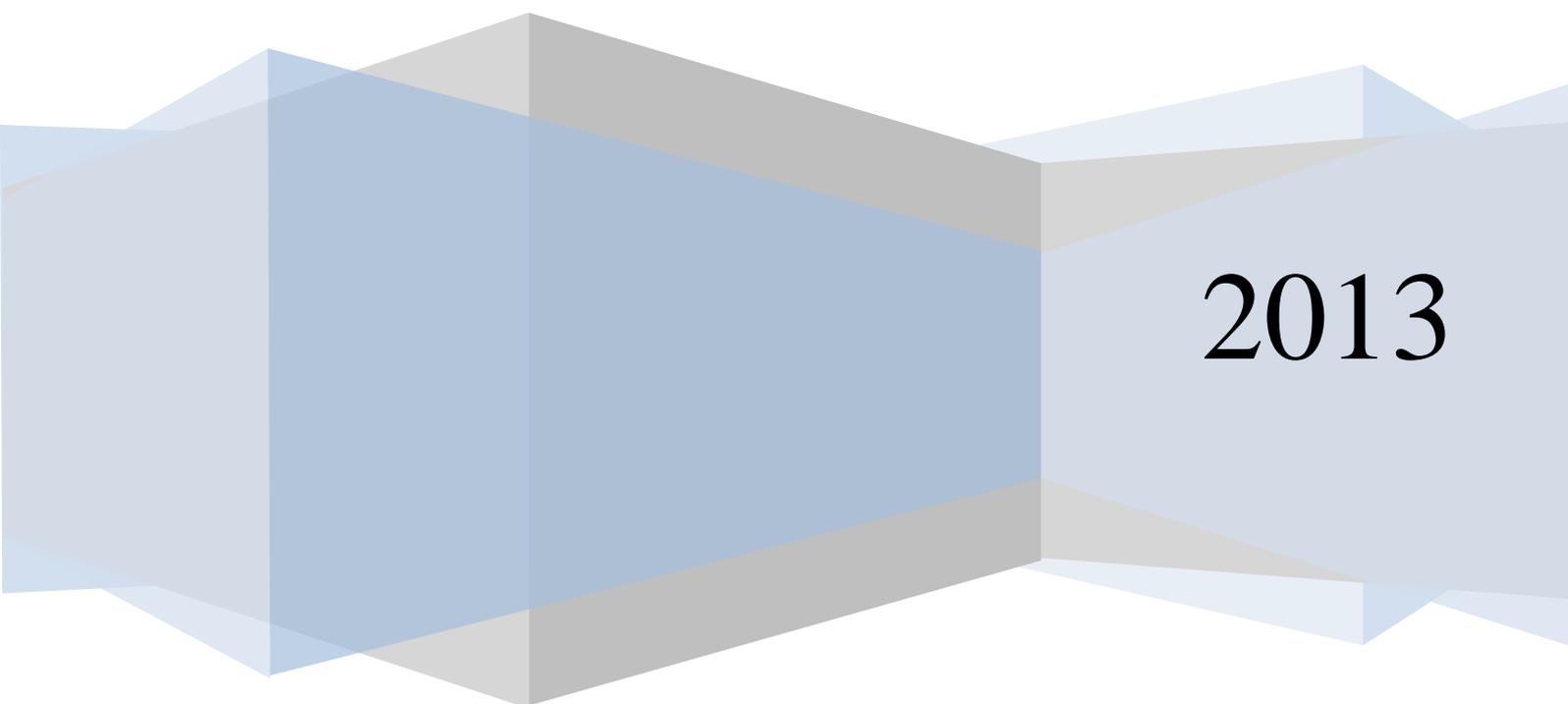


Roadrunner Waste Limited

Environmental Management System

Recycling Facility
Roadrunner Waste Limited
Dee Bank Industrial Estate
Bagillt
Flintshire
CH6 6HJ



2013

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Drawings (see Section 2 of the Environmental Management System)

RW/02 Site Location and Site Layout

SAMPLE

1.0 GENERAL CONSIDERATIONS

1.1 Site operator/ licence holder

1.1.1 Roadrunner Waste Limited operates a waste transfer/ recycling facility located on the Dee Bank Industrial Estate, Bagillt, CH6 6HJ. The site is intended to allow Roadrunner Waste Limited to increase the amount of waste recycled. It is intended that the site will accept waste from commercial, industrial and domestic customers.

