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Wrap Quality Protocol

Factory Production Control Manual

Green Build Environmental Limited

**Home Farm Yard, Hall Road,
Bishop Stortford CM22 6DR**

JULY 2018
Report Reference: SRS/18/1378 RPT 1



Report Title:	Wrap Quality Protocol – Home Farm, Hall Road, Bishop Stortford CM22 6DR
Report Reference No:	SRS/18/1378 RPT 1

Prepared For:	Green Build Environmental Limited
Project Reference No:	SRS/18/1378

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	Issue 1		
Remarks	Final		
Date	20.07.2018		
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NON CONFORMING PRODUCT FORM

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1 INTRODUCTION

This Manual has been prepared for Green Build Environmental Limited to outline the operational processes and the associated quality control measures at the Home Farm facility for the production of secondary aggregates from Construction and Demolition Waste. It has been based on the Quality Protocol (QP) devised by the Waste and Resources Action Program (WRAP) which is becoming widely accepted as best practice in the production of recycled aggregates from utilities/construction waste.

WRAP has outlined the purpose of the Quality Protocol as follows:

- i) clarifying the point at which waste management controls are no longer required;
- ii) providing users with confidence that the aggregate they purchase conforms to an approved industry specification defined in accordance with an appropriate European aggregate standard;
- iii) providing users with confidence that the aggregate is suitable for a use within a designated market sector(s) including by conforming with the industry standard;
- iv) protecting human health and the environment (including soil).

The document is divided into the following parts:

Section 2 outlines the key management positions and their responsibilities within the organisation. Section 3 details the management's commitment to quality by the effective management of resources utilised in the operations at the site. Section 4 details the input materials, processes and resulting products associated with the operations at the site. Section 5 details the controls imposed on the operations to monitor production and ensure the quality of the end products.

The QP also outlines acceptable good practice for the transportation, storage and handling of aggregate.



2 MANAGEMENT AND STAFF RESPONSIBILITIES

2.1 Organisational Structure

The organisational structure diagram outlines the chain of command in respect of Green Build Environmental Ltd operations at Home Farm.

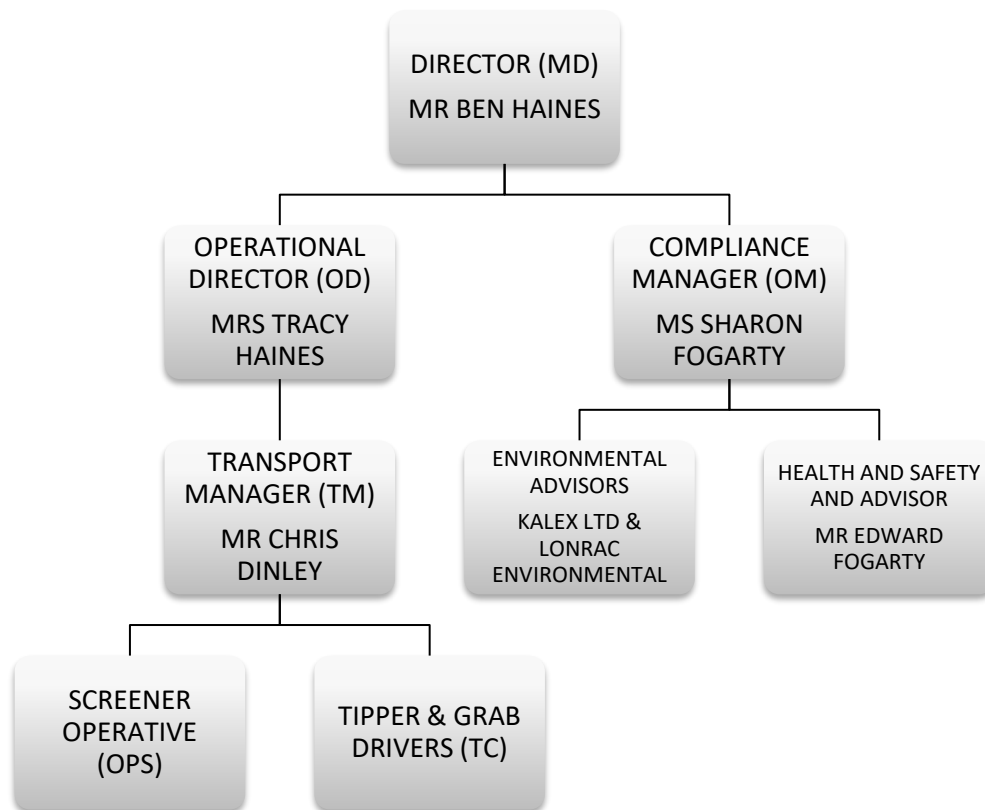


Figure 1 - Organisational Structure

2.2 Management Responsibilities

The Managing Director (MD) has overall responsibility for the Green Build Environmental Ltd operations at the Home Farm site.

The Operational Director (OD) and Compliance Manager (CM) ensure that the operations are in line with Health & Safety legislation, Environmental legislation and FORS at all times and ensures compliance with the Quality Protocol. They ensure that site responsibilities and authorities are clearly defined and communicated. They are also responsible for communicating the requirements of the QP to the Operational Staff/Site Operatives.

The Transport Manager (TM) is responsible for the day to day operations of the facility to ensure safe operating and compliance with all legislative, environmental and company requirements. In addition he controls the logistics of the company's fleet and manage



transport activities of the drivers. He assists the CM to ensure compliance of the facility's Environmental Permit.

All the other Operational Staff/Site Operatives (OPS) work under the overall direction of the CM and TM to implement the procedures of the QP.



3 RESOURCE MANAGEMENT

3.1 Provision of Resources

The MD ensures that adequate staff, equipment and materials are available in order to:

- Ensure customer satisfaction.
- Meet the quality objectives.
- Implement, maintain and improve the QP processes.

