



PAS 402: 2013

Annual Waste Management Report 2024

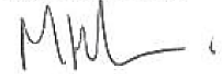
(1st January 2024 – 31st December 2024)



Summary

All key performance indicators have shown steady performance over the report period. The company managed to achieve a 49% landfill diversion rate. Further expansion of the processing MRF and the fleet is planned to accommodate further growth in the business, this includes the commissioning of our dry anaerobic digestion facility.

Mark Hornshaw
Managing Director



24.05.2024

This document was created by Graham Wildridge (HSEQ Manager).

The document was approved by Mark Hornshaw, Director.

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1.0 Scope of Operations

Transwaste Recycling & Aggregates Ltd (Transwaste) started trading in 1999 from Hessle Dock, Livingston Road which is just to the West of Hull near the Humber Bridge. In May 2003 Transwaste was granted a licence by the Environment Agency to start separating, sorting, and recycling waste.

The businesses success meant expansion and Transwaste relocated to its present home on Gibson Lane, Melton in February 2008. To the rear of the site there is a Biomass plant called Biowood Services Ltd. This is a separate legal entity, but same ownership as Transwaste and permitted activities.

Transwaste also have a second site, A Transfer Loading Station (TLS) on Foster Street, Hull (EPR/DP3195VS/V003). Waste collected at the East side of Hull is sent to the Foster Street site and then transferred to Melton in bulk. This is a cost-effective option that also reduces our carbon footprint and allows more deliveries / collections / exchanges of skips to take place.

In addition to the waste and recycling aspects of the business Transwaste also have skip hire facilities. Skips that Transwaste can provide include 4-yard, 8-yard (including enclosed), 12-yard (including enclosed), 20 -yard and 40-yard. All skips are emptied at the Melton Waste Park site (also via Foster Street for bulk transfer to Melton), where the waste is stored and treated for recycling, reuse, and recovery.



Transwaste offers the complete package to deal with waste products efficiently and responsibly, from recycling solutions and waste disposal to skip and commercial bin hire and aggregates. Many waste streams are sorted at Melton including bricks, concrete, green waste, wood, plasterboard, plastics, cardboard, and metal.

Waste products are also turned into either a Solid Recovered Fuel (SRF) or a Refuse Derived Fuel (RDF) for use in predicting electricity in waste to energy plants or heating cement kilns.

We operate a fleet of 69 Euro 6 commercial vehicles including articulated tipper, hook loader and skip loader trucks, under an upper tier waste carrier and dealer license (CDBU54576, expiry 24/01/2025).

All materials arriving are either scheduled or authorised to deposit their waste. All materials are sorted and segregated via trommels, shredders, wind sifters, screeners, conveyors, bale wrapper and hand sorted via picking lines. To feed the plant we run various static and mobile plant consisting of loading shovels, 360 grab excavators, telehandlers, and forklifts.

Segregated materials are sold for reuse and recycling purposes including waste to energy. Materials we are unable to recover are disposed of via landfill.

We have Environmental permit (EPR/BP3792LD/V00) and EA Waste Management Licence (65528) with an installation permit merged in. This allows us to accept non-hazardous waste such as inert, metal, plastics, glass, soils, green waste, wood, construction and demolition waste, household waste and commercial waste. We are also licenced to accept hazardous waste such as Asbestos and WEEE.

No treatment of hazardous waste takes place on site, it is bulked up and sent to a permitted facility for processing. The permit also includes a Discharges to water and groundwater consent.

Our landfill diversion rate is 49%

Transwaste has the following planning permissions for the site (Table 1).

Table 1 – Planning permissions relevant to waste operations.

Planning Number	Details	Date granted
DC/05/06302/STPLF/STRAT	Strategic – Full Planning Permission	17 January 2006
DC/07/31583/CONDET/STRAT	Submission of details for Condition 7 (Surface water from vehicle parking) and Condition 23 Details of Foul and Drainage System relating to Planning Approval	14 March 2008
DC/11/02391/STPLF/STRAT	Retention of waste storage area in association with existing waste transfer station	11 November 2011
DC/11/04284/STPLF/STRAT	Erection of a waste storage and sorting shed	28 November 2011
DC/12/04071/STPLF/STRAT	Erection of an extension to existing building to form sorting shed	21 December 2012
DC/14/30575/CONDET/WESTES	Submission of details required by Condition 2 (surface water) of planning permission	10 August 2015
19/00313/CM	Erection of extensions to rear and side of existing building to form Waste Treatment Plant Production building (SRF) and detached feed material storage building following demolition of existing structures	13 March 2020
20/03491/CM	Erection of an extension to existing waste storage building	3 March 2021

Our maximum capacity of operation annually is 750,000 tonnes. Our storage limits and time limits are listed in the table below (Table 2).

Table 2 -Environmental Permit Operational Limits.

Type of waste	Operations	Limits
Inert crushing and screening.	R3: recycling/reclamation of organic substances which are not used as solvents.	Treatment consisting of sorting, separation, screening, crushing, and blending non-hazardous inert wastes for recovery as a soil or aggregate.
	R5: Recycling/reclamation of other inorganic materials.	Inert wastes can be stored and treated on an impermeable surface with sealed drainage or hard standing.
	R13: Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced).	Waste types suitable for acceptance are limited to those non-hazardous wastes.
Materials recycling facility	D9: Physio-chemical treatment not specified elsewhere which results in final compounds or mixtures which are discarded by means of any of	Treatment consisting of manual and physical sorting, baling, separation, screening, shredding, crushing, compacting, or mixing of waste into

