

Isle of Man
energy-from-waste facility

WASTE ACCEPTANCE CRITERIA



SUEZION - 2211 03



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1. Introduction

The purpose of this Waste Acceptance Criteria is to identify which waste can be accepted for treatment at the Isle of Man energy-from-waste facility and which cannot. This is not only to enable SUEZ to fulfil Duty of Care and Environmental Permit requirements, but also to prevent unsuitable materials causing operational problems and/or damage to the Isle of Man energy-from-waste facility (“the Facility”).

By completing the haulier induction with SUEZ Recycling and Recovery Isle of Man Ltd, you acknowledge that you have read, understood and agree to the terms of this booklet relating to the use of the Isle of Man energy-from-waste facility.

2. Acceptable waste

“Acceptable waste” means: waste arising from, and normally collected for disposal from, residential households and commercial or institutional establishments; waste which is within the scope of that allowed in SUEZ’s Environmental Permit; and waste which does not contain wastes in quantities and/or concentrations which require special handling as defined in the non-conforming waste types shown in section 3 of this Waste Acceptance Criteria.

Acceptable waste may include leaves, twigs, grass and plant cuttings, paper, plastics, glass and other constituents that normally appear in household or commercial waste.

It is the responsibility of the haulier delivering waste to the Facility to ensure the load only contains acceptable waste. In all instances where waste does not conform, it is the haulage company’s responsibility to remove the waste from the Facility when asked to do so. SUEZ will not deal with a third party even if that party is the originator of the waste.

Waste type and definition	Appropriate disposal point
All forms and quantities of asbestos [zero tolerance*]	Call waste management on 686540
Animal carcasses greater than 10kg	Call animal waste processing plant on 686811
All batteries greater than 1kg	Call waste management on 686540
Industrial chemical wastes	Call SUEZ on 695260 to arrange specialist disposal
Infectious category A clinical wastes, including sharps	Call SUEZ on 695260 to arrange specialist disposal
Explosives/firearms in any quantities	Call waste management on 686540
Fire extinguishers greater than 2kg	Call waste management on 686540
Gas cylinders greater than 1kg	Call waste management on 686540
All hazardous waste – any items classed as dangerous goods under ADR	Call SUEZ on 695260 to arrange specialist disposal
All bulky waste – e.g. safes, bedframes, sofa bed frames, metal framed sofas and armchairs, bike frames, cement mixers, lawnmowers, heating oil tanks and all other items of similar size to those listed here.	Should be recycled via scrap metal dealers or call waste management on 686540
Any loads containing plasterboard or gypsum [zero tolerance†]	Call waste management on 686540
Radioactive wastes of any types – e.g. items containing thorium	Call waste management on 686540
Tyres greater than 1.07m in diameter. The largest acceptable tyre size is 315/80/22.5. Tyres of larger width or rim size must be cut into quarters.	Tyres greater than 1.07m must be cut into quarters before being accepted. Dedicated tyre loads are acceptable in this size.
Large waste electrical and electronic equipment – e.g. fridges, freezers, cookers, tv sets, microwaves etc	Call waste management on 686540
Large tree trunks/branches/stumps, wooden beams, railway sleepers, telegraph poles, scaffold planks etc. greater than 7cm in diameter or width and 2m in length	Cut all oversize items down to 2m maximum length and 7cm maximum diameter / width or call waste management on 686540 for alternate disposal route.
uPVC window frames or doors	Call waste management on 686540

3. Non-conforming waste which must not be delivered to the facility

The following table provides details of the waste types which will not be acceptable for processing through the Facility and shall be considered as “non-conforming waste” and therefore be susceptible to a reloading charge if found in spot checks. Handling and, where waste is accepted following inspection, disposal fees apply to non-conforming waste found within waste loads delivered to the Facility.

* We operate a zero tolerance policy. Hauliers found to be delivering asbestos will have deliveries suspended pending review by SUEZ and the Department of Infrastructure.

† We operate a zero tolerance policy. Hauliers found to be delivering plasterboard or gypsum more than twice may face a ban from site.

4. Non-conforming waste types which have more suitable disposal routes than the energy-from-waste facility

The following table provides details of waste types which should not be delivered to the energy-from-waste facility, but taken to other facilities for recycling or disposal.

