

Sheerness Recycling Limited

Waste Management and Recycling Facilities

Compliance with the WRAP Quality Protocol - Aggregates from Inert Waste

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1.0 INTRODUCTION

1.1 Terms of Reference

SLR Consulting Limited (SLR) was instructed by Sheerness Recycling Limited (SRL) to review their recycling operations in the context of the manufacture of recycled aggregates in accordance with the WRAP Quality Protocol for the production of aggregates from inert waste¹.

1.2 Background

As of mid-2015 SRL operates recycling facilities in Tonbridge, Milton Regis and Swanscombe. The parent Company, Borough Green Sandpits (BGSP), also operates recycling facilities in Borough Green. Milton Regis and Swanscombe operate under more recent Operating Techniques than the Tonbridge site and SLR has been tasked with aligning the management systems across all three SRL sites.

To facilitate the above SLR has undertaken three main pieces of work as follows:

1. Production of a new Operating Techniques/Working Plan for the Tonbridge site² to bring it in line with Milton Regis and Swanscombe (mostly changes in relation to waste acceptance);
2. Production of a standalone Environmental Management System for all three sites;
3. Update of SRL's (actually produced by the parent company, BGSP) WRAP "end of waste" compliance documentation – essentially how the site demonstrates compliance with the WRAP Quality Protocol for the production of aggregate from inert waste.

This document relates to Item 3 above. SRL/BGSP has an existing WRAP compliance document, including a factory production control process, dating from January 2013 (Appendix A), however a revised version of the WRAP Quality Protocol has subsequently been published and which supersedes "Quality Protocol for the production of aggregates from inert waste" revised addition (ISBN 1-84405-217-6).

SLR considers that SRL's existing documentation is generally fit for purpose with respect to the newer guidance. The purpose of this document is therefore to demonstrate how the existing document complies with the requirements of WRAP and provide supplementary information where required.

In addition to the above one of the aspects of the newer WRAP guidance which is pertinent in relation to the manufacture of aggregate from inert waste is the issue of "soily" waste. This document sets out what is meant by soily waste and restrictions on its acceptance and use in relation to the production of recycled aggregates.

1.3 Report Format

Section 2 comprises a brief description of the purposes of the WRAP Quality Protocol and the main stages and control mechanisms. Section 3 sets out how SRL provides evidence of

¹ WRAP Quality Protocol – Aggregates from Inert Waste. Environment Agency/WRAP

² Tonbridge Waste Management and Recycling Facility – Working Plan/Operating Techniques, November 2015

compliance with the Quality Protocol with reference to the main steps involved and SRL's existing documentation, as included as Appendix A.

2.0 WRAP QUALITY PROTOCOL

2.1 Purposes

The Quality Protocol states that its purpose is as follows:

1. To clarify the point at which waste management controls are no longer required;
2. To provide users with confidence that the aggregate they purchase conforms to an approved industry specification defined in accordance with an appropriate European aggregate standard;
3. To provide users with confidence that the aggregate is suitable for a use within a *designated market sector(s)* including by conforming with the industry standard; and
4. To protect human health and the environment (including soil).

From the above, and from a practical point of view with respect to SRL's operations, compliance with the Quality Protocol means that SRL can:

1. Demonstrate to clients that the recycled products manufactured at Tonbridge, Milton Regis and Swanscombe are of high quality and that they comply with British Standards (where applicable); and
2. Justifiably claim that the materials sold to market have ceased to be a waste.

2.2 End of Waste

The majority of feedstock at all three sites comprises of inert construction and demolition waste. This includes wastes such as concrete, brick, ceramics, soil and stones. It is important therefore that SRL are able to demonstrate, via compliance with the Quality Protocol, that the output materials have ceased to be a waste prior to their use on another site.

Under the Quality Protocol recycled aggregates can be claimed to have reached end of waste status if:

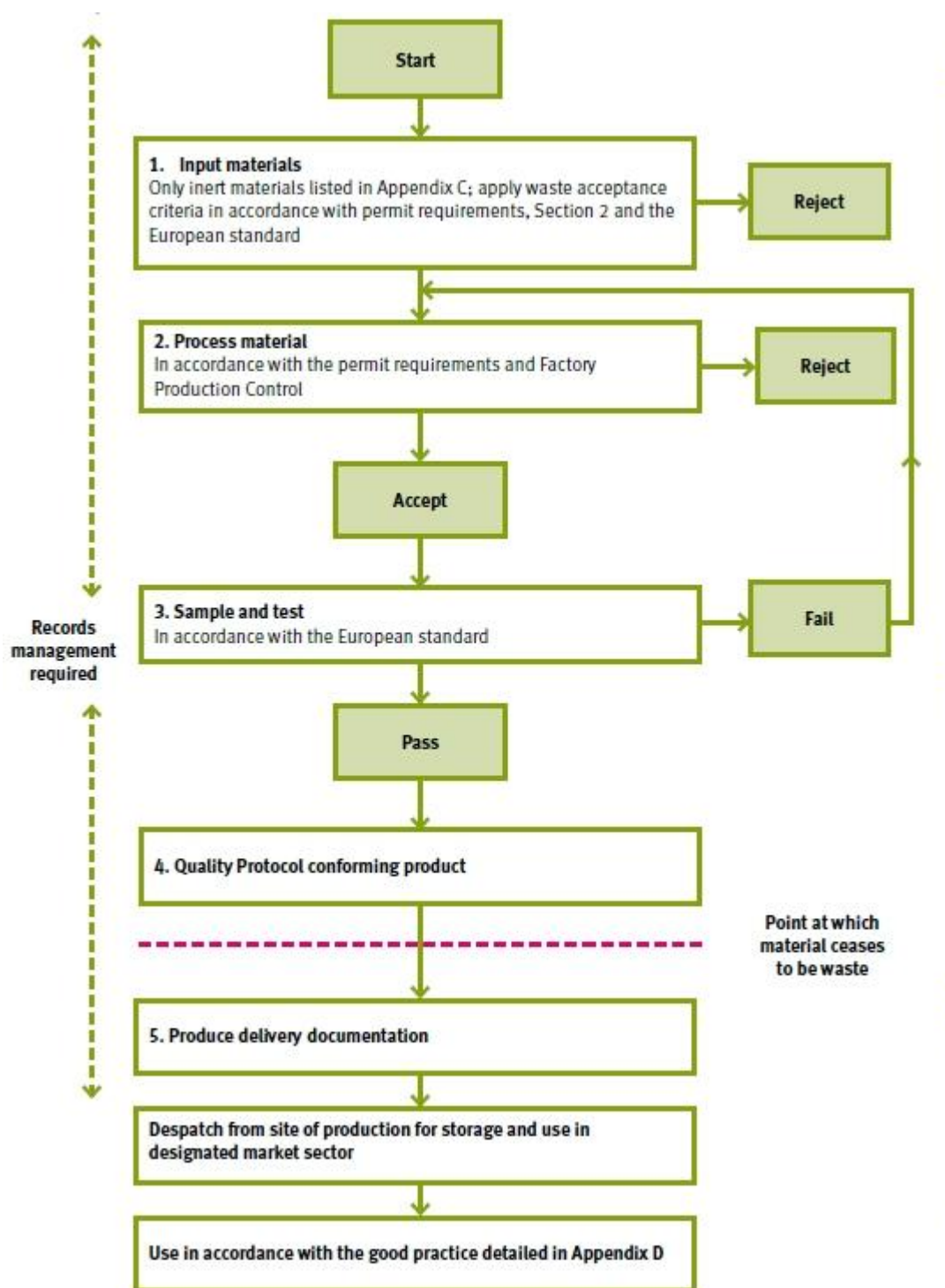
1. it conforms to the requirements of the European standard appropriate to the use it is destined for;
2. the aggregate is produced under *Factory Production Control* as required by the European standard;
3. within Factory Production Control, inputs are limited and controlled as set out in Section 2 of the Quality Protocol – which essentially restricts waste inputs to inert waste and describes acceptable waste types;
4. it requires no further processing, including size reduction, for the use it is destined for – i.e. the material requires no further treatment to be considered “suitable for use”;
5. it is destined for a use within the designated market sectors set out in Section 4 of the Quality Protocol – which includes unbound (sub-base, capping, general fill, pipe bedding and drainage material) and bound (HBM, concrete, asphalt) materials; and
6. it conforms with CE conformity marking requirements contained in the Construction Products Regulations, applying to all aggregates Standards from July 2013.

The purpose of the remainder of this document is to set out the main stages and control mechanisms of the Quality Protocol and how SRL demonstrates compliance.

2.3 Control Mechanisms of the Quality Protocol

The main stages and control measures are provided in the Quality Protocol as the following flow chart. Each of the stages shown below is discussed in Section 3 in terms of how SRL demonstrate compliance.

Figure 1 – Quality Protocol Main Stages and Control Measures



3.0 SRL QUALITY PROTOCOL COMPLIANCE

3.1 Introduction

The following sections summarise how SRL demonstrates compliance with the main Quality Protocol stages/control mechanisms discussed in the previous chapter. Additionally Section 3.2 discussing input materials clarifies SRL's current position with respect to both soily waste and bitumen products – both areas in which the Environment Agency has requested some clarity.

3.2 Input Materials

Appendix C of the Quality Protocol sets out:

1. Permissible waste types;
2. Waste acceptance criteria.

To comply with Quality Protocol requirements in relation to waste types, SRL accept only the wastes listed in Table 1 below.

Table 1 - Waste Codes for Acceptance

Waste Code	Description
17	CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)
17 01	concrete, bricks, tiles and ceramics
17 01 01	concrete
17 01 02	bricks
17 01 03	tiles and ceramics
17 01 07	mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
17 02	wood, glass and plastic
17 02 02	glass
17 03	bituminous mixtures, coal tar and tarred products
17 03 02	bituminous mixtures other than those mentioned in 17 03 01
17 05	soil (including excavated soil from contaminated sites), stones and dredging spoil
17 05 04	soil and stones other than those mentioned in 17 05 03
17 05 08	track ballast other than those mentioned in 17 05 07
17 09	Other construction and demolition wastes
17 09 04	Mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03.
19	WASTES FROM WASTE MANAGEMENT FACILITIES, OFF SITE WASTE WATER TREATMENT PLANTS AND THE PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION AND WATER FOR INDUSTRIAL USE
19 12	Wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified
19 12 05	Glass
19 12 09	Minerals (for example sand, stones)
19 13	Wastes from soil and groundwater remediation
19 13 02	Solid wastes from soil remediation other than those mentioned in 19 13 01
20	MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS
20 01	Separately collected fractions (except 15 01)
20 01 02	Glass
20 02	garden and park wastes (including cemetery waste)

Waste Code	Description
20 02 02	soil and stones

Compliance with the Quality Protocol requires that all input materials comprise of only inert waste. To ensure that this is the case SRL adopts the following procedures.

3.2.1 Pre-Acceptance Procedures and Prevention of Acceptance of Contamination

The following sections described waste pre-acceptance procedures which are designed to ensure that contaminated material is not accepted at the sites and that only inert materials are used to manufacture recycled aggregates.

Definition of Key Waste Types

It is accepted that the material with the highest potential for variation and contamination will be those wastes containing higher elements of soil. For this reason the first step in avoiding the import of potentially contaminated wastes is to clarify the definition of key waste streams.

