Waste Management

Other documents you should read in conjunction with this document:

- Sustainability & Social Value policy

Forms you should use in association with this procedure:

- Hazardous waste Consignment Note
- Waste Transfer Note
- Annual Waste Transfer Note
- Waste disposal matrix

Quick links:

- Greenspace

Purpose

The purpose with this procedure is to define the waste management requirements within Mitie.

Objectives for this process are to ensure:

- Compliance with waste and environmental legal requirements
- Consistency of waste disposal methods across the Mitie
- Incidents and accidents related to waste management are reported in timely manner
- Correct paperwork is used for all waste transfers

Scope

This procedure is applicable to all aligned Business Units (BU's) of the Mitie Group in its entirety. It also applies to any contractor or contractor employee working on a Mitie managed worksite.

Responsibilities

All Mitie staff are responsible for ensuring that waste is managed in compliant and sustainable way. Directors and Senior Team must ensure that this procedure is communicated and fully implemented across their teams. Mitie Waste and Environmental Services Business Unit is the matter of expert and should be first point of contract for any waste related queries.

Waste and Environmental Services

Mitie's Waste management business is one of the UK's most innovative and forward-thinking resource management companies. The business model is simple, yet challenges industry norms, as Mitie Waste and Environmental Services

do not operate their own waste facilities or vehicles. Instead, they draw upon their pre-approved supplier base to carry out the physical collections and re-processing of their clients' waste. The services Mitie Waste and Environmental Services can offer are:

- Recycling and general waste services
- Clinical waste management
- Food waste management
- Hazardous waste management
- Legislative and compliance support
- Resource efficiency
- Waste minimisation/ prevention strategies
- Waste Match: resource platform for surplus furniture and assets etc.

Waste management sector is heavily regulated and requires expert advice at all stages of the process. Mitie Waste and Environmental have experienced and knowledgeable account managers, and dedicated Compliance team. Only compliant and approved suppliers are used for all waste services.

Key Contacts

- General Enquires – waste@mitie.com
- Setting up waste service – waste.sales@mitie.com
- Waste supplier enquiries – procurement.waste@mitie.com
- Waste legislation enquires – wastecompliance@mitie.com

Waste legislation (England)

Waste handling and disposal has a long history of control, with current legislation based around the main three acts of parliament (all legislations in this document are underlined):

- Environmental Protection Act 1990, which tightens regulations on waste disposal and places a duty of care on waste generators, transporters and disposers.
- Control of Pollution Act 1974, which first introduced a waste disposal system based on plans and licenses. Most of its provisions have now been replaced by the Environmental Protection Act 1990;
- Environment Act 1995, which establishes a legal base for regulations on packaging waste recovery.

What is waste?

The term "waste" is difficult to define. The widely accepted definition of waste is in the EU Directive 2008/98/EC, on waste, which defined it *as "any substance or object which the holder discards or intends or is required to discard."*

Waste exemptions

If you use, treat, recover, store or dispose of waste, your business will usually require an environmental permit under the Environmental Permitting (England and Wales) Regulations SI 2016/1154 before doing so.
However, there are exemptions to this, many of which have to be registered with the Environment Agency or other relevant authorities. If they are not registered, then your business will still need an environmental permit. The exemptions apply to specific activities and maximum quantities of waste. Full list of waste exemptions can be found HERE.

There are also some exemptions that don't need to be registered, which concern:

- temporary storage at the place of production NWFD2
- temporary storage of waste at a place controlled by the producer NWFD3
- temporary storage at a collection point NWFD4

Although you do not have to register those exemptions, you will still need to comply with the terms and conditions set out in them.

Waste hierarchy and SIC codes

The waste hierarchy sets out, in order of priority, the waste management options you must consider.

