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Wrap Quality Protocol

Sunshine Wharf



Sunshine Wharf,
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Recycled Materials Supply Limited

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1 INTRODUCTION

This Quality Manual has been prepared for Recycled Materials Supply Limited to outline the operational processes and the associated quality control measures at the Sunshine Wharf facility for the production of secondary aggregates from Construction and Demolition Waste. It has been based on the Quality Protocol (QP) devised by the Waste and Resources Action Program (WRAP) which is becoming widely accepted as best practice in the production of aggregates from utilities/construction waste.

WRAP has outlined the purpose of the Quality Protocol as follows:

- i) clarifying the point at which waste management controls are no longer required;
- ii) providing users with confidence that the aggregate they purchase conforms to an approved industry specification defined in accordance with an appropriate European aggregate standard;
- iii) providing users with confidence that the aggregate is suitable for a use within a designated market sector(s) including by conforming with the industry standard;
- iv) protecting human health and the environment (including soil).

The document is divided into the following parts:

Section 2 outlines the key management positions and their responsibilities within the organisation. Section 3 details the management's commitment to quality by the effective management of resources utilised in the operations at the site. Section 4 details the input materials, processes and resulting products associated with the operations at the site. Section 5 details the controls imposed on the operations to monitor production and ensure the quality of the end products.

The Quality Protocol also outlines acceptable good practice for the transportation, storage and handling of aggregate.

2 MANAGEMENT AND STAFF RESPONSIBILITIES

2.1 Organisational Structure

The organisational structure diagram outlines the chain of command in respect of RMS Ltd operations.

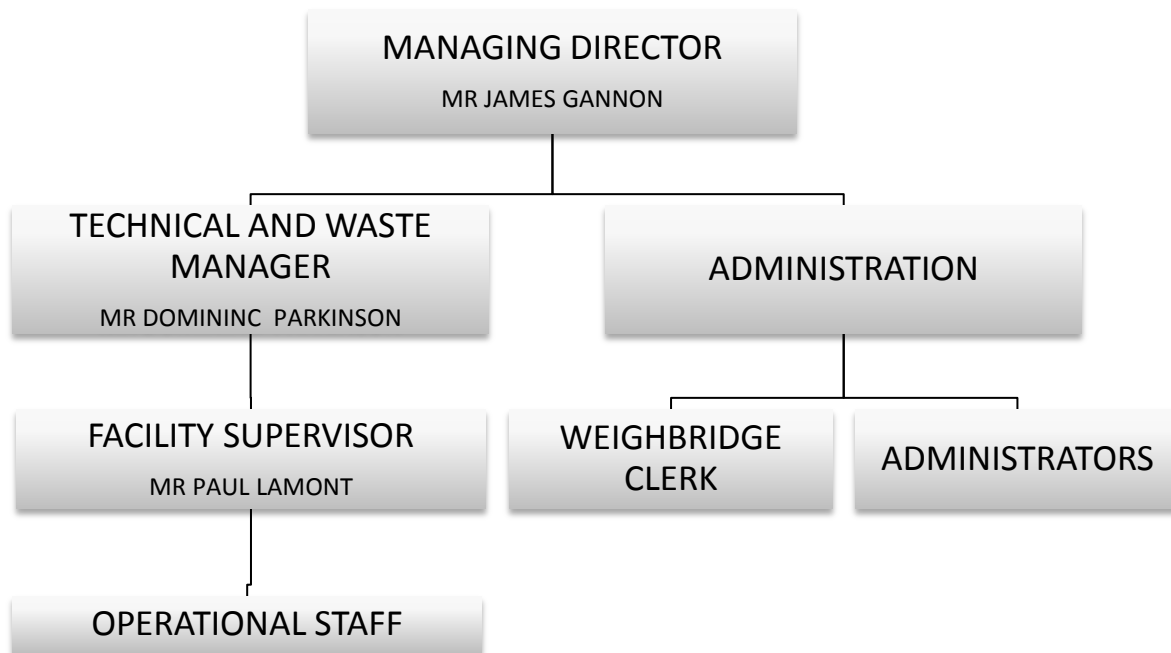


Figure 1 - Organisational Structure

2.2 Management Responsibilities

The Managing Director (MD) has overall responsibility for the RMS Ltd operations at the Sunshine Wharf.

