PAS 402

WASTE RECYCLING PERFORMANCE

Annual Report 2022

1st January 2022 to 31st December 2022

CARTWRIGHTS WASTE DISPOSAL SERVICES LTD

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1. Who We Are

Cartwrights Waste Disposal Services Ltd ('Cartwrights') is now celebrating over 40 years of delivery of Integrated Waste Management Solutions and Skip Hire. We support clients across the whole of Shropshire and its surrounding borders, ranging from blue chip multinationals to SMEs, in their aim to dispose of waste in an environmentally safe and controlled manner.

With one of the most competent waste recovery and recycling plants in the area, we are able to offer tangible environmental and commercial benefits to our customers.

From the smallest waste disposal requirement to complete site clearances, our commitment is to our customers and our planet and we continue to maximise our waste recycling and reuse efficiencies, where possible, turning waste into a resource and striving for complete diversion away from landfill.

At Cartwrights' because we are passionate about the work that we do, we are happy to announce that since 2013 we have been a Zero 2 Landfill company.

For more information on our procedures please view our facilities page online at https://cartwrightswastedisposal.co.uk/our-facilities/

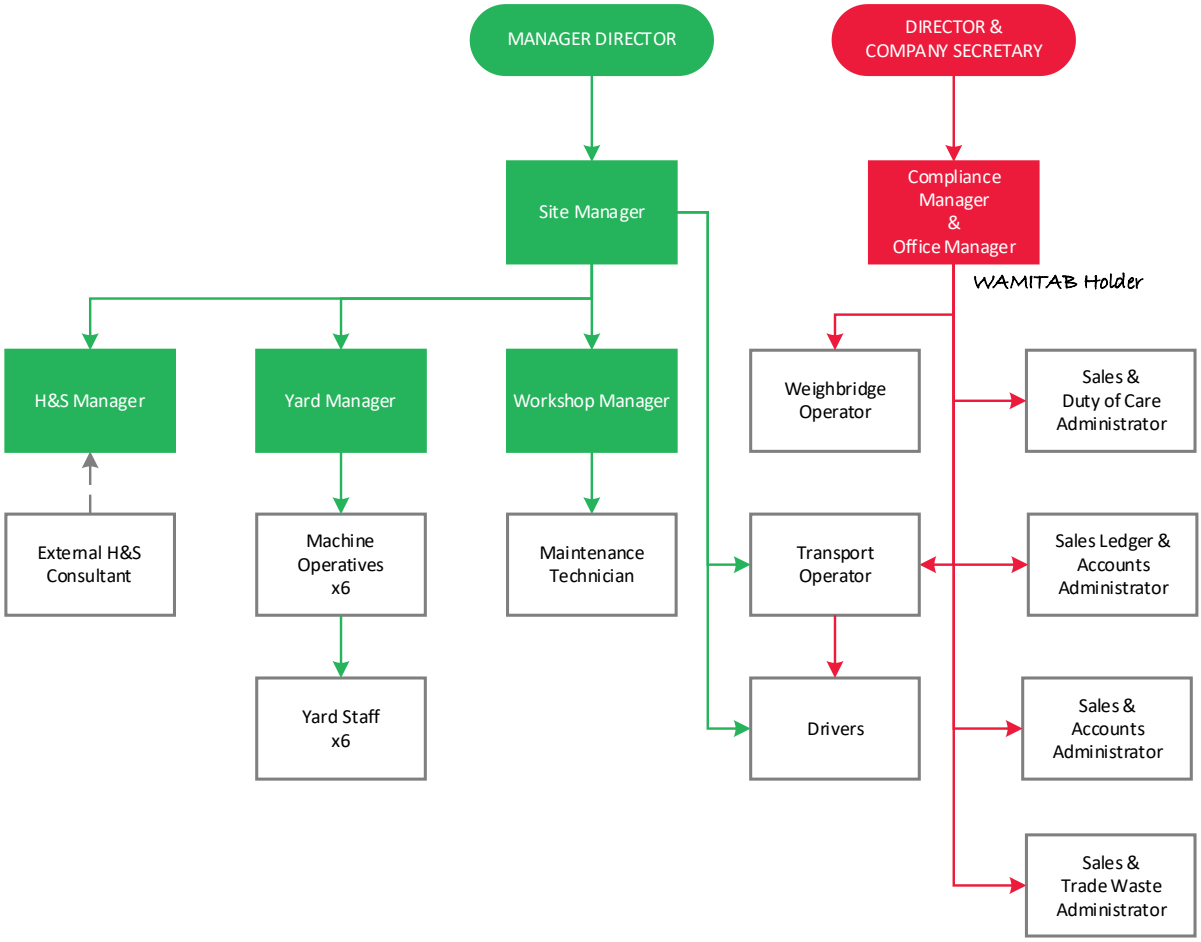
	Name	Company	Role	Signature	Date
Annual Report approved by	John Cartwright	Cartwrights Waste Disposal Ltd	Managing Director		25/05/23

2. Company Organisation & Management

2.1 Company Management System and Company Structures

Cartwrights' Environmental Management System (EMS) is available in electronic and hardcopy format for use by all staff. It is supported by senior management as an effective means of ensuring permit compliance and consistent working practices.

The group structure is shown below:



3. Scope of Operations

We operate a fully licensed waste transfer station and recycling centre in Telford, Shropshire which is situated less than 3 miles (approximately) from the M54 motorway. This enables us to have a fast and reliable service to customers in and round Shropshire and west side of the West Midlands.

The site comprises our newly built offices, a dedicated garage for the manufacture and repair of our container fleet and maintenance of our vehicle fleet, a state-of-the-art bespoke processing and picking line, bailing area and aggregate storage area.

The site is used for the reception, processing and recycling of hazardous and non-hazardous household, industrial and commercial waste streams arising from a wide variety of production processes.

All wastes are subject to pre-acceptance, acceptance and rejection procedures. Treatment of wastes onsite is restricted to the segregation of different types of non-hazardous wastes for recovery and/or recycling. Vehicle depolluting activities are the only treatment of hazardous wastes onsite.

We offer a wide variety of services as follows:

Skip Hire

Skip Size	Bin Bag Capacity (approx.)	Comments
2-yard mini	20+	Just right for the smaller jobs and are great for tight spaces.
4-yard midi	40+	Suitable for all types of general waste. Ideal for bathroom and kitchen clearances.
5-yard maxi	50+	Another popular choice, especially in domestic use. They are useful for garden and household clean ups or for soil excavation work with a tight entrance.
6-yard small builders	60+	Suitable for all types of general waste. Ideal for all builders and those larger DIY jobs. Also a popular choice for large house and garden clean ups. We also stock this skip size with a drop down wheelbarrow door.
8-yard large builders	80+	Our most popular skip. It will hold 8 tonne of soil so is ideal for big renovations. This skip size can be open or enclosed, some have a drop-down wheelbarrow door. We also do this size skip in a REL (rear end loader) for commercial use.
10-yard	100+	Useful for a number of purposes of light wastes from home renovations and even building sites. Company clean ups and shop fittings can also benefit from a 10-yard skip.
12-yard	120+	Suitable for light waste only. It is perfect for industrial and commercial uses. It is great for larger projects, including bulky items and construction materials.

