

Over View of Environmental Management System

Introduction:

The EMS operated by Streetscene Services was first certified to ISO 14001 and 9001 in 2003, as a contract requirement. It has been successfully re-certified every three years during that period. The certification body is SGS Limited

Structure:

The Environmental Policy on which the EMS is based has four main components:

- Sustainability
- Environment Responsibility
- Public awareness
- Risk Reduction

Environmental Objective and Targets are based on these components as a means of continually improving environmental performance. These targets are monitored and revised annually.

There is a management manual which explains how the system meets the requirements of the two standards, and describes the management structure of the waste management services

The standard specifies that certain procedures have to be written, a list of the written (called corporate) procedures within the system is enclosed. A copy of these are attached.

Beneath the corporate procedures are a host of process diagrams which deal with specific topics and the records that are maintained to show compliance with the standards and the legislative requirements (list enclosed).

At the bottom of the structure are environmental work instructions which give more detailed guidance on how to implement environmental monitoring processes.

Principles:

The principles of environmental management system are to implement, train, monitor, review, amend and then continue the circle.

Staff has been trained in the aspects of the system which affects them, and all have an appreciation of environmental awareness.

Environmental review and impacts assessment have been completed for each site (reviewed annually and re-assessed every three years).

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Monitoring of the system takes place by internal and external auditing with corrective and preventative actions being agreed with the responsible manager.

Non conformities are raised where there has been a failure either against the system, National Resources Wales and complaints received.

Non conformities are also monitored through management reviews which are held every six months where the Agenda meets the requirements of the standards, and allows for reflection on performance of the system. A copy of the standard agenda/minutes is enclosed.

The EMS is a live system where changes are made to reflect current good practice, as a part of corrective/preventative actions or other similar factors

MANAGEMENT REVIEW MINUTES- EXAMPLE

20th September 2016

PRESENT: Harvey Mitchell, Ruth Cartwright, Phil Mulhall, Paul Murphy, Danielle Richards, Emma Griffiths, Gaby Povey, Eryl House, Martyn Johnston

AGENDA ITEMS:

1. There were no apologies for absence.
2. Training issues- it is proposed that four recycling officers and five supervisors undergo training to be completed by March 2016. The recycling officers are to do the WAMITAB award related to operating the household waste centres, whilst the supervisors will do a WAMITAB waste supervisors award at level 3.

The recycling officers will then be able to take responsibility for the compliance of delegated sites.

Additionally the street scene induction programme is to be amended to include a full section of waste management, including asbestos awareness training where necessary.

Site supervisors will be trained and assessed in operation of the loading shovel.

It was suggested that training on the screener and shredder was required, and that the JCB contractor should also be trained in a safe operation on the centres. HMM to consider.

Andrew Scarfo is required to do his continuing competence update and will contact Martyn accordingly

3. Non Conformance –

NRW- concerned was expressed about Brookhill groundwater which was continually requiring a schedule 5 notification. Paul Murphy said that he had agreed with the N RW Inspector that providing that the Part B was fully completed, no further notifications needed to be submitted. This principle should be applied to all schedule 5, in that within 28 days of submission (or less), the part B should be completed to ensure that the N RW were up-to-date with the management of the issue

No new N RW complaints or issues through the CAR's have been received

System- there was no evidence still that the dust monitoring results for Brookhill has been put on to the shared drive. The monitoring has been carried out but it was believed that the results were going straight to the FCC environmental consultants, rather than be reviewed by FCC staff. As a general comment all environmental monitoring results should be placed on the shared drive as soon as completed, these should be reviewed by Ruth prior to being forwarded to the environmental consultant.

It was agreed that following a spillage incident at Mold, that the emergency plans for all the sites would need to be updated. Emma and Martyn were charged with carrying out training and an emergency drill before the end of September.

