

Reference	SOP 04
Inception date	March 2013
Version	4
Last Reviewed	Jan 2016
Author	J Mannheim
Approved by	BPG

1.0 Purpose

To identify issues relating to loads and disseminate that information to rectify the issue and prevent future re-occurrences.

2.0 Scope

This procedure is to be followed by all transfer station personnel.

3.0 Responsibilities

It is the responsibility of the Site Chemist to ensure that this procedure is initiated and a non-conformance report (QF 659/28) is raised and passed to the appropriate personnel and that a record is retained.

It is the responsibility of site management to ensure that the outcomes of this non-conformance are acted upon and monitored.

4.0 Procedure

Non conformance of waste

Where waste arrives on site and aspects of the load are considered to be non-conforming to either statutory requirements, current site rules and procedures or outside of the waste acceptance criteria the following procedure shall be put into action. Examples of non-conforming loads include but are not necessarily restricted to:

- Waste items that are incorrectly labelled, lacking labels or containing additional labelling not applicable to the waste.
- The waste not conforming to the description on the paperwork accompanying the delivery of the waste.
- The waste does not conform to the pre-acceptance information
- The proposed treatment method / disposal route is no longer valid
- Waste containers that are damaged, poorly stowed on a vehicle or unsuitable for their contents.
- Loads that arrive on site without agreement of the receiving Chemist or without following the Pre-acceptance procedure (SOP 01).
- Loads/Drivers that do not have the correct paperwork or documentation with them

Non-conforming loads will generally fall into two categories; loads that can be processed and accepted onto site and those that cannot be accommodated. For wastes that cannot be accommodated, the rejection procedure below will be instigated.

In all cases, a non-conformance report form (QF659/28), will be completed by the site Chemist, detailing the date and time of arrival, Enquiry number, producer/customers name and a description of

the non-conformance. Appropriate actions will be agreed between the Chemist, site management or their deputy and the commercial team.

If acceptance of the load is dependent on agreement from the customer the waste will be placed in the quarantine bay or labelled as 'Quarantine' and placed in an appropriate storage bay and the site will liaise with the customer (for example where a surcharge is required). Agreement with the customer will be obtained in writing and where necessary a purchase order obtained. Turnaround of waste within the quarantine bay should not exceed five working days.

Non-Conformance	Action
Labelling issues	Site chemist to raise non-conformance, apply appropriate labels and remove any conflicting labelling. If amendment to assessment is required send non-conformance to Technical
Additional charges	Following written agreement from customer individual confirming ticket will add a non-conformance charge to the system.
Additional waste not listed on paperwork	Following written agreement from the customer and production of appropriate pre-acceptance information site manager, chemist or technical to add a new waste line to the enquiry system and in conjunction with technical complete the assessment. A non-conformance charge will be added when confirming the ticket. Upload any pre-acceptance information onto the system. Raise relevant paperwork and send to producer for completion prior to returning to site.
Issues with packaging	Make safe, discuss with customer and apply appropriate non-conformance charge. Raise as near miss/hazard on IRS system
Major/multiple discrepancies	Action plan to be agreed with all parties (may require EA involvement)
Minor discrepancies in waste description requiring amendments to current information on system	Send to Technical

All actions must be completed 48hours.

Once all actions have been taken, these actions and any outcomes will be listed on the non-conformance report form and the site will retain a copy and make available to the Environment Agency if required.

Rejection of waste

An assessment of the load will be made to ascertain whether it is suitable and safe to return to the highway. Where the waste does not match the description provided on the paperwork, the chemist will provide a more accurate description, which should then be discussed with the Environment Agency.

Remedial action will be taken to ensure the load's safety where an assessment finds it to be unsafe. All due regard for the safety of site personnel will be taken and where necessary a risk assessment of any remedial action will be undertaken. Details of the rejection will be given to the sales team who will inform the customer of the rejection. The appropriate paperwork will be annotated to say the load has been rejected and the site will retain a copy.

Giving due regard for drivers' hours and other transport commitments, the load will be sent back to the producer/customer or other agreed alternative disposal facility.

If rejected material is required to remain on site, it will be labelled and stored appropriately. Every effort should be made to ensure that this storage period is as short as possible and certainly no more than 5 working days. Following this period the waste will be removed from the Site as detailed above.

Completion of Consignment Notes for Rejected Wastes

When a consignment or part of a consignment is rejected the consignee must state in section E of the standard consignment note or section D of the multiple consignment note that the waste is rejected and the reason for rejection. The consignee retains one copy, gives one copy to the carrier and as soon as reasonably practicable sends a copy to the consignor. A copy must be sent to the producer or holder if they are not the consignor.

The carrier must inform the relevant agency that the waste has been rejected and give them the appropriate details.

The carrier/producer are responsible for raising a new consignment note for transfer of the consignment to a new consignee.