and transfer station.	the operations numbered D1 to D13. D14: Repackaging prior to submission to any of the operations numbered D1 to D13. D15: Storage pending any of the operations numbered D1 to D14 (excluding temporary storage, pending collection, on the site where it is produced). R3: Recycling/reclamation of organic substances which are not used as solvents. R5: Recycling/reclamation of other inorganic materials. R13: Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced).	different components for disposal (no more than 50 tonnes per day), or recovery. Storage and treatment of waste to take place within a building on an impermeable surface and sealed drainage system. Waste tyres may be stored outside on an impermeable surface with sealed drainage. No more than 50 tonnes of intact and shredded waste vehicle tyres (waste codes 16 01 03 and 19 12 04) shall be stored on site at any one time. Scrap metals to be stored no longer than 3 years prior to recovery.
Green waste pre-treatment and storage	R3: Recycling/reclamation of organic substances which are not used as solvents. R13: Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced).	Physical treatment of source segregated green wastes consisting of shredding and blending only. Wastes shall not be composted and are exported off site. Storage and treatment of waste shall be undertaken on an area of hard standing.
Waste wood shredding and chipping.	R3: Recycling/reclamation of organic substances which are not used as solvents. R13: Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced).	Physical treatment of uncontaminated wood wastes consisting of shredding and blending only. Storage and treatment of waste shall be undertaken on an area of hard standing. Waste wood must not be stored more than 3 months.
	R4: Recycling/reclamation of metal and metal compounds. R5: Recycling/reclamation of other inorganic materials.	Hazardous waste (including Asbestos) Treatment shall be limited to bulking up of asbestos waste only. Asbestos waste shall be double bagged (where possible), and kept within clearly identified, secure lockable containers. Bulking of asbestos waste shall be limited to no more than 10 tonnes per day.
Hazardous waste storage and transfer station including non-hazardous WEEE treatment.	R13: Storage of waste pending any of the operations numbered R1 to R12 (excluding temporary storage, pending collection, on the site where it is produced). D14: Repackaging prior to submission to any of the operations numbered D1 to D13. D15: Storage pending any of the operations numbered D1 to D14 (excluding temporary storage, pending collection, on the site where it is produced).	Hazardous waste shall be stored and treated in a building or within a sealed container and on an impermeable surface with a sealed drainage system. The maximum quantity of hazardous waste (in aggregate) for disposal received at the site shall not exceed 10 tonnes per day. The maximum quantity of hazardous waste (in aggregate) that can be stored at the site shall not exceed 50 tonnes at any one time.

Hazardous waste shall be stored for no longer than 1 year.

WEEE

There shall be no treatment of hazardous and non-hazardous WEEE other than for sorting and separation from other waste streams, repair or refurbishment, or manual dismantling only.

The maximum quantity of hazardous waste (in aggregate) received at the site shall not exceed 10 tonnes.

The maximum quantity of hazardous waste (in aggregate) that can be stored at the site shall not exceed 50 tonnes at any one time.

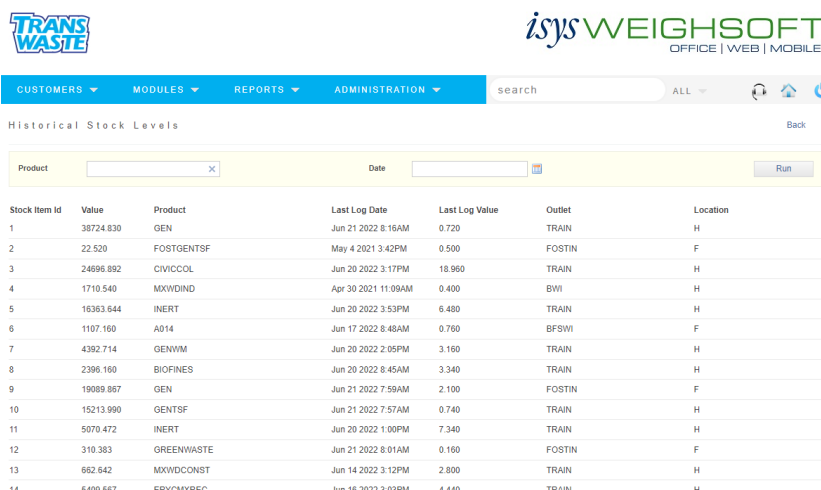
Wastes shall be stored for no longer than 1 year prior to disposal or 3 years prior to recovery.

Transwaste's geographical operating areas for skip deliveries are Hull, East Yorkshire, and North Lincolnshire.



Transwaste uses a system called 'Access weighsoft' which is an online portal. All skip bookings are recorded on this system. All customers have access to this portal where they can obtain personalised waste data reports, download waste transfer notes, and access invoices.

All materials entering site have waste type and weight recorded via the weighbridge onto the weighsoft system, all data is live so we can constantly monitor how much of each waste type is on site at any one time.



The screenshot shows the 'Historical Stock Levels' report in the iSYS WEIGHSOFT system. The report includes a table with columns for Stock Item Id, Value, Product, Last Log Date, Last Log Value, Outlet, and Location. The data is filtered by Date (Jun 20 2022 2:05PM) and Run.

Stock Item Id	Value	Product	Last Log Date	Last Log Value	Outlet	Location
1	38724.830	GEN	Jun 21 2022 8:16AM	0.720	TRAIN	H
2	22.520	FOSTGENTSF	May 4 2021 3:42PM	0.500	FOSTIN	F
3	24596.892	CIVICCOL	Jun 20 2022 3:17PM	18.950	TRAIN	H
4	1710.540	MXWDIND	Apr 30 2021 11:09AM	0.400	BWH	H
5	16363.644	INERT	Jun 20 2022 3:53PM	6.480	TRAIN	H
6	1107.160	A014	Jun 17 2022 8:48AM	0.760	BFSWI	F
7	4392.714	GENWM	Jun 20 2022 2:05PM	3.160	TRAIN	H
8	2396.160	BIOFINES	Jun 20 2022 8:45AM	3.340	TRAIN	H
9	19089.867	GEN	Jun 21 2022 7:59AM	2.100	FOSTIN	F
10	15213.990	GENTSF	Jun 21 2022 7:57AM	0.740	TRAIN	H
11	5070.472	INERT	Jun 20 2022 1:00PM	7.340	TRAIN	H
12	310.383	GREENWASTE	Jun 21 2022 8:01AM	0.160	FOSTIN	F
13	662.642	MXWDCONST	Jun 14 2022 3:12PM	2.800	TRAIN	H
14	5409.567	ERYCMXREC	Jun 16 2022 3:03PM	4.440	TRAIN	H

Skip deliveries are recorded on Android tablets, drivers take pictures of the skips in situ and customers sign the delivery notes electronically. This data automatically uploads to the weighsoft system. Transwaste Also runs a system called 'Web Fleet' which is a tracker system. The Transport Coordinators use this system to monitor our vehicle movements and it enables us to provide customers with updates on delivery times and possible delays.

The handling of complaints is of great importance to our business. We take customer feedback very seriously, striving to improve our business and service for the benefit of our customers.

Our goal is to treat each case impartially, sympathetically and in a consistent competent manner with the minimal possible delay.

We will acknowledge receipt of your complaint either by way of a phone call or written statement within 2 working days. All factors of the complaint will be investigated, and a resolution communicated back to the customer in line with our complaints process (TPS003).

All complaints and remedial actions are recorded on our online management system called 'Activ'. Complaints are monitored and discussed as part of management reviews including any trends as part of our continual improvement.

Transwaste recognises the importance of customer care and actively focuses on ways to ensure we provide high standards of service. We monitor and measure satisfaction in two ways.