3.2 Human Resources

3.2.1 Recruiting and Training Staff

The Operational Staff at Green Build Environmental Ltd have the appropriate training for tasks they undertake. The MD with management continuously assesses the training requirements of new and existing staff and where required, training will be given to ensure the successful execution of site operations.

All new employees are taken through an induction process to comply with the company's Quality, Environmental and Health & Safety requirements. The induction also covers company background and familiarisation with the company operations.

A review of training effectiveness and ongoing requirements is carried out at least annually and training records are maintained.

3.2.2 Methods of Communication and Staff Involvement in the Quality Protocol.

Senior management will ensure that employees are kept informed and appropriate lines of communication exist through the organisation. Staff involvement in the QP will be driven by the CM and TM who will ensure adherence to its procedures.

The MD and management are also committed to cultivating and an "open door" policy in the site operations which will allow all staff to air their views and to deal with emergent issues as they arise.

Training needs are summarised in the Training Plan. This plan is updated at least once a year. The employee's performance review is also used to identify specific individual training as well as evaluate effectiveness of actions taken to satisfy competency needs.

3.3 Infrastructure

3.3.1 Aggregate Recycling Facility - Site Planning

The site is situated at Home Farm, Hall Road, Bishops Stortford, Essex CM22 6DR.

The facility benefits from an Environmental Permit that allows the treatment of waste to produce soil, soil substitutes and aggregates. The maximum annual tonnage is 125,000t within a maximum storage capacity of 2,000t. Treatment will consist of sorting, separating, screening, crushing and blending of non-hazardous waste for recovery.



The Environmental Permit was authorised and approved on 27 March 2018. A copy of the Environmental Permit can be made available upon request. An Environmental Management System for the site was produced as part of the Environmental Permit. This can also be made available upon request.

The general layout of the recycling facility is outlined in Appendix A as Figure A.1.

3.3.2 Plant and Equipment

The facility consists of the following plant and equipment associated with the site activities:

- 1xNo Screener
- 1xNo 360 excavator
- 1xNo loading shovel
- Dust suppression cannon
- Portable Wheelwash

3.3.3 Storage Areas

Storage areas for all equipment, received wastes and products are made available at the site. Such storage areas ensure that equipment and products are protected from damage and deterioration and can be maintained in accordance with the supplier's recommendations and other regulatory requirements. Stores are subject to periodic inventory and audit by TM.

All processed materials are stored in general accordance with the areas as shown on Figure A.1. These will from time to time change and move around the site, subject to changing site constraints brought about by size of the unprocessed stockpile.

3.4 Suppliers

Suppliers are informed of Green Build Environmental Ltd materials requirements via formal commercial exchanges with the MD. Before the material is brought to the site it is visually checked against the List of Waste (LoW) codes by trained operators to ensure that it is the correct material.

The acceptance of materials is clearly communicated to suppliers by the use of Waste Transfer Notes (WTN). In cases of rejection, contact will be made with the supplier by telephone and email to open a dialogue and discuss future avoidance of rejection.

All suppliers of waste must hold a valid Waste Carriers License (WCL) or be a Registered Waste Broker (RWB). Green Build Environmental Ltd carry out checks to ensure both these stipulations are met. This information is recorded on a Certified Suppliers List (CSL) and is held by the TM. Regular visits to suppliers are organised to learn about their working practice and/or the potential quality of the materials we may receive from them. Prior to the acceptance of potential material, the MD will visit the potential site from which the source material will come.



Controls are placed on consignments and accompanying information as detailed in Section 4.2.2.



4 METHOD STATEMENT OF PRODUCTION (MSP)

4.1 Materials Accepted for Processing

The following materials will be accepted for processing at Home Farm in accordance with the List of Waste (LoW) Classification and Environmental Permit:

Table S2.1 Permitted waste types and quantities for Physical Treatment Facility	
Maximum quantity	The total quantity of waste accepted at the site for the above activity shall be less than 125,000 tonnes a year.
Waste code	Description
01	Wastes resulting from exploration, mining, quarrying, and physical and chemical treatment of minerals
01 04	wastes from physical and chemical processing of non-metalliferous minerals
01 04 08	waste gravel and crushed rocks other than those mentioned in 01 04 07
01 04 09	waste sand and clays
02	Wastes from agriculture, horticulture, aquaculture, forestry, hunting and fishing, food preparation and processing
02 02	wastes from the preparation and processing of meat, fish and other foods of animal origin
02 02 02	animal-tissue waste (shellfish shells from which the soft tissue or flesh has been removed only)
10	Wastes from thermal processes
10 01	wastes from power stations and other combustion plants (except 19)
10 01 01	bottom ash, slag and boiler dust (excluding boiler dust mentioned in 10 01 04)
10 01 02	coal fly ash (pulverised fuel ash only)
10 01 05	calcium-based reaction wastes from flue-gas desulphurisation in solid form (gypsum (solid) only)
10 01 07	calcium-based reaction wastes from flue-gas desulphurisation in sludge form (gypsum (sludge) only)
10 01 15	bottom ash, slag and boiler dust from co-incineration other than those mentioned in 10 01 14
10 11	wastes from manufacture of glass and glass products
10 11 12	waste glass other than those mentioned in 10 11 11
10 12	wastes from manufacture of ceramic goods, bricks, tiles and construction products
10 12 08	waste ceramics, bricks, tiles and construction products (after thermal processing)
10 13	wastes from manufacture of cement, lime and plaster and articles and products made from them
10 13 14	waste concrete and concrete sludge (waste concrete only)
15	Waste packaging, absorbents, wiping cloths, filter materials and protective clothing not otherwise specified
15 01	packaging (including separately collected municipal packaging waste)
15 01 07	glass packaging (clean glass only)
17	Construction and demolition wastes (including excavated soil from contaminated sites)
17 01	concrete, bricks, tiles and ceramics
17 01 01	concrete
17 01 02	bricks



