wastes whose collection and disposal is not subject to special requirements in order to prevent infection (for example dressings, plaster casts, linen, disposable clothing, diapers) (This is limited to non-clinical human offensive/hygiene waste and autoclaved waste from laboratories only)
18 02	Wastes from research, diagnosis, treatment, or prevention of disease involving animals
18 02 03	Wastes whose collection and disposal is not subject to special requirements in order to prevent infection. (This is limited to non-clinical animal offensive/hygiene waste and autoclaved waste from laboratories only)
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPERATELY COLLECTED FRACTIONS
20 01	Separately collected fractions (except 15 01)

20 01 99	Other fractions not otherwise specified (comprising of separately collected fractions of municipal clinical waste (not arising from healthcare and/or related research i.e. not including waste from natal care , diagnosis, treatment or prevention of disease) which is subject to special requirements in order to prevent infection)
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8 Spillage of Waste

Inside the compound of the waste storage area the floor is impermeable and has internal drainage. This is filtered off to the foul water drain. In the event of a spillage of waste when unloading waste into the Euro bins a spill procedure is followed. All staff are aware of this procedure and comply with it. Spillage kits can be obtained from the depot operative and are stored in the depot. Each vehicle that is used to transport waste has a spillage kit onboard. Spillage kits comprise of disposable apron, latex gloves, spare bags, sharps container, disinfectant, disposable scoop and spatula.

9 Vehicle Inspections

Staff members who transport and transfer waste undergo vehicle inspections each day when they leave site to ensure they are in a road worthy condition to transport waste. These inspections include checking the MOT and Tax is in date, looking for any visible damage and checking the oil and water in the vehicles engine.

10 Unauthorised Wastes

Waste is checked at customer's sites before it is removed and transferred on to the service engineer's vehicles. This ensures the waste we are transferring is what we are stating it is to our partners who collect our waste. This stops unauthorised wastes being brought back to the Waste Transfer Station.

In the unlikely event of an unauthorised waste being found, the Waste Transfer Station Manager must be informed immediately and an unauthorised waste form will be completed to record this.

The waste will then be traced back to where it originated from and returned to the customer.

Sharps units are given to customers with the correct coloured lids on them after they have advised us at the point of the contract being signed what they will be putting inside. By customers advising us what types of sharps they have put in the units we can then check they are non-hazardous and bring them back to the transfer station. The sharps units are then stored in a 360 litre Euro bin until it is full and will then be collected by SRCL Ltd.

11 Control Measures

As the Waste Transfer Station is situated on an Industrial Park with a train line alongside it there is no issue with noise from neighbouring companies. We do ensure all Service Engineers drive their vehicles slowly to reduce sounds from the engines of the vans.

The waste is stored outside the depot in a locked compound in airtight Euro bins which help to control odour. The waste is collected on a Tuesday and Friday which means there is no waste inside the bins over the weekends and during the week only 2 days maximum in between each collection. This prevents any waste being sat for a long period of time and developing odour.

The compound is locked during the day and only open when service engineers unload the waste. As the Euro bins are on wheels and raised off the ground and are locked, vermin would not be able to enter the units.

12 Training

All staff are trained when they start working for the company in all company procedures which include the unloading waste procedure and spillage procedures in case of an accident. All staff were issued memos which they signed and returned to the Transfer Station Manager confirming they understand and will comply.

A meeting was held by the Transfer Station Manager to make all staff aware of the permit requirements Elite Service Holdings need to comply with in order to pose no risk to the environment.

13 SRCL Ltd

SRCL Ltd is our partner company who we use to transfer our waste from our station to incinerator sites. SRCL Ltd is a specialist company that disposes of healthcare waste and is part of Stericycle Inc. SRCL Ltd operates a national network of IPPC licensed waste-to-energy facilities, alternative treatment plants and service centres across the UK and Ireland supported by a fleet of 250 bespoke vehicles.