Our Sales Administrators will obtain feedback monthly from customers via the telephone using our Customer Satisfaction Process (TWPS017). For the larger customer accounts, we have a Sales & Marketing Manager who visits customers on a regular basis to discuss their needs and managing relationships.

The results of customer satisfaction are reviewed as part of the management review along with any improvements and trends identified.

Mission

We are a one stop innovative solution for your specific waste and recycling requirements, whilst protecting the environment and promoting recycling to ensure a safe and healthy community for current and future generations. As a minimum of 95% of waste, we receive will be recycled.

Our Values

Our values are ingrained principles that guide our company's actions to excel in all that we do.

Our Vision

We strive to maintain our status as industry leaders within the East Riding area by eliminating the need for landfills through innovative, eco-friendly, efficient, and sustainable recycling technologies.

Customers

We place our customers at the center of everything we do. By developing and maintaining value added relationships. We provide a solution focused service in line with our customers' needs.

Innovation

Our innovation and modern technologies continue to make us industry leaders. Our services continuously evolve to ensure sustainability and environmental protection.

Straightforward

We support you with the easiest, simplest, and most straight forward processes, removing all unnecessary jargon and ensuring that everyone is always on the same page.

Leadership

We have the courage to be innovative with our approach, embracing modern technology and evolving with our customers whilst promoting a supportive and cooperative work culture.

Passion

Our customers are our business, and we are always listening to and identifying the best solutions for them, whilst maximizing customer satisfaction at all stages of business transactions, helping to achieve positive change through community engagement.

Quality & Integrity

We will continue to work with a quality framework to satisfy customer needs but without having detrimental effects on the environment.

We Promise to

- Place your needs at the heart of our business.
- Provide a quality service and develop long term partnerships.
- Make a positive impact on the environment, by converting waste to energy and reducing our carbon footprint.
- A commitment to not just meet but exceed your expectations.
- Continue to be innovative with our technologies to achieve maximum results.

3.0 Impacts and Risks

Transwaste has developed, implemented, and maintain an integrated management system in accordance with the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. Transwaste are also CHAS accredited and an affiliated organisation of CIWM.

Our system is risk-based and applies to all areas of our operations. We have a dedicated in-house SHEQ team who work with the Site Manager to identify the health and safety and environmental risks associated with operations and ensure the relevant controls are in place and work is carried out by competent individuals.

To determine the significance of risks associated with activities, Transwaste have adopted the following scoring systems.

Risk Assessment – there are 8 steps that we adopt when conducting a risk assessment.

1. Identify the hazards.
2. Identify those at risk.
3. Identify existing control measures.
4. Evaluate the risk.
5. Decide/Implement control measures.
6. Record assessment
7. Monitor and review.
8. Inform

The risk is defined as the likelihood that a hazard will cause harm. **Risk Rating = Likelihood x Severity**

SEVERITY	LIKELIHOOD				
	Highly Unlikely	Unlikely	Possible	Likely	Highly Likely
First aid injury or minor property damage	1	2	3	4	5
Minor injury or property damage	2	4	6	8	10
Potential lost time injury or illness	3	6	9	12	15
Major illness or injury	4	8	12	16	20
Fatal / Disabling or serious ill health	5	10	15	20	25

Residual Risk rating level	High	Medium	Low
Control Status	Do Not proceed	Caution/further controls may be required	Acceptable
Appropriate PPE: None required for general office duties.			

Where the risk is not adequately controlled, Transwaste will decide which new control measures are required and ensure they are implemented.

When putting these measures in place Transwaste will consider both severity and likelihood to minimise the overall risk.

When deciding what new control measures will be required, Transwaste will work through the 'hierarchy' of controls, which are as follows:

- Elimination – get rid of the risk altogether.
- Substitution – exchange one risk for something less likely or severe.
- Physical Controls - separation/Isolation, eliminate contact with the hazard.
- Administrative controls - safe systems of work, rules in place to ensure safe use/contact with hazard.
- Information, instruction, training & supervision – warn people of hazard and tell/show/help them how to deal with it.
- Personal Protective Equipment – dress them appropriately to reduce severity of accident.

A method statement is produced for all jobs and tasks that contain some measure of risk.

Risk Assessment Register:

Document Reference	Document Name
TRA001V002	Office General Risk Assessment
TRA002V002	First Aid Provision Risk Assessment
TRA003V002	Electrical Safety Risk Assessment
TRA004V002	New and Expectant Mothers Risk Assessment
TRA005V002	Manual Handling Risk Assessment
TRA006V002	Lone Working (Night Security Guard) Risk Assessment
TRA007V003	Fork Lift Trucks Risk Assessment
TRA008V002	Vehicles in the Yard Risk Assessment
TRA009V002	Working at Height Risk Assessment
TRA010V003	Routine Maintenance of Plant and Equipment Risk Assessment
TRA011V002	Removal of Blockages Risk Assessment
TRA012V002	Young Persons Risk Assessment
TRA013V002	Hand Sorting of Waste Risk Assessment
TRA014V002	Shovel Loader Risk Assessment
TRA015V002	360 Grab Excavator Risk Assessment
TRA016V002	McHale Bale Wrapper Risk Assessment
TRA017V002	Welding Risk Assessment
TRA018V002	Oxy Fuel Gas Cutting Risk Assessment
TRA019V002	Handheld Grinders Risk Assessment
TRA020V002	Display Screen Equipment Risk Assessment
TRA021V002	Lone Working On Site (General) Risk Assessment
TRA022V002	Collection Transportation Handling & Storage of Asbestos Risk Assessment
TRA023V002	Driving Company Car and Vans Risk Assessment
TRA024V002	Occupational Health Hazards in the Waste Industry Risk Assessment
TRA025V002	Engineers Workshop Risk Assessment
TRA026V002	Hand and Arm Vibration Risk Assessment
TRA027V001	Dermatitis Risk Assessment
TRA028V002	Portable Electrical Equipment Risk Assessment
TRA029V002	Icy Winter Conditions Risk Assessment
TRA030V002	Noise Risk Assessment
TRA031V002	Timber Shredding Risk Assessment
TRA032V002	Screening Plant (Transfer Station Sheds 1 and 5) Risk Assessment
TRA033V002	Telehandler Risk Assessment
TRA035V002	Doppstadt SM Series Screener Risk Assessment
TRA037V002	MEWP's Risk Assessment
TRA039V002	Warrior 1800 Risk Assessment
TRA040V002	Rotowrap 40 Bale Wrapper Risk Assessment
TRA041V001	Shed 1 Risk Assessment
TRA042V001	Shed 5 Risk Assessment
TRA043V001	Shed 4 Risk Assessment
TRA044V002	Ladders & Stepladders Risk Assessment
TRA100V002	COVID 19 Risk Assessment
TRA045V001	Pest Management Risk Assessment

These documents are created by SHEQ department who also carry out monthly site inspections of the Melton site. They produce inspection reports (using templates created in iAuditor) highlighting the issues to be addressed.