The diagram below illustrates the hierarchy:



Stages	Examples
Prevention	Using less material in design and manufacture. Keeping products for longer; re-use. Using less hazardous materials
Preparing for re-use	Checking, cleaning, repairing, refurbishing, whole items or spare parts
Recycling	Turning waste into a new substance or product. Includes composting if it meets quality protocols
Other recovery	Includes anaerobic digestion, incineration with energy recovery, gasification and pyrolysis which produce energy (fuels, heat and power) and materials from waste; some backfilling
Disposal	Landfill and incineration without energy recovery

Whenever you pass waste on to someone else, you will have to declare on the waste transfer note that you have applied the waste management hierarchy under the Waste (England and Wales) Regulations SI 2011/988.
Your waste transfer note and any hazardous waste consignment note must include the UK Standard Industrial Classification (SIC) 2007 code of the person transferring the waste. If you are based in England but consign hazardous waste in Wales, you should continue to use the UK Standard Industrial Classification (SIC) 2003.
If you have an environmental permit for an operation which generates waste, you will have to apply the waste hierarchy. This will be a condition of all new environmental permits, and will be added to existing permits which do not include the requirement when they are reviewed.

The waste hierarchy is applied through the Waste (England and Wales) Regulations SI 2011/988.

Waste carriers, brokers and dealers' registration

If you transport your own construction or demolition waste, or other people's waste, you will need to register as an upper tier waste carrier.

You will have to register as a lower tier waste carrier, broker or dealer if you:

- transport waste produced by your own business (except for construction and demolition waste which is upper tier)
- deal with animal by-products
- deal with waste from mines or quarries
- deal with waste from agricultural premises
- are a:
    - waste collection, regulation or disposal authority,
    - charity or voluntary organisation
    - business that regularly transports its own waste, except for construction and demolition waste.

If your business carries out work at private households, any waste you produce is classed as business waste and you must treat it as such. This includes waste you collect when you deliver new items.

Provisions regarding waste carriers, brokers and dealers can be found in the Waste (England and Wales) Regulations SI 2011/988.

Hazardous waste

Some wastes are considered to be hazardous to the environment and human health and therefore have different controls. Legislation on this subject includes the Hazardous Waste (England and Wales) Regulations SI 2005/894.

Decision 2000/532/EC contains a list of wastes and determines whether a material or substance is a waste or a hazardous waste and classifies and codes them. The different categories of waste listed are classified by two-digit and four-digit chapter headings, and each waste under these respective headings is assigned its own specific six-digit code. Any waste marked with an asterisk is hazardous. Waste falling under this classification includes things like asbestos, oils, chemicals (including brake fluid and printer toner), as well as electrical equipment with potentially harmful components, such as fluorescent tubes, computer monitors, televisions or containing POP's (Persistent Organic Pollutants).

There are requirements for such waste to be segregated, stored separately and not mixed. Producers of such waste must make sure that consignment notes are completed, and records kept of all consignments of such waste for minimum of three years. Such waste must only be transported by those who are licensed to do so.

Waste activities

If you carry out waste disposal or recovery activities you should check whether your activity is an industrial, waste or intensive farming activity that has an impact on the environment and is regulated under the Environmental Permitting (England and Wales) Regulations SI 2016/1154.

If your waste disposal or recovery activities do not fall under the activities mentioned above, then they may be considered a waste operation. Such activities may include:

- the operation of a landfill
- storing other people's waste
- treating waste
- carrying out recycling
- using mobile plant
- carrying out the final disposal of waste

To carry out such a waste operation, you must have an environmental permit, issued under the Environmental Permitting (England and Wales) Regulations SI 2016/1154.

Producer responsibility, obligations and compliance schemes

There is a range of producer responsibility legislation on waste that places responsibilities on businesses involved in various sectors, such as:

- packaging waste
- waste electrical and electronic equipment (WEEE)
- batteries and accumulators
- end-of-life vehicles

The systems for each of these waste streams are outlined under the headings below.

Packaging waste

Over 10 million tonnes of packaging waste arises in the UK each year, with packaging for household goods accounting for a large percentage of that waste. Producer responsibility obligations require businesses with a turnover of more than £2 million who handle packaging or packaging materials in quantities of more than 50 tonnes each year to register and fulfil an obligation to recover and recycle an amount of packaging waste.