Skip Size	Bin Bag Capacity (approx.)	Comments
14-yard	140+	Suitable for light waste only. The perfect skip for bulky waste, and provides ample space for different needs, from industrial waste to commercial rubbish, and even domestic clean ups and renovations. Can be open or enclosed with a lockable lid. We also do this size skip in a REL (rear end loader) for commercial use.
16-yard	160+	Suitable for light waste only. Ideal for large house clean ups, renovations, shop fittings, as well as light and bulky construction materials. Can be open or enclosed with a lockable lid.

Grab Hire

We offer 6 & 8 wheel grab hire to both commercial and domestic and construction customers throughout Shropshire and surrounding areas. Our grab hire lorries can carry up to 32 tonnes. We are able to offer expert solutions to your waste removal problems. We also provide a range of aggregates from 6F2, Type 1 MOT and many more.

Our grab service offers a number of benefits compared to conventional skip hire. A grab lorry can hold more than twice the amount of waste compared to a builder's skip which minimizes visits and reduces cost. Using the grab lorry also shifts waste quickly and easily rather than a skip which requires greater manpower to fill. Waste can even be lifted over fences, making the activity safer to achieve.

Our grab lorries can remove the following materials:

- Muck
- Clay
- Wood
- Non-hazardous Waste
- Hardcore
- Concrete
- Green Waste

Hazardous waste management

We arrange for safe collection and treatment of all types of small hazardous wastes including:

- Laboratory chemicals
- Asbestos
- Solvents
- Aerosols
- Batteries
- Fluorescent tubes

- Garage waste
- Household hazardous waste
- Oils
- Paints
- Pharmaceutical waste
- Photographic and printing waste
- WEEE
- Contaminated soils

Cartwrights ensures all hazardous waste is safely removed by one of our licenced sub-contractors, with a fully licenced ADR-trained driver.

Road Sweeper Hire

We regularly work in partnership with the private sector and local authorities by hiring out a road sweeper to clean up dirt and debris from parking areas, pathways or at construction and demolition sites.

We know that all projects are different, so we offer all clients a tailored service with short term hire or long term fixed contracts for the following:

- Domestic and commercial properties
- Emergency call outs
- 24 hour service can be provided
- On site tipping facilities

Man and van

As an alternative to traditional skip hire services, we offer a man and van service. This is ideal for sites with limited space or where an on-road skip would otherwise be required.

Roll On Roll Off Hire

Roll On Roll Off Size (open or enclosed)	Bin Bag Capacity (approx.)	Comments
20-yard RoRo	230+	A popular choice in the landscaping or construction industry, with enough space to dispose of large amounts of building waste and debris, including timber, metal, rubble and garden waste.
25-yard RoRo	260+	A popular choice in the construction industry as it is still low enough to load over the side, it has enough space to dispose of large amounts of building waste and debris, including timber, metal, rubble and garden waste.
35-yard RoRo	440+	Suitable for light waste only. Perfect if you have a considerable amount of waste to be thrown away. The skips can be used in both commercial and domestic settings for the removal of mixed waste, including metal, timber, and light goods.
40-yard RoRo	460+	The biggest skip size available. Suitable for light waste only. The skips can be used in both commercial and domestic settings for the removal of mixed waste, including metal, timber, and light goods

Trade Waste & Rear End Loaders (REL)

Container Size	Bin Bag Capacity (approx.)	Comments
1100 Litre Bins	18-22	Lockable plastic/polymer wheelie bin with easily operated lid on four castors with brake control. Larger capacity volume bin designed to collect and dispose of the following waste types: General waste, Dry Mixed Recycling, Single waste stream recycling (Paper, Card & Plastic), Compactable industrial and commercial waste.
660 Litre Bins	10-13	Plastic/polymer wheelie bin with easily operated lid on four castors with brake control. Medium capacity volume bin designed to collect and dispose of the following waste types: General waste, Dry Mixed Recycling, Single waste stream recycling (Paper, Card & Plastic), Compactable industrial and commercial waste.
360 Litre Bins	6-7	Polymer wheelie bin with two wheels and easy grip handles. Additional capacity but still a strong and sturdy workplace wheelie bins designed to collect and dispose of the following waste types: General waste, Dry Mixed Recycling, Compactable industrial and commercial waste.

Container Size	Bin Bag Capacity (approx.)	Comments
240 Litre Bins	4-5	Polymer wheelie bin with two wheels and easy grip handles. Strong and sturdy workplace wheelie bins designed to collect and dispose of the following waste types: General waste, Dry Mixed Recycling, Food wastes, Glass, Compactable industrial and commercial waste.
120 Litre Bins	1-2	Polymer wheelie bin with two wheels and easy grip handles. Strong and sturdy workplace wheelie bins designed to collect and dispose of the following waste types: General waste, Dry Mixed Recycling, Food wastes, Glass, Compactable industrial and commercial waste.
8-yard REL Containers	80-100	
14-yard REL Containers	140-160	

Tipping Facilities

We offer a service where businesses can come and use our tipping facilities to get recycle their waste. We are able to accommodate waste from third party companies by providing them with a weigh and tip service.

3.1 Exclusions

There are no activities carried out on site that are excluded from the PAS 402 certification process.

4. Environmental Permits

Management of the environment on site is focused on environmental compliance. In order to ensure compliance with the Fire Prevention Plan (FPP), for example, the requirements stated in the plan are put into the relevant yard check sheets so that the FPP is an integral part of daily environmental management.

Our environmental permits are summarised below:

Permit Name & Reference	Activities	Tonnage Limits/ Expiry Dates
Environmental Permit EPR/BP3895CR Planning Permission SB/MB dated 22/03/2005 from Borough of Telford & Wrekin Civic Offices	Storage Non-hazardous waste Waste electrical and electronic equipment R13 – storage of wastes for recycling (excluding asbestos) D14 – repackaging for disposal (excluding ELV) D15 – storage of waste for disposal Treatment Non-hazardous waste D09 – Physico-chemical treatment of waste resulting in compounds/mixtures discarded by evaporation, drying, calcination etc. R03 – recycling of organics (excluding solvents) R04 – recycling of metals R05 – recycling of other inorganics Storage Asbestos D14 – repackaging for disposal (excluding ELV) D15 – storage of waste for disposal	Received / stored hazardous waste limit: 10 tonnes/day Non-hazardous transfer & treatment limit: <200,000 tonnes/yr
Waste Carriers Licence CBDU184395	Upper tier – Carrier, broker, dealer	Expires 15/07/2023
Trade Effluent Consent 008419V dated 01/12/2018 from Severn Trent Water	Discharge of trade effluent from site drainage into the public foul water sewers.	30m3 per 24 hours (2 litres/second) Individual substance limits apply

5. Client Relationship

We take enormous pride in meeting the requirements of our clients, quality standards and the legislation for health, safety and the environment.