For the avoidance of doubt waste streams likely to contain an element of soil will be restricted to the following:

17 05 04 – limited to soil and stones from non-contaminated sites;

17 05 08 – no soil or stones from contaminated sites;

17 09 04 – generally derived from utilities trenchings, comprising of granular material and containing wastes that would otherwise be described as 17 01 01, 17 03 02 and 17 05 04;

19 12 09 – excluding contaminated concrete, bricks, tiles, sand, stone or gypsum from recovered plasterboard;

20 02 02 – excluding contaminated stones from garden and parks waste.

From the above the key consideration is that none of the waste types featuring soil or fine material originate from contaminated sites.

Preventing Contamination

Having established that soily waste represents the most risk associated with the presence of contamination, and following the above section designed to reduce that risk, the following sets out additional pre-acceptance procedures.

The decision to accept waste will be taken before any load has reached the site. Prior to delivery waste producers will be asked to supply the necessary information to allow a decision to be made whether the waste can be accepted at the site. As a minimum this will involve completion of a Waste Acceptance Form (WAF).

Pre-acceptance approval will aim to:

- reduce the incidence of unauthorised waste arriving at the site;
- establish that the material has not originated from a contaminated site; and
- minimise delays in processing paperwork at the site control office.

The waste producers will be required to provide information including the following prior to a decision on whether to accept waste:-

- address of the source of the waste;
- description of the waste;
- European Waste Code of the waste;
- site details;
- current site use;
- previous site use;
- estimated volume;
- whether the waste has been treated.

Where pre-acceptance cannot confirm that the material has arisen from a non-contaminated site, further characterisation will be required as set out in the next section. If the waste is deemed acceptable it will become an 'approved source'. A list of 'approved sources' will be maintained on site and will be available for inspection at any time.

If waste arrives at the site before a decision has been taken that it can be accepted the material will not be unloaded until such a time as the above information can be presented.

3.2.2 Waste Acceptance Testing

Where the pre-acceptance procedures fail to determine that the waste does not originate from a contaminated site additional waste acceptance laboratory analysis will be requested from the holder of the waste or will be undertaken by Sheerness Recycling. Where there is a suspicion that the material does not comprise inert waste it will be required to meet the Inert WAC Limits set out in Table 2 below. Organic parameters are displayed in Table 3. A minimum of 3 no. samples will be submitted prior to acceptance of the waste. Following this initial characterisation testing, re-testing will be carried out every 3 months or if it is suspected that the nature and chemical characteristics of the waste has changed.

Table 2 - Waste Acceptance Criteria – Waste for Recovery and Disposal

COMPONENT	SYMBOL	L/S = 10 l/kg (mg/kg dry substance)
Arsenic	As	0.5
Barium	Ba	20
Cadmium	Cd	0.04
Total Chromium	Cr _{total}	0.5
Copper	Cu	2
Mercury	Hg	0.01
Molybdenum	Mo	0.5
Nickel	Ni	0.4
Lead	Pb	0.5
Antimony	Sb	0.06
Selenium	Se	0.1
Zinc	Zn	4
Chloride	Cl ⁻	800
Fluoride	F ⁻	10
Sulphate	SO ₄ ²⁻	1,000 ^(d)
Phenol index	PI	1
Dissolved Organic Carbon ^(a)	DOC	500
Total Dissolved Solids ^(b)	TDS	4,000
TBT ^(c)		0
TPT ^(c)		0

- (a) If the waste does not meet this value for Dissolved Organic Carbon (DOC) at its own pH value, it may alternatively be tested at L/S = 10 l/kg and a pH between 7.5 and 8.0. The waste may be considered as complying with the acceptance criteria for DOC, if the result of this determination does not exceed 500 mg/kg.
- (b) The value for Total Dissolved Solids can be used alternatively to the values for Sulphate and Chloride.
- (c) testing to be undertaken on specific waste sources when there is a risk of such contamination due to areas or processes where the specific waste source arises.
- (d) This limit value for sulphate may be increased to 6,000 mg/kg, provided that the value of C₀ (the first eluate of a percolation test at L/S = 0.1 l/kg) does not exceed 1,500 mg/l. It will be necessary to use a percolation test to determine the limit value at L/S = 0.1 l/kg under initial equilibrium conditions.

Table 3 - Limit Values for Total Content of Organic Parameters

Parameter	Value (mg/kg) Material for Disposal (Landfill Deposit)
Total Organic Carbon (TOC)	3%
BTEX compounds (benzene, toluene, ethyl benzene & xylenes)	6
Polychlorinated biphenyls (PCBs) (7 congeners)	1
Mineral oil (C10 to C40)	500
PAH	100
pH	-

In addition to the above the material must be free from visible asbestos.

3.2.3 Soily Waste

Although the Quality Protocol states that generally clays and soils are not considered to be aggregates for the purposes of the Quality Protocol it also states that all the wastes listed in Table 4 below (recreated from Appendix C of the Quality Protocol) can be considered inert wastes for the purpose of recycled manufacture. The WRAP Protocol also states however that, although soil itself will not be considered aggregate, the imported materials can contain soil (referred to in the WRAP Protocol as soils, peat, clays and silts) but that these must be removed during the processing of the waste.

Given the above all of the wastes below, including those containing an element of soils, can be considered inert waste for the purposes of operations at Tonbridge, Milton Regis and Swanscombe, subject to:

1. Specific restrictions for individual wastes as given in the table below; and
2. The provisions set out in Section 3.2.2 above in relation to the prevention of the acceptance of soils from contaminated sites.

Table 4 - WRAP Protocol Acceptable Inert Wastes

Construction and demolition waste – concrete, bricks, tiles and ceramics

Types and restrictions	Waste code
Concrete	17 01 01
Must not include concrete slurry.	
Bricks	17 01 02
Tiles and ceramics	17 01 03
Mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06	17 01 07

Construction and demolition waste – wood, glass and plastic

Types and restrictions	Waste code
Glass Must not include fibreglass or glass fibre	17 02 02

Construction and demolition waste – bituminous mixtures, coal tar and tarred products

Types and restrictions	Waste code
Bituminous mixtures other than those mentioned in 17 03 01 Allowed only if: Bituminous mixtures from the repair and refurbishment of the asphalt layers of roads and other paved areas (excluding bituminous mixtures containing coal tar and classified as waste code 17 03 01) Must not include coal tar or tarred products. Must not include freshly mixed bituminous mixtures.	17 03 02

Construction and demolition waste – soil (including excavated soil from contaminated sites) and stones

Types and restrictions	Waste code
Soil and stones other than those mentioned in 17 05 03 Must not contain any contaminated soil or stone from contaminated sites	17 05 04
Track ballast other than those mentioned in 17 05 07 Allowed only if: Does not contain soil and stones from contaminated sites	17 05 08

Construction and demolition waste – other construction and demolition wastes

Type and restrictions	Waste code
Mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03 Allowed only if: The waste is generated from utilities trenchings. The waste consists of sub base aggregates i.e. granular material. The waste consists only materials that would be described by entries 17 01 01, 17 03 02 and 17 05 04 in this appendix if the waste was not mixed.	17 09 04

Wastes from the mechanical treatment of waste not otherwise specified (for example sorting, crushing, compacting and pelletising)

Type and restrictions	Waste code
Glass Does not include glass from cathode ray tubes	19 12 05
Minerals (for example sand, stones) Must not contain contaminated concrete, bricks, tiles, sand, stone or gypsum recovered plasterboard.	19 12 09

Municipal wastes (household waste and similar commercial, industrial and institutional wastes) including separately collected fractions

Type and restrictions	Waste code
Glass	20 01 02

Type and restrictions	Waste code
Must not include fibreglass	
Garden and park wastes (including cemetery waste) – soil and stones	20 02 02
Must not contain contaminated stones from garden and parks waste	

3.2.4 Other Documentation

Additional waste acceptance procedures are contained in the following documentation:

1. The Working Plan/Operating Techniques for Tonbridge, Milton Regis and Swanscombe;
2. In Section 4, Standard Operating Procedure 1 of SRL's Environmental Management System;
3. In Section 3 of SRL's existing Quality Management document (Appendix A).

3.3 Material Processing

To meet the requirements of the Quality Protocol SRL must meet applicable British Standards for various recycled products.

To achieve the above SRL operate a Factory Production Control (FPC) process. The FPC is described in Section 4 of SRL's WRAP Protocol document "Quality Management for the Production of Aggregates and Recycled Materials from Waste and Disposal of Waste". This is included as Appendix A.

The relevant standards and specifications for each class of product are shown in Figure 2 below.

Figure 2 – Relevant Standards for Recycled Products

Product and Use	Standard	Specification	Quality controls
1 Unbound recycled aggregate: Pipe bedding Drainage	BS EN 13242: Aggregates for unbound and hydraulically bound materials for use in civil engineering work and road construction	Highways Agency Specification for Highway Works (SHW): Series 500 Highway Authorities and Utilities Committee (HAUC): Specification for the reinstatement of openings in highways (SROH)	BS EN 13242: Level 4 Attestation Evaluation of Conformity to BS EN 16236* SHW: Quality Control procedures in accordance with the Quality Protocol for the production of aggregates from inert waste SROH: Compliance with SHW
2 Unbound recycled aggregate: Granular fill General fill Capping	BS EN 13242: Aggregates for unbound and hydraulically bound materials for use in civil engineering work and road construction	Highways Agency Specification for Highway Works: Series 600 HAUC: Specification for the reinstatement of openings in highways BS EN 13285: Unbound mixtures: Specifications	BS EN 13242: Level 4 Attestation Evaluation of Conformity to BS EN 16236* SHW: Quality Control procedures in accordance with the Quality Protocol for the production of aggregates from inert waste SROH: Compliance with SHW

3 Unbound recycled aggregate: sub base	BS EN 13242: Aggregates for unbound and hydraulically bound materials for use in civil engineering work and road construction	Highways Agency Specification for Highway Works: Series 800 HAUC: Specification for the reinstatement of openings in highways BS EN 13285: Unbound mixtures: Specifications	BS EN 13242: Level 4 Attestation Evaluation of Conformity to BS EN 16236* SHW: Quality Control procedures in accordance with the Quality Protocol for the production of aggregates from inert waste SROH: Compliance with SHW
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4 Recycled aggregate for concrete	BS EN 12620: Aggregates for concrete	Highways Agency Specification for Highway Works: Series 1000 BS 8500-2: Concrete	BS EN 12620: Level 4 Attestation Evaluation of Conformity to BS EN 16236* SHW: Quality Control procedures in accordance with the Quality Protocol for the production of aggregates from inert waste
5 Recycled aggregate for asphalt	BS EN 13043: Aggregates for bituminous mixtures and surface treatments for roads, airfields and other trafficked areas	Highways Agency Specification for Highway Works: Series 900 HAUC: Specification for the reinstatement of openings in highways	BS EN 13043: Level 4 Attestation Evaluation of Conformity to BS EN 16236* SHW: Quality Control procedures in accordance with the Quality Protocol for the production of aggregates from inert waste SROH: Compliance with SHW
6 Recycled aggregate for hydraulically bound mixtures	BS EN 13242: Aggregates for unbound and hydraulically bound materials for use in civil engineering work and road construction	Highways Agency Specification for Highway Works: Series 800 HAUC: Specification for the reinstatement of openings in highways BS EN 14227-1 to 5 Hydraulically Bound Mixtures: Specifications	BS EN 13242: Level 4 Attestation Evaluation of Conformity to BS EN 16236* SHW: Quality Control procedures in accordance with the Quality Protocol for the production of aggregates from inert waste SROH: Compliance with SHW
7 Reclaimed asphalt for use in bituminous mixtures	BS EN 13108-8 Bituminous mixtures – Material specifications – Part 8: Reclaimed asphalt.	Highways Agency Specification for Highway Works: Series 900 BS EN 13108-1 to 5 Bituminous mixtures – Material specifications	BS EN 13108-8 NHSS Sector Scheme 14 SHW: Quality Control procedures in accordance with the Quality Protocol for the production of aggregates from inert waste SROH: Compliance with SHW

3.4 Sampling and Testing

Products are tested in accordance with the relevant standards discussed in Section 3.3 above, depending on the nature of the product itself. This ensures that the material reaches the relevant British Standard.

