Veolia Minimum Requirements

Transfer Station and Refuse Derived Fuel Production

Date: October 2018
Version: 1.0

Purpose of the Document

The purpose of the *Veolia Minimum Requirements (VMRs)* is to support our operational managers to understand what is needed at their particular operation / site. These requirements have been defined from relevant legislation, identification of key risks to be managed and the application of lessons learnt from across our UK and Ireland operational businesses (Figure 1).

The VMRs bring together all of the elements to manage key risks relating to Health & Safety, Quality, Environment, Security and Insurance all in one place. They are held on the company Business Management System (BMS) alongside any key procedures specific to the operation type. The VMRs will provide consistency across our operations and assurances to the site management that the key risks at site are managed. Once implemented, the VMRs will replace the site manager's monthly inspection list.

The VMRs are to be met at all times and implemented as per the flow diagram in Figure 2.

This document does not replace any specific requirements laid down in the site permit or planning approvals, nor any action plans in place with regulatory authorities. It is intended for application during normal operations. Any key changes including those made to plant or process, people or procedures must follow a Management of Change (MOC) process with appropriate sign-off.

This document provides the minimum requirements for Veolia operated Transfer Stations and Refuse Derived Fuel (RDF) production facilities.

Figure 1 - VMR Scope

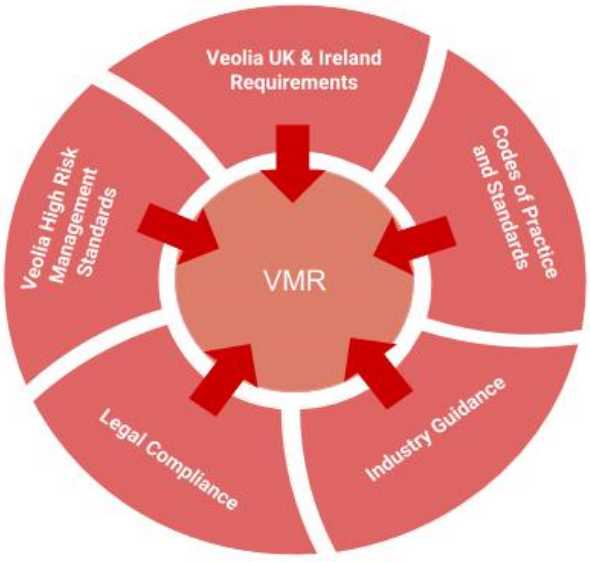
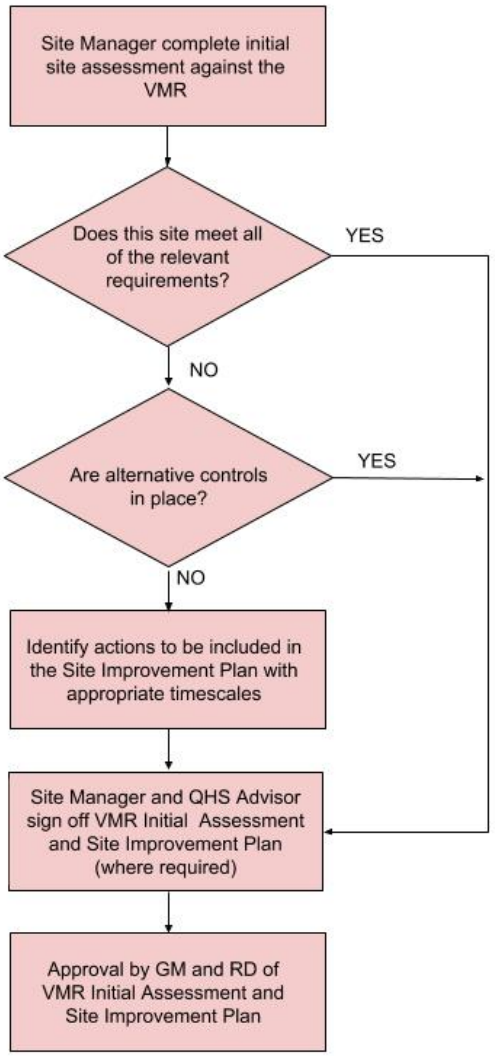


