

Material Management System
System Manual - Soils

L&S WASTE MANAGEMENT

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Authorised Holder:	Stephen Harman
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This document is issued by Mr Stephen Harman

General Manager

Signed:S Harman.....

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INTRODUCTION

This core document details the L&S Waste Management Quality System. The purpose of the system is the fulfillment of the L&S Waste Management Quality Policy and the procedures within it are designed to achieve this through a consistent business approach. It is designed both to ensure compliance with contractual obligations and to encourage a high degree of customer satisfaction and sustainability.

The overall performance of the business against the policy is monitored through objectives that are measured by key performance indicators, ie

Quality Policy ☐ Objectives ☐ KPI's ☐.

The system encompasses all of L&S Waste Management operations as detailed in the scope.

MANAGEMENT SYSTEM MANUAL (MSM) FORMAT

The manual comprises the following:

- Quality Policy Statement
- Scope
- Processes
- Procedures
- Standard Forms.

The manual is a controlled document and must not be copied without written authorisation from the Project Manager.

L&S Waste Management Quality Statement

Our vision at L&S Waste Management is to assist various organisations and industries to engage in the use of sustainable solutions more efficiently and to reduce waste sent to landfill.

L&S Waste Management's aim is to support organisations deliver improved recycling objectives and reduce waste sent to landfill.

L&S Waste management will provide recycling solutions by providing sustainable products and materials for use in infrastructure and construction developments.

L&S Waste Management will provide the quality services and products to meet the needs, requirements, and budgets of our clients, on time, and to agreed specifications.

M Balch
Managing Director

Scope

This manual covers the following operations of L&S Waste Management Limited:

The processing and supply of BS 3882;2015/8601:2013 sub-soil to a national and proprietary specifications and the customer requirement.

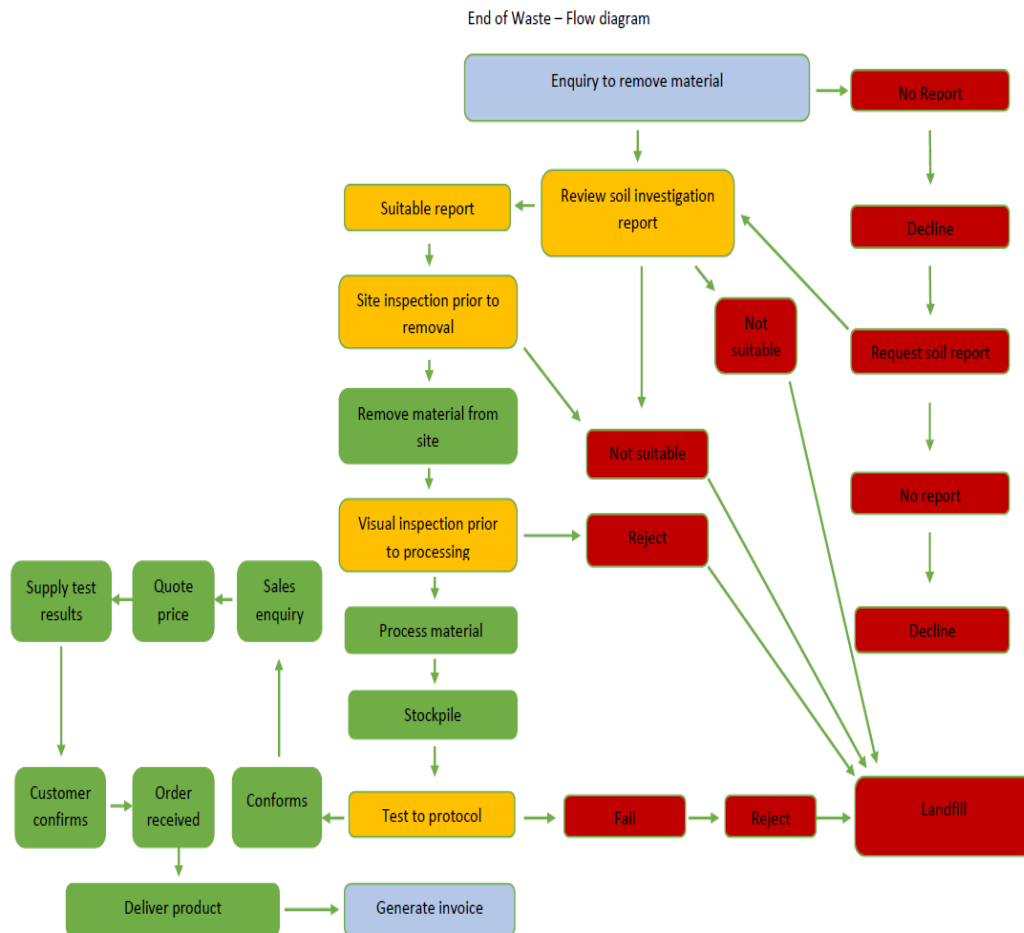
Processes

The Management System considers the operation of the Company as a series of interlinked processes, and these are presented in the flowchart below:

- Enquiry
- Review of Raw Materials
- Production, process, and testing
- Supply
- Review

- Invoice System & Resource Management.

The relationship between these processes and their interaction with the customer can be seen in the following process chart:



Process Flow Chart – From Enquiry to Supply

The flow diagram represents the flow process. This relies on an effective review process that measures performance by assessing internal and external analytical feedback.

Standard Forms

A number of standard forms have been included in the MMP and use of these may be helpful.

1 Enquiry

1.1 Incoming Materials & Analysis

Sales enquiries, written or via telephone for the removal of soil material or for the supply of subsoils are taken by the sales team and recorded on sales enquiry form, then passed direct to the relevant manager for action.

The manager will request the relevant information albeit WIF or reports pertaining to supply or removal of sub-soil from the relevant site. The information will include the following

- Soils analysis
- Material specification
- Images
- WIF forms

2 Materials receipt

2.1 Incoming Materials & Analysis

Materials to be used for the production of 'Topsoil's' 'Recycled Multipurpose Subsoil' (BS8601/3882:2013) will be sourced from identified greenfield construction projects, utilising waste code EWC 17-05-04 (soil and stones) and EWC 20-02-02 (Garden and Park waste) only.

The first identification stage will be to review the any site investigation report. Reviewing for any previous uses or contamination, along assessing borehole logs, soil structure and soil composition. Together with any chemical analysis or data, which will must include parameters such as; heavy metal TPH, PAH and asbestos. Before accepting into site for processing, a detailed visual inspection will be undertaken to ensure suitability.

Suitable subsoil material will be excavated and loaded into HGV vehicles in a careful manner to avoid compaction and to ensure the integrity of the soils. Suitable subsoil material will be transported via road to our soil processing facility located at Farlington, Portsmouth.

Subsoil shall not be stripped, handled, or transported if:

- In a sloppy or waterlogged condition.
- When the ground is frozen or covered by snow.
- When there are pools of water on the ground surface.

To minimise risks of damage to the soil structure, whenever possible, soil shall be moved directly from where it is stripped or manufactured to the receptors land.

2.2 Acceptance Criteria:

Provided that there is no suspicion of contamination, the wastes listed below are considered to be inert:

European Waste Catalogue Code	Description	Restrictions
17 05 04	Soils and stones.	Excluding topsoil, peat; excluding soil and stones from contaminated sites.
20 02 02	Soils and stones restricted to parks waste	Only from garden and parks waste; excluding topsoil, peat

3. Production Process**3.1 Processing/Treatment**

Suitable identified soil material for the production of topsoil or 'Recycled Multipurpose Subsoil' will be taken to our 'soil processing facility', located at Farlington near Portsmouth. All materials will be booked-in and identified with the following information and weighbridge ticket will be generated with the following information.

- Waste/Material description
- EWC Code
- Source including post code
- Supplier/Customer name
- SIC Code
- Date

Subject to initial visual assessment, the soil material will be deposited in the designated storage area and each load will be inspected further, to visually confirm, no deleterious materials are present within the deposited loads of soil material.

Once inspected on site and accepted, the soil materials will be processed through a mechanical screening and sizing process, to meet the grading requirements of the BS8601 or BS3882:2015 specification ('Recycled Multipurpose Subsoil' or 'Topsoil').

Any material that are not suitable for the purposes of processing, will be rejected and sent to suitably permitted waste facility.

Staff utilised in the production of the 'Recycled Multipurpose Subsoil' will be trained in the requirements of the process and how to meet the details required for the BS8601:2013/BS3882:2015 specification.

All on site processing plant and machinery will be serviced regularly and maintained to the manufacturer's specifications. Detailed records will be kept of all the plant maintenance undertaken on site.

In the context of soil profile construction, the subsoil is also an important medium for root growth since it provides reserves of water and available plant nutrients and mechanical anchorage.