Our website includes 'Did you know…..' information for the various waste streams we handle on site as part of our work to positively influence and inform our customers. This includes legal information, such as the testing requirements for hazardous and non-hazardous waste, in particular the different classifications for construction and demolition wood waste.

We provide customers with a 'Compliance' page where the following documentation can be downloaded:

- EA Permit
- Waste Carriers Certificate
- Health & Safety Policy
- Environmental Policy

Our 'News' page online is full of tips and information, e.g. tips for filling wheelbarrows, and explaining what zero waste to landfill means. We have a clear contact information page and a client account log-in page – customers can access their own web-based 'PurGo' portal, which allows them to download job tickets, weigh tickets, invoices and other data whenever they need it.

Innovative Software

Developed specifically for waste operators, PurGo streamlines processes from sales through to operations, including admin, billing and reporting. The software has helped us to become more efficient and reduce the amount of paper we use. We like to encourage our customers to go paperless where possible. The electronic waste transfer notes can be despatched to the customer, signed electronically and returned automatically to Cartwrights with the minimum of fuss.

Integrated Bin Weighing System

PurGo integrates well with our vehicle weighing systems, enabling us to monitor exactly what we are collecting and from whom. PurGo uses in-cab personal digital assistants (PDAs) for scheduling, optimisation, routing, exception reporting, live vehicle tracking and activity reporting. All of our trade vehicles are now fitted with the Enviroweigh bin weighing system.

PURGO has helped us improve our customer service by giving us access to live data, including real time reports from drivers whilst they are on their rounds. It has an on-approach notification feature alerting the customer when a vehicle is due to arrive on site, job confirmation, job completion and job tickets sent live as soon as the container has been completed and an encrypted credit card facility for immediate payment transactions.

Operational Information

On our website we have published essential information for customers who tip at our site, stating that they must be compliant with duty of care requirements and provide the weighbridge operator a copy of their Waste Carriers licence on arrival. Customers most likely to tip at our site include:

- Local Authorities
- Skip Hire Companies
- Man in Van Operations
- Builders
- Other waste management companies

Our 'Man and Van' service is particularly useful for minimising customer risk and costs. For example, if a customer only has space to place a skip on the road, this service offers an alternative that saves money on permits and parking bay suspension fees. Because the van drivers can load the vehicle themselves, customer waste handling is reduced. It also removes the risk of skips being left unattended overnight.

We have also published the locations that our road sweeper can be used, as follows:

- Domestic and commercial properties
- Construction sites and access roads
- Warehouse/factory roads and perimeters
- Car parks and forecourts
- Building sites
- Gully cleaning
- Quarry roads
- Forecourts
- Highways

When ordering a skip, we ask customers to provide the following information so that we can provide the best service. The questions are kept to the essentials for efficiency:

- What type of skip is required;
- Type and quantity of waste;
- When/where it needs to be delivered, removed or exchanged;
- Whether or not the skip will require a permit for its location either on or off the road;
- What type of waste is to be collected;
- Contact details;
- Any delivery instructions;
- Traffic management plans if relevant; and
- Site rules if relevant.

We care about helping our customers understand their waste better, and what we cannot take, so we make it clear to the customer that they must not put the following in their skip or bin:

- Fridges/Freezers;
- Tyres;
- Paint Cans;
- TV's/Monitors;
- Asbestos;
- Clinical/Medical Waste;
- Fluorescent Tubes;
- Solvents;
- Liquids;
- Oil;
- Batteries;
- Plasterboard (max 10% of load);
- Hazardous/Toxic Material; and
- Large tree trunks.

However, if customers have any of the above, Cartwrights can offer a service to dispose of them correctly and legally with an audit trail. We encourage customers to call our dedicated waste team if they are unsure if a material is suitable for a skip.

We display a notice board at our site entrance that contains information for the public, to increase awareness of our environmental obligations and ensure that if there is an emergency we can be contacted. The notice board includes:

- the company name
- an emergency contact name and telephone number
- a statement that the site is permitted by the Environment Agency
- the permit number
- Environment Agency telephone number 03708 506506 and the incident hotline 0800 807060

To reduce the risk of having to stop a job, which can incur more fuel consumption and cost, we explain to the customer that the waste must not exceed the top of the skip's walls – otherwise it is illegal. If the customer has heavy materials to dispose of, such as soil or hardcore, a skip between 2 yards and 8 yards is required as the larger skips cannot be lifted with these heavy materials.

Once agreed with the customer we confirm the cost and payment terms and conditions in writing.

5.1 Complaints

We take complaints seriously and have a process on site to ensure that we carry out effective investigations, take corrective actions, and check that we are compliant and have made a positive difference to our business as a result.

In the event of any complaint or non-conformance the site manager takes all necessary steps to investigate and rectify the cause. If the problem cannot be rectified immediately it is escalated and more senior managers are involved if appropriate.

6. Impacts & Risks

6.1 Site Environmental Risk Assessments

Cartwrights has undertaken an assessment of all areas of operations at the Telford Site which have the potential to cause harm to human life or significant environmental harm. This assessment is repeated for any operational changes or external changes to the area around the site and includes consideration of environmental monitoring, any complaints and the outcome of audits. Where a significant risk is found it can be put into an action plan so that improvements can be made. Managers meet to discuss opportunities for improvements on site that have been highlighted by the risk assessment process.

There are no direct emissions to air, streams, rivers or land from the site. There is a sealed drainage system collecting water run-off from the hard standing which goes through interceptors before discharging to sewer under a discharge consent from Severn Trent Water.

Handling waste naturally brings with it a risk of nuisance including odour, litter, pests, noise and vibration, mud and dusts. Cartwrights focuses on managing these risks through waste pre-acceptance and acceptance procedures, the right kinds of waste containment during storage and transfer and a considerate approach to vehicle design and transportation routes.

Fire is highlighted as a significant risk in the waste industry; therefore, Cartwrights has a Fire Prevention Plan that has been agreed with the Environment Agency. We carry out daily checks to make sure we are compliant with it. Details of operational control are discussed in more detail in Operational Management.

Our environmental Accident Prevention and Management Plan and Fire Prevention Plan are in place to ensure all steps are taken to stop an accident, environmental pollution or fire from happening. If anything does occur, we know what action to take to minimise any impacts. We care about the other businesses around us and have checked that there are no specially protected habitats nearby in Halesfield that could be particularly sensitive to our activities. We carry out site inspections on a daily basis to ensure there are no leaks or spillages, and our yard is fully surfaced with no discharge to sewer or any other off-site drainage system.

CO2 emissions have been identified as one of the higher risks within the business; these are kept to a minimum by reducing company travel to essential journeys only, working with customers to make sure a job can go ahead smoothly, using vehicles with Euro 6 engines only, routing vehicles in the most efficient way and monitoring and reviewing fuel usage on a regular basis. Cartwrights works with the authorities to agree local traffic routes where restrictions are necessary.