1.1.2 This Environmental Management System has been produced for Roadrunner Waste Limited as a means of amalgamating the requirements of planning applications 044149, 048608 and Environmental Permit EAWML/37214, through "How to comply with your Environmental Permit (EPR1.00), version 5".

1.1.3 This document will be reviewed every 4 years as a minimum. Additionally a review will be carried out in the event of a change in site activities or an incident on site.

1.1.4 Developments in legislation has increased the effectiveness and scope of operations for waste transfer and recycling centres, generating greater recovery rates for recyclable waste. This facility is intended for the recycling of inert and non hazardous wastes and the reception and storage of wastes prior to recovery, recycling and disposal. The proposed recycling operations will reduce the need to use virgin materials.

1.1.5 The office address for Roadrunner Waste Limited is:

Cambrian View
Rhuallt
St Asaph
Denbighshire
LL17 0TD

1.1.6 4W Environmental Limited have been employed to act as consultant for Roadrunner Waste Limited, to assist in the preparation of this Environmental Management System. Contact details for 4W Environmental Limited are as follows: -

Contact: Martin Womack
Position: Environmental Consultant

Business address: 4W Environmental Limited
Unit 26 Red Hill House
Chester
CH4 8BU

Telephone: 07764 894499
Fax: 01244 661750
Email: Martin.Womack@4wenvironmental.co.uk

1.2 Site history and planning status

- 1.2.1 The site is located on land on the Dee Bank Industrial Estate, Bagillt, National Grid Reference SJ 21288 76062 as shown on Drawing No. *RW/02*.
- 1.2.2 The site has the benefit of a valid planning permission which covers the operations of the site. Planning permission 044149 was granted on 16th February 2009 for the regulation of existing planning permissions and new building for waste recycling facilities and skip hire and Planning permission 048608 was granted on 11th August 2011 for the change of use from concrete batching plant to an inert waste recycling facility. Erection of bays and partial demolition of an existing building.

1.3 Waste management operations

- 1.3.1 The area which is the subject of this working plan is outlined in green on Drawing No. *RW/02*. All references to 'the site' in this Environmental Management System shall mean this area and the infrastructure, plant and equipment associated within the site.
- 1.3.2 The EP permits the Treating, Sorting and Storage of waste prior to recovery or disposal.
- 1.3.3 Specified waste management operations will include waste disposal and waste recovery operations listed in Annex I and Annex II of the revised Waste Framework Directive. They are in summary:
- D15: Storage of waste pending disposal.
 - D14: Repackaging prior to submission to any of the operations numbered D 1 to D 13.
 - D9: Physico-chemical treatment not specified elsewhere in this Annex which results in final compounds or mixtures which are discarded by means of any of the operations numbered D 1 to D 12 (e.g. evaporation, drying, calcination, etc.)
 - R13: Storage of waste pending recovery
 - R5: Recycling/reclamation of other inorganic materials
 - R4: Recycling/reclamation of metals and metal compounds
 - R3: Recycling/reclamation of organic substances which are not used as solvents (including composting and other biological transformation processes)

1.4 Hours of operation

- 1.4.1 The operation of the waste transfer and recycling facility will be during the hours listed below and in line with planning permissions 044149 and 048608.

Waste Operations (Inert Recycling Area)

Monday to Friday	07.00 to 18.00
Saturday	07.00 to 18.00
Sunday	None
Public and Bank Holidays	None

Waste Operations (Transfer Station)

Monday to Friday	07.00 to 18.00
Saturday	07.00 to 18.00
Sunday	None
Public and Bank Holidays	None

Waste Processing (Transfer Station)

Monday to Friday	07.00 to 18.00
Saturday	08.00 to 18.00
Sunday	None
Public and Bank Holidays	None

- 1.4.2 Vehicle/ plant lights will be used for operations that are carried out after official lighting up times to ensure that operations can be carried out safely.
- 1.4.3 Any additional lighting will be agreed with the Local Planning Authority prior to implementation.
- 1.4.4 Any proposal to conduct site operations outside the hours listed in 1.4.1 will be subject to prior notice to the Environment Agency (EA) and Local Planning Authority.

