

### RRC Waste Protocol

This protocol applies to all vehicles which are unable to comply with the entrance restrictions placed at all Reuse and Recycle Centres.

#### Definitions

“**non-Contract Waste**” – as defined in the Contract.

“**Vehicle(s)**” – All vehicles unable to access the site due to Restrictions deemed necessary to manage and control Contract and Non-Contract Waste which includes transits, small light vans, tippers, Luton vehicles and any vehicle towing a trailer.

“**Restrictions**” – Height, width or any other barrier designed to limit Vehicle(s) access to interface sites and to enable the inspection of waste contained on or attached to the Vehicle(s).

#### Safety

To ensure the safety of both the public and employees the following protocol will apply:

- Customers exhibiting threatening, abusive or violent behaviour will be denied use of the Interface Site even if they have a legitimate claim for free tipping. Such customers will be placed on a stop list and prevented from tipping in the future. Their details will be forwarded to the relevant Constituent Borough, Authorised Officer and the Authority Representative. If this behaviour persists the Police will be informed and if necessary called out as an emergency.
- In the interests of safety, Staff may judge it to be prudent to allow those who should be rejected to tip. However registration and vehicle details of these customers will be taken and the Police may be informed. This will be recorded via the TIM system as a sub-category of non-Contract Waste. No weighing will be made but an estimated weight will be entered.

#### Protocol

Not all persons who visit the site in a Vehicle will be delivering non contract waste. To deter those who are and especially those who wish to avoid payment or who are not registered carriers, the following steps **must** be completed. This will provide protection to those who have a legitimate right to tip.

All Vehicles that are prevented from accessing the public area of the Interface Site due to Restrictions must report to the Site Weighbridge. This access will be the only point of entry to the Interface Sites.

Once stopped at the Site Weighbridge, the driver shall be questioned about the origin of the material in or attached to the Vehicle. At this point an assessment is made by the Site Weighbridge operator as to the likelihood of the waste being non-Contract Waste based on the following factors:-

**Experience** – The Site Weighbridge operator will check whether the relevant vehicle has been to any of the Interface Sites operated under this contract by using the weighbridge database (TIM). The Site Weighbridge operator will also take note of the history of the dates of the Vehicle making these visits, especially the most recent. A new entry will be made regarding this visit.

**Identification** – The Site Weighbridge operator will ask the driver for proof of residency in the ELWA area and enquire whether this is the address from which the waste has emanated. SWS will endeavour to procure a list of Constituent Borough streets and postcodes. This will allow the Site Weighbridge operator to check that this matches the address given. The details of the address provided must be entered onto the weighbridge database. If this is the first time the vehicle has visited the Interface Site the driver would be asked for some identification that links to the address given.

The Site Weighbridge operator shall check if he knows of the driver or if the Vehicle appears on a stop list (where in operation).

**Type, appearance and occupants of the vehicle** – The Site Weighbridge operator shall consider among other things the following: Is the Vehicle hired? Does the Vehicle have trade advertising? What trade is carried out by the owner of the Vehicle? Does it have tools or invoices in the front? Is it sign written? Is the driver wearing site books or high visibility clothing etc?

**Waste type** – The driver should be asked to describe the load. The Site Weighbridge operator shall, if in any doubt, ask to see the waste to confirm it as described. If there is any discrepancy in the actual waste and that described by the driver, the Site Weighbridge operator should be alerted to a possible trader. Also Site Weighbridge staff should be aware of the nature of the material, and consider whether the material appears to have come from a domestic property. For example: Is it rubble, spoil in builders bags or are there large number of similar item – i.e. three sinks? (Is it garden waste? Is there a variety of types of green waste – i.e. cut down shrubs, small trees and or other plants?)

TIM will provide an essential tool in the assessment as to whether the visitor should be charged or not. It will allow the history of the Vehicle to be stored on the database and especially the addresses used to support their claim that access without charge should be made. It will also enable effective monitoring to take place and the resolution of any subsequent complaint or claim.

Upon completion of this assessment the Site Weighbridge operator shall take either of the options below.

**Option 1 The Vehicle is assessed to hold Household Waste or is making a repeat visit, or is carrying Household Waste for which a charge can be made.**

If the Site Weighbridge operator is completely satisfied that the Vehicle contains Household Waste they can be allowed to tip the contents of the Vehicle. The Vehicle shall be weighed and the driver shall be instructed where to tip the waste. No charge will be made and the transaction will be recorded as Household Waste. If they have no ID but the Site Weighbridge operator is satisfied that the driver is genuinely carrying Household Waste, the driver will be allowed to tip.

Where appropriate in order to maintain the efficiency of the traffic flows estimates will be made for the tare weights of empty vehicles based on an agreed list plus 80kg per person in the vehicle, this will negate the need for vehicles to weigh out (since ELWA pays on the total amount of CA waste weighed out, it is not absolutely necessary to weigh all public vehicles accurately). No ticket will be issued unless the driver specifically requests one.

Should the Vehicle appear to contain household waste but that the type, nature of the waste allows for a charge to be made, i.e. waste that is generally produced by a householder from Do It Yourself or home improvement activities, then if this is the first time the Vehicle has visited the site the persons name, address and vehicle registration will be recorded and the driver allowed to tip without charge. A leaflet will be given to them informing them that future loads will be chargeable unless they receive permission from the Borough in which they reside. If they are only tipping one load then no further action is required.

In addition weekly data from the TIM will be analysed by Shanks. Shanks will note any vehicles that are using the site frequently. Drivers of these vehicles (regardless of the waste type) will be given a leaflet and Shanks will inform the Borough that these vehicles will be placed on stop at all sites. If satisfied that tipping can continue the Borough will confirm this in writing to Shanks, the Borough will limit the number of loads and type of wastes that can be delivered. If the Borough decides it is not contract waste Shanks will be informed and the vehicle can be placed on the stop list at all sites. If this vehicle returns the driver will be informed of our actions and offered trade waste tipping (see below) or asked to leave without depositing waste.

## **Option 2 The Vehicle appears to hold Non Contract (commercial) Waste**

The Site Weighbridge operator will inform the driver of the result of their assessment and that a charge will be made for the depositing of the waste. If they do not accept the price they will be advised of other local facilities licensed for non-Contract Waste and redirected to them. They should also be informed that a record of their visit to the site has been recorded and this will be available to other Interface Sites covered by this contract.

If the driver accepts a non-Contract Waste charge the vehicle will be weighed in and directed to the trade waste tipping area where they can discharge their load. On returning to the Site weighbridge they are weighed out, a cash charge made and a ticket will be issued.

In order to fulfil duty of care obligations, the details of all non-Contract Waste Vehicles will be passed to the Environment Agency unless a valid waste carriers certificate is produced. The Site Weighbridge ticket will act as the duty of care transfer note.

At all Interface Sites except Chigwell Road Site, the non-Contract Waste price per tonne will be clearly displayed at the Site Weighbridge. At the Chigwell Road Site the driver will be asked to leave and be recommended to use a nearby site, either one of the Interface Sites covered by this contract or a third party site. They should be informed that there may be a charge for the disposal of their waste.