We are aware that we may start seeing more hotter, dryer summers and more sudden and intense rainstorms as a result of climate change. This will result in a higher risk of dust and mud, and a greater risk of it causing harm to the environment. We have made our management of dust and mud in the yard a priority, and regularly check the incoming and outgoing vehicles for excessive mud to ensure we protect our site from incoming mud, and protect public roads by tightly restricting the amount of mud leaving our site.

Water and energy consumption is minimised by encouraging staff to have good habits on site regarding water and energy usage, and promoting improvement ideas.

We use the following environmental risk scoring methodology:

Table 2.1: Risk Estimation Matrix

Probability of potential Risk	Magnitude of Potential Impact			
	Severe	Moderate	Mild	Negligible
High	High	High	Medium/Low	Near Zero
Medium	High	Medium	Low	Near Zero
Low	Medium	Medium	Low	Near Zero
Negligible	Medium	Medium/Low	Low	Near Zero

6.2 Health & Safety Risk Assessment

A variety of health and safety risk assessments have been completed for each site activity and all associated tasks. The scoring method used is as follows:

Table 2.1: Risk Estimation Matrix					
Probability of potential Risk	Severity of potential injury				
	5 Multiple fatality	4 Single fatality	3 Major	2 Lost-time	1 Minor
5 Almost certain	25 High	20 High	15 High	10 Medium	5 Low
4 Extremely likely	20 High	16 High	12 High	8 Medium	4 Low
3 Likely	15 High	12 High	9 Medium	6 Medium	3 Low
2 Unlikely	10 Medium	8 Medium	6 Medium	4 Low	2 Low
1 Extremely unlikely	5 Low	4 Low	3 Low	2 Low	1 Low

7. Operational Management

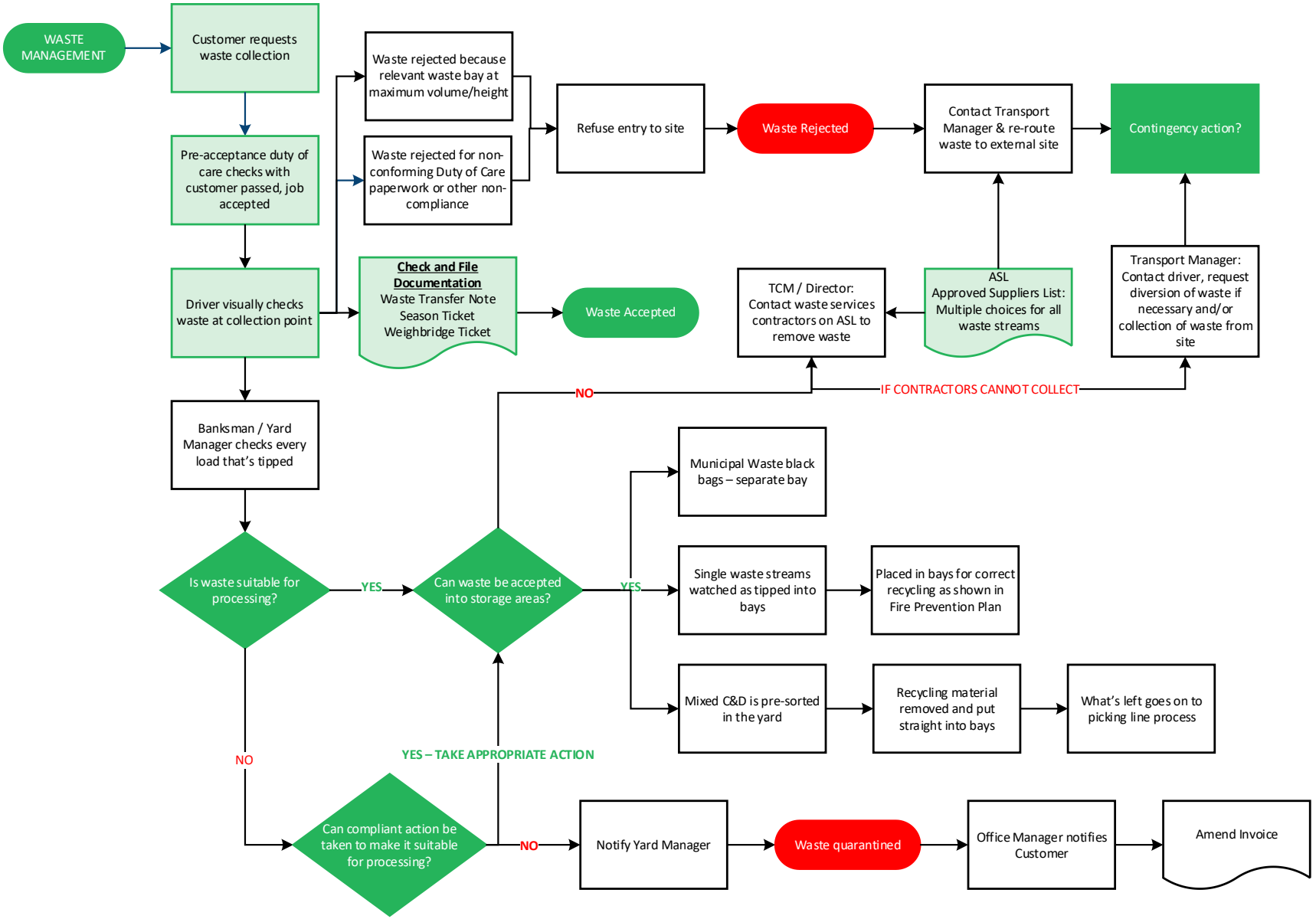
We are open 5 days a week 7am – 5pm. We have operational processes in place to ensure our operations are safe, environmentally protective and promote the best quality recycling and recovery we can achieve with our incoming waste.

We have an operational plan for winter and a different plan for summer; in the summer we expect to use our dust suppression systems, especially during dry and windy periods, to protect people, the environment and vehicles/buildings from damage caused by dusts. In the winter we clean the yard surface more frequently during wetter conditions, to prevent mud getting on to the roads or damaging our vehicles, and use salt to reduce the risks from ice in cold periods.

Safety is a top priority and all vehicles are fitted with front, side and rear warning alarms and cameras. The vehicle fleet is fitted with Haul Tek trackers so we can see exactly where vehicles are at all times. We have a full set of drivers' health and safety risk assessments, with safety instructions in place where needed. All vehicles have Euro 6 engines.

PurGo provides email and notifications for drivers to read when the vehicle is stationary.

The operational flow chart below details the waste management operations, which are described in further detail in the next section.


