


Vacman Cleaning Ltd	
Environmental Management System	

Procedure Title: Waste Management		Procedure No: 15
Date issued: 03.09.04	Last revised: 13.11.05	Revision No: 05.1
ISO 14001 reference: 4.4.6		
O M reference: None.		
Related procedures: <ul style="list-style-type: none"> ▪ Procedure 12 - Consumables/Resource Use ▪ Procedure 19 - Maintenance of Register of Applicable Legislation and Other Requirements ▪ Procedure 4 - Emergency Response ▪ Procedure 2 - Contractor management on-site ▪ Procedure 5 - Energy Management 		

1. Purpose

1.1 To define the processes by which waste is managed by Vacman Cleaning Ltd.

2. Scope

2.1 This procedure relates to the production, handling, keeping, safe storage, transport, collection and disposal of all waste generated on Vacman cleaning Ltd's sites.


2.2 Waste types covered include:

- waste arising from cleaning process
- redundant cleaning products
- office waste
- redundant product samples
- lamps
- batteries
- redundant machinery/equipment
- catering waste
- waste from other maintenance activities
- toner cartridges
- redundant cleaning equipment
- redundant IT equipment

3. Definitions

3.1 The definition of waste originates from a number of sources:


- Controlled Waste Regulations 1992: define "controlled" waste

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- Waste Management Licensing Regulations 1994: define “directive” waste and amend the definition of controlled waste to not include anything that is not directive waste
 - Hazardous Waste Regulations 2005: define “hazardous” waste.
- 3.2 Controlled waste refers to clinical, household, industrial and commercial wastes, as regulated by the duty of care and the waste management licensing regime made under the Environmental Protection Act 1990.
- 3.3 Directive waste refers to any substance or object that:
- is listed in Part II of Schedule 4 to the Waste Management Licensing Regulations 1994 (see below)
 - has been discarded by the holder or he intends to/is required to discard it
 - the discarding will make the substance fall out of the normal commercial cycle or chain of utility

Part II

- production or consumption residues not otherwise specified below
 - off-specification products
 - products whose date for appropriate use has expired
 - material spilled, lost or having undergone other mishap, including any materials equipment etc. contaminated as a result of the mishap
 - materials contaminated or soiled as a result of planned actions (e.g. residues from cleaning operations, packaging materials, containers etc.)
 - unusable parts (e.g. reject batteries, exhausted catalysts etc.)
 - substances which no longer perform satisfactorily (e.g. contaminated acids, contaminated solvents, exhausted tempered salts etc.)
 - residues from industrial processes (e.g. slags, still bottoms etc.)
 - residues from pollution abatement processes (e.g. scrubber sludges, baghouse dusts, spent filters etc.)
 - machining or finishing residues (e.g. lathe turnings, mill scales etc.)
 - residues from raw materials extraction and processing (e.g. mining residues, oil field slopes etc.)
 - adulterated materials (e.g. oils contaminated with PCBs etc.)
 - any materials, substances or products whose use has been banned by law
 - products for which the holder has no further use (e.g. agricultural, household, office, commercial and other shop discards etc.)
 - contaminated materials, substances or products resulting from remedial action with respect to land
 - any materials, substances or products which are not contained in the above categories”.
- 3.4 The definition of “directive” waste stems from the EU framework Directive on waste (75/442/EEC). Most “directive” wastes that are household, commercial or industrial are defined as “controlled” wastes, though some “directive” wastes are specifically excluded from “controlled” wastes, e.g. wastes from agricultural premises.
- 3.5 Household wastes - wastes from a domestic property, caravan, residential home, educational establishment, hospital or nursing home.

