

Appendix C1: Training and Staff Competence Procedure

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Procedure: Training & Staff Competence

Reference	Status	Version	Owner
Operations_10.6	Authorised	9	Grace McCormack

Type	Sub-Type
Operations Manual	Training & Staff Competence

1. Purpose

The purpose of this procedure is to detail the level of competence and training required of all personnel and sub-contractors to enable them to carry out their activities.

2. Definition

None Applicable

3. Responsibilities

It is the responsibility of the each manager and team leader to ensure that their staff/team receive all necessary training and to ensure that this procedure is adhered to. It is the responsibility of the person providing training to ensure training is signed off and recorded.

4. References

External Training Requisition Form Operations 10.6.2



Training Matrix Training Matrix.xl



Employee Training Summary Employee Training Summary
New Employee Training Manual Cover

New Employee Training Manual Front Cove



Training Sign Offs Training Sign Offs.do
Employee Performance Management

Operations 18.2

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5. Procedure

Job Specific Training:





All staff should receive the necessary training to enable them to function effectively in their positions. In order to ensure this training is provided a New Employee Training Manual should be prepared for all new employees.

Preparing the New Employee Training Manual:

Prior to a new employee commencing work with Indaver Ireland Limited their manager/team leader must prepare their training manual. This will highlight what training the new employee must complete.

The training manual contains the following:

- New Employee Training Manual Front Cover
- Filtered Training Matrix (i.e. training plan)
- Employee Training Summary and
- Training Sign Offs

1. New Employee Training Manual Front Cover:	 New Employee Training Manual Front Cove	This is the front cover for the New Employee Training Manual which should be bound or placed in a folder.
2. Filtered Training Matrix:	 Training Matrix.xl	The Training Matrix outlines the minimum training requirements for different positions in the company.
3. Employee Training Summary	 Employee Training Summary	The Employee Training Summary enables the manager to outline what training is applicable to that employee and to track what training has been completed. (This should reflect the training requirements outlined for the relevant position on the Training Matrix).
4. Training Sign Offs	 Training Sign Offs.do	The booklet contains standard training sign off's for Company Induction, QESH Induction, QESH Software Induction, ADR/IMDG Awareness Training and Manual Handling Training as well as blank training sign off's which can be filled out with specifics at the time of training.

All items which make up the Manual should then be bound or put into a folder to ensure its safe keeping.

It is the employees managers responsibility to:

- Review the **Employee Training Summary** and indicate in the column titled "Applicable Yes/No", by

entering yes or no, if training is required in the areas listed. (This should reflect the training requirements outlined for the relevant position on the Training Matrix)

- Liaise with the different departments to **organise training** in these areas e.g. technical, QESH, commercial etc
- **Manage** the completion of all training within the employees first 6 months with the company
- Ensure all training conducted is **signed off** in the manual by both the trainee and trainer
- Conduct **3 month reviews** - The effectiveness of any training must be reviewed with the employee after 3 months. If the employee feels further training is required in an area then this should be immediately organised. Additional training is signed off in the "Sign of on Additional Training" section. If the employee feels they have received adequate and effective training then the employee and manager sign off to this effect in the "3 Month Review" section to signify that they feel they do not require any further training in this area.

For employees moving from one position to another within the company the Training Manual must be completed/updated to ensure that the person receives training in all areas relevant to their new position. Again this is their managers responsibility.

Training Manuals for new employees should be available for inspection by the QESH department as needed and upon completion must be forwarded to the QESH department for filing.

It is the QESH departments responsibility to ensure that the Training Matrix and the Employee Training Summary reflects and incorporates any new systems/procedures/activities and to issue new versions as required.

New Employee Induction Training:

All new employees receive the following induction training upon commencement of employment:

Induction Area	Scope
Company Induction	About Indaver NV About Indaver Ireland Limited Activities Organisational Structure Mission Statement Company Culture Performance Management Systems Employee Forum Goods Ideas Recognition Draw Websites IT Systems Employee Handbook Profit Share "Where are you" Working at Indaver
QESH Induction	QESH Management Systems QESH Management Structure QESH Policies Indaver Improvement Plan Quality Issues QESH Software QESH Website & Company Website Audits Compliance Customer Complaints

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	<p>Environmental Awareness Environmental Officers In House Recycling Energy & Resource Usage</p> <p>Health & Safety Awareness Safety Health and Welfare at Work Act 2005 Employers/Employees Duties Safety Statement (Layout and contents) Accident Reporting Safety Representatives Site Safety Rules Fire Safety Fire Extinguishers First Aid</p>
QESH Software Induction	<p>Accessing Software Desktop Shortcut Password</p> <p>Available Modules Procedures Controlled Documents Suggestions Box Management Review</p> <p>Change Requests Creating a new Change Request Viewing existing Change Requests</p> <p>Suggestions Creating a new Suggestion</p>
IT/Systems Induction	<p>Username/ID Desktop Outlook - "Where are you" Favourites Phone & Voicemail Timesheets</p>
Health & Safety Training	<p>Manual Handling Fire Extinguisher Training</p>

Personal Development Training:

An individuals personal development needs should be discussed by each employee and their manager on an ongoing basis. A formal review is conducted during the annual performance review session (as per the procedure **Operations 18.2** Employee Performance Management) and training needs for the following year should be reviewed in tandem with the future ambitions and personal interests of the employee. Progress towards completion of agreed training is reviewed at the quarterly goal setting sessions and further training for the coming period should be identified.