WASTE MANAGEMENT
Customer requests waste collection
Pre-acceptance duty of care checks with customer passed, job accepted
Driver visually checks waste at collection point
Banksman / Yard Manager checks every load that's tipped
Is waste suitable for processing?
YES
Can waste be accepted into storage areas?
YES
Municipal Waste black bags – separate bay
Single waste streams watched as tipped into bays
Placed in bays for correct recycling as shown in Fire Prevention Plan
Mixed C&D is pre-sorted in the yard
Recycling material removed and put straight into bays
What's left goes on to picking line process
NO
YES – TAKE APPROPRIATE ACTION
Can compliant action be taken to make it suitable for processing?
NO
Notify Yard Manager
Waste quarantined
Office Manager notifies Customer
Amend Invoice
Waste rejected because relevant waste bay at maximum volume/height
Waste rejected for non-conforming Duty of Care paperwork or other non-compliance
Refuse entry to site
Waste Rejected
Contact Transport Manager & re-route waste to external site
Contingency action?
Check and File Documentation
Waste Transfer Note
Season Ticket
Weighbridge Ticket
Waste Accepted
TCM / Director: Contact waste services contractors on ASL to remove waste
ASL Approved Suppliers List: Multiple choices for all waste streams
Transport Manager: Contact driver, request diversion of waste if necessary and/or collection of waste from site
NO
IF CONTRACTORS CANNOT COLLECT

7.1 Recycling and Recovery Processes

Aggregates Recycling

Inert material makes up the bulk of construction and demolition waste. Segregation of all recoverable materials helps maximise efficient use of these bulk materials. Reducing contamination and improving quality enables the high-grade application of inert waste materials.

As part of our waste separation process all inert aggregates and arisings that pass through our facility are segregated from the waste stream by our bespoke plant and machinery. The coarse aggregates are then stockpiled ready for further classification and crushing into a variety of recycled aggregate products which are used in a variety of applications. Cartwrights supplies both hardcore and crushed hardcore aggregate, using our experience and expertise to gather and transport the recycled aggregate needed out to our customers' construction sites.

We can supply:

- Primary, secondary and recycled aggregates, clays, soils & sand though our own fleet of tippers and grabs
- Hazardous waste removal
- Cart & Tip soils and rubble from site
- Load cart & tip soils and rubble from site
- Hire of tipper or grab wagons on day work
- Recycled aggregate
- Top soil
- Sand
- Type 1 MOT

Cardboard & Paper

All paper and card is mechanically separated and baled, then sent for onward reprocessing. Where required, customers can be provided with paper and card recycling equipment such as balers, to maximise their recycling potential.

Food Waste

We can provide a full food waste segregated collection service. The food waste that we collect is directed to either a fully permitted in-vessel composting or anaerobic digestion facility, where it is used to produce a soil improver product, as well as recover energy.

- Drastically increase your recycling rates
- Easy to use system
- Removes harmful biodegradable waste from landfill

- Helps prevent contamination too other easier to recycle wastes
- Competitive pricing
- Provide compostable bags all included in the collection fee
- Can accept packaged or naked food waste

Glass Recycling

Glass is bulked up and sent off site for reprocessing.

Metal Recycling

Metals for recovery are bulked up and sent off site for segregating and recycling by a metal treatment specialist.

Plasterboard

We divert approximately 4,000 tonnes of different types of plasterboard waste every year for recycling from our waste facility. Plasterboard is stored in a separate area on site that is dry and protected from the rain, then transported for onward recycling to a number of licenced plasterboard recyclers we partner with across England.

Plastic Recycling

Cartwrights are currently helping businesses reduce the amount of plastic being sent to landfill through our simple, low-cost segregation and collection schemes. We accept all types of plastic waste for recycling. Whilst plastics are a difficult waste to handle and recycle, we work very closely with plastic manufacturers and re-processors to identify, separate and grade the plastics that enter our facility so that they can be re-used in a variety of applications and recycled products.

WEEE: Waste Electrical and Electronic Equipment

WEEE is taken to an Approved Authorized Treatment Facility (AATF) for disposal. This will ensure that recycling and final disposal of WEEE will be done in accordance with the standards set in the WEEE Regulations. All items are recycled and re-used wherever possible.

Wood Re-processing

After the manual separation process, we further store the various types of wood at our facility then transport it to a number of dedicated and licensed wood re-processors that we partner with across the whole of England.

Clean, unpainted wood can be used for a variety of recycled products including panel board, chipboard, MDF and animal bedding products.

Wood-fired Power Generation

Contaminated waste wood or wood which has already been recycled once into chipboard or MDF is often of no further use other than as a fuel for wood fired power generation.

Refuse-Derived Fuel (RDF)

We aim to increase our recycling tonnages over time and reduce the amount of RDF produced on site from non-recyclables. In order to improve the quality of our RDF we have purchased a new baler-wrapper and installed it beneath the picking line so that waste can be baled immediately. This minimises the moisture content and increases the density of the bales, which are used by waste-to-energy facilities to recover energy.

7.2 Controls

All staff and visitors on site, including drivers, are expected to use reasonable skill and care when carrying out activities and are given a site induction to ensure they follow all site rules and instructions, which are provided and displayed.

To reduce the risk of non-conforming wastes being delivered to the recycling facility, pre-acceptance checks of the materials and the customer are made prior to acceptance of their waste on site. The nature of the waste is assessed and any material which could affect the recycling potential of a whole load is kept separate or refused. The List of Wastes (LoW) code for the waste is matched against the environmental permit to check it can be taken into the site.

On arrival, wastes are weighed and checked to ensure that the material matches the duty of care documentation, then sent to the correct area on site for processing. The identity of the vehicle is recorded for traceability of each load. Non-conforming wastes are turned away and the customer informed of the decision and reasons for the non-conformance. Photos and other evidence (e.g. samples) of the waste are provided where necessary.

Understanding the impacts and risks on our site means that we can manage our operations to reduce health, safety, environmental and quality risks. We have various yard checksheets and other operational procedures in place and staff are trained accordingly.

Daily check-sheets are completed for the following:

- Height of stockpiles
- Temperature of stockpiles
- Infrastructure
- Fire prevention
- Nuisance checks
- Security
- Permit compliance points
- Dust build-up
- Escaping litter
- Spill kits
- First-aid checks
- Drains
- Tanks

We complete a site diary every day which includes TCM attendance, weather, maintenance, breakdowns, non-conforming waste, contractor work etc.

7.3 Testing & Sampling

A new trommel fines sampling process is being put in place, for trommel fines to be sampled and sent off for HMRC loss on ignition and chemical testing in a UKAS-accredited laboratory before being sent off site.

RDF is regularly analysed because it is essential to understand what is in the incoming non-recyclable waste (stock feed). We sample every day, filling a barrel over 8 days that gets sent to a laboratory. The laboratory select each material type for chemical analysis, working their way through the whole barrel. This includes 'loss on ignition' (LOI) which measures the amount of organic material contained in the RDF, indicating how well the RDF will burn in an incinerator to produce energy.

7.4 Plant & Equipment

To reduce the risk of infrastructure, plant and equipment failure we have a detailed maintenance plan in place. The plant and equipment manufacturer's requirements are programmed into the maintenance plan and calendar where appropriate. When action is taken to maintain or carry out work as a result of a malfunction or breakdown, a record is made of the corrective actions carried out.

Records of maintenance are kept electronically and/or in hardcopy depending on ease of use and how records are provided to Cartwrights by service providers.