The legislation covering these obligations is the Producer Responsibility Obligations (Packaging Waste) Regulations SI 2007/871.

Additional to this a specific legislation covers plastic packaging – The Plastic Packaging Tax (General) Regulations 2022. These regulations make provision for plastic packaging tax, introduced by Part 2 of the Finance Act 2021. Plastic Packaging Tax came into force in the UK on 1 April 2022, and encourages the use of more recycled plastic in packaging. It applies at a rate of £210.82 /tonne as of 1st of April 2023 on plastic packaging with less than 30% recycled plastic, manufactured or imported into the UK (including packaging on goods which are imported).

WEEE (Waste Electrical and Electronic Equipment)

Under the Waste Electrical and Electronic Equipment Regulations SI 2013/3113, producers of electrical appliances (manufacturers and importers) are responsible for collecting and recycling waste electronics from both households and businesses. Producers must join an approved compliance scheme to arrange for collections of WEEE from designated collection facilities, and for collected items to be recycled at approved authorised treatment facilities or sent overseas by approved exporters. Many of these facilities are run by local authorities, and can take the form of household waste recycling centres, civic amenity sites or waste transfer stations. Householders can take their old electrical goods to the sites, where they are gathered for onward transportation by a compliance scheme to be recycled.

Batteries and accumulators

The Batteries and Accumulators (Placing on the Market) Regulations SI 2008/2164 make provision for producers placing new batteries onto the market while the Waste Batteries and Accumulators Regulations SI 2009/890 deal with the collection, transport and recycling of waste portable batteries. The latter regulations require producers and importers marketing more than one tonne of batteries in a year to join a batteries compliance scheme, through which they must meet their waste battery recycling obligations. Smaller producers are required to register directly with the Environment Agency and submit sales data. Retailers must also provide free in-store take-back for waste portable batteries if they sell more than 32kg of batteries a year.

End-of-life vehicles

Millions of vehicles come to the end of their lives each year in the UK, and some materials within them are recycled. However, such end-of-life vehicles have the potential to release various hazardous substances into the environment if they are not treated, recycled or disposed of properly. Provisions for this are set out in the End-of-Life Vehicles Regulations SI 2003/2635. In addition, the End-of-Life Vehicles (Producer Responsibility) Regulations SI

2005/263 deal with the producer's duty to register and declare responsibility for vehicles they have marketed and submit an approval for a system to collect and treat end-of-life vehicles.

National waste strategies

The Waste (England and Wales) Regulations SI 2011/988 place a responsibility on the Secretary of State to produce National Waste Strategies. The strategies outline how the amount of waste currently landfilled can be decreased, while increasing the amounts to be reused and recycled. They will help move towards more sustainable waste management practices by reducing the amount and hazardous state of the waste and increasing the amount of value recovered.

"The Waste Management Plan" for England was published in 2013. More recently, "*Our waste, our resources: a strategy for England"* was published in 2018. This sets out the future legislative framework to:

- state how raw resources will be preserved by minimising waste and promoting resource efficiency
- help to move towards a circular economy
- minimise damage to the natural environment by managing waste safely and carefully
- help tackle waste crime
- eliminate all "avoidable" plastic waste.

To ensure monitoring and evaluating the progress of the resources and waste strategy is taking place, a policy paper has been introduced: *"Resources and waste strategy for England: monitoring and evaluation"*. This paper has been updated annually; latest version is from November 2022.

Landfill tax

Landfill tax is a tax on waste that is disposed of at a permitted landfill site. The tax encourages people to reduce the amount of waste they send to landfill. The revenue generated is intended to fund research and development into new methods to reduce reliance on landfilling. Landfill site operators are responsible for paying the landfill tax. However, they can pass the cost on to businesses and local authorities on top of normal landfill fees. VAT is charged on both the landfill fees and the Landfill Tax.

