

PAS 402 / 2025 ANNUAL WASTE MANAGEMENT REPORT

01 APRIL 2025 – 31 MARCH 2026



SKIP HIRE
HAULAGE
TRADE WASTE

8 June 2026

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INTRODUCTION

A word from our Managing Director

Welcome to PJ's annual PAS 402 report for 2025-26, our honest account of how we managed the waste entrusted to us and what we're doing to get better.

PJ started in the early 1980s with one 3.5-tonne skip loader and a handful of mini skips. Four decades on, we're a team of nearly fifty running twenty-two vehicles and over a thousand skips from our recycling centre near Eastbourne. But at heart we're still a family business. Every tonne over our weighbridge comes from a customer who trusted us to handle it properly and this report sets out how we did.

This year I'm proud that we diverted 100% of waste from landfill and achieved a 73.7% recycling rate. Behind those numbers sits a busy twelve months: we launched a baling operation for cardboard and plastics, renewed a significant part of our fleet with cleaner, more efficient vehicles, embraced the Simpler Recycling rules and scored 93% in a voluntary independent transport audit. We also launched our news blog to help customers, from first-time skip hirers to national contractors, make better decisions about their waste.

Reporting to PAS 402:2025 matters to us because it means our figures aren't just claims; they're evidence, open to scrutiny. The revised standard asks more of operators, including a formal assessment of climate-related risks to our business and you'll find our response in these pages, from heat detection on site to our plans for a purpose-designed processing building.

None of this happens without our people. This year we continued to invest in them, from IOSH, first aid and mental health first aid training through to Driver CPC, plant operator and WAMITAB qualifications. And in 2026-27 every relevant member of staff will get a personal development plan, with training delivered in partnership with CIWM. We back the communities around us too, with a monthly donation to Hailsham Foodbank, support for St Wilfrid's Hospice and sponsorship of grassroots sport and local events in Eastbourne.

Thank you for reading. If you have questions about anything in this report, we're happy to answer them.



Harriet Hamer
MANAGING DIRECTOR

8 June 2026



Section 1. Scope of Operations

Thousands of residents and businesses across Sussex choose PJ as their trusted waste manager, including national housebuilders, local builders & landscapers, schools, hospitals, SMEs and local councils.

A fleet of over 20 vehicles operate under waste carrier licence CBDU101689 and Goods Vehicle Standard National Licence number: OK1039766.

The fleet comprises artic & walking floor trailer unit, 13 skip loaders from 7.5T to 18T, Roll On Roll Off (RoRo), Man & Van waste collection, 8-wheel 32T tippers and two 15T road sweepers. Over 1,000 skips are in circulation, including 2 & 3 yard mini skips for smaller domestic clear-outs, 4, 6 and 8 yard builders skips and a supply of large skips (10, 12 and 16 yards). Our stock of RoRos range from 16 yards to 40 yard RoRos for large scale demolition projects and removal of bulky waste.

Areas covered





The fully permitted and compliant Household, Commercial and Industrial Waste Transfer Station at Cophall Wood Recycling Centre, Polegate is solely operated by PJ Products Ltd under permit EPR/HB3607FE. Located just outside Eastbourne on the main A22 highway, a key benefit of the site is the easy access to road networks, enabling us to provide fast, cost-effective waste collection services to our clients across East Sussex and reduce waste miles, minimising transport emissions.

The depot provides a convenient base for the company offices, fleet operations and waste sorting and recycling process. The site is also open to operators holding a Waste Carriers Licence for third party tipping. Currently covering 2.75 acres, with scope for future expansion on site, PJ is permitted to transfer 75,000 tonnes of waste on site annually. The site permit allows PJ to accept inert, non-hazardous and some hazardous waste (bonded asbestos and Waste Electrical and Electronic Equipment). The site has recently benefited, and will continue to benefit, from investment in improved infrastructure and cleaner technologies, to help increase capacity, improve processing efficiency and meet ever-changing regulatory requirements.

Non-hazardous materials are treated on site by processing through the M&K Recycling System comprising mechanical pre-sort, 3-way screener, air separators, picking station and overband magnets to segregate, bale and bulk up recyclables for onward transfer. Waste streams are received, processed and / or stored on site including:

- Construction & Demolition Waste: Concrete, timber, plasterboard, metals, plastics and aggregates.
- Household Waste: General waste, garden waste and recyclables.
- Hazardous Waste: Asbestos, batteries and electronic waste (stored in compliance with hazardous waste regulations. No treatment of hazardous waste takes place on site.)



Waste storage restrictions are detailed below

Waste Type	Storage Limitations
General	WD/612/CM and WD/613/CM, dated 11 December 2009 - Waste stockpiles must not exceed 4m in height - No storage of waste, vehicles or other materials within the Root Protection Area. - Only wastes listed in table 2.2 of the Environmental Permit may be received on site As defined in Company EMS: - Different waste types should be stored separately - Waste should be stored within the permit conditions e.g on an impermeable surface with sealed drainage - Certain wastes must be containerised / under cover - Containers must be fit for purpose and checked regularly - Hazardous substances e.g asbestos should be contained as appropriate (double bagged in a sealed locked container and clearly labelled) - Waste storage should be kept to a minimum - Storage areas should be kept clean and tidy to prevent Health & Safety risk
Non-hazardous / inert waste	Wastes must be treated on an impermeable surface with sealed drainage. Treatment consisting only of manual sorting, separation, screening, grading, baling, shredding, chipping, crushing or compaction of non-hazardous or inert waste into different components for disposal, (no more than 50 tonnes per day) or recovery.
Non-inert waste	Non-inert waste wastes must be stored in leak proof containers or on an impermeable surface with sealed drainage.
Fridges and Freezers	Fridges and freezers must be handled and stored in a manner that will prevent the release of any CFC,HCFC and HFC. The number of units in any stack shall not exceed 2 and the overall height of any stack shall not exceed 3.5 m
Tyres	ELV tyres must be stored as a separate fraction and no more than 1000 tyres can be stored on site at anytime.
Asbestos	Bonded asbestos must be kept within clearly identified, secure lockable containers. The maximum quantity of asbestos waste received at the site shall not exceed 10 tonnes per day. The maximum quantity of asbestos waste stored on the site shall not exceed 10 tonnes
Plasterboard	Must be kept on an impermeable surface with weatherproof covering A maximum period of 28 days is indicated in the Permit for the storage of plasterboard on site
WEEE	Must be kept on an impermeable surface with weatherproof covering

Supply of high-quality recycled aggregates is a core part of the business and all our product is recycled on site. Customers rely on PJ to deliver bulk volume of 6F5 specification material produced from crushed demolition waste, helping reduce the need for virgin material, diverting waste from landfill, and supporting the circular economy. 6F5 is delivered in bulk on our fleet of tippers or available for collection from the Recycling Centre. Crushing operations are conducted in line with Permit EP000000213-P1 granted by Rother and Wealden Joint Environmental Health Service.



