Environment Agency

General version for waste handling industry

Environmental management toolkit

General Waste Sector Sites

Management Toolkit for Small and Medium Sized Businesses

What is it?

A pack of information, with **helpful simple templates**, specifically aimed to help small and medium sized businesses manage their operations to **reduce the risk of harming the environment**. To work well it requires someone in your business to take responsibility for environmental management on site.

This management toolkit supports the more detailed guidance on environmental management provided by the Environment Agency, listed in *Section 7* of this toolkit. It is not intended to meet all the requirements of an environmental management system (EMS) specified in a permit issued under the Environmental Permitting Regulations 2007 (for more information on a permit EMS see the reference *"How to Comply with your Environmental Permit"* in Section 7 of this toolkit). However, it can be used to form part of such an EMS. It is designed for small and medium sized businesses regulated by the Environment Agency, but the templates and principles can also be used by non-regulated businesses, and will benefit them in many of the ways listed below.

Why use it?

Most businesses have the potential to cause pollution. This management toolkit will help you consider:

- *Is there a less risky alternative to the way we do things?*
- *Is my equipment fit for purpose, inspected and maintained?*
- *Are my procedures and training adequate?*
- *In the event of something going wrong, am I prepared to deal with it?*

As well as answering these questions, this toolkit will also help you identify and manage your typical impacts on the environment, examples of which are listed on the next page.

As a result, benefits to a well managed site include:

- improved **resource efficiency** and **productivity** which help to build a **sustainable** business
- reduce **risks and loss**
- reduced operating **costs,** including costs associated with environmental regulation
- more likely to **obtain business** from others that require their business partners to manage their environmental impacts effectively
- improved **reputation** amongst staff, customers and the public
- increased chance of **funding** for your business by demonstrating responsible environmental management
- improved **legal compliance,** avoid **prosecution,** receive fewer visits from environmental regulators

Version for General Waste Sector Sites

This tool will help you identify and manage typical impacts on the environment:

- **air emissions**, (e.g. dust from the storage, treatment and movement of waste)
- **land contamination**, (e.g. accidental spills of solvents and oils)
- **noise and odour pollution**, (e.g. vehicle movement, waste handling, storing, transporting)
- **Energy usage,** (e.g. poorly maintained machinery, inefficient procedures and motors)
- **waste disposal**, (e.g. such as solid and liquid wastes – these need correct disposal)
- **water discharges**, (e.g. run-off from waste storage or spills from sewage tankers)

Example: Tank bunds

A bunded tank will contain a spill should an accidental leak or rupture occur. The bund will have prevented contamination of the groundwater which is commonly used for drinking water, or surface water which may be used for fishing.

It is important that your bunds are regularly inspected, maintained and collected rainwater regularly removed and disposed of properly.

Example: Site drainage

A blocked drain could mean that rainwater containing sediment and other contaminants enters surface water courses. This can damage plants and wildlife and leave you open to prosecution.

Making sure your site drainage is free from blockages will reduce the chances of you polluting surface water courses. Know where the drain flows to and, if contamination needs to be contained in the event of a spillage, seal the drainage off and have a plan to handle the contained spillage in a responsible way.

How should it to be used?

The tools and templates within the toolkit are listed in the contents table on the next page. Your site responsible person should take the template versions in this toolkit and;

- amend them, if required, to make them specific for your site activity
- keep the tools and templates together in a file, or as an electronic document, for quick reference by site employees, customers and for the regulator during their visits
- track progress in preparing your toolkit by completing the last two columns in the contents table when it has been completed. It is suggested that you start with item 1 in the toolkit contents.
- If you require further help then speak to your regulator and/or use the references in *Section 7* of this pack

In summary, with regard to environmental regulation, these simple tools will help you to:

- ➢ show that activities that could harm the environment are under control
- ➢ develop an environmental management system for your site activities
- ➢ be less likely to breach your permit or cause pollution and, therefore, avoid enforcement action
- ➢ avoid having to pay higher charges for non-compliance (e.g. could help improve your Operational Risk Appraisal '**OPRA**' rating)

Pack Contents	Have you completed the template for your site and has it been filed?	Signed by: Date:
1. **Environmental Impacts Plan and Controls**		
2. **Accident / Pollution Incident Management Plan,** including; A – Site Plan B – Key Site and Emergency Contacts C – List of Substances and Storage Facilities D – Preventing Accidents… and what to do if they happen	 Yes Yes	
3. **Maintenance Checklist** and maintenance record	Yes	
4. **Training Checklist / Record** for your staff	Yes	
5. **Complaints Form** for recording complaints about your site from members of the public.	Yes	
6. **Accident (and incident) recording form**	Yes	
7. **Further Help**		
8. **Posters** for own use and display at facility		

1. Environmental Impacts Plan and Controls

Table 1
Site Activity:

The key pieces of environmental legislation affecting this sector are:

*(Add as many as apply to your site activities – **you should ensure that this list is kept up to date for your site and covers all applicable legislation**)*

- The Environmental Permitting (England and Wales) Regulations 2007, SI 3538
- Groundwater regulations 1998, SI 2746
- Water Resources Act 1991, as amended.
- Environmental Protection Act 1990
- Control of Pollution (Oil Storage) (England) Regulations 2001, SI 2954
- Hazardous Waste Regulations (2005)

Processes / Activities / Equipment at your site:
(insert H or M or L where applies)

List all the processes / activities / equipment at your site in these columns.

Then put an (H) high impact, or (M) medium impact, or (L) low impact in the box next to the process / activity / equipment if it can result in an environmental impact listed below under normal or abnormal operation.