Approval of External Training:

All external training must be approved by the managing director. An External Training Requisition Form (**Operations 10.6.2**) must be completed and the form forwarded to the managing director for approval. If the training course is approved the form is signed by the managing director. The form is then returned to the person requesting the training and a copy is given to the Accounts department so the invoice for the training can be passed.

Upon completion of the external training certificates of attendance must be forwarded to the QESH department for filing.

Evaluation of Effectiveness of Training & Review of Training Requirements:

The level of competence of employees and the effectiveness of training is determined through internal audits. Opportunities for improvement (OFI's) and corrective actions are raised from these audits as necessary:

- Opportunities for improvement are raised where the need for further training is identified.
- Corrective actions are raised when an employee has not followed the relevant procedures. Biannual management reviews of corrective actions are carried out at the monthly QESH meetings and any trends which highlight a gap in staff training or competence are identified. These results are actioned and the appropriate training and resources are made available.

Training requirements are also discussed as an agenda item at the monthly QESH meetings. All training requirements and completed training is recorded on the Training Management Software and copies of training records are filed and maintained by the QESH department.

Training Sign Offs and Certificates:

A sign off or certificate for all training completed must be obtained and then forwarded to the QESH Department for filing.

As previously mentioned, once complete the new employee training manual must be forwarded to the QESH Department. However each time the new employee completes a new piece of training a copy of the sign off for the training undertaken must be sent to the QESH Department. A new copy of the sign off must then also be forwarded once the 3 month review of the training has been completed.

Certificates for all external training undertaken must also be forwarded to the QESH Department.

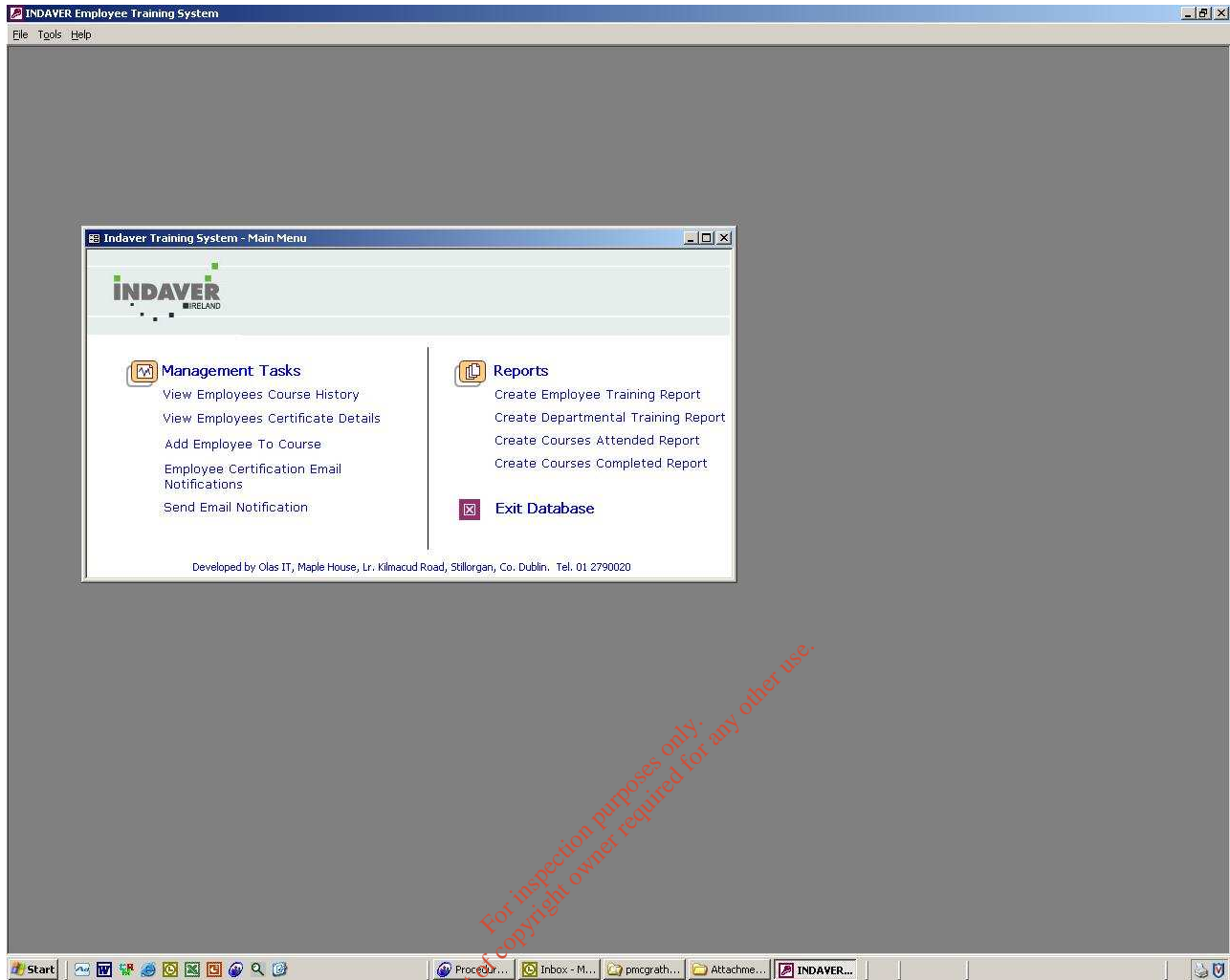
It is the responsibility of every person organising external training to ensure training certificates are received and forwarded to the QESH Department. For in house training it is the responsibility of the trainer to ensure a sign off is completed for each person completing the training.