The PJ site has a long planning history dating back to its inception in the 1980s. Throughout this time, the site has operated under a well-defined regulatory framework, with all development and operational activity guided by established planning conditions. In particular, the site continues to strictly adhere to the requirements set out in planning consent WD/612/CM and WD/613/CM, dated 11 December 2009 and all subsequent related planning decisions.

PJ achieved a waste diversion from landfill rate of 100%, supporting our commitment to the waste hierarchy and sustainable resource management.

PJ is committed to responsible recycling. Recognised as a Band A operator by the Environment Agency, PJ is also Health & Safety and Sustainability Verified by Alcumus SafeContractor.

We are members of Logistics UK and an affiliated organisation of CIWM to ensure that the business strives to meet best practice industry standards.



Section 2. Client Relationships

People are at the heart of what we do and we are proud of our long-standing customer relationships. Our client relationships fall into four core categories:

Customer Type	The problem	PJ's solution	Results
Domestic customers	Skip hire can be intimidating for first-time skip hirers. They need to know that they're doing things the right way and are getting a good deal.	<i>Skip Hire Made Easy</i> is one of the brand principles. Staff are trained to guide new customers through the process of ordering a skip and the potential pitfalls. The website also provides simple directions for ordering a skip online for customers.	★★★★★ Really efficient service and very easy to book online or by phone. Our skip arrived exactly when we were told it would and collection was quick and easy to arrange. We would highly recommend P-J Skips and will be using them in the future!  Les Redford 30 January 2020 ★★★★★ From start to finish this was a faultless experience. Lucy was so friendly and helpful on the phone when I made the booking. The men collecting our rubbish were punctual, polite, friendly and very efficient. I would recommend this company to anyone without hesitation. 5 stars isn't enough so here's 6 *****
Local building firms and trade customers	Local builders know from experience that not all suppliers do what they say they'll do. Delays on project impact the bottom line.	Reliability and honesty are core brand values at PJ. Staff are trained to go the extra mile for our customers.	<i>A fantastic team with the service to match! I'm always made to feel like a priority and they go the extra mile to assist when needed.</i> Greymoor Homes
Public sector bodies & Nationwide network of brokers	Procurement decisions are driven by proof of competence, incorporating value for money, reliability and great customer service	PJ's commitment to regulatory compliance is recognised by the Environment Agency as Band A operator. The business has also been SSIP accredited by Alcumus SafeContractor in both Health & Safety and Sustainability . Technology plays a key part in our delivery of best-in-class customer service. WasteLogics is our end-to-end waste management solution and has transformed our customer service standards through automation of booking orders, paperless Waste Transfer Notes, daily invoicing and waste recycling reports.	<i>PJ is not only a supplier to Go Green, they are a Waste Partner. The service we receive is always second to none and we are safe in the knowledge that the processes used at their facility are just as good. You can absolutely count on the fact that PJ will service sites efficiently and process waste correctly. Long may our working relationship continue.</i> GoGreen
Third party trade waste tipping customers	Landscape gardeners, roofers, builders and waste collection companies wishing to find a convenient, fast place to tip waste	PJ offers trade waste tipping at competitive rates with a fast and friendly service.	<i>Our guys are busy and don't have time to hang around. PJ's get our skips turned around fast and we also use their depot to get rid of our waste when we're on the road. We've tried using other waste disposal sites but PJ's are conveniently located and well-managed so it's quick and easy to get in and out, saving us time and money. The lads on site are always very helpful, we've been approached by other skip firms but we will always use PJ.</i> Metrix Contractors

Customer care is integral to the lifecycle of the project:

Initial Enquiry

- Enquiries are received at PJ through the customer's preferred channel: phone, email, social media (Facebook, LinkedIn) or online through PJ-waste.co.uk
- Customer services team are trained to give clear advice on prices and processes including waste acceptance criteria, company terms and conditions, permitting and other regulatory requirements and lead times.
- A site visit may be arranged with one of our experienced waste advisors to discuss the best operational solution based on the site requirements and space available.
- Any enquiries regarding trade waste tipping on site at the WTS are dealt with by a trained staff member who will ensure that the relevant paperwork is received in advance (e.g. Waste Carriers License) and that visitors to site are issued with Site Rules to ensure that these are understood and adhered to on arrival at PJ.

Client Set-Up

- To place the order, the customers details are entered into the WasteLogics Waste Management System.
- Account: PQQ, credit application form and trade reference check. Credit limit agreed. Data entry to WasteLogics & Xero.
- Non-account: Data entry to WasteLogics. Upfront payment required.
- All payments processed through secure systems such as PayByLink and Virtual Terminal.

Order Confirmation

- Email booking confirmation is dispatched automatically to client once the order has been placed. This includes all order details and reiterates company waste acceptance criteria and Ts & Cs.
- Job automatically imports to the online Drivers Sheets for manual allocation to a Driver Route.

Work in Progress

- Once the customer order has been allocated to a driver, the delivery instructions are issued with details of job to the Driver's PDA.
- The driver's progress through his day is updated on the WasteLogics system so that the office can see once jobs have been completed in real time.
- Waste Transfer Note is signed on the PDA and automatically issued to the customer once the job has been completed.
- All skips are weighed on completion of the job and weight tickets issued to the customer through the WasteLogics system.
- Jobs go through a two-stage sign-off process before invoices are issued.
- Any issues with the job are photographed and recorded on the PDA for future reference.
- Drivers are trained to pass any customer complaints to the office for handling.

Customer Communications

- Drivers issue customer feedback cards to customers with survey forms.
- Customer Service team ask for feedback at regular client reviews.
- Directors conduct spot checks on jobs to check clients are happy with the service provided.
- Calls are recorded and monitored for training purposes.
- Regular site visits are conducted by management team to ensure waste solutions delivered by PJ are appropriate, sustainable and cost-effective.

Customer Feedback



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Thank you for your business today.
Your feedback is extremely important
to us. Please take a few moments
to spread the good word.