- Emissions to Air (including dust) - **A**
- Emissions to Water - **W**
- Energy Usage (e.g. electricity, gas, oil) - **E**
- Waste Disposal - **D**
- Land Contamination - **L**
- Nuisance (i.e. noise or odour) - **N**
- Resource Consumption (e.g. water, chemicals, not energy) - **R**

Process / Activity/Equipment	A	W	E	D	L	N	R
e.g. Oil / water separator – operation	L	H	-	H	L	-	-
Fuel Delivery and offloading	-	H	-	-	H	-	-
Chemicals storage	-						
Surface water drainage	-	M	-	-	L	L	-
Sorting	L	L	-	L	L	L	-
e.g. Boilers for raising steam	-	-	-	-	-	-	-
Others: (specify)							
Large Plant use	L	L	-	L	L	M	-
Screen Soil	H	L	L	L	L	M	L
Baling Plastics	L	L	M	-	-	L	L
Loading Vehicles	**M**	**L**	**L**	-	**L**	**M**	-

Process / Activity/Equipment	A	W	E	D	L	N	R

1. Environmental Impacts Plan and Controls (Table 1 - Continued)

Table 1
Site Activity:

The key pieces of environmental legislation affecting this sector are:

*(Add as many as apply to your site activities – **you should ensure that this list is kept up to date for your site and covers all applicable legislation**)*

•

•

Processes / Activities / Equipment at your site:
(insert H or M or L where applies)

List all the processes / activities / equipment at your site in these columns.

Then put an (H) high impact, or (M) medium impact, or (L) low impact in the box next to the process / activity / equipment if it can result in an environmental impact listed below under normal or abnormal operation.

- Emissions to Air (including dust) - **A**
- Emissions to Water - **W**
- Energy Usage (e.g. electricity, gas, oil) - **E**
- Waste Disposal - **D**
- Land Contamination - **L**
- Nuisance (i.e. noise or odour) - **N**
- Resource Consumption (e.g. water, chemicals, not energy) - **R**

Process / Activity/Equipment	A	W	E	D	L	N	R
Emptying Skips	M	M	-	M	M	M	L
Hand Picking Waste	L	L	-	L	L	L	-
Trommel Sorting	M	L	L	L	L	M	L
Storage Of Fuel	L	M	-	-	M	-	-
Pre Packed Materials production	L	-	-	-	-	-	-

Process / Activity/Equipment	A	W	E	D	L	N	R

1. Environmental Impacts Plan and Controls

For each Process / Activity / Equipment identified in the Table 1 above complete the following tables if there is an environmental impact [at least High (H) or Medium (M)] under normal or abnormal operation *(the examples included are guidance only)*

Table 2A. Emissions to Air [A] *(use as many forms as required)*

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment?	Is equipment included on maintenance checklist?	Is impact controlled by a procedure ?	Person using the procedure received training?	Comments
e.g. Flue Gas Emissions from boilers raising steam – Gas / Oil Fired	Flue Gas emissions include CO2 a greenhouse gas contributing towards global warming; NOx contributes to acidification, potential for local air quality issues with dust	Yes – boiler operation	Yes - Boilers on list	Yes – Boiler operation	Yes	Boilers gas fired – operator trained and burners and dampers regularly maintained.
e.g. Dust from site activity A *(state specific activity)*	Potential for local air quality issues from dust. Also, a cause for complaints					
Add any other that apply						
Emptying Skips	Materials emptied from skips may emit dust.	Yes-Dust Suppression	Yes-On w/b & WTS list			Check dust suppression system and maintain.
Loading Vehicles	When loading vehicles with front shovel or excavator may create dust.	Yes-Dust suppression	Yes-on w/b & WTS list	Yes-Plant Operation	Yes-In House	Maintain dust suppression.
Screening soil	Screening during dry periods may cause dust.	Yes-Dust suppression	Yes-on w/b & WTS list	Yes-Screen Operating	Yes-In house	Maintain dust suppression.

Table 2A (Continued) Emissions to Air [A] *(use as many forms as required)*						
Process / Activity / Equipment on Site	**Potential Impact**	**Is impact controlled by equipment?**	**Is equipment included on maintenance checklist?**	**Is impact controlled by a procedure ?**	**Person using the procedure received training?**	**Comments**
Add any other that apply						
Tromel Sorting	Dust produced by Tromel	Yes-Dust suppression	Yes-on w/b & WTS list			Maintain Dust suppression
Pre-packed materials Production	Dust produced by materials	Yes- PPE	Yes –on Bagging shed checklist			

Table 2B. Energy Usage [E] ***(use as many forms as required)***

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment ?	Is equipment included on maintenance checklist?	Is impact controlled by a procedure ?	Person using the procedure received training?	Comments
e.g. Electricity usage for large machine / activity A *(state specific machine / activity)*	The impacts associated with electricity production are well documented (e.g. Air emissions) There is scope to reduce these impacts by using electricity efficiently on site.					
e.g. Electricity usage for large machine / activity B *(state specific machine / activity)*	The impacts associated with electricity production are well documented (e.g. Air emissions) There is scope to reduce these impacts by using electricity efficiently on site.					
Add any other that apply						
Baling Plastics	The impacts associated with electricity production are well documented (e.g. Air emissions) There is scope to reduce these impacts by using electricity efficiently on site.			Yes-Baling Proceedure	Yes-In House	All staff trained to use equipment efficiently according to Balers Instructions.

Table 2B (Continued) Energy Usage [E] *(use as many forms as required)*						
Process / Activity / Equipment on Site	**Potential Impact**	**Is impact controlled by equipment ?**	**Is equipment included on maintenance checklist?**	**Is impact controlled by a procedure ?**	**Person using the procedure received training?**	**Comments**
Add any other that apply						

Table 2C. Emissions to Water [W] ***(use as many forms as required)***

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment ?	Is equipment included on maintenance checklist?	Is impact controlled by a procedure?	Person using the procedure received training?	Comments
Contaminates pass through Interceptor from WTS	Contaminate from emptying skip passes through the interceptor into a watercourse potentially causing harm to environment and polluting watercourse	Yes – Interceptor operation	Yes – WTS checklist	Yes –WTS procedure list	Yes- WTS staff.	
Surface water run-off from buildings, car parks and concrete hard standing	Under normal conditions surface water run-off should be uncontaminated. However, if contamination occurs by accident, it has the potential to cause water pollution to local watercourse if there is a site drain failure	Yes-Spill Kits distributed on site	Yes- WTS & W/B & DIY Check list	Yes- Spills Plan	Yes-All staff	The accidental contamination case is considered in our Accident / Incident Management Plan
Fuel Delivery	Potential for fuel delivery to site to spill and contaminate.	Yes- Spill kit by fuel tank	Yes-WTS & W/B Check list	Yes-Spills plan	Yes-All staff	Delivery drivers also have spill kits on board.
Fuel Storage	If fuel tank fails potential contamination of the local watercoarse.	Yes-fuel tank bunded	Yes-WTS & W/B Check list	Yes-Spills plan	Yes-All staff	