Figure 2 - Implementation of the VMR



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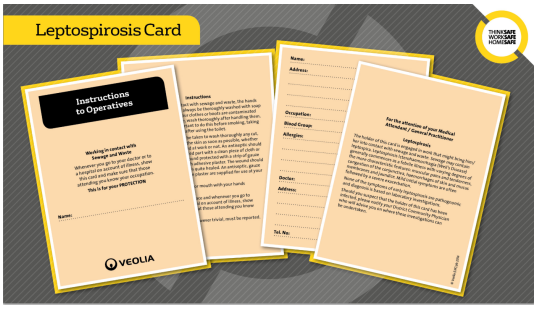


- Site operates in accordance with its Environmental Permit. An annual review is undertaken and recorded. Quarterly waste returns to the relevant Environmental Regulator are completed (Permitting and Other Statutory Environmental Licences). Site personnel are aware of the parts of the permit relevant to their role and a copy of the permit is available
- Where management plans (e.g. odour / dust) are required they must be completed and adhered to (Permitting and Other Statutory Environmental Licences)
- Discharge consents are in place if water is discharged from site. Sampling and analysis to be conducted to confirm compliance with consent
- Site operates in accordance with Planning Consent and undertake periodic reporting requirements
- A holder of a Certificate of Technical Competence (CoTC) is allocated to site (COTC Procedure). Records are kept to demonstrate that the CoTC holder has attended site for the required hours
- Site has an accident prevention plan and emergency procedures in place including emergency drills (Accident Prevention Plan, Emergency Management Plan)
- Personal Protective Equipment (PPE) signage is displayed at the point where PPE is required throughout the site (Personal Protective Equipment). Minimum PPE is: safety boots with toe and midsole protection and ankle protection, hi visibility garment(s), gloves and hard hats. Rigger boots are not permitted
- Fire risk assessments for whole site to be completed (Fire Safety), reviewed and tested annually
- An asbestos survey is completed with a register in place (Management of Asbestos)
- Legionella Risk Assessment is in place, actions completed and reviewed annually
- First aid assessment of the needs of the site is undertaken and first aiders trained and available including cover for holidays / shifts / sickness (First Aid). The list of trained first aiders is clearly displayed
- Occupational noise and dust assessments are completed at least every 2 years, or following a major change in operations or waste type. Sampling and monitoring undertaken as required by the assessment (Noise at Work ; COSHH - Chemical Agents; Occupational Health)
- A manual handling assessment for all regular activities is completed in order to identify the relevant training. All personnel completing these activities are trained (Manual Handling)
- All employees, including agency, receive induction training to include Substance Misuse, Anti Bribery & Corruption and Whistleblowing policies. Empowerment Cards are issued. A training matrix for all site personnel is in place and updated with all personnel trained according to the requirements of their role, including refreshers for mobile plant operatives every 3 years (Training). Monitoring is in place to demonstrate competency
- Zero tolerance to theft and totting with clear communication to all staff and random spot checks in place
- Exposed worker group assessment is completed in order to implement health surveillance requirements (Occupational Health)
- Vermin controls are in place - Leptospirosis and needlestick cards are available and issued at induction
- Planned Preventative Maintenance (PPM) schedule is in place and process to manage outstanding tasks
- Mobile plant is selected to be compatible with the task for which it is to be used. Maintenance schedules are in place for plant and equipment with a process to manage defects (Workplace Equipment Procedure)
- Lighting assessment is completed across the site and offices in line with HSE Guidance
- Due consideration must be given to adverse weather conditions and a local guidance document in place
- All accidents, incidents, near misses and safety concerns identified on site are reported and recorded.

2. Access, Egress Routes and Car Park

Access and Egress:

- Veolia signage is displayed at the site entrance; board to include operating hours, Environmental Permit number and contact phone number (Regulator Guidance)
- The site has a fence for the entire perimeter (minimum 2m height) with lockable gate(s). A daily check of the fence and gate integrity is completed (Veolia Physical Security Standard)
- CCTV is in place to view the site access points (Use of CCTV)
- A traffic management plan is in place and reviewed annually, with the following measures (Workplace Transport Risk Assessment):
    - Safe pedestrian routes
    - Site route plan (including co-location routing if a shared site) is clearly displayed at the site entrance i.e. signage, road markings
    - Clear directional signage and speed limit is clearly displayed along roadways
    - Traffic calming measures are in place e.g. speed bumps, electronic speed indicator
    - Incorporates all vehicle movements including mobile plant
- Seat belts are worn by all drivers and passengers on-site
- All roadways and pathways are maintained including: no potholes, gritting when required, clear of obstructions and clear line markings
- Lighting at entrance and walkways to site is equivalent to street lighting, 50 lux as a minimum
- Site rules are readily available and issued to all waste delivery and collection drivers coming to site. A record of those having received site user rules is kept on site
- There is a signing-in system (e.g. book) for visitors and contractors (Visitor Induction and Assessment and Control of Contractors). There is a log of all employees present on-site (e.g. sign / clock in or 'in-out' board)
- All visitors receive the corporate and site specific inductions including those for emergency evacuation. A record of those receiving an induction is maintained at site (Visitor Induction)
- All contractors receive the contractor induction. A record of those receiving an induction is maintained at site (Assessment and Control of Contractors)
- A designated area for smokers is available, with safe access routes and appropriate bins available

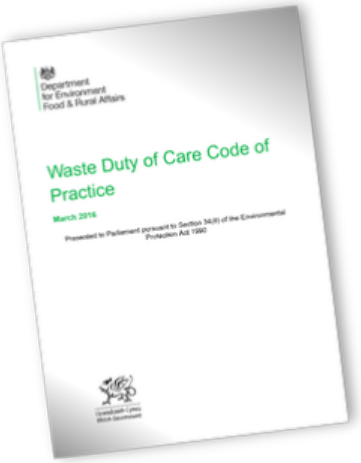
***Car Park**:*

- There is clear signage to the car park and reception
- A reverse parking only policy is in place with clear signage
- A safe route is in place between the car park and reception
- Parking bays are clearly marked
- There is a designated disabled parking bay located close to the reception
- All walkways are clear from obstruction with no risk of overhang from vehicles
- Car park lighting is equivalent to street lighting, 50 lux minimum
- Hardstanding and walkways are maintained e.g. no potholes, effective drainage, gritting when required

3. Offices and Welfare

- Offices are locked out of hours and have controlled access e.g. swipe card access, pin pad, person manned (Veolia Physical Security Standard)
- Portable Appliance Testing (PAT) for office based equipment is completed every 12 months for portable electrical equipment (e.g. laptops) and 2 years for other electrical equipment e.g. printers
- Fixed wire testing is completed every 3 years for operational areas, 5 years for offices (Electricity at Work)
- All materials are stored in appropriately designed storage with access routes kept clear and free from obstacles and trailing cables
- Lighting is at a minimum of 100 Lux
- IT server room has controlled access, is cleaned regularly and kept free from clutter
- IT equipment conforms to Veolia IT requirements, including procurement by Veolia and annual Display Screen Equipment (DSE) assessment (Display Screen Equipment)
- There is a a lockable cabinet to contain site keys (vehicles and buildings)
- Lockers are provided with separation for clean and dirty items
- Arrangements are in place for laundering of workwear
- Hot, cold and drinking water is available
- Appropriate skin care, cleansers, SPF 30 sunscreen and drying facilities are available
- A minimum of 1 lockable toilet and changing room is available including sanitary conveniences. Ratio of staff to toilets / changing area needs to be considered with good practice being 3 toilets and 3 washbasins for between 25 - 50 people (on site at any one time). Wash basins should be sufficient size to enable hands and forearms to be washed (Workplace Health Safety & Welfare ACOP)
- Welfare areas are sized appropriately with sufficient seating for the maximum number of people expected at any one time. Welfare areas are regularly cleaned and maintained. There is the facility to prepare or obtain a hot drink and to heat food
- Dirty PPE, including boots, is removed or covered before entering offices and welfare areas
- Recycling facilities are available in offices and welfare areas
- Energy saving measures are in place e.g. visible reminders to ‘switch off’ when not in use for electricals and motion activated lighting

