



## Management Toolkit for Small and Medium Sized Businesses

### *What is it?*

A pack of information, with **helpful simple templates**, specifically aimed to assist small and medium sized businesses manage their operations to **reduce the risk of harming the environment**. To work well it requires someone in the business to take responsibility for environmental management at the site.

This management toolkit complements the more extensive guidance on environmental management provided by the Environment Agency, listed in *Section 7* of this toolkit. It is not intended to meet all the requirements of an environmental management system (EMS) specified in a permit issued under the Environmental Permitting Regulations 2007 (for more information on a permit EMS see the reference [\*"Getting the Basics Right"\*](#) in *Section 7* of this toolkit). However, it can be used to form part of such an EMS. It is primarily focussed on small and medium sized businesses regulated by the Environment Agency. However, the templates and principles can also be used by non-regulated businesses, and will benefit them in many of the ways listed below.

### *Why use it?*

Most businesses have the potential to cause pollution. This management tool will help you consider:

- *Is there a less risky alternative to the way we do things?*
- *Is my equipment fit for purpose, inspected and maintained?*
- *Are my procedures and training adequate?*
- *In the event of something going wrong, am I prepared to deal with it?*

As well as addressing these questions, this tool will also help you identify and manage your typical impacts on the environment, examples of which are listed on the next page.

### ***As a result, benefits to a well managed site include:***

- improved **resource efficiency** and **productivity** and help build a **sustainable** business
- reduce **risks and loss**
- reduced operating **costs**, including costs associated with environmental regulation
- more likely to **obtain business** from others that require their business partners to manage their environmental impacts effectively
- improved **reputation** amongst staff, customers and the public
- increased chance of **funding** for your business by demonstrating responsible environmental management
- improved **legal compliance**, avoid **prosecution**, receive fewer visits from environmental regulators

## **Version for General Waste Sector Sites**

***This tool will help you identify and manage typical impacts on the environment:***

- **air emissions**, (e.g. dust from the storage, treatment and movement of waste)
- **land contamination**, (e.g. accidental spills of solvents and oils)
- **noise and odour pollution**, (e.g. vehicle movement, waste handling, storing, transporting)
- **Energy usage**, (e.g. poorly maintained machinery, inefficient procedures and motors)
- **waste disposal**, (e.g. such as solid and liquid wastes – these need correct disposal)
- **water discharges**, (e.g. run-off from waste storage or spills from sewage tankers)



Storage tanks inside a concrete bund.

### **Example: Tank bunds**

A bunded tank will contain a spill should an accidental leak or rupture occur. The bund will have prevented contamination of the groundwater which is commonly used for drinking water, or surface water which may be used for fishing.

It is important that your bunds are regularly inspected, maintained and collected rainwater regularly removed and disposed of properly.



A stream contaminated with surface run-off.

### **Example: Site drainage**

A blocked drain could mean that rainwater containing sediment and other contaminants enters surface water courses. This can damage plants and wildlife and leave you open to prosecution.

Making sure your site drainage is free from blockages will reduce the chances of you polluting surface water courses. Know where the drain flows to and, if contamination needs to be contained in the event of a spillage, seal the drainage off and have a plan to handle the contained spillage in a responsible way.

## ***How should it to be used?***

The tools and templates within the toolkit are listed in the contents table on the next page. The intention is for the site responsible person to take the template versions in this toolkit and;

- amend them, if required, to make them specific for their site activity
- keep the tools and templates together in a file, or as an electronic document, for quick reference by site employees, customers and for the regulator during their visits
- track progress in preparing your toolkit by completing the last two columns in the contents table when it has been completed. It is suggested that you start with item 1 in the toolkit contents.
- If you require further help then speak to your regulator and/or use the references in *Section 7* of this pack

**In summary, with regard to environmental regulation, these simple tools will help you:**

- show that activities that could harm the environment are under control
- to develop an environmental management system for you site activities
- to be less likely to breach your permit or cause pollution and, therefore, avoid enforcement action
- avoid having to pay higher charges for non-compliance (e.g. could help improve your Operational Risk Appraisal '**OPRA**' rating)