Training Management Software:

Once sign offs or certificates are received all employee training is then recorded on the Training Management Software system. This system will generate various reports including;

- Courses attended by individual employees
- Courses attended by department
- Attendees of specific courses

The software automatically sends an email to the relevant manager if a member of their team is due refresher training. This ensures all training is completed in a timely manner.



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Training for Laboratory Staff:

Due to the specialised nature of laboratory work additional information is indicated below:

Specific test methods

For a laboratory staff member to be considered competent to perform an analysis, all associated SOPs must be read and understood. Following practical training, a competency test must be carried out by the trainee, as detailed below.

Competency tests

Where possible, an in-house standard is prepared by the trainer. This is analysed four times by the trainee. If an in-house standard is not feasible, the trainer and trainee conduct the analysis at the same time and the result for the trainer is taken as the true value.

Accuracy is determined as the % Recovery for most tests, except where this is not an appropriate measure of accuracy. An example of an inappropriate test is pH, where the required accuracy is better measured as a fixed range instead of a percentage. % Recovery is calculated from:

$$\% \text{ Recovery} = (\text{Measured Value} / \text{True Value}) * 100\%$$

Precision is determined as the difference between duplicates as a percentage of the mean:

$$\% \text{ Precision} = (100 * (x1 - x2) / \text{mean}(x))$$

The level of accuracy and precision which must be achieved in order to demonstrate competence is dependent on the test. The table below presents the limits.

Analysis	% Recovery	% Precision
CV	80-120%	10%
pH	+/- 0.2 pH unit 7070	1%
Volatile organics	70-130%	20%
Flash point	+/- 2°C	5%
Water	80-120%	10%
Metals	80-120%	10%
Halogens & Sulphur	80-120%	10%

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Last Change:

Updated Training Matrix in light of changes - removed paper operatives from job titles and removed all paper related training, split TWM and Sites Services Admin into two job titles as they are now two separate jobs, TFS Regs updated with new Regs, added security plan training. Employee Training Plan Tracker renamed Employee Training Summary and added new training to reflect changes made to Training Matrix. Simplified what needs to be printed to make up the New Employee Training Manual and stated that all items should be bound or kept in a folder. Stated that training software sends emails to managers to notify when refresher training due. Included section on certs/sign offs.

Patricia McGrath 02/01/2008 12:30:12 Version: 9

Change History:

Previously Word Operations 6.2 New Document
Patricia McGrath 02/07/2001 08:58:12 AM Version: 0

Previously Word QCM 6.2, Issue no 4, 02/08/00
Patricia McGrath 29/05/2001 18:30:23 Version: 1

Addition of Induction courses, training matrix. Incorporated Operations 4.11 Staff Competence at the Transfer Station (Ops 4.11 is now obsolete).

Patricia McGrath 18/09/2002 15:52:55 Version: 2

Included section on evaluation of effectiveness of training through internal audits and review of non conformances.

Patricia McGrath 23/07/2003 13:08:31 Version: 3

Procedure : Operations_10.6 : - V9 - Training & Staff Competence

Procedure amended to reflect the new Training Plan which has been developed. All external training must now be approved by the managing director.

Patricia McGrath 11/10/2004 19:21:05 Version: 4

CRM training and training videos added to Employee Training Plan. New version of spreadsheet attached to the procedure.

Patricia McGrath 02/08/2005 16:53:13 Version: 5

Training review period on Employee Training Plan changed to 3 months from 2 months. Link to Training Schedule re-established.

Patricia McGrath 01/09/2005 11:15:35 Version: 6

Changed 2 month review to 3 month review (as this was missed during last issue of procedure). Added section of Personal Development Training. Reattached amended Employee Training Plan and Training Matrix, These were both reviewed and updated. Training matrix - additional training added such as stowage training, IMDG/ADR awareness training split into three levels (logs, Ops, Comm). Training plan - reference to obsolete procedures removed. Additional training requirements added to end to reflect training matrix.

Patricia McGrath 15/12/2005 12:57:56 Version: 7

Additional section on training for laboratory staff included. Training Plan replaced by New Employee Training Manual. Evaluation of effectiveness of training section removed from Operations 10.6.2. Included paragraph on new training management software.