★★★★★

Scan this QR code and leave a review on Google



FEEDBACK
FORM

Excellent Good Average Poor
   

Did we deliver on time ☐ ☐ ☐ ☐

Overall quality of the service ☐ ☐ ☐ ☐

Were we polite and professional ☐ ☐ ☐ ☐

I would recommend PJ ☐ YES ☐ NO

Thank you for your feedback
It will help us improve our service


Scan this QR code and
leave a review on Google

Name _____

Comments _____

Please return to your driver
or post to PJ office

Tear-off slip

Customer Leaflet



SORT IT OUT!

Hiring a skip is a convenient
way to remove your rubbish
and makes recycling easy too.

At PJ we value recycling and
almost nothing goes to landfill.

You can do your bit too by
following some easy guidelines.

WHAT NOT TO PUT IN YOUR SKIP

To protect everyone involved, and the
environment too, there are some things
that we can't take away:

- Fluorescent tubes
- Gas bottles
- Batteries
- Paints, solvents, fuel and oil
- Explosives
- Needles and medical waste
- Tyres
- Chemicals
- Food waste
- Animal carcasses
- Vapes
- Hazardous wood including sleepers
and telegraph poles

WATCH OUT!

Please call the office if you'd like
us to take away:

- Asbestos
- Fridges and TVs
- Mattresses
- Plasterboard
- Sofas, cushions and upholstered furniture
(unless by prior arrangement)

We're happy to help but we may need
to charge a little extra and ask you
to keep these items separate.

LOAD LIMITS

Please observe the load limit on your skip.
If the skip is overfilled, or overweight,
our driver has the right to refuse to remove
the skip until it has been unloaded to a safe
level. Road safety is a major priority for
all of us at PJ.

COLLECTION

Your skip hire is for a maximum of 14 days.

When you've finished with the skip,
ring us on 01323 48 88 88 and we'll
book the skip in for collection. You don't
have to be in for us to collect the skip.

We aim to collect all skips within 48 hours
but do offer a same day collection service
if you'd like it shifted quickly.

If you're unsure, please call our friendly
team in the office and they'll be happy
to advise. Call us on 01323 48 88 88

THE LEGAL BIT

Once you've accepted our quote, whether
by telephone, email or online, you agree
to our terms and conditions, which you
can find on our website pj-waste.co.uk



Quality Management System

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have put the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Training and development for our employees
4. Regular review of our internal processes

Though the Directors have ultimate responsibility for quality, all employees have a responsibility within their own areas of work so helping to ensure that quality is embedded within the whole of the company. PJ is committed to the continual improvement of its performance by the monitoring of quality issues and through involvement with customers, suppliers, regulatory authorities and the community. Compliance and improvement is monitored by process measures and internal audits and is maintained by the timely implementation of preventive and corrective actions.



Sam Martin

15 April 2026



Superb tip all round, very professional staff at ground and office level and clear instructions whilst on site, helped offload an awkward load. Wish we were more local to use you all the time! :)



Simon O'Brien

21 March 2026



Stewart came and picked up a 6 yard skip and was a real pleasure to deal with. Super polite and knew what he was doing! Defo recommend pj skips



N S

16 March 2026



Great service. Stuart was really helpful when delivering the skip. Skip is in great condition too (a few I've had from competitors in the past have been full of holes). Many thanks !



Les Redford

30 January 2026



From start to finish this was a faultless experience. Lucy was so friendly and helpful on the phone when I made the booking. The men collecting our rubbish were punctual, polite, friendly and very efficient. I would recommend this...



Chas Helm

20 January 2026



Nothing but praise for the staff at PJ Skips. Fab service, and will definitely use again and recommend to others.★★★★★



Keith Caldecott

31 December 2025



Dec 2025: The PJ Skips man-and-a-van waste pick-up service was fantastic. Polite, professional and friendly team. It was more cost-effective than hiring a skip, too! Very pleased....



Ian Mephram

26 November 2025



Really efficient service and very easy to book online or by phone. Our skip arrived exactly when we were told it would and collection was quick and easy to arrange....



Rachel M

25 November 2025



I was very happy with the service from PJs and from Mary in particular. Received the skip the morning (at 8:15 am) after I put in my order (at 4 pm) and it was removed three days later as agreed - full to the brim. The entire process was seamless...



James Morrison

7 October 2025



A fantastic company! I recently used them for skip hire and couldn't have been more impressed. The prices were very reasonable, delivery was quick, and the customer service was excellent — from the office staff right through to the delivery...



Customer Complaints Procedure

The Management at PJ is committed to providing a quality service for our customers and working in an open and accountable way that builds the trust and respect of all our staff and local community. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

We aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and we aim to resolve informal concerns quickly and keep matters low-key. An informal approach is appropriate when it can be achieved but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

All complaints are documented on our incident log and reviewed weekly by management to identify trends and take appropriate remedial action.



Section 3. Impacts and Risks

3.1 Health and Safety Risks

The Health and Safety of our people at PJ is our number one priority.

We have introduced a comprehensive programme of routine audits, assessments, training and testing for best practice compliance standards. These include:

Area	Internal	3rd Party
Audits & Assessments	Daily site inspection with documented nil-defect reporting system Weekly TCM inspection report Weekly driver & plant operator spot checks Periodic update of Risk Assessments, COSHH and Safe Systems of Work as documented in the Risk Assessment Index	Twice yearly H&S audit conducted by third party consultant Periodic noise impact and air quality assessments
Routine Occupational Health and Safety Testing		Regular random and 'with cause' drug and alcohol testing Occupational health and Fit For Work
Staff Training	Induction process Driving standard appraisals Regular toolbox talks for all staff	First Aid at Work, Emergency First Aid & Mental Health First Aid certification Fire Marshal training IOSH Working Safely, Supervising Safely & Managing Safely Training for all staff CIWM WAMITAB Continuing Competence Transport Manager Continuing Competence Training NPORS plant operators competency training Driver CPC training CIWM Environmental Legislation training Other management HR, finance and office training
Fleet Compliance	Daily walk round checks with documented nil-defect reporting system RAM Tracking Software used for vehicle tracking Weekly speed reports and disciplinary action taken as needed	Pre-planned 6-weekly PMIs & maintenance planning Biennial fleet operator licence compliance audit
Machinery and Equipment Testing	Daily plant walk-round checks with documented nil-defect reporting system Regular checks of PPE usage and correct maintenance	Annual PAT testing Fire Extinguisher testing LOLER tests on lifting equipment and machinery Plant servicing and pre-planned maintenance
Staff Communication	1-2-1 Staff Meetings Weekly Management Meeting Quarterly H&S Committee Meetings Quarterly Board Meetings	

3.2 Environmental Impact Assessment

PJ is committed to reducing the environmental impact of our operations and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods.