4. Weighbridge



- A safe route from the weighbridge to offices and welfare is in place as part of the Traffic Management Plan
- A safe method of access and egress from both sides of the vehicle onto the weighbridge is in place including sufficient clearance, handrails and anti-slip coating on grating. Steps and level changes are highlighted
- Site PPE requirements are instructed to drivers at the weighbridge. Drivers are only allowed to progress onto site with correct PPE (Provision and Use of Personal Protective Equipment)
- Site user rules are in pictorial form. They are issued to all weekly visiting delivery / collection drivers a minimum of every 12 months unless there has been a significant change. All other visiting delivery / collection drivers receive site rules a minimum of every 6 months
- Radio contact with site is in place and maintained to control the flow and number of vehicles on-site and enable regular contact if lone working is taking place
- A copy of the European Waste Catalogue (EWC) codes as specified by the permit along with a simplified description of acceptable waste is available. Only waste on this list can be accepted and procedure for dealing with non-conforming waste is in place (Waste Duty of Care)
- Weighbridge calibration certificates are displayed (Calibration and Maintenance of Testing and Measuring Equipment)
- All weighbridge personnel have completed weighbridge training including WIMS
- Manual weighbridge tickets are only used when authorised by Site or Regional Manager with electronic copies sent to the Commodities and Logistics Department (CLD) for verification. Weighbridge operator signs the manual ticket together with the driver. Data is entered on the system within 1 working day
- A process in place to manage overweight vehicles including notification to the driver and Site Manager
- Regular maintenance and cleaning of weighbridge is completed and included on Planned Preventative Maintenance (PPM) system (Workplace Equipment)
- No overweight vehicles are allowed to leave site. A process is in place to manage overweight vehicles
- No cash handling under any circumstances
- Office minimum requirements are implemented in the weighbridge including fixed wire testing, DSE assessments, appropriate storage of materials and is free from clutter

5. Yard and Vehicle Wash

Yard and Vehicle Movements:

- As part of the Traffic Management Plan a route plan is in place and displayed including directional signs, lane markings, vehicle parking, queue route. Vehicle / pedestrian routes have physical segregation, with safe routes in place
- A drainage plan is in place including interceptor management and colour coding for drain covers: blue for surface water, red for foul sewer. All surfaces, drains, interceptors are maintained
- There is signage and identification of fire hydrants in line with the fire risk assessment or FPP if in place. Hose reels are stored safely with training provided for use (Fire Safety)
- Daily yard cleaning is completed
- Well lit areas are available for vehicle checks of 100 lux
- All keys are removed from mobile plant and vehicles when not in use. Out of operation hours keys are kept in a lockable cabinet

Vehicle Washing: (Pressure Washing; Risk Assessment; CoSHH; PPE; Legionella)

- Pressure washers are <207bar
- As a minimum, personnel are trained as per the manufacturer's instructions
- 1 metre lance (minimum) is used
- There is no drainage to surface water
- Additional PPE requirements with associated signage are: face visor, overalls, gloves
- A pedestrian exclusion zone is in place
- A maintenance regime is in place for pressure washer and COSHH assessment in place
- Suitable access equipment is available for mobile plant cleaning e.g. platforms to access high cabs

6. Vehicle Refuelling

- A suitable location is selected for fuel tanks. Controls are in place to prevent fuel theft including CCTV covering fuel storage (Veolia Physical Security Standard)
- Fuel tanks are located away from main operational areas
- A DSEAR assessment has been completed with actions implemented (Dangerous Substances and Explosive Atmospheres Regulations)
- Spill kits are available close to the fuelling / chemical storage point with personnel on site trained to use them
- Any specific instructions for re-fuelling are displayed
- Supervisors / responsible person check tank capacity and authorises fuel off-loading. Drivers are in attendance throughout fuel off-loading with monitoring in place
- On-site fuel dispensing equipment has fill level shut off on delivery hose
- Fire risk assessment is completed with emergency plan in place and communicated to role holders (Fire Safety; Emergency Plan)
- Controlled access to fuel is in place with use by authorised personnel only
- Records of fuel usage are maintained
- Clear signage is in place including no smoking, no mobile phones
- There is 110% bunding of tanks / secondary containment. Bunds and secondary containment are regularly inspected (monthly visual inspection) and maintained
- Fuel level meters are in place with high level alarms / auto shut off
- Hoses are safely stored to avoid trip hazards or leak to non-bunded area
- An annual visual assessment of tanks is completed by competent and authorised personnel with associated written scheme of examination specifying frequency of inspection