Waste type and definition	Most appropriate disposal point
All batteries	Should be recycled at a civic amenity site.
Bituminous roofing felt	Call waste management on 686540
Building bricks and blocks	Construction and demolition waste recycling facility or inert landfill
Car or motor bike parts/engines	Should be recycled via scrap metal dealers or call waste management on 686540
Fibre glass	Call waste management on 686540
Fluorescent light tubes	Call waste management on 686540. Household items can be taken to a civic amenity site.
Glass	Household waste glass should be recycled at a civic amenity site, bring bank facility or via a kerbside recycling scheme. For commercial waste glass, call waste management on 686540.
Greater than 5% per load of paving stones / concrete / cement / stones / rocks / soil / rubble	Construction and demolition waste recycling facility or inert landfill
Greater than 5% per load of ceramic tiles	Construction and demolition waste recycling facility or inert landfill
Liquids/sludges greater than 10 litres	Call waste management on 686540
Medicines in large quantities	Disposal at a chemist
Metal cans – e.g. Food and drink cans	Household waste cans should be recycled at a civic amenity site, bring bank facility or via a kerbside recycling scheme. Commercial waste should be recycled via scrap metal dealers.
Oil – e.g. cooking oil, engine oil, machine oil – in quantities greater than 10 litres	Disposal at a civic amenity site or contact SUEZ on 695260 for large quantities.
Paint in quantities greater than 10 litres	Household waste paint can be disposed of at a civic amenity site or contact SUEZ on 695260 for large quantities.
Small waste electrical and electronic equipment – e.g. phones, hair dryers, radios	Call waste management on 686540
Soil/rubble contaminated with oil	Contact SUEZ on 695260 for large quantities or call waste management on 686540.

5. General spot checks

Where a vehicle is selected for a general spot check, the driver will be required to reverse the vehicle into the designated spot check bay and eject the load onto the floor.

The driver should then park the vehicle in the reception hall and wait in the vehicle for an inspection to be carried out. This will take approximately 20-30 minutes.

Once the check is complete, there are three possible outcomes:

1. The load is verified as being acceptable and the driver is permitted to leave site and the waste will be loaded by SUEZ into the reception pit. No handling charge is applied.
2. The load is found to contain material which is acceptable, but should have been entered under a different EWC code at the weighbridge. In this instance, the EWC code will be changed.
3. The load is found to contain non-conforming waste. See the following non-conforming waste section.

Customers who have delivered non-conforming waste may be subjected to increased waste spot checks by SUEZ to check for non-conforming waste until such a time that SUEZ are confident the customer is checking their loads prior to delivery to the Facility.

6. Non-conforming waste procedure

All hauliers and drivers who wish to deliver to the Facility are required to abide by this Waste Acceptance Criteria and must not deliver non-conforming waste regardless of its origin. It is the responsibility of the haulier delivering the waste to ensure the load does not contain non-conforming waste prior to delivering to the Facility.

Each load which is subject to a spot check inspection by SUEZ shall be photographed and allocated a unique serial number by SUEZ via the LCS phone system.

Where non-conforming waste has been found in the load, the non-conforming waste will be photographed and reloaded onto the haulier's vehicle for removal. If the entire load is non-conforming, then the entire load shall be removed. SUEZ will charge the Department of Infrastructure a handling charge for the reloading. The Department will recover these charges from the customer.

In instances where waste is discharged into the pit and non-conforming waste is discovered, but the vehicle has left the Facility, the CCTV footage will be reviewed to confirm which haulier delivered the waste. The waste will be removed from the pit and that haulier shall be required to return to site to remove the non-conforming waste from the Facility within 24 hours.

7. Handling and disposal charges

A two-day Facility shutdown due to a blockage costs approximately £35,000 on each occasion. It also: exposes SUEZ staff and contractors involved with clearing the blockages to increased risks; significantly increases the carbon footprint of the Facility due to the amount of oil required to cool down and warm up the plant; and increases damage to the Facility through increased unscheduled heating cycles.