Table 1 Materials Accepted for Processing

Table S2.1 Permitted waste types and quantities for Physical Treatment Facility	
Maximum quantity	The total quantity of waste accepted at the site for the above activity shall be less than 125,000 tonnes a year.
Waste code	Description
17 01 03	tiles and ceramics
17 01 07	mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
17 02	wood, glass and plastic
17 02 02	Glass (clean glass only)
17 03	bituminous mixtures, coal tar and tarred products
17 03 02	bituminous mixtures other than those mentioned in 17 03 01 (road base and road planings (other than those containing coal tar) only)
17 05	soil (including excavated soil from contaminated sites), stones and dredging spoil
17 05 04	soil and stones other than those mentioned in 17 05 03
17 05 06	dredging spoil other than those mentioned in 17 05 05
17 05 08	track ballast other than those mentioned in 17 05 07
17 08	gypsum-based construction material
17 08 02	gypsum-based construction materials other than those mentioned in 17 08 01
19	Wastes from waste management facilities, off-site waste water treatment plants and the preparation of water intended for human consumption and water for industrial use
19 05	wastes from aerobic treatment of solid wastes
19 05 03	off-specification compost (compost from source segregated biodegradable waste only)
19 08	wastes from waste water treatment plants not otherwise specified
19 08 02	waste from desanding (washed sewage grit free from sewage contamination only)
19 08 99	wastes not otherwise specified (stone filter media if free from sewage contamination only)
19 09	wastes from the preparation of water intended for human consumption or water for industrial use
19 09 02	sludges from water clarification
19 12	wastes from the mechanical treatment of waste (for example sorting, crushing, compacting, pelletising) not otherwise specified
19 12 05	glass (clean glass only)
19 12 09	minerals (for example sand, stones)
19 12 12	other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11 (treated bottom ash including IBA and slag other than that containing dangerous substances only)
19 13	wastes from soil and groundwater remediation
19 13 02	solid wastes from soil remediation other than those mentioned in 19 13 01
19 13 04	sludges from soil remediation other than those mentioned in 19 13 03
20	Municipal wastes (household waste and similar commercial, industrial and institutional wastes) including separately collected fractions



Table S2.1 Permitted waste types and quantities for Physical Treatment Facility	
Maximum quantity	The total quantity of waste accepted at the site for the above activity shall be less than 125,000 tonnes a year.
Waste code	Description
20 01	separately collected fractions (except 15 01)
20 01 02	glass (clean glass only)
20 02	garden and park wastes (including cemetery waste)
20 02 02	soil and stones

4.2 Incoming Waste Acceptance Procedure

To control the quality and quantity of waste inputs to the site only Green Build Environmental Ltd and selected suppliers’ vehicles use the facility. All waste received at the site will be subject to the following acceptance criteria.

4.2.1 Pre-Acceptance and Customer Queries

To ensure that prior to loads being accepted at the Site, they are checked to meet with the requirements of the Environmental Permit and follow current guidance and legislation.

Prior to waste entering the Site

1. On request to receive waste the MD or CM will complete the Waste Assessment and Quotation Log. This will include a basic characterisation of the waste and include information such as analysis (where required) and any site investigation reports obtained from the waste producer.
2. Basic characterisation information supplied by the waste producer shall be reviewed by the CM or other suitably qualified person to determine if the waste is suitable to be accepted at this site. A copy will be sent to site and filed for reference.
3. Only non-hazardous or inert waste will be accepted for recycling at the site.
4. Should insufficient information be available a request shall be made to obtain the required information from the producer; for example, a method statement or additional analysis.
5. When a waste stream is deemed acceptable for receipt on the site it will be subject to Sampling and Compliance Testing as detailed Section 4.2.5.
6. Acceptable waste streams to be received at the site as a pre-approved load.

Review

7. Basic Characterisation information shall be updated at least once per year (if the waste continues to be deposited at the site) to ensure that the waste received conforms to



the results of the Basic Characterisation and the requirements of the Environmental Permit.

4.2.2 Waste Acceptance

The following procedure shall be followed for all incoming waste to ensure that legislative requirements are adhered to.

Collection / Reception of Waste.

1. Waste arriving at the site will be checked to see if it is on the pre-approved job list. If not, refer to Non-Pre Approved Loads Procedure.
2. A Waste Transfer Note for the load is obtained for all incoming wastes (unless a yearly transfer note is available) from the driver and the Waste Transfer Note is checked to ensure it contains the following:
 - Vehicle registration and driver's name and signature
 - Waste Haulier Name and Valid Waste Carriers License Number
 - Description of waste type and waste source
 - List of Waste (LoW) Code
 - Date and time of Waste Transfer and waste transfer note number
 - Disposal point of waste
3. The waste is inspected to ensure that it complies with the waste description on the Waste Transfer Note. The onsite visual inspection of the waste will be carried out by a suitably trained operative. If there is any doubt about the waste type delivered, then a message is relayed to the TM or CM.
4. If on inspection of the waste within the vehicle it is found to be not acceptable then the load is rejected in accordance with Section 4.2.4.
5. A Ticket produced containing the following:
 - Vehicle registration and driver's name and signature
 - Waste Haulier Name and Valid Waste Carriers License Number
 - Description of waste type and waste source including LoW code
 - Date and time of Waste Transfer and waste transfer note number
 - Disposal point of waste



- Customer account number
- Gross and tare weights of vehicle

A copy of the ticket will be signed by the driver and Green Build Operative. A copy of their transfer note will be put with the remaining copy(ies) of the ticket and the top copy(ies) given back to the driver.