14 Waste Collections

SRCL Ltd provides us with 18x 770 litre Euro bins and 1x 770 litre Euro bin to store sharps units. These storage bins are exchanged twice weekly on a Tuesday and a Friday. The waste storage bins are then taken directly to a disposal site at one of the following locations:

SRCL Ltd
Unit G
Stafford Park
Telford
TF3 3BN

Tysley
The Incinerator Building
Tysley
Birmingham
B11 2BA

We are permitted to take waste to either of the above incinerator sites if we have large amounts of waste which we would like to dispose of instead of bringing it back to the Waste Transfer Station. As we collect waste in these areas it is convenient to be able to drop waste off at the disposal sites instead of bringing it back to Warwickshire.

15 Waste Transfer Notes - Collections

SRCL Ltd issues Elite with a waste transfer note for each collection that is made. This states where the waste is being taken, the amount of waste being collected, the type of waste, and the details of the vehicle that is transporting the waste. It must be signed and dated.

16 Accidents

Please see Accident / Pollution accident Plan

17 Contingency

In the event of service engineers being unable to gain access to the Transfer Station to unload waste due to flooding, snow etc, we are permitted to transport it directly to one of the above incinerator sites. If SRCL are unable to collect waste from us for any reason we again are permitted to transport waste to one of the above disposal sites.

Table 1 – Site Activity	
	<p>Environmental Legislation:</p> <ul style="list-style-type: none"> • Environmental Protection Act 1990 • The Environmental Permitting (England & Wales) Regulations 2007 • Health & Safety at Work Act • Hazardous Waste Regulations (2005)

Processes / Activities / Equipment carried out on site (H = High, M = Medium, L = Low)	Process/Activity/Equipment	A	W	E	D	L	N	R
Emissions to Air (inc. Dust) = A	Unloading Waste	L	L	-	M	L	M	-
Emissions to Water = W	Unloading General Unsorted waste	M	L	-	M	M	L	-
Energy Usage (e.g. electricity, gas, oil) = E	Chemicals Storage	L	L	-	L	L	-	L
Waste Disposal = D	Washing Mats	L	M	M	L	L	M	H
Land Contamination = L								
Nuisance = N								
Resource Consumption (e.g. water, chemicals, not energy) = R								

Table 2A. Emissions to Air (A)						
Process/Activity/Equipment on site	Potential Impact	Is impact controlled by equipment?	Is impact included on maintenance checklist?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Flue Gas Emissions from boilers raising steam – Gas / Oil fired	Flue gas emissions include CO2 a greenhouse gas contributing towards global warming	Yes – Boiler operation	Yes – Boilers on list	Yes – Boiler operation	Yes – Depot staff have received training	Boilers gas fired – operator trained and burners and dampers regularly maintained
Dust from site activity	Vehicles moving on site and movement of Euro bins when being loaded by SRCL	Yes – Loading procedure	Yes – Movement and loading on the list	Yes – Loading procedure	Yes – Depot staff have received training	

Table 2B. Energy Usage (E)						
Process/Activity/Equipment on site	Potential Impact	Is impact controlled by equipment?	Is impact included on maintenance checklist?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Electricity usage for washing machine	Impacts associated with electricity production are well documented. There is scope to reduce these impacts by using electricity efficiently.	Yes – Temp of washing machine	Yes – details of the temp and how it can reduce affects on the environment	Yes	Yes – the depot manager has been trained	

Table 2C. Emissions to water (W)						
Process/Activity/Equipment on site	Potential Impact	Is impact controlled by equipment?	Is impact included on maintenance checklist?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Washing Mats	Dirty water leaking out the door of the washing machine when removing mats	Yes – a mop for any excess	Yes – Mop and bucket on list	Yes – Washing Mats method statement	Yes	
Surface water run off from buildings, car parks and concrete hard standing	Under normal conditions surface water run-off should be uncontaminated. However, if contamination occurs by accident, it has the potential to cause pollution to local watercourse if there is a site drain failure.	Yes-internal drainage				The accidental contamination in our accident/incident management plan