A web-based management system (Activ) is being used to manage Quality, Environment and Health & Safety. Nonconformities identified are recorded in the 'Improvement Log' section of Activ and then discussed with the Site Manager at HSE Meetings.

The SHEQ department also formulate all the company policies, processes and procedures which are reviewed on a regular basis and subject to internal audits as part of our programme. The frequency of these audits is risk-based. The results of audits are discussed as part of the management reviews and any improvements are recorded within Activ.

In addition to internal audits Transwaste and regularly audited against our Environmental Permit by the Environment Agency (EA) who we have a good relationship with. So much so the EA use our site as a good practice training site for their students. Our management systems externally independently audited against the standards ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental), and ISO 45001:2018 (Health and Safety).

Trends in near misses are monitored by the SHEQ department and communicated to staff via toolbox talk and within the monthly HSE meetings which are attended by all site supervisors.

In addition to audits the site is monitored by our 3 WAMITAB COTC holders to ensure that we remain compliant with the requirements outlined in our Environmental Permit and other requirements such as those of our interested parties.

We maintain an Aspects and Impacts register which identifies significantly rated aspects and impacts arising from the activities, products, and services of Transwaste over which it has control or can influence.

Transwaste will consider how it interacts with the environment (environment aspects) and consider the impact of these (their significance). These aspects will be considered under normal, abnormal, and emergency situations. Transwaste will consider all operations and activities.

Transwaste identify the risk rating using the scoring methodology below:

		LIKELIHOOD					LIKELIHOOD	SEVERITY	RATING	ACTION
		1	2	3	4	5				
SEVERITY	1	1	2	3	4	5	5 = Inevitable	5 = Business is at high risk with immediate effect	Over 20	High Risk - Immediate action required
	2	2	4	6	8	10	4 - High Likely	4 = Business is at risk, action required	15 - 19	Substantial Risk - Action within 1 week
	3	3	6	9	12	15	3 = Possible	3 = Will cause harm to the business in the near future	10 - 14	Moderate Risk - All actions to be completed within 1 month
	4	4	8	12	16	20	2 = Unlikely	2 = May cause harm to the business in the foreseeable future	5 - 9	Tolerable Risk - All actions to be completed within 3 months
	5	5	10	15	20	25	1 = Very Unlikely	1 = Very unlikely to cause harm or minor business impact	Below 5	Trivial Risk - Risk considered low. Implement action if indicated

Risk Rating = Likelihood x Severity

The threshold for aspects which are deemed significant is 15 and above. Transwaste will implement controls to help reduce the likelihood and severity of the aspects and identify and cross reference applicable legislation pertaining to the aspect.

Risk Rating = Likelihood x Severity (after company controls)

After the controls have been implemented, Transwaste will re-identify the risk rating using the same scoring methodology.

Risks and Opportunities

Risks and opportunities will be identified, significance rates and documented. All risks and opportunities arising from the activities, products, and services of Transwaste over which it has control or can influence.

Transwaste will consider the impact of these (their significance). Transwaste will consider all operations and activities.

Transwaste identify the risk rating using the scoring methodology below:

		LIKELIHOOD				
		1	2	3	4	5
SEVERITY	1	1	2	3	4	5
	2	2	4	6	8	10
	3	3	6	9	12	15
	4	4	8	12	16	20
	5	5	10	15	20	25

LIKELIHOOD	SEVERITY	RATING	ACTION
5 = Inevitable	5 = Business is at high risk with immediate effect	Over 20	High Risk - Immediate action required
4 - High Likely	4 = Business is at risk, action required	15 - 19	Substantial Risk - Action within 1 week
3 = Possible	3 = Will cause harm to the business in the near future	10 - 14	Moderate Risk - All actions to be completed within 1 month
2 = Unlikely	2 = May cause harm to the business in the foreseeable future	5 - 9	Tolerable Risk - All actions to be completed within 3 months
1 = Very Unlikely	1 = Very unlikely to cause harm or minor business impact	Below 5	Trivial Risk - Risk considered low. Implement action if indicated

Risk Rating = Likelihood x Severity

The threshold for risks and opportunities which are deemed is 15 and above. Transwaste will implement controls to help reduce the likelihood and severity of these. Transwaste will also identify and cross reference applicable legislation pertaining to these.

Risk Rating = Likelihood x Severity (after company controls)

After the controls have been implemented, Transwaste will re-identify the risk rating using the same scoring methodology.

Improvement Log Register (screenshot):

ID	Summary	Type	S. Owner	Report Date	Review Date	Status	Cost	Status
403	Waste required to complete paperwork inspection	Audit - Internal	Ryan Holland	16/03/2022	30/04/2022	0		Noted
404	All activities are paper based, to move to paperless	Audit - Internal	Leanne Brown	16/03/2022	30/04/2022	0		Noted
405	COSHH Assessments to be communicated and discussed	Audit - Internal	Leanne Brown	16/03/2022	30/04/2022	0		Noted
406	Work equipment to not be used	Audit - Internal	Ryan Holland	16/03/2022	30/04/2022	0		Noted
407	Weather facilities to meet of equipment	Audit - Internal	Ryan Holland	16/03/2022	30/04/2022	0		Noted
408	Driver induction cards to be communicated	Audit - Internal	Leanne Brown	16/03/2022	30/04/2022	0		Noted
409	External Adhesive training required	Audit - Internal	Ryan Holland	16/03/2022	30/04/2022	0		Noted
410	Manual handling external training required	Audit - Internal	Ryan Holland	16/03/2022	30/04/2022	0		Noted
411	HAVS & WREVA Assessments required	Audit - Internal	Ryan Holland	16/03/2022	30/04/2022	0		Noted
412	Insufficient Method Statements in place for site activities	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
413	Occupational Health testing required	Audit - Internal	Ryan Holland	16/03/2022	30/04/2022	0		Noted
414	Additional first aid cover required	Audit - Internal	Leanne Brown	16/03/2022	30/04/2022	0		Noted
415	Lack of trained personnel on fire suppression systems	Audit - Internal	Leanne Brown	16/03/2022	30/04/2022	0		Noted
416	Train out management handbook for supervisors	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
417	Foster St - Not involved in HSE Committee meetings	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
418	Foster St - Insufficient PPE signage throughout the site	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
419	Foster St - Insufficient display of site rules on entry	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
420	Foster St - COSHH Assessments to be communicated	Audit - Internal	Graham Widdidge	16/03/2022	16/03/2022	0		Noted
421	Foster St - Site inspection template to be created and used	Audit - Internal	Leanne Brown	16/03/2022	30/04/2022	0		Noted
422	Foster St - Lack of prestart checks for machinery	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
423	Foster St - Site segregation required	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
424	Foster St - Manual handling training required	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
425	Foster St - Insufficient Risk Assessments in place	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
426	Foster St - Accident investigation training required	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
427	Foster St - First Aiders need to be identified via PPE	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
428	Foster St - No trained First Aiders	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted
429	Foster St - Fire Marshals need to be identified via PPE	Audit - Internal	Graham Widdidge	16/03/2022	30/04/2022	0		Noted

Once risks have been assessed and adequate control measures identified, Transwaste implements the required controls and ensures these are communicated to the relevant levels using the acceptance record templates and in the form of toolbox talks.