The Technical and Waste Manager (TM) is responsible for the day to day operations and must ensure that the operations are in line with the Quality Protocol. The TM is also responsible for ensuring that site responsibilities and authorities are clearly defined and communicated.

The Facility Supervisor (FS) is responsible for communicating the requirements of the QP to the Operational Staff/Site Operatives.

The Operational Staff/Site Operatives (OPS) under the overall direction of the TM and FS to implement the procedures of the QP.



3 RESOURCE MANAGEMENT

3.1 Provision of Resources

Senior management ensures that adequate staff, equipment and materials are available in order to:

- Ensure customer satisfaction.
- Meet the quality objectives.
- Implement, maintain and improve the QP processes.

3.2 Human Resources

3.2.1 Recruiting and Training Staff

The Operational Staff at RMS Ltd have the appropriate training for tasks they undertake. Senior Management continuously assesses the training requirements of new and existing staff and where required, training will be given to ensure the successful execution of site operations.

All new employees are taken through an induction process to comply with quality, environmental and Health & Safety requirements. The induction also covers company background and familiarisation with the company operations.

A review of training effectiveness and ongoing requirements is carried out at least annually and training records are maintained.

3.2.2 Methods of Communication and Staff Involvement in the Quality Protocol.

Senior management will ensure that employees are kept informed and appropriate lines of communication exist through the organisation. Staff involvement in the QP will be driven by the TM and FS who will ensure adherence to its procedures.

Senior management is also committed to cultivating an "open door" policy in the site operations which will allow all staff to air their views and to deal with emergent issues as they arise.

Training needs are summarised in the Training Plan. This plan is updated at least once a year. The employee's performance review is also used to identify specific individual training as well as evaluate effectiveness of actions taken to satisfy competency needs.

3.3 Infrastructure

3.3.1 Aggregate Recycling Facility - Site Planning

The facility is approximately 1.8 ha in size and is configured roughly two triangular portions. The site is generally covered by either concrete hardstanding or well compacted crushed concrete hardcore. The northern smaller portion is occupied by a number of portacabins which are used as site offices and site welfare facilities. The workshop is also located in the



northern portion of the site. The remaining area is utilised as parking for the various site vehicles and lorries, and the stockpiling of material.

The location of the weighbridge roughly dissects the site into the two portions and is located north of the southern portion. This portion of the site consist of areas used to stockpile materials.

The general layout of the recycling facility is outlined in Appendix A as Figure A.1.

The facility benefits from an Environmental Permit to conduct screening and crushing activities at the site.

3.3.2 Plant and Equipment

The facility consists of the following plant and equipment associated with the site activities:

- 3 x no concrete crushers
- 2 x no screener
- 1 x no conveyor
- 1 x no weighbridge
- 2x 360 excavators
- 1 x no loading shovel

3.3.3 Storage Areas

Storage areas for all equipment, received wastes and products are made available at the site. Such storage areas ensure that equipment and products are protected from damage and deterioration and can be maintained in accordance with the supplier's recommendations and other regulatory requirements. Stores are subject to periodic inventory and audit by TM. All mixed waste brought to site is stored on sealed concrete. When the inert material is segregated it is stored in line with the Environmental Permit.

All processed materials are stored in designated areas as shown on Figure A.2.

3.4 Suppliers

Suppliers are informed of RMS Ltd materials requirements via formal commercial exchanges with the MD and with administration. Before the material is brought to the site it is visually checked against a list of European Waste Codes (EWC) by trained operators to ensure that it is the correct material.

The acceptance of materials is clearly communicated to suppliers by the use of Waste Transfer Notes (WTN). In cases of rejection, contact will be made with the supplier by telephone and email to open a dialogue and discuss future avoidance of rejection.



All suppliers of waste must hold a valid Waste Carriers License (WBC) or be a Registered Waste Broker (RWB). RMS Ltd carry out checks to ensure both these stipulations are met. This information is recorded on a Certified Suppliers List (CSL) and is held by the TM. Regular visits to suppliers are organised to learn about their working practice and/or the potential quality of the materials we may receive from them. Prior to the acceptance of potential material the MD will visit the potential site from which the source material will come.

Controls are placed on consignments and accompanying information as detailed in Section 4.2.3.