Patricia McGrath 20/03/2007 17:57:29 Version: 8

Updated Training Matrix in light of changes - removed paper operatives from job titles and removed all paper related training, split TWM and Sites Services Admin into two job titles as they are now two separate jobs, TFS Regs updated with new Regs, added security plan training. Employee Training Plan Tracker renamed Employee Training Summary and added new training to reflect changes made to Training Matrix. Simplified what needs to be printed to make up the New Employee Training Manual and stated that all items should be bound or kept in a folder. Stated that training software sends emails to managers to notify when refresher training due. Included section on certs/sign offs.

Patricia McGrath 02/01/2008 12:30:12 Version: 9

- End of Document -

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Appendix C2: Accreditation Certificates

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Certificate IE94/3218.00

The management system of

Indaver Ireland Ltd

Head Office: 4 Haddington Terrace,
Dun Laoghaire, Co. Dublin, Ireland

has been assessed and certified as meeting the requirements of

ISO 9001:2000

For the following activities

The scope of registration appears on page 2 of this certificate.


Further clarifications regarding the scope of this certificate and the applicability of ISO 9001:2000 requirements may be obtained by consulting the organisation

This certificate is valid from 13 August 2008 until 05 August 2009 and remains valid subject to satisfactory surveillance audits.
Re certification audit due before 05 August 2009
Issue 14. Certified since 05 May 1994

Multiple certificates have been issued for this scope
The main certificate is numbered IE94/3218.00

This is a multi-site certification.
Additional site details are listed on subsequent pages.

Authorised by



SGS United Kingdom Ltd Systems & Services Certification
Rossmore Business Park Ellesmere Port Cheshire CH65 3EN UK
t +44 (0)151 350-6666 f +44 (0)151 350-6600 www.sgs.com

SGS 9001-2 01 0308 M2

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SGS





Indaver Ireland Ltd

ISO 9001:2000



Issue 14

Detailed scope

Provision of specialist hazardous and non hazardous waste management services including management of waste shipments, total waste management, on site services, solvent recovery.

Further Clarifications regarding the scope of this certificate and the applicability of ISO 9001:2000 requirements may be obtained by consulting the organisation

Additional facilities

**Dublin Port Hazardous Waste Facility, Folka Quay Road,
Dublin Port, Dublin 1, Ireland**

**Cork Office, Unit 11, South Ring Business Park,
Rinsale Road, Cork, Ireland**

**Kilmallock Civic Amenity Site, Shannon Development Industrial Estate,
Kilmallock, County Limerick, Ireland**

**Newcastle West Civic Amenity Site, Station Road, Newcastle West,
County Limerick, Ireland**

Mungret Civic Amenity Site, Bunlicky, Mungret, Co. Limerick, Ireland

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Certificate IE00/51240.00

The management system of

Indaver Ireland Ltd

Head Office: 4 Haddington Terrace,
Dun Laoghaire, Co. Dublin, Ireland

has been assessed and certified as meeting the requirements of

ISO 14001:2004

For the following activities

The scope of registration appears on page 2 of this certificate.

This certificate is valid from 13 August 2008 until 05 August 2009 and remains valid subject to satisfactory surveillance audits.

Re certification audit due before 05 August 2009

Issue 11. Certified since 13 January 2000

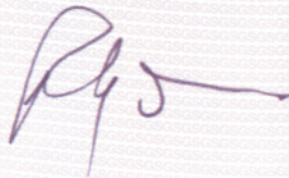
Multiple certificates have been issued for this scope

The main certificate is numbered IE00/51240.00

This is a multi-site certification.

Additional site details are listed on subsequent pages.

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Certificate IE00/51240.00

The management system of

Indaver Ireland Ltd

Head Office: 4 Haddington Terrace,
Dun Laoghaire, Co. Dublin, Ireland

has been assessed and certified as meeting the requirements of

ISO 14001:2004

For the following activities

The scope of registration appears on page 2 of this certificate.

This certificate is valid from 13 August 2008 until 05 August 2009 and remains valid subject to satisfactory surveillance audits.

Re certification audit due before 05 August 2009

Issue 11. Certified since 13 January 2000

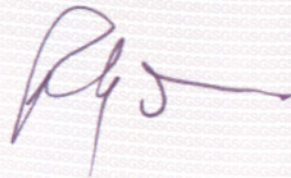
Multiple certificates have been issued for this scope

The main certificate is numbered IE00/51240.00

This is a multi-site certification.

Additional site details are listed on subsequent pages.

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Indaver Ireland Ltd

ISO 14001:2004

Issue 11

Detailed scope

Provision of specialist hazardous and non hazardous waste management services including management of waste shipments, total waste management, on site services and solvent recovery.