In terms of chemical compliance, this is discussed in Section 3.2 above.

3.5 Confirmation of Product and Delivery Documentation

At the point the recycled aggregate has been produced in accordance with the relevant standard and requires no further treatment/processing it is deemed to have met the requirements of the Quality Protocol and reached end of waste status.

Since the materials have now ceased to be waste no further waste controls are required. For this reason the materials are stockpiled separate from waste inputs as detailed in the respective Operating Techniques/Working Plan documents. The FPC included as Section 4 of Appendix A also details requirements in relation to the stockpiling of finished products.

In terms of documentation the Quality Protocol requires that the following information is included on delivery notes:

1. date of supply;
2. customer's name and contact details;
3. product description to aggregates standard and customer specification;
4. the name and contact details of the producer, including the address of the site of production;
5. quantity supplied by weight/volume; and
6. a statement that the product was produced in compliance with the Quality Protocol.

4.0 CLOSURE

This report has been prepared by SLR Consulting Limited with all reasonable skill, care and diligence, and taking account of the manpower and resources devoted to it by agreement with the client. Information reported herein is based on the interpretation of data collected and has been accepted in good faith as being accurate and valid.

This report is for the exclusive use of Sheerness Recycling Limited; no warranties or guarantees are expressed or should be inferred by any third parties. This report may not be relied upon by other parties without written consent from SLR.

SLR disclaims any responsibility to the client and others in respect of any matters outside the agreed scope of the work.

Appendix A - Borough Green Sandpits – WRAP Protocol – Quality Management for the Production of Aggregates and Recycled Materials from Waste and Disposal of Waste



WRAP PROTOCOL

Quality Management for the Production of Aggregates and Recycled Materials from Waste and Disposal of Waste

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Revised Jan 2013

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Foreword

This document outlines the Borough Green Sand Pits Limited Management System used for the manufacture of aggregates from inert wastes and the disposal of inert wastes. It has been based on the WRAP “Quality Protocol for the production of aggregates from inert waste” further complemented by the Factory Production Control Annexes of the European Standards on aggregates.

Introduction

Borough Green Sand Pits Limited (BGSP) uses the systems set out in this Quality Management System (QMS) for the acceptance and production of aggregates from waste. This enables the company to produce products of the highest achievable quality and raise customer satisfaction when using recycled and recovered materials. This QMS is designed to demonstrate that wastes accepted into the site are recycled and recovered in a controlled and proper manner, or disposed of in a landfill site.

BGSP QMS included five linked processes, namely:

- Management responsibilities
- Resource management
- Product selection/identification
- Measurement, analysis and improvement
- Disposal of inert waste

These five processes are dealt with in the following sections:

Management team responsibilities are described together with other staff’s responsibilities

Resource management describes the management of people, suppliers, equipment and stores

Product selection/identification is covered within the Method Statement of Production, where the input materials, processes and products are described

Measurement, Analysis and Improvement is described in the Factory Production Control section, which details the controls used to monitor production and ensure quality of end products.

Disposal of inert wastes not considered suitable for recycling in respect of:

- Materials delivered to BGSP’s main site at Borough Green, where an inert landfill operation exists
- Materials delivered to one of BGSP’s satellite recycling operations.

Section 1: Management and Staff Responsibilities

The Management Team

BGSP's Management team is responsible for introducing and maintaining the QMS. This incorporates defining and ensuring the communication of quality policies and related quality objectives. BGSP's Management team are also responsible for conducting periodical reviews of the whole system to ensure its continuing suitability and effectiveness.

The Management team is responsible for ensuring that:

- Responsibilities and authorities are defined and clearly communicated within the organisation

And that

- Measurable quality objectives and product requirements are established at relevant levels within the organisation
- A senior member of the Management team will be responsible for maintaining the QMS.

The Operational Staff

Day to day operational staff will be following procedures set out within the QMS and therefore will be responsible, in conjunction with the BGSP Management team, for the daily implementation of the QMS.

Procedures which are clearly set out in the QMS identify responsibilities and tasks for each relevant stage of the production/recycling/land fill process. Operational staff performing work which affects product quality shall be adequately informed and trained in respect of their relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

Section 2: Resource Management

This section provides information for employees of BGSP on roles/responsibilities, reporting structure, recruitment policy, staff training and QMS communication.

People, Reporting Structure, Roles and Responsibilities

The reporting structure for the BGSP's QMS is from the site operatives upwards, through the site foreman, weighbridge clerk to the Management team member.

The BGSP Management team:

- Have overall responsibility for implementation, day to day running, documentation, maintenance and improvements of the QMS.

The Weighbridge Clerk:

- Is responsible for controlling and documenting imported materials in accordance with duty of care regulations and the site Waste Acceptance Criteria (WAC); reporting and recording of non-conforming, unacceptable and rejected wastes; liaising with the site foreman and site operatives on rejected wastes and accepted incoming wastes for recycling and or disposal and directing the vehicle carrying the waste to the designated recycling area; weighing and recording of recycled materials sold from the site. The Weighbridge Clerk reports directly to the BGSP's Management team.

The Site Foreman (Operations)

- Is responsible for ensuring incoming waste is offloaded and stored in the correct location and in the correct manner. The Site Foreman also makes a secondary check that the offloaded waste meets the site waste acceptance criteria and reports any non-conforming or unacceptable wastes to the Weighbridge Clerk and Management team. The site production and recycling processes are overseen by the Site Foreman, who reports directly to the BGSP's Management team on all aspects of production and quality.

The Site Operatives

- All Site Operatives are responsible for ensuring incoming waste is offloaded and stored in the correct location and in the correct manner. The Site Operatives also make a secondary check that the offloaded waste meets the site waste acceptance criteria and report any non-conforming or unacceptable wastes to the Site Foreman, who in turn informs the Weighbridge Clerk and the Management team. All Site Operatives are instructed by the Site Foreman on their day to day activities within the various recycling processes operated by the company. Site Operatives are again instructed by the Site Foreman on the expected quality of the various recycled materials that these processes produce. Site Operatives immediately report to the Site Foreman any issue whatsoever that may arise in respect of the quality of recycled material being produced, for example: raw material issues, plant/equipment failure or defect and human error.

Communication and Staff involvement

On a daily basis two way radio communication is used between the Weighbridge Clerk, Site Foreman, Site Operatives and the Management team so that any instance arising which may affect product quality or production is dealt with quickly, efficiently and in accordance with BGSP's QMS.

The Management team actively encourage suggestions from all employees on:

- Ways to improve the procedures laid out within the QMS
- Ideas for the improvement of quality and/or production of recycled materials.

Recruitment and Training

BGSP operate a policy to employ staff from within the local area. This is achieved using industry recruiting agents, local job centres and local advertising.

BGSP is committed to the continuous development of all its employees. It is vital that employees possess the skills and knowledge to enable them to perform their duties effectively and safely. In-house training on procedures and production is provided by the company on a regular basis and where necessary the company will place employees on external training courses which have relevance to the current or future recycling activities of the company. On an annual basis each employee receives a review which, along with other matters, will assess any future development and/or training the company requires the employee to attain. Reminders on subjects such as quality, procedures and production are regularly given to operatives by the Site Foreman as part of the daily health and safety talks.

Suppliers

This section describes the procedures used by BGSP for acquiring suppliers of waste for recycling and disposal.

Suppliers may phone or call in person to establish the type of waste required for recycling or disposal or to ascertain if certain waste streams are acceptable. If applicable, a visit to the supplier's operations or source of the waste may be arranged in order that the suitability of waste for recycling or disposal is accurately made.

BGSP operates an inert recycling and disposal facilities and thus all incoming suppliers and wastes are subject to the elements of this quality management system and the site's waste acceptable procedures which, in turn, forms part of the site's Waste Management Licence and or permit issued by the Environment Agency.

In conjunction with the supplier, BGSP will complete a Waste Acceptance Form (WAF) providing full details as:

- Customer's name and address
- Details and type of proposed waste
- Chemical analysis if appropriate e.g. from brown field sites, significant quantities or suspected contamination of soil/waste
- Volume of waste
- Waste producer
- Location and address where waste originated
- Contact details

A WAF does not need to be completed for every load if there has been one completed for the job/contract in question, ie if all materials are coming from the same origin

See appendix 1

Plant and Equipment

All plant and equipment owned and operated by BGSP has been purchased from professional industry manufacturers and suppliers. The moving plant and production equipment is regularly serviced by qualified technicians, checked regularly and maintained to a high standard. Each operator is responsible for carrying out a daily check on the equipment they will be operating and for reporting any perceived or potential defects in the form of a defect report, which is given to the Site Manager who will instigate the appropriate action to rectify the defect. The calibration of weighbridge equipment is carried out by accredited companies in line with statutory requirements. Information on plant and equipment owned and operated by BGSP is stored at the company's main office.

Storage Areas

Offloading and storage areas for incoming waste streams are clearly identified and continually monitored by the site foreman and site operatives so as to ensure incoming materials are acceptable and thus segregated in the correct manner for future processing.

Plant and production equipment and consumables such as oils and fuels are stored in accordance with current regulations and legislation.

Section 3: Method Statement of Product Selection and Identification

Materials Accepted for Processing

BGSP operates inert recycling and disposal facilities and thus all incoming suppliers and wastes are subject to the elements of this quality management system and the site's waste acceptance procedure, which in turn forms part of the site's Waste Management Licence and or Permit issued by the Environment Agency.

Materials accepted at the BGSP recycling and or disposal facilities are subject to compliance with waste acceptance criteria (WAC) see appendix 2

- Concrete EWC 17 01 01
- Brick EWC 17 01 02
- Mixed Construction and Demolition waste EWC 17 01 07
- Soils & Stone EWC 17 05 04
- Soils & Stone EWC 20 02 02
- Tiles & Ceramic EWC 17 01 03
- Glass EWC 19 12 05
- Mixed inert construction arisings EWC 17 05 04
- Clay EWC 17 05 04

The recycling facility at BGSP's Borough Green site is restricted to accept soils and stone EWC 17 05 04 and 20 02 02 only. For avoidance of doubt inert material is defined as non-dissoluble, non-combustible, non degradable or otherwise cannot physically or chemically react and or give rise to environmental pollution or harm to human health.

Materials not accepted at the BGSP recycling and disposal facilities are:

- Asphalt
- Rubbish
- Asbestos
- Any waste contaminated with hydrocarbons, heavy metals or other forms of contamination
- Any form of hazardous waste

Also see Tables 1, 2, 3 and 4 Appendix 2

In all cases and in respect of the above, BGSP reserves the right to reject, cancel or reschedule vehicles attempting to enter the site with waste at any time and for any reason.

NB Some asphalt will be accepted by specific arrangement for surfacing internal haul roads.