<b>Pack Contents</b>	<b>Have you completed the template for your site and has it been filed?</b>	<b>Signed by: Date:</b>
<b>1. Environmental Impacts Plan and Controls</b>	Yes	
<b>2. Accident / Pollution Incident Management Plan, including;</b>  A – Site Plan  B – Key Site and Emergency Contacts  C – List of Substances and Storage Facilities  D – Preventing Accidents... and what to do if they happen	Yes	
<b>3. Maintenance Checklist</b> and maintenance record	Yes	
<b>4. Training Checklist / Record</b> for your staff	Yes	
<b>5. Complaints Form</b> for recording complaints about your site from members of the public.	Yes	
<b>6. Accident (and incident) recording form</b>	Yes	
<b>7. Further Help</b>		
<b>8. Posters</b> for own use and display at facility		

# **1. Environmental Impacts Plan and Controls Draft V.2**

## Table 1

### Site Activity:

The key pieces of environmental legislation affecting this sector are:  
(Add as many as apply to your site activities)

- The Environmental Permitting (England and Wales) Regulations 2007, SI 3538. Reference MM1 Environmental Legislation Register.
- Groundwater regulations 1998, SI 2746. Ref. WAT1- ELR.
- Water Resources Act 1991, as amended. Ref. WAT2- ELR
- Environmental Protection Act 1990. Ref. MISC2- ELR
- Control of Pollution (Amendment) Act 1989. Ref. WAS1- ELR
- Control of Pollution (Oil Storage) (England) Regulations 2001, SI 2954.

- Hazardous Waste Regulations (2005). Ref. WAS3- ELR
- Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulation 1991. Ref. WAS1- ELR

[illegible]

## **1. Environmental Impacts Plan and Controls**

**For each Process / Activity / Equipment identified in the Table 1 above complete the following tables if there is an environmental impact [at least High (H) or Medium (M)] under normal or abnormal operation (*the examples included are guidance only*)**

<b>Table 2A. Emissions to Air [A]</b>						
<b>Process / Activity / Equipment on Site</b>	<b>Potential Impact</b>	<b>Is impact controlled by equipment?</b>	<b>Is equipment included on maintenance checklist?</b>	<b>Is impact controlled by a procedure?</b>	<b>Person using the procedure received training?</b>	<b>Comments</b>
<b>PLANT HANDLING EQUIPMENT</b> (Emissions)	Emissions include CO2 a greenhouse gas contributing towards global warming; NOx contributes to acidification, particulate, potential to impact upon Air quality	Yes – Modern plant with low emission	Yes – PM system	Yes	Yes	Ongoing training with toolbox talks
<b>OFFSITE MOVEMENTS</b> (Emissions from Transport)	Potential for local air quality issues from dust. Also, a cause for complaints	Yes	Yes	Yes	Yes	All Vehicles are minimum Euro 3 Spec and all serviced regularly
<b>PROCESSING OF WASTE WOOD</b> (Emissions from Chipper/screener Equipment)	Potential for local air quality issues from dust. Also, a cause for complaints	Yes – modern equipment with low dust generation	Yes - PM system	No	Yes	

<b>Table 2B. Energy Usage [E]</b>						
<b>Process / Activity / Equipment on Site</b>	<b>Potential Impact</b>	<b>Is impact controlled by equipment ?</b>	<b>Is equipment included on maintenance checklist?</b>	<b>Is impact controlled by a procedure?</b>	<b>Person using the procedure received training?</b>	<b>Comments</b>
<b>OFFICE ACTIVITIES</b> (Office Equipment/ Computers)	The impacts associated with electricity production are well documented (e.g. Air emissions) There is scope to reduce these impacts by using electricity efficiently on site.	Yes	Yes, PAT	Legislative	N/A	All appliances are switched off when not in use and overnight.
<b>HEATING EQUIPMENT</b> (Electricity usage)	The impacts associated with electricity production are well documented (e.g. Air emissions) There is scope to reduce these impacts by using electricity efficiently on site.	Yes, thermostatically controlled	Yes, PAT	Legislative	N/A	Modern 'heat store' electric heaters with low consumption and thermostatically controlled. Used only when required and switched off overnight.
<b>PROCESS LIGHTING</b>	Secondary Energy usage	Yes	Yes	Yes		Process lights are switched off when not in use