Table 2C (Continued) Emissions to Water [W] *(use as many forms as required)*						
Process / Activity / Equipment on Site	**Potential Impact**	Is impact controlled by equipment ?	Is equipment included on maintenance checklist?	Is impact controlled by a procedure?	Person using the procedure received training?	**Comments**
Add any other that apply						

Table 2D. Waste Disposal [D] ***(use as many forms as required)***

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment ?	Is equipment included on maintenance checklist?	Is impact controlled by a procedure ?	Person using the procedure received training?	Comments
Emptying Skips, General unsorted waste	Most general unsorted waste is landfilled and this has associated impacts e.g. ecotoxicity, global warming and nuisance e.g. odour. General waste volumes can be reduced if sorting systems are used. Need to meet legal Duty of Care requirements.	Yes-Trommel, soil screen,	Yes-WTS checklist	Yes-WTS proceedure	Yes WTS	Waste is emptied onto non-permeable surface sorted with equipment and hand-picked to reclaim all recyclable materials
Oil disposal from Oil Interceptor	Waste oil is collected by a registered waste oil collection company with whom we have an existing contract.	Yes- eco oil collect	No			

Table 2D (Continued) Waste Disposal [D] *(use as many forms as required)*						
Process / Activity / Equipment on Site	**Potential Impact**	**Is impact controlled by equipment ?**	**Is equipment included on maintenance checklist?**	**Is impact controlled by a procedure ?**	**Person using the procedure received training?**	**Comments**
Add any other that apply						

Table 2E. Nuisance (e.g. Noise, Odour) [N] ***(use as many forms as required)***

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment ?	Is equipment included on maintenance checklist?	Is impact controlled by a procedure ?	Person using the procedure received training?	Comments
Noise from site activities Crushing	Section III of the Environmental Protection Act 1990 , noise can be classified as a statutory nuisance	No	No	Yes-WTS procedure	Yes-All WTS staff	Crusher operated by contractor, and limited to once a year.
Noise from transport movement on site	Section III of the Environmental Protection Act 1990 , noise can be classified as a statutory nuisance	No	No	Yes-Stated in Employee Handbook	Yes-All staff	All vehicles restricted on site to 5mph.
Odour from site activities emptying skips	Section III of the Environmental Protection Act 1990 , odour can be classified as a statutory nuisance	No	No	Yes-WTS procedure	Yes-All WTS staff	All waste with potential to cause odours are separated as soon as they are discovered.
Noise from site activities Screening	Section III of the Environmental Protection Act 1990 , noise can be classified as a statutory nuisance	No	No	Yes-WTS Procedure	Yes-All WTS staff.	Screen used only when required.
Noise from site activities Vehicle Loading	Section III of the Environmental Protection Act 1990 , noise can be classified as a statutory nuisance	No	No	Yes-WTS & W/B Procedure	Yes-All WTS & W/B staff	Vehicles will be loaded in the most efficient way as trained in house. Loading outside of opening hours to be avoided.
Noise from site activities Pre-packed materials production.	Section III of the Environmental Protection Act 1990 , noise can be classified as a statutory nuisance	No	No	Yes-Pre-packed materials procedure	Yes- All Staff	Only use when required, reduce impact by using vibrate as little as possible.

Table 2E (Continued) Nuisance (e.g. Noise, Odour) [N] *(use as many forms as required)*						
Process / Activity / Equipment on Site	**Potential Impact**	**Is impact controlled by equipment ?**	**Is equipment included on maintenance checklist?**	**Is impact controlled by a procedure ?**	**Person using the procedure received training?**	**Comments**
Add any other that apply						

Table 2F. Resource Consumption (not energy) [R] ***(use as many forms as required)***

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment ?	Is equipment included on maintenance checklist?	Is impact controlled by a procedure ?	Person using the procedure received training?	Comments
use of hydraulic oil for machine Loading Shovel	Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and Hazardous Waste Regulations	Yes-Spill Kits available	Yes-WTS, W/B & DIY check list.	Yes-W/B procedure	Yes-All staff	
use of hydraulic oil for machine excavator	Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and Hazardous Waste Regulations	Yes-Spill Kits available	Yes-WTS, W/B & DIY check list.	Yes-W/B procedure	Yes-All staff	
use of hydraulic oil for machine Forklift	Harm to human health or escape to the local environment. Management of hazardous substances according to COSHH and Hazardous Waste Regulations	Yes-Spill Kits available	Yes-WTS, W/B & DIY check list	Yes-W/B procedure	Yes-All staff	

Table 2F (Continued) Resource Consumption (not energy) [R] *(use as many forms as required)*						
Process / Activity / Equipment on Site	**Potential Impact**	**Is impact controlled by equipment ?**	**Is equipment included on maintenance checklist?**	**Is impact controlled by a procedure ?**	**Person using the procedure received training?**	**Comments**
Add any other that apply						

Table 2G. Land Contamination (e.g. storage of hazardous substances) [L] ***(use as many forms as required)***

Process / Activity / Equipment on Site	Potential Impact	Is impact controlled by equipment ?	Is equipment included on maintenance checklist?	Is impact controlled by a procedure ?	Person using the procedure received training?	Comments
Fuel Storage	Fuel can cause harm to the ecotoxicity of the soil, and could leak into groundwater.	Yes-Fuel Bund	Yes-WTS & W/B checklist	Yes-Spills procedure	Yes-All staff	
Emptying Skips	Materials emptied from skips, whilst supposed non- hazardous, may contain hazardous liquid or putrid waters.	Yes-Full bunded treatment area non-permeable floor.	Yes WTS checklist.	No	No	Treatment area has sealed drainage system and is a covered and bunded area.
Fuel offloading	Fuel can cause harm to the ecotoxicity of the soil and could leak into the groundwater.	Yes- All delivery drivers have spill kits and are trained in a spill proceedure. Spill kits are positioned near delivery areas	Yes- WTS & W/B checklist	Yes-spills procedure .	Yes-All staff	