7. Tipping Hall

- A person is allocated as responsible for controlling vehicle and pedestrian access in the tipping hall e.g. shovel loader driver
- No pedestrians are allowed in tipping hall during mobile plant operation unless in a designated safe area and authorised by responsible person (see above) (Workplace Transport Risk Assessment)
- No tipping takes place during hall cleaning. Deep clean to take place twice per annum
- A safe system of work is adopted to ensure safe distances are maintained between tipping / discharging vehicles. Where the ground is stable and level, this distance is a minimum of one vehicle width. Where there is risk of vehicle overturn, this distance is a minimum of 1.5 times maximum height of the vehicle
- A mobile plant assessment has been completed ensuring it is fit for purpose (including maintenance activities) and the location design appropriate for its use. Consideration should be given to spark inhibitors, exhaust guard, front and side protection, high efficiency particulate air (HEPA) filter and location of spill kits (Workplace Equipment Procedure; Mobile Plant Operations)
- PPE requirements: hard hat, toe/midsole protection boots with ankle protection, gloves, hi-vis, glasses, plus any specific to waste / activity (Provision and Use of PPE) with clear signage
- Every load tipped has visual inspection with clearly defined acceptance criteria. Loader drivers are trained in waste acceptance including recognition of asbestos. Processes are in place to safely manage contamination and non-conforming waste
- Radio communications are in place between weighbridge and shovel driver and operational team to control traffic (Workplace Transport Risk Assessment). Entrance and exiting of the tipping hall is controlled with no reversing out of the tipping hall
- Mobile Plant Operations requirements:-
    - Mobile plant has daily checks completed with weekly cleaning of radiators, exhausts and air filters
    - All mobile plant is fitted with reversing cameras, reversing audible alarm and beacon lights
    - Side protection and rollover protection systems (ROPS) are fitted on all mobile plant
- A quarantine area is available, demarcated and with signage - this can be flexible to fit in with operational requirements unless size is specified in a site specific FPP
- Fire protection is in place as defined in the fire risk assessment (Fire Safety)
- Fire watch is completed daily before closing site
- Bioaerosol controls are in line with a bioaerosol assessment. Odour suppression is in place according to the odour management plan (if required)
- Deflector plates are fitted to top of push walls. Where not fitted, piles of waste not exceeding 1m from the top of the storage bay. Waste does not extend beyond the front of the bay
- Signage is in place alerting to areas of overhead obstruction with obstructions highlighted
- Signage is in place to remind drivers to lower the vehicle body before exiting the hall
- Lighting in operational area is at a minimum of 50 lux
- Site operates a rotation system to manage waste turnaround as per permit
- If roller shutter doors are in use / required by planning, operational checks are in place and included in the PPM schedule
- Push wall inspections are completed every month (Building a Safer Workplace)

Split Level Tipping: (Workplace Transport Risk Assessment;Working at Height)

- Backstops in place at tipping edge with clearly marked 3m exclusion zone for pedestrians, within this area harness is to be worn with a working at height assessment completed. Backstops are kept clear of debris and floor is kept clear to ensure the exclusion area is visible at all times.

8. Refuse Derived Fuel Production

Processing

- A safe system of work is in place and has been communicated to all relevant personnel for cleaning, removing blockages, repairs and replacement. (Risk Assessment). A lock off isolation system is in place for shredder and other processing equipment with staff trained as required to use it
- Emergency stops are in place, with safe access from ground level. Daily testing of emergency stops is completed with all e-stops checked within a monthly period
- Local isolators are easily accessible and either labelled or colour coded for clear identification
- An exclusion Zone must be in place around the shredder with no pedestrians present during operation
- Safetech systems or equivalent are used when loading floor level conveyors direct to balers, shredders or compactors from accessible areas
- Conveyor belt guarding fixings do not have spring loaded closings. Hierarchy of control is in use. Guarding is hinged or removed for chop down
- Guarding of all in-running nip points is in place; end caps are fitted on shafts (Workplace Equipment)
- A safe system of work is in place for cutting / replacing of belts with associated manual handling risk assessment (Risk Assessment; Manual Handling)
- Daily inspection of belts with tracking where necessary. Tracking is possible without guard removal
- Lighting under conveyors for maintenance is available at min 100 Lux
- Auto lubrication / grease systems is in use with operational checks included in the PPM schedule
- A list of all electromagnetic field (EMF) equipment is held. Clear signage prohibiting access to the EMF areas for people with pacemakers, implants and expectant mothers is displayed. Information regarding these risks and controls is provided during the site specific induction
- Specific (process) fire risk assessment is completed covering blockage points, dust, movement of material and local fire detection (Fire Safety)
- Daily fire-watch is completed for 1 hour after operations have stopped. Fire watch includes visual assessment of high risk areas such as screens, shafts and reception areas. Infrared detectors can be used to identify hot spots on equipment at the end of a shift
- Dust and noise monitoring is completed with attenuation at source (Control of Substances Hazardous to Health; Noise at Work)
- Material spill points are assessed and controls implemented where required to prevent or reduce spill volume
- External electrical systems are covered and protected
- All handrails and metal flooring inspections are included on the PPM schedule and completed