<b>Table 2C. Emissions to Water [W]</b>						
<b>Process / Activity / Equipment on Site</b>	<b>Potential Impact</b>	<b>Is impact controlled by equipment ?</b>	<b>Is equipment included on maintenance checklist?</b>	<b>Is impact controlled by a procedure?</b>	<b>Person using the procedure received training?</b>	<b>Comments</b>
<b>FUEL DELIVERY &amp; OFFLOADING</b> (Spillage)	Under normal conditions this will not occur. GWM operate a dedicated re-fuelling procedure	Yes	Yes	Yes	Yes	Fuel is stored in a designated mobile tanker onsite. This is inspected visually on a weekly basis and every time fuel is drawn. We carry a fuel spillage kit on the tanker.
<b>SITE DRAINAGE</b> (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 water pollution to local watercourse if there is a site drain failure	Yes, onsite spill kit to mitigate any potential release	Yes, large scale onsite emergency spillage kit	Yes, Emergency response	Yes	The accidental contamination case is considered in our Accident / Incident Management Plan.

<b>Table 2D. Waste Disposal [D]</b>						
<b>Process / Activity / Equipment on Site</b>	<b>Potential Impact</b>	<b>Is impact controlled by equipment ?</b>	<b>Is equipment included on maintenance checklist?</b>	<b>Is impact controlled by a procedure?</b>	<b>Person using the procedure received training ?</b>	<b>Comments</b>
<b>VEHICLE MAINTENANCE</b> (Hazardous Waste from Servicing Vehicles, plant equipment/garage activities)	Waste oil & filters, ink jet cartridges, fluorescent tubes, waste oils, all must be handled in accordance with Hazardous Waste Legislation	Yes	Yes	Yes, Adherence to strict segregation and containment	Yes	We have allocated bins for each waste stream. Waste Oil from vehicle servicing is collected by Mekatek, Carmarthen.
<b>GENERAL WASTE</b>	Most general unsorted waste is landfilled and this has associated impacts e.g. ecotoxicity, global warming and nuisance e.g. odour. General waste volumes can be reduced if sorting systems are used. Need to meet legal Duty of Care requirements.	No	No	Yes, this is discouraged	No	We encourage separation of waste for recycling where possible.
<b>OFFICE ACTIVITIES</b> (Office Waste paper, plastics, cardboard)	Most general unsorted waste is landfilled and this has associated impacts e.g. ecotoxicity, global warming and nuisance e.g. odour. General waste volumes can be reduced if sorting systems are used. Need to meet legal Duty of Care requirements.	No	No	Waste segregation to support Recycling activities	No	Waste bins.
<b>OFFICE ACTIVITIES</b> (Other Hazardous wastes)	Ink jet cartridges, fluorescent tubes, all must be handled in accordance with Hazardous Waste Legislation	No	No	Waste segregation to support Recycling activities	No	Ink jet cartridges are sent to RNLI for recycling (charity).



<b>Table 2E. Nuisance (e.g. Noise, Odour) [N]</b>						
<b>Process / Activity / Equipment on Site</b>	<b>Potential Impact</b>	<b>Is impact controlled by equipment ?</b>	<b>Is equipment included on maintenance checklist?</b>	<b>Is impact controlled by a procedure ?</b>	<b>Person using the procedure received training?</b>	<b>Comments</b>
<b>PROCESSING OF WASTE WOOD</b> (Noise from Shredding & Screening activities)	Section III of the Environmental Protection Act 1990 , noise can be classified as a statutory nuisance	Yes	Yes	Yes	Yes	Regular maintenance to ensure optimum working performance of equipment
<b>OFFSITE MOVEMENT</b> (Noise from transport movement on site)	Section III of the Environmental Protection Act 1990 , noise can be classified as a statutory nuisance	Yes	Yes	Yes	Yes	Potential Noise is controlled by operational hours
<b>OTHER ACTIVITIES</b> (Other tenants activities))	Section III of the Environmental Protection Act 1990 , odour can be classified as a statutory nuisance	N/A	N/A	N/A	N/A	