Definition of Inert Waste

Waste is inert if:

- a. it does not undergo any significant physical, chemical or biological transformations.
- b. it does not dissolve, burn or otherwise physically or chemically react, biodegrade or adversely affect other matter with which it comes into contact in a way likely to give rise to environmental pollution or harm to human health, and
- c. its total leachability and pollutant content and the ecotoxicity of its leachate are insignificant and, in particular, do not endanger the quality of any surface water or groundwater.

Note that the above definition of inert waste is taken from the Landfill Directive

Waste Acceptance Procedures

The following procedure is used to control all incoming waste into the site. BGSP waste acceptance procedures clearly identifies and sets out the controls to be used for:

- incoming waste materials
- receipt of waste materials
- weighing and categorising of waste materials

- re-inspection and stockpiling of waste materials
- rejected loads
- waste non-conformity

Waste Acceptance: Part A – Vehicles Arriving at the Recycling or Landfill Facility

1. On entering the facility all vehicles carrying waste must stop and report to the clerk in the weighbridge office.
2. The clerk will check that drivers have appropriate Personal Protective Equipment (PPE) including hard hat, high visibility vest and safety boots. All new drivers to the site will be issued with a set of the site safety instructions and sign a record sheet to acknowledge receipt of the safety instructions.
3. All vehicles must be registered as waste carriers and a copy of their certificate will be held on file in the weighbridge. Regular checks will be made to ensure that licences are current and where they are found not to be a copy of the new licence will be obtained immediately and filed.
4. If a vehicle arrives at the weighbridge that is not a registered waste carrier the vehicle will not be permitted to enter the recycling facility and rejected from the site.
5. All vehicles arriving will be visually inspected at the weighbridge to make sure the carried waste matches the waste described on the Waste Transfer Note (WTN) and the Waste Acceptance Form (WAF) and to ensure compliance with the Waste Management Licence and or Permit. The material is therefore identified as either for landfill or recycling, documented and directed accordingly.
6. Should any vehicles arrive at the weighbridge and contain wastes that do not comply with the site Waste Management Licence, the Weighbridge Clerk, Site Controller or authorised deputy will not permit the vehicles to enter the recycling facility and reject the vehicle from site. Any load rejected will be recorded on a load reject form (LRF) and a copy provided for the Environment Agency.
7. The Weighbridge Clerk, Site Controller or authorised deputy reserve the right to reject, cancel or reschedule loads at any time and for any reason.

Waste Acceptance: Part B – Weighbridge Procedures

1. Following the initial checks as described in Part A of the site's Waste Acceptance Criteria (WAC) the driver of the vehicle carrying the waste will issue a Waste Transfer Note (WTN) to the Weighbridge Clerk, who will complete the section relating to acceptance of the waste. The Clerk will then return the WTN to the driver and retain a copy of the WTN, which in turn is attached to the site sales conveyance note (Receipt Note, *Appendix 3*). A WTN is completed for every load.

2. A site sales conveyance/transfer note will be completed for every incoming vehicle carrying waste in order to record all incoming streams correctly i.e for disposal or recycling.

The following information will be completed on the WTN (*see Appendix 4*):

NB: The WTN shown in Appendix 4 is used for company vehicles and can be regarded as typical of those used by licensed hauliers.

- Site Operator's Name, Site address
- Site Licence No. and issuing authority
- Sales conveyance/transfer note number
- Customer name and address
- Registration of vehicle
- Waste carrier licence number
- Date and time of waste arriving on site
- Customer's WTN Number
- Customer's order number (where applicable)
- Origin of waste
- Type of waste and description
- Site Input Code (SIC)
- European Waste Code (EWC)
- Gross, tare and payload weights/vehicle type
- Customer/driver signature
- Weighbridge Clerk, Site Controller or authorised deputy signature.

Waste Acceptance: Part C – Waste Offloading and Non-Conformance

1. When the Weighbridge Clerk has completed Parts A and B, the driver of the incoming vehicle will be directed to the offloading area for the appropriate recycling or disposal process.
2. Communication is maintained via 2-way radio between the Weighbridge Clerk, Site Controller or authorised deputy, the Site Foreman and Site Operators. The 2-way radio is used to inform the Site Foreman and Site Operators of incoming vehicles and to where they have been directed. At this time the Site Foreman and Site Operators are also instructed to be vigilant of any potentially suspect loads.
3. Following discharge into the offloading and/or disposal areas, all loads will be inspected by the Site Foreman or Site Operators. The Site Foreman and Site Operators working within the specific recycling and/or disposal areas will be trained and capable of identifying the waste types acceptable under the conditions of the site Waste Management Licence.
4. Should the Site Foreman and/or the Site Operators identify waste types that are not acceptable under the conditions of the site Waste Management Licence, the Weighbridge Clerk and/or Site Controller or authorised deputy shall be informed immediately via 2-way radio and the offending vehicle held at the weighbridge or offloading area.

5. If possible the non-conforming waste will be re-loaded onto the vehicle. The Driver will be issued with a load rejection note at the weighbridge and the vehicle/waste rejected from site. A copy of the Load Rejection Form will be provided to the Environment Agency, original copies will be held in a file at the weighbridge.

The following information will be recorded on the Load Rejection Form (LRF; *appendix 5*):

- Site Operator's name, site address
 - Site licence number and Issuing Authority
 - Customer name and address
 - Source of waste
 - Registration of vehicle
 - Waste carrier licence number
 - Date of waste arriving on site
 - Customer's WTN number
 - Gross, tare and payload weights/vehicle type
 - Details of non-conformance
 - Action taken
 - Further Action (if applicable)
 - Any other comments
 - Customer/driver signature
 - Weighbridge Clerk, Site Controller or authorised deputy signature.
6. Should it not be possible to reload the vehicle with the non-conforming waste, it will be isolated immediately in a designated area of concrete hard standing. A LRF will be issued and the customer contacted to collect the waste. In the event of the customer refusing or failing to collect the waste, the customer together with the non-conforming waste will be dealt with in accordance with procedure and/or enforcement guidelines as discussed and agreed with the Environment Agency. Where it is deemed necessary, the Site Foreman or member of the management team will document the rejected waste using a camera.
 7. If small amounts of non-conforming waste are identified during offloading and/or processing, they will be removed by hand by the Site Operatives, using appropriate PPE, and placed immediately in suitable clearly labelled container(s). If appropriate, the container(s) will be placed on suitable hardstanding. These container(s) will be removed from site within an appropriate timescale.
 8. All loads must meet the site waste acceptance criteria and be correctly identified with the correct information of the Waste Transfer Note. If material fails to meet the correct criteria the load must be rejected and documented as referred above.

Consequence of Not Following Procedure:

These procedures are written to cover the terms and conditions of the Waste Management Licence governing operations at the site. If the above procedures are not strictly adhered to, the site could be in breach of its Planning Permission, Waste Management Licence and the Duty of Care or Special Waste Regulations which govern the acceptance and disposal of waste. Any breach of these procedures is a legal breach and enforcement action could subsequently be taken against the company by the relevant statutory body.

Records:

Records will be kept at BGSP's main office of all vehicles delivering waste to the site. The details contained on the site sales conveyance/transfer note will be those that are recorded.

Records will be kept of all LRFs. The details contained on the LRF will be those that are recorded.

These records will be made available to authorised personnel of the Environment Agency for inspection at any reasonable time.

Copies of these records will be sent to the Environment Agency upon request.

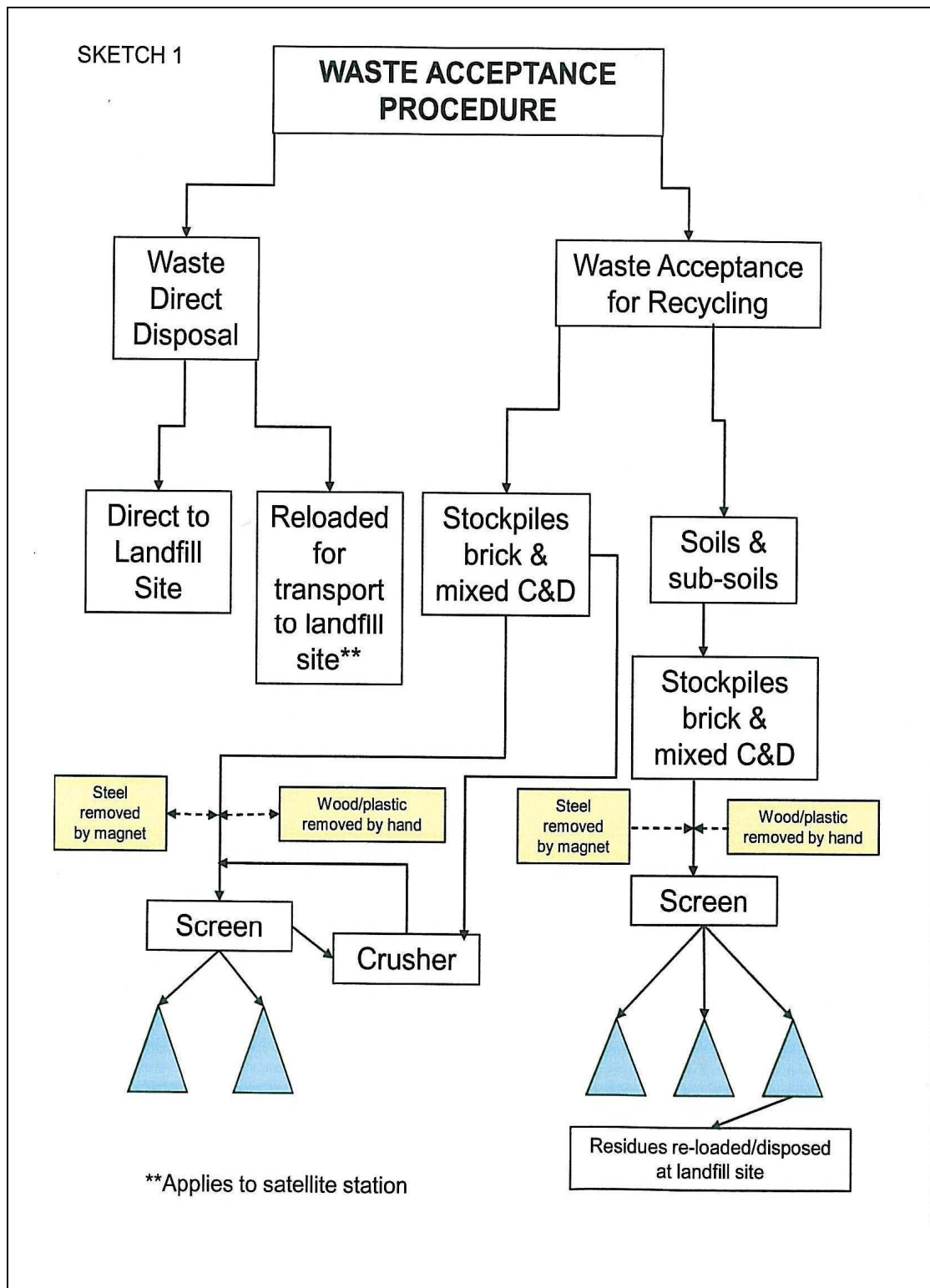
All records will be kept for a minimum of two years.

Production Processes Utilised

This section details in flow diagram form the production process used by BGSP for recycling and/or disposal of acceptable waste materials.

