

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 Croner 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 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 than 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

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