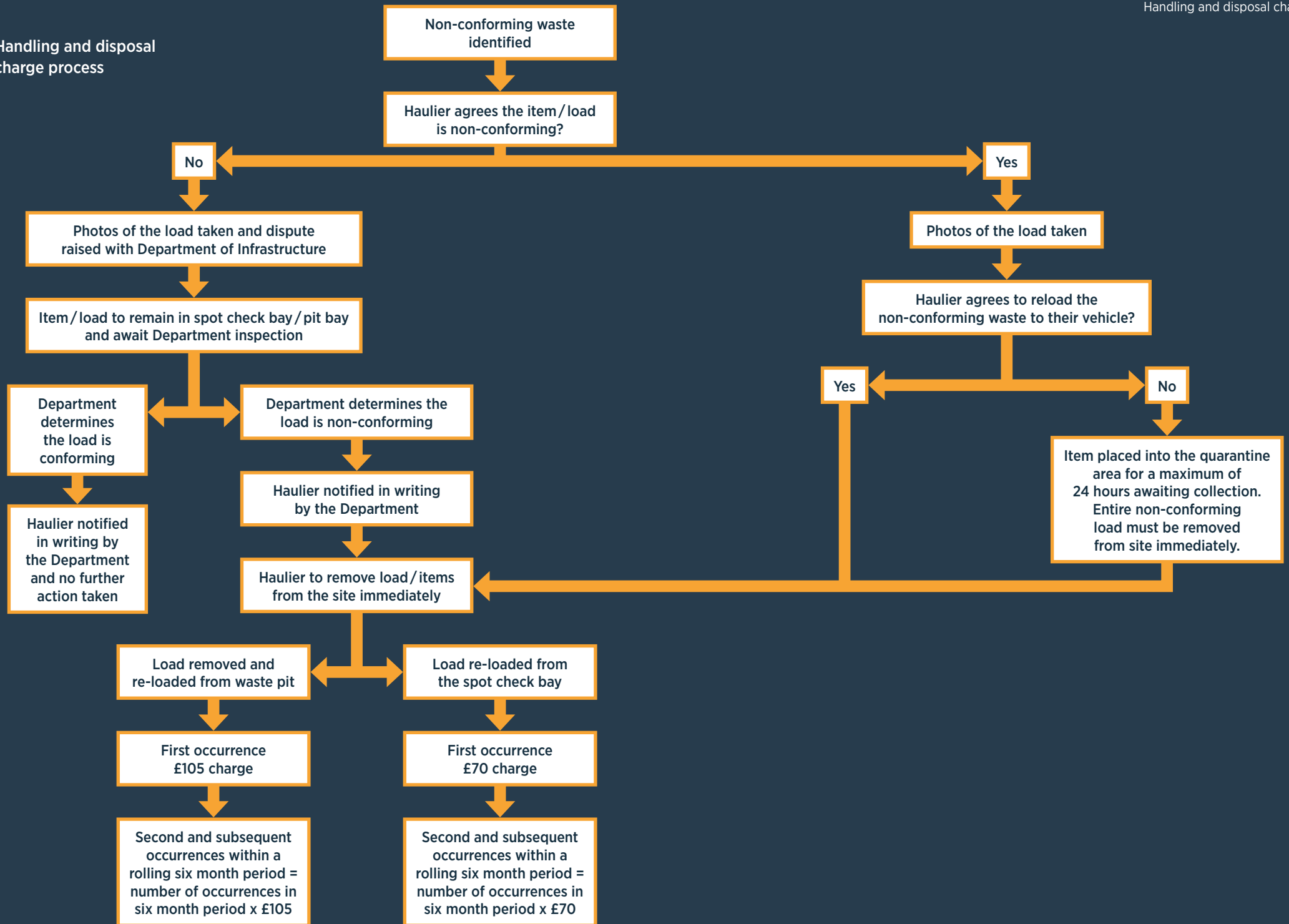
In an average year, the Facility will have five deslagger blockages at a total cost of £175,000 per year.

The handling / disposal charge for non-conforming waste is to cover the costs to SUEZ for managing the non-conforming waste. It is intended to act as a deterrent to hauliers delivering items which can cause blockages. All occurrences of non-conforming waste delivered will be subject to the handling fee.

The Department will pass this charge onto the customer of the waste. A standard handling fee of £70 will apply to any load that has to be reloaded from the reception hall spot check bay. A handling fee of £105 will apply to a load which has to first be recovered from the waste pit before being reloaded. The Department will invoice the customer directly for these charges.