6. On acceptance of the waste by the TM, the Waste Transfer Note is signed, one copy is provided to the driver, one copy is retained on site and one copy is sent to head office.
7. At the end of the working day a reconciliation for the day's waste inputs is undertaken which includes:
 - Reconciliation of transfer notes and tickets.
8. If an incorrect ticket is issued, then it is either cancelled and replaced or the ticket details are amended on the system including details of why the ticket has been altered / cancelled. Both tickets are forwarded to accounts for their records. One copy of the cancelled ticket is kept and it is cancelled on the system.
9. Vehicle directed to offloading area to tip the load. A Site Operative will inspect tipped loads.
10. On inspection of the offloaded waste, it is found to be not acceptable the waste will be quarantined until its removal from the site, in accordance with the Waste Rejection Procedure. A weekly random waste audit/inspection is carried out and recorded.

4.2.3 Non Pre-Approved Loads

The following procedure shall be followed to ensure that Non Pre-Approved Loads are dealt with in accordance with the environmental permit.

1. Waste that arrives at site which without the required prior information will be considered to be a non pre-approved load.
2. In case of a non pre-approved load arriving at the site, the CM / TM will be informed.
3. Non Pre-Approved loads will not be accepted onto the Site without the authorisation of the CM and the appropriate documentation being completed.

4.2.4 Waste Rejection

The following procedure shall be followed to ensure non-compliant waste is rejected in accordance with the Environmental Permit.

Reasons for Rejection

1. A waste may be non-conforming and rejected from the Site for the following reasons:



- Delivery vehicle is unsuitable for site operations / conditions
 - The waste is not acceptable at the site under the Environmental Permit
 - There is a prohibited waste within the load
 - The load is not accompanied by the coned documentation
 - The waste does not match the description on the accompanying documentation
 - The waste is unsuitable for treatment
 - The waste contains putrescible waste
2. If a waste is identified as being unacceptable at the site the CM is contacted and a Waste Rejection Form is issued to the driver.
 3. The driver of the load is informed of the loads refusal. The driver will be informed of the reasons for this and requested to leave the Site.
 4. If the load is being refused because the description of the waste on the transfer note is incorrect, the driver may be given the opportunity to correct the mistake so long as the waste is acceptable at the Site.
 5. In the event of a rejected load the Environment Agency is contacted by telephone and/or email with details of the rejected load. These details should include information relating to the nature and quantity of waste involved, the time and date, the name and address of the waste producer, the registration number of the vehicle delivering the waste and the name and address of the vehicle driver and haulage contractor.
 6. If the load is not safe to be sent back onto the road then the vehicle is kept in the Quarantine Area until the advice of the EA is sought.

Waste rejected after offloading of the vehicle

7. If appropriate, a rejected load should be reloaded onto the delivery vehicle.
8. If waste cannot be reloaded onto the delivery vehicle, the waste will remain in quarantine until arrangements are made for its disposal at an appropriately licensed facility. Details of any unauthorised waste and its subsequent removal from Site is recorded and retained on Site.

4.2.5 Responsibilities

Receiving and inspecting the load and accompanying documents will be the responsibility of the TM initially and other OPS during the post tip inspection. They will bring any indication of a non-conformance to the CM as soon as it is identified. ANY site member is authorised to bring ANY non-conformance, or indication of non-conformance, to the attention of the CM at ANY time.



Ultimate responsibility for accepting or rejecting the load lies with the CM and must be recorded appropriately.

4.3 Waste Categorising

4.3.1 Procedures for Identifying and categorising waste

Once accepted waste is categorised and recorded using an internal system. Green Build Environmental Ltd provides an accurate method of ensuring identification and traceability of all input material.

1. A Waste Transfer Note for the load is obtained where possible (unless a yearly transfer note is available) from the driver and the Waste Transfer Note is checked to ensure it contains the following:
 - Vehicle registration and driver's name and signature
 - Waste Haulier Name and Valid Waste Carriers License Number
 - Description of waste type and waste source
 - List of Waste (LoW) Code
 - Date and time of Waste Transfer and waste transfer note number
 - Disposal point of waste

4.3.2 Responsibilities

The TM is initially responsible for categorising the load on acceptance. If the TM is in any doubt, they are to contact the CM for support.

On completion of categorisation, the TM will release the load for tipping under the direction, and with the authority of the CM.

4.4 Processing Procedure

The production process will only involve waste that have been accepted via the acceptance procedure detailed above. No non-compliant waste will be stored at the site or progressed through the production process. The production process can commence when the acceptance criteria for the site has been met.

4.4.1 Process for 6F4/1A material

The production process consists of the loading of material from the stockpile with a loading shovel into a two-way screener and segregated into 2xNo aggregate size fractions. The larger oversize components of the waste material are then stockpiled. The remaining 500mm down



fraction is then be stockpiled in the designated processed areas (see Figure A.1). No processed materials are to be stockpiled outside these area, in order to safeguard against cross contamination. Other unsuitable waste material is removed from the processed material and stored in removable skips. The schematic diagram of the production process is presented in Figure 2.