1.5 Waste types and quantities

- 1.5.1 The waste types to be accepted at the site will be non- hazardous waste as listed in *Appendix 1*.
- 1.5.2 Excluded wastes - the following wastes will not be accepted
- Hazardous waste as defined under the Hazardous Waste (England and Wales) Regulations 2005. Liquid wastes, clinical wastes, sludge's and wastes consisting mainly or solely of loose fibres/ powders.
- 1.5.3 Waste delivered to the site will principally be from skip vehicles operated by Roadrunner Waste Limited.

1.5.4 Waste delivered to the site will be contained predominately within skip vehicles and 8 wheel tippers, waste may also be delivered in vehicles such as Curtain Sider, REL, FEL and Trade Waste vehicles. The maximum quantities to be tipped at the site in any one working day will be 1500 tonnes consisting of:

- 1100 tonne inert waste
- 50 tonne metal waste
- 350 tonne degradable household and commercial and industrial waste

A running total will be kept using weighbridge records to ensure compliance.

1.5.5 The maximum amount of waste to be stored on site at any time under EAWML/37214 will be 500 tonnes of Household waste, Solid Commercial & Industrial waste. With 1941 tonnes of untreated inert waste. A storage total will be calculated using weighbridge records or the HMRC conversion (*Appendix 2*) chart and waste return records to ensure compliance.

<u>Waste type</u>	<u>Max duration of storage</u>	<u>Max quantity stored</u>
Mixed waste	7 working days	500 tonnes
Inert waste	3 months	1941 tonnes
Putrescible waste	48 hours	<1 tonne

1.5.6 If the maximum storage capacity of the site is reached then no further waste will be accepted until waste can be removed from the site and taken to a suitably licenced site.

1.5.7 The maximum storage heights of waste will be less than 2.5 metres and 3.8 metres in the inert waste recycling area. 2.5 metres where the waste abuts a 2 panel high bay and 3.8 metres where the waste abuts a 3 panel high bay, in line with planning permission 048608.

1.6 Staffing and management

1.6.1 The site will be open for the receipt of waste or for other essential operations during the hours listed in Section 1.4.

1.6.2 The site will only open for the deposit of waste or for other essential operations. Positions in bold italic print below are the minimum staff requirements when the site is open for the reception of waste:

<u>Position</u>	<u>No.</u>	<u>Responsibilities</u>
<i>Site Operative</i>	<i>1</i>	<i>Overall site management (fully conversant with the requirements of the Environmental Management System)</i>

- 1.6.3 A training needs assessment as shown in *Appendix 3* will be carried out for all staff and reviewed annually.
- 1.6.4 Additional staff employed by Roadrunner Waste Limited will also be utilised on site during busy periods to carry out site maintenance works and plant maintenance.
- 1.6.5 Technical competence – Dewi Roberts has completed a WAMITAB (Waste Management Industry Training and Advisory Board) COTC (Certificate of Technical Competence) level TSB-4 (managing transfer operations - biodegradable waste). Dewi Roberts will be the technically competent management at the site. Additional technical competence may be achieved through the use of a third party holding the correct WAMITAB award upon approval by the Environment Agency.
- 1.6.6 Continuing competence will be demonstrated through the WAMITAB continuing competence scheme.
- 1.6.7 All staff will undergo training as determined by their role. A record of the training will be kept in their personnel files. As a minimum all staff will have induction training.

1.7 Health and Safety

- 1.7.1 All operations on site will be carried out in accordance with the relevant requirements of the Health and Safety at Work Act 1974.
- 1.7.2 Roadrunner Waste Limited implements health and safety requirements through various procedures held within the “Health & Safety File”.

2.0 SITE INFRASTRUCTURE

2.1 Access and parking

2.1.1 Access to the site is gained from the A548. The site entrance is shown on Drawing No. *RW/02*

2.1.2 Parking - adequate space is available on the site for the parking of all vehicles associated with the operational activities, see Drawing No. *RW/02*

2.2 Notice board and signs

2.2.1 A notice board will be positioned at the site entrance and will display the following information:

The site operator's name, address and telephone number including emergency contact details

- Statement that the site is permitted by the Environment Agency
- The hours of operation of the site
- The Environmental Permit reference number
- Emergency telephone numbers for EA (0800 807060)
Environment Agency national telephone number (08708 506506)

Additional signs will be displayed to state the following:

"No unauthorised access- all persons entering the site must report to the site foreman."