<b>Table 2F. Resource Consumption (not energy) [R]</b>						
<b>Process / Activity / Equipment on Site</b>	<b>Potential Impact</b>	<b>Is impact controlled by equipment ?</b>	<b>Is equipment included on maintenance checklist?</b>	<b>Is impact controlled by a procedure ?</b>	<b>Person using the procedure received training?</b>	<b>Comments</b>
<b>OFFICE ACTIVITIES</b> (Use of Water)	Inefficient use results in natural resource depletion	No	No	No	No	Very little usage for offices and vehicle cleaning when necessary
<b>PROCESSING OF WOOD WASTE</b> (Use of hydraulic oil for Morbark Shredder)	Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and Hazardous Waste Regulations	Yes	Yes	Yes	Yes	Visual checks
<b>PROCESSING OF WOOD WASTE</b> (Use of hydraulic oil for Finlay Screener)	Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and Hazardous Waste Regulations	Yes	Yes	Yes	Yes	Visual checks
<b>MOVEMENT OF WASTE WOOD</b> (Use of Hydraulic oil for Doosan Loading Shovel)	Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and Hazardous Waste Regulations	Yes	Yes	Yes	Yes	Visual checks
<b>MOVEMENT OF WASTE WOOD</b> (Use of hydraulic oil for Hitachi 360 digger)	Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and Hazardous Waste Regulations	Yes	Yes	Yes	Yes	Visual checks
<b>VEHICLE MAINTENANCE</b> (Storage of Potential hazardous substances are within the contained garage)	Substances can cause harm to the ecotoxicity of the soil, and could leak into groundwater.	All stored with secondary containment	Yes	Yes	Yes	Part of ongoing training



Table 2G. Land Contamination (e.g. storage of hazardous substances) [L]

[illegible]

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<b>Table 3. General Waste Management</b>					
<b>Waste Produced at Site (with EWC, if known)</b>	<b>Where does the waste go?</b>	<b>Can it go to recovery / recycling?</b>	<b>Is it being stored correctly on site?</b>	<b>Are Duty of Care requirements being met?</b>	<b>Comments</b>
13-02-05 Waste Oil mineral based non chlorinated engine oil, gear and lubricated oils	Collected by Mekatek and taken to their site in Carmarthen	Yes	Yes	Yes	Service contract in place with Mekatek LTD.
15-02-02 Oily rags & filter, absorbents, filter materials, wiping cloths, protected clothing contaminated by dangerous substances	Collected by Mekatek and taken to their site in Carmarthen	Yes	Yes	Yes	Service contract in place with Mekatek LTD.
16-06-01 Waste Lead Batteries	TBA				
16-06-03 End of Life Tyres	TBA				
16-01-18 Non Ferrous metal	Sent to one of many local suitably licenced metal recyclers.	Yes	Yes	Yes	
16-01-17 Ferrous metal	Sent to one of many local suitably licenced metal recyclers.	Yes	Yes	Yes	
20-01-01 Paper and Cardboard	TBA				
20-01-08 Biodegradable kitchen & canteen waste	TBA				

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15-01-01 Paper and cardboard Packaging	TBA				
15-01-02 Plastic Packaging	TBA				
15-01-04 Metallic Packaging	TBA				
Wood Chip	Kronospan, Chirk				

<b>Table 4. List of Procedures (list procedures identified in Table 2A to 2G above, and any other procedures you have in addition)</b>					
<b>Procedure Name</b>	<b>What process / activity / equipment does it relate to?</b>	<b>Where is the procedure kept?</b>	<b>Version Number</b>	<b>When was the procedure last reviewed?</b>	<b>Comments</b>
<b>STORAGE OF WASTE WOOD</b> ( Pile Width)	The width of Wood Storage Piles	Section 2.1 Fire RA	V.4	Jan 2013	Checked on a four day rota.
<b>STORAGE OF WASTE WOOD</b> (Pile Height)	The Height of Wood Storage Piles	Section 2.1 Fire RA	V.4	Jan 2013	Height to remain as shown. Checked on a four day rota.
<b>STORAGE OF WASTE WOOD</b> (Fire Breaks)	The width of fire breaks between wood storage	Section 2.1 Fire RA	V.4	Jan 2013	Checked on a four day rota.
<b>STORAGE OF WASTE WOOD</b> (Pile Temperatures)	Temperature monitoring of chipped wood stockpiles	Section 3.6 Fire RA	V.4	Jan 2013	Checked daily.

