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# Waste Management Policy

## Introduction

Established in 2006, family-run Fresh Start Waste Services provide commercial business waste management solutions to Greater Manchester, Merseyside, Cheshire & Lancashire.

We are proud to be a family run waste management company and bring this ethos into everything we do. This extents to the environment.

Our commitment to the environment is underpinned through our social values as an organisation. These are to provide excellent Customer Service through a process of Professionalism, Accountability, Quality Management, and Continuous Improvement, all within the context of a Great Place to Work.

In order to ensure the sustainability of the business, and the environment in which it operates, it is essential that we adopt best possible practices in relation to waste management.

## Policy Statement

As a carbon conscious waste management company, the environment is at the heart of everything we do. We do this because it is our legal responsibility, and our duty as a responsible citizen of the planet. Our duty applies to everything that we do, and reaches beyond our own organisation.

* We encourage our customers to segregate at source and reward those efforts with reduced costs.
* We provide a range of bins that are designed to optimise waste handling with a minimal footprint, and use a range of vehicles optimised to work efficiently whilst maintaining waste segregation at source.
* We reuse, recover, [recycle](https://www.fswaste.co.uk/our-services/waste-and-recycling-collections/) or compost as much waste as possible so that nothing needs to go to landfill
* We invest in machinery that makes sustainability more efficient.

## Policy Objectives

The objectives of this policy are:

* To ensure that waste management is performed in accordance with waste legislative requirements, always.
* To ensure that we operate to the terms of our carrier’s licence, planning permission (site operations), our waste permit, and our specialist permits in relation to the carriage and processing of animal by-products.
* To ensure that chain of custody process is considerate of the environment, and receipts, despatches and transfers are properly recorded to demonstrate full chain of custody as required by the Environment Agency.
* To promote environmental awareness within our business and to those businesses with whom we come into contact – always promoting reuse, recovery, and recycling wherever possible.
* To divert non-waste materials and products to non-waste streams through our alliances with organisations such as Too Good to Go and Bulky Bobs.
* To recover and recycle materials as much as possible through our materials recycling facility at Swinton, and through our on-going relationships with other waste processors that share our commitment to divert material from landfill wherever possible.
* To seek and optimise commodity streams to maximise revenue from recovery
* To provide awareness of proper waste management to our customers, and in may cases, to the customers of our customers, including colour coded bins, and through planned visits to our Materials Recycling Facility at Swinton.
* To ensure the safe and efficient delivery of waste management operations (Collection and Processing) through the proper assessment of risk and through the introduction of controls to prevent injury and encourage proper behaviours.
* To provide training to all employees to ensure that they perform their roles safely and effectively at all times.

## Organisation and Management

Our waste management commitments are embedded across our ISO Systems for Quality Management (ISO 9001), the Environment (ISO 14001), Safety and Health (ISO 45001) and are subject to rigorous internal and external audit as well as internal management review.

Processes are underpinned through:

* Clear definition of management processes, that are accessible to all employees through an Internal Computerised Process Management System.
* Job descriptions that set out roles and responsibilities for all employees to ensure that their purpose, responsibilities and accountabilities are clear.
* Inductions that provide a clear awareness of how new employees fit into our wider business, and Safe Operating Procedures.
* The appointment and internal development of our employees using nationally recognised standards from the National Plant Operators Recognition Scheme (NPORS) and Driver Certificate of Professional Competence (CPC), through to the Fleet Manager’s Certificate of Professional Competence, and NVQs in the Management of Waste Processing Operations (WAMITAB).

This Policy is owned by the Chief Executive Officer who has overall responsibility. The day to day oversight of the policy is led by the Head of HR and Safety with support from the Commercial Director and Head of Operations.

## Significant References

Fresh Start is licenced to operate waste activities under the following permits and licences:

Environment Permit: [**BB3409LE**](https://environment.data.gov.uk/public-register/waste-operations/registration/BB3409LE?__pageState=result-waste-operations)

Waste Management Licence: **401349**

Waste Carrier’s Licence: [**CBDU228552**](https://environment.data.gov.uk/public-register/waste-carriers-brokers/registration/CBDU228552?__pageState=result-waste-carriers-brokers)

ABP Handling Licence: [**44/862/8120/ABP/STO**](https://www.gov.uk/government/publications/animal-by-product-operating-plants-approved-premises)

ABP Carriers Registration: U1187844

Full Planning Permissions were granted by Salford City Council as follows:

**Reference:** [**15/66033/FUL**](https://salfordcitycouncil.my.site.com/pr/s/detail/a0kSq0000000icCIAQ?c__r=Arcus_BE_Public_Register) 5, Hilton Square, Pendlebury, Swinton, M27 4DB – Change of use from B2 (General Industry) to recycling depot – 08/10/2015

**Reference:** [**21/78065/FUL**](https://salfordcitycouncil.my.site.com/pr/s/detail/a0kSq0000000p0VIAQ?c__r=Arcus_BE_Public_Register) Hilton Square, Pendlebury, Swinton, M27 4DB – Retained use for waste recycling activities, including relocation within the site of the sorting/picking line and storage areas/bays and proposed new roof structures over external storage areas/bays – 11/11/2021.