"No Smoking" (situated in the waste Transfer Station Building).

2.3 Site security

Gates - Gates are erected at the entrance as shown on Drawing No. *RW/02*
The gates are 2 metres high steel mesh and will be padlocked at all times when the site is unmanned.

2.3.2 Fencing – The site is bounded to the specification shown in Drawing No. *RW/02*, comprising of steel mesh fencing to the height of 2 metres, exterior walls topped with 3-strand barbed wire and close boarded fencing topped with 3-strand barbed wire. Concrete panels provide the fencing to the height

2.4 Site office

2.4.1 The site office is located as shown in Drawing No. *RW/02*.

2.4.2 The site records detailed throughout this Environmental Management System will be maintained in the site office and will be made available for inspection by the Environment Agency on request. Records will be kept for a minimum of 6 years unless stated otherwise. The list below details the relevant site documents.

- Environmental Permit (life of the site)
- Environmental Management System (life of the site)
- Site Diary
- EA inspection reports
- In-house inspection sheets
- Duty of Care Transfer Notes (retain for 2 years)
- Hazardous Waste Transfer Notes (retain for 3 years, non conforming waste only)
- Waste delivery tickets
- Weighbridge tickets (where applicable)
- Visitor Book
- Accident book
- Site Condition Report (life of the site)

2.5 Weighbridge

2.5.1 The site has the benefit of a weighbridge which will be used to weigh vehicles. In the event of breakdown or failure estimated weights will be carried out using HMRC conversion factors (*Appendix 2*).

2.6 Fuel storage/ chemical storage

2.6.1 Any fuels/ chemicals stored on site will be in mobile storage containers or steel drums. These containers will be double skinned, stored within bunded areas or on drip trays. The location may vary with operational need.

2.7 Drainage

2.7.1 The surface water drainage system has been designed to deal with areas where potentially contaminated run-off may occur and areas where the risk of contamination is low.

2.7.2 All waste handling and waste storage area surfaces drain into an interceptor before discharging to foul sewer. The non- hazardous waste handling, storage and treatment areas are covered to prevent the generation of contaminated waters.

2.7.3 All surface water from uncontaminated clean yard areas will drain into the foul sewer.

2.7.4 Foul drainage is provided by foul sewer.

2.7.5 Roof water from the main transfer station building along the A548 drains to a holding tank for use in the dust suppression system. Excess water overtops and runs into the existing foul sewer network.

2.8 Waste Transfer & Storage

2.8.1 All waste operations will take place within the areas shown on Drawing No. *RW/02*

2.8.2 The floors are surfaced with mesh reinforced concrete. The floors have falls which drain to surface water drains which in turn lead to an interceptor prior to discharging in to foul sewer.

2.8.3 Area for the deposit of unauthorised wastes - a clearly signed enclosed container/ area is to be allocated for the quarantining of unauthorised waste, which cannot be removed from the site immediately. The location of this container may be varied as operating conditions permit.

2.9 Vehicles, plant and equipment

2.9.1 The site will utilise the following plant

- Wheeled loader/ loading shovel – Komatsu WA270 & JCB 410 or similar
- Mechanical road sweeper
- Crusher – Rubble Master RM80/ Norburg Lokotrak C63G
- Screen – Finlay 595 Hydratrak
- Trommel - Doppstadt
- 360 degree excavator
- 360 degree grab

2.9.2 A road sweeper is kept on site if required for dust suppression/ cleaning of running areas.

2.9.3 A fixed water spray system is attached to the exterior of the main waste transfer station building running alongside the A548