## **2. Accident / Pollution Incident Management Plan**

Further help is available from [PPG21: Pollution incident response planning](#) (See section 7)

Created by: ANDREW WRIGHT Date: 6<sup>th</sup> June 2013

Review Date: 5<sup>th</sup> June 2013 Version: three

### **Accident / Pollution Incident Management Plan Contents**

A – Site Plan

B – Key Site and Emergency Contacts

C – List of Substances and Storage Facilities

D – Preventing Accidents / Incidents... and what to do if they happen.

### **A – Site Plan**

Insert site plan showing location of the following items:

- **Site entrances and exits** available to the emergency services
- **Buildings**; the buildings and other main constructions
- **Drainage**; including
  - foul drainage (marked in red),
  - surface water drainage (marked in blue) showing
  - the direction of flow and
  - the discharge points to the sewer, watercourse or soakaway.
  - The location of manhole covers and drains,
  - The location of stop and diverter valves and interceptors
- **Service mains**; the routes of
  - water supply, gas, electricity)
  - mains water stop tap, and gas and electrical supply isolating valves / switch.
- **Storage of hazardous materials**; eg oil and fuel tanks, chemical stores, raw materials, waste materials etc.
- **Process lines**; location and direction of main process lines/pipes.
- **Accident and emergency response items**; such as fire extinguishers, fire hydrants, fire water tanks / ponds, spill kits, sand bags, alarms, first aid kit etc.
- **Vulnerable receptors**; on site or adjacent receptors that could be affected by the site operations, such as porous / unmade ground, watercourses, springs, boreholes, ecologically sensitive sites, residential properties, schools, offices, hospitals etc.
- **Pollution control points**; such as inspection or monitoring points, bunds,.
- **Treatment**; location of any on site trade effluent or sewage effluent treatment plant.



**B – Key Site and Emergency Contacts**

This table contains information and contacts you may need in an emergency  
(*amend, as required, to suit your site*).

SITE DETAILS		
Location: Site off Bryntywod, Llangyfelach, Swansea.		
Postcode: SA5 7LE		
Site Access Grid Reference: 51* 40 38.21 NORTH, 3* 57 59.63 WEST		
SITE CONTACTS	Office Hours 7am-5pm	Out of hours
Owner: GAVIN GRIFFITHS	01792 795829	07971 784003
General Manager: TERRY GRIFFITHS	01792 795829	07772 994294
Site Manager/Fire Warden: DAVID REES	01792 795829	07891 493535
Site Supervisor/Fire Deputy Warden: JONNY JONES	07972 886935	
Security Contact: ANDREW WRIGHT	01792 795829	07772 088880
Landowner / Agent: GAVIN GRIFFITHS	01792 795829	07971 784003
EMERGENCY SERVICES	Office Hours 24 hours	Out of hours
Emergency	999	999
Medical: MORRISTON HOSPITAL	01792 704124	999
Police:	01792 456999	999
Fire:	0370 6060699	999
REGULATORS	Office Hours 9am-5pm	Out of hours
Health and Safety Executive (HSE)	01267 244230	
Local Authority:	01792 636000	
Natural Resources Wales (Local)	01792 325560	
EA (24 hour emergency hotline)	0800 80 70 60	
Natural England (for Wales, Countryside Council for Wales)	0845 6003078	
UTILITY AND KEY SERVICES	Office Hours	Out of hours
Water undertaker: WELSH WATER	0800 052 0130	0800 052 0130
Sewerage undertaker: TBC		
Gas supplier: N/A		
Electricity supplier: WESTERN POWER	0800 052 0400	0800 052 0400
Oil supplier: West Wales Lubricants	01267 222064	
Fuel supplier: SEVERN FUELS	01291 426907	
Chemical supplier: AUTOSMART	07967 750855	
Oil spill contractor: NATURAL SOLUTIONS	01656 741799	01656 741799 08708 506506 EA
Maintenance contractor: Hayden Davies	07800 545761	07790 338615
Electrician: RKB ELECTRICAL	07788 283108	01792 851455
Plumber: Hayden Davies	07800 545761	
Locksmith: LOCK TECH	01792 655680	
Joiner: JASON DYER	07989 247977	
OTHER KEY CONTACTS	Office Hours 7am-5pm	Out of hours
Head Office:	01792 795829	
Adjacent landowners: AFON TINPLATE	01792 312000	
Specialist advisors: TONY DAVIS	07980 939367	07980 939367

**C - List of Substances and Storage Facilities**

The following is a list of liquids, powders etc that are stored on site and could be harmful to the environment if they escape.