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- 3.6 Industrial wastes - waste from factory or any premises used for or in connection with the provision of public transport, the public supply of gas, water, sewerage or electricity services, the provision to the public of postal or telecommunications services.
- 3.7 Commercial wastes - waste from premises used for trade or business, i.e. waste produced by Vacman Cleaning Ltd, or for the purposes of sport, recreation or entertainment.
- 3.8 Clinical waste - waste from human or animal tissue, blood, excretion, body fluids, pharmaceutical products, swabs, dressings, syringes, needles or sharps that is not otherwise classified as hazardous waste.
- 3.9 Hazardous wastes are those wastes listed in the Special Waste Amendment (Scotland) Regulations 2004. Some wastes on the List are hazardous irrespective of the concentration of dangerous substances (absolute entries) whereas others (termed mirror entries) will be hazardous only if they contain dangerous substances at levels above appropriate thresholds. Advice on how to interpret the definition and classification of hazardous waste can be found in the Scottish Environmental Protection Agency's Website at;
<http://www.sepa.org.uk/guidance/index.htm>
- 3.10 The Scottish Executive also has the power to exceptionally classify a waste stream or consignment as hazardous under the Hazardous Waste Regulations 2005.
- 3.11 Hazardous wastes produced by Vacman Cleaning Ltd may include:
- waste chemicals
 - batteries (e.g. lead acid batteries, or significant volumes of batteries containing mercury or cadmium)
 - waste oils
 - computer monitors
 - paint
 - lead
 - fluorescent tubes
 - refrigerants.
- 3.12 Extraneous articles – articles placed in a waste container not covered by the description of waste cited on the *waste consignment note*.
- 3.13 Waste transfer/consignment note – regulatory requirement to complete, sign and keep a transfer/consignment note that contains a detailed description of the waste that is being transferred, and information about the parties to the transfer.
- 3.14 The Duty of Care Regulations cover the:
- production
 - import
 - carriage

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- storage
- treatment
- disposal

of Controlled Waste.


4. Responsibilities

- 4.1 The Managing Director is ultimately responsible for ensuring that waste is managed in accordance with legislative requirements.
- 4.2 Site Supervisors /Managers, or nominated representatives, are responsible for compliance with this procedure.
- 4.3 The Site Manager is responsible for arranging the disposal of redundant IT equipment in accordance with the provisions of this procedure.
- 4.4 The Site Manager is responsible for arranging the disposal of redundant product samples in accordance with the provisions of this procedure.
- 4.5 Contractors have a responsibility to ensure that all waste they produce during their activities on Vacman sites is managed safely and in accordance with legislative requirements.
- 4.6 It is the responsibility of all employees to segregate and store waste in the appropriate containers and designated areas.
- 4.7 It is the responsibility of employees engaged, or planning to undertake, activities likely to generate an additional waste burden to pre-notify the Site Manager.

5. Procedure

5.1 Waste Production

- 5.1.1 As far as is reasonably practicable, waste management and waste minimisation will be practiced through a three tier approach:
 - reduce
 - reuse
 - recycle
- 5.1.2 Waste produced by routine cleaning activities shall be minimised through re-use and recycling wherever practicable.

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- 5.1.3 Waste produced as a result of the receipt of product samples shall be minimised by only requesting those product samples that are essential to effectively conduct an evaluation of the product or execute a contract.
- 5.1.4 Waste produced from plant and equipment shall be minimised through its efficient operation and maintenance in accordance with manufacturers instructions.
- 5.1.5 Waste from refurbishment and other construction activities will be minimised by appropriate design specifications.
- 5.1.6 The volume of waste produced on sites shall be monitored through visual inspection of the content of waste containers and recording of waste quantity produced by type of waste.
- 5.1.7 Activities likely to produce additional or non-routine waste will be pre-notified to the site manager by at least 12 hours.
- 5.1.8 In accordance with the Hazardous Waste Regulations 2005 the Scottish Environmental Protection Agency will be notified annually of any premises that produces more than 200kg* hazardous waste a year (NB: if less than 200kg/year is produced at any of premises, the premises will be exempt from this requirement). Current registration details are as follows:


SNO / 039869

*200kg of waste equates to approximately:

- 10 small TVs;
- 14 lead acid batteries
- 500 fluorescent tubes
- 5 small domestic fridges

5.2 Waste Handling and Storage


- 5.2.1 Items classified as waste will be handled in accordance with the requirements of duty of care legislation.
- 5.2.2 Waste produced through the routine management of outside areas shall be minimised through the prevention of litter accumulation, and through on-site composting of ground waste, wherever practicable.
- 5.2.3 All waste will be stored in a safe and secure manner pending collection by third party contractors for recovery, recycling or disposal.
- 5.2.4 All waste will be stored in a manner that prevents its escape.
- 5.2.5 Wherever possible, access to waste containers will be restricted to designated employees of Vacman cleaning Ltd and contracted waste collection contractors.