Table 2G (Continued) Land Contamination (e.g. storage of hazardous substances) [L] *(use as many forms as required)*						
Process / Activity / Equipment on Site	**Potential Impact**	**Is impact controlled by equipment ?**	**Is equipment included on maintenance checklist?**	**Is impact controlled by a procedure ?**	**Person using the procedure received training?**	**Comments**
Add any other that apply						

Table 3. General Waste Management ***(use as many forms as required)***

Waste Produced at Site ***(with EWC, if known)***	**Where does the waste go?**	**Can it go to recovery / recycling?**	**Is it being stored correctly on site?**	**Are Duty of Care requirements being met?**	**Comments**
Treated Waste EWC 19 12 12	Viridor Squabs Wood	No – Checked on 06/02/14	Yes-In sealed Ro-Ro Bin Checked 13/02/14	Yes – Checked daily	Visual checks made twice daily recorded in site diaries.
Unprocessed Wood Waste EWC 19 12 07	Solent stevedores Southampton	Yes-Recycling	Yes-In sealed Ro-Ro Bin Checked 13/02/14	Yes – Checked daily	Visual checks made twice daily recorded in site diaries
Green Waste EWC 19 12 12	Eco Recycling Hurn	Yes-Recycling	Yes-In sealed Ro-Ro Bin Checked 13/02/14	Yes – Checked daily	Visual checks made twice daily recorded in site diaries
Gypsum Waste EWC 19 08 02	New West Gypsum Bristol	Yes-Recycling	Yes-In sealed Ro-Ro Bin Checked 13/02/14	Yes – Checked daily	Visual checks made twice daily recorded in site diaries
Plastics, Packaging EWC 19 12 04	Bestway Recycling	Yes-Recycling	Yes-Stored on impermeable surface	Yes – Checked on 13/02/14	Once baled plastic is collected once a month by recycle company.
Cardboard EWC 19 12 01	Bestway Recycling	Yes-Recycling	Yes-Stored on impermeable surface	Yes – Checked on 13/02/14	Once baled cardboard is collected once a month by recycle company.
Concrete Bricks and Tiles EWC 19 12 12	Viridor Squabs Wood	Yes-Crushing	Yes-Stored on Hard standing	Yes – Checked daily	Visual checks made twice daily recorded in site diaries
Soil and Stones EWC 19 13 02	J Harley & sons Chitterne	Yes-Soil Screening	Yes-Stored on hard standing	Yes-Checked Daily	Visual checks made twice daily recorded in site diaries

Table 4. List of Procedures ***(list procedures identified in Table 2A to 2G above, and any other procedures you have in addition)***

(use as many forms as required)

Procedure Name	What process / activity / equipment does it relate to?	Where is the procedure kept?	Version Number	When was the procedure last reviewed?	Comments
Waste Transfer Station (WTS) Procedure	Operation and activities relating to WTS	Main Office & WTS office	1	11/02/14	Reviewed yearly
Weigh Bridge (W/B) Procedure	Operation and activities relating to W/B	Main Office & W/B office	1	11/02/14	Reviewed yearly
Spills Procedure	Spills of contaminates on site. Spill kits.	Main Office W/B & WTS & DIY Office	1	11/02/14	Reviewed yearly
Fire Procedure	Prevention and containment of Fire. Fire assembly points.	Main office, W/B, WTS & DIY office	1	11/02/14	Reviewed yearly

2. Accident / Pollution Incident Management Plan

Further help is available from PPG21: Pollution incident response planning (See section 7)

Created by: James Boswell **Date:** 11/02/14

Review Date: 11/02/15 **Version:** 1

Accident / Pollution Incident Management Plan Contents

A – Site Plan

Insert site plan showing location of the following items:

- **Site entrances and exits** available to the emergency services
- **Buildings**; the buildings and other main constructions
- **Drainage**; including
  - foul drainage (marked in red),
  - surface water drainage (marked in blue)

showing

  - the direction of flow and
  - the discharge points to the sewer, watercourse or soakaway.
  - The location of manhole covers and drains,
  - The location of stop and diverter valves and interceptors
- **Service mains**; the routes of
  - water supply, gas, electricity)
  - mains water stop tap, and gas and electrical supply isolating valves / switch.
- **Storage of hazardous materials**; eg oil and fuel tanks, chemical stores, raw materials, waste materials etc.
- **Process lines**; location and direction of main process lines/pipes.
- **Accident and emergency response items**; such as fire extinguishers, fire hydrants, fire water tanks / ponds, spill kits, sand bags, alarms, first aid kit etc.
- **Vulnerable receptors;** on site or adjacent receptors that could be affected by the site operations, such as porous / unmade ground, watercourses, springs, boreholes, ecologically sensitive sites, residential properties, schools, offices, hospitals etc.
- **Pollution control points**; such as inspection or monitoring points, bunds,.
- **Treatment**; location of any on site trade effluent or sewage effluent treatment plant.

B – Key Site and Emergency Contacts

This table contains information and contacts you may need in an emergency
(amend, as required, to suit your site).

SITE DETAILS			
Location: Boswell Bros (Salisbury) Ltd			
Postcode: SP4 6DJ			
Site Access Grid Reference:132688,416250			
SITE CONTACTS	Name	Office Hours (specify)	Out of hours
Owner:	James Boswell	01722 333781	07785993512
General Manager:	Sam Kirby	01722 333781	07785993523
Site Manager:	Paul Andrews	07785993517	
Site Supervisor:			
Security Contact:			
Landowner / Agent:			
EMERGENCY SERVICES		Office Hours	Out of hours
Emergency		999	999
Medical:			
Police:			
Fire:			
REGULATORS		Office Hours	Out of hours
Health and Safety Executive (HSE)		0845 3009923	
Local Authority:		01722 434361	
Environment Agency (Local)			
EA (24 hour emergency hotline)		0800 80 70 60	
Natural England (for Wales, Countryside Council for Wales)		0845 6003078	
UTILITY / KEY SERVICES	Name	Office Hours	Out of hours
Water undertaker:	Wessex Water	0845 6004600	
Sewerage undertaker:	Kites	01980 670329	
Gas supplier:	Swalec	0800 0520400	
Electricity supplier:	British gas	0800 111999	
Oil supplier:			
Fuel supplier:			
Chemical supplier:			
Oil spill contractor:			
Maintenance contractor:			
Electrician:	M Daubney	07766252145	
Plumber:	GRC Plumb	07725503270	
Locksmith:			
Joiner:			
OTHER KEY CONTACTS	Name	Office Hours	Out of hours
Head Office:	J Boswell	01722 333781	07785993512
Adjacent landowners:			
Neighbours:			
Specialist advisors:			

C - List of Substances and Storage Facilities

The following is a list of liquids, powders etc that are stored on site and could be harmful to the environment if they escape.

