



Method Statement

Waste Services

Revision History

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1 Objectives

Project Co shall provide a comprehensive waste management service for managing and undertaking the safe segregation, handling, transport and disposal of all type of waste from designated internal storage points in wards and departments through to waste compound located at the FM centre prior to its final disposal.

The service shall be efficient, effective and timely utilising automated guided vehicles for internal transportation. The whole team will operate in a manner which is compliant with the waste management service for the operational and environmental aspects of the services at the hospital.

The waste management service shall be provided in such a manner as to minimise the risk to people and the environment. This will be achieved by adhering to all relevant legislation, policies and operational procedures.

Project shall provide a “cradle to grave” duty of care in its waste management responsibilities, including the final disposal of wastes consigned to licensed contractors. The Portering and Logistics Manager, will undertake regular inspections of all contractors associated with the Waste Management Service to ensure that they can demonstrate absolute compliance with statutory standards and requirements, law, codes of practice, Scottish Hospital Technical Note 3, NHS Scotland published technical requirements and related Board Waste Disposal Operational Policy.

Project Co will support the Board and contribute to promoting a clean and tidy impression of the site. This will be achieved through the use of the right mix of staff and equipment, effective ISO 9001:2000 management systems, clear performance targets and appropriate level of monitoring.

It is agreed between the Parties that the Method Statements shall not apply during the Transition Periods.

2 Management Supervision and Organisation Structure

The Waste Management Service is an integral part of the Central Support Team. Accordingly, the Waste Management Service falls under the remit of and ultimately reports to the Central Support Manager. The Waste Management Service shall be managed by the Portering and Logistics Manager. The Portering and Logistics Manager, supported by the Environmental Manager from the Regional Compliance Support Team, will interface with the Waste Management Operative located in the Waste Compound located at the FM centre on a day to day basis.

The Central Support Manager and the Portering and Logistics Manager shall maintain close proximity and open lines of communication, in terms of collection and disposal of waste management at ward and department level, with the Customer Support Teams thus facilitating the provision of a more proactive, responsive and customer focused service.

Project Co shall ensure that the Portering & Logistics Manager and Team Leaders have the skills, knowledge and qualifications to provide the leadership, motivation and monitoring required to deliver the quality of services demanded by the Board. Project Co shall also ensure that the Waste Management Operative, working in the waste management central compound, gets the support, guidance and training in order to fulfil the requirements of the Service Level Specification.

The Portering & Logistics Manager shall report directly into the Central Support Manager who reports to the Contract Director.

The Waste Management Service shall be delivered by the whole team but will be managed by the Portering and Logistics Manager. The Waste Management Operative shall operate in conjunction with other members of the portering team. All portering functions shall operate as one team to deal with the requirements of the service. The Portering & Logistics Manager shall oversee the Portering Service provision which includes the Waste Management.