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- 5.2.6 Liquid wastes shall be stored in containers appropriate for the properties of the waste. Such containers will be stored in a suitably bunded area.
- 5.2.7 Waste produced by contractors will be stored in designated areas and in dedicated containers as provided by the contractor, unless otherwise agreed by the Site Manager. Contractors will demonstrate a duty of care over any waste produced by them on the site.
- 5.2.8 Waste that is not described on the sites' annual waste transfer note, will be stored separately from routine waste pending special arrangements for collection. Only waste that is described in the sites' waste transfer note will be disposed to the containers provided by the waste collection contractors.
- 5.2.9 Hazardous waste will be stored in a container suitably designed to minimise the risk of harm from the waste's hazardous properties.
- 5.2.10 In accordance the Hazardous Waste Regulations 2005, the mixing of different categories of hazardous waste is prohibited, as is the mixing of hazardous waste with non-hazardous waste.
- 5.2.11 Redundant equipment shall be appropriately labelled and stored securely pending disposal.
- 5.2.12 At locations where provision is made for the segregation of paper, cardboard, plastics, aluminium, glass or wood, these containers will be clearly and appropriately labelled.

5.3 Transportation, Disposal and Collection

- 5.3.1 Waste produced on site by the Vacman Cleaning Ltd will only be transported off site by a registered waste carrier. A copy of the waste carrier's valid registration certificate must be retained at all sites and historical records of waste transfer retained for five years.
- 5.3.2 Copies of valid waste management licenses for the final destination of all wastes shall be maintained on sites and records retained for five years.
- 5.3.3 Controlled waste will be segregated at source, into wastes requiring disposal and those for which recycling has been arranged. An estimate of the weekly volume of waste for off-site disposal/recycling will be recorded. The estimate will be based on a visual examination of the quantity of waste in waste storage containers prior to their removal off-site.
- 5.3.4 Containers will be inspected for extraneous articles within at least 24 hours before collection, where possible and practical. Extraneous articles will only be removed where it has been identified that it is safe to do so.

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- 5.3.5 All waste transferred off-site will be accompanied by a waste transfer note, completed and containing information in accordance with the relevant regulatory requirements and codes of practice. For regular collections from the same source, a 'season ticket' may be used to cover all such transfers during a period not exceeding 12 months. Copies of waste transfer/consignment notes will be available at all times and retained for five years.
- 5.3.6 In relation to collections of hazardous waste, the waste transfer note is referred to as a consignment note. Parts A and B of a consignment note (available from the Scottish Environmental Protection Agency) are to be completed by the Site Manager. If this task is delegated to the waste carrier, the Site Manager is still responsible for ensuring the note has been completed correctly. The consignment note must include the correct waste code as listed in the Regulations.
- 5.3.7 Each movement of hazardous waste requires a unique consignment code. This is generally provided by the producer (Agency) but can be provided by the consignor (waste carrier). The waste carrier should complete part C of the consignment note, and the Site Manager should sign part D. The Site Manager should retain one copy of the consignment note, and give the remaining copies to the waste carrier.
- 5.3.8 Redundant equipment will be sent for recycling to an approved contractor wherever practical.
- 5.3.9 No waste (including redundant IT equipment and waste product samples) will be stored on Vacman premises for more than 6 months.
- 5.3.10 For all hazardous waste, the receiver of this waste (e.g. waste transfer station) is required to make a return to the producer of that waste (i.e. the company) within one month of the end of the quarter in which the waste was received. This is to confirm to the producer (Vacman Cleaning Ltd that the waste has been received. This return can consist of either the form set out in the Hazardous Waste Regulations or a copy of the consignment note with the relevant section completed.
- 5.4 An **Audit Trail** of waste production, storage and disposal will be completed, as appropriate, to establish regulatory compliance in line with the Duty of Care.

6. Further References

Scottish Environmental Protection Agency
<http://www.sepa.org.uk/guidance/index.htm>

Hazardous Waste Regulations 2005 -
<http://www.opsi.gov.uk/si/si2005/20050894.htm>

List of Wastes (England) Regulations 2005 -
<http://www.opsi.gov.uk/si/si2005/20050895.htm>

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Environment Agency guide to the Hazardous Waste Regulations -
http://www.environment-agency.gov.uk/commondata/103599/hazardous_waste_guide_1100083.do

7. Record Forms

None.