Use as many of these forms as required

Material	Maximum Quantity	Type and size of storage	Type and size of Secondary Containment
DERV	10,000 Litres	Above ground fully retained 10,000 Litre Steel Tank	Steel Bund with 12,000 capacity
Gas Oil	4,000 Litres	Above ground 4,000 Litre Plastic tank.	Plastic Bund with 4,800 capacity

D - Preventing Accidents / Incidents ..... and what to do if they happen

The following table is a list of the things that could go wrong and harm the environment. The list covers many of the things that could go wrong for a site such as yours but you should look and see if you can see anything else specific to your site that could cause a problem. If you can then add it to the list.

The table describes what you should be doing to reduce the chances of each possibility happening. It also describes what should be done if the worst actually happens.

HOW TO COMPLETE & REVIEW YOUR PLAN

- **Read each line and see if they are right for your site. Some may not be applicable. You may need some different ones.**
- **Make sure you are committed to doing the things it says as you will be held to them.**
- **If it refers to using equipment such as spill-kits, make sure you have these available.**
- **Finally make sure that all your staff know about the plan, where to find it, and what it contains. It is important that they know how to prevent accidents and what to do.**

Once your plan is completed , test it regularly and make a record of this. You can design exercises to be discussion based, table top or live. You can set them up to test the whole plan or critical elements within it such as:
• contacts lists;
• the activation process;
• equipment;

If possible, include external parties as this helps validate your plan.

Frequency of testing should be related to the environmental risk your site poses, staff turnover, the introduction of new processes or materials and conclusions from any previous exercises or incidents.

You should review your plan, as a minimum, every 3 to 4 years. You may need to review this plan following an incident, accident, complaint or if the Environment Agency asks you to do so.

Possible Accident / Incident	What would the harm be?	How do we reduce the chances of it happening?	What to do if it happens
Spillages			
Spillage during transfer, sorting, crushing and compaction of wastes.	Contamination of land, drains, groundwater and watercourses.	Inspect and validate all in-coming wastes. Remove hazardous liquids from wastes prior to processing. Train the staff	Follow the spill response procedure. It describes what to do in the event of a spill and where the kit is kept.
Spillage during delivery of oil or fuel.		Supervise fuel deliveries. Use drip trays and spill materials.	
Spillages during refuelling of plant and equipment.		Plant and equipment will be refuelled in designated areas with impervious surface and will use drip trays and spill materials.	
Contaminates hidden in skips being tipped in WTS		Inspect and validate all in-coming wastes. Remove hazardous liquids from wastes prior to processing. Train the staff	
(Others: Please specify)			
Overfilling			
Overfilling of oil / fuel tanks during delivery.	Contamination of land, drains, groundwater and watercourses.	Stock level control checks, supervised delivery and high level alarms.	Spill response procedure as described above.
(Others: Please specify)			
Failure of Plant or Equipment			
Leakages; due to faulty pipe work, valves, over-pressure, blockages, corrosion, severe weather, ground movement etc.		Daily visual inspection and completion of weekly inspection checklist record. Preventative maintenance regime. Tanks will be tested for	

Possible Accident / Incident	What would the harm be?	How do we reduce the chances of it happening?	What to do if it happens
	Contamination of land, drains, groundwater and watercourses..	integrity. Insulation and protection of pipe work.	Spill response procedure as described above.
Puncture; of vessels and tanks etc due to impact – such as fork lift trucks.		Tanks and vessels generally located within / on secondary containment facilities. Storage locations of drums and non-permanent vessels protected by use of barriers or fencing. Movement of drums and containers using safe techniques.	
(Others: Please specify)			
Fire			
Fire	Smoke and pollution, Firewater causes contamination of land, groundwater and watercourses.	Separation of incompatible materials and of combustible materials and ignition sources. Incorporation of fire breaks into site layout and containment of fire water. No smoking policy. Maintain tidy site and minimize stockpile of combustible materials. Fire training and emergency drills.	Fire procedure describing what to do in the event of a fire, including details about fire alarms, exit routes and muster points, responsible personnel such as a fire warden and the location and use of emergency fire equipment such as extinguishers, hoses, sand bags and drain covers.
Cross contamination			
Due to transfer and mixing of incompatible materials, drainage cross connections etc.	Explosion, smoke and pollution of air, Contamination of land, drains, groundwater and watercourses.	Maintenance of up to date drainage plan. Maintenance of inventory of substances with material property details. Procedure for contractors to work on site including induction training and permit to work. Fail-safe filling systems.	Fire procedure as described above.
(Others: Please specify)			

Possible Accident / Incident	What would the harm be?	How do we reduce the chances of it happening?	What to do if it happens
Flood			
Due to ingress of watercourse floodwater, blocked drains, burst water main, use of fire water.	Contamination of raw materials, buildings, land, drainage system, groundwater and watercourses with fire and flood water.	Maintenance of drains. Fitting of flap / non return valves on drains. Safe location for storage of hazardous materials.	Flood procedure describing what to do in the event of a flood warning such as installation of barge boards, use of sand bags, movement or protection of sensitive materials.
(Others: Please specify)			
Failure of Services			
Due to failure of supply; water, electricity, gas supply and of sewerage system. Due to utility supply being struck and broken / cut.	Flooding, explosion with subsequent contamination of land, drains, groundwater and watercourses.	Provision of standby facilities. Maintenance of up to date plans showing location of utility services. Procedure for contractors to work on site including induction training and permit to work.	Utility supply failure procedure describing what to in the event of services supply failure such as manual shut down of process valves, start up of emergency generator, use of standby materials etc. Flood and fire procedure as described above.
(Others: Please specify)			
Failure of Containment			
Failure of containment facilities due to land movement, impact, corrosion etc.	Contamination of land, drains, groundwater and watercourses.	Provision of secondary containment for hazardous liquids. Inspection of primary and secondary containment facilities. Integrity testing of tanks and bunds & pressure loss alarms.	Spill response procedure as described above.
(Others: Please specify)			