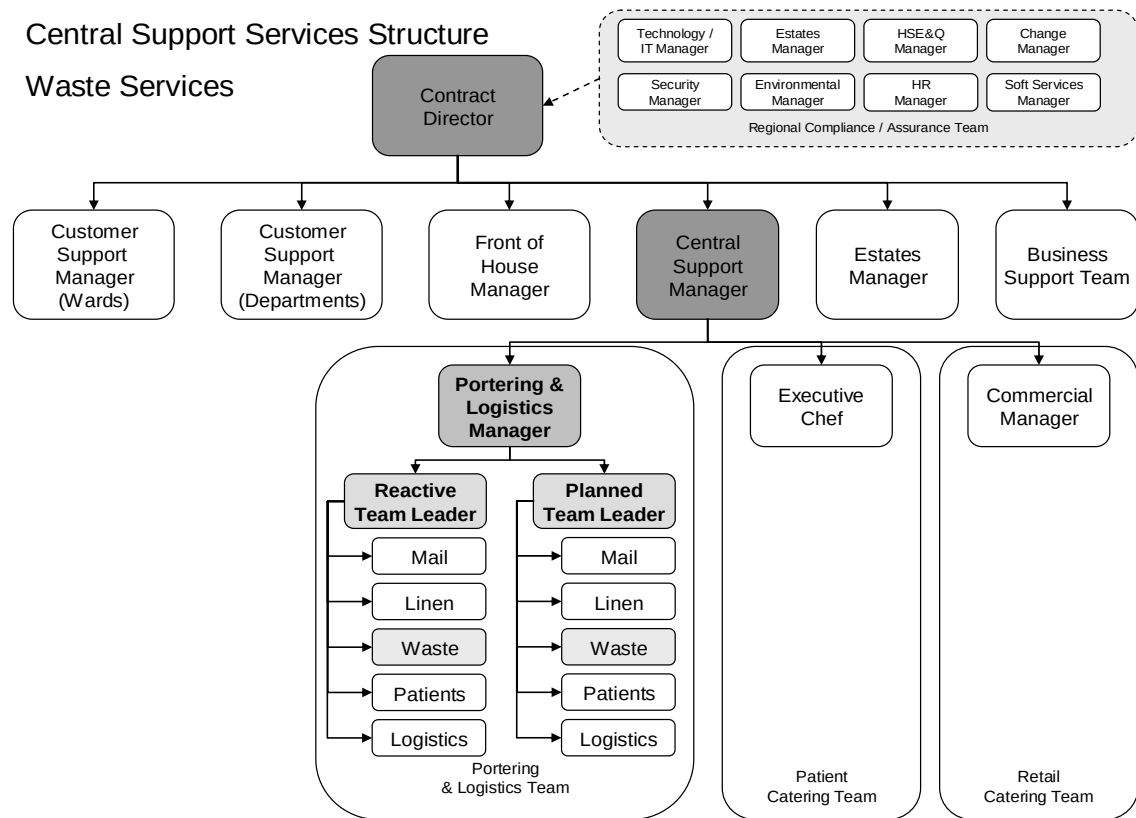
Project Co shall use PDA/Equivalent to ensure that communication between the entire team including the: Customer Support Services Managers; Central Support Manager; Portering & Logistics Manager; Team Leaders; Porters; and Waste Management Room Staff is as effective as possible to ensure smooth operation of the service

Project Co shall verify that the Waste Management Service meets the minimum standards as identified in Appendix A and Table 2 of Waste Management Service Specific Specification by the introduction of 10% spot checks. This shall be done by the staff carrying out 10% check of the Waste Management Service process as it is collected from the wards and departments on a monthly basis. If unsatisfactory further checks shall be carried out and Board shall be informed so that action can be taken with the ward or department.

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Waste Services Organisational Chart – Figure A



3 Scope

In all areas the Portering and Logistics Manager, supported by the Regional Compliance Support Team, shall ensure that the Waste Management Service complies with all relevant legislation and guidelines such as: Controlled Waste Regulations 1992; Special Waste Regulations 1996 and amendments; and the Environmental Protection Act 1990.

The Waste Management Service will be provided on a 24 hours a day 365(6) days per year basis and be responsible for the management of all waste produced within the site. This shall include but not be limited to the following types of waste: clinical waste (groups A-E) including sharps; hazardous and special waste; confidential waste; non-clinical domestic waste; recyclable waste.

Radioactive waste shall be held in the hot room within the Radiology department or other areas where radioactive waste is produced and collected by the specialist waste contractor. The Boards Radioactive Protection Advisor shall retain responsibility for the safe disposal of radioactive waste. The Boards Radioactive Protection Advisor shall manage the specialist waste contractor and organise the collection of radioactive waste. Project Co shall escort the Specialist Waste Contractor to the Radiology department where the Board shall issue a consignment note to the Contractor who will collect & remove the waste. For the avoidance of doubt, Project Co will not carry out the movement of radioactive waste.

Project Co will create a documented waste management cycle process, which will form part of Environmental Aspects contained within the ISO 14001 Environmental Management System (EMS) and the Quality Plan. The EMS will deal with: waste segregation; handling and departmental storage; waste collection from departmental storage, transportation and bulk storage; waste treatment (compaction) and disposal, excluding clinical and special (radioactive, pharmaceutical).

Through the Portering and Logistics Manager and the Environmental Manger, Project Co shall provide on-going training, education and advice to transferring Board Employees and Project Co Staff regarding waste management issues.

4 Work Schedules and Procedures

4.1 Staff Competences

SP01a

Waste will at all times remain segregated throughout the waste handling process. Clinical waste containers and recyclable waste containers will be placed in the local disposal holds for the collection and short-term storage of clinical waste. All waste streams will be transported from the wards and departments to the FM hubs by Project Co Domestic Services staff. Domestic waste will be disposed of via the gravity fed waste chutes by Project Co Domestic Services staff.