Landfill Tax is charged according to the weight of material deposited, and there are two rates:

- lower rate, which only applies to inactive or inert wastes, currently set at £3.25 per tonne as of 1 April 2023;
- higher (standard) rate, which applies to all other waste, currently set at £102.10 per tonne as of 1 April 2023.

The landfill tax rates are set in the Finance Act 1996 and are regularly increased, usually in April in each year.

Environment Act 2021 –Waste and Recycling

The Environment Act allows the UK to enshrine better environmental protection into law. It provides the Government with powers to set new binding targets, including for air quality, water, biodiversity, and waste reduction. The Act also established a new environmental watchdog, the Office for Environmental Protection (OEP), which will hold the Government and other public bodies to account, and ensure that environmental laws are complied with

The Act also provides for the means to create the long-awaited Deposit Return Scheme for single use drinks containers and charges for single use plastics. Separate collections of recyclable waste, including food waste, will be a requirement under this Act, expected to come into force in 2024.

Electronic waste tracking to monitor waste movements and tackle fly-tipping and other waste crime is also being implemented by way of further regulations. Waste companies need to be ready to participate in, and eventually be forced into, digital electronic waste tracking schemes, which have to be fully accessible to waste producers.

Additional UK waste legislation

Please see Greenspace, Mitie's Legal Register.



Duty of Care Obligations

Anyone who produces, imports, keeps, stores, transports, treats or disposes of waste must take all reasonable steps to ensure that waste is managed properly. This duty of care is imposed under section 34 of the Environmental Protection Act 1990. It also applies to anyone who acts as a broker and has control of waste. A breach of the duty of care could lead to an unlimited fine if convicted in the Magistrates Court or in the Crown Court.

If you produce waste, you are required to:

- Safely and securely store your waste
- Regularly have your waste removed
- Correctly and clearly label your waste for all movements
- Hold copies of Waste Transfer Notes for two years
- Hold copies of Hazardous Waste Consignment Notes for three years
- Ensure your waste is moved by a company or person who is a Registered Waste Carrier
- Ensure you have a waste carriers' licence if you move waste in your own vehicles
- Ensure any on-site operations you conduct are compliant with the existing exemptions, permits and standard regulatory positions (permits, exemptions and licences must be in place where required)
- Ensure all sites receiving your waste have the appropriate permits (Environmental Permit, Waste Management Licence or Exemption must be in place)
- Demonstrate that the Waste Hierarchy has been taken into consideration when managing your waste

Mitie Waste and Environmental holds copies of waste carrier licences, environmental permits and exemptions for all suppliers used on client contracts.

Compliance

Mitie Waste and Environmental has its own compliance team. They can provide relevant documentation to ensure clients can demonstrate 'duty of care' during third party audits. This involves the desk-top auditing of supplier documents for compliance with legal requirements. This includes:

- supplier's insurance;
- carriers' licences;
- environmental permits to manage the waste they collect;
- Health and Safety accreditations such as Safecontractor;
- quality standards, (which must be UKAS accredited).

Where deemed necessary, audits will be carried out by approved Mitie Waste and Environment auditors at the supplier's site in order to assess the supplier's duty of care compliance. This is a more in-depth audit procedure which may be necessary before approving a new supplier, and is applied on a risk basis, or due to the level of spend in relation to a supplier.

Once the audit is completed, a supplier may be provided with areas for improvement or non-compliances for which they must carry out remedial action within given timescales.

Transport documents

The law requires that every transfer of waste must be accompanied by a Waste Transfer Note (WTN) or hazardous waste Consignment Note (CN), and these will be provided by Mitie where they are contractual obligations.

Otherwise, the supplier will be required to provide the WTN/CN as outlined in the Environmental Protection Act 1990 under section 34, and the Waste duty of Care Code of Practice 2016.

The law and the Code of Practice require that the WTN/CN contain certain mandatory information and must be signed by all parties involved in the production, transfer, transportation and disposal of that waste. If the WTN/CN does not contain the information and is not signed, these will be rejected, and the parties involved will be contacted to provide the required information. Repeated failings will lead to the supplier being removed from the system and no longer being an Approved Supplier.