We ensure that all activities carried out by the organisation comply with all relevant legislation. And it is our priority to encourage our customers, suppliers and business associates to do the same. Not only is this sound commercial sense for all; it is also a matter of delivering on our duty of care towards future generations.

To demonstrate our commitment to continuously improving our environmental performance, we have implemented an environmental management system. And to evaluate the impacts of its activities to the environment, the Directors have established, implemented and maintains a procedure to identify the environmental aspects of its activities, products and / or services that it can control and those that it can influence taking into account planned or new developments, or new or modified activities, products and services.

These aspects, inclusive of those arising from works carried out by contractors, are registered in the “Register of Environmental Aspects, Impacts and Hazards”.

- Each time a new Environmental Aspect or new environmental legislation is identified, the Department Manager will notify the EMR by email to ensure that this is logged in the Register.
- The EMR will evaluate the Aspect Significance and, if required recommend the actions to be taken to address it.
- The EMS Committee, chaired by the EMR, will meet every 12 months to ensure that any new Environmental Aspects have been added to the Register and that the recommended action is in progress.
- PJ ensures that all environmental aspects that may pose significant impacts to the environment are under control and prioritised for improvements. This information is updated every 12 months.

During 2025 our environmental initiatives included:

- **Emission Control** – Upgrade of vehicle fleet and plant and alternative fuel vehicles for company cars to reduce emissions. Dust suppression system added to aggregate bays.
- **Compliance with Simpler Recycling legislation** – separating DMR and food waste from general waste on site and communication of regulations to customers.
- **Environmental Responsibility in the Community** – Partner with local community groups on litter picking initiatives and flowerbed sponsorship to improve local environmental quality, raise awareness of responsible waste disposal and prevent environmental harm caused by unmanaged litter.



3.3 Climate Change Risk Assessment

Operating primarily in the waste collection, transportation, and disposal sector, climate change presents risks that could impact operations, regulatory compliance, financial stability and service delivery. PJ has developed a risk assessment identifying potential climate-related risks and outlining mitigation strategies. These include:

Extreme Weather Events

Increased frequency of storms, floods, and heatwaves may disrupt waste collection & disposal schedules, damage infrastructure, and increase vehicle maintenance costs. These risks are mitigated through measures such as the development of emergency response plans for severe weather disruptions; an upgraded fleet and infrastructure to withstand extreme conditions and identification of alternative waste collection & disposal routes and backup storage facilities.

Rising Temperatures

Higher temperatures may impact waste decomposition rates, leading to increased odours, higher dust levels and greater risk of fire. Staff are at risk of health issues including heat stroke and sunburn. At PJ we reduce these risks through the use of advanced heat detection technologies and enhanced worker protection measures for high-temperature working conditions (including air conditioning as standard in all plant and vehicles) and the planned move to processing waste in a purpose-designed building.

Stricter Environmental Regulations

Regulatory and compliance risks could include future governments imposing stricter emissions limits, waste diversion targets, and carbon taxes - increasing operational costs. Our Transport team continue to investigate opportunities to transition to lower-emission vehicles and explore alternative fuel waste collection fleets. We also continue to invest in recycling initiatives to meet zero to landfill targets and stay informed on evolving climate policies.

Operational Risk

Fuel cost volatility and supply chain disruptions due to climate-related and geo-political events can raise operational expenses and risk service delays. As a business we improve fuel efficiency through route optimisation and driver training. Strong relationships with multiple suppliers are established to ensure redundancy and we maintain an inventory of critical spare parts to avoid prolonged downtime.

Rising Insurance Costs

Increased claims related to extreme weather events may raise insurance premiums for facilities and vehicles. We work closely with insurers to implement risk-reduction strategies and invest in resilient infrastructure and processes to minimise damage risks.

Changing Customer Expectations

The growing demand for sustainable and accountable waste services is continuously reviewed. We actively engage with stakeholders to communicate sustainability commitments. Regular reviews of climate risks and adaptive strategies will be essential to maintaining service reliability and regulatory compliance.

3.4 Regulatory Compliance Risks

The business operates within a framework of environmental, planning, and operational regulations, which are subject to change and enforcement. Regulatory requirement risks arise from potential non-compliance with existing legal obligations or from changes in legislation, permit conditions, or planning consents. These risks can result in fines, enforcement action, operational disruption, or reputational damage. To mitigate this the following measures have been put in place:

- **Regular Monitoring of Regulatory Developments** – The company subscribes to bulletins, engages with industry bodies, and maintains open communication with the Environment Agency and local planning authorities. By staying informed and adapting operational practices accordingly, PJ ensures ongoing compliance and reduces the likelihood of enforcement actions or service disruptions.
- **Robust Compliance Programs** – Establish policies and training programs to ensure employees understand regulatory obligations and up-to-date compliance records are maintained.
- **Whistleblower Protection** – Encourage employees to report near-misses and unethical practices without fear of retaliation.
- **Data Protection Policies** – Compliance with GDPR regulations to avoid data breaches and legal penalties.
- **Laboratory Testing** – Ensure compliance with environmental permitting obligations and WRAP protocol requirements through water outfall sampling, soil & fines testing and aggregate grading and analysis of constituent parts.
- **Third-Party Contractor Due Diligence** – Vetting of business partners, vendors, and suppliers for compliance risks.
- **Expert Financial, Legal, Environmental, H&S and Commercial Advice and Scrutiny** – Appointment of experienced Non-Executive Board Members and third party contractors to provide competent skills required for best practice operations.

3.5 Business Continuity Plan

The Business Continuity Plan has been designed to prepare PJ for the effects of emergency or unexpected situations such as fire, flood, theft, vandalism, spillage, receipt of unauthorised wastes, critical plant failure, power outage and IT systems failures and enables management to:

- **Track Assets** – Use fleet management systems to prevent vehicle misuse and theft.
- **Insurance & Liability Management** – Maintain adequate insurance coverage for fleet accidents, hazardous waste handling, and environmental liabilities.
- **Technologies** – Such as VOIP / mobile telephony system, WasteLogics and Cloud systems and servers to enable remote operations in case of IT failure or power supply interruption.
- **Security Systems** – Use of CCTV and security beams across the site.
- **Crisis Management Planning** – Develop and maintain contingency plans for operational disruptions.

Furthermore, the Business Continuity Plan, identifies potential foreseeable risks to the business sector which are mitigated through:

- **Diversification of Revenue Streams** – Offering ‘More than Skips’ through additional services such as recycling consultancy, DMR collection, event waste management, Eurobins and caged van waste collection to reduce reliance on one single revenue source.
- **Investment in Fuel-Efficient Plant and Vehicles** and operator training programs to cut fuel costs.
- **Staying up to date with changes in environmental, health and safety and transport laws** to avoid fines and restrictions / curtailment of site activities.