The automated guided vehicles will collect the waste containers from the local disposal hold, contained within the FM Hub and waste holding chute rooms at lower ground level for transportation to the waste compound located at the FM centre.

The domestic waste will be tipped into a compactor in the FM area with the recycling containers being segregated according to their contents. The waste containers are then put through a bin wash prior to being returned to the local disposal holds. These waste containers will be exchanged for full dirty waste containers.

Clinical waste will be moved by the automated guided vehicles from the FM hubs to the waste compound according to an agreed schedule.

Clinical Waste will be collected from the waste compound at the FM centre by the Board's Clinical Waste Contactor in the locked bins provided. These bins have been specified by the Board as 1250 x 760mm four wheeled, lockable bins. All other waste will be collected from the waste compound by approved waste contractors for final disposal using the method for the specific waste stream. Project Co will agree with the Board the quantity of empty clinical bins to remain on the hospital site to ensure there is enough bins for Project Co to fulfil its obligations under the Waste Management Service.

Clinical waste bin keys shall be provided to Project Co by the Board.

The automated guided vehicles will utilise the dedicated FM lifts and FM routes at all times. This collection will be on a scheduled basis to cause the minimum of disturbance to building users.

The automated guided vehicles will deliver the waste containers to separate storage areas within the waste compound in order to ensure that no cross over of waste steam is possible.

Training for all personnel will re-enforce the importance of waste segregation at all levels in order that risk and cost is minimised.

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- SP01b Waste reduction and minimisation will be achieved by a concerted effort to recycle as much as possible thus reducing waste from the principal waste streams. Cardboard will be separated at ward level by project Co Housekeeping or domestic staff. Cardboard shall be placed into recycle containers held within the waste disposal holds. The Automated Guided Vehicle System shall transfer the waste from the waste disposal rooms to the waste compound. Cardboard shall be placed into a dedicated compactor by the Waste Operative, ready for collection by Project Co's waste contractor. Additional items, to be agreed prior to service commencement, for recycling will be placed in the recycling containers at ward level for disposal in the appropriate manner by Project Co. Continued vigilance will ensure that waste has been segregated into the correct stream and therefore keep costs to a minimum.
- Project Co will maintain accurate records to assist with monitoring trends in the waste system that will highlight any shift in the pattern.
- SP02 The Portering and Logistics Manager will ensure that there is sufficient stock of all waste containers. This will be maintained with the porters responsible for the movement of waste making daily checks to ensure sufficient numbers are available at each location. Stock will be maintained to such a level to allow for maintenance and cleaning of reusable containers.
- Project Co will provide, maintain and replace as necessary all equipment and consumables required for the delivery of the Services.
- For the avoidance of doubt the following equipment and consumables, but not limited to, are excluded from Project Co's provision and shall be provided by the Board:
- hand soaps, toilet rolls, hand towels, disposable paper for clinical purposes, locker bags and kitchen rolls;
 - crockery and cutlery, employee meals, hospitality services and vending to the Forth Valley Community;
 - Board Contractor clinical waste bins and sharps bins;
- Standard black sacks will be 120 gauge.
- Standard yellow and orange sacks will be 120 gauge
- Heavy duty black sacks (for catering use only) will be 160 gauge
- Heavy duty yellow sacks (for theatre use only) will be 180 gauge
- SP03 A schedule of waste collection will be created prior to service commencement to provide for the minimum of disturbance to building users. The schedule will reflect the normal demands of each ward and department and accommodate these. In the event that the schedule has not been met a reactive service will be provided by the porters to rectify the situation within the appropriate rectification time. The reactive service request will be raised via the Helpdesk.

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A schedule shall be agreed with the Board's Clinical Waste Contractor for the collection of full and delivery of empty clinical waste bins. This schedule will reflect the needs of the Service Level Specifications

SP04a - c

Emergency, Important and Routine Service Requests will be facilitated via the Helpdesk as a central co-ordination point for all reactive tasks. The shift Team Leader will ensure that the task is allocated to the most suitable resource via a PDA/Equivalent

Live feedback from the Helpdesk system will clearly show any requests which are in danger of not being completed in a timely manner as follows. Requests will be rectified within the agreed time scales.