Possible Accident / Incident	What would the harm be?	How do we reduce the chances of it happening?	What to do if it happens
Vandalism			
Unauthorised entry and tampering or malicious damage to property, plant and equipment.	Contamination of land, drains, groundwater and watercourses.	Secure gate and perimeter fence. Site locked when un-manned, tanks and valves locked when not in use out of hours. Plant and equipment locked in secure storage out of hours. Security system installed including camera and recording facilities.	Spill response procedure as described above.

3. Maintenance Checklist

(General Waste Sector Site) *Use as many forms as required (the examples may or may not be applicable for your site – amend as appropriate)*

Item requiring maintenance	How often? (tick the appropriate box)						Where are maintenance instructions?	Who is responsible?
	Day	Week	Month	Year	2 years	5 years		
Check the oil interceptor		✔					WTS Office	WTS Manager M.H
Check drains and drainage channels for blockages.		✔					Main Office	Yard Manager S.K
Clean up spills on surfaced areas or tank bunds	✔						Main Office	Yard Manager S.K
Check state of fences and gates – (to avoid vandals or children getting in and, for example, letting liquids out of a tank).		✔					Main Office	Yard Manager S.K
Visually check the un-surfaced areas to ensure that there are no spills. Clean up if necessary.		✔					Main Office	Yard Manager S.K
Check bunds are not filling with rainwater – pump out if necessary (via the oil interceptor).			✔				Main Office	Yard Manager S.K
Check the de-pollution area concrete for cracks or excessive oil.				✔			WTS Office	WTS Manager M.H
Inspect the bunds for potential leaks, cracks, holes etc.				✔			WTS Office	WTS Manager M.H
Add appropriate items for your site								
Maintenance check for plant	✔						W/B & WTS & DIY Office	Operator
Maintenance check for Baling Equipment	✔						Main Office	Operator
Maintenance check Pre-Packed Material Plant	✔						Main Office	Operator
Company Vehicle Checks	✔						Main Office	Driver

3. Maintenance Checklist (continued)

(General Waste Sector Site) *Use as many forms as required (the examples may or may not be applicable for your site – amend as appropriate)*

Item requiring maintenance	How often? (tick the appropriate box)						Where are maintenance instructions?	Who is responsible?
	Day	Week	Month	Year	2 years	5 years		
Add appropriate items for your site		✔						

3. Maintenance Record

You then need to keep a record that you have actually done these checks when they were supposed to be done. You could do this in a 5 year diary (easiest).

If you do them you should enter:

- The check or maintenance job done (e.g. *Checked interceptor)*
- Who did it (e.g. *Fred Smith)*
- The result (e.g. *40cm of oil was emptied)*

Alternatively you could use these forms. You will have to keep a good supply of them, for each line on your inspection checklist.

(use as many forms as required)

Item: inspect fences		**Due: weekly**
Completed on	***Completed by***	***Comments***
e.g. 27-02-09	*e.g. S. Jones*	*e.g. fence wire broken (rusted) behind cabin. Repaired and re-tensioned.*

3. Maintenance Record (Continued)

(use as many forms as required)

Item:		Due:
Completed on	***Completed by***	***Comments***

4. Training Checklist

(General Waste Sector Site) *Use as many of these forms as required*

(the examples included may or may not be applicable for your site – amend as appropriate)

JOB	TRAINING REQUIRED (tick boxes to show who needs which training)																		COMMENTS
	Environmental awareness							Maintenance/operations						Accidents and emergency					
	Certificate of Technical Competence	Supervision of waste management sites	Environmental and permit awareness	Waste receipt inc Duty of Care	Waste separation and storage			Maintenance of mechanical grab	Maintenance of separation conveyor	add skills appropriate to your site				Fire procedure	Spill response procedure	Flood procedure (where applicable)	Failure of services		
Site Manager																			
Site Supervisor	√	√		√										√	√	√	√		
Site operator A			√		√			√											
Site operator B																			
Contractor 1																			

Other jobs e.g. Operator A (Grab), Operator B (Separator), Operator C (Trainee), Contractor 1(Maintenance).

4. Training Checklist (Continued)

(General Waste Sector Site) *Use as many of these forms as required*

JOB	TRAINING REQUIRED (tick boxes to show who needs which training)																			COMMENTS
	Environmental awareness							Maintenance/operations						Accidents and emergency						
	Add as required	CTC	Supervision Of Waste Management	Waste Seperation & Storage	Waste Receipt in Duty of Care			Add as required	Maintenance of Plant	Pre-Packed materials instruction	Baling Instructions			Add as required	Fire Procedure	Spill Procedure	Failure of services			
WTS Manager		√	√	√	√										√	√	√			
Waste Operator				√					√	√					√	√	√			
Weighbridge Operator					√				√						√	√	√			
Yard Operator									√	√	√				√	√	√			
Yard Hand										√	√				√	√	√			

4. Training Record *(use as many forms as required)*

Employee Name	Job Title

Training Required	Date due	Date done	Passed as competent? yes/no	Reviewers Signature	Date for Refresher	Comments

5. Complaints Record

Who made the complaint? Name:	
Address	
Phone No	
Date and time they made the complaint	
What happened, what was it about?	
Was anyone else aware of this – other neighbours or your staff? If so who?	
Did the complaint relate to your site? If so, what happened? What went wrong?	
What have you done to make sure that it does not happen again?	
Was there any **significant pollution** or **environmental damage** to land, water or protected areas – for example: dust, odour or noise pollution outside the site or spillage of polluting liquids onto the ground, or at a site of special scientific interest, or into a drain or a watercourse? (If so, then complete an incident form in Section 6)	
If there was, then you must take steps to prevent further damage and notify the Environment Agency on 0800 807060 and any other relevant regulators ASAP. Have you done so? Yes / No	Who did you phone? At what time did you phone?
You must also write or send an email to confirm this to the local office (see your accident management plan for the address) Have you done so?	Yes/No What date did you contact?
Please print your name and sign:	

Continue overleaf or on a separate sheet if you do not have enough room.
Keep the completed form in the file to discuss with the Environment Agency when they visit.