Section 4. Operational Management

PJ ensures first-class operational management to meet its duty of care and regulatory requirements through a combination of robust systems, daily oversight, structured planning, and continuous improvement mechanisms, as detailed in this report. PJ delivers on its obligations by implementing comprehensive management systems designed to ensure legal compliance, safe operations, and environmental protection.

1. Customer & Duty of Care Documentation

The WasteLogics system is a cloud-based waste management software platform designed to streamline operations, improve efficiency, and enhance customer service. WasteLogics is fully integrated into our operational workflows, providing end-to-end visibility and control over key business functions, including:

- **Waste Tracking and Reporting**

The system enables real-time tracking of waste movements from receipt to final destination. It supports accurate recording of waste types, volumes, and treatment routes, allowing PJ to produce robust reports that demonstrate compliance with waste hierarchy principles and permit conditions.

- **Weighbridge and Site Integration**

WasteLogics is connected to our weighbridge system, ensuring accurate capture of incoming and outgoing loads. This ensures consistent and reliable data for performance analysis and regulatory reporting.

- **Digital Documentation**

The platform facilitates the creation and secure storage of all required documentation, including Waste Transfer Notes, Consignment Notes, and Duty of Care records.

- **Service Efficiency**

WasteLogics integrates with Sage and automates billing upon job completion, minimising the risk of manual errors, resulting in enhanced customer satisfaction and reducing administrative workload.

- **Operational Oversight**

Live dashboards and reporting tools give our management team real-time insight into job progress, compliance issues, and system performance. This enables quick response to operational challenges.

- **Compliance and Audit Support**

The system's reporting capabilities enable easy access to historical data for quarterly waste returns and customer recycling reports.

2. Documented Operational Procedures

PJ maintains clearly defined procedures that govern every aspect of its operations—such as risk assessments, Safe Systems of Work, and Standard Operating Procedures. All staff are provided with job descriptions, roles and responsibilities as part of their induction training. These systems and procedures provide structure, consistency, accountability and traceability.

3. Daily Monitoring and Inspections

Management and supervisory teams conduct daily monitoring of waste activities and routine inspections of the site, vehicles, and plant equipment. This allows immediate identification and correction of non-compliances, ensuring standards are upheld in real time.

4. Training and Competency

All staff are trained and their qualifications are tracked through formal training logs. This ensures that personnel are competent and aware of compliance responsibilities, reducing operational risk.

5. Waste Flow Control

PJ tracks waste inputs, processing, and outputs daily, ensuring a clear understanding of how, and how much, waste is handled. This not only aids compliance with permitted site capacity but also helps demonstrate full waste traceability, a core requirement of the duty of care principle.

6. Independent Auditing

Regular third-party audits and inspections ensure that PJ meets industry standards and operates transparently. These audits help identify gaps and reinforce a culture of accountability.

7. Forward Planning

Operations are planned daily to ensure efficient allocation of staff and resources. PJ's Business Continuity Plan ensures service resilience during unforeseen events, maintaining compliance and continuity even in emergencies.

8. Extended Management Systems

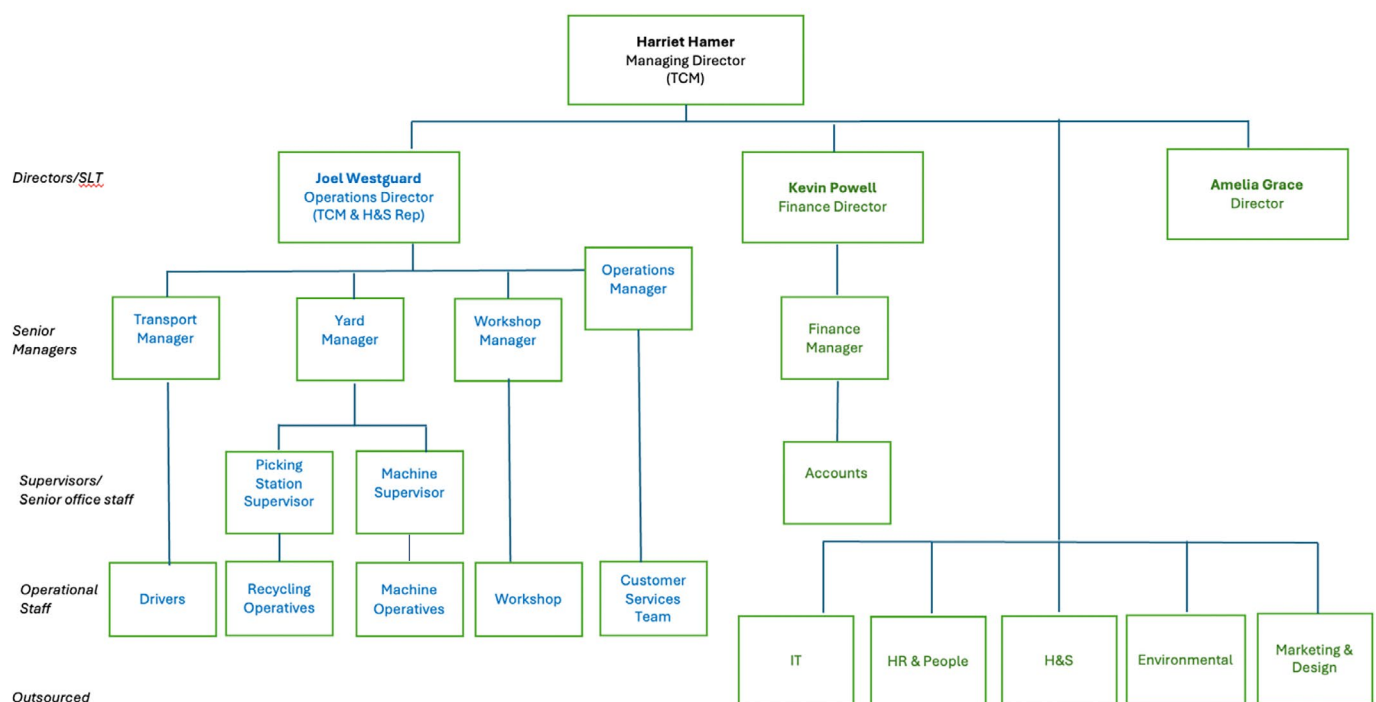
PJ augments its core practices with wider systems such as:

- Environmental and Quality Management Systems
- Health and Safety Management Systems
- Digital data tracking and document control platforms
- Systems for managing staff competency, incidents, and supplier performance

This allows management to have a clear understanding of how waste is received, processed, stored and dispatched to onward processing destinations. Through this constant monitoring process and documented procedures, PJ can ensure compliance with its permitted capacity and storage conditions.