SP04d

In the event that a planned collection is not carried out as agreed, a reactive service will be raised with the Helpdesk. This system will automatically highlight that a planned collection has been missed by an automated guided vehicle and alert the porters. The closest, most suitable resource from the portering team will be dispatched to immediately carry out the collection to avoid an overflow of waste.

SP04e

The Helpdesk Operator will facilitate and expedite the rectification of a reactive collection that requires an urgent response by reporting the situation to a Portering Team Leaders who will alert operational personnel and ensure that they are responding to the request. A PDA/equivalent will allow for direct contact to all portering personnel and ensure a speedy response.

The Waste Management Service response and rectification will ensure an event is made safe or, distribution caused by an event is minimised, and shall be responded to in line with the response and rectification times described in Appendix B of the Waste Management Service Specific Specification.

The Waste Management Service delivered shall meet the standards set out in Appendix A of the Waste Management Service Specific Specification.

SP05

Waste will be transported through dedicated FM routes, via dedicated FM lifts and into local waste holding rooms by Project Co staff. Waste will be transported by the automated guided vehicles from the FM Hubs and waste chute rooms to the central waste compound located in the FM centre.

The local waste holding room will be cleaned by the domestic services team to the required standards in line with the agreed frequency. The central waste holding area in the FM centre will be cleaned and kept tidy by the Waste Management Operative on a daily basis.

Domestic waste will be disposed of at ward or department level by use of gravity fed waste disposal chutes. Waste will be collected at the domestic waste chute room on the lower ground floor.

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The Portering and Logistics Manager will ensure that all waste outputs are transported to the waste compound by the automated guided vehicles as per an agreed schedule whilst ensuring that the service standards, as described in Table 2 and service times described in Table 3 of the Waste Management Service Specific Specification, are met.

SP06

The Segregation at source is the key to any successful waste management policy. Project Co will support the waste management procedures in the use of colour coded bags and receptacles with a series of posters that will reinforce to both the Board's employees and Project Co's service staff the importance of following the correct waste stream and to help them identify which stream to follow. Board staff need to embrace the importance of waste minimisation and segregation.

For the avoidance of doubt, Project Co expects that the Board's Waste Management Policy is enforced by the Board.

All waste streams will have individual storage areas within the waste compound located at the FM centre. Each waste stream will be stored in accordance with current legislation, local regulations and the Board's Waste Policy. Clearly identifiable, colour coded waste containers will ensure correct storage for each waste stream. Incompatible locking and handling systems will ensure that waste cannot be disposed of from the waste compound via the incorrect disposal method

SP07

A trained, dedicated Waste Management Operative will ensure that all reusable containers are cleaned and disinfected after use and are suitable to return to service. Domestic and Recycling containers will be cleaned and disinfected by the waste management operative using the bin washer located in the central waste hold. Clinical Waste containers will be cleaned and disinfected off site by the Clinical Waste Contractor. In the event that the bin washer fails the bins shall be washed with a pressure washer and detergent.

Minor and routine repairs to domestic waste and recycling containers will be carried out on-site with the containers being sent off site for major repairs. Clinical waste containers will be repaired off-site by the Clinical Waste Contractor. Sufficient stock of all containers will be held to facilitate this process.

SP08

All waste will be transported in accordance with the law, local regulations and the Board's Policy. Any waste contractors will have the appropriate certification and licenses and be able to demonstrate competency in their area. All Project Co personnel will be fully trained in waste management at the commencement of their employment and will receive refresher training in line with Project Co's training procedures..

Any vehicles will be suitable equipped to handle the waste they will be carrying and all documentation will be in place prior to waste collection.

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All record and documentation will be retained and made available for inspection by the Board or regulatory bodies such as SEPA.

SP09 All waste records will be retained for inspection. Records will be received from waste contractors and checked against internal records. A Duty of Care Due Diligence audit will be carried out by the Portering and Logistics Manager and Project Co's Regional Environmental Manager to ensure waste management policies are being complied with and quantities of the different waste streams are in line with expectations, as per SP01b above annually. The results of this Audit and any variances in waste quantities will be brought to the attention of the Board by way of a report which details the variances.

Comparisons will be made with other acute general hospitals to ensure that waste levels are within industry norms. Where levels exceed norms a joint action plan will be developed to implement corrective action where necessary.