Additional facilities

Dublin Port Hazardous Waste Facility, Tolka Quay Road,
Dublin Port, Dublin 4, Ireland

Cork Office, Unit 11, South Ring Business Park,
Kinsale Road, Cork, Ireland

Kilmallock Civic Amenity Site, Shannon Development Industrial Estate,
Kilmallock, County Limerick, Ireland

Newcastle West Civic Amenity Site, Station Road, Newcastle West,
County Limerick, Ireland

Mungret Civic Amenity Site, Bunlicky, Mungret, Co. Limerick, Ireland



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Certificate IE02/57028.00

The management system of

Indaver Ireland Ltd

Head Office: 4 Haddington Terrace,
Dun Laoghaire, Co. Dublin, Ireland

has been assessed and certified as meeting the requirements of

OHSAS 18001:1999

For the following activities

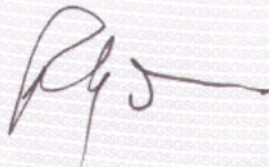
The scope of registration appears on page 2 of this certificate.

This certificate is valid from 13 August 2008 until 01 July 2009 and remains valid subject to satisfactory surveillance audits.
Re certification audit due before 05 August 2009
Issue 10. Certified since 11 October 2002

Multiple certificates have been issued for this scope
The main certificate is numbered IE02/57028.00

This is a multi-site certification.
Additional site details are listed on subsequent pages.

Authorised by



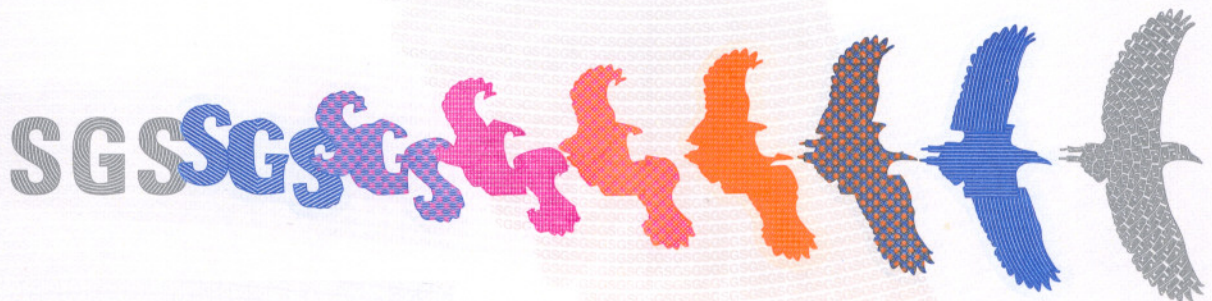
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Indaver Ireland Ltd

OHSAS 18001:1999



Issue 10

Detailed scope

Provision of specialist hazardous and non hazardous waste management services including management of waste shipments, total waste management, on site services and solvent recovery.

Additional facilities

**Dublin Port Hazardous Waste Facility, Tolka Quay Road,
Dublin Port, Dublin 1, Ireland**

**Cork Office, Unit 11, South Ring Business Park,
Kinsale Road, Cork, Ireland**

**Kilmallock Civic Amenity Site, Shannon Development Industrial Estate,
Kilmallock, County Limerick, Ireland**

**Newcastle West Civic Amenity Site, Station Road, Newcastle West,
County Limerick, Ireland**

Mungret Civic Amenity Site, Bunlicky, Mungret, Co. Limerick, Ireland

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Appendix C3: Indaver's QESH Policy

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COMPANY PROFILE

Indaver is an integrated waste management company offering both hazardous and non-hazardous waste management services. We operate in compliance with all legal requirements and with respect to waste management policies and regional/national waste management plans.

We operate a number of offices and facilities throughout Ireland and the UK. Our parent company Indaver NV is based in Flanders, Belgium.

QESH POLICY

Indaver's Quality, Environmental, Safety & Health management system is a fundamental part of our company culture and organisation and through this system we undertake to:

- ❑ Conduct our business with integrity, in a trustworthy, ethical manner. Strive to "Do the Right Thing" and encourage this attitude in all stakeholders.
- ❑ Conduct our business in a manner, which protects the health & safety of our employees, visitors, contractors and members of the public who may be affected by the company's activities.
- ❑ Conduct our business in a manner, which protects the environment of our customers, employees and the community.
- ❑ Continually pursue the achievement of excellence and the identification of opportunities for continuous innovation, improvement and efficiency of the QESH management system and performance of the company.

We are committed to:

- ❑ Complying with all Irish, UK and EU, environmental and health & safety, legislation and regulations, including Indaver's various licences and permits.
- ❑ Identifying the environmental aspects and health & safety hazards associated with our activities in order to assess any potential impacts on the environment or potential risks to the safety and health of our employees and all others who may be affected.
- ❑ Developing QESH management processes, operational procedures and audit capabilities to ensure that the systems put in place prevent environmental damage, function effectively, provide a quality service to customers, provide a quality workplace for employees and ensure, in so far as is reasonably practicable, the safe operation of the company.
- ❑ The continual improvement of our management systems through the setting of QESH Objectives and Targets and the measurement of them against key performance indicators and the Indaver group standards (such as Safety and Kinney).