If any vehicle is found with a non-conformance, a job card is filled out stating the fault and what needs rectifying. On completion, the job card is signed as completed and then filed.

7.5 Online Security

We protect our environmental management documentation and data from cyber attack using protective software and in the event that electronic documentation and data is lost, we have a back-up system from our IT service provider.

Our website is maintained and protected to ensure our customers can trust our site when contracting our services.

8. Competence & Training

All personnel regularly working at the site are suitably inducted, trained and instructed in the correct procedures for handling wastes and other materials processed at the site. This includes relevant knowledge of the requirements of the environmental permit and emergency procedures. Cartwrights have a staff training and induction procedure and regularly undertake toolbox talks for our staff and employees. We are committed to giving staff the time they need to be trained and carry out annual performance reviews of each member of staff and employee to ensure that the training needs are identified. We put plans put in place to ensure that each employee receives the correct tailored training for their specific role.

We use a specialist consultant, 'Avatar Environmental', to deliver some training to staff and ensure that the training provided is up to date, accurate and effective.

An example of our training matrix is on the next page.

Job Title	Site Induction	Manual Handling	Asbestos Awareness	Working with non licensed Asbestos	First Aid	Fit Test	Abrasive Wheels	Welding	Banksman	Liebherr LH24 (wheeled grab)	Liebherr 317 (tracked grab)	Liebherr 550 (loading shovel)	Liebherr 550 (long reach loading shovel)	JCB 350D (teletruck)	PASMA	IPAF	Shredders (Internal)	Grab Lorry	silica dust training	CPC
DRIVER	28/02/21	TBA	TBA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N	TBA	in date
DRIVER	06/09/21	21/12/24	21/12/24	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBA	in date
SITE SAFETY	11/02/16	30/11/24	30/11/24	N/A	07/01/24	N/A	N/A	N/A	31/07/24	31/07/24	31/07/24	31/07/24	31/07/24	31/07/24	09/12/25	16/02/27		N/A	04/03/22	N\A
SUPERVISOR	24/01/18	TBA	TBA	N/A	07/01/24	N/A	N/A	N/A	N/A	31/07/24	31/07/24	31/07/22	31/07/24	15/11/24	booked	16/02/27		N/A	04/03/22	N/A
PICKING LINE	30/03/16	11/10/21	09/10/21	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	04/03/22	N/A
BANKSMAN	25/01/18	11/10/21	09/10/21	09/10/21	07/01/24	09/11/21	N/A	N/A	29/04/19	N/A	N/A	N/A	N/A	05/10/24	N/A	N/A	N/A	N/A	04/03/22	N/A
WORKSHOP	07/03/16	21/06/16	21/06/16	N/A	N/A	N/A	N/A	16/03/23	N/A	29/04/19	29/04/19	29/04/19	29/04/19	18/05/16	09/12/25	16/02/27		N/A	04/02/19	in date
BANKSMAN	30/03/16	11/10/21	09/10/18	09/10/21	N/A	09/11/21	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	04/02/19	N/A
YARD STAFF	21/09/21	11/10/21	09/10/18	N/A	N/A	09/11/21	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	04/03/22	N/A
YARD	09/05/19	02/10/19	02/10/19	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBA	N/A
BANKSMAN	31/01/20	02/10/19	02/10/19	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	05/10/24	N/A	N/A	N/A	N/A	TBA	N/A
YARD STAFF	30/11/21	TBA	TBA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBA	N/A
YARD STAFF	27/07/20	02/10/19	02/10/19	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBA	N/A
PLANT OPERATOR	24/05/21	TBA	TBA	N/A	N/A	N/A	N/A	N/A	N/A	23/09/24	23/09/24	23/09/24	23/09/24	N/A	N/A	N/A		N/A	TBA	N/A
PLANT OPERATOR	21/06/21	TBA	TBA	N/A	N/A	N/A	N/A	N/A	N/A	23/09/24	23/09/24	23/09/24	23/09/24	N/A	N/A	N/A		N/A	TBA	N/A
PLANT OPERATOR	09/05/19	02/10/19	02/10/19	N/A	N/A	N/A	N/A	N/A	N/A	04/06/22	04/06/22	04/06/22	04/06/22	04/06/19	N/A	N/A		N/A	TBA	N/A
YARD/PLANT	25/01/18	11/10/21	09/10/18	N/A	N/A	N/A	N/A	N/A	N/A	04/06/22	04/06/22	04/06/22	04/06/22	04/06/19	N/A	N/A	N/A	N/A	04/03/22	N/A
PLANT OPERATOR	30/03/16	11/10/18	09/10/21	N/A	N/A	N/A	10/03/23	16/03/23	N/A	N/A	N/A	15/11/23	15/11/23	15/11/24	N/A	N/A	N/A	N/A	04/03/22	N/A

Certificates of Technical Competence (CoTC) (WAMITAB)

Name	CIWM WAMITAB Qualification Continuing Competence	Cert No	Expiry Date
Jodie Cartwright-Smith	Non-Hazardous Treatment & Transfer of waste	5021711	04/07/24
	Treatment – Hazardous waste	5185208	23/09/23
	Transfer – Hazardous waste	5185208	23/09/23
Patrick Reily	Non-Hazardous Treatment & Transfer of waste	5212466	29/11/24

Health & Safety Qualifications

Name	Occupational Health & Safety (OHAS) Qualifications	Cert No
Richard Davison H&S consultant	Postgraduate Certificate in Occupational Health & Safety Management	084403
Richard Davison H&S consultant	Institution of Occupational Safety & Health Membership	046714
Richard Davison H&S consultant	National General Certificate in Occupational Safety & Health (NEBOSH)	C 67625

Organisational memberships

Qualification/Membership	Authorisation/ Renewal Date
Biomass suppliers list (BSL) Producer-Trader, chip (waste) BSL0542219-0001 NEVER EXPIRES, renewed each quarter – send in tonnage returns	Authorisation Date 05/02/2019
CIWM Affiliated Organisation	Renewal Date 30/06/2023
Safe Contractor Certificate of Verification (Alcumus) Safe PQQ Registration NL9922	Renewal Date 30/09/2023
Safe Contractor Certificate of Accreditation (Alcumus) Safe Contractor Accreditation Registration NL9922	Renewal Date 30/09/2023

9. Legal and other requirements

Cartwrights are committed to complying with all relevant existing health, safety and environmental legislation. We make certain that our staff are trained on the requirements of any legislation relevant to their roles. For example, we have a wide range of operational procedures (e.g. the use of mobile plant and equipment and management of environmental risks such as dusts, pests, mud, noise and litter), that include any legal or other requirements relevant to these activities. Environmental procedures cover our permit requirements.

The duties arising from compliance requirements are allocated to individual staff roles so that everyone knows who and what they are responsible for and to whom they are responsible. It is important to us that we prioritise our budget so that finances are provided to cover the resources necessary for the health and safety of employees and to prevent pollution of the environment. Provisions for Risk Management have been incorporated in accordance with The Management of Health and Safety at Work Regulations 1999.

