

Reference	SOP 01
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Author	J Mannheim
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## **1.0 Purpose**

To prevent the acceptance of unsuitable wastes, all waste streams destined for Biffa transfer stations are subject to a pre-acceptance process involving the producer, Sales, Operations, Customer Services and Technical personnel.

To ensure that incoming waste is correctly identified, classified, labelled, priced and the onward fate of the waste is determined prior to acceptance at the site. Waste should not be accepted without a clear method of treatment or disposal route being determined.

## **2.0 Scope**

This procedure is to be followed by all personnel involved in the enquiry process.

## **3.0 Responsibilities**

It is the responsibility of site management, the technical team and site chemists to ensure that this procedure is being followed.

**NOTE:** The technical team referred to in this procedure must operate within a reporting structure that is independent to the operational and/or commercial reporting structures. This independence must be maintained to at least the level of the General Manager.

## **4.0 Procedure**

Enquiries are generally received from one of the following sources:

- Sales Representative
- Producer
- Third Party Broker
- Waste Management Company

As soon as possible, customers will be sent a "Budget Estimate" price. If any items of waste are not listed on the company pricing matrix the enquiry will be passed to the chemist at the appropriate transfer station. The chemist will locate a suitable disposal point and obtain a disposal cost. This information is passed to either the sales representative or the customer services agent responsible for progressing the enquiry.

The minimum required information to allow Budget Estimating is as follows:

- Customer name, contact name, contact details
- Waste producer name (if different from Customer)
- Waste collection postcode
- The business sector of the waste producer
- General waste description including appropriate information regarding the process producing the waste, physical form, proposed container size, type and quantity.

The Budget Estimate will stipulate any assumptions and caveats made during the pricing process. It will also detail any additional pre-acceptance information that is required before the waste can undergo a full technical assessment.

If the customer agrees the Budget Estimate and wishes to proceed, additional information must be obtained and suitably recorded. This information will consist of:

- Full waste collection address; &
- The nature of the business producing the waste; &
- The specific process from which the waste is generated; &
- Details of whether the process will vary from that stated and the impact of such a variation on the waste (e.g. start up or the potential for oil contamination during maintenance); &
- Details of the waste including description, chemical constituents (recorded with appropriate precision), variability, physical form (liquid, solid etc) and container size, type and quantity; &
- a chemical analysis of the waste (from the producers or a third party laboratory) giving individual constituents and as a minimum their percentage compositions (chemical compositions should be recorded as ranges rather than less than or greater than); &
- associated hazards; &/or
- a representative sample; &/or
- material safety data sheets (for uncontaminated products only).

This information will be recorded either directly on the central system or on a PTAF (QF659/89(1)) / WDD(QF659/89) as appropriate.

Where the customer accepts the Budget Estimate Price and supplies any additional information, the enquiry is entered on to the Central System or via the online packaged goods system. The customer details will be entered by either the sales representative or the customer services agent. The Central System enquiry screen will generate a unique reference number suffixed by the letter E. The enquiry will subsequently be identified by this number.

For some enquiries the analysis of a pre-acceptance sample would be required before the waste could be collected together with information relating to sample preservation. This is not necessary where the waste can be appropriately described using other means i.e.

- laboratory chemicals (fully itemised list required)
- unused/uncontaminated products accompanied by a material safety data sheet
- an article of waste i.e. a fridge or battery
- contaminated clothing or rags (details of the level and type of contamination to be determined)
- aerosols or gas cylinders
- regular wastes from the same producer that have previously been accepted onto site within the last 12 months without issue and for which analytical information is therefore available; or
- if a sample has been analysed by a competent laboratory
- where the nature and composition of the waste can be otherwise described to the satisfaction of the technical assessor and further analysis is deemed to be unproductive. The reasoning for such decisions must be recorded with the enquiry.

In all cases a compliant and approved disposal route is identified for each item of waste in the enquiry and a disposal cost assigned. Other operational requirements are assessed including consideration against the Criteria for Waste Acceptance.

## **Enquiries without a Pre-Acceptance Sample**

A member of the technical team will assess the enquiry details. This assessment includes verification pre-acceptance information has been collected and recorded appropriately, that the assigned EWC codes are allowed by the permit and make a final determination as to whether a pre-acceptance sample is required.

## **Enquiries with a Pre-Acceptance Sample**

If the customer wishes to proceed with the collection a sample(s) are obtained along with a completed Waste Declaration Document(s) (WDD) (QF 659/89). Samples are taken by a technically competent person which could be the producer, sales consultant or chemist. Information to demonstrate that the sample is representative should be detailed on the WDD. This will include location of the sampling point, capacity and number of containers sampled, method of sampling, number of samples and degree of consolidation, operating conditions at time and preservation techniques (if any).

Each sample is labelled fully with the information listed below:

- Waste Producer name
- Waste description
- Name of individual who has taken the sample
- Date
- Preservation technique (if applicable)
- Applicable hazards

Samples and WDD's are assessed by a chemist who will determine what analysis is required based upon the available information and the intended disposal route.

Samples are analysed at a location with appropriate standards i.e. UKAS, MCERTS or internal quality standards. This could be one of the following:

- The laboratory at the intended disposal point
- A third party laboratory
- Biffa laboratory at Wednesbury

Once the analysis is complete the laboratory assessment screen in the central system is completed and a member of the technical team will assess the enquiry. This assessment includes verification that the assigned EWC codes are allowed by the permit, laboratory smalls lists contain no excluded items i.e. explosives, radioactives or controlled drugs etc and that all the relevant pre-acceptance information has been obtained. All analytical information must be uploaded to the sample assessment screens of the relevant enquiry on the Central System.

Written pre-acceptance information such as msds sheets and ptaf's will be scanned and attached to the relevant enquiry on the central system. All computerised information can be accessed directly by the site.

## **Records**

All records are to be kept for a minimum of three years.