QESH POLICY

- ❑ Minimising the potential for environmental incidents and health & safety accidents. Recording and reporting any incidents or accidents to the relevant competent authorities where applicable. Maintaining, in conjunction with the appropriate authorities, an emergency response capability to deal with foreseeable incidents and accidents.
- ❑ Identifying the major accident scenarios and maintaining an appropriate major accident prevention policy to provide a high level of protection for man and the environment in accordance with European Directive 96/82/EC (SEVESO II), as amended by Directive 03/105/EC and transposed into Irish and UK legislation.
- ❑ Fully considering the impact on the environment and the implications and risks to safety and health before committing capital expenditure or entering into any new business ventures.
- ❑ Being open and honest and ensuring effective communication of the QESH culture of the company through:
 - Ensuring the availability of the QESH policy, procedures and access to QESH records to all employees and interested parties;
 - Providing the necessary training and support to employees and sub contractors to ensure, in so far as is reasonably practicable, that they are able to fulfil the commitments set out in this statement of company policy;
 - Displaying signs and notices in prominent positions to inform employees, contractors and visitors of necessary QESH information.
- ❑ Ensuring, in so far as is reasonably practicable, that employees comply with their duty to follow the QESH rules and procedures and to report any incidents, accidents or near accidents immediately.
- ❑ Co-operating with contractors, suppliers and customers to develop a similarly concerned approach to the protection of the environment and to the safety & health of others.
- ❑ Assisting the community with technical advice or emergency response in cases of incidents that may involve environmental pollution.
- ❑ Ensuring efficient usage of resources such as electricity, paper and diesel and promoting a policy of recycling/recovery of waste wherever possible, both in-house and with customers.
- ❑ Being at the forefront in the provision of high quality, sustainable waste management solutions and waste infrastructure.
- ❑ Creating a company culture that lives up to the core values stated in “The Indaver Way” and encouraging all employees to exhibit these values by:

QESH POLICY

- Being a customer driven company where all decisions are based on an over-riding ambition to serve our customers better, provide our customers with excellent service levels and ensure their compliance with all relevant legislative requirements;
 - Encouraging employee involvement in decision-making and open and free communication between employees and management;
 - Encouraging teamwork which nurtures an atmosphere of trust and respect;
 - Developing and maintaining mutually beneficial relationships with partners and suppliers;
 - Providing a work-life balance for employees;
 - Providing employees with the skills training required to function effectively in their positions and encouraging the personal development of employees to full potential so as to maximise their contribution to the specific needs of the organisation;
 - Encouraging and developing leaders who drive and inspire others towards excellence by displaying role model behaviour;
 - Creating a staff culture that is challenging, rewarding and quality orientated with recognition for a job well done.
- Measuring the perceptions of employees, customers and suppliers to identify opportunities for improvement and to achieve results, which satisfy all of the organisations stakeholders.
 - Making alterations and changes to the QESH policy in the light of experience and ensuring it is kept up to date.

***The success of this policy will depend on each employee's co-operation and will be reviewed on an ongoing basis
Staff and others to whom this policy applies should feel free to put forward suggestions at any time.***


John Ahern:
Managing Director

Date: June 2007

Appendix C4: Index of QESH management system procedures

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Controlled Document: Procedures Index

Reference	Status	Version	Owner
Op_index	Authorised	14	Mary Miller

Type Index Sub-Type

Administration of System

Operations 10.3	Identification & Evaluation of Environmental Aspects
Operations 10.4	Setting and Monitoring of QESH Objectives and Targets
Operations 10.5	Quality, Environmental, Safety and Health Records
Operations 10.7	Processing a Corrective Action Report
Operations 10.8	Internal Audits
Operations 10.11	Customer Surveys & Post Collection Questionnaires
Operations 10.12	Identification & Review of Legal Requirements
Operations 10.13	Archiving
Operations 10.14	QESH Meetings & Management Reviews

Approval Amendment & Control

Operations 1.1	Amendment, Issue and Control of QESH System Documentation
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Civic Amenity Site

Operations 17.1	Civic Amenity Site - Waste Acceptance, Storage, Loading & Collection
Operations 17.2	Civic Amenity Site - Site Maintenance, Safety & Security
Operations 17.3	Emergency Response Procedure for the Civic Amenity Sites

Classification & Identification of Waste

Operations 4.2	Classification & Identification of Waste
Operations 4.8	Material Safety Data Sheets

Commercial Support

Operations 3.12	Entering and Updating Costs in the Fixed Disposal Rates Screen in Tracker
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Communications

Operations 6.1	Internal & External Communications
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Customer Support

Operations 3.1	Customer Enquiry Processing and Quotation
Operations 3.21	Customer Complaints & Comments

Dublin Port Hazardous Waste Facility

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Operations 16.2	Sampling Loading and Unloading at the Blending Plant
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Operations 16.8	Operation of the Nitrogen Blanketing System
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Operations 13.6	HazID Safety Study
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Operations 9.5	Operation of the Out of Hours Telephone System