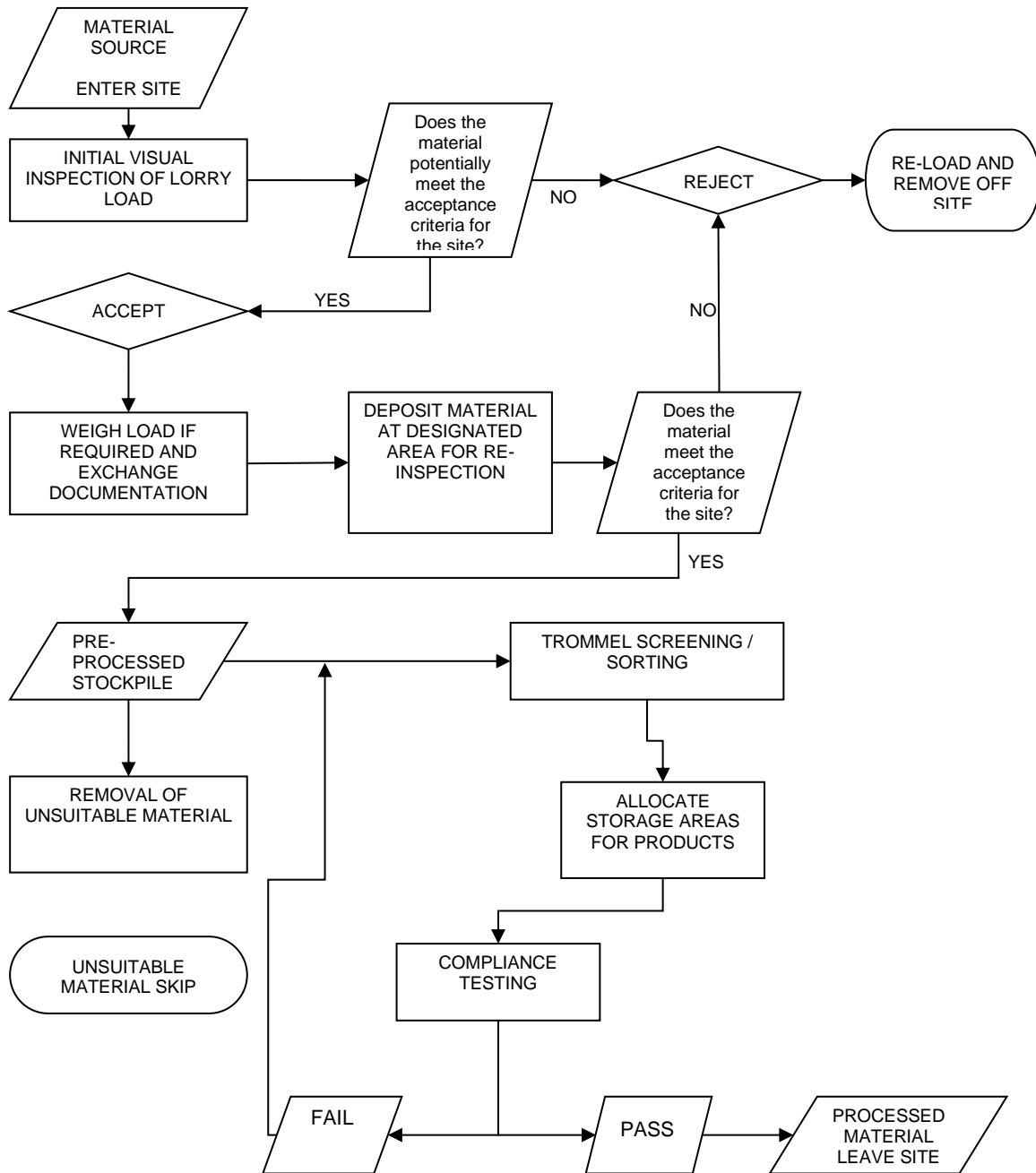


Figure 2 - Flowchart for the Processing of Incoming Waste Material



4.4.2 Processes Used

The following is a summary of the processes used in the operations at the site.

Table 2 Processes Used

Process	Plant Utilised	Description
Sorting / Separating	360 Excavator	Accepted waste material which is not yet suitable for screening is stockpiled separately for breaking down/crushing. The material is broken down to a size suitable for screening.
Screening	Screener	Separates suitable material into “oversize”, and “50mm down”.
Sorting	360 Excavator Loading shovel	Processed material following the screening stockpiled separately as per the material type.

4.4.3 Re-inspecting and stockpiling

Green Build Environmental Ltd will ensure that different feedstock materials are stored separately, in assigned areas, to avoid cross-contamination. The plan for identifying all storage areas at the site, so that all staff know where to find the materials needed for a given process, is presented in Appendix A as Figure A.1

Green Build Environmental Ltd will make a further inspection of the load during tipping to confirm acceptance, as contamination may be hidden in the bulk of the load. During tipping, Green Build Environmental Ltd staff will check the load to confirm the initial categorization by the TC, against the acceptance criteria.

- If the load is acceptable, it will be “pushed up” the relevant stockpile of feedstock by the Machine Driver (MDR).
- If the load does not conform to the acceptance criteria, the waste will be re-loaded onto the truck immediately and rejected. The rejected load will be documented on the rejection register (Appendix C).

Green Build Environmental Ltd will clean all feedstock material at the earliest opportunity; before the material is pushed up the stockpile. Staff will perform an initial hand picking of foreign materials; such as wood, plastic, and metals. Green Build Environmental Ltd will provide containers and/or bay space for such contaminants to aid recycling or disposal through a licensed waste transfer station or third-party recycling unit.

4.4.4 Responsibilities

This sub section describes responsibilities during the stockpiling of material.



Table 3 Processing Procedure - Tasks and staff responsibilities

Task	Staff Responsible
Inspecting the load during tipping	OPS (as appropriate/qualified)
Confirming categorisation	TM
Accepting or rejecting the load	TM / MC
Recording details of the load	TM
Cleaning the load (if applicable)	OPS (as appropriate/qualified)
Pushing it on the stockpile.	MDR

4.5 Procedures for Controlling and Stockpiling of Products

This section describes the control and management of the incoming feedstock and finished products, from testing of their characteristics to stockpiling. The WRAP Factory Production Control requires that:

- Green Build Environmental Ltd set out the frequency and nature of testing/inspection on the input materials, equipment and products in the process control documentation, including provisions for:
 - Products being tested for their properties, under the conditions set by the relevant National / European Standard and inspection regimes are in place for all materials as defined in Section 5.2 below.
 - Non-conforming products being properly identified and recorded (Appendix D).
 - Products being identifiable up to the point of sale as regards to source and type (Section 5.6).