There were a number of outstanding NCR's for the household waste centres- Danielle and Errol (who had been carrying out regular inspections) were asked to review and update the NCR's relevant to the sites sold that a more accurate picture of the compliance status could be ascertained. Harvey said that once they had been trained, the recycling officers would carry out weekly and monthly checks on their nominated sites, but showed record their attendance on each site with the time spent there.

Compliance Audits- Paul Murphy as completed compliance audits on Brookhill, standard, but there still remained Greenfield, and Standard Road Transfer Station

Internal Audits- the internal audit program was making some headway on the issues we try to be audited recently a comprehensive audits of the duty of care and hazardous waste documentation had been undertaken, and updates/information placed on a spread sheet on the shared drive. A snapshot check of the environmental monitoring results for Brookhill and also being undertaken, with generally satisfactory results, except for the absence of dust monitoring results. Paul Murphy was charged with ensuring that all the environmental monitoring results were import onto the shared drive without delay.

PAS 100- the was issues at Greenfield which could affect the PAS 100 certification these included the Weybridge not working because of a software upgrade with the consequence of the system going down. There was also concerned whether the oversized management measures were effective

Complaints & Praise- the new system which involves complaints and praise being directed through the contact centre is now working, with printouts of issues being supplied so that they can be entered onto the system where relevant to the waste management service and will allow better reviews of the public's perception of the service than has been possible in the past.

4. SGS External Audits- the ISO 9001 and 14001 certificates had been suspended. SGS are to visit on the fifth and sixth of October to review progress on nonconformities and inspect the system for suitability.

5. Emergencies incidents and near misses- there have been two incidents as follows

- There was a fire in the mattress store at Flint H WC. A report is awaited which will be uploaded onto the shared drive.
- There was a chemical spillage at Mold in a disused Chemstore again a report should be uploaded to the shared drive

Both these issues should have been reported to N RW as in both cases there were significant risks of pollution- which requires a report and schedule 5 to be submitted

6. Supplier performance- the approved supplier's list for FCC should be uploaded onto the shared drive. Staff were reminded that poor performance should be recorded

Paul Murphy said that supplies of sodium hydroxide for the LTP were now being sourced through Aquachem, as the previous supplier could no longer supply in the form required

7. Legislative Changes- Harvey reported that he had renewed the subscription to Croner's Environmental Management; he would make the password available as necessary.

Martyn suggested that the quarterly summary which kroner provide should be circulated amongst the management team to ensure that they will fully briefed on changes to any environmental management that might affect them

8. Organisational Changes- a new structure is attached to these minutes.

9. Environmental Objectives and Targets- a copy of the 2016 – 17 programme was circulated. Attendees were asked to update the topics and return to Harvey/Ruth before the end of September or preferably to update on the shared drive

10. Review of policies- the service continues to provide the facilities that are laid out in the policies. By reviewing the Welsh assembly targets (which are now are accepted as service performance indicators for the quality manual) it can be seen that the service is meeting the requirements of Flintshire county councils policy objectives. A copy of the service performance indicators to August is included in these minutes

11. Review of NCR and Corrective Action- a major review of outstanding NCR's and the effectiveness of the corrective actions have been undertaken by Ruth. A number of nonconformities remain outstanding but as a general comment the overall numbers are drastically reduced there is a copy of the registers attached

12. Continual Improvement- highest comment at this stage would say that there has not been a significant improvement to the standard of the service, due to uncertainty about the future of the service, and who will be responsible for operating it. However it has to be said that the existing operations are looking much tidier and well organised them perhaps some months ago.