RDF Quality

- Visual inspection of incoming waste is completed with clear and communicated acceptance criteria
- Pictorial standards are used and displayed with respect to identification of contamination
- Sampling and analysis is completed according to customer requirements
- Sampling is conducted in a safe, demarcated area away from vehicle movement. Eye protection is worn
- Quality performance targets are in place which prompt a performance / process / root cause review
- A non-conformance process is in place with safe method of managing non-conforming materials

9. Compaction and Baling

- Safetech systems or equivalent are used when loading floor level conveyors direct to balers, shredders or compactors from accessible areas
- A safe system of work is in place for cleaning, removing blockages, repairs and replacement including interlocks fitted to prevent access whilst the plant is running. Training is completed for all personnel working on these activities (Risk Assessment)
- Daily testing of compaction and baling equipment is completed (Workplace Equipment)
- Emergency stops / pull cords are located on conveyors into balers with regular daily testing and a record kept (Workplace Equipment)
- Suitable storage is in place for all loose / cut off baling wire

10. Storage (waste, chemicals, general)

Of Processed Materials

- Designated bays in place for storage of separate waste streams
- All bays have push walls with checks completed every month (Building a Safer Workplace)
- Non combustibles to be used as fire breaks between combustible waste
- External storage is located as far away from operational building as possible, in line with fire risk assessment
- WEEE for recovery is stored in a covered area
- Deflector plates are fitted to top of push walls with piles of waste not exceeding 1m from the top of the storage bay nor extending beyond the front of the bay
- Fire watch is completed daily before closing site
- Inspection of fire panel using impairment procedure is completed (Impairment Procedure)
- Fire protection is in place as defined in the fire risk assessment (Fire Safety)
- Interlocking arrangement is used for baled waste storage (Bale Stacking and Storage)
- Inspection checks are completed on roller shutter doors
- Demarcated area is available for quarantine of non-conforming loads
- Pedestrian walkways are not located by storage areas

Of Chemicals

- Flammable from non-flammable cylinders are segregated from each other: at least 3 metres apart or separated by a suitable firewall (Storage of Gas Cylinders)
- Oil / chemicals storage is bunded with the bund capable of holding a minimum of 110% capacity of the tank
- MSDSs are held at site for each stored chemical with COSHH assessments completed (Control of Substances Hazardous to Health) and control measures implemented on site
- Spill kits are available close to chemical storage point with personnel on site trained to use them

Containers and Bins

- Deflector plates, ratchet systems and no central opening barn doors on ro-ros (Operation of Roll on Off Vehicles)
- Daily clean and inspection of bin storage area is completed
- Cat B licence and formal shunter qualification in place for all personnel completing shunter activities

11. Vehicle Loading

- A nominated area for sheeting is available
- A person is allocated as responsible for controlling vehicle and pedestrian access into this area e.g. shovel loader driver
- No pedestrians are allowed in the area during mobile plant operation unless in a designated safe area and authorised by responsible person (see above) (Workplace Transport Risk Assessment)
- Driver is either located in designated safe zone or in cab during loading
- The mobile plant operator checks that the loading bucket is free from contamination
- Every vehicle loaded has a visual inspection
- Opening / closing curtains and strapping to be completed at ground level where possible or using side bars / specifically designed platforms
- No person to be allowed access into trailer during loading operation
- Prior to loading a visual inspection of bales is carried out to ensure physical integrity
- Controls are in place to prevent driveaway, for example, steering wheel covers, removal of keys
- Loading outside (only where permit allows); is accompanied by fence screens, litter picking and increased housekeeping checks
- Visual checks on all exiting vehicles are completed to ensure no trailing debris
- Area is kept clean and tidy