Lab

Operations 20.1	Receiving Logging and Storage of Samples
Operations 20.12	Handling and Storage of Stock Reagents
Operations 20.21	Laboratory Quality Control System
Operations 20.23	Operation of the Lone Worker System
Operations 20.24	Emergency and Safety Equipment
Operations 20.29	Laboratory Spills and Leaks
Operations 20.4	Waste Handling and Storage and Disposal
Operations 20.8	Data Handling in the Laboratory
Operations 21.11	Determination of the Flash Point of Waste Samples
Operations 21.12	Determination of methanol in waste
Operations 21.13	Determination of organic solvents in waste
Operations 21.14	Density Determination
Operations 21.1	Determination of Metals and Halogens and Sulphur Using XRF
Operations 21.2	Determination of the Calorific Value Using an IKA Bomb Calorimeter
Operations 21.3	Determination of Free Solids in Liquid Waste Samples
Operations 21.4	Determination of the pH of Liquid Waste Samples
Operations 21.5	Determination of Fluoride in Liquid Waste Samples by Ion Selective Electrode

Operations 21.6	Determination of Ash Content
Operations 21.7	Determination of Water Content by Karl Fischer Titration
Operations 21.9	Determination of Waste Compatibility
Operations 22.1	Operation and Calibration of the Bruker XRF Spectrometer
Operations 22.10	Calibration and Use of the Analytical Balances
Operations 22.13	Operation and Maintenance of Varian Saturn 2100T GC/MS
Operations 22.14	Operation of the Stuart Magnetic Stirrer and Hotplate
Operations 22.16	Operation of the Fume Hoods
Operations 22.17	Operation and Maintenance of the Fluoride Ion Selective Electrode
Operations 22.2	Operation of the IKA C 500 Bomb Calorimeter
Operations 22.20	Operation and Maintenance of the Micropipettes
Operations 22.23	Handling of Compressed Gases
Operations 22.3	Operation of the Hettich Universal 320R Centrifuge
Operations 22.4	Operation of the Eutech 5500 pH/Ion Meter
Operations 22.5	Operation and Maintenance of TRICOOL 21 S2/10EXT Chiller
Operations 22.6	Operation of the Binder FD53 Laboratory Oven
Operations 22.7	Operation of the Carbolite Muffle Furnace
Operations 22.8	Operation of the Metrohm 787 Karl Fischer Titrimo
Operations 22.9	Operation of the Millipore Direct Q 5 Water Purification System
Operations 23.1	X-Ray Radiation Protection

Movement & Tracking

Operations 2.1	Moving a Waste Load under Transfrontier Shipment Form (TFS) direct from a Customer's Site to a Waste Facility
Operations 2.2	Moving a Waste Load under C1 from a Customer's site transiting the Transfer Station to a Waste Facility on TFS
Operations 2.3	Moving a Waste Load under Transfrontier Shipment Form (TFS) from Storage in the Transfer Station to a Waste Facility
Operations 2.4	Obtaining Licenses for the shipment of Controlled Drugs
Operations 2.8	Moving a Waste Load to Indaver's Transfer Station
Operations 2.9	Moving a Waste Load to a Waste Facility within Ireland
Operations 2.10	Moving Waste from Storage in the Transfer Station to a Waste Facility within Ireland
Operations 2.13	Obtaining approval from Chemviron for a new spent carbon stream
Operations 2.14	Movement of Waste to Kinsale Road Landfill and then on TFS to the Continent
Operations 2.15	Moving Meat & Bone Meal by Vet Cert off a Customer Site to a Disposal Facility
Operations 2.16	Moving Green List Waste for Recovery on CMR Note
Operations 2.18	Procedure for Recording & Consigning Waste on RecTracker

Sales & Invoicing

Operations 3.14	GSK Change Control Procedure
Operations 3.2	Completion of New Customer Account Application Forms and New Supplier Account Opening Forms
Operations 3.4	Preparing Jobs for Invoicing
Operations 3.5	Invoice Approval
Operations 3.9	Certificates of Disposal/Recovery

Operations 3.10	Drum Supply Procedure
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TFS

Operations 3.6	Raising a TFS
Operations 3.7	Raising a Financial Guarantee

Training & Staff Competence

Operations 10.6	Training & Staff Competence
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Transport Issues

Operations 14.1	Vehicle Maintenance & Servicing
Operations 14.2	Ensuring Compliance with Driver Hours

Vendor Control

Operations 11.1	Haulier Approving and Monitoring
Operations 11.2	Approving and Monitoring of Waste Facilities
Operations 11.3	Approval & Monitoring of General Contractors

Waste Handling

Operations 4.6	Taking and Moving a waste Sample for Analysis
Operations 5.1	Requesting Completing and Issuing Instructions to Work
Operations 5.2	Interpretation of UN Marking System
Operations 5.3	Inspection of Packages for Carrying Waste
Operations 5.4	Loading containers for Shipment
Operations 5.6	Earthing
Operations 5.8	Assignment and Use of Personal Protective Equipment
Operations 5.10	Repackaging of Waste
Operations 5.12	Labelling of Packages
Operations 5.13	On Site Placarding of Bulk and Packaged Waste Loads
Operations 5.19	Laboratory Smalls
Operations 5.21	DGSA Incident Investigation & Reporting

Last Change:

Ops 21.8, 22.19, 22.22 have been deleted from the index, operations 20.24, 20.29, 21.12, 21.13, 22.13 and 22.5 have been added to the laboratory section of the index. Paper Recycling Service has been removed as the procedures have been obsolete.