2.9.4 Additional plant will be hired to cover any busy periods.

2.9.5 A plant maintenance planner is kept in the office along with records of maintenance and plant inspections.

3.0 SITE OPERATIONS

3.1 Preliminary procedures

- 3.1.1 Guidance will be given by the site management to all employees, sub-contractors, other waste carriers and customers regarding waste types that are acceptable at the site. The waste arriving on site will predominantly be brought in by vehicles operated by Roadrunner Waste Limited or delivered by other hauliers who hold current waste carriers registration certificates. Details will be taken for all new haulage operators bringing waste to the site and the details will be periodically checked with the EA to ensure registration.
- 3.1.2 As the waste accepted waste will principally be from Roadrunner Waste Limited's own vehicles then staff will check the load prior to uplift to ensure that the contents are in line with the waste ticket and in line with those permitted by Environmental Permit EAWML/ 37214 and *Appendix 1* of this Environmental Management System.
- 3.1.3 Any non conformances will be recorded and follow the procedure for waste rejection in 3.2.3 and a waste rejection form completed (*Appendix 4*) and sent to the EA.

3.2 Checking in and inspection of loads

- 3.2.1 All incoming vehicles are required to report to the weighbridge. The details of the load will be recorded and the duty of care note/ company documentation will be checked by the operator, to ensure that the load is acceptable. Any deviation from the procedures or problems with any load will be reported to the manager.
- 3.2.2 If the waste does not meet the description stated on the controlled waste transfer note the customer will be advised to check the note and give a more detailed description of the waste. If the more detailed description of the waste reveals that the waste is not permitted at the transfer site then the customer will be advised to contact the EA to find an alternative site.
- 3.2.3 The nature of commercial waste makes full inspection difficult until the load is deposited. If unauthorised waste is discovered after deposit two courses of action are available:
- (i) Return the waste to the producer and advise the EA of the deposit; **or**,
 - (ii) Where the producer of the load cannot be contacted or where the removal off site of the waste may cause further problems then the waste will be deposited in the quarantine area provided for unauthorised wastes. The EA will then be contacted to agree a course of action.

3.3 Waste Recycling

- 3.3.1 The purpose of this transfer station is to allow waste streams to be sorted into wastes that can be recycled i.e. plastics, wood, inerts and metals, which are removed from the residual waste that will go for end disposal. This will reduce the need for landfill and for the use of virgin materials. This will occur through the following processes;
- 3.3.2 Once a load has been accepted for deposit (in accordance with 3.2.1) and is found to comply with the conditions of the environmental permit the following procedure will apply:
- (i) The driver will be directed where to deposit the load to help increase the recycling efficiency as shown in Drawing No. *RW/02*
 - (ii) Commercial waste will be sorted by hand or mechanical plant in to reusable waste such as plastics, paper, cardboard, metal etc. These segregated wastes will either be stored; in bays within the waste Transfer Station Building, in skips or in designated outdoor stockpiles.
 - (iii) The fraction of waste that cannot be recycled will be stored within the waste Transfer Station Building to be removed to a suitably licenced waste management site.
- 3.3.3 If the maximum storage capacity of the site is reached then no further waste will be tipped until waste can be removed from the site and taken to a suitably licenced or exempt waste management operation.
- 3.3.4 Unsorted general waste will be stored within the waste transfer building for a maximum of seven days. Unsorted inert waste will be stored for a maximum of 3 months and putrescible waste for a period of 48 hours.
- 3.3.5 Roadrunner Waste Limited operates under the WRAP aggregates protocol where inert waste is processed (crushing and screening) under the WRAP management protocol to produce recycled aggregates such as 6F2. Other categories produced include sub base, top soil and soil.

3.4 Waste collection

- 3.4.1 When a collection vehicle arrives at the site the driver will be instructed to report to the site office. All relevant documentation will be completed and the vehicle will be passed to load the waste.
- 3.4.2 All waste disposal outlets will be checked for suitability against Duty of Care requirements.

4.0 ENVIRONMENTAL CONTROL, MONITORING AND REPORTING

4.1 Breakdowns and spillages

- 4.1.1 In the event of breakdown of the loading plant an alternative loading shovel will be brought on site until it is repaired unless the repair can be carried out quickly without causing the operations of the site to breach any conditions.
- 4.1.2 Any spillage will be cleared immediately by depositing sand or absorbents on the affected area. The area will be cordoned off to contain the spillage. The sand or absorbents will then be placed in a skip prior to being taken to a suitably licenced site for disposal (See Accident Management Plans *Appendix 5*).
- 4.1.3 Any breakdown of plant that could lead to a breach of conditions and any spillage will be reported to the EA as soon as is practically possible.