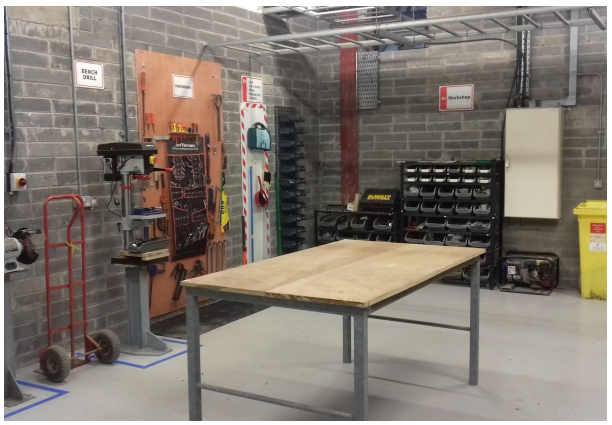
Use of Ramps: (Work Instruction for Safe Use of Loading Ramps)

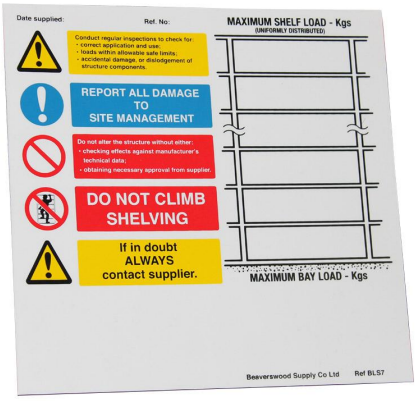
- Side rails are fitted to all loading ramps
- Ramps are checked and cleaned daily. Pre-use checks are completed (Mobile loading ramp pre-use checks)
- Ramp loading area is level, maintained and clearly signed
- Prior to loading, checks are completed to ensure that ramp is attached to the vehicle and secure, chocks are in place and bleed valve open.

Split Level Loading: (Workplace Transport Risk Assessment;Working at Height)

- Backstops in place at tipping edge with clearly marked 3m exclusion zone for pedestrians, within this area harness is to be worn with a working at height assessment completed

12. Maintenance Activities





- PPM schedule is in place and followed for planned maintenance and servicing of fixed and mobile plant.

Workshop and Stores

- Safe working loads are identified on all racking and shelving. Construction of frame is metal. Monthly visual checks to be carried out and recorded (Workplace Equipment)
- Stock management controls are in place to identify stock levels on-site (volume and value) including critical parts. Critical parts are either kept in stock or with service agreements (for repair or replace)
- Risk assessments are carried out with controls implemented for maintenance activities

***Hot Works** (Control of Welding and Brazing)*

- A hot work supervisor (or issuing authority) is appointed for each location where hot works is undertaken and the supervisor trained in hot work hazards, preventive measures and emergency procedures
- Fire extinguisher equipment is readily available as identified through the fire risk assessment
- Fire-resistant screens or curtains/shields are used around welding areas
- Before hot work operations, the area is cordoned off. This area is cleaned to remove all residual combustible or flammable material. Fire resistant shields are used to protect combustible surfaces and items that cannot be removed from the area
- Additional protective equipment and clothing will be required as per the activity risk assessment. Where RPE is specified, face fit testing has been completed in the last 2 years.

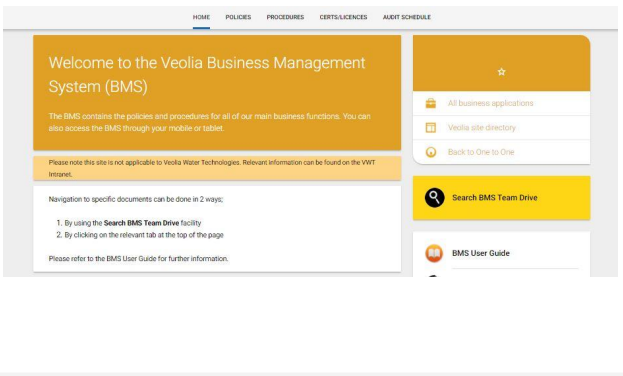
***Use of equipment** (Electricity at Work, LOLER, HAVS)*