Grace McCormack 28/01/2008 12:02:56 Version: 14

Change History:

New Document
Kiera Sullivan 30/08/2001 16:50:05 Version: 0

New Document
Patricia McGrath 14/01/2002 17:45:18 Version: 1

Included new procedures Ops 2.14, Ops 3.9 and Ops 4.18
Patricia McGrath 12/02/2002 11:47:28 Version: 2

New Procedure Ops 14.2 and 8.9. Ops 4.15 reissued as Ops 13.3
Patricia McGrath 01/05/2002 13:06:11 Version: 3

Added new procedures Ops 4.19, Ops 3.7, Ops 10.14, Ops 11.7, Ops 13.1 and Ops 13.4
Removed obsolete procedures Ops 9.3, Ops 7.7, Ops 10.1 and Ops 10.2
Patricia McGrath 26/06/2002 13:10:05 Version: 4

Updated to reflect new procedures and sections and to remove obsolete procedures
Patricia McGrath 27/09/2002 15:07:58 Version: 5

Addition of new procedure Ops 4.20, Civic Amenity Site Procedures, Ops 3.21 and removal of obsolete movement procedures.
Patricia McGrath 13/01/2003 16:25:43 Version: 6

Ops 5.14 obsolete, New procedure Ops 4.21 added, Ops 4.6 renamed and moved from TS section
Patricia McGrath 10/03/2003 20:21:43 Version: 7

Ops 4.9, 4.20 and 3.13 obsolete. Ops 9.2 recategorised as "Equipment". Ops 9.4 & 9.5 recategorised as "IT Systems".
New procedure Ops 2.16 and Ops 3.13
Patricia McGrath 21/07/2003 15:02:52 Version: 8

Addition of HR procedures. Operations 3.8 and Operation 5.17 removed as obsolete
Patricia McGrath 09/03/2004 13:31:38 Version: 9

Removed Contractor section and put these procedures under waste handling. Removed Operations 11.5, Operations 5.5, Operations 8.1 and Operations 4.16 as these procedures were made obsolete.
Patricia McGrath 28/01/2005 19:41:42 Version: 10

Additional column indicating Manager responsible by procedure was added. Removed Operations 4.7, 4.14, 4.18, 5.9, 5.16, 5.18, 8.6, 9.2, 12.1, 12.2, 12.3 & 12.4 as these were made obsolete. Took out Operations 4.18 and Operations 12.8 as they are being made obsolete. Procedures Ops 18.3, Ops 7.8 and Ops 13.5 were added. Moved Ops 3.1 from Sales and Invoicing to Customer Support and Ops 4.8 from Transfer Station to Classification and ID of Waste. Renamed Operations 5.8 to Assignment and Use of PPE
Patricia McGrath 03/01/2006 17:51:12 Version: 11

Added procedures Ops 13.10, 13.11, 13.6 and 13.7 to Health and Safety. Added procedure Ops 3.14 to Sales and Invoicing. Renamed Transfer Station as Transfer Station & Solvent Recovery Facility and added procedures Ops 16.1, 16.2, 16.3. Inserted a new section for Lab and added procedures Ops 20.1, 20.11, 20.12, 20.2, 20.21, 20.23, 20.3, 20.4, 20.9, 21.11, 21.14, 21.2, 21.3, 21.4, 21.5, 21.6, 21.7, 21.8, 21.9, 22.1, 22.10, 22.14, 22.15, 22.16, 22.17, 22.19, 22.2, 22.20, 22.22, 22.23, 22.3, 22.4, 22.6, 22.7, 22.8 and 22.9.. Removed procedures Ops 3.13, 4.13, 4.21, 5.15 and 12.5. Updated person responsible for each procedure. Operations 10.9 has been removed as it is now obsolete.
Patricia McGrath 27/03/2007 12:40:43 Version: 12

Removed responsible person column. Added procedures Ops 13.8, 13.9, 15.1, 16.5 and 16.6 to Health and Safety. Renamed Transfer Station & Solvent Recovery Facility as Dublin Port Hazardous Waste Facility and added procedures Ops 16.8 and 4.23. Added procedures Ops 20.8, 21.1 and 23.1 to Lab. Added procedure Ops 15.1 to Equipment. Removed Ops 17.4, 20.11, 20.2, 20.3, 20.9, 22.15, 7.4, 11.4, 11.7 and 5.20.
Roisin Murphy 31/08/2007 10:00:53 Version: 13

Ops 21.8, 22.19, 22.22 have been deleted from the index, operations 20.24, 20.29, 21.12, 21.13, 22.13 and 22.5 have been added to the laboratory section of the index. Paper Recycling Service has been removed as the procedures have been obsolete.
Grace McCormack 28/01/2008 12:02:56 Version: 14

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