Organisational Structure

The following organisational structure demonstrates the hierarchy of roles and responsibilities for the business operations.





Section 5. Competence and Training

The Management Team at PJ place great importance on training and development of staff to ensure levels of performance are maintained at the highest standard. This is instilled through the following processes and procedures:

Induction Training – comprising a comprehensive induction from one of the Directors, details about the company values and vision, information about the company and site activities and associated risks. All our employees also receive the Company Handbook, Drivers Handbook (if relevant), and H&S Policy and Procedures. All new starters also receive IOSH Working Safely Training and Toolbox Talks on Manual Handling, Asbestos Awareness and Safe Pedestrian / Vehicle movements in the Yard.

Safe Systems of Work – detailed instructions given to staff to enable them to understand the safest way to complete a task. They are designed to standardise working practice and are rigorously implemented. All PJ SSOWs are freely available. Digital copies are kept on the computer system and hard copies are also available on request.

Training – External and Internal. PJ has a legal duty to ensure that all our employees are adequately trained for the work activity they undertake. Records and certificates of all employees training are kept on the individual's file. All training requirements are recorded on a Training Matrix.

Once task specific training has been completed to a satisfactory level further training for that task is “on the job” training in a controlled and supervised environment.

Any further role specific training will be supplemented by more formal tuition and accreditation through third party contractors as required – typically, this includes ‘Train the Trainer’, Fire Marshal Training, First Aid (Emergency First Aid, First Aid at Work and Mental Health First Aid), Driver CPC Training, NPORS Plant Training, WAMITAB and CIWM Environmental Management Training and Transport Manager CPC Training.

Regular Performance Reviews – Appraisals are conducted by the Team Line Managers who meet face-to-face with each employee on at least an annual basis to analyse the performance and training requirements for everyone employed at PJ. Staff members are invited to review their own performance and to suggest any training requirements that they feel could help improve their own performance and support their professional development.

Fit for Work and Licence Checks – All fleet and operational staff are assessed annually by an independent occupational health surveillance consultant to ensure that they meet the health requirements needed for the role. Drivers' licenses and their requirement for medicals are checked every three months as a minimum.

Capability Policy – The Company capability procedure provides a fair and objective process to enable managers to ensure that our high standards are met in every aspect of the company's operations.

- A means of monitoring performance and establishing performance criteria.
- A degree of consistency in how staff with widely differing responsibilities and duties are given opportunities to attain satisfactory levels of performance.
- Assistance in identifying and providing the most appropriate form(s) of support.
- If a member of staff fails to overcome their difficulties, any consequent action will be based on adequate evidence that the member of staff is incapable of performing their duties satisfactorily; a fair procedure; and that the member of staff was given all reasonable assistance to overcome such failings.



Contractor Competence

PJ implements a rigorous process to ensure that all subcontractors engaged on our behalf operate to the same high standards of compliance, safety, and environmental responsibility as our internal operations.

Pre-Qualification Questionnaires (PQQ), are issued to assess contractor ability to meet a defined set of operational, safety, and management criteria.

While PJ prioritises subcontractors with independently certified management systems, we also consider those who can demonstrate robust and effective management practices, even if formal accreditation is not in place.

Following successful verification, subcontractors are added to our Approved Supplier List, with all supporting documentation retained for audit and compliance purposes. Ongoing performance is monitored through periodic assessments, and updated information may be requested as necessary to reflect changes in legislation, workforce competency, or operational scope.

Prior to commencing work on any PJ site, all subcontractors must complete a comprehensive site induction. This includes an overview of our health, safety, environmental, and quality policies, as well as project-specific risk assessments, control measures, and emergency procedures.

This structured approach ensures that subcontractors consistently operate in alignment with PJ's management systems and contribute to our duty of care and regulatory compliance obligations.

Section 6. Legal and Other Requirements

PJ maintains a strong commitment to meeting all applicable legal and regulatory obligations relevant to its operations. Our leadership team ensures ongoing compliance through subscription to regular updates, proactive auditing, and open communication with regulatory bodies such as the Environment Agency (EA) and the Health and Safety Executive (HSE). Our environmental permit is also subject to periodic review by the EA to confirm continued compliance.

A comprehensive Register of Legislation is maintained as part of our Environmental Management System (EMS). This ensures that all regulatory changes are captured, and any required actions are implemented and communicated across the business.

Our compliance efforts are supported by a skilled team that includes professionals affiliated with CIWM, Logistics UK, and IOSH, reflecting our dedication to industry best practice and continuous professional development.

Frequent site inspections play a key role in identifying and resolving compliance issues. The Operations Team conducts weekly assessments, while the Yard Manager undertakes daily compliance checks, focusing on critical permit conditions such as waste storage, drainage, and operational controls.

All significant observations and deviations are recorded in either the site diary or through our incident reporting system. Issues requiring corrective action are reported to the Directors, reviewed at management meetings, and discussed during dedicated health, safety, and environmental (HSE) committee meetings.

Where changes to operational procedures or risk assessments are necessary, they are promptly updated and communicated to all relevant staff through toolbox talks and the staff WhatsApp groups, ensuring consistent awareness and compliance across the organisation.

Section 7. Corrective, preventative and improvement actions

PJ maintains a structured and proactive approach to managing corrective, preventative, and improvement actions. This process ensures that non-conformances are swiftly addressed, risks are mitigated before incidents occur, and opportunities for continuous improvement are actively pursued.

Corrective actions are initiated in response to non-conformances identified through daily site inspections, near-miss reporting, internal audits, incident reports, customer feedback, or third-party assessments. All issues are recorded within the Incident Diary, where they are assigned to responsible personnel, investigated and root cause analysis findings are reported to the Directors.

Preventative actions are implemented based on trend analysis, audit findings, regulatory updates, and staff observations. These actions aim to address potential risks before they result in actual incidents or non-conformance and might include the introduction of additional checking procedures, rollout of toolbox talks, team briefings, purchase of new equipment, additional training, process changes and/or defect rectification in the workshop or through a third party maintenance contractor.

Preventative and Improvement actions are reviewed regularly in Management, Environmental and H&S Committee meetings and tracked to ensure follow-through and effectiveness.