*Use as many of these forms as required*

Material	Maximum Quantity	Type and size of storage	Type and size of Secondary Containment
Used oil filters	20	Sealed dedicated storage container	N/A
Hydraulic oil	410 litres	Sealed container	N/A
Engine oil	410 litres	Sealed container	N/A
Vehicle batteries	10	Stored on a raised wooden storage pallet	N/A

**D - Preventing Accidents / Incidents ..... and what to do if they happen**

The following table is a list of the things that could go wrong and harm the environment. The list covers many of the things that could go wrong for a site such as yours but you should look and see if you can see anything else specific to your site that could cause a problem. If you can then add it to the list.

The table describes what you should be doing to reduce the chances of each possibility happening. It also describes what should be done if the worst actually happens.

- **Read each line and see if they are right for your site. Some may not be applicable. You may need some different ones.**
- **Make sure you are committed to doing the things it says as you will be held to them.**
- **If it refers to using equipment such as spill-kits, make sure you have these available.**
- **Finally make sure that all your staff know about the plan, where to find it, and what it contains. It is important that they know how to prevent accidents and what to do.**

**Once your plan is complete, test it regularly and make a record of this. You can design exercises to be discussion based, table top or live. You can set them up to test the whole plan or critical elements within it such as:**

- **contacts lists;**
- **the activation process;**
- **equipment;**

**If possible, include external parties as this helps validate your plan.**

**Frequency of testing should be related to the environmental risk your site poses, staff turnover, the introduction of new processes or materials and conclusions from any previous exercises or incidents.**

**You should review your plan, as a minimum, every 3 to 4 years. You may need to review this plan following an incident, accident, complaint or if the Environment Agency asks you to do so.**

Possible Accident / Incident	What would the harm be?	How do we reduce the chances of it happening?	What to do if it happens
Spillages			
Spillage during transfer, sorting, crushing and compaction of wastes.	Contamination of land, drains, groundwater and watercourses.	Inspect and validate all incoming wastes.  Remove hazardous liquids from wastes prior to processing.  Train the staff	Follow the spill response procedure.  It describes what to do in the event of a spill and where the kit is kept.
Spillage during delivery of oil or fuel.		Supervise fuel deliveries.  Use drip trays and spill materials.	
Spillages during refuelling of plant and equipment.		Plant and equipment will be refuelled in designated areas with impervious surface and will use spill materials.	
Slow seepage of liquids from imported contaminated materials.  Slow seepage can be less noticeable than 'spills'.		Incoming materials that are contaminated e.g cutting oil or tramp fluid on swarf, will only be stored on impervious surfaces that are drained to an oil interceptor, in negotiations with landlord to install.	
Overfilling			
Overfilling of oil / fuel tanks during delivery.	Contamination of land, drains, groundwater and watercourses.	Stock level control checks, supervised delivery by trained staff. We have 3 members of staff to cover the delivery and refuelling of machinery.	Spill response procedure as described above.
Failure of Plant or Equipment			
Leakages; due to faulty pipe work, valves, over-pressure, blockages.		Daily visual inspection and completion of weekly inspection checklist record.	