When considering new developments or contract works we take health, safety and environmental compliance factors into account so that we can improve the performance of Cartwrights and minimise our impact. We use a variety of websites to make certain we are up to date with our legal obligations, including the Chartered Institute of Waste Management (CIWM), the Environmental Services Association (ESA), the Environment Agency website on Gov.uk, Let's Recycle, WISH guidance for H&S among others.

To make certain that the site is operating in a legal manner, we carry out a range of checks. These include comprehensive daily check-sheets covering permit requirements such as fire prevention, the height of waste storage piles, containment of our fuel tanks, and types of waste we are allowed to take in. Our health and safety checks cover vehicle-pedestrian controls, chemical storage and dust control for example.

In order to make sure these checks are effective, any actions that we need to take to make improvements are listed for managers to check and prioritise. Senior staff will then review the actions to make sure we are legally compliant.

10. Corrective, Preventive & Improvement Actions

If a health, safety or environmental incident occurs the Yard Manager is informed immediately and the Technically Competent Manager (TCM) is informed as soon as possible. Staff are trained in incident response, e.g. first aid, spill kit training. The Yard Manager and TCM take control according to the nature of the incident, protecting people and then the environment in that order. The accident management procedure is strictly followed and the appropriate logs are completed. If the incident is significant, a root cause is held to ensure lessons are learnt and the incident cannot be repeated.

The environmental Accident Prevention & Management Plan identifies potential environmental accidents, for example equipment breakdowns, enforced shutdowns, fires, vandalism, flooding, and other incidents which may cause an unexpected change to normal operations, such as bad weather. We expect use of the risk assessment process and encourage all our staff to understand accident prevention so that potential issues can be dealt with before anything happens. Our daily inspection check sheets record what staff find and any actions taken.

11. Performance Review

Summary of 2022 Objectives and Targets

EMS Objective	EMS Target	Date Achieved
Increase use of green electricity	Solar panels fitted to produce own energy on site	December 2022
Increase recycling tonnages	Quarterly RDF testing regularly undertaken, to analyse materials. More recycling (e.g. card, plastics) is now being removed before the RDF baling process	December 2022
Improve quality of materials	Increase undercover storage for outgoing baled materials New offices purchased across the road to free up more undercover space on site. Purchase new RDF baler and wrapper to reduce moisture in bales and increase their density. Robust wrapping of bales means they arrive at the customer's processing plant in better condition for more effective use.	Ongoing, project started in 2022, to be completed 2023
Improve carbon footprint	Purchase new RDF baler and wrapper to reduce carbon emissions by transporting higher-density RDF bales to the German waste-to-energy plant. Wrapping the bales more robustly and baling them more effectively increases the number of bales that can be transported on a vehicle to Germany.	December 2022
Improve site welfare facilities	New offices being made ready across the road will free up the existing office space to create better welfare facilities for the site staff	Ongoing, project started in 2022, to be completed 2023
Improve vehicle-pedestrian interface	New offices being made ready across the road will keep the administration staff away from the operations and associated vehicles and plant.	Ongoing, project started in 2022, to be completed 2023

11.1 Performance Data

A waste review has been conducted for a full year from 1 January 2022 to 31st December 2022. Our waste recycling figures, calculated in line with PAS 402, are provided in the tables below. Stockpile sizes are evident in the 'proportion removed' column in the table below.

Stream name	Incoming codes	Outgoing disposal code	Outgoing recovery code		Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate	Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate
Batteries	(R12) 200136 discarded electrical and electronic equipment		(R04) 200134 batteries and accumulators	Q1	1	0	1	100%	100.0%	1	0	1	100.0%	100.0%
				Q2	0	0	0	0%	0.0%					
				Q3	0	0	0	0%	0.0%					
				Q4	0	0	0	0%	0.0%					
Paper & card	(R12) 170904 mixed construction and demolition wastes (R12) 200101 paper and cardboard		(R05) 191201 paper and cardboard	Q1	414.84	0	414.84	100%	100.0%	1661.94	0	1661.94	100.0%	100.0%
				Q2	425.78	0	425.78	100%	100.0%					
				Q3	481.27	0	481.27	100%	100.0%					
				Q4	340.05	0	340.05	100%	100.0%					
Plastic & rubber	(R12) 150106 mixed packaging (R12) 170203 plastic (R12) 200139 plastics		(R05) 191204 plastic and rubber	Q1	83.26	0	21.08	25.3%	100.0%	348.75	0	142.03	40.7%	100.0%
				Q2	93.88	0	41.48	44.2%	100.0%					
				Q3	101.92	0	54.42	53.4%	100.0%					
				Q4	69.69	0	25.05	35.9%	100.0%					
Metal - non-ferrous	(R12) 170407 mixed metals (R12) 170904 mixed construction and demolition wastes (R12) 200140 metals (R12) 200307 bulky waste (R12) 170402 aluminium		(R04) 191203 non-ferrous metal	Q1	323.9	0	299.88	92.6%	100.0%	1768.81	0	1653.38	93.5%	100.0%
				Q2	591.29	0	568.88	96.2%	100.0%					
				Q3	444.7	0	403.62	90.8%	100.0%					
				Q4	408.92	0	381	93.2%	100.0%					
Wood for fuel	(R12) 170904 mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03 (R12) 200138 wood		(R01) 191207 wood other than that mentioned in 19 12 06	Q1	1029.36	0	1029.36	100%	100.0%	4989.73	0	4989.73	100.0%	100.0%
				Q2	1325.4	0	1325.4	100%	100.0%					
				Q3	1245.91	0	1245.91	100%	100.0%					
				Q4	1389.06	0	1389.06	100%	100.0%					