5 FACTORY PRODUCTION CONTROL (FPC) AND FINISHED PRODUCTS

The Factory Production Control (FPC) is the control system used to monitor the production process detailed in Section 4 and to ensure that the required product characteristics are achieved and maintained consistently by the output.

The FPC for production of aggregates is specified in each of the BS EN Standards relevant to aggregates, to ensure that they conform to the relevant requirements of the technical specifications themselves.

5.1 Manufactured Products

The following is a summary of the products that can be produced at the site.

Table 4 Manufactured Products

Product name	Product description
Class 1A	Well graded granular material (General fill)
6F4	Selected granular material

5.2 Process Control

This sub section outlines the testing that is performed on products, together with the testing procedure and frequency. All Home Farm, products are tested in accordance with Table 5. A departure from Table 5 may be acceptable on the basis of:

- The large number of consecutive test passes for Home Farm products that may exist (which can be proven on request).
- Strict adherence to the operational procedures outlined in this QP.
- Sources of high conformity (i.e. a large quantity of our feedstock is natural reclaimed aggregate as demonstrated by material constituents testing).



Table 5 Testing Regime

Product	Testing													
	Grading	Constituent Analysis	Micro Deval	Crushed / Broken Particles	Bitumen Content	Dry Density / Moisture Content Relationship	Magnesium	TRL 447	WS SO ₄	Los Angeles	PI	Particle Density and WA	Laboratory CBR	Particle Shape - Flakiness Index
Class 1A	W	M						M			M		M	M
6F4	W	M			M	½ Y			½ Y		M		M	M
Notes:- W - Weekly, M - Monthly, Q - Quarterly, ½ Y - Bi-Annual, Y - Yearly														

A full record of all testing is held by the TM in the main site office. The testing outlined above is independently carried out by Site Analytical Services Ltd, Units 14 -15 River Road Business Park, 33 River Road, Barking, Essex IG11 0EA.

5.3 Non Conformities

Green Build Environmental Ltd is required to set out the procedures for dealing with non-conforming products, and to record details of actions taken. The FPC requires that Green Build Environmental Ltd provide for product reprocessing, diversion to another application for which the non-conforming product is suitable or complete rejection.

Details on the non-conforming products and remedial actions shall be recorded by the FS/TM on a non-conforming product form for further investigation and, if necessary, corrective action. Non-conforming product and general complaint forms are at Appendices D and E respectively.

The following procedures shall be implemented following a visual assessment to assess conformity following the daily visual inspection undertaken by the TM/CM.

1. The TM/CM will fill in non-conforming product form/ and where appropriate, make a site visit or arrange for a sample of material to be returned to the operation for inspection and further testing.
2. Corrective action will be taken upon the findings of any investigation. Products that have failed visual inspection will be reprocessed, rejected or diverted to another application for which the non-conforming product is suitable.
3. Reasons for failure will be recorded and discussed with amongst the operation management team to ensure that there is no repeat of the non-conformance/rejection



or general complaint. The corrective action adopted in such instance shall be recorded on the non-conforming product form.

The following procedures shall be implemented following sample test failure notification:

1. The TM/CM will fill in non-conforming product form and arrange for a sample of material from the production to be returned to SAS for re-testing further testing.
2. Where the results of the re-test passes the relevant conformity test, it is likely that the original failure will be due to sampling methodologies. Corrective action involving additional training and evaluation of the sampling practices will be implemented.
3. Where the results of the re-test fails, a greater inspection and evaluation of the production process will be made. Where necessary, appropriate remedial measures relating to the production process will be made.
4. Reasons for failure will be recorded and discussed with amongst the operation management team to ensure that there is no repeat of the non-conformance/rejection or general complaint. The corrective action adopted in such instance shall be recorded on the non-conforming product form.

General complaint procedure is as follows:

1. A general complaint is made about a product.
2. The FS/TM will fill in a general complaint form and where appropriate, make a site visit or arrange for a sample of material to be returned to the operation for inspection and further testing. All general complaints will be investigated thoroughly and the procedures detailed above for visual non-conformity will be instigated.

5.4 Product Stockpiling

All products will be stockpiled in their own designated area in a controlled manner to avoid cross contamination and deterioration. All products are inspected daily (Appendix F) to ensure that they have not deteriorated, still meet the relevant European standards for aggregates and match their product designations. Optimum moisture content will be maintained in a controlled manner with the use of water spray equipment. This spray equipment is also used to suppress the levels of airborne dust (necessary for pollution control). Stockpiles will be turned over where necessary by loading shovel to ensure consistent material quality.

5.5 Responsibilities

Table 6 Factory Production Control - Tasks and staff responsibilities

Task	Responsibility
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Controlling products and categorising them according to relevant European standards and specifications	TM and CM
Managing all non-conformities/rejections and general complaints	TM and CM

5.6 Supplementary Information

This Section outlines other paperwork which may contain additional information on the Home Farm operation and incoming materials and final materials produced.

5.6.1 Waste Transfer Notes

These notes are submitted to the site to ensure the “chain of custody” of all waste passing through Home Farm.

5.6.2 Waste Transfer Tickets

These tickets display data assessed on site, with specific address, date, time, gross, net and tare weights, vehicle, waste description and LoW information.

5.6.3 Sales Invoices

These invoices are used universally and display address, tax point, invoice and account number, material description, quantity, unit price, VAT and totals information.