Each non-conforming load will be recorded. If another non-conforming load is identified within a six-month rolling period, the handling fee will be subject to a ratchet mechanism – i.e. a second load having to be recovered from the waste pit would be charged at £210 and a third load would be charged at £315. Charges will continue to ratchet for each occurrence within the rolling six-month period. These costs and the rolling period will be subject to periodic review.

Handling and disposal charge process



8. Quarantining procedure

The Facility has a designated quarantine area for the purposes of segregating non-conforming waste. Any load or part thereof which is considered by SUEZ to be non-conforming waste may be removed from the pit to the quarantine area.

Any waste sent to the quarantine area shall be inspected to determine any hazards. Sampling and analysis of the waste may be required to identify its characteristics and hazardous nature.

Where sampling and analysis is required, all costs incurred by SUEZ will be passed onto the Department of Infrastructure which will recover these costs from the Customer. Where waste is determined to be hazardous and a risk to site users – e.g. asbestos – the reception hall will be closed until the area is made safe. All costs incurred from the sampling, cleaning operation and from contractual penalties incurred by SUEZ for not being available to accept waste will be passed onto the Department of Infrastructure which will seek to recover these costs from the Customer.

9. Customer complaints procedure

A customer complaints procedure is in place at the Facility. Any customer with a complaint should call the main customer phone number 01624 695270 and discuss the complaint with the office manager. All complaints will be registered on an internal system and resolution will be sought as quickly as possible.

In the event of any disputes regarding non-conforming waste, a complaint must be made to SUEZ within one working day of the customer being notified. Please note it is not the responsibility of SUEZ operatives working in the reception hall to engage in discussion with the haulier. For audit purposes, a photo will be taken of the item and any disputes will be settled by the Department of Infrastructure. CCTV recordings may also be relied upon in the event of any dispute.

All complaints related to charges should be raised with the Department of Infrastructure.

10. Non-conforming waste examples and consequences

Steel stanchions over six foot long

One of these caused a plant blockage costing over £25,000. The other was luckily found by the crane driver before it caused another blockage.

The plant had to be shut down and cooled to allow SUEZ staff and contractors to dig this item out from a confined space, exposing personnel to increased risks.

These should have been taken to a scrap metal dealers for recycling.



A wheelie bin

This wheelie bin was recovered from the waste pit. It would have blocked the feed chute if it had not been found. This could have resulted in having to shut the plant down to cut it out of the chute at a cost of over £25,000.

This should have been cut into eight equal pieces before being delivered to the Facility.



Coach seats

These coach seats would have caused a blockage in the feed chute or deslagger which would have resulted in having to shut the plant down for two days at a significant cost. The foam and fabric could have been delivered to the Facility and the metal frames should have been taken to a scrap metal dealer for recycling.



Purlins

These purlins were recovered from the waste pit. Had they progressed further, they would have blocked the feed chute or feed ram and considerable structural damage would have occurred to the steelwork, requiring plant shutdown and costly repairs. A similar item caused damage to this area in 2015 and resulted in over £90,000 in repair costs alone.



Tyres

These tyres were removed from the waste pit. Had they progressed further, they would have blocked the feed chute and the plant would have to be shut down to cut them out. If cut into quarters, these could have been delivered to the Facility.



Steel frame

This steel frame caused a blockage in the ash extractor and resulted in a two-day shutdown of the plant to allow it to be cut out. This cost over £25,000 and exposed staff to increased health and safety risks.

This should have been taken to a scrap metal dealer for recycling.



Tree stump

This tree stump resulted in a deslagger blockage which required a two-day plant shutdown. Staff and contractors had to dig the ash and metal from around the stump, then use a chainsaw to cut sections of it away until it could be pulled out of the deslagger exit chute using slings and block and tackle. This tree stump should have been cut up into two-inch-wide sections to be delivered to the Facility.



Metal frame

This six-foot-long metal frame blocked the deslagger, requiring staff to dig out the tangled ash and metal from around the frame. As a result, the plant was offline and unable to process the Island's waste for two days.

This frame should have been taken to a scrap metal dealer for recycling.



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