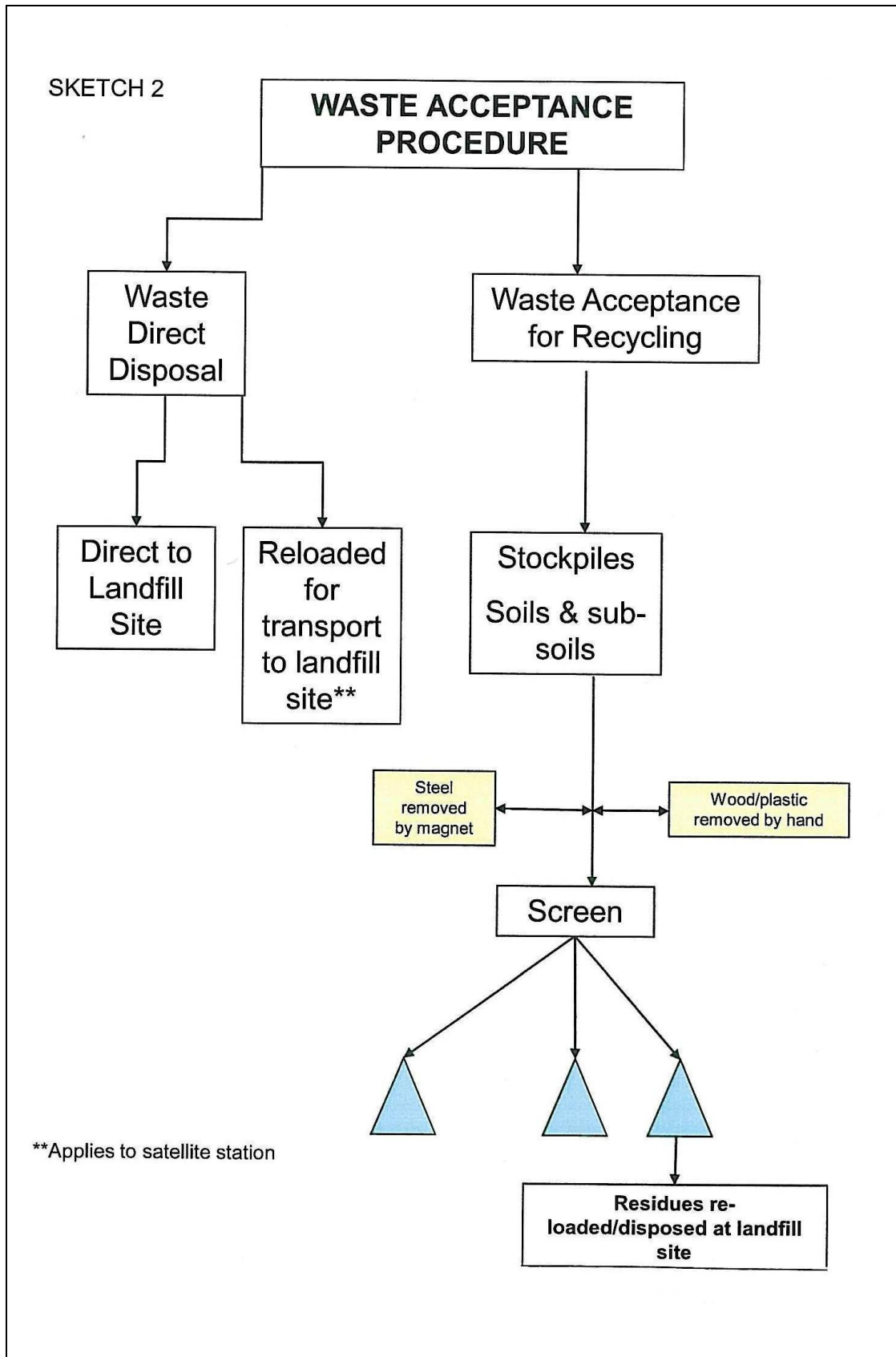
Soils, concrete and demolition recycling and disposal

Sketch 1



N.B The schematic layout applies to a typical landfill and recycling operation, see sketch 2 of BGSP's Borough Green site.

Sketch 2



Borough Green Site

Construction and Demolition (C&D) Materials accepted for Processing

The acceptable raw materials for use within the C&D recycling area are namely clean concrete, clean brick or a mixture of these materials.

C&D Process

Once accepted into the site, raw waste materials are stockpiled separately depending on their nature. These materials are fed by excavator onto screens or direct into a jaw crusher, dependant on the size, where the C&D material is subject to mechanical screening and or crushing. Where applicable (not BGSP's Borough Green site) the crushed material is fed by conveyor past an overband magnet where the steel is removed and deposited into a skip via a chute and then, where necessary, past a picking station where wood, plastic and similar materials are removed by hand. The crushed material is fed by conveyor to a screen where the crushed material is separated into the required grades and deposited onto stockpiles via conveyors.

Soil Materials Accepted for Processing

The acceptable raw materials for use within the soil recycling area are namely good quality soils, subsoils EWC 17 05 04, 20 02 02 and some soil additives (PAS 100 compost) if permitted under the Waste Management Licence.

Soil Process

Once accepted into the site all soils are stockpiled separately in a strictly controlled manner based on quality. Soil additives are also stockpiled separately in readiness for the blending process.

The materials are fed by excavator/loading shovel onto a hopper and fed to a suitable screen to allow blending and removal of stones etc. Any residues which are inert and can be accepted into the company's landfill site will be transferred to the land fill site. Non-inert residues will be collected and transferred into holding skips for disposal to an appropriate site.

When soils are produced representative samples are taken and sent for laboratory testing. Should soil not comply with BS 3882 and are found to be contaminated in some way they will be removed from site. All test certificates are available for inspection and are retained for a minimum of 2 years. Should tests reveal that the materials are unsuitable, the materials will be isolated and reloaded onto a suitable vehicle and dispatched to an appropriately licenced waste site, the Environment Agency are informed.

Process Control

Input Materials

Input materials are inspected at the weighbridge which is the point of entry to the site. It is here that the BGSP waste acceptance procedures are implemented before vehicles are permitted onto the site or directed to the relevant off-loading area. The Weighbridge Clerk will determine if the material suitable for recycling or for land fill.

Stockpiled feed materials for recycling are checked on a daily and continuous basis by Site Operatives before being fed into a recycling process to ensure the material has not degraded during storage ie become wet, or been mixed with other materials etc, and is still acceptable and disposed of as previously referred to.

Non-conforming input materials are reported to the Site Foreman who, in turn, will record the event on the daily process control record and inform the management team of the occurrence and together will investigate and instigate the appropriate remedial action. However if the material complies with the waste acceptance criteria but is temporally unsuitable for processing i.e. wet, the material will be isolated and allowed to dry for future processing.

Feed

As part of the waste acceptance procedure incoming vehicles carrying waste are directed to the appropriate offloading areas. The Site Foreman and/or Site Operatives visually check the material is acceptable and suitable for the particular recycling or disposal process on a daily and continuous basis. Any materials identified as unacceptable or not suitable for the process by the Site Foreman and/or Site Operatives are reported directly to the management team and/or Site Foreman who, in turn, will take the necessary action to remedy and record the event.

Equipment

The Site Foreman, together with the management team, are responsible for ensuring the correct equipment is being used for the appropriate recycling and/or disposal process and that it is functioning correctly. Although the moving plant and production equipment is regularly serviced by qualified technicians, checked regularly and maintained to a high standard, any equipment malfunctions and/or breakdowns are reported by the Site Operatives to the Site Foreman and/or management team who will contact the appropriate service engineers and/or plant fitters to visit the site and rectify the faulty or malfunctioning equipment. The BGSP management team ensure that the calibration of weighbridge equipment is carried out by accredited companies and in line with statutory requirements.

Responsibilities

BGSP Management Team:

- Regulatory and statutory legislation conformance
- Overseeing of daily process control
- Overseeing of method statement of production
- Overseeing of waste acceptance procedures
- Equipment maintenance and servicing
- Management of non-conformities

Weighbridge Clerk:

- Management of waste acceptance procedures
- Direction of acceptable materials to special offloading area
- Management of rejected vehicles
- Management of site records

Site Foreman:

- Management of daily process control
- Management of method statement of production
- Management of feed materials
- Management of non-conforming waste
- Management of equipment and plant

Site Operatives:

- Monitoring of feed materials
- Monitoring of non-conforming waste
- Monitoring of equipment and plant

Records and Monitoring

The daily process control record is filled out by the Site Foreman and/or management team and held in the weighbridge office. The control records information on input materials, equipment and products. The information required for the record includes:

- Date
- Sampling location/area
- Material
- Acceptability
- Results
- Actions
- Any other relevant information

BGSP adheres to the following frequency guide for the inspection and testing of materials, equipment and products. However, in some cases such as customer bulk requirements, weather, product specification etc., the frequency of inspection and/or testing may need to be increased. This will be effected as and when required by the management team.

Type	Nature	Frequency
Input material	Visual	Daily
Stockpiled materials	Visual	Daily
Equipment	Visual	Daily
Equipment	Service/maintenance	As required
Equipment	Calibration	As required
Products	Analytical	Monthly and/or as required by relevant specification

Non-Conforming Products

Products identified that may not conform to the required quality or specification will be isolated or quarantined and the management team and Site Foreman informed immediately, who in turn will enter the non-conformance event onto the daily process control record.

In the first instance the product will be visually inspected. Should materials fail the visual inspection, analytical testing will be undertaken to assess the quality of the product in comparison to the specification to which it was produced. Should analytical

testing demonstrate that the material is not of the required quality, the material will either be allocated to an alternative specification or category, be re-processed to the required standard or, in extreme cases, disposed of in line with the statutory regulations and requirements.

Non-conformity events will be investigated by the management team and, where applicable, new procedures implemented into this quality management system to prevent as far as possible any re-occurrence.

Should the non-conformity be caused by equipment failure, the management team will ensure that the malfunctioning equipment is repaired at the earliest opportunity and tested before recommencement of production.

In the event of human error, the management team will seek to retrain or refresh the member or members of staff who contributed to the non-conformity event or, where applicable, arrange for offsite training by recognised professionals.

Section 4: Factory Production Control

The Factory Production Control is implemented through Section 3 of the WRAP Protocol, as required by the Method Statement of Production.

BS EN STANDARDS relating to Aggregates

The Factory Production Control (FPC) is defined in the Construction Products Directive as a control system to be introduced by manufacturers to monitor their production, to ensure that the required product characteristics are achieved and maintained consistently by the output. Every aspect of this control system should be documented in a body of written policies and procedures, and as such is an integral part of the Quality Management System (QMS).

The FPC for production of aggregates is specified in each of the BS EN Standards relevant to aggregates, to ensure that they conform to the relevant requirements of the technical specifications themselves.

Implementation

The FPC is implemented through scheduled control and tests on measuring equipment, raw materials and constituents, processes, machines and manufacturing equipment and finished products, including material properties in products. Most importantly, the system provides for conformity assessment and for the management of non-conforming products.

Each BS EN Standard on Aggregates describes the FPC and its minimum requirements in terms of:

- organisation: responsibilities and management of the FPC
- control procedures: manuals on procedures, documents and data control
- management of production: required set of procedures which constitute the FPC (identification and control of materials and any hazardous material content, control of storage and stock conditions, traceability of products throughout the process)
- inspection and testing: testing equipment, procedures and frequencies *

- records: what needs to be recorded and kept
- control of non-conforming product: actions to be taken on non-conforming products and corrective actions to avoid replication
- handling, storage and conditioning in production areas: arrangements to be taken to ensure maintenance of quality during handling and storage
- transport and packaging: responsibilities of the manufacturer and actions to avoid contamination of the product during those phases and
- training of personnel: procedures to ensure appropriate training of personnel involved in the FPC

* The set of obligatory minimum test frequencies for characteristics the products must have to conform to the Standard (and to be CE marked ¹), is different for each aggregate type.

