

IMS17-01– DEALING WITH NON CONFORMING LOADS

1. Non-conforming load identified at weighbridge – reject and follow IMS12

Non-conforming load identified after tipping

2. Waste Operative to record the type of non-conforming waste and estimate the percentage of non-conforming waste in the load e.g. Paint tins 10% of total load.
3. If content is >1% the Waste Operative must request that the driver parks in the designated 'parking area'.
4. The Waste Operative must take photographs of the non-conforming load.
5. The Waste Operative must inform the Weighbridge Operator/Transport Co-ordinator that a non-conforming load has been identified and provide waste stream data, outlining the non-conforming waste(s), and percentages, and details of the customer.
6. If the waste contains items that cannot be accepted under the Permit then the load will be rejected and the customer informed that an administration / re-load charge determined by the Operations Director will be applied. A CAR must be raised at this point by the Weighbridge Operator
7. The Weighbridge Operator must then relay this information to one of (in order of preference):
 - Quality & Compliance Manager
 - Operations Director
8. They will then contact the customer by telephone outlining the issue in order to determine the course of action to be taken.
9. If our Permit allows we will give the customer the option of disposing of the waste for them.
10. The customer should be informed that if they wish for us to deal with the non-conforming load, charges will apply. These charges will be discretionary but the following elements should be considered:
 - Administration Charge £??
 - Disposal charge (minimum of 1 tonne) depending on material type
 - Handling charge (minimum of 1 hour) at £??
11. If the customer accepts these terms then the message should be relayed to the Waste Operative who will inform the driver to return to the weighbridge to amend the paperwork.

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12. The Weighbridge Operator/Transport Co-ordinator will amend the weights on the original Waste Transfer Note and issue an additional Waste Transfer Note with the correct waste categorisation for the non-conforming waste.
13. The weight to be input on this Waste Transfer Note will be obtained by taking the percentage of non-conforming waste from the weight of the total load (which would have been on the original waste transfer note issued).
14. Finally a CAR should be raised for the non-conforming load in accordance with IMS12 and must include the photograph(s) of the non-conforming waste, the charges applied and the number of both Waste Transfer Notes issued so that they can be easily traced.

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