4 METHOD STATEMENT OF PRODUCTION (MSP)

4.1 Materials Accepted For Processing

The following materials will be accepted for processing at Sunshine Wharf in accordance with European Waste Catalogue (EWC) Classification:

Table 1 Materials Accepted For Processing

EWC Code	Waste Description
10 11 03	Waste glass based fibrous materials
15 01 07	Glass packaging
17 01 01	Concrete including solid dewatered concrete process waste
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 02	Glass
17 05 04	Soils and stones including gravel
17 05 08	Crushed rick, sand, clay, road base and planings and track ballast other than those mentioned in 17 05 07
19 12 05	Glass
20 01 02	Glass
20 02 02	Soils and stones restricted to parks waste

4.2 Incoming Material Acceptance Criteria

To control the quality and quantity of waste inputs to the site only RMS Ltd and selected suppliers vehicles use the recycling facility. All waste received at the site will be subject to the following acceptance criteria.

4.2.1 Collection / Reception of Waste.

Materials are received from dismantling, demolition and construction companies who typically carry out preliminary segregation activities of the waste prior to receipt. The process of ensuring correct materials enter the site starts from the sales process. A phone call is made to the office requesting a waste service to be provided and the sales staff advise the customer what material can be received. A waste transfer note (WTN) is produced and given to the driver to take to site. When collecting the waste the driver inspects the load and ensure the waste is suitable prior to accepting the waste from the waste producer.

Vehicles delivering the material will report to the weighbridge office where the incoming material will undergo an initial visual inspection prior to being weighed and documentation checked, recorded and exchanged.



4.2.2 Material Inspection.

Following reception of material, visual inspection of the load will be conducted by Weighbridge Clerk (WBC) or a suitably qualified operative as deemed by the TM. This inspection is to confirm the accuracy of the load composition as compared to the accepted material criteria and also the accompanying documentation. Following the inspection procedure the incoming load will either be:

- Provisionally accepted, documentation checked, recorded and exchanged.
- Rejected and removed off-site

4.2.3 Material Acceptance.

All accepted material must have the necessary waste transfer documentation. Each load must be accompanied by;

- Name and address of waste producer
- Name and address of waste carrier
- Waste origin
- Waste carriers licence number
- Date and time of collection
- Vehicle registration
- Waste description and EWC code,
- Waste quantity and ticket number.

All waste transfer notes are kept for a minimum of 2 years.

RMS Ltd will, where the waste quantity is greater than 1000m³ or where the waste quantity is from a site that is being progressive cleared, require contamination analysis (to be agreed with the waste producer), to ensure chemical acceptance of material is accepted on site.

Upon acceptance onto site the incoming load will be directed to the appropriate area for deposition. The deposited load will be spread and subjected to further compliance inspection. Compliant materials will then be added to the pre-processed stockpile. If non-compliance material is discovered amongst a load of waste during deposition the delivery lorry will be reloaded and removed off site.



4.2.4 Rejection of Material.

- Materials brought to site without the correct documentation will be rejected and removed off-site.
- Any loads that do not conform to the accepted material criteria at the site will not be permitted to proceed beyond the waste reception area.
- Rejected material will be recorded and discussions with the producer of the material will be instigated to eliminate the risk of receiving non-compliance material from them. The Environment Agency will be contacted and provided with the following details about the non-compliant material.
 - Type of Waste
 - Carriers Registration Number
 - Name of Carrier
 - Date and Time of Delivery
 - Name of Producer.
- The rejected load will be documented on the Rejection Register (Appendix C) and will be kept by the TM in the main site office. Where necessary the reasons for rejecting the load will be discussed with the supplier.

4.2.5 Responsibilities

Receiving and inspecting the load and accompanying documents will be the responsibility of the WBC initially and other OPS during the post tip inspection. They will bring any indication of a non-conformance to the TM as soon as it is identified. ANY site member is authorised to bring ANY non conformance, or indication of non conformance, to the attention of the TM at any time.

Ultimate responsibility for accepting or rejecting the load lies with the TM and must be recorded appropriately.

4.3 Waste Categorising

4.3.1 Procedures for Identifying and categorising waste

Once accepted waste is categorised and recorded using an internal system. RMS LTD provides an accurate method of ensuring identification and traceability of all input material.

4.3.2 Responsibilities

The Weighbridge Clerk (WBC) is initially responsible for categorising the load on acceptance at the weighbridge. If the WBC is in any doubt, they are to contact the TM for support.