Implementation of the Method Statement of Production and the Factory Production Control

The following section deals with the implementation of the principles of quality as they apply to BGSP for the manufacture of aggregates and recycled materials from waste.

The following chart is based on the flow charts used in WRAP quality protocol as required by the Method Statement of Production. For each section of the flow chart a quality procedure has been developed within this document.

Each section contains:

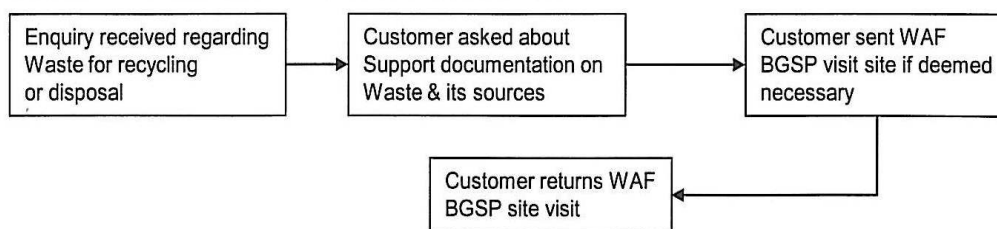
- an outline of the procedure to be set in the system and described in this document
- a reminder of the responsibilities for the actions required
- a description and example of the records to be maintained

Procedure for the Acceptance for Processing and/or Disposal

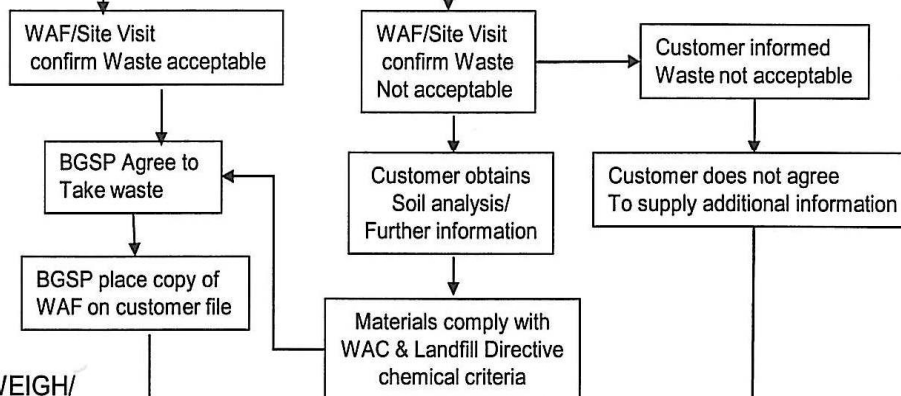
These procedures detailed below form the basis of any waste material being accepted into a recycling or landfill site. These procedures must be complied with by any member of staff dealing with waste acceptance.

¹ Declaration of Conformity under European Directives

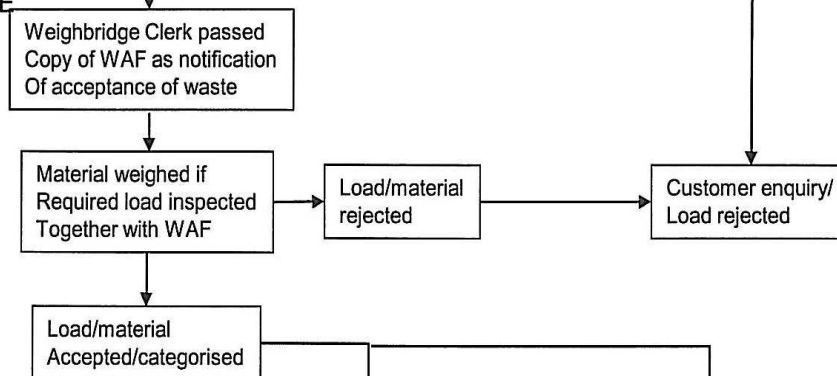
STAGE 1 – OBTAINING SOURCE INFORMATION



STAGE 2: APPLY ACCEPTANCE CRITERIA



STAGE 3 – WEIGH/ CATEGORISE



STAGE 4 – re-inspect/allocate to appropriate area/stockpile



STAGE 5 – Process

STAGE 6 – Products

Stage 1: Incoming Waste Materials for Recycling

This section refers to Stage 1, 'Obtain source information', in the flow chart.

BGSP is required to obtain certain information on all input materials in order to satisfy the following requirements:

- Regulations on waste: Duty of Care
- Aggregates standard: Factory Production Control

Information to be Obtained

BGSP is required by law to obtain and maintain certain records on the waste received into the site for inspection by the relevant authorities.

In addition, the Factory Production Control requires that BGSP obtain documentation detailing the nature of the raw material and its source as well as to ensure that concentrations of any foreign matter i.e. plastic, wood that may be contained within the input materials are below any limits that may be in force or in compliance with current regulations or in any case in line with the company's waste acceptance procedures and waste management licence.

Therefore the waste acceptance procedures utilised by BGSP have been designed to exceed the minimum requirements and include collection of the following information in the form of a sales conveyance/transfer note (WTN) for every vehicle carrying waste that enters the site.

Site Operators Name, Site Address	Site Product code
Site Licence No. and issuing authority	EUC waste code
Sales conveyance/transfer note number	Gross, tare and payload weights/ vehicle type
Customer name and address	Customer/driver signature
Registration of vehicle	Weighbridge Clerk, Site
Waste Carrier licence number	Controller or authorised deputy signature
Date of waste arriving on site	
Customer's WTN number	
Customer's order number where applicable	
Origin of waste	
Type of waste and description	

Responsibilities

The Weighbridge Clerk holds responsibility for carrying out the waste acceptance procedures and therefore recording the above information. These procedures are carried out at the weighbridge before the vehicle enters the site.

Records to be Maintained

Records will be kept at the BGSP main office of any vehicles delivering waste to the site. The details contained on the site sales conveyance/transfer note will be those that are recorded.

Records will be kept of all LRFs. The details contained on the LRF will be those that are recorded.

These records will be made available to authorised personnel of the Environment Agency for inspection at any reasonable time.

Copies of these records will be sent to the Environment Agency upon request.

All records will be kept for a minimum of two years.

Stage 2: Acceptance Criteria

This section refers to Stage 2 'Acceptance Criteria' in the flowchart.

BGSP is required to obtain certain information upon the receipt of waste in order to satisfy the following requirements:

- Regulations on waste: the Duty of Care requires that any waste received has a traceable owner and origin and it is transported by authorised people.
- Aggregates standard: the Factory Production Control requires that BGSP operate a control on input materials and any dangerous substances that it may contain

Procedures for the Receipt/Acceptance of Materials.

The waste acceptance procedures, which detail the procedure for the receipt of waste materials as used by BGSP are set out in this document within Section 3 Method Statement of Production

Responsibilities

The Weighbridge Clerk has primary responsibility for the implementation of the waste acceptance procedures. However, the Site Foreman and site Operatives together with the BGSP management team also play a major role in additional inspection and subsequent acceptance or rejection of every incoming vehicle containing waste.

Records to be Maintained

Records will be kept at the BGSP main office of all vehicles delivering waste to the site. The details contained on the site sales conveyance/transfer note will be those that are recorded.

Records will be kept of all LRFs. The details contained on the LRF will be those that are recorded.

These records will be made available to authorised personnel of the Environment Agency for inspection at any reasonable time.

Copies of these records will be sent to the Environment Agency upon request.

All records will be kept for a minimum of two years.

Stage 3: Weighing and Categorising

This section refers to stage 3 'Weigh and Categorise' in the flowchart.

Procedures for Weighing and Conforming Waste Category

As part of the waste acceptance procedures, once accepted and where required, the waste is weighed and categorised. The weight and category that have been assigned to the waste is recorded in the form of a sales conveyance/transfer note,(WTN). These notes are produced for every vehicle carrying waste that enters the site.

The Weighbridge Clerk directs the vehicle to the appropriate offloading zone where the waste is inspected a second time by either the Site Foreman or Site Operatives to ensure that the waste is acceptable and categorised correctly for the particular process offloading area.

Responsibility

The Weighbridge Clerk is responsible for weighting as required and categorising the waste and for directing it to the correct offloading area. The Site Foreman and Site Operatives also have a role to ensure that vehicles offload waste in the correct designated areas specific to the process required to recycle the waste.

Records to be Maintained

Records will be kept at the BGSP main office of all vehicles delivering waste to the site. The details contained on the site sales conveyance/transfer note (WTN) will be those that are recorded.

Records will be kept of all LRFs. The details contained on the LRF will be those that are recorded.

These records will be made available to authorised personnel of the Environment Agency for inspection at any reasonable time.

Copies of these records will be sent to the Environment Agency upon request.

All records will be kept for a minimum of two years.

Stage 4: Re-Inspecting and Stockpiling

This section refers to Stage 4 "Re-inspect and Stockpile" stage in the flow chart.

Procedures for Re-inspecting and Stockpiling

The Site Foreman and/or Site Operatives provide an additional inspection of the waste during offloading to confirm acceptance, as contaminations or unacceptable materials may be hidden in the bulk of the load. During tipping, Site Foreman and/or Site Operatives will also check the waste to confirm the earlier categorisation and against the acceptance criteria.

Different feedstock materials are stored separately and in different areas (to avoid cross-contamination) and in the designated area for the specific recycling process. It is a

factory production control and quality management system requirement that storage areas are clearly identified so that all site staff and vehicle drivers are aware of where the different types of waste should be offloaded and stored.

Once the waste has been confirmed as acceptable at the offloading area the waste is then pushed up or moved onto the relevant stockpile using mechanical mobile plant such as a loading shove, excavator or dozer.

Confirmation of Acceptance or Rejection

Should the Site Foreman and/or Site Operators identify waste types that are not acceptable under the conditions of the site Waste Management Licence or the waste acceptance procedures the Weighbridge Clerk and/or Site Controller or authorised deputy shall be informed immediately via 2-way radio and the offending vehicle held at the weighbridge or offloading area. If possible, the non-conforming waste will be re-loaded onto the vehicle. The driver will be issued with an LRF at the weighbridge and the vehicle/waste rejected from site. Where deemed necessary the Site Foreman or member of the management team will document the rejected waste using a camera.

The following information will be recorded on the LRF:

Site Operators Name, Site Address	Gross, tare & payload weights
Site Licence number and issuing authority	Details of non conformance
	Action taken
Load rejection note number	Environment Agency contact details
Customer name and address	Further action (if applicable)
Registration of vehicle	Any other comments
Waster carrier licence number	Customer/driver signature
Date of waste arriving on site	Weighbridge Clerk, Site Controller or
Customer's WTN number	Authorised deputy signature

Should it not be possible to reload the vehicle with the non-conforming waste, it will be isolated immediately. An LRF will be issued and the customer contacted to collect the waste. In the event of the customer refusing or failing to collect the waste, the customer together with the non-conforming waste will be dealt with in accordance with procedure and/or enforcement guidelines as discussed and agreed with the Environment Agency.

If small amounts of non-conforming waste are identified during offloading and/or processing they will be removed by hand by the Site Operatives using appropriate

PPE, and placed immediately in suitable clearly labelled container(s). If appropriate the container(s) will be placed on suitable hardstanding. These container(s) will be removed from site within an appropriate timescale.