Table 2D. Waste Disposal (D)						
Process/Activity/Equipment on site	Potential Impact	Is impact controlled by equipment?	Is impact included on maintenance checklist?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Hazardous Waste	Sharps units must be handled in accordance with the Hazardous Waste Legislation.	Yes - PPE	Yes – Storage Area Inspections	Yes – Waste being unloaded into Euro bins in the storage area procedure	Yes - All service engineers and the depot manager has received training	Spillage procedure Is in place. Spillage kits are available at all times in the depot.
Non- Hazardous Waste	Non- Hazardous waste can have potential impacts on the environment as in it can be offensive in appearance and smell.	Yes - PPE	Yes – Storage Area Inspections	Yes – Waste being unloaded into Euro bins in the storage area procedure	Yes – All service engineers and the depot manager has received training	Spillage procedure Is in place. Spillage kits are available at all times in the depot.

General Unsorted Waste	Most general unsorted waste is land filled and this has associated impacts	Yes - PPE	Yes – Site Inspections	Yes – General waste being unloaded into the skip procedure	Yes – All service engineers and depot manager has received training	Equipment is available to clean up any spilled general waste.
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Table 2E. Nuisance (e.g. Noise, Odour) (N)						
Process/Activity/Equipment on site	Potential Impact	Is impact controlled by equipment?	Is impact included on maintenance checklist?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Noise from transport movement on site	Section III of the Environmental Protection Act 1990, noise can be classified as a statutory nuisance	Yes – Loading of mats is done with a small fork lift truck	Yes – Safe vehicle operation on site	Yes – Unloading procedure – no more than 2 vehicles can unload at any one time	Yes – All service engineers are trained and comply with safe vehicle operation on site	
Odour from site activities	Section III of the Environmental Protection Act 1990, odour can be classified as a statutory nuisance	Yes – Euro bins are locked and airtight to keep odour inside.	Yes – Storage area inspections	Yes - Unloading procedure and the procedure put in place where by we take waste directly to	Yes – All service engineers and depot staff are trained.	If waste does start to smell and we are not due a collection from SRCL we are able to take waste

				the incinerator site.		directly to the disposal site instead of bringing it back to our transfer station.
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Table 2F. Resource Consumption (not energy) (R)						
Process/Activity/Equipment on site	Potential Impact	Is impact controlled by equipment?	Is impact included on maintenance checklist?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Use of chemicals when cleaning waste storage units	Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and hazardous waste regulations	Yes – Spray bottles are used	Yes – Part of storage inspections and cleaning procedures	Yes – Part of cleaning procedures	Yes – All service engineers and depot staff are trained	Chemicals are used to clean the waste storage bins.

Table 2G. Land Contamination (e.g. storage of hazardous substances) (L)						
Process/Activity/Equipment on site	Potential Impact	Is impact controlled by equipment?	Is impact included on maintenance checklist?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Storage of MP10 solution	MP10 solution can cause harm if a large amount is spilled.	Yes – PPE	Yes – Storage inspections and cleaning	Yes – Cleaning procedures	Yes – All service engineers and depot staff are trained	Biosolve breakdown is used to clean the Euro bins and sanitary and nappy units.

Table 3. General Waste Management					
Waste Produced at site	Where does the waste go?	Can it go to recovery/recycling ?	Is it being stored correctly on site?	Are Duty of care requirements being met?	Comments
Sanitary Waste 20-01-09	SRCL Incinerator site – Four Ashes, Wolverhampton, WV10 7DG or Tysley, Birmingham, B11 2BA.	No – Checked on 21-5-21	Yes – Checked on 21-5-21	Yes – Checked on 21-5-21	EA audit carried out on the 11/5/21
Nappy Waste 20-01-09	SRCL Incinerator site – Four Ashes, Wolverhampton, WV10 7DG or Tysley, Birmingham, B11 2BA.	No – Checked on 21/5/19	Yes – Checked on 21/5/19	Yes – Checked on 21/5/19	EA audit carried out on the 11/5/21
Sharps 18 01 01	SRCL Incinerator	No – Checked on	Yes –	Yes –	

	site – Four Ashes, Wolverhampton, WV10 7DG or Tysley, Birmingham, B11 2BA.	21/5/21	Checked on 21/5/21	Checked on 21/5/21	EA audit carried out on the 29/8/21
Municipal Wastes 20 01 01	Collected by Bakers Waste– taken to their transfer station at Leicester, LE4 1AW	Yes – Sorted and then goes to landfill or recycling. 21/5/21	Yes – Checked on 21/5/21	Yes – Checked on 21/5/21	Waste is collected taken to their waste transfer station where it is sorted and then is recycled or goes to landfill