Where additional control measures are identified that need to be implemented these will be added to the web based integrated management system (IMS) called 'Activ' and added as an 'improvement log' and assigned to the responsible person to complete.

We have a business continuity plan which outlines all emergency situations and the control measures and mitigation associated with these. The plan assumes that a significant business disruption will impact on critical services on one or more of the following ways:

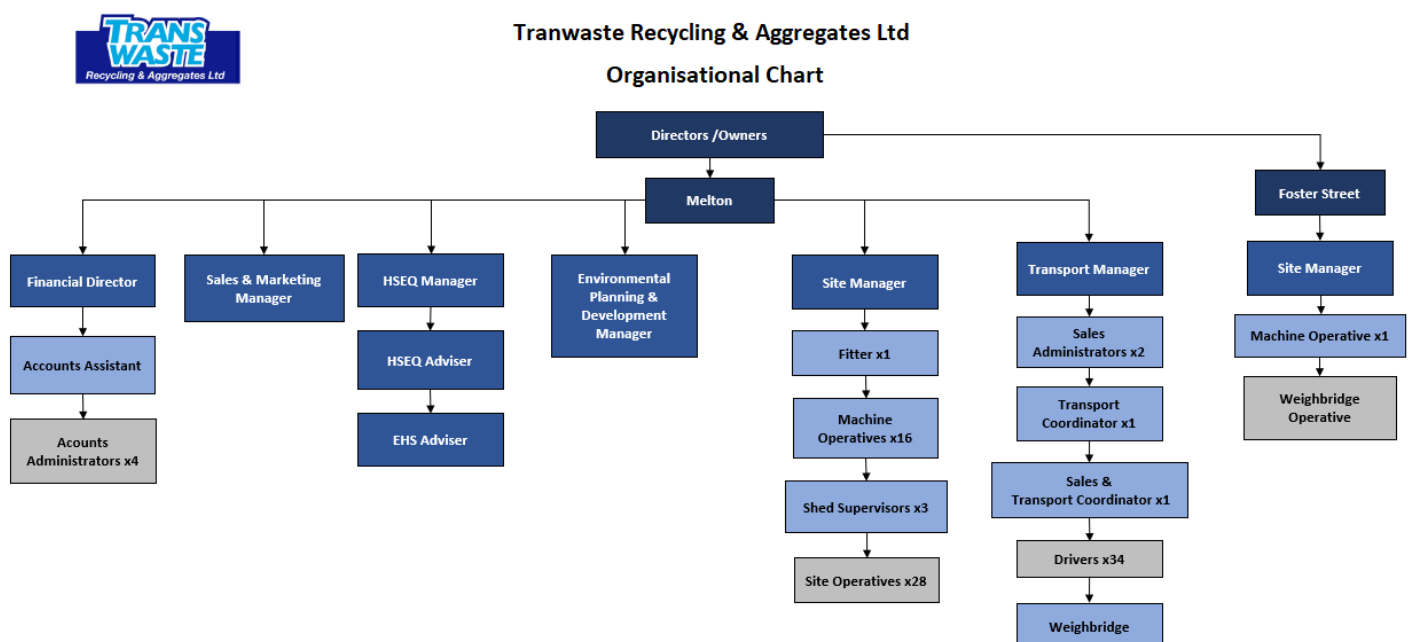
- Fire
- Floods
- IT failure
- Loss of power
- Loss of key staff
- Supply chain disruption
- Trespass or vandalism
- Terror attack, including bomb threat.
- Infection or pandemic
- Loss of key customers or suppliers
- Plant breakdown
- Extreme weather
- Loss of markets

4.0 Operational Management

For Transwaste to run efficiently it is important that adequate resources are allocated in the correct areas to ensure at minimum the effective operation of the business. Resources are identified by senior management at management reviews.

Transwaste have a clear definition of roles and responsibilities to conduct operations, and these are determined by our organisational structure.

Figure 1 – Organisational Chart



Waste Monitoring

All waste coming to site is pre-booked or pre-approved to ensure we can allocate resources effectively. All waste types are monitored through weighsoft as live time data, this ensure that we remain compliant with permit capacity conditions.

We have a waste acceptance and rejection process in place (TWPS018V004) which cover the acceptance and rejection of non-conforming waste and quarantine. This is used in conjunction with the Waste Rejection Process by Contract (TWPS028V001) which outlines the instruction to each specific contract that we hold e.g., local authorities.

In addition to visual inspection of all loads entering site, we conduct regular testing of outgoing waste types and lagoon to ensure conformance with permitting conditions as part of our quality control. We have not listed all accepted waste types within this report; however, the full permit can be accessed via our website under the Policies & Downloads section.

To ensure full compliance with our off takers we conduct yearly duty of care desktop audits and site visits every 3 years. These are conducted by one of our competent WAMITAB COTC holders. The frequency of these audits has been compiled using a risk-based approach. Any non-conformities identified are communicated to top management immediately.

We endeavour to recycle and recover the maximum amount from our waste and only send to landfill as a last resort if there is no other recovery option, in compliance with the waste hierarchy regulations.