All loads must meet the site waste acceptance criteria and be correctly identified with the correct information of the Waste Transfer Note. If material fails to meet the correct criteria the load must be rejected and documented as referred above

Responsibilities

Following the waste acceptance procedures and recording of the load, which is carried out by the Weighbridge Clerk, it is the responsibility of the site Foreman and/or Site Operatives to:

- Inspect the load during offloading
- Confirm categorisation
- Accept or reject the load
- Push it onto the stockpile
- Hand pick the load (if applicable)
- Photograph, where necessary, any rejected waste

Records to be Maintained

Records will be kept at the BGSP main office of all vehicles delivering waste to the site. The details contained on the site sales conveyance/transfer note will be those that are recorded.

Records will be kept of all LRFs. The details contained on the LRF will be those that are recorded.

These records will be made available to authorised personnel of the Environment Agency for inspection at any reasonable time.

Copies of these records will be sent to the Environment Agency upon request.

All records will be kept for a minimum of two years.

Stage 5: Process/Production

This section refers to Stage 5, the 'Process', in the flowchart.

This quality management system within Section 3: Method Statement of production and in accordance with the factory production control identifies and explains:

- the defined acceptable input materials
- waste acceptability and/or rejection
- production processes utilised
- method statement of production
- finished product types
- handling non-conforming products
- the frequency and nature of testing/inspection of:-
 - input materials
 - stocked materials
 - equipment
 - products

Responsibilities

It is primarily the responsibility of the Site Foreman and/or Site Operatives and overseen by the management team for:

- ensuring the method statement of production is followed
- controlling the feed materials
- controlling the equipment
- managing non-conformities

Records

Details of daily checks made in respect of the above processes together with information on non-conformance events are entered onto the daily process control record which is kept in the weighbridge office.

Stage 6: Finished Products

This section refers to Stage 6 in the “Products” section of the flowchart.

This section covers the control and management of the finished products, from testing of their characteristics to stockpiling. Within Section 3: Method Statement of Production and in accordance with the factory production control, this quality management system identifies and explains:

- the frequency and nature of testing and/or inspection on the input materials, feed materials and process equipment
- the frequency and nature of the finished products being tested for their properties, under the conditions stated in the Factory Production Control section of the applicable relevant European Standard (see section 4 “Factory Production Control” within this Manual for more information and a table with relevant Standards for a number of aggregate types).
- The procedure for non-conforming products being identified, recorded and reported to the management team
- How the finished product, as far as possible, is identifiable up to the point of sale with regard to source and type
- How the results of the Factory Production Control are recorded and stored

Product Stockpiling

All finished products will be stockpiled in a controlled manner to avoid cross contamination with other products and deterioration.

Responsibilities

BGSP management team in conjunction with the Site Foreman are responsible for:

- controlling the products and categorising them according to relevant standards and specifications
- clear and controlled stockpiling of finished products
- management of non-conformities

Records to be Maintained on the Products

The following documents and records will be retained in either the weighbridge or the BGSP main office:

- daily process control record
- records of non-conformities
- analytical results of product testing

Section 5: Disposal of Inert Waste

Introduction

This section covers the disposal of inert material not considered suitable for recycling. It considers:

- Materials delivered to BGSP's inert landfill site at Borough Green which are not suitable as recycling but are acceptable for disposal under their Waste Management Licence
- Material delivered to one of BGSP's recycling depots which are not suitable for recycling but are acceptable for disposal at their landfill site under their Waste Management Licence

However, irrespective of the source of the material and whether or not it has already been processed at one of the company's recycling depots. All of the procedures already covered by this document in the appropriate sections, ie:

- management and staff responsibilities
- resource management
- method statement of production

Are relevant in respect of:

- obtaining the source of the product
- applying accepting criteria
- weighing and categorising
- re-inspection and allocation

and as illustrated in the flow chart on page 19.

Therefore this section will consider the final stage in respect of "disposal to a land fill site". Some procedures may be repeated.

Materials received at Borough Green Landfill Site

Following the procedures referred to in Section 3 parts A & B, material which satisfies all the criteria for disposal will be directed to the appropriate area of the land fill site for disposal.

Waste Acceptance: Part C Waste Offloading and Non-Conformance

1. When the Weighbridge Clerk has completed Parts A and B of the site WAP the driver of the incoming vehicle will be directed to the offloading area for disposal.
2. Communication is maintained via 2 way radio between the Weighbridge Clerk, Site Controller or authorised deputy, the Site Foreman and Site Operators. The 2 way radio is used to inform the Site Foreman and Site Operators of incoming vehicles and to where they have been directed. At this time the Site Foreman and Site Operators are also instructed to be vigilant of any potentially suspect loads.
3. Following discharge into the offloading area/disposal, all loads will be inspected by the Site Foreman and/or Site Operators. The Site Foreman and Site Operators working within the specific disposal areas will be trained and be capable of identifying the waste types acceptable under the conditions of the site Waste Management Licence.
4. Should the Site Foreman and/or site Operators identify waste types that are not acceptable under the conditions of the site Waste Management Licence, the Weighbridge Clerk and/or Site Controller or authorised deputy shall be informed immediately via 2 way radio and the offending vehicle held at the weighbridge or offloading area.
5. The non-conforming waste will be re-loaded onto the vehicle. The driver will be issued with an LRF at the weighbridge and the vehicle/waste rejected from site. A copy of the LRF will be provided to the Environment Agency on request, original copies will be held in a file at the weighbridge.

The following information will be recorded on the LRF:

- site operator's name, site address
 - site licence number and issuing authority
 - customer name and address
 - registration of vehicle
 - waste carrier licence number
 - date of waste arriving on site
 - customer's WTN number
 - gross, tare and payload weights/vehicle type
 - details of non-conformance
 - action taken
 - further action (if applicable)
 - any other comments
 - customer/driver signature
 - Weighbridge Clerk, Site Controller or authorised deputy signature.
6. Should it not be possible to reload the vehicle with the non-conforming waste, it will be isolated immediately. A load rejection note will be issued and the customer contacted to collect the waste. In the event of the customer refusing or failing to collect the waste, the customer together with the non-conforming waste will be dealt with in accordance with procedures and/or enforcement guidelines as discussed and agreed with the Environment Agency. Where

deemed necessary the Site Foreman or member of the management team will document the rejected waste using a camera.

7. If small amounts of non-conforming waste be identified during offloading and/or processing they will be removed by hand, by the Site Operatives using appropriate PPE, and placed immediately in suitable clearly labelled container(s). If appropriate the container(s) will be placed on suitable hardstanding. These container(s) will be removed from site within an appropriate timescale
8. All loads must meet the site waste acceptance criteria and be correctly identified with the correct information of the Waste Transfer Note. If material fails to meet the correct criteria the load must be rejected and documented as referred above

Consequences of Not Following Procedure:

These procedures are written to cover the terms and conditions of the Waste Management Licence governing operations at the site. If the above procedures are not strictly adhered to, the site could be in breach of its Planning Permission, Waste Management Licence and the Duty of Care or Special Waste Regulations which govern the acceptance and disposal of waste. Any breach of these procedures is a legal breach and enforcement action could subsequently be taken against the company by the relevant statutory body.

Records:

Records will be kept at BGSP main office of all vehicles delivering waste to the site. The details contained on the site sales conveyance/transfer note will be those that are recorded.

Records will be kept of all LRFs. The details contained on the LRF will be those that are recorded.

These records will be made available to authorised personnel of the Environment Agency for inspection at any reasonable time.

Copies of these records will be sent to the Environment Agency upon request.

All records will be kept for a minimum of two years.

Appendix 1 - Waste Acceptance Form



WAF

Waste Acceptance Form

EA Permit No: BW76961F

CUSTOMER ENQUIRY	WASTE PRODUCER
Customer: _____	Customer: _____
Address: _____	Address of Site: _____
_____	Producing Waste: _____
_____	_____
Contact Name: _____	_____
Tel No: _____	Contact Name: _____
_____	Tel No: _____
<u>DETAILS OF PROPOSED WASTE</u>	Details of Site: _____
Standard Industrial Classification (SIC) _____	Existing Use: _____
Has Waste been treated? ☐ Yes ☐ No	Previous Use: _____
European Waste Code: _____	_____
Description of Waste: _____	Has Site had BSGP Inspection?: ☐ Yes ☐ No

Does Waste contain any Biodegradable Material? ☐ Wood ☐ Paper ☐ Grass ☐ Other	
Is Chemical Analysis available? ☐ Yes (Please forward a copy) ☐ No	

<u>VOLUME OF WASTE</u>	
Estimated Volume: _____ m ☐ Loose ☐ Solid	
Anticipated Dates for Disposal: _____	
No. Loads per Day: _____	

Form Completed by (Print): _____ Signed: _____	
On behalf of (Company): _____ Dated: _____	

<u>TO BE COMPLETED BY BGSP</u>	
Date Form Sent Out: _____ Sent by: _____	
Required Details Produced? ☐ Yes ☐ No BGSP Site Visit Undertaken? ☐ Yes ☐ No	
Chemical Analysis Received: ☐ Yes ☐ No Is Material Acceptable for Disposal at BGSP? ☐ Yes ☐ No	
Acceptance of Waste Agreed by (Print): _____ Signed: _____	
Date: _____	

Appendix 2 - List of Inert Wastes

The lists of permitted wastes shown in the tables below form a part of BGSP's Waste Management Licence. These are considered to be inert wastes and could be accepted for processing and/or disposal, providing that they satisfy the acceptance criteria.

Aggregates from mineral wastes, such as slate aggregates, china clay sand and collier spoil could be considered inert providing that there is no suspicion of contamination and they satisfy the definition of inert waste.

Schedule 3 - List of permitted wastes

1. The wastes in Table 1 may be accepted without testing provided that the waste is:

- (a) from a single waste stream of a single waste type (unless different waste types from the list are accepted together) and;
- (b) from a single source.

Waste from (a) or (b) above must be tested where there is a suspicion of contamination or doubt that the waste meets the definition of inert waste in Regulation 7(4) of the Landfill Regulations or the limit values shown in Tables 3 and 4 below.

Table 1: Wastes that may be accepted without testing at a landfill for inert waste		
EWC Code	Description	Restrictions
10 11 03	Waste glass based fibrous materials	Only without organic binders
15 01 07	Glass packaging	
17 01 01	Concrete	Selected C&D waste only ^(a)
17 01 02	Bricks	Selected C&D waste only ^(a)
17 01 03	Tiles and ceramics	Selected C&D waste only ^(a)
17 01 07	Mixtures of concrete, bricks, tiles and ceramics	Selected C&D waste only ^(a)
17 02 02	Glass	
17 05 04	Soil and stones	Excluding topsoil, peat; excluding soil and stones from contaminated sites
19 12 05	Glass	
20 01 02	Glass	Separately collected glass only
20 02 02	Soil and stones	Only from garden and parks waste; Excluding top soil, peat

- (a) Selected construction and demolition waste (C & D waste): with low contents of other types of materials (like metals, plastic, organics, wood, rubber, etc). The origin of the waste must be known.

No C & D waste from constructions, polluted with inorganic or organic dangerous substances, e.g. because of production processes in the construction, soil pollution, storage and usage of pesticides or other dangerous substances, etc., unless it is made clear that the demolished construction was not significantly polluted.

No C & D waste from constructions, treated, covered or painted with materials, containing dangerous substances in significant amounts.

2. The wastes in Table 2 shall only be accepted if they have been tested and have been shown to meet the limit values shown in Tables 3 and 4 below.