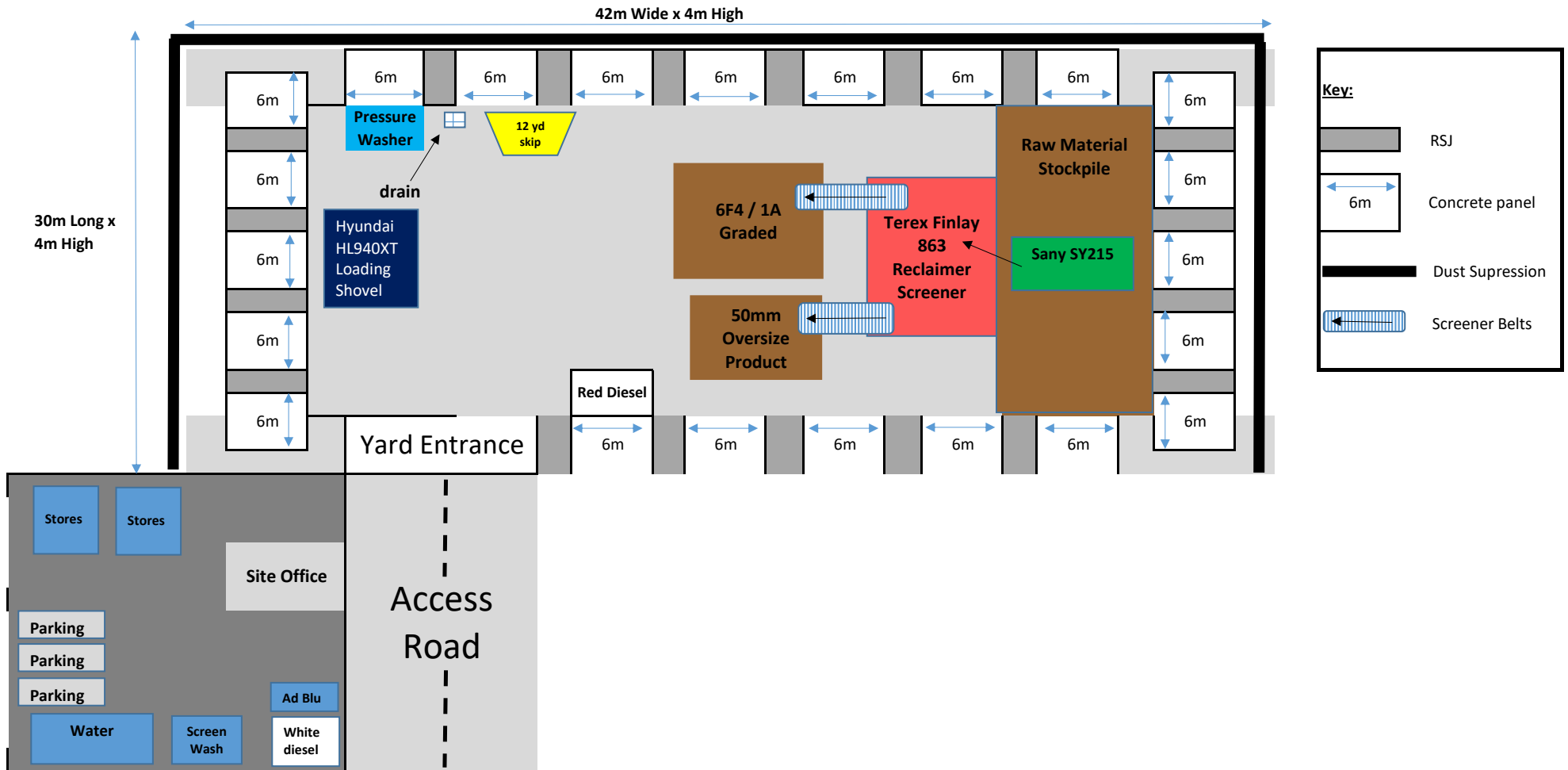
APPENDICES



APPENDIX A - FIGURES

Figure A.1 – Indicative Site Layout

Elsenham Recycling Centre Site Plan





APPENDIX B - RECORDS TO BE MAINTAINED FOR ALL SECTIONS OF THIS QP

All records

All records are held in the main site office for at least two years by the Compliance Manager. Records older than one year will be packaged and held in the Green Build Environmental Ltd archive for a total period of 3 years, after which they will be destroyed. A record of such destruction will be kept on file.

List of records to be held by the CM at Home Farm is provided below.

Record	Location
Waste Transfer Notes (WTN)	Main site office
Plant and Equipment Plan (PEP)	Main site office
SAS Test Results Files (All Products)	Main site office (electronic)
PPE Register	Main site office
Site Accident Book	Main site office
Site Admin File	Main site office
Purchase Order Numbers File	Main site office
Site Internal Audit File	Main site office
Company Risk Assessment Library (CORAL)	Main site office
EA Admin File	Main site office
Rejection Form File	Main site office
General Complaint Form File	Main site office

Rejected Loads

Green Build Environmental Ltd record every delivery rejected (with reasoning) on the rejection register (Appendix B). The reasoning is discussed with the supplier of the rejected load, together with the actions required to avoid future rejections. The rejection form will be annotated by the TM with a date to indicate that the reasoning has been discussed with the supplier.

Type, Format, Location and Responsibilities

Notwithstanding that described below, the TM is ultimately responsible for the accurate recording and presentation of all information and documentation.