On completion of categorisation, the WBC will release the load from the weighbridge for tipping under the direction, and with the authority, of the TM.

4.4 Processing Procedure

The production process will only involve materials that have undergone the acceptance procedure. No non-compliant material will be stored at the site or progressed through the production process. The production process can commence when the acceptance criteria for the site has been met.

The production process consists of the loading of material from the stockpile with a 360 excavator into a mobile crusher. Larger components of the waste material is first broken up by a 'muncher' and the steel is removed. The unprocessed waste material is then crushed to customer specification (6F1, 6F2, 6C etc). The crushed materials will then be stockpiled in the designated processed areas (see Figure A.1). No crushed materials are to be stockpiled outside this area, in order to safeguard against cross contamination. The removed scrap steel will be collected and stored in a 40yrd containers and made ready for disposal at 3rd party recycling centre operated by London City Metals.

The schematic diagram of the production process is presented in Figure 2.

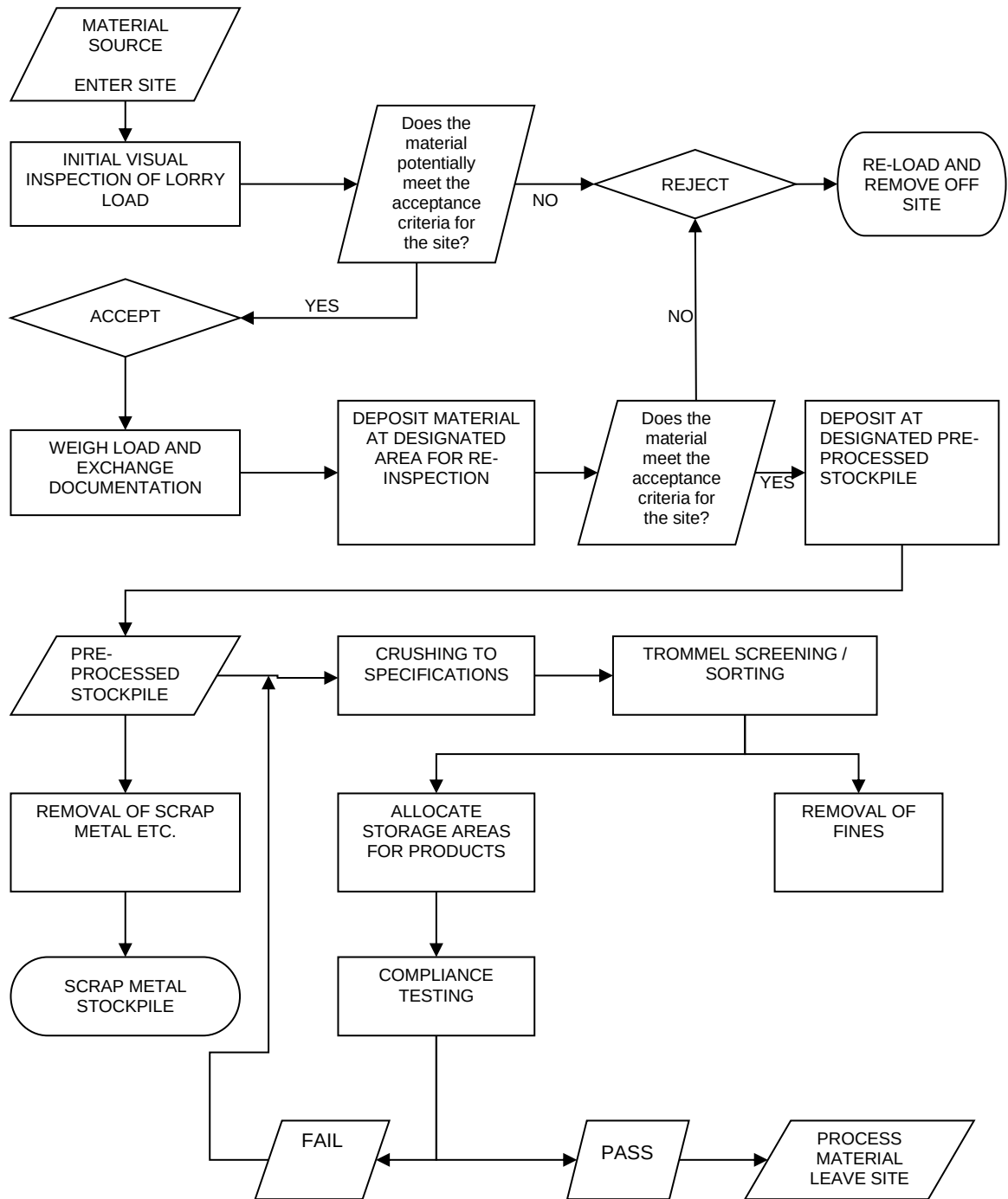


Figure 2 - Flowchart for the Processing of Construction and Demolition Waste



4.4.1 Processes Used

The following is a summary of the processes used in the operations at the site.

Table 2 Processes Used

Process	Plant Utilised	Description
Breaking Down / Crushing	Crusher 360 Excavator Loading shovel	Accepted waste material which is not yet suitable for screening is stockpiled separately for breaking down/crushing. The material is broken down to a size suitable for screening.
Jaw crushing		Crushes material to a size appropriate for the impact crusher
Screening	Trommel screener /	Separates suitable material into "large", "medium" and "small soft".

4.4.2 Re-inspecting and stockpiling

RMS Ltd will ensure that different feedstock materials are stored separately, in assigned areas, to avoid cross-contamination. The plan for identifying all storage areas at the site, so that all staff know where to find the materials needed for a given process, is presented in Appendix A as Figure A.1.

RMS will make a further inspection of the load during tipping to confirm acceptance, as contamination may be hidden in the bulk of the load. During tipping, RMS staff will check the load to confirm the initial categorization by the WBC at the weighbridge, against the acceptance criteria.

- If the load is acceptable, it will be "pushed up" the relevant stockpile of feedstock by the Machine Driver (MDR).