There are two types of service that Mitie Waste and Environmental can provide which will require Duty of Care documentation:

Scheduled - This document is produced annually as an annual WTN and issued to the client in duplicate. The customers will then sign and return one copy. The compliance team will then file this copy under the client's name on to the database.

Ad Hoc - The sub-contractor, brokered by Mitie Waste and Environmental, will issue a WTN directly to the site on attendance. If this is not possible, a copy can be issued by Mitie upon request.

Most common waste streams

- General waste – waste that cannot be recycled. Disposal methods include landfill and energy from waste.
- Dry mixed recycling – various types of packaging. Recycled by types of materials for reprocessing.
- Cardboard – highly recyclable and should be segregated and collected separately.
- Glass waste – highly recyclable and has higher value if segregated and collected separately.
- Food waste – should be segregated from general waste and disposed through anaerobic digestion or composting.
- Plastic waste – rigid plastics have higher value (plastic bottles and containers) and if possible, should be segregated and collected separately.
- Confidential waste – only special confidential waste consoles or lockable bins must be used. The waste is destroyed, and the end-product is recycled/re-used.
- Healthcare waste – includes infectious, cytotoxic, anatomical and offensive waste amongst others. Highly complex and requires expert input at all levels. Disposed through high temperature incineration or alternative treatment methods.
- Radioactive waste – not part of hazardous waste regulations unless originating from healthcare/educational settings, has its own set of regulations for storage, collection and disposal.
- Chemical waste – varies from simple, one type of chemical collection to complex, legacy chemical collections, or bulk collections of hazardous chemicals. Disposal methods include recovery, fuel aid and incineration.
- Batteries – part of hazardous waste and must be segregated from all other waste types. Batteries are dismantled and majority of parts are recycled.

- Ink cartridges/toners – part of hazardous waste and must be disposed correctly via special collections or returns to manufacturer. All parts are recycled.

- WEEE – Waste Electrical and Electronic Equipment. There are hazardous and non-hazardous WEEE, which are treated differently and also equipment with POP's (Persistent Organic Pollutants) present must be declared on waste transfer.

- Metal waste – must be segregated for reclamation and recycling.

- Wood waste – must be segregated for recycling.

- Bulky waste – broken furniture, large items. Re-use should be considered at first instance, before recycling. Soft furnishing falls also under POP's (Persistent Organic Pollutants) regulations and must be kept separate from other bulky waste as the foam and fabric must be incinerated.

Incident reporting

- Any accident/near miss or dangerous occurrence must be reported to your line manager as soon as possible to enable an accident report to be completed.
- If an injury renders an employee unable to give the information required to complete an accident report, a witness or someone who can enter an account of the incident should complete it. The employee's account must be entered as soon as possible after the event. Employees must ensure that they are aware of the reporting procedures.
- All accidents and near misses however minor must be recorded on Eco Online EHS either directly into the EcoOnline EHS application
- Or through Lifeline – 0800 6335115