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Possible Accident / Incident	What would the harm be?	How do we reduce the chances of it happening?	What to do if it happens
corrosion, severe weather, ground movement etc.	Contamination of land, drains, groundwater and watercourses.	Preventative maintenance regime.	See spill response procedure.
Puncture; of vessels and tanks etc due to impact – such as fork lift trucks.		Tanks and vessels generally located within the area.  Movement of drums and containers using safe techniques.	
<b>Fire</b>			
Fire	Smoke and pollution,  Firewater causes contamination of land, groundwater and watercourses.	Separation of incompatible materials and of combustible materials and ignition sources.  Incorporation of fire breaks into site layout and containment of fire water.  Strictly enforced No smoking policy.  Maintain tidy site and minimize stockpile of combustible materials.	Fire procedure describing what to do in the event of a fire, including details about fire alarms, exit routes and muster points, and the location and use of emergency fire equipment such as extinguishers, hoses.
<b>Cross contamination</b>			
Due to transfer and mixing of incompatible materials, drainage cross connections etc.	Explosion, smoke and pollution of air,  Contamination of land, drains, groundwater and watercourses.	Maintenance of inventory of substances with material property details.  Fail-safe filling systems.	See Fire procedure.
<b>Flood</b>			
Due to ingress of watercourse floodwater, blocked drains, burst water main, use of fire water.	Contamination of raw materials, buildings, land, drainage system, groundwater and	Maintenance of drains.  Fitting of flap / non return valves on drains.  Safe location for storage of	Flood procedure describing what to do in the event of a flood.

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Possible Accident / Incident	What would the harm be?	How do we reduce the chances of it happening?	What to do if it happens
	watercourses with fire and flood water.	hazardous materials.	
<b>Failure of Services</b>			
Due to failure of supply; water, electricity, gas supply and of sewerage system.  Due to utility supply being struck and broken / cut.	Flooding, explosion with subsequent contamination of land, drains, groundwater and watercourses.	Provision of standby facilities.  Maintenance of up to date plans showing location of utility services.	See utility supply failure procedure.  Flood and fire procedure.
<b>Failure of Containment</b>			
Failure of containment facilities due to land movement, impact, corrosion etc.	Contamination of land, drains, groundwater and watercourses.	Provision of secondary containment for hazardous liquids.  Inspection of primary and secondary containment facilities.  Integrity testing of tanks and bunds.	See spill response procedure.
<b>Vandalism</b>			
Unauthorised entry and tampering or malicious damage to property, plant and equipment.	Contamination of land, drains, groundwater and watercourses.	Secure gate and perimeter fence.  Site locked when un-manned, tanks and valves locked when not in use out of hours.  Plant and equipment locked in secure storage out of hours.  Security system installed including camera and recording facilities.	See spill response procedure.

### 3. Maintenance Checklist

**(General Waste Sector Site)** *Use as many forms as required (the examples may or may not be applicable for your site – amend as appropriate)*

Item requiring maintenance	How often? (tick the appropriate box)						Where are maintenance instructions?	Who is responsible?
	Day	Week	Month	Year	2 years	5 years		
Oil spill kits etc		✓						
Check drains and drainage channels for blockages.		✓						
Clean up spills on surfaced areas or tank bunds	✓							
Check state of fences and gates – (to avoid vandals or children getting in and, for example, letting liquids out of a tank).		✓						
Visually check the un-surfaced areas to ensure that there are no spills. Clean up if necessary.		✓						
Check bunds are not filling with rainwater – pump out if necessary.			✓					
Inspect the bunds for potential leaks, cracks, holes etc.				✓				
360 digger.	✓	✓						
Peterson Shredder	✓	✓						
Finlay screener	✓	✓						
Doosan shovel	✓	✓						
Fuel tanker	✓	✓						
Front gates		✓						
Weighbridge		✓						

### 3. Maintenance Checklist

**(General Waste Sector Site)** *Use as many forms as required (the examples may or may not be applicable for your site – amend as appropriate)*

[illegible]



### 3. Maintenance Record

You then need to keep a record that you have actually done these checks when they were supposed to be done. You could do this in a 5 year diary (easiest).

If you do them you should enter:

- The check or maintenance job done (e.g. *Checked interceptor*)
- Who did it (e.g. *Fred Smith*)
- The result (e.g. *40cm of oil was emptied*)

Alternatively you could use these forms. You will have to keep a good supply of them, for each line on your inspection checklist.