3.2 Finished product storage

Finished processed soil materials will be stockpiled in a designated holding area, awaiting testing and analysis. The material will not be sold or used until the relevant testing has been completed and results received.

3.3 Subsoils testing

Testing

The sample for testing shall be mixed thoroughly and subdivided by quartering, riffing or another suitable method to produce a reduced sample of not less than 1 kg. The reduced sample shall be labelled clearly.

All 'Topsoil' and 'Recycled Multipurpose Subsoil' material will be tested at an accredited MCERTS/UKAS laboratory and analysed to BS3882: 2015 or BS8601:2013 specification. To include the following parameters:

- Soil texture
- PH
- Mass loss of ignition
- Carbonate content
- Exchangeable Sodium percentage
- Electrical conductivity
- Potential phytotoxic elements
- Other contaminants

Additional testing to be undertaken.

- Heavy metals
- TPH
- PAH
- Asbestos detection test.

Frequency of all the above testing will be undertaken on a monthly basis or 2500 tonne. See below.

Testing and frequency regime soils

01 March 2021

Material	UKAS Test/Routine	Frequency
Sub-soil BS: 8601:2013	Asbestos detection test - HSE Guidance note HSG248	One per 10 production days or 2500 tonnes
	Soil guide values: MCERTS - UKAS accredited	
	Heavy metals	One per 10 production days or 2500 tonnes
	TPH	One per 10 production days or 2500 tonnes
	PAH	One per 10 production days or 2500 tonnes
	BS: 8601:2013	
	Soil texture - BS ISO 11277:2009	One per 10 production days or 2500 tonnes
	Mass loss of ignition - Annex B	One per 10 production days or 2500 tonnes
	Maximum coarse fragment content - BS ISO 11277:2009	One per 10 production days or 2500 tonnes
	Soil PH - BS ISO 10390:2005	One per 10 production days or 2500 tonnes
	Carbonate - Annex C	One per 10 production days or 2500 tonnes
	Exchangeable sodium % - Annex D, E & F	One per 10 production days or 2500 tonnes
	Electrical conductivity - Annex F	One per 10 production days or 2500 tonnes
	Potentially phytotoxic elements	One per 10 production days or 2500 tonnes
	BS ISO 16729:2013	
	Other contaminants - Annex G	One per 10 production days or 2500 tonnes
	Textural classification - BS 8601	One per 10 production days or 2500 tonnes

Ref: Testing and frequency regime EofW

3.4 Non-conforming product

A processed soil material that fails any of the above tests will be segregated and stored separately from other material. Any failed sub soil material will not be used as a product and categorised as a waste and sent for disposal to a suitably permitted facility. A 'non-compliant subsoil' form will be used to record the details of the non-compliance.

A corrective action will be raised to investigate the reasons for the failure.

4 Supply

4.1 Final and end use

In the context of soil profile construction, the soil/subsoil is also an important medium for root growth since it provides reserves of water and available plant nutrients and mechanical anchorage.

The intended use and application for 'Recycled Topsoil and Multipurpose Subsoil' (BS3882:2015/BS8601:2013) finished product will be as follows:

- Residential gardens with plant uptake
- Landscaping for commercial and industrial use
- Turfing and seeding projects
- To improve existing land

All the above applications will be undertaken prior to the use of a topsoil medium or turf application,

Following all sales enquiry, the customer will be given the following information in relation to the Subsoil -BS8601:2013 or BS3882:2015

- Contract to supply and deliver BS8601/BS3882 topsoil/sub soil
- Current test and certification
- Chemical analysis
- Asbestos detection test
- Delivery notes with date
- Product description
- Volume supplied
- Invoice (if required)

The above process will ensure a viable product is produced to meet current demands for a soil alternative.

4.2 Complaints

All customer complaints will be recorded with all the relevant details on 'customer complaint' form and dealt with by member of the senior management team. All remedial actions will be added to the 'customer complaint' form before closure.

Records shall be maintained of all non-conformances indicating the following:

1. Material type.
2. The stage in the process.
3. Quantity involved.
4. Nature of the non-conformance.
5. The assessment and disposition decision.
6. Results of the investigation.
7. Corrective action taken.

5. Management Review

Management Reviews shall be held to consider all aspects of the operational process along with the Management System.

The following items shall be discussed at the reviews:

- Internal and external audits.
- Operational performance.
- Customer feedback.
- Raw material supplier performance.
- Complaints and non-conformances.
- Preventive action.
- Training and recruitment.
- Plant and equipment.
- Suggestion scheme.
- Objectives and KPI's.
- MSM and local procedures.