Figure 2 – Weighsoft – Stock Control (screenshot)

Stock Control Items Back

Filter:

Unit: Activity: Product Type: Free Text:
 Location: Bay: Product: Hide Zero Value Items: ☒
Search Export To CSV

Log	Product	Unit	Location	Bay	Total Level	Estimated Value	Value	Stock Lower	Last Change	Adjust	Convert
☐	A014	KG	F		1087.360		£21,903.25		0.320		
☐	A017	KG	F		0.340		£0.00		0.340		
☐	A021	KG	F		72.980		£1,459.60		0.320		
☐	A044	KG	F		2.240		£0.00		0.680		
☐	A045	KG	F		5.440		£59.84		0.940		
☐	A048	KG	F		22.480		£269.76		3.800		
☐	A049	KG	F		246.960		£4,445.28		0.360		
☐	ASBESTOS	KG	F		1.060		£0.00		1.060		
☐	BRICKOUT	KG	F		-134.380		£0.00		-15.740		
☐	CARDBOARD	KG	F		54.340		£0.00		0.540		
☐	CARDBOARD	KG	F	FOSTERST	1.560		£0.00		1.560		
☐	CONWASHOUT	KG	F		31.080		£0.00		3.260		
☐	ELECTRICAL	KG	F		0.220		£0.00		0.220		
☐	FSMXWDCON	KG	F		3.780		£0.00		2.840		
☐	FSMXWDOUT	KG	F		-1091.740		£0.00		-11.560		
☐	GEN	KG	F		17000.485		£2,053,800.91		2.380		
☐	GEN	KG	F	FOSTERST	325.760		£40,032.11		1.540		
☐	GENTSIF	KG	F		3685.600		£417,391.20		1.440		

We have various processes and procedures in place to support the recycling and recovery of all waste types which are available as part of our IMS.

Figure 3 – Processes Register



PROCESSES REGISTER						
Document Reference	Document Name	Created By	Updated By	Last Reviewed / Created	Next Review Date	Version
TWPS001V003	Process Flow SRF Production	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	3
TWPS002V005	Incidents, Accidents and Near Misses Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	5
TWPS003V004	Complaints Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS004V004	Hull Skip Permit Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS006V004	ERYC Skip Permit Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS007V004	Process Flows Wood	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS008V004	Process Flows Street Sweepings and Gully Waste	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS009V002	Process Flows Residue	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	2
TWPS010V004	Process Flows Shed 1 Construction and Demolition Waste	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS011V003	Process Flows Asbestos	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	3
TWPS012V003	Process Flows Inert Materials	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	3
TWPS013V004	Process Flows Green Waste	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS014V004	Process Flows Foster Street	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS015V004	Process Flows RDF Production	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS016V004	Process Flows SRF Production - Secure Destruction	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS017V004	Customer Satisfaction Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS018V004	Waste Acceptance and Rejection Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS019V004	New Employee Induction Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	4
TWPS020V003	Site Inspection Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	3
TWPS021V002	Control of Works Process	Leanne Swann	Graham Wildridge	07/07/21	07/07/22	2
TWPS022V002	Ioniser Maintenance Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	2
TWPS023V002	Machine Cleaning Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	2
TWPS024V003	Purchasing Process	Leanne Swann	Graham Wildridge	12/11/21	12/11/22	3

In compliance with our ISO standards all processes are subject to internal audits to ensure they are effective.

At Transwaste the safety and wellbeing of our employees is our top priority and we have various controls in place such as risk assessments, methods statements and safe systems of work. The site is inspected daily and prestart checks are conducted on all vehicles and mobile plant at the start of every working day.

We have our own onsite garage and workshop so that repairs can be carried out quickly and safely to keep business disruptions to a minimum, working to our business contingency.

5.0 Competence

All employees that join Transwaste receive an induction covering the general business, part of this induction includes a full site tour, fire and first aid arrangements, and traffic and pedestrian routes. Job specific training and mentoring is provided for the first month of employment this will also include all relevant risk assessments and safe systems of work.

As part of the induction all employees are provided with a copy of the employee handbook which includes all company policies, a copy of the health and safety booklet and for drivers the driver's handbook.

All relevant training certificates will be obtained and checked by the SHEQ department. All induction paperwork, personal information, training certificates and identification is held in an individual file on Activ. All training certificate expiry dates are recorded, so that the system will flag up to the SHEQ department when renewal training is to be booked.

All staff training is also recorded on a training and skills matrix (TWSM001V002) which all managers and supervisors can access for planning shifts and resources on which staff are competent to operate specific machinery.

Figure 4 – Training & Skills Matrix

[illegible]

Transwaste also has job descriptions for each role which outline the competence and training required.

We also monitor the competence of all contractors working on site as per our Control of Work Process (TWPS021V002) this is recorded on our software called Q-RIMS and includes training records, RAMs, and insurance. All works conducted on site by employees and contractors is subject to permits to work, provided by the SHEQ department.

Technical Competency:

There are 2 technical competent persons for the site to allow for holiday and sickness cover and for any staff leaving.

Graham Wildridge	
	
Qualification Title: WAMITAB Level 4 High Risk Operator Competence for Managing Physical and Chemical Treatment of Hazardous Waste	
Qualification Accreditation Number: 601/8502/8	
This Certificate is awarded to Graham Wildridge	
Verification date: 23/07/2021 Authorised:  Kate Cookburn Director of Qualifications and Standards	Learner ID: 115116 Certificate No.: 5182312 Date of Issue: 23/07/2021 
 ofqual REGULATED register.ofqual.gov.uk <i>Certificates only available to registered learners</i>  City of London Learning Recognised awarding body  GCE Regulation	
The qualifications regulators logos on this certificate indicate that the qualification is accredited only for England, Wales and Northern Ireland. Qualifications Wales requires this qualification where it is awarded to learners assessed wholly or mainly in Wales.	

The image shows a certificate for Chris Tute, issued by WAMITAB. The certificate is titled 'Qualification Title: WAMITAB Level 4 High Risk Operator Competence for Managing Physical and Chemical Treatment of Hazardous Waste'. It includes the 'Qualification Accreditation Number: 601/8502/8' and states 'This Certificate is awarded to Chris Tute'. The certificate is signed by Katie Cockburn, Director of Qualifications and Standards, with a verification date of 20/07/2021. It also features the 'ofqual REGULATED' logo, the 'UNITED KINGDOM OF GREAT BRITAIN' crest, and the 'CCEI Regulation' logo. A QR code is present for verification. The bottom of the certificate contains a disclaimer about the regulator's role in England, Wales, and Northern Ireland.

Chris Tute

Qualification Title:
WAMITAB Level 4 High Risk Operator Competence for
Managing Physical and Chemical Treatment of Hazardous
Waste

Qualification Accreditation Number:
601/8502/8

This Certificate is awarded to
Chris Tute

Verification date: 20/07/2021
Authorised:
Katie Cockburn
Katie Cockburn
Director of Qualifications and Standards

Learner ID: 20073
Certificate No: 5182131
Date of Issue: 23/07/2021

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REGULATED
register.ofqual.gov.uk

UNITED KINGDOM OF GREAT BRITAIN
Recognised according to

CCEI
Regulation

The qualification regulator signs on this certificate indicates that the qualification is accredited
only for England, Wales and Northern Ireland. Qualifications Wales regulates this qualification
where it is applied to learners assessed wholly or mainly in Wales.