- If the load does not conform to the acceptance criteria, the waste will be re-loaded onto the truck immediately and rejected. The rejected load will be documented on the rejection register (Appendix C).

RMS will clean all feedstock material at the earliest opportunity; before the material is pushed up the stockpile. Staff will perform an initial hand picking of foreign materials; such as wood, plastic, and metals. RMS will provide containers and/or bay space for such contaminants to aid recycling or disposal through a licensed waste transfer station or third party recycling unit.



4.4.3 Responsibilities

This sub section describes responsibilities during the stockpiling of material.

Table 3 Processing Procedure - Tasks and staff responsibilities

Task	Staff Responsible
Inspecting the load during tipping	OPS (as appropriate/qualified)
Confirming categorisation	TM
Accepting or rejecting the load	TM/WBC
Recording details of the load	WBC
Cleaning the load (if applicable)	OPS (as appropriate/qualified)
Pushing it on the stockpile.	MDR

4.5 Procedures for Controlling and Stockpiling of Products

This section describes the control and management of the incoming feedstock and finished products, from testing of their characteristics to stockpiling. The WRAP FPC requires that:

- RMS set out the frequency and nature of testing/inspection on the input materials, equipment and products in the process control documentation, including provisions for:
 - Products being tested for their properties, under the conditions set by the relevant European Standard and inspection regimes are in place for all materials as defined in sub section A Process control (below).
 - Non-conforming products being properly identified and recorded (Appendix D).
 - Products being identifiable up to the point of sale as regards source and type (Section 5.6).

5 FACTORY PRODUCTION CONTROL (FPC) AND FINISHED PRODUCTS

The Factory Production Control (FPC) is the control system used to monitor the production process detailed in Section 4 and to ensure that the required product characteristics are achieved and maintained consistently by the output.

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.

5.1 Manufactured Products

The following is a summary of the products that can be produced at the site.

Table 4 Manufactured Products

Product name	Product description
Recycled Type 1	CL803 Type 1 made with 100% recycled material.
6F1, 6F2	Selected granular material
Crushed concrete	Crusher run material (all sizes)
Type 6C	Granular filter media material
10 mm Recycled Shingle	
20 mm Recycled Shingle	14/25 recycled granular aggregate made from 100% recycled material

5.2 Process Control

This sub section outlines the testing that is performed on RMS Ltd incoming material and products, together with the testing procedure and frequency.