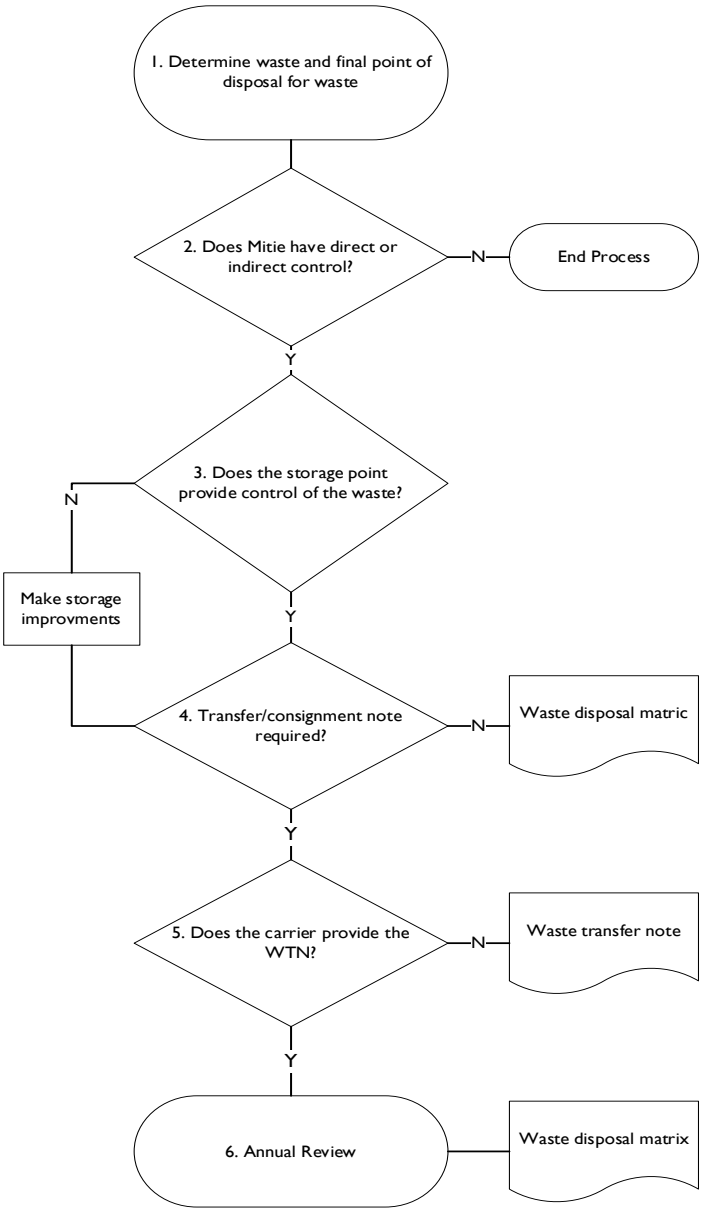
More information can be found in Mitie's Accident and Incident Management Procedure MG(HSOH)240

Waste disposal process flow chart

At the tender stage of any contract, determine Mitie's responsibilities with regard to the relevant waste management legislation. Waste includes all solid, liquid and airborne emissions from a process, site or contract.

Direct Control is where Mitie has responsibility for the final disposal of the waste.

Indirect Control is where Mitie has responsibility of the final disposal of the waste but does not have control over the final disposal.



Appendix 1: Process

1. Manager responsible for arranging disposal
- Determines all the types of waste from site.
- Identifies the Waste Carrier / obtains waste management licence /collection points / storage points / Qty's / final disposal point / carrier disposer/ frequency of collection / person responsible for meeting Mitie's contractual obligation regarding the waste management.
- Completes Waste disposal matrix.

2. Manager responsible for arranging disposal
- If Mitie does not have direct or indirect control, process is complete, this should be noted on the Waste Disposal Matrix.
- If Mitie has direct or indirect control of the waste then follow step 3 onwards.

3. Manager responsible for arranging disposal
- If storage point does not provide control of the waste, arrange for improvements to be made.
- If storage point is ok, continue on with process.

4. Manager responsible for arranging disposal
- Determines if transfer / consignment note is required.
- If no: records this on Waste disposal matrix.
- If yes: follow step 5 onwards.
- For movement of waste to the designated storage point as identified on the matrix (where off site) complete Waste transfer note to record all movements.

5. Manager responsible for arranging disposal
- Obtain carrier's registration / licence related to the carriage of waste.
- If the carrier does not provide a Waste Transfer Note (WTN), then Mitie personnel must complete Waste transfer note, keeping records as indicated on the form.
- If the carrier provides a WTN, store documentation in a file established for this purpose.

N.B: All documents must be stored for 2 years from date of issue (WTN) or 3 years if special / hazardous waste (HWCN)

6. Manager responsible for arranging disposal
- Reviews the matrix on an annual basis, recording the last review date.
- Previous matrices should be kept on file for 2 years to demonstrate review has taken place.