Improvement Actions Achieved in 2025-2026

Action Area	Action	Benefit
1. Baling Operation	Introduced a baling operation for cardboard, plastic film, and PP bags.	Compresses bulky, low-density materials reducing fuel cost and carbon emissions. Eliminates the risk of wind-blown litter during transit. Clean, dense bales are better quality for reprocessors, reducing risk of contamination and the loose material that tangles machinery. Using good quality recyclate reduces the embedded carbon of use of virgin materials.
2. Fleet Renewal	Replaced a lease tipper with a new 32-tonne tipper. 1 new 13.5 tonne skip truck 2 new 8.5 tonne skip trucks 5 new trucks on order and awaiting delivery.	Significant environmental benefits; newer vehicles built to latest emissions standards reducing the NOx and particulates emissions as well as the carbon footprint. Fuel efficiency of fleet improved. This progressive approach to fleet investment reduces PJ's environmental footprint, demonstrating that operational excellence and environmental responsibility go hand in hand.
3. Transport Audit	Full voluntary independent transport audit in 2026.	Achieved a score of 93%, congratulated by the auditor on outstanding commitment to compliance standards. This highlights PJ's proactive approach to regulatory compliance. The audit included vehicle maintenance records, driver hours, tachograph compliance, and operator licence obligations, identifying areas of good practice as well as opportunities for further improvement which will be actioned.
4. Financial Management Systems	Accounts migrated from Sage platform to Xero.	Xero is cloud-based, enabling real-time access to financial data from any location, improving visibility and decision-making across the business and reducing administrative overhead. PJ is committed to the adoption of modern, scalable systems that support good governance, financial transparency and long-term operational resilience.

Improvement Actions Achieved in 2025-2026

Action Area	Action	Benefit
5. Community Engagement	Participation in the Wheelie Big Truck Rally in aid of St Wilfrid's Hospice. Associated support for the Hospice Magazine. Grassroots Christmas Events. Monthly donation to Hailsham Foodbank. Sponsorship of Eastbourne Football Club and Eastbourne Rugby Club	In addition to the projects listed here, we continue to engage in community activities such as tree planting, gardening and litter picking, demonstrating PJ's genuine commitment to giving back to the communities that support it and our belief that a successful business has a responsibility to invest in the people and places around it.
6. Communications	Launch of dedicated news blog at: www.pj-waste.co.uk/news/	The new blog is an important step in the company's efforts to engage with customers and educate them about the waste industry. The blog serves as a platform for sharing insights, guidance and updates on a wide range of topics relevant to both domestic and commercial customers, including recycling best practice, changes to waste legislation, responsible disposal guidance, and the environmental impact of different waste streams. By making this information freely available and accessible, PJ is empowering individuals and businesses to make more informed decisions about how they manage their waste. This supports better recycling outcomes and reduced contamination, and reinforces PJ's position as a trusted and transparent operator that is genuinely invested in raising standards across the industry.

Improvement Actions Scheduled in 2026-2027

Action Area	Action	Benefit
1. IT system review	IT system upgrade to ensure all infrastructure meets current best practice standards.	The new system will strengthen business continuity in the event of a system outage and fully satisfy best practice standards in respect of customer and operational data. The planned programme of work will address system resilience, data protection, access controls and continuity planning in a coordinated and structured way, reflecting PJ's commitment to protecting the integrity of its data and the sensitive information entrusted to it by customers and stakeholders
2. Fleet and machinery upgrade	Upgrade and renewal of PJ's fleet and critical yard machinery	Five new skip trucks are scheduled for arrival in Q2 2026 and two additional 18T skip trucks are on order for Q4, substantially strengthening the company's collection fleet and improving service delivery capacity. The new excavator will enhance yard processing efficiency and reduce the risk of unplanned downtime caused by ageing equipment. The new plant is built to the latest emissions standards delivering reductions in NOx, particulate matter, and fuel consumption compared to the equipment it replaces. This continued capital investment reflects PJ's commitment to maintaining a modern, resilient, and sustainable operation that is genuinely fit for purpose.
3. Team Training	Delivery of a structured upskilling programme during 2026-2027	Individual personal development plans will be created for all relevant staff, with training delivered in partnership with the Chartered Institution of Wastes Management (CIWM) to ensure qualifications and learning are grounded in industry-recognised standards. A better-informed team means stronger compliance awareness, improved customer service, and a workforce that understands the broader context of the industry it operates in. Investing in people is, for PJ, just as important as investing in fleet or infrastructure, and this programme reflects that belief in practice.

Section 8. Performance Review

The performance review is a core component of PJ's reporting framework, providing a structured evaluation of the company's operational, environmental, health and safety, and customer service performance over the reporting period.

This section demonstrates how PJ monitors key performance indicators (KPIs), identifies trends, manages risk, and drives continuous improvement across all aspects of the business. It reflects our commitment to transparency, regulatory compliance, and delivering high-quality waste management services.

Performance data is drawn from a range of internal systems, including WasteLogics, Sage HR, and the Incident Log. The review includes both quantitative results and qualitative observations, ensuring a comprehensive understanding of business performance.

By maintaining a robust and transparent performance review process, PJ ensures that it not only meets its legal and contractual obligations, but also continually raises the standard of its operations and customer service.

Performance rates	Annual %
Landfill diversion rate	100%*
Overall material recovery rate	100%
Trommel fines	12%

*Please note 0.03 tonnes sharps sent for disposal, discounted as no recycling route.

Material processed per waste hierarchy category

Waste hierarchy category	Annual %
Reuse	0
Repair	0
Recycle	73.69%
Energy Recovery	14.65%
Landfill Cover	11.66%
Disposal	<1%

PAS 402 Calculations 2025-2026

Performance Summary	Total tonnes
Total material inputs this period	33,386.11
Waste used/retained on site this period e.g. for engineering purposes	0
Waste remaining on site at end of this period (unprocessed)	1,000
Waste remaining on site at end of this period (processed)	1,401.55
Total waste remaining on site at end of this period	2,401.55
Waste sent offsite for reuse/repair this period	0
Waste sent offsite for recycling this period	26,483
Waste sent offsite for energy recovery this period	5,265
Qualifying fines	4,188
Non-qualifying fines	0
Materials sent offsite as non-waste this period e.g. end of waste	15,450.23
Waste sent off for disposal (incineration without energy recovery)	0
Waste sent off for disposal to landfill	<1%
Total materials sent off site this period	35,935.67

Please note that landfill diversion and material recovery rates are not verified where any or all materials are sent to an organisation that does not conform to the requirements of PAS 402.