All Sunshine Wharf incoming waste materials and outgoing products are tested in accordance with Table 5. A departure from Table 5 may be acceptable on the basis of:

- The large number of consecutive test passes for Sunshine Wharf products that may exist (which can be proven on request).
- RMS Ltd administers a quality management system with exceptional measures for surveillance and monitoring of the production process.

- Sources of high conformity (i.e. a large quantity of our feedstock is natural reclaimed aggregate as demonstrated by material constituents testing).

Table 5 Testing Regime

Product	Testing												
	Grading	Constituent Analysis	Bitumen Content	Frost	Magnesium Sulphate	TRL 447	WS SO ₄	Los Angeles	PI	Particle Density and WA	Laboratory CBR	Particle Shape - Flakiness Index	Particle Shape - Shape Index
TYPE 1	W	M		Y	Y	M		Y	M	M	Y	M	M
TYPE 1 BLEND	W	M		Y	Y	M		Y	M	M	Y	M	M
6F1	M	M	M					Y		M		M	M
6F2	W	M	M					Y		M		M	M
6C	M							Y	M				
10mm													
20mm	M	Q					M	Y		Q		Q	Q
Notes:-													
W - Weekly, M - Monthly, Q - Quality, Y - Yearly													

A full record of all testing is held by the TM in the main site office.

RMS Ltd carries out a regular testing of the products, in line with WRAP Aggregates Quality Protocol. This is independently carried out by Site Analytical Services Ltd, Units 14-15 River Road Business Park, 33 River Road, Barking, Essex IG11 0EA.

5.3 Non Conformities

RMS Ltd is required to set out the procedures for dealing with non conforming products, and to record details of our actions. The FPC requires that RMS Ltd provide for product reprocessing, diversion to another application for which the non-conforming product is suitable, or complete rejection.

Details on the non-conforming products and remedial actions shall be recorded by the TM on a non conforming product form for further investigation and, if necessary, corrective action. Non conforming product and general complaint forms are at Appendices D and E respectively.

The following procedures shall be implemented following a visual assessment to assess conformity following the daily visual inspection undertaken by the TM.

- The TM will fill in non conforming product form/ and where appropriate, make a site visit or arrange for a sample of material to be returned to the operation for inspection and further testing.



- Corrective action will be taken upon the findings of any investigation. Products that have failed visual inspection will be reprocessed, rejected or diverted to another application for which the non-conforming product is suitable.
- Reasons for failure will be recorded and discussed with amongst the operation management team to ensure that there is no repeat of the non conformance/rejection or general complaint. The corrective action adopted in such instance shall be recorded on the non conforming product form.

The following procedures shall be implemented following sample test failure notification:

- The TM will fill in non conforming product form and arrange for a sample of material from the production to be returned to SAS for re-testing further testing.
- Where the results of the re-test passes the relevant conformity test, it is likely that the original failure will be due to sampling methodologies. Corrective action involving additional training and evaluation of the sampling practices will be implemented.
- Where the results of the re-test fails an greater inspection and evaluation of the production process will be made. Where necessary, appropriate remedial measures relating to the production process will be made.
- Reasons for failure will be recorded and discussed with amongst the operation management team to ensure that there is no repeat of the non conformance/rejection or general complaint. The corrective action adopted in such instance shall be recorded on the non conforming product form.

General complaint procedure is as follows:

- A general complaint is made about a product.
- The TM will fill in a general complaint form and where appropriate, make a site visit or arrange for a sample of material to be returned to the operation for inspection and further testing. All general complaints will be investigated thoroughly and the procedures detailed above for visual non conformity will be instigated.

5.4 Product Stockpiling

All products will be stockpiled in their own designated area in a controlled manner to avoid cross contamination and deterioration. All products are inspected daily (Appendix F) to ensure that they have not deteriorated, still meet the relevant European standards for aggregates and match their product designations. Optimum moisture content will be maintained in a controlled manner with the use of water spray equipment. This spray equipment is also used to suppress the levels of airborne dust (necessary for pollution



control). Stockpiles will be turned over where necessary by loading shovel to ensure consistent material quality.

5.5 Responsibilities

Table 6 Factory Production Control - Tasks and staff responsibilities

Task	Responsibility
Controlling products and categorising them according to relevant European standards and specifications	TM and FS
Managing all non-conformities/rejections and general complaints	TM and FS

5.6 Supplementary Information

This Section outlines other paperwork which may contain additional information on the Sunshine Wharf operation and incoming materials and final materials produced.