00159267

Health & Safety Management:

Graham Wildridge – NCRQ Certificate & City & Guilds Level 6 Diploma

Chris Tute – NEBOSH Certificate

Lee Grantham – NEBOSH Certificate

6.0 Legal and other requirements

It is important that we remain compliant with all the relevant regulatory and legal compliance. We have staff with memberships to CIWM and IOSH. We have good relationships with regulators with as the Environment Agency. And we maintain a legal register. This register is contained within Activ and is subject to internal review quarterly. The information is kept up to date externally by Activ's legal consultants.

Any changes in legislation are flagged on Activ and an email alert is sent to all 3 members of the SHEQ department. This information will be reviewed, and any actions identified will be acted upon to ensure continual compliance. It will also be communicated within the business at appropriate levels. Any non-conformance's identified will be added as improvement logs on Activ but also discussed as part of the management reviews and HSE meetings.

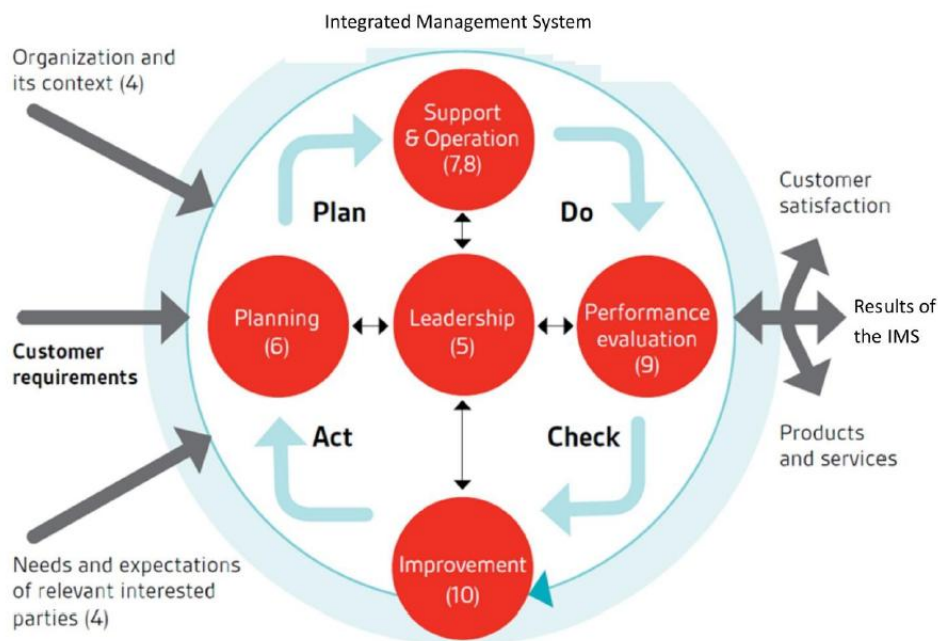
Transwaste's permit is audited internally as part of the Internal Audit Programme, but also externally by the EA and this ensures compliance with all our obligations. The SHEQ department conduct weekly site audits to ensure we remain compliant; these are recorded on iAuditor. The Site Manager conducts daily audits to ensure we remain compliant with our permitting conditions such as waste types, waste storage, and drainage.

Our management systems are audited externally annually by a UKAS accredited body. An audit report is produced outlining any non-conformities and opportunities for improvement, this is shared with the senior management team and discussed as part of the management reviews.

If changes are identified to processes, procedures, or risk assessments these changes are implemented, and the updated are communicated via toolbox talks.

7.0 Corrective, preventive, and improvement actions

We operate the Plan-Do-Check-Act approach, this enables continuous improvement with risk-based thinking at each stage. This gives us the core framework to monitor and identify nonconformities, identify risks correct them and where possible prevent them.



All processes and procedures are subject to internal auditing as part of this continual improvement. Any areas that are identified as nonconformities are added to Activ as an 'Improvement Log'. All complaints from our interested parties are logged using the same process.

Accidents are initially recorded in the accident book and are recorded in Activ under the 'Incident Log' section, any corrective and preventative actions will then be created in the improvement log register. They are reported to the HSE if deemed a RIDDOR in line with our legal obligations.

We find this system beneficial as it means that all nonconformities are logged, monitored, and updated in one place. In addition to adding the information, setting budgets, and assigning to individuals the improvement log form prompts users to identify the root cause, corrective action, and prevention.

Once the improvement has been rectified and closed, it allows follow up reviews to be created to ensure that the improvement has been effective. All nonconformities are discussed and monitored as part of the monthly HSE meetings, where deemed necessary they will also be discussed as senior management level.

If changes are identified, these are communicated at appropriate levels including toolbox talks and additional training. The frequency of internal audits related to the non-conformance will also be reviewed and risk dependant the frequency may increase to ensure effectiveness also.

Opportunities for improvement or health and safety concerns are reported by employees using our T-Card system. These cards and submission boxes are dotted around site.

Again, these are logged on Activ and improvements recorded and acted upon. All employees are encouraged to use this as it helps keep the business and operations compliant and everyone safe, helping to eliminate problems before they potentially occur.

All improvements are reviewed for trends to help determine whether additional measures and changes are required to our business processes. In addition to the ongoing improvements identified through nonconformities, Transwaste has business objectives it strives to achieve. These are reviewed annually as part of the management reviews.

Figure 5 – Business Objectives

REF NO	STANDARD	OBJECTIVE	WHO	MEASURES	RESOURCES	COMMENTS	Target
1	9001	Achieve a target of 90% customer satisfaction	NH	Customer Satisfaction	Administration only	2021 = 97% target achieved, 2022 = 92% target achieved.	01.02.2024
2	9001	Achieve a target of 92% of calls answered within x2 rings	NH	Weekly Call Statistics	Administration only	2021 = 94% target achieved, 2022 = 92% target achieved.	01.02.2024
3	9001	Respond to complaints within 24 hours of receiving them	NH	Complaints Records	Administration only		01.02.2024
4	9001	Complete audit of contractor compliance and quality	GW	QRIMs	Administration only		01.02.2024
5	14001	Ensure that the EA compliance rating does not increase above a band C	GW	CAR Reports	Administration, Financial	2022 = 24 (Band C)	01.02.2024
6	14001	Ensure that 80% of our fleet are Euro 6 compliant	JB	Fleet Records	Administration, Financial		01.02.2024
7	14001	Ensure the amount of Diesel used on site reduces by 300,000 litres by 2023	GW	Carbon Reports	Administration only		01.02.2024
8	14001	2 Additional electric vehicle charging stations installed by 2024	CT	Installation	Administration, Financial		01.02.2024
9	14001	implementing electronic PDA systems for Plant/Drivers.	GW	Management Reviews	Administration, Financial		01.02.2024
10	45001	Ensure an incident rate of below 25.6	GW	Accident Statistics	Administration only		01.02.2024
11	45001	Ensure a frequency rate of below 11.43	GW	Accident Statistics	Administration only		01.02.2024
12	45001	Ensure a severity rate of below 2.43	GW	Accident Statistics	Administration only		01.02.2024
13	45001	Implement Health& Safety Topic of the month	LG	Monthly Memo	Administration only		01.02.2024
14	45001	Ensure all Supervisors are permit trained	GW	Skills Matrix	Administration, Financial		01.02.2024