Table 4. List of Procedures (procedures identified in Table 2A to 2G)					
Procedure Name	What process/activity/equipment does it relate to?	Where is the procedure kept?	Version Number	When was the procedure last reviewed?	Comments
Boiler Operation	Boiler operation using fuel	Site Office – Office Managers Cupboard	2	01/05/10	Procedure was reviewed and replaced with new version 01/05/10
Unloading non-hazardous waste	Waste Storage	Site Office – Office Managers Cupboard	2	01/05/10	Procedure was reviewed and replaced with new version 01/05/10
Unloading hazardous waste	Waste Storage	Site Office – Office Managers Cupboard	2	01/05/10	Procedure was reviewed and replaced with new version 01/05/10
Unloading municipal general waste	Waste Storage	Site Office – Office Managers	2	01/05/10	Procedure was reviewed and replaced with new

		Cupboard			version 01/05/10
Washing Mats	Cleaning procedures	Site Office – Office Managers Cupboard	2	01/05/10	Procedure was reviewed and replaced with new version 01/05/10
Storage Area Inspections	Waste storage	Site Office – Office Managers Cupboard	3	21-5-19	Procedure was reviewed and replaced with new version 21-5-19
Site Inspections	Waste storage and general site maintenance	Site Office – Office Managers Cupboard	2	01/05/10	Procedure was reviewed and replaced with new version 01/05/10
Safe operation of Vehicles	Unloading and loading waste	Site Office – Office Managers Cupboard	2	01/05/10	Procedure was reviewed and replaced with new version 01/05/10
Maintenance of Vehicles	Cleaning and transporting waste	Site Office – Office Managers Cupboard	2	01/05/10	Procedure was reviewed and replaced with new version 01/05/10
Waste being collected by SRCL	Waste disposal	Site Office – Office Managers Cupboard	2	01/05/10	Procedure was reviewed and replaced with new

					version 01/05/10
Waste being collected by Bakers Waste	Waste disposal	Site Office – Office Managers Cupboard	2	01/05/10	Procedure was reviewed and replaced with new version 01/05/10

Maintenance Checklist

Items requiring maintenance	Day	Week	Month	Year	2 years	5 years	Where are maintenance instructions?	Who is responsible?
Check drains and drainage channels for blockages.		√					Office	Jamie Kimberley
Clean up spills from washing machine and other equipment.	√						Office	Jamie Kimberley
Check state of Euro bins e.g. no cracks and locks	√						Office	Kelly Gray
Check security on site e.g. doors to prevent vandals getting in)		√					Office	Kelly Gray
Visually check the site.	√						Office	Kelly Gray
Visually check the storage area.	√						Office	Kelly Gray
Visually check the storage area for any spills.	√						Depot Wall & Office	Kelly Gray
Vehicle Inspections.	√						Depot Wall & Office	Kelly Gray
Maintenance of washing machine and		√					Depot Wall & Office	Jamie Kimberley

other equipment.							
Litter Picking	√					Depot Wall & Office	All Staff

Training Checklist

Job													Comments
	technical competance	hazardous and non hazardous wastes	and permit awareness	including duty of care	Waste separation and storage	Operation of fork lift truck	Maintenance of washing machine	Fire procedure	Spillage procedure	Emergency first aid at work	Flood procedure	Failure of services procedure	
Site Manager	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	
Depot Staff						✓	✓	✓	✓		✓	✓	
Service Engineers					✓	✓	✓	✓	✓		✓	✓	