Appendix 2 - List of Inert Wastes – continued

Table 2: Wastes that may be accepted subject to testing at a landfill for inert waste	
EWC Code	Description
01 01 01	Wastes from metalliferous mineral extraction
01 01 02	Wastes from non-metalliferous mineral extraction
01 03 08	Dusty and powdery wastes other than those mentioned in 01 03 07
01 03 09	Red mud from alumina production other than the wastes mentioned in 01 03 07
01 04 08	Waste gravel and crushed rocks other than those mentioned in 01 04 07
01 04 09	Waste sands and clays
01 04 10	Dusty and powdery wastes other than those mentioned in 01 04 07
01 04 11	Wastes from potash and rock salt processing other than those mentioned in 01 04 07
01 04 12	Tailings and other wastes from washing and cleaning of minerals other than those mentioned 01 04 07 and 01 04 11
01 04 13	Wastes from stone cutting and sawing other than those mentioned in 01 04 07
01 05 04	Freshwater drilling muds and wastes
01 05 07	Barite-containing drilling muds and wastes other than those mentioned in 01 05 05 and 01 05 06
01 05 08	Chloride-containing drilling muds and wastes other than those mentioned in 01 05 05 and 01 05 06
02 04 01	Soil from cleaning and washing beet
10 01 24	Sands from fluidised beds
10 03 22	Other particulates and dust (including ball-mill dust) other than those mentioned in 10 03 21
10 05 04	Other particulates and dust
10 06 04	Other particulates and dust
10 07 04	Other particulates and dust
10 08 04	Other particulates and dust
10 09 12	Other particulates other than those mentioned in 10 09 11
10 10 12	Other particulates other than those mentioned in 10 10 11
10 11 05	Particulates and dust
10 11 10	Waste preparation mixture (glass and glass products) before thermal processing other than those mentioned in 10 11 09
10 11 12	Waste glass other than those mentioned in 10 11 11
10 11 14	Glass-polishing and –grinding sludge other than those mentioned in 10 11 13
10 12 01	Waste preparation mixture (ceramic goods, bricks tiles and construction products) before thermal processing
10 12 03	Particulates and dust
10 12 06	Discarded moulds
10 12 08	Waste ceramics, bricks, tiles and construction products (after thermal processing)
10 13 06	Particulates and dust (except 10 13 12 and 10 13 13)
10 13 14	Waste concrete and concrete sludge
17 05 06	Dredging spoil other than those mentioned in 17 05 05
17 06 04	Insulation materials other than those mentioned in 17 06 01 and 17 06 03
17 09 04	Mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03
19 01 12	Bottom ash and slag other than those mentioned in 19 01 11
19 01 19	Sands from fluidised beds
19 09 04	Spent activated carbon
19 13 02	Solid wastes from soil remediation other than those mentioned in 19 13 01
20 02 03	Other non-biodegradable wastes

Table 3: Limit values for leaching

Component	Symbol	L/S = 10 l/kg mg/kg dry substance
Arsenic	As	0.5
Barium	Ba	20
Cadmium	Cd	0.04
Total Chromium	Cr _{total}	0.5
Copper	Cu	2
Mercury	Hg	0.01
Molybdenum	Mo	0.5
Nickel	Ni	0.4
Lead	Pb	0.5
Antimony	Sb	0.06
Selenium	Se	0.1
Zinc	Zn	4
Chloride	Cl ⁻	800
Fluoride	F ⁻	10
Sulphate ^(b)	SO ₄ ²⁻	1,000
Phenol index	PI	1
Dissolved Organic Carbon ^(c)	DOC	500
Total Dissolved Solids ^(d)	TDS	4,000

Table 4: Limit values for organic parameters

Parameter	Value mg/kg
Total Organic Carbon (TOC) ^(e)	30,000
BTEX compounds (benzene, toluene, ethyl benzene & xylenes)	6
Polychlorinated biphenyls (PCBs) (7 congeners)	1
Mineral oil (C10 to C40)	500
PAH (Poly Aromatic Hydrocarbon – Total of 17) ^(f)	100

Appendix 3 – Receipt Note

RECEIPT NOTE / DUTY OF CARE CONTROLLED WASTE TRANSFER NOT
(Control of Pollution Act 1990)
SALES INVOICE (VAT REG. 203 2645 07)

☐
☐

TICKET No.

BG/LF 30448

BOROUGH GREEN
SAND PITS LTD

LANDFILL PERMIT No.
BW 16961 F

BOROUGH GREEN SANDPIT LTD.
PLATT INDUSTRIAL ESTATE
BOROUGH GREEN, KENT TN15 8JL
TEL: 01732 885563 FAX: 01732 885506

DATE:...../...../.....

Place of Loading / Origin of Waste

SIC Code

Issued by

Exempt (Reason)

Customer Name and Address

Account No.

Ord. No.

Description of Material

Waste Code

Waste Transfer Note No.

Haulier

Waste Carriers Licence No.

Issued by

Vehicle Reg'n No.

Vehicle Type

BWH ☐

6WH ☐

4WH ☐

SKIP ☐

OTHER ☐

INERT FILL ONLY

ANY LOAD FOUND TO CONTAIN NON
INERT MATERIAL WILL BE LOADED
BACK ON DELIVERY VEHICLE AND
COST FOR RE-LOADING CHARGE.

Cash Sales Invoice / Weighing Fee

Amount	£		Cash
VAT @	£		Cheque
TOTAL	£		A/c

Driver's Signature

Weighbridge Operator's Signature

Consigned to:

Received by (Must print)

Received by (Signature)

Appendix 4 – Waste Transfer Note

LIME LOGISTICS LTD

c/o Borough Green Sand Pits
Platt Industrial Estate, Borough Green
Kent TN15 8JL

Tel: 01732 885561

Fax: 01732 885506

No. 18801

Waste Carriers Licence No. KEN / 471049

Date

Vehicle Reg.

Driver's Name

CONVEYANCE / WASTE TRANSFER NOTE

SECTION A

(i) DESCRIPTION OF WASTE	FU CODE	(ii) QUANTITY
☐ BRICK / RUBBLE / HARDCORE	17 01 07	
☐ INERT SUB SOIL	20 02 02	GROSS
☐ CONCRETE	17 01 01	TARE
☐ SOIL AND STONES	17 05 04	NETT
☐ CONTAMINATED MATERIALS		CU METRS.
DESCRIPTION		LOAD

SECTION B

WASTE COLLECTED FROM OR MATERIAL COLLECTED FROM

COLLECTION POINT NAME

ADDRESS

WASTE REG. No. (if applicable)

SECTION C

CUSTOMER NAME AND SITE OR WASTE TIP SITE

CUSTOMER / SITE NAME

ADDRESS

TIP PERMIT No.

DAY WORK TIME ON SITE TIME OFF

HOURS CHARGED

SIGNED BY DRIVER

SIGNED BY CUSTOMER

.....

PRINT NAME.....

DATE

DATE

Appendix 5 – Load Rejection Form

BOROUGH GREEN 
 **SAND PITS LIMITED**

Platt Industrial Estate
St. Marys Platt
Borough Green
KENT TN15 8JL

Telephone No: 01732 885563
Fax No: 01732 885506

LANDFILL LOAD REJECTION FORM

DATE:

HAULIER:

REG NUMBER:

DRIVERS NAME:

QUANTITY OF LOAD:

DESCRIPTION OF LOAD:

HAULIER TICKET NO:

ORIGIN OF LOAD:

SITE ADDRESS:

REASON FOR REJECTION OF LOAD:

.....
.....
.....
.....
.....
.....

DRIVERS SIGNATURE:

BGSP WEIGHBRIDGE SIGNATURE:

ABERDEEN

214 Union Street,
Aberdeen AB10 1TL, UK
T: +44 (0)1224 517405

AYLESBURY

7 Wornal Park, Menmarsh Road,
Worminghall, Aylesbury,
Buckinghamshire HP18 9PH, UK
T: +44 (0)1844 337380

BELFAST

Suite 1 Potters Quay, 5 Ravenhill Road,
Belfast BT6 8DN, UK, Northern Ireland
T: +44 (0)28 9073 2493

BRADFORD-ON-AVON

Treenwood House, Rowden Lane,
Bradford-on-Avon, Wiltshire BA15 2AU,
UK
T: +44 (0)1225 309400

BRISTOL

Langford Lodge, 109 Pembroke Road,
Clifton, Bristol BS8 3EU, UK
T: +44 (0)117 9064280

CAMBRIDGE

8 Stow Court, Stow-cum-Quy,
Cambridge CB25 9AS, UK
T: + 44 (0)1223 813805

CARDIFF

Fulmar House, Beignon Close, Ocean
Way, Cardiff CF24 5PB, UK
T: +44 (0)29 20491010

CHELMSFORD

Unit 77, Waterhouse Business Centre,
2 Cromar Way, Chelmsford, Essex
CM1 2QE, UK
T: +44 (0)1245 392170

DUBLIN

7 Dundrum Business Park, Windy
Arbour, Dundrum, Dublin 14 Ireland
T: + 353 (0)1 2964667

EDINBURGH

4/5 Lochside View, Edinburgh Park,
Edinburgh EH12 9DH, UK
T: +44 (0)131 3356830

EXETER

69 Polsloe Road, Exeter EX1 2NF, UK
T: + 44 (0)1392 490152

GLASGOW

4 Woodside Place, Charing Cross,
Glasgow G3 7QF, UK
T: +44 (0)141 3535037

GRENOBLE

BuroClub, 157/155 Cours Berriat,
38028 Grenoble Cedex 1, France
T: +33 (0)4 76 70 93 41

GUILDFORD

65 Woodbridge Road, Guildford
Surrey GU1 4RD, UK
T: +44 (0)1483 889 800

LEEDS

Suite 1, Jason House, Kerry Hill,
Horsforth, Leeds LS18 4JR, UK
T: +44 (0)113 2580650

LONDON

83 Victoria Street,
London, SW1H 0HW, UK
T: +44 (0)203 691 5810

MAIDSTONE

19 Hollingworth Court, Turkey Mill,
Maidstone, Kent ME14 5PP, UK
T: +44 (0)1622 609242

MANCHESTER

8th Floor, Quay West, MediaCityUK,
Trafford Wharf Road,
Manchester M17 1HH, UK
T: +44 (0)161 872 7564

NEWCASTLE UPON TYNE

Sailors Bethel, Horatio Street,
Newcastle-upon-Tyne NE1 2PE, UK
T: +44 (0)191 2611966

NOTTINGHAM

Aspect House, Aspect Business Park,
Bennerley Road, Nottingham NG6 8WR,
UK
T: +44 (0)115 9647280

SHEFFIELD

Unit 2 Newton Business Centre,
Thornccliffe Park Estate, Newton
Chambers Road, Chapeltown,
Sheffield S35 2PW, UK
T: +44 (0)114 2455153

SHREWSBURY

2nd Floor, Hermes House, Oxon
Business Park, Shrewsbury SY3 5HJ,
UK
T: +44 (0)1743 239250

STAFFORD

8 Parker Court, Staffordshire Technology
Park, Beaconside, Stafford ST18 0WP,
UK
T: +44 (0)1785 241755

STIRLING

No. 68 Stirling Business Centre,
Wellgreen, Stirling FK8 2DZ, UK
T: +44 (0)1786 239900

WORCESTER

Suite 5, Brindley Court, Gresley Road,
Shire Business Park, Worcester WR4
9FD, UK
T: +44 (0)1905 751310

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