SP10 All Project Co waste handling staff will be offered the appropriate vaccinations. In the event of any member of staff declining the vaccination they will be referred to Project Co's Occupational Health Department for vetting. Project Co will respond in line with the Occupational Health Recommendations.

4.2 Duty of Care

SP11 All systems and procedures will be in accordance with all relevant legislation and will be documented in the Environmental Management System (EMS). A robust system of internal and external, independent auditing will ensure compliance. Details of the audit will be detailed in the Business Integrity Plan, a Project Co document containing terms of reference for Project Co internal and external audits and reviews, which will be created prior to service commencement.

In the event of a deviation from policy the Portering and Logistics Manager will, in conjunction with the Central Support Manager, ensure that remedial action will be taken to immediately address the situation – the action will be agreed with the Board.

SP12 The Portering and Logistics Manager will, in conjunction with the Environmental Manager, be responsible for the waste disposal contracts. Their task will be to ensure proper administration and management for the relevant waste streams, managing segregated waste, monitoring of waste and providing appropriate management information and advice to the Board on a quarterly basis.

The EMS and the procedures will be in accordance with all relevant legislation and the requirements of ISO 14001 and the Quality Plan. A

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robust system of internal and external, independent auditing will ensure compliance. In the event of a deviation from policy, remedial action will be taken to immediately address the situation. The above system will be applied to all contractors in a “back-to-back” system. Contractors will be selected by use of a strict set of selection criteria to include compliance with legislation and regulation, staff training and welfare and ethos of the company.

SP13

All Staff, including Board Employee’s involved in the handling of the Board’s waste will be trained in the safe and efficient handling of waste. Each person will be made aware of the importance of segregation and of the procedures involved in handling all types of waste. Additional, specific training will be provided to those personnel involved in the handling of special waste types.

Records will be maintained and reviewed on a six monthly basis with refresher training being provided as required.

All new personnel will receive a basic introduction to waste handling at induction and will be booked to attend a full training session on waste handling.

In the event of a situation where procedure has not been followed, immediate, remedial training will be provided and recorded.

5 Quality Standards

Project Co shall ensure that the delivery of the Waste Service shall meet the requirements of the Service Specific Specification and associated documents. The delivery shall be monitored and recorded in accordance with the Performance Parameters and any deviation from the required standard of service shall be rectified as soon as it becomes apparent.

These will be backed up by Project Co's Quality Systems.

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6 Contingency Plans

An indicative contingency plan has been provided below. Service specific contingency plans will be developed in conjunction with the Board and will be completed 3 months prior to Service Commencement for the individual service mobilisation.

Scenario:	Time Period:	Description of Contingency arrangements: To manage continuity of service.	
Triggers/ Escalation	When to invoke	Actions	Assumptions
Failure of the Board's Clinical Waste Management Contractor to discharge their contractual obligations	On notification by the Portering Service of a problem with the supply Clinical Waste Management Services.	Helpdesk to notify the Central Support Manager and appraise them of the situation. The Helpdesk shall notify the Board Representative to alert them to the situation and to allow the Board to make alternative arrangements for the supply of Clinical Waste Management Services. The Board's contingency plan will be followed. Waste shall be collected by the Boards contingency clinical waste provider until the problem is rectified and the service is restored to normal operation. Keep the Board Representative and Project Co's Central Support Manager apprised of the situation. Staff will be redeployed, at the Board's request and expense, to provide additional waste collection services. Where required additional staff to be brought in to assist with the situation. In extreme situations, at the Board's request and expense, additional, secure storage will be provided for the storage of clinical waste awaiting collection by the Board's Clinical Waste Management Supplier if required. Once the situation has been restored to normal service, the Helpdesk to notify the Portering Service, Board Representative and the Central Support Manager.	The Board's Clinical Waste Management Supplier will continue to provide Clinical Waste Managements Services in line with the agreed service levels. Boards waste management policy followed at all times. Board have alternative clinical waste management provider as part of the Boards waste management contingency.
Name/title of staff member authorized to invoke plan: Helpdesk Operator/ Central Support Management Team			
Criteria for returning to normal service: The Board's Clinical Waste Management Supplier restores service to the agreed level			
Procedures for returning to normal service: Inform Board Representative and FM Heads of Department.			
Protocol References: Helpdesk action card Ref. Portering action card Ref. Incident Report Record			