Review

Management Reviews shall be held quarterly and shall be chaired by a senior manager.

Minutes of the review shall be taken and made available to all employees based at the location covered by the review.

6 Resource management

6.1 People

Personnel shall be assigned responsibilities on the basis of education, skills, competencies, experience and training.

The Human Resources Manager shall maintain records in line with 'GDPR' for personnel with evidence of experience, skills, training.

Competence, Awareness and Training

All staff shall be made aware of their responsibilities under the Management System, the Company's Objectives, current levels of achievement and the Quality Policy.

Departmental Managers, in conjunction with the Human Resources Manager, shall ensure that each position within the organisation has a Job Description, which details the specific responsibilities and skill, education, and experience requirements.

Personnel shall be appointed on the basis of their matching the requirements of the Job Description.

All new personnel, on commencement of their employment, shall be issued with an induction package that shall include a Quality Awareness Guide and the Quality Policy. Thereafter, and where applicable, ongoing training shall continue until such time as their competency level has been assessed as satisfactory.

At least once per calendar year, all staff shall undergo an appraisal of their responsibilities and level of competency with their Manager.

The appraisal topics shall include the relevance and importance of their activities, the effectiveness of any training undertaken during the period and to identify areas where any improvement can be made.

Training identified during these appraisals shall be agreed and arranged in conjunction with the Human Resources Manager.

6.2 Plant, Equipment & Stores

The Operations Manager and Plant Manager are responsible for the maintenance of all plant and equipment in accordance with the L&S Waste Management, Health & Safety Guidance Notes.

The requirements for plant and equipment shall be reviewed and established in response to the Company's performance and business objectives.

Plant & Equipment

All plant shall be serviced in accordance with the manufacturer's recommendations by an approved contractor.

A planned maintenance schedule and service history record shall be maintained for all plant. All record will be maintained and stored at the head office in Fareham.

Daily check sheets will record any plant defects recorded for action

Weighbridge

The Operations Manager/Yard Foreman shall ensure that the weighbridge is calibrated at the following frequencies:

- Initially
- 12 monthly
- In case of doubt
- After comprehensive repair.

The calibration will be carried out by an approved subcontractor to a procedure agreed by the Operations Manager to an accuracy of ± 20 Kg.

All reference items used in the calibration will be traceable to National Standards. Record will be kept on site.

6.4 System Administration

The operations manager is responsible for the control of the Management Systems Manual and shall issue controlled copies as appropriate.

Management system documentation shall be identified with the following:

Title.

Date of issue.

A register of all holders of the Management Systems Manual shall be maintained as follows:

Name

Location

Date of Issue

Copy Number.

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5 Internal Audit

Responsibility

Management team and Quality Improvement Advisors.

Frequency

Audits will be undertaken of the system quarterly. The audit schedule shall detail the previous internal audit date and the intended month during which the next audit is to take place.

Frequency of audits shall be determined by past performance, changes in the system, and any other operational factors that indicate problems with the system.

Audit Procedure

Audits shall be conducted in a friendly, systematic and uncompromising fashion to ascertain the strengths and weaknesses of the process and the management System. All findings and comments will be recorded on the 'process audit form'.

Categorisation of Audit Findings

The audit manager shall allocate a category level for findings observed as follows:

Category A	An area of Innovation, Best Practice, or significant Improvement.
Category 1	An absence or total breakdown of a system or procedure.
Category 2	A deficiency leading to potential quality problems or a number of minor deficiencies within a procedure.
Category 3	A minor deficiency within a procedure.
Observation	Not a deficiency within the system but an area which the auditor highlights as requiring further consideration or improvement or considers to be a potential area of risk.

Corrective Action

The audit manager shall prepare a corrective action plan detailing the root cause of the non-conformance, actions to be taken, and evidence of effectiveness of the corrective action taken, person responsible, and the completion

On completion of each corrective action the person responsible shall endorse the plan with his signature as confirmation and to provide evidence of close out.

6.6 Control of Records

The Operations Manager will be responsible for managing the process of record keeping.

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Electronic Records

Computerised records shall be maintained in accordance with Standard Company Practice.

Proof of Deliveries (PODs)

Returned PODs shall be maintained in the office for archiving.

Superseded Documents

Superseded documentation shall be marked accordingly. One copy of all superseded documents shall be retained.

Outgoing Documents

All outgoing documents shall have the customer order number, and address which can be cross referenced with the quote.