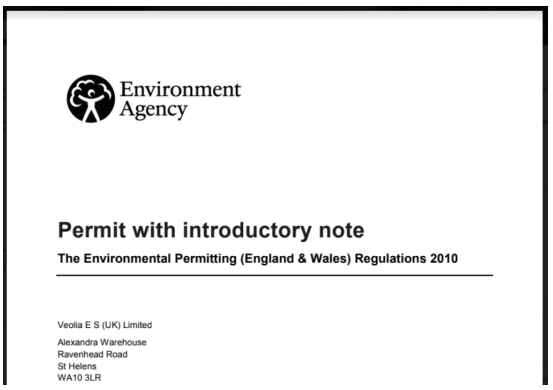
- All equipment to be suitably guarded with means of isolation and PAT tested every 6 months
- All users are trained and competent to use equipment and where vibration is generated, usage is recorded. Assessments are in place for Hand Arm Vibration with annual health screening
- A noise assessment is completed and is reviewed every 2 years unless there is significant change in the work activity prompting further assessment
- All equipment has the relevant declaration of conformity certificates and LOLER inspections and documentation is available
- All equipment is rated to 110 volts. Where this is not the case a transformer is used
- A record is kept of all equipment requiring calibration. Any equipment with out of date calibration is taken out of use and labelled ‘do not use’

***Use of Substances (COSHH), Chemical Agents** (COSHH)*

- Assessments and controls to be in place for COSHH/Chemical Agents. Local Exhaust Ventilation should be used and inspected on a 14 month basis by competent person. Where RPE is specified persons are face fit tested every 2 years unless otherwise stated in an activity specific risk assessment e.g. asbestos
- Products are labelled with contents and hazard symbol. These are stored safely with consideration to separation of incompatible chemicals
- Spill kits are available

13. Management Arrangements





- As a minimum site manager carries out a monthly site walk around, engaging with the team and completing VMR activity reviews. All activities within the VMR are reviewed over a 12 month period
- Site Objectives and Targets are recorded, and in line with Corporate, Regional and Divisional Objectives (Objectives and Targets for Continuous Improvement). The site operators priority card (OPC) is completed and displayed for RDF activities
- Investigations are completed for all Lost Time Incidents and Modified Duties as a minimum, with root cause analysis (Procedure for Reporting Events and Investigation). Once completed, this is reviewed by General Manager (GM) and Regional Director (RD) as part of the post event review process. Resulting actions are recorded
- Rivo actions are closed out within the agreed timescales
- Safety committee meetings are conducted with Union and non-union safety reps invited. Feedback from site employees is reviewed. Actions are recorded, tracked and fed back to all site employees
- All feedback including complaints and non-conformances are recorded and reviewed with corrective and preventive actions put in place (Complaints and Non-Conformance Reporting)
- Monthly site reviews are in place reviewing all aspects of site performance including performance against objectives, site improvement plan, customer feedback (Customer Feedback Procedure) and site actions (including Rivo)
- Quarterly reviews with GM are in place. Reviews include objectives, customer feedback, site improvement plan, review of actions and performance (Management Review)
- Notice boards are kept up to date with information for employees including policies (H&S, Quality, Environmental and Business Continuity)
- Relevant information, e.g Safety Alerts, ThinkSafe campaigns, changes to processes and procedures, from Veolia is cascaded to the site teams and a record of those having received the information is maintained either electronically or manually (example template Document Control Sheet)
- An up to date Business Continuity Plan (BCP) is in place including Business Impact Assessment (BIA). The BCP is communicated to listed role holders with annual self test and review Business Continuity Management, Business Continuity Tool Box Talk)
- Senior members of staff are familiar with the Crisis Line procedure and how to escalate serious incidents (Crisis Line Procedure and Guidance)
- Stocks of the relevant PPE are maintained on site including emergency PPE in relation to foreseeable hazards e.g. asbestos (Provision and Use of PPE)
- Up to date Environmental Risk Assessment Matrix is in place (reviewed at least annually) (Environmental Risk Assessment - Aspects and Impacts)
- If Site has a Permit / WML: Permit Review on RIVO is completed every 12 months and Permit Master Record List kept up to date. (Permitting and Other Statutory Environmental Licences)
- Mandatory documents are available: in date waste carriers licence, third party environmental permit and waste duty of care paperwork (weighbridge tickets) (Waste Duty of Care)
- A system for maintaining documentation is in place in alignment with the sections of the VMR

Resourcing the world

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