KEY

Colour	Meaning
	End-of-waste
	Included in recycling figures
	Included in incineration figures
	Asbestos tonnages completely discounted prior to running calculations as no alternative treatment route other than disposal. Sharps 0.03 tonnes sent for disposal, discounted as no recycling route.

Annual Recovery & Disposal Tonnages

Incoming waste stream	Incoming tonnage	Outgoing waste code	Outgoing tonnage	Outgoing waste stream	Destination treatment description
17 01 07 Concrete, bricks, tiles, ceramics	4,152	Non-waste Aggregate Protocol	15,450	6F5 Crushed Aggregates	Recycling Hardcore crushed for sale as aggregates.
17 05 04 Soil and stones	1,421				
17 09 04 Mixed C&D	9,877				
17 09 04 Mixed C&D	2,137	17 05 04 Soil and stones	2,137	Soil & Stones	Recycling Sent for screening processing and used in landscaping, land reclamation, or agricultural projects
17 09 04 Mixed C&D	67	17 02 03 Plastics	67	Plastics	Recycling Further sorting off-site prior to treatment
20 01 01 Paper and cardboard baled stockpile	0	20 01 01 Paper and cardboard	0.39	Paper baled for removal	Recycling Bulked and then sent on to mills for processing.
17 02 01 Wood	1,252	19 12 07 Wood	3,852	Wood for biomass in UK	100% Recovery as biomass Recovered for use as chippings/biomass.
17 09 04 Mixed C&D	2,248				
20 01 38 Municipal wood	26				
Removal of pre-existing stockpile	326				
17 09 04 Mixed C&D	115	19 12 07 Wood	115	Wood for biomass abroad	100% Recovery as biomass Recovered for use as chippings/biomass.
17 02 01 Wood	318	17 02 01 Wood	939	Wood – C&D	100% Recovery as biomass Shredded then sent off for use as a fuel (biomass) abroad.
Stockpile removed	621				
20 02 01 Biodegradable waste	225	20 02 01 Biodegradable waste	217	Compost	Recycling Used as compost after further treatment Mulched for PAS 100 standard.
Stockpile	8				
17 08 02 Gypsum-based construction materials	1,212	17 08 02 Gypsum-based construction materials	1,314	Plasterboard	Recycling Returned to plasterboard manufacturers for recycling.
Stockpile removed	102				
17 04 07 Mixed metals	0.52	19 12 02 Ferrous metal	662	Ferrous Metal	Recycling Processed sorting & shredding then for onward processing
17 09 04 Mixed C&D	662				

Incoming waste stream	Incoming tonnage	Outgoing waste code	Outgoing tonnage	Outgoing waste stream	Destination treatment description
17 04 07 Mixed metals	0.26	19 12 03 Non-Ferrous metal	26	Non-Ferrous Metal	Recycling Processed sorting & shredding then for onward processing
17 09 04 Mixed C&D	25				
20 01 35 WEEE	0.54	20 01 35 WEEE	9	Televisions & Monitors	Recycling Processed sorting & shredding then for onward processing
17 09 04 Mixed C&D	9.36				
16 02 15 Hazardous components from WEEE	1	16 02 15 Hazardous components from WEEE	6	WEEE – hazardous components	Recycling Processed sorting & shredding then for onward processing
Stockpile	5				
17 09 04 Mixed C&D	5	16 02 11 Fridges	5	Fridges	Recycling Processed sorting & shredding then for onward processing
17 09 04 Mixed C&D	3	16 06 01 Lead Batteries	3	Lead Batteries	Recycling Segregated and sent for further processing
17 04 07 Mixed metals	0.52	17 04 02 Aluminium	19	Aluminium	Recycling Processed sorting & shredding then for onward processing
17 09 04 Mixed C&D	19				
17 09 04 Mixed C&D	0.56	17 04 05 Iron and steel	1	Iron and Steel	Recycling Processed sorting & shredding then for onward processing
17 04 07 Mixed metals	0.52				
17 04 07 Mixed metals	0.26	17 04 11 Cables	1.6	Cables	Recycling Processed sorting & shredding then for onward processing
17 09 04 Mixed C&D	1.36				
17 09 04 Mixed C&D	2.4	17 04 10 Cables – hazardous	3	Cables (hazardous)	Recovery Processed sorting & shredding then for onward processing
17 04 07 Mixed metals	0.52				
17 09 04 Mixed C&D	3,277	19 12 12 Mechanically treated waste	6,488	Mechanically Treated Waste	Recycling Sent off to another waste company who further process it through a MRF.
20 03 01 Mixed municipal	1,687				
Removal of pre-existing stockpile	1,524				
20 03 01 Mixed municipal	69	20 03 01 Mixed Municipal	69	Mixed Municipal	Recycling Sent off to another waste company who further process it through a MRF.
20 03 07 Bulky waste	9	20 03 07 Bulky waste	47	Bulky Waste	Recovery Shredded and sent for EFW
17 09 04 Mixed C&D	47				
Stockpile	9				

Incoming waste stream	Incoming tonnage	Outgoing waste code	Outgoing tonnage	Outgoing waste stream	Destination treatment description
17 09 04 Mixed C&D	311	19 12 10 Combustible Waste	311	RDF	Incineration EFW
08 01 12 Waste paint - hazardous	0.2	08 01 12 Waste paint - hazardous	0.2	Waste paint - hazardous	Recovery Solvent-based paints may be distilled for reuse or incinerated for energy recovery.
08 01 11 Waste paint – non-hazardous	0.12	08 01 11 Waste paint – non-hazardous	0.12	Waste paint – non-hazardous	Recycling Water-based paints may be reprocessed or used in construction materials.
16 01 03 End of life tyres	0.04	16 01 03 End of life tyres	5	End of Life Tyres	Recycling Full 360 recycling. Your waste tyres are repurposed into safety surfacing for play areas or used as bedding in Equestrian Arenas (Arena Ride).
17 09 04 Mixed C&D	5.28				
17 09 04 Mixed C&D	4,188	19 12 12 Qualifying Fines	4,188	Qualifying Fines	Used for landfill capping
17 06 05 Construction materials containing asbestos	3.18 Stockpile	17 06 05 Construction materials containing asbestos	3.18	Asbestos Note, disposal tonnages are discounted as asbestos must be disposed of	Disposal Landfill – discounted as no recycling route
18 01 02 Sharps (non-medicinally contaminated)	0.026	18 01 02 Sharps (non-medicinally contaminated)	0.026	Sharps – orange lid	Disposal Landfill – discounted as no recycling route



**SKIP HIRE
HAULAGE
TRADE WASTE**