6. Accident (and Incident) Record

Record of accidents, incidents or near misses

This form could apply equally to health and safety, we are particularly interested in things that could impact on the environment, for example: dust, odour or noise pollution outside the site or spillage of polluting liquids onto the ground, or at a site of special scientific interest, or into a drain or a watercourse.

It is good practice to record near misses – eg the vandals opened the valve on the tank but the bund caught everything and no harm was done. You do not have to inform us of this sort of thing.

Date and time of the incident	
What happened, what was it about?	
Was anyone else aware of this – other witnesses? If so who?	
What caused it?	
What have you done to make sure that it does not happen again?	
Was there any **significant pollution** or **environmental damage** to land, water or protected areas – for example: dust, odour or noise pollution outside the site or spillage of polluting liquids onto the ground, or at a site of special scientific interest, or into a drain or a watercourse? If so what? Is there a continuing threat? Yes / No	
If there was (or still is), then you must take steps to prevent further damage and notify the Environment Agency on 0800 807060 and any other relevant regulators ASAP. Have you done so? Yes / No	Who did you phone? At what time did you phone?
You must also write or send an email to confirm this to the local office (see your accident management plan for the address) Have you done so?	Yes/No What date did you contact?
Please print your name and sign	

Continue overleaf or on a separate sheet if you do not have enough room.
Keep the completed form in the file to discuss with the Environment Agency when they visit.

7. Further Help

Pollution Prevention Guides

(http://www.environment-agency.gov.uk/ppg)

PPG1: General Guide to the Prevention of Pollution
PPG2: Above ground oil storage tanks
PPG3: Use and design of oil separators in surface water drainage systems
PPG4: Disposal of sewage where no mains drainage is available
PPG8: Safe storage and disposal of used oils
PPG13: The use of high pressure water and steam cleaners
PPG18: Managing fire water and major spillages
PPG21: Pollution incident response planning

Pollution Prevention Pays – Getting Your Site Right (24-page Guide & DVD)

(http://www.environment-agency.gov.uk/business/topics/pollution/36641.aspx)

How to Comply with Your Environmental Permit

(http://www.environment-agency.gov.uk/business/topics/permitting/32320.aspx)

NetRegs – NetRegs provides **free environmental guidance** for small and medium-sized businesses in the UK

(http://www.netregs.gov.uk/)

Environment Agency Contact Information – National Customer Contact Centre

(http://www.environment-agency.gov.uk/contactus/default.aspx)

National Customer Contact Centre
PO Box 544
Rotherham
S60 1BY

Telephone: 08708 506 506 (Mon-Fri, 8am - 6pm)

8. Posters

Protecting the Environment

ATKINS

This site's main potential **pollution sources** are:

[e.g. Storage of waste oils in drums]
[e.g. Fibrous asbestos storage]
[e.g. Potential for dust creation if site roads are not damped down]

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Sensitive **environmental receptors** at or near the site are:

[e.g. Underground aquifer used for supplying drinking water]
[e.g. Houses and gardens to the south of the site]
[Site of Special Scientific interest next to building B3]

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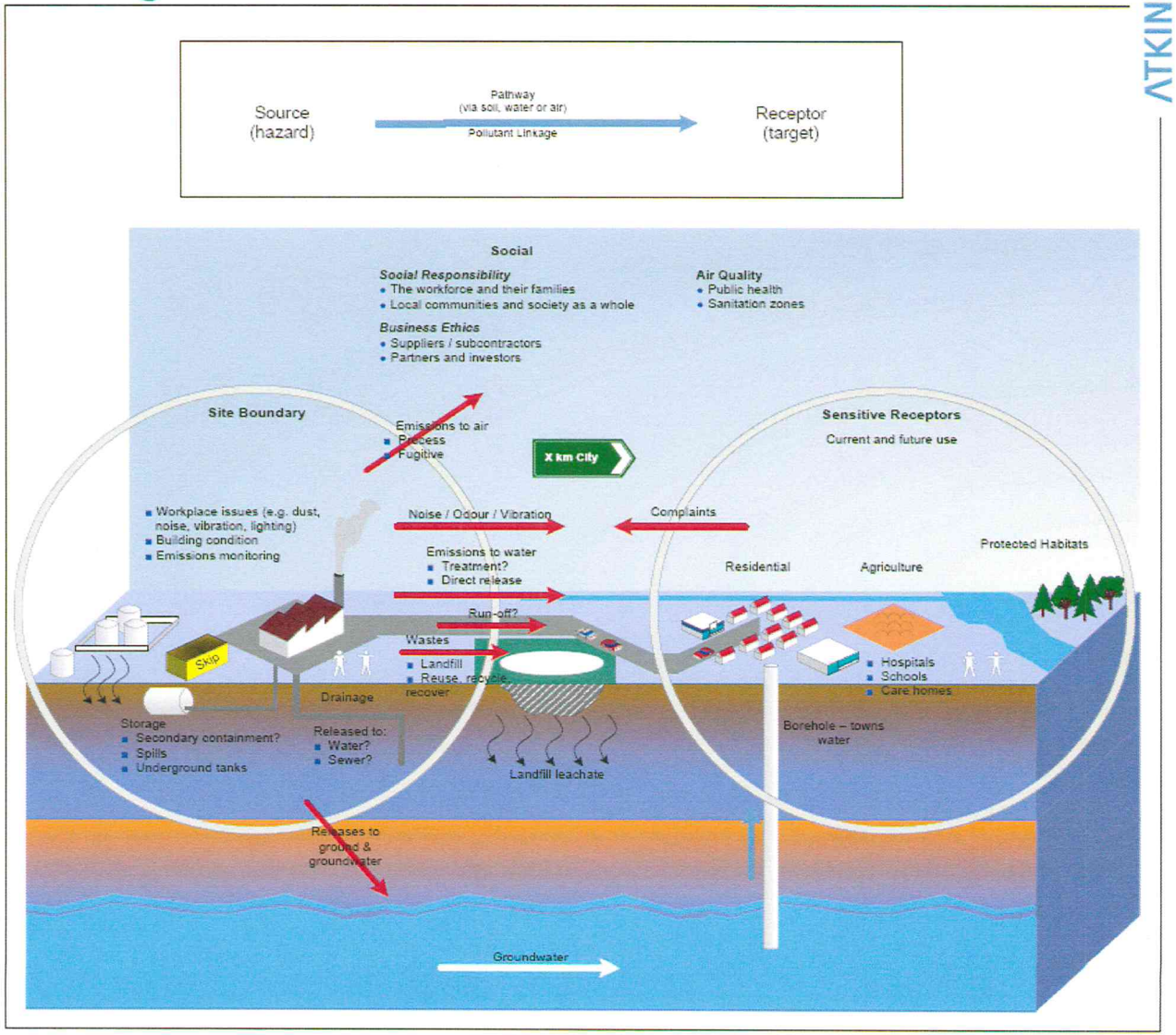