4.2 Site inspections and maintenance

- 4.2.1 The inspection schedule for maintenance/ housekeeping is listed in *Appendix 6*. The inspection will be completed by the site manager or a person who is familiar with the requirements of the Environmental Management System and Environmental Permit EAWML/37214. All details of defects, problems and repairs carried out will be recorded in the site diary on the day that each event occurs.
- 4.2.2 All repairs to site security fencing will be made within 5 working days of the discovery of the damage and the site will be made secure until the repair has been carried out.
- 4.2.3 Any major defects found during the daily site inspection which are likely to lead to a breach of conditions will be repaired by the end of the working day in which they are found where possible. If a repair is not possible by the end of the working day the EA will be contacted to agree a suitable time-scale for repair.

4.3 Control of mud and debris

- 4.3.1 Mud on roads – The surfacing of the entire operational area of the site is concrete. The strict use of dust control measures listed in Section 4.4.1 significantly reduces the risk of mud deposition on the approach roads.
- 4.3.2 Road vehicles will not track through areas where waste is stored. However, the deposit of material on the public highway will be treated as an emergency and will be cleaned with a mechanical vacuum sweeper, or similar, immediately.

4.4 Control and monitoring of dust

- 4.4.1 All site operations will be carried out to minimise the creation of dust. It is not envisaged that dust will become an issue due to the management procedures in place through the particulate matter management plan (*Appendix 7*). If fugitive dust emissions are observed then the process giving rise to the operation will be suspended and an investigation carried out to ascertain the reason.
- 4.4.2 Sheeting of vehicles - vehicles will be securely sheeted before entering and leaving the site. Loads with the potential to be dusty in transit will be sprayed with water, if necessary, before leaving the site to reduce dust emissions.
- 4.4.3 A Dust suppression system has been installed on the exterior of the main waste transfer station building facing in to the site. The sprays are effective at reducing any dust emissions created during the processing of non- hazardous household and commercial/ industrial wastes as well as dampening down internal roads.

4.5 Odour control

- 4.5.1 All incoming waste will be subject to the acceptance procedures as detailed in section 3.2.1. If any waste exhibiting offensive odours is deposited on site it will be deposited in the quarantine area for rejected waste or removed from the site immediately to a suitable disposal site.
- 4.5.2 It is not perceived for odours to be a problem. Odours can be mitigated using good operational techniques. Should odour become an issue then the following action will be taken:
- Investigate the source of the odour
 - Investigate operations management
 - Investigate other potential sources exterior to the site
 - Investigate complaint
- 4.5.3 If odours are detected within the site then action will be taken to improve site operations. If this is not sufficient then alternative control methods will be employed such as odour masking sprays.

4.6 Litter control

- 4.6.1 The site surface will be inspected daily when the site is in operation and debris will be swept as required and placed in a skip.
- 4.6.2 Any litter which does escape and is arrested by the site fence will be removed within 48 hours after it is discovered.

4.7 Control of pests, birds and other scavengers

- 4.7.1 Vermin/ insect/ bird control - It is unlikely that vermin will present a problem because of the waste types handled at the site but a recognised pest control contractor will be brought in if any problems are encountered.
- 4.7.2 The site will be inspected as part of the weekly site inspection and the presence of vermin noted in the site dairy with a description of the action taken and its effectiveness.

4.8 Control of Fire

- 4.8.1 Naked flames and smoking are not allowed on site, other than designated areas, which include an area outside the site office and changing facilities for the operatives.
- 4.8.2 No waste material shall be burned within the boundaries of the site.
- 4.8.3 There will be sufficient fire hydrants and extinguishers on site.
- 4.8.4 Any fire at the site will be regarded as an emergency and immediate action shall be taken to extinguish it with the appropriate fire extinguisher, provided that the person feels competent to tackle the fire.
- 4.8.5 In the event that the fire cannot be tackled with the equipment provided the Fire Brigade should be called and the fire hydrants shall be utilised.
- 4.8.6 All outbreaks of fire shall be notified forthwith to the Environment Agency.