8.0 EFW

Transwaste produces RDF (Refuse derived fuels) from Municipal solid waste (MSW) and commercial and industrial (C&I) waste, these types of waste contain many different materials that need to be separated mechanically into a high- and a low-calorific fraction. This process involves shredding, screening, and classifying of the material. Metals, inerts, and organics are removed; light fractions with high-calorific value (e.g., plastics, textile, and paper) remain. Additionally, valuable fractions, such as metals, can be removed early in the process and appropriately recycled. The metal fraction from the ferrous metal separator, often with plastics or textiles still adhering to it, can be cleaned. The steel scrap and non-ferrous metals can be recovered with a superior purity of 98% – perfect for use in the steel industry or re-processing in foundries. Transwaste supplies RDF to several local, national & international partners.



9.0 Performance Review

Stream Name	Incoming codes	Output	Annual			Q1			Q2			Q3			Q4		
			Tonnes	Recycle	Land fill	Tonnes	Recycle	Land fill	Tonnes	Recycle	Land fill	Tonnes	Recycle	Land fill	Tonnes	Recycle	Land fill
Plasterboard 170802	170802	Recycled	3,037.79	100%	0%	709.94	100%	0%	817.33	100.0%	0.0%	665.31	100%	0%	845.21	100.0%	0.0%
RDF 191210	170904,191210, 200301,191212, 200307	Recovered	121,450.87	100%	0%	23,216.84	100%	0%	38,948.18	100.0%	0.0%	30,767.63	100%	0%	28,518.22	100.0%	0.0%
Metals 191202,191203, 20140	170904, 200301	Recycled	8,506.83	100%	0%	2,022.51	100%	0%	2,502.17	100%	0%	1999.95	100%	0%	1982.2	100%	0%
Hardcore 170102	170904, 170504	Recycled	18,259.77	100%	0%	4,050.26	100%	0%	10,659.41	100%	0%	1,907.00	100%	0%	1,643.10	100%	0%
Biomass 191207	170904, 120201, 200201, 020103, 030105	Recycled	11,619.01	100%	0%	3,345.15	100%	0%	2,978.18	100%	0%	2,458.36	100%	0%	2837.32	100%	0%
Bottom Ash 100101	100101	Recycled	94.46	100%	0%	12.12	100%	0%	13.84	100%	0%	32.16	100%	0%	36.34	100%	0%
Glass 200102	170904, 200102	Recycled	8,717.88	100%	0%	3,784.92	100%	0%	3,305.46	100%	0%	1,591.40	100%	0%	36.10	100%	0%
Bulky Waste 200307	200307	Recycled	976.44	100%	0%	294.48	100%	0%	264.14	100%	0%	207	100%	0%	210.82	100%	0%
MSW 200301	200301	Recycled	5,132.02	100%	0%	1,304.98	100%	0%	1,197.14	100%	0%	1338.06	100%	0%	1291.84	100%	0%
Paper & Cardboard 150101	150101, 200101	Recycled	81.30	100%	0%	22.08	100%	0%	19.48	100%	0%	16.8	100%	0%	22.94	100%	0%
Mechanical Treatment	170904, 191212, 200301, 170504, 200201	Disposal	227,278.42	100%	0%	68,158.19	2%	98%	39,257.33	4%	96%	58,706.70	10%	90%	61,156.20	9%	91%
End of Life Tyres 160103	160103	Recycled	115.02	100%	0%	47.62	100%	0%	26.14	100%	0%	17.32	100%	0%	23.94	100%	0%
Plastics 200139	170904, 200139, 170203	Recycled	131.90	100%	0%	14.08	100%	0%	24.24	100%	0%	59.46	100%	0%	34.12	100%	0%
Gypsum 170802	170802	Recycled	3,764.26	100%	0%	1,004.27	100%	0%	946.80	100%	0%	957.04	100%	0%	856.15	100%	0%
Plastic & Rubber 191204	170904, 191204, 200139	Recycled	1,014.11	100%	0%	245.62	100%	0%	261.2	100%	0%	336.77	100%	0%	170.52	100%	0%
Soil & Stones 170504 191302	170904, 170504	Recycled	10,742.76	100%	0%	3,616.14	100%	0%	3,583.46	100%	0%	2,760.06	100%	0%	783.10	100%	0%
Sawdust 030105	170904, 170201	Recycled	1,199.26	100%	0%	481.73	100%	0%	558.75	100%	0%	74.54	100%	0%	84.24	100%	0%
Textiles 040221	40221	Recycled	71.28	100%	0%	0.00	100%	0%	15.86	100%	0%	23.84	100%	0%	31.58	100%	0%
Green Waste 200201	20201	Recycled	906.94	100%	0%	440.66	100%	0%	466.28	100%	0%	0.00	100%	0%	0.00	100%	0%
C&D 170904	170904	Recycled	89.50	100%	0%	0.00	100%	0%	0.00	100%	0%	0.00	100%	0%	89.50	100%	0%

10.0 Statistics

Waste Stock Holdings as of December 31st 2024

*This is an estimated value based on visual assessment of stockpiles held on site.

Unprocessed Waste	
Shed 1 - C&D	840
Shed 4 - MSW	440
Shed 5 - MSW	960
Green Waste	886
Total	3,126

Waste in storage awaiting removal	
RDF	15500
Plasterboard	40
Wood	2000
Bricks	800
Soils	2200
Mechanical Treatment	550
Tyres	0
Metals	80
Total	21,170

Variation occurs during the year by way of production losses, drying and biological decomposition.

For example, waste received on site 419,451.04 tonnes to waste dispatched 397,189.08 tonnes leaves a site balance of 22,262 tonnes.

Site stock estimates provide a reduction of 445 tonnes due to variation of production losses, drying and decomposition.

It represents a variation of $445/22,262 = 2\%$ which is acceptable against our operational losses.