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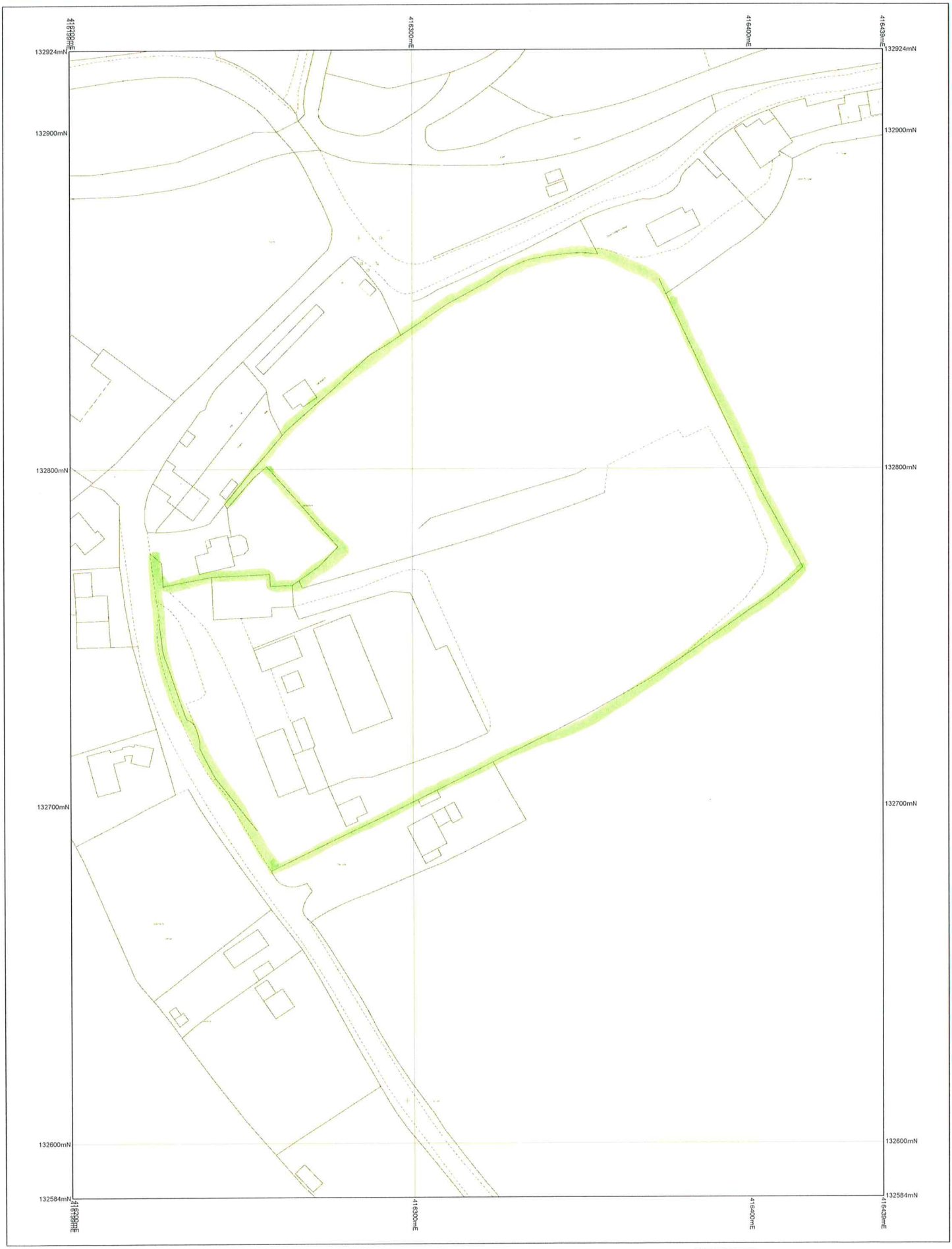
Ordnance Survey
Mapping and Data Centre

Site Map

UK MAP CENTRE .com



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Production Date: 19 Mar 2014 16:16

Boswell Bros.
Est 1932
(Salisbury) Ltd.

Dust Suppression Procedure

Problem

With the treatment of waste after it has been delivered to the WTS dust is produced which can cause irritation to employees and customers and is a nuisance to neighbours.

Solution

A good housekeeping policy is maintained throughout Boswell Bros site. Large brushes are provided for WTS staff so that any excessive dust can be swept up. A fork lift mounted power brush is also provided and staff are instructed in its use and as part of the WTS daily checks are expected to use regularly.

In the event of excessive dry spells or particularly dusty wastes deposited on the WTS a sprinkler dust suppression system will be installed. This system will use rainwater harvested from the roof of the WTS building and other buildings on the Boswell Bros site.

All staff are provided with PPE for the problem of dust (Dust masks, goggles etc) but must use this as a last resort.

BOSWELL BROS (SALISBURY) LTD
FORD, SALISBURY SP4 6DJ TEL: 01722 333781 / 337230 FAX: 01722 327858 Email: salesoffice@boswellbros.eclipse.co.uk