5.6.1 Waste Transfer Notes

These notes are submitted to the WBC to ensure the “chain of custody” of all waste passing through Sunshine Wharf.

5.6.2 Weighbridge Tickets

These tickets display data assessed at the weighbridge, with specific address, date, time, gross, net and tare weights, vehicle, waste description and EWC information.

5.6.3 Sales Invoices

These invoices are used universally and display address, tax point, invoice and account number, material description, quantity, unit price, VAT and totals information.



APPENDICES



APPENDIX A - FIGURES

Figure A.1 – Indicative Site Layout



NOTES
1. Baseplan Courtesy of Google Earth

CLIENT
RECYCLED MATERIALS
SUPPLY LIMITED

TITLE

SUNSHINE WHARF
INDICATIVE SITE LAYOUT

PROJECT NO.	SRS/14/1164
DWG. NO.	1164/001
SCALE	N.T.S
DRAWN	MM-T
CHECKED	JSW
DATE	APRIL 2014
SHEET NO.	1 OF 1
REV	-
REV DATE	-



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APPENDIX B - RECORDS TO BE MAINTAINED FOR ALL SECTIONS OF THIS QP

All records

All records are held in the main site office for one year by the Technical Manager. Records older than one year will be packaged and held in the RMS Ltd archive for a total period of 3 years, after which they will be destroyed. A record of such destruction will be kept on file.

List of records to be held by the TM at Sunshine Wharf is provided below.

Record	Location
Waste Transfer Notes (WTN)	Main site office
Plant and Equipment Plan (PEP)	Main site office
SAS Test Results Files (All Products)	Main site office (electronic)
PPE Register	Main site office
Site Accident Book	Main site office
SAS Admin File	Main site office
Purchase Order Numbers File	Main site office
Site Internal Audit File	Main site office
Company Risk Assessment Library (CORAL)	Main site office
EA Admin File	Main site office
Rejection Form File	Main site office
General Complaint Form File	Main site office

Rejected Loads

RMS record every delivery rejected (with reasoning) on the rejection register (Appendix B). The reasoning is discussed with the supplier of the rejected load, together with the actions required to avoid future rejections. The rejection form will be annotated by the TM with a date to indicate that the reasoning has been discussed with the supplier.

Type, Format, Location and Responsibilities

Notwithstanding that described below, the TM is ultimately responsible for the accurate recording and presentation of all information and documentation.

Type, location and responsibility for records, information and documentation

Information Type	Information Format	Location of Information	Staff Responsible
Feedstock category (i.e. type of waste and EWC code)	WTN/weighbridge docket	Main site office	WBC
Weight	WTN/weighbridge docket	Main site office	WBC
Any (other) documentation reporting the identification of the load (if available)	Other/supporting paperwork	Main site office	WBC
Records of acceptance or rejection	WTN/Weighbridge docket or rejection form	Main site office	TM



APPENDIX C - REJECTION REGISTER FOR INCOMING WASTE



REJECTION REGISTER FOR INCOMING WASTE							
Date	Waste Carrier	Vehicle details:	Source of Waste	Comments - Reason for Rejection	Contact Details of person informed	Full name of RMS Staff	Signature



APPENDIX D - NON CONFORMING PRODUCT FORM

Type Non Conformance
Identified

Visual		Sample Testing	
		If Sample Testing, SAS Ref No	

Date:

Time:

Name:

Signature:

Product type:

Quantity involved:

Nature of non-conformance:

Remedial action taken (quarantine, reprocessing, disposal, rejection):

Operator charged with investigating the non-conformity:

Results of the investigation on causes of non-conformance:

Corrective action taken on causes of non-conformance:

Date:

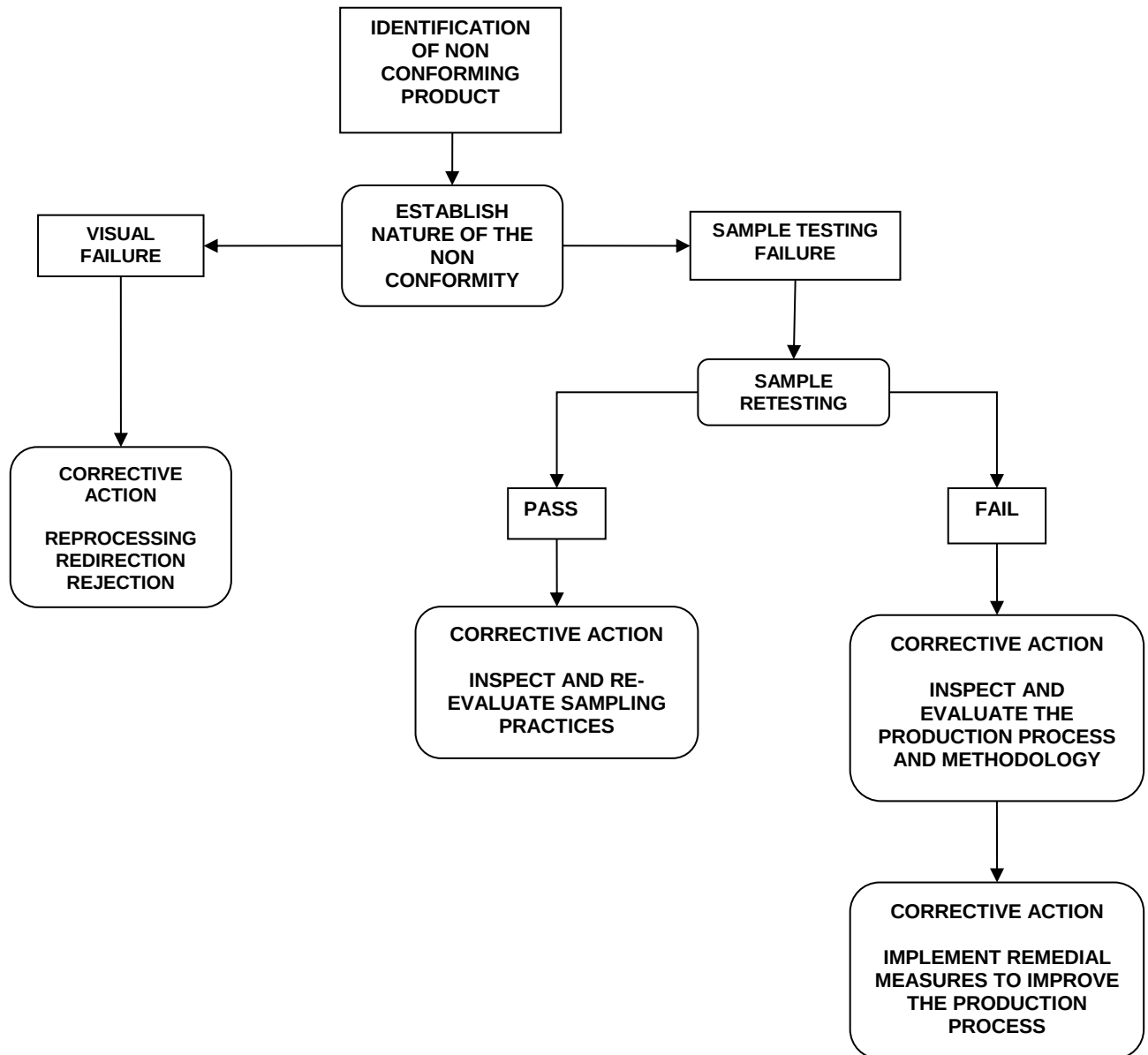
Time:

Name:

Signature:



FLOWCHART FOR DEALING WITH NON CONFORMING PRODUCTS





APPENDIX E - GENERAL COMPLAINT FORM

GENERAL COMPLAINT FORM

Date: Time: Name: Signature:

Reported to:

Nature of complaint:

Detail of complaint:

Corrective action by:

Corrective action taken:

Date:

Time:

Name: Signature:



APPENDIX F - ACTIONS ON TEST FAILURE OF ANY PRODUCT / WASTE

1. Investigate and name the source of the test failure (i.e. is it valid?)

YES / NO

Source name:

2. What has failed? (brief description of product or waste)
3. Who has reported the failure? (i.e. RMS staff or external body)
4. What action will be taken? (options below)
 - a. Stop production, resolve the failure criteria and re – test the product
 - b. Stop accepting, resolve the failure and re – test the waste material

Further Comments / detail / information (attach more sheets if required)