[illegible]

## 4. Training Checklist

**(General Waste Sector Site)** *Use as many of these forms as required*

*(the examples included may or may not be applicable for your site – amend as appropriate)*


[illegible]

## Training Record

Employee Name	Job Title
---------------	-----------

[illegible]

## **5. Complaints Record**

Who made the complaint?	Name:	N/A no complaints received
	Address	
	 Phone No	
Date and time they made the complaint		
What happened, what was it about?		
Was anyone else aware of this – other neighbours or your staff? If so who?		
Did the complaint relate to your site? If so, what happened? What went wrong?		
What have you done to make sure that it does not happen again?		
Was there any significant pollution – for example: dust, odour or noise outside the site or spillage of polluting liquids onto the ground, into a drain or a watercourse?		
If there was then you must notify the Environment Agency on <b>0800 807060</b> ASAP. Have you done so?		Yes/No At what time did you phone?
You must also write or send an email to confirm this to the local office (see your accident management plan for the address) Have you done so?		Yes/No What date did you contact?
Please print your name and sign:		

Continue overleaf or on a separate sheet if you do not have enough room.  
Keep the completed form in the file to discuss with the Environment Agency when they visit.

## **6. Accident (and Incident) Record**

### **Record of accidents, other incidents or near misses**

This form could apply equally to health and safety, we are particularly interested in things that could impact on the environment, for example: dust, odour or noise outside the site or spillage of polluting liquids onto the ground, into a drain or a watercourse.

“Other incidents” covers impacts on the environment that are not accidents, such as failing to empty the oil interceptor causing oil to get into the drains, or vandals causing an oil spill.

It is good practice to record near misses – eg the vandals opened the valve on the tank but the bund caught everything and no harm was done. You do not have to inform us of this sort of thing.

Date and time of the incident	N/A No accidents
What happened, what was it about?	
Was anyone else aware of this – other witnesses? If so who?	
What caused it?	
What have you done to make sure that it does not happen again?	
Was there any significant pollution – for example: dust, odour or noise outside the site or spillage of polluting liquids onto the ground, into a drain or a watercourse? If so what.?	
If there was then you must notify the Environment Agency on <b>0800 807060</b> ASAP. Have you done so?	Yes/No At what time did you phone?
You must also write or send an email to confirm this to the local office (see your accident management plan for the address) Have you done so?	Yes/No What date did you contact?
Please print your name and sign	

Continue overleaf or on a separate sheet if you do not have enough room.

Keep the completed form in the file to discuss with the Environment Agency when they visit.

## **7. Further Help**

### **Pollution Prevention Guides**

(<http://www.environment-agency.gov.uk/ppg>)

**PPG1:** General Guide to the Prevention of Pollution

**PPG2:** Above ground oil storage tanks

**PPG3:** Use and design of oil separators in surface water drainage systems

**PPG4:** Disposal of sewage where no mains drainage is available

**PPG8:** Safe storage and disposal of used oils

**PPG13:** The use of high pressure water and steam cleaners

**PPG18:** Managing fire water and major spillages

**PPG21:** Pollution incident response planning

### ***Pollution Prevention Pays – Getting Your Site Right (24-page Guide)***

(<http://www.environment-agency.gov.uk/business/topics/pollution/36641.aspx>)

### ***Getting the Basics Right – How to Comply with Your Environmental Permit (54-page Guide)***

(<http://www.environment-agency.gov.uk/business/topics/permitting/32320.aspx>)

**NetRegs** – NetRegs provides **free environmental guidance** for small and medium-sized businesses in the UK

(<http://www.netregs.gov.uk/>)

### ***Environment Agency Contact Information – National Customer Contact Centre***

(<http://www.environment-agency.gov.uk/contactus/default.aspx>)

National Customer Contact Centre  
PO Box 544  
Rotherham  
S60 1BY

**Telephone:** 08708 506 506 (Mon-Fri, 8am - 6pm)



## 8. Posters

### Protecting the Environment

ATKINS

This site's main potential **pollution sources** are:

[e.g. Storage of waste oils in drums]

[e.g. Fibrous asbestos storage]

[e.g. Potential for dust creation if site roads are not damped down]

Sensitive **environmental receptors** at or near the site are:

[e.g. Underground aquifer used for supplying drinking water]

[e.g. Houses and gardens to the south of the site]

[Site of Special Scientific interest next to building B3]