Stream name	Incoming codes	Outgoing disposal code	Outgoing recovery code		Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate	Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate
Wood	(R12) 030105 sawdust, shavings, cuttings, wood, particle board and veneer (R12) 170201 wood		(R12) 191207 wood	Q1	159.58	0	159.58	100%	100.0%	834.4	0	514.69	61.7%	100.0%
				Q2	36.14	0	36.14	100%	100.0%					
				Q3	318.97	0	318.97	100%	100.0%					
				Q4	319.71	0	0	0%	0.0%					
Soils for land-spreading	(R12) 170504 soil and stones other than those mentioned in 17 05 03		(R10) 191209 minerals (for example sand, stones)	Q1	1198.96	0	1198.96	100%	100.0%	1873.66	0	1873.66	100.0%	100.0%
				Q2	674.7	0	674.7	100%	100.0%					
				Q3	0	0	0	0%	0.0%					
				Q4	0	0	0	0%	0.0%					
Green waste	(R12) 200201 biodegradable waste (R12) 020107 wastes from forestry		(R03) 200201 biodegradable waste	Q1	218.38	0	154.72	70.8%	100.0%	1250.95	0	601.61	48.1%	100.0%
				Q2	390.8	0	165.3	42.3%	100.0%					
				Q3	431.78	0	144.19	33.4%	100.0%					
				Q4	209.99	0	137.4	65.4%	100.0%					
Food preparation waste	(R12) 020304 materials unsuitable for consumption or processing (R12) 200108 biodegradable kitchen and canteen waste		(R01) 020304 materials unsuitable for consumption or processing	Q1	92.04	0	155.78	169.3%	100.0%	344.5	0	698.22	202.7%	100.0%
				Q2	94.06	0	161.56	171.8%	100.0%					
				Q3	80	0	264	330.0%	100.0%					
				Q4	78.4	0	116.88	149.1%	100.0%					
Plasterboard	(R12) 170802 gypsum-based construction materials		(R05) 170802 gypsum-based construction materials	Q1	204.84	0	203.2	99.2%	100.0%	862.56	0	988.52	114.6%	100.0%
				Q2	193.04	0	234.48	121.5%	100.0%					
				Q3	232.26	0	205.43	88.4%	100.0%					
				Q4	232.42	0	345.41	148.6%	100.0%					
Soil & stones	(R12) 170504 soil and stones other than those mentioned in 17 05		(R12) 170504 soil and stones other than those	Q1	8700.81	0	8943.26	102.8%	100.0%	24438.63	0	24132.7	98.7%	100.0%
				Q2	6344.25	0	7054.64	111.2%	100.0%					
				Q3	4943.53	0	4874.8	98.6%	100.0%					

Stream name	Incoming codes	Outgoing disposal code	Outgoing recovery code		Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate	Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate
	03 (R12) 170904 mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03		mentioned in 17 05 03	Q4	4450.04	0	3260	73.3%	100.0%					
Transfer station waste for further reprocessing	(R12) 020104 waste plastics (except packaging) (R12) 100101 bottom ash, slag and boiler dust (excluding boiler dust mentioned in 10 01 04) (R12) 150106 mixed packaging (R12) 170201 wood (R12) 200301 mixed municipal waste (R12) 200303 street-cleaning residues (R12) 160103 end-of-life tyres (R12) 200111 textiles (R12) 191212 other wastes (including mixtures of materials) from mechanical treatment of wastes		(R12) 191212 other wastes (including mixtures of materials) from mechanical treatment of wastes	Q1	6120.24	0	5977.9	97.7%	100.0%	28054.06	0	26509.96	94.5%	100.0%
				Q2	7749.07	0	6790.98	87.6%	100.0%					
				Q3	7207.76	0	6568.56	91.1%	100.0%					
				Q4	6976.99	0	7172.52	102.8%	100.0%					

Stream name	Incoming codes	Outgoing disposal code	Outgoing recovery code		Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate	Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate
RDF	(R12) 200301 mixed municipal waste		(R01) 191212 other wastes (including mixtures of materials) from mechanical treatment of wastes	Q1	76.66	0	76.66	100%	100.0%	76.66	0	76.66	100.0%	100.0%
				Q2	0	0	0	0%	0.0%					
				Q3	0	0	0	0%	0.0%					
				Q4	0	0	0	0%	0.0%					
Gas cannisters	(R12) 170904 mixed construction and demolition wastes		(R12) 160505 gases in pressure containers	Q1	0	0	0	0%	0.0%	1.4	0	1.4	100.0%	100.0%
				Q2	1.4	0	1.4	100%	100.0%					
				Q3	0	0	0	0%	0.0%					
				Q4	0	0	0	0%	0.0%					
Glass	(R12) 200102 glass		(R05) 191205 glass	Q1	12.16	0	0	0%	0.0%	39.02	0	15.5	39.7%	100.0%
				Q2	8.1	0	15.5	191.4%	100.0%					
				Q3	9.7	0	0	0%	0.0%					
				Q4	9.06	0	0	0%	0.0%					
Minerals	(R12) 170101 concrete (R12) 170102 bricks (R12) 170107 mixtures of concrete, bricks, tiles and ceramics (R12) 170302 bituminous mixtures (R12) 170508 track ballast		(R05) 191209 minerals (for example sand, stones)	Q1	1337.23	0	0	0%	0.0%	5369.81	0	4479.66	83.4%	100.0%
				Q2	1844.26	0	1388.28	75.3%	100.0%					
				Q3	1514.65	0	1790.96	118.2%	100.0%					
				Q4	673.67	0	1300.42	193.0%	100.0%					
Bricks	(R12) 170904 mixed construction and demolition wastes		(R05) 170102 bricks	Q1	0	0	0	0%	0.0%	227.38	0	227.38	100.0%	100.0%
				Q2	0	0	0	0%	0.0%					
				Q3	227.38	0	227.38	100%	100.0%					
				Q4	0	0	0	0%	0.0%					

Stream name	Incoming codes	Outgoing disposal code	Outgoing recovery code		Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate	Tonnes received	Tonnes disposed	Tonnes recovered	Proportion removed	Recovery rate
Metal - ferrous	(R12) 170407 mixed metals (R12) 200140 metals		(R04) 191202 ferrous metal	Q1	37.01	0	0	0%	0.0%	125.56	0	14.42	11.5%	100.0%
				Q2	37	0	0	0%	0.0%					
				Q3	27.38	0	6.28	22.9%	100.0%					
				Q4	24.17	0	8.14	33.7%	100.0%					
Mixed Inert for 6F5 and soil for backfill	(R12) 170904 mixed construction and demolition wastes		(R12) 170904 mixed construction and demolition wastes	Q1	0	0	0	0%	0.0%	245.08	0	245.08	100.0%	100.0%
				Q2	0	0	0	0%	0.0%					
				Q3	245.08	0	245.08	100%	100.0%					
				Q4	0	0	0	0%	0.0%					
WEEE	(R12) 200136 discarded electrical and electronic equipment		(R12) 200136 discarded electrical and electronic equipment	Q1	2.64	0	0	0%	0.0%	9.69	0	2.24	23.1%	100.0%
				Q2	1.79	0	0	0%	0.0%					
				Q3	0.16	0	1.08	675.0%	100.0%					
				Q4	5.1	0	1.16	22.7%	100.0%					
Landfill	Waste from a fire to be disposed of in landfill	(D05) 191212 other wastes (including mixtures of materials) from mechanical treatment of wastes	(no recovery material)	Q1	0	44.52	0	0%	0.0%	0	44.52	0	0.0%	0.0%
				Q2	0	0	0	0%	0.0%					
				Q3	0	0	0	0%	0.0%					
				Q4	0	0	0	0%	0.0%					
Asbestos landfill cell	(D15) 170605 construction materials containing asbestos	(D05) 170605 construction materials containing asbestos	(no recovery material)	Q1	14.18	35.84	0	252.8%	0.0%	37.56	41.2	0	109.7%	0.0%
				Q2	10.78	0	0	0%	0.0%					
				Q3	6.22	5.36	0	86.2%	0.0%					
				Q4	6.38	0	0	0%	0.0%					
TOTALS		Landfill 0%	Landfill diversion rate 99.94%							72,561	85.72	68,829		