Type, location and responsibility for records, information and documentation

Information Type	Information Format	Location of Information	Staff Responsible
Feedstock category (i.e. type of waste and LoW code)	WTN	Main site office	TM
Weight	WTN	Main site office	TM



Any (other) documentation reporting the identification of the load (if available)	Other/supporting paperwork	Main site office	TM
Records of acceptance or rejection	WTN or rejection form	Main site office	CM



APPENDIX C - REJECTION REGISTER FOR INCOMING WASTE



REJECTION REGISTER FOR INCOMING WASTE							
Date	Waste Carrier	Vehicle details:	Source of Waste	Comments - Reason for Rejection	Contact Details of person informed	Full name of S. Walsh Staff	Signature



APPENDIX D - NON CONFORMING PRODUCT FORM



NON CONFORMING PRODUCT FORM

Type Non-Conformance Identified

Visual		Sample Testing	
		If Sample Testing, SAS Ref No	

Date:

Time:

Name:

Signature:

Product type:

Quantity involved:

Nature of non-conformance:

Remedial action taken (quarantine, reprocessing, disposal, rejection):

Operator charged with investigating the non-conformity:

Results of the investigation on causes of non-conformance:

Corrective action taken on causes of non-conformance:

Date:

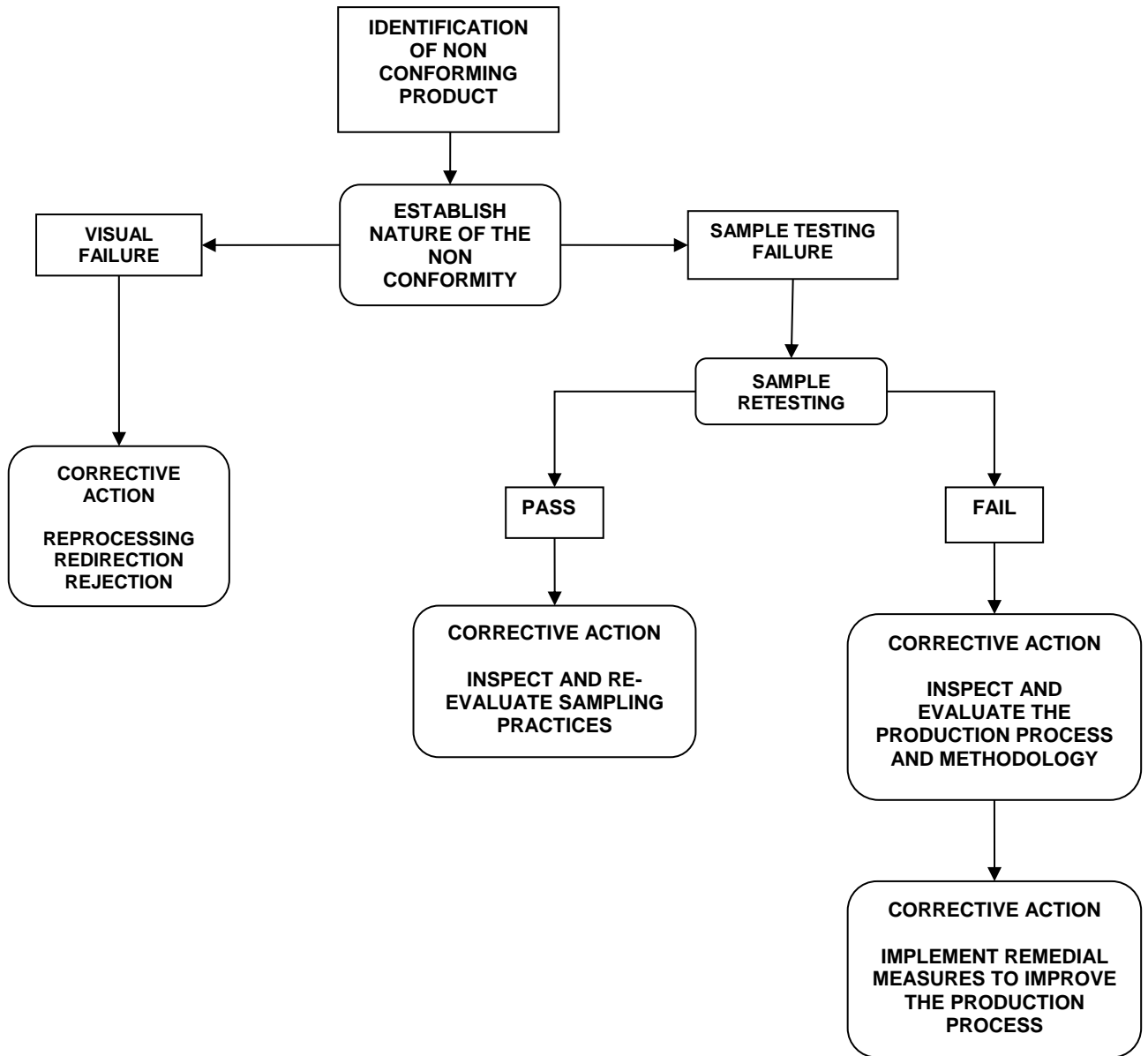
Time:

Name:

Signature:



FLOWCHART FOR DEALING WITH NON-CONFORMING PRODUCTS





APPENDIX E - GENERAL COMPLAINT FORM



GENERAL COMPLAINT FORM

Reported to:

Nature of complaint:

Detail of complaint:

Corrective action by:

Corrective action taken:

Date:

Time:

Name:

Signature:



APPENDIX F - ACTIONS ON TEST FAILURE OF ANY PRODUCT / WASTE

1. Investigate and name the source of the test failure (i.e. is it valid?)

YES / NO

Source name:

2. What has failed? (brief description of product or waste)
3. Who has reported the failure? (i.e. Neptune staff or external body)
4. What action will be taken? (options below)
 - a. Stop production, resolve the failure criteria and re – test the product
 - b. Stop accepting, resolve the failure and re – test the waste material

Further Comments / detail / information (attach more sheets if required)