4.9 Control and monitoring of noise and vibration

- 4.9.1 It is not anticipated that site operations will cause a noise and vibration nuisance because of the scale and location of the operation. Activities likely to give rise to noise will be those operations associated with crushing, screening, operation of a Trommel and activities associated with any picking line.
- 4.9.2 The plant to be used on site does have the capacity to create noise at significant levels. The main emitters of noise will be the screen (approx. 81db at 10 metres) and crusher (approx. 78db at 10 metres) and to a lesser extent the loading shovels and 360 degree excavators.
- 4.9.3 Plant specifications including the crusher and screener can be found in *Appendix 8*.
- 4.9.4 The nearest receptors for noise will be the industrial units along the north western boundary of Dee Bank Industrial Estate (approx. 35 metres from the proposed crusher and screen location) and the industrial units to the south (approx. 48 metres from the proposed crusher and screen location).

- 4.9.5 The design of the site itself will mitigate noise to these receptors mainly through the push walls for the bays and building. The push walls will be constructed from reinforced concrete whilst the buildings are constructed from block material with metal sheeting cladding. Outside storage of product and specified wastes will also act as a means of absorbing noise and protecting the receptors.
- 4.9.6 It is not anticipated that any item of machinery will have a spectator count level greater than 110 dB(A). Noise levels at neighbouring noise sensitive receptors will be kept to 55 dB LAeq (1 hour) free field measurement, Mondays to Saturdays.

4.10 Local Receptors

- 4.10.1 Details and maps about the local receptors can be found in the Site Condition Report found in *Appendix 9*.
- 4.10.2 Environmental Risk Assessments and Accident Management Plan can be found in *Appendix 5*

4.11 Environment Agency reporting mechanism

- 4.11.1 Any incidents involving the following will be reported to the EA as soon as is practicably possible either through a direct line or using the national 24 hour line where out of normal office hours;
- Accidents.
 - Incidents (including near misses).
 - Plant breakdowns and malfunction that could have an adverse affect on the environment or human health and could lead to a breach of conditions.
 - Waste rejection.
 - Any significant environmental effects including damage to any sensitive receptors and significant impacts on properties.

4.12 Site Condition Report

- 4.12.1 A Site Condition Report has been produced for the site (*Appendix 9*). This report describes the condition of the site including any substances in, on or under the site that may constitute a pollution risk.
- 4.12.2 This report will be updated during the life of the site. In the event of any pollution incident records of the incident will be kept with the report.
- 4.12.3 The Site Condition Report will be used during permit surrender to assess the pollution attributable to site operations.

5.0 SITE RECORDS

5.1.1 Documented procedures and records for the identification, collection, storage and disposal of waste have been established.

5.1.2 The following details will be recorded using a Waste Transfer Note for every load deposited at the site:

- (i) The date and time of delivery.
- (ii) The name and address of the waste producer.
- (iii) The type and quantity of waste (in tonnes or cubic metres).
- (iv) The carriers name or driver name.
- (v) Vehicle registration number.

5.1.3 The details will be entered into a computer system to assist with the production of auditable records of waste inputs.

5.1.4 The following details will be recorded for all deposits of unauthorised waste at the site and will be forwarded to the EA:

- (i) Date and time of deposit.
- (ii) A description of the waste.
- (iii) The quantity of waste (in tonnes or cubic metres).
- (iv) Name, address and telephone number of waste producer.
- (v) The carrier's name, registration number and vehicle registration.
- (vi) Reason for the rejection of waste and action taken.

The details will be recorded on a Rejected Waste Form *Appendix 4*

5.1.5 The following details will be recorded for every load of waste leaving the site:

- (i) The date and time of removal.
- (ii) The type and quantity of waste (in tonnes or cubic metres).
- (iii) The destination site.
- (iv) The name and registration number of the carrier removing the waste (if applicable).

5.1.6 The details will be recorded on a waste transfer note and may be entered into a computer system to assist with the production of auditable records of waste outputs.

5.1.7 Site diary - The outcome of all inspections of hard-standing areas, push walls, drainage channels etc. will be recorded in the site diary (including action taken or proposed).

5.1.8 Visitors to the site will sign the visitor's book upon arrival and exit stating the purpose of their visit and whom they represent.