It is hoped that once the restructuring is complete, the outsourcing of the landfill site management and the rebuilding/remodelling of the household waste sites is complete then a more positive outcome to the question of continual improvement could be made

CORPERATE PROCEDURES LISTINGS

| Title | Number | Version | Section |
|--|--------|---------|---------|
| Management Review | P1 | 4 | Quality |
| Environmental Management | P02 | 6 | Quality |
| Internal Audit | P03 | 4 | Quality |
| Internal Communication | P04 | 4 | Quality |
| Training | P05 | 4 | Quality |
| Legal and Other Requirements | P06 | 6 | Quality |
| External Communication | P7 | 7 | Quality |
| Operational Control | P08 | 4 | Quality |
| Document Control | P9 | 6 | Quality |
| Calibration of Test and Monitoring Equipment | P10 | 6 | Quality |
| Emergency Plan | P11 | 4 | Quality |
| External Audits/Complaints/Non Conformance | P12 | 6 | Quality |
| Non Conformance and Corrective Actions | P13 | 4 | Quality |
| Compliance | P14 | 2 | Quality |

PROCESS DIAGRAM LISTINGS

| Title | Number | Version | Section |
|--|----------|---------|--------------------------|
| Environmental Monitoring | FD/1/03 | 7 | Environmental Monitoring |
| Environmental Monitoring Data Review | FD/2/03 | 9 | Environmental Monitoring |
| Enquiries and Quotations | FD/3/03 | 8 | Sales |
| Contract Review | FD/4/03 | 6 | Sales |
| Duty of Care | FD/5/03 | 6 | Sales |
| Project Management | FD/6/03 | 7 | Contract Management |
| Approval of Materials and Suppliers | FD/7/03 | 5 | Contract Management |
| Appointment of Subcontractors employed by the Contractor | FD/8/03 | 2 | Contract Management |
| Plant Maintenance | FD/9/03 | 5 | Landfill Operations |
| Tender Issue and receipt | FD/10/03 | 5 | Contract management |
| Contract Management | FD/11/03 | 4 | Contract management |
| Order Processing | FD/12/03 | 4 | Finance |
| Document Amendment and reissue | FD/13/03 | 4 | Quality |
| Assessment and Training | FD/14/03 | 3 | Quality |
| Dry Waste Management NOT USED | FD/15/03 | 5 | Dry Waste |
| Waste Collection and Vehicle Scheduling | FD/16/03 | 7 | Dry Waste |
| Tachographs | FD/17/03 | 7 | Dry Waste |
| Large Goods Vehicle Repair and maintenance | FD/18/03 | 7 | Dry Waste |
| Large Goods Vehicle Repair and Maintenance II | FD/19/03 | 7 | Dry Waste |
| Container Repair and Maintenance | FD/20/03 | 9 | Dry Waste |
| Landfill Operation | FD/21/03 | 6 | Landfill Operations |
| Completion of Site Diary | FD/22/03 | 7 | Landfill Operations |
| Customer Complaints | FD/23/03 | 4 | Quality |
| Calibration | FD/24/03 | 2 | Quality |
| Composting | FD/25/03 | 4 | Green Waste |

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|---|----------|---|---|
| Control of Visitors | FD/26/03 | 3 | Dry Waste Landfill Operations |
| Waste Reception | FD/27/03 | 3 | Dry Waste Landfill Operations |
| Waste Rejection | FD/28/03 | 3 | Dry Waste Landfill Operations |
| Confirmation of Disposal Route | FD/29/03 | 3 | Waste Treatment Dry Waste |
| Permit Management | FD/30/03 | 3 | Admin |
| Control of Site Generated Wastes | FD/31/03 | 2 | Landfill Operations Dry Waste Admin |
| Facility Maintenance | FD/32/04 | 4 | Landfill Operations Dry Waste |
| Traceability of Wastes NOT USED | FD/33/03 | 1 | Treatment Dry Waste landfill Operations |
| Serious Personal Injury | FD/34/05 | 2 | Household Waste |
| Serious Assault | FD/35/05 | 2 | Household Waste |
| Non conforming Waste Landfill | FD/36/05 | 2 | Landfill Operations |
| Fires Landfill | FD/37/05 | 1 | Landfill Operations |
| Spillages Landfill | FD/38/05 | 2 | Landfill Operations |
| Dust Sampling | FD/39/05 | 4 | Environmental Monitoring |
| Surface Water Sampling | FD/40/05 | 4 | Environmental Monitoring |
| Dust Sampling (Water Collection) | FD/41/05 | 4 | Environmental Monitoring |
| Groundwater Sampling | FD/42/05 | 6 | Environmental Monitoring |
| Landfill Gas management | FD/43/05 | 8 | Environmental Monitoring |
| Leachate Management (Monitoring) | FD/44/05 | 6 | Environmental Monitoring |
| Leachate Management (Sampling) | FD/45/05 | 7 | Leachate Treatment Plant |
| Leachate Treatment Plant Daily Checks | FD/46/05 | 3 | Leachate Treatment Plant |
| Leachate Treatment Plant (Maintenance) | FD/47/05 | 1 | Leachate Treatment Plant |
| Leachate Treatment Plant (Sampling) | FD/48/05 | 4 | Leachate Treatment Plant |
| Leachate Treatment Plant (Schematic) | FD/49/05 | 1 | Leachate Treatment Plant |
| Leachate Treatment Plant (Start Up) | FD/50/05 | 2 | Leachate Treatment Plant |
| Serious Accident | FD/51/05 | 1 | ALL |

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| Recycling Parks Spillages | FD/52/05 | 1 | Household Waste |
| Surface Water Inspection and Maintenance | FD/53/05 | 4 | Environmental Monitoring |
| Fires-Recycling Parks | FD/54/05 | 1 | Household Waste |
| Non Conforming Waste Recycling Parks | FD/55/05 | 2 | household Waste |
| Landfill Gas Management | FD/56/05 | 4 | Environmental Monitoring |
| Leachate Management System Design | FD57/05 | 1 | Environmental Control |
| Leachate Management Monitoring | FD 58/05 | 3 | Environmental Monitoring |
| Odour Assessment | FD/5905 | 1 | Environmental Monitoring |
| Particulate Matter Assessment | FD/60/05 | 1 | Landfill |
| High Particulate Matter Closure | FD/61/05 | 1 | Landfill |
| Litter Potential Assessment | FD/62/05 | 1 | Landfill |
| Litter Management Site Closure | FD/63/05 | 1 | Landfill |
| Litter Management Monitoring | FD/64/05 | 1 | Environmental Monitoring |
| Bird, Vermin and Insect Monitoring | FD/65/05 | 1 | Environmental monitoring |
| Plant Maintenance | FD/66/05 | 1 | Landfill |
| Landfill Body Monitoring | FD/67/05 | 3 | Landfill |
| Noise and Vibration Monitoring | FD/68/05 | 1 | Environmental Monitorig |
| Traffic Management | FD/69/07 | 2 | Dry Waste Transfer |
| Sorting of waste | FD 70/07 | 3 | Dry Waste Transfer |
| Plant Operation | FD 71/07 | 1 | Dry Waste Transfer |
| Traffic Management Brookhill | FD 72/07 | 3 | Landfill Operations |
| Recycling Parks Flooding | FD 73/07 | 1 | Household Waste |
| Determining Significance | FD 74/07 | 1 | Quality |
| Kitchen/Food Waste | FD 75/11 | 1 | Dry Waste Transfer |
| Invoice Raising | FD 76/11 | 2 | Quality |
| Emergencies | FD 77/11 | 1 | Household Waste |
| Control of Plant | FD 78/11 | 3 | Household Waste |
| Disposal of Food waste Brookhill | FD 79/11 | 1 | Landfill Operations |
| Management of Landfill | FD 80/12 | 1 | Environmental |

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|---------------------------------------|-----------------|----------|---------------------------------|
| Gas Systems | | | Control |
| Leachate System Monitoring | FD/90/13 | 1 | Environmental Monitoring |
| Landfill Gas System monitoring | FD/91/13 | 1 | Environmental Monitoring |
| Compliance